



metroplan orlando

A REGIONAL TRANSPORTATION PARTNERSHIP

TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD **AGENDA**

May 12, 2016 @ 10:00 a.m.



ORANGE/ OSCEOLA/ SEMINOLE COUNTIES JOINT TRANSPORTATION
DISADVANTAGED LOCAL COORDINATING BOARD

DATE: Thursday, May 12, 2016
TIME: 10:00 a.m.
LOCATION: David L. Grovdahl Board Room
250 S. Orange Avenue, Suite 200
Orlando, Florida 32801



Wireless access available
Network = metroplan
Password = metroaccess

Commissioner Pete Clarke, Chairperson, Presiding

AGENDA

- I. CALL TO ORDER - Commissioner Clarke
- II. PLEDGE OF ALLEGIANCE
- III. CONFIRMATION OF QUORUM - Ms. Cathy Goldfarb
- IV. AGENDA REVIEW & ANNOUNCEMENTS- Ms. Virginia Whittington
- V. PUBLIC COMMENTS ON ACTION ITEMS

Comments from the public will be heard pertaining to Action Items on the agenda for this meeting. People wishing to speak must complete a "Speakers Introduction Card" at the reception desk. Each speaker is limited to two minutes.

VI. CONSENT AGENDA

A. Approval of minutes of previous meeting (February 11, 2016)

TAB 1

The minutes of the February 11, 2016 Transportation Disadvantaged Local Coordinating Board meeting are included for approval at Tab 1.

VII. ACTION ITEMS

A. Approval of the 2014-2015 CTC Evaluation Report

TAB 2

Pursuant to Florida Statutes 427.15 the performance of the Community Transportation Coordinator (CTC) shall be evaluated based on the Commission for the Transportation Disadvantaged approved evaluation criteria by the coordinating board annually. A copy of the evaluation report is included and, after approval, will be submitted to the MetroPlan Orlando Board and the Commission.

B. Approval of the Transportation Disadvantaged Service Plan (TDSP) Annual Update

TAB 3

Mr. Tim May and Ms. Kasia Castro, LYNX, will present updates to the Transportation Disadvantaged Service Plan and the Community Connector Plan component of the plan. The TDSP is an annually updated tactical plan jointly developed by the Planning Agency and the Community Transportation Coordinator that contains development, service, and quality assurance components. The TDLCB reviews and approves the TDSP and it is submitted to the Commission for the Transportation Disadvantaged for final action.

C. Approval of the 2016-2017 Rate Calculation Worksheet

TAB 4

Each year, the Florida Commission for the Transportation Disadvantaged (CTD) reviews and approves prices charged by transportation operators for rides purchased in the Coordinated Transportation System. The rate approval process begins with completion of the rate model spreadsheet. The information put into the spreadsheet considers past, current, and projected costs and revenues associated with the area's transportation services.

The rate model spreadsheet is updated each year to adjust for continuously changing factors related to capital equipment and replacement; local, state and federal subsidies that offset the cost of services; service demand changes; expenses that experience large changes, such as fuel; and anticipated or actual profits or losses.

The following is ACCESS LYNX's TD rates per trip for FY2016. At the request of the CTD, these rates do not include ADA expenses. In addition, LYNX no longer provides stretcher trips.

| Type of Trip | FY2016 Rates | FY2017 Rates |
|--------------|--------------|--------------|
| Ambulatory | \$21.12 | 25.05 |
| Wheelchair | \$36.21 | 42.95 |

D. Request for Revision to ACCESS LYNX's No-Show Suspension Policy

Last year, the LCB approved a requested a change to ACCESS LYNX's No-Show policy from three hours to one hour advance notice which resulted in a 34% decrease in no shows. Similarly, Mr. Tim May will address the LCB to request the following change to ACCESS LYNX's No Show Suspension Policy.

Currently, if a customer has 5 or more verifiable "no shows" in a 90 day period, the customer is suspended for a period of 30 days. The customer is given a 3 week notice to make alternate

transportation arrangements. This policy was approved by the Local Coordinating Board back in 2003.

It is the opinion of LYNX paratransit management staff that this suspension period is severe and should be adjusted. Approval of the following recommendations are requested:

- Analyze customer no shows on an individual basis and look for trends such as only occurring on Mondays, or certain other days.
- Contact the customer to see if ACCESS LYNX can be of any assistance in avoiding no shows.
- Set the first suspension to one-day, and if the issue persists, increase incrementally to a total of five-day.
- Allow for the same three week notification period.

VIII. PRESENTATIONS & STATUS REPORTS

A. LYNX Real Time Reservation Technology

Doug Jamison, Senior ITS Developer, LYNX will give a presentation on real time reservation technology currently being beta tested for future deployment.

B. MV Transportation MOBI Demonstration

Chris York, MV Transit, will give a demonstration of MOBI, a mobile app currently being tested that will be used by ACCESS LYNX riders for trip scheduling and vehicle arrival/departure updates.

C. 2016 Florida Legislative Session Wrap Up

Ms. Virginia Whittington, MetroPlan Orlando, will provide a brief overview of the 2016 Florida Legislative session.

IX. GENERAL INFORMATION

TAB 5

A. Ombudsman Report:

A summary of the communication made directly to the Commission for the Transportation Disadvantaged office from riders, providers, or others that require direct interaction with the customer or other entities will be provided at the meeting. Additional items or issues that are handled via contract manager or on a technical assistance basis can be provided upon request.

B. Planning Grant Update Report

Quarterly progress reports of transportation disadvantaged planning accomplishments and planning contract deliverables as outlined in the planning grant agreement.

C. LYNX/Community Transportation Coordinator (CTC) Update

Report on current and ongoing operations.

D. Report of Operator Payments

The Operators Payments Report is a requirement of the Local Coordinating Board and Planning Agency Operating Guidelines to ensure that operator payments are addressed as a standard agenda item. An attachment of the report is included.

E. Monthly Paratransit Statistical Breakdowns

A copy of the Monthly Paratransit Statistical Breakdowns is provided for use and information.

X. UPCOMING MEETINGS AND EVENTS OF INTEREST

- *Quality Assurance Task Force - TBA*
- *MetroPlan Orlando Board meeting - July 13, 2016 at 9:00 a.m.*

XI. MEMBER COMMENTS

XII. PUBLIC COMMENTS (GENERAL)

XIII. ADJOURNMENT - Next meeting: August 11, 2016

If any person with a disability as defined by the Americans with Disabilities Act (ADA) needs special accommodations to participate in this proceeding, he or she should contact Ms. Cathy Goldfarb at METROPLAN ORLANDO, 250 S. Orange Avenue, Suite 200, Orlando, FL 32801, (407) 481-5672, ext. 315, not later than two (2) business days prior to the proceeding.

TAB 1





ORANGE/ OSCEOLA/ SEMINOLE COUNTIES JOINT TRANSPORTATION
DISADVANTAGED LOCAL COORDINATING BOARD

DATE: Thursday, February 11, 2016

TIME: 10:00 a.m.

LOCATION: MetroPlan Orlando Board Room
250 S. Orange Avenue, Suite 200
Orlando, Florida 32801

Commissioner Pete Clarke, Presiding

Members in attendance were:

Commissioner Pete Clarke, Orange County, **Chairman**
Commissioner Lee Constantine, Seminole County, **Vice-Chairman**
Mr. Win Adams, Elderly
Ms. Charlotte Keller for Mr. Benjamin Akinola, AHCA/Medicaid
Ms. Marilyn Baldwin, Disabled
Ms. Olga Vazquez for Mr. Mike Barnett, Public Education
Ms. Millagros Carrion, Medical Community
Ms. Crystal Ford for Mr. Tom Daniels, Orange County EMS (*non-voting*)
Ms. Sharon Jennings, Agency for Persons with Disabilities
Mr. Tim May, LYNX (*non-voting*)
Mr. Robert Melia, LYNX TAC designee (*non-voting*)
Mr. Wayne Olson, Dept. of Education & Vocational Rehabilitation
Master Sargent Jose Pizarro, Veterans
Ms. Jo Santiago, FDOT
Mr. Wilfredo Raices, State Coordinating Council of Early Childhood
Ms. Cheryl Stone for Mr. Dwight Sayer, Citizen Advocate (System User)
Ms. Marsha Shapiro, Citizen Advocate
Mr. Chris York, For-Profit Operator

Members not in attendance were:

Commissioner Michael Harford, Osceola County,

Mr. Randall Hunt, Senior Resource Alliance
Ms. Dianne Arnold, Economically Disadvantaged

Others in attendance were:

Mr. Benjamin Gonzalez, LYNX
Ms. Milagros Chervoni, ACHA
Ms. Ruth Kessa, APD
Ms. Virginia Whittington, MetroPlan Orlando
Ms. Cathy Goldfarb, MetroPlan Orlando

A complete list of other attendees may be obtained upon request.

I. CALL TO ORDER

Chairman Pete Clarke called the meeting to order at 10:05 a.m.

II. PLEDGE OF ALLEGIANCE

Commissioner Lee Constantine led the committee in the pledge of allegiance.

III. INTRODUCTIONS

Members of the committee introduced themselves.

IV. CONFIRMATION OF QUORUM

Ms. Cathy Goldfarb confirmed that a quorum was present.

V. AGENDA REVIEW

Ms. Virginia Whittington told TDLCB members that they were welcome to take a tour of the new office space after the TDLCB meeting. She called attention to the addition of an addendum to the agenda, item VIII,D, which was approval of Mr. Charles Brooks as an alternate for Ms. Marilyn Baldwin.

MOTION: Commissioner Lee Constantine moved approval of the addition of item VIII,D, to the agenda. Mr. Win Adams seconded the motion, which passed unanimously.

Ms. Whittington noted that polling devices had been placed at committee member's seats to use for the CTC evaluation later in the agenda. She told TDLCB members that included in their supplemental folders were FTPA legislative priorities, report on the January 26th QATF meeting, a copy of the paratransit statistics, an article regarding LYFT expanding into paratransit service, and an announcement for a series of LYNX

workshops. Also provided at TDLCB member's seats was a copy of the 2016 MetroPlan Orlando desk calendar as a thank you to volunteers.

Mr. Harry Barley welcomed those in attendance and spoke briefly about MetroPlan Orlando's new location and access to the office. He presented longest serving committee member awards to Ms. Marilyn Baldwin and Ms. Sharon Jennings, who had been unable to attend the volunteer appreciation luncheon in January.

VI. PUBLIC COMMENTS ON ACTION ITEMS

Mr. Bruno Santos, City of Kissimmee resident and ACCESS LYNX user, commented that the routing for ACCESS LYNX does not make sense and needs to be looked at.

VII. CONSENT AGENDA

A. Approval of minutes of previous meeting

The minutes of the November 12, 2015 Transportation Disadvantaged Local Coordinating Board meeting were provided for approval.

MOTION: Commissioner Lee Constantine moved approval of the consent agenda. Mr. Win Adams seconded the motion, which passed unanimously.

VIII. ACTION ITEMS

A. Approval of 2016 TDLCB Bylaws

Pursuant to the CTD operating guidelines, the TDLCB is required to review their bylaws annually and recommend any proposed changes to the TDLCB for approval. The bylaws were reviewed by the QATF at their January 26, 2016 meeting. A copy of the proposed revisions and a summary of the proposed changes were provided. Approval of the 2016 TDLCB Bylaws was requested.

MOTION: Ms. Marsha Shapiro moved approval of the 2016 TDLCB bylaws. Mr. Win Adams seconded the motion, which passed unanimously.

B. Approval of 2016 Grievance Procedures

Pursuant to the CTD operating guidelines, annually, the TDLCB must review and update its grievance procedures if necessary. The grievance procedures were reviewed by the QATF at their January 26, 2016 meeting. A copy of the proposed revisions, along with a summary of the changes, were provided. Approval of the 2016 TDLCB Grievance Procedures was requested.

MOTION: Ms. Marsha Shapiro moved approval of the 2016 Grievance Procedures. Ms. Crystal Ford seconded the motion, which passed unanimously.

C. Appointment of 2016 Grievance Committee

Pursuant to the TDLCB Grievance Procedure, a Grievance Committee shall be appointed by the Transportation Disadvantaged Local Coordinating Board Chair and shall consist of at least five (5) voting members of the TDLCB. Chairman Clarke requested Volunteers to serve on the Grievance Committee. In the event a grievance is filed, the Grievance Committee will be convened. Mr. Win Adams, Ms. Crystal Ford, Ms. Marilyn Baldwin, Mr. Bob Melia and Ms. Marsha Shapiro volunteered to serve on the Grievance Committee.

MOTION: Commissioner Lee Constantine moved approval of Mr. Win Adams, Ms. Crystal Ford, Ms. Marilyn Baldwin, Mr. Bob Melia and Ms. Marsha Shapiro. serving on the Grievance Committee. Mr. Win Adams seconded the motion, which passed unanimously.

IX. PRESENTATIONS & STATUS REPORTS

A. Report on the FY 2015-2016 Public Hearing

Ms. Virginia Whittington, MetroPlan Orlando, updated the board on the results of the November 12, 2015 public hearing. Ms. Whittington noted that the November 12th public hearing was held at MetroPlan Orlando's previous office location. She told TDLCB members that there was good public participation and comments. A summary of the public hearing was provided in the agenda packet.

B. Quality Assurance Task Force (QATF)

Ms. Marilyn Baldwin, Chair of the QATF, reported on the January 26, 2016 meeting. A summary of the QATF meeting was provided in the supplemental folders. Ms. Baldwin told committee members that it was a pleasure to represent TDLCB at TD Day in Tallahassee. She reported that the TDLCB representatives met with local elected officials and discussed TD needs such as technology. She thanked Ms. Whittington for her assistance on the trip. Ms. Baldwin called attention to a committee she is participating on at LYNX that is updating LYNX's TDSP. She noted that she is assisting with updating the TD component of the TDSP and a public workshop relative to the update will be held Wednesday, February 17th.

C. LYNX/Community Transportation Coordinator (CTC) Update

Mr. Tim May, ACCESS LYNX Paratransit manager, reported on current and ongoing operations. Mr. May told committee members that MV Transportation had done well with the inspections that had been conducted recently. He called attention to the formation of a new Transit Advisory Committee which is looking for committee members representing all modes of transportation. Anyone who would like to serve, he noted, can go to the LYNX website and contact him. Mr. May told TDLCB members that Ms. Baldwin and Ms. Whittington are providing their feedback for the LYNX

Community Connector program and workshops for the program are scheduled in Orange, Osceola and Seminole County.

Ms. Whittington called attention to a new feature in the MetroPlan Orlando board room which was listening devices that can be requested for the hearing impaired.

D. Evaluation of Community Transportation Coordinator (CTC)

Pursuant to Florida Statutes 427.15, the performance of the CTC shall be evaluated based on the CTD approved evaluation criteria by the coordinating board annually. Staff conducted the evaluation as part of the February 2016 TDLCB meeting. The process was facilitated by staff and TDLCB members used electronic polling devices. Members could submit comments or suggestion on individual sections at the end of each section. Staff will incorporate the additional comments into the final report to the CTC.

Ms. Whittington noted that copies of the evaluation form had been sent out to TDLCB members ahead of time to review and add any comments. She added that the polling device system allowed for immediate feedback on the evaluation questions. Ms. Whittington added that ACCESS LYNX is the CTC for Orange, Osceola and Seminole Counties and the evaluation period was for July 1, 2014 to June 30, 2015. She told committee members that the evaluation covered areas such as level/quality of service and reasonable cost for service. One additional item, she noted was evaluating/prioritizing areas for improvement and the time frame for improvement. Ms. Whittington told TDLCB members that a report on the evaluation will be provided at the May TDLCB meeting.

Mr. Chuck Graham, citizen and ACCESS LYNX user, questioned how many of those evaluating the CTC actually used the system. Ms. Whittington responded that TDLCB membership is made up of system users, elected officials, and human service providers who all may not use the system, but have knowledge of it through other means. Mr. Bob Melia commented that when he is voting, he not only considers his use, but the use of patients at the hospital as well. Commissioner Constantine added that he shares the sentiment that he doesn't use the system himself, however, he gets feedback through his contact with local citizens. Ms. Baldwin commented that TDLCB members have been offered the opportunity to ride ACCESS LYNX as a "Mystery rider". Mr. Bruno Santos commented that you can only make a reservation online if you have already gone to the address previously. Mr. May responded that Mr. Santos is correct and if you have not traveled to an address previously, it needs to be inputted by reservation staff at ACCESS LYNX. Ms. Marsha Shapiro commented that she has used ACCESS LYNX for five years and she has seen a great deal of improvement and is pleased with the service. Chairman Clarke commented that he gets phone calls from constituents if they are unhappy and the calls have disappeared, indicative of a change for the better. Mr. Santos added that people don't know about the service and suggested pamphlets be circulated for advertising purposes. Mr. May responded that when staff goes out in the local community, they bring information with them to distribute. Ms. Whittington told TDLCB members that if anyone would like to participate as a mystery rider they would need to do so prior to the final evaluation report.

X. GENERAL INFORMATION

A. Overview of New Federal Transportation Bill

A copy of a slide presentation giving an overview of the new federal transportation bill, Fixing America's Surface Transportation Act (FAST), was provided.

B. Ombudsman Report: September - December

No Ombudsman report was available.

C. Planning Grant Update Report

A Quarterly progress report of transportation disadvantaged planning accomplishments and planning contract deliverables as outlined in the planning grant agreement was provided.

D. Report of Operator Payments

The Operators Payments Report is a requirement of the Local Coordinating Board and Planning Agency Operating Guidelines to ensure that operator payments are addressed as a standard agenda item. An attachment of the report was provided.

E. 2015 Attendance Records

A spreadsheet showing the attendance records for the TDLCB meetings during 2015 was provided.

XI. UPCOMING MEETINGS AND EVENTS OF INTEREST

A. MetroPlan Orlando Board meeting - March 10, 2016 at 9:00 a.m.

B. Quality Assurance Task Force - April 19, 2016 at 1:30 p.m.

XII. MEMBER COMMENTS

Ms. Marilyn Baldwin commented that it was Black History Month and she encouraged everyone to attend activities planned in the community and be willing to speak up if they witness an injustice occurring.

XIII. PUBLIC COMMENTS (GENERAL)

Mr. Chuck Graham, Winter Garden resident and system user, commented that there is a need for dedicated funding for transit and better service. He called attention to the fact that there are four toll agencies locally and some of the toll funds could be used

for enhancing local transit service. He asked that people contact their local public officials to express the need for dedicated funding and to come up with a solution for funding.

Ms. Cathy Matthews, Orlando resident, thanked everyone for what they are doing. She commented that her son is legally blind and had a very bad experience using ACCESS LYNX and was very distraught about having to use the service again. She told committee members that there are issues with the service. While she appreciates how far the service has come, it still needs improvement.

Ms. Whittington commented that she will be meeting with Mr. Tim May, ACCESS LYNX, and Mr. Chris York, MV Transportation, after the meeting to discuss the service.

XIV. ADJOURNMENT

The next TDLCB meeting is scheduled on May 12, 2016.

MOTION: Commissioner Lee Constantine moved to adjourn the TDLCB Meeting. Mr. Win Adams seconded the motion, which passed unanimously.

There being no further business the meeting adjourned at 11:05 a.m. Respectfully transcribed and submitted by Ms. Cathy Goldfarb.

Approved this 12th day of May, 2016.

Chairperson, Orange, Osceola, Seminole
Counties Joint Transportation Disadvantaged
Local Coordinating Board

Cathy Goldfarb, Senior Board Services Coordinator
and Recording Secretary

As required by Section 286.0105, Florida Statutes, MetroPlan Orlando hereby notifies all interested parties that if a person decides to appeal any decision made by MetroPlan Orlando with respect to any matter considered at such meeting or hearing, he or she may need to ensure that a verbatim record is made to include the testimony and evidence upon which the appeal is to be based.

TAB 2

COMMUNITY TRANSPORTATION COORDINATOR EVALUATION



3/31/2015

Orange, Osceola, and Seminole Counties

MetroPlan Orlando's Transportation Disadvantaged Local Coordinating Board evaluation of the Central Florida Regional Transportation Authority (d.b.a. LYNX) as CTC for the period from July 1, 2014 to June 30, 2015.

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INTRODUCTION

Transportation is a critical part of our lives. A person's quality of life and the economic vitality of communities are loosely dependent on an individual's ability to access work, education, health services and other civic and social opportunities. Unfortunately, there is a segment of our community whose access to transportation is limited by their physical, mental and/or financial abilities. In 1979, to address the needs of this segment of the community, the Florida Legislature created Florida's Transportation Disadvantaged Program to foster the coordination of transportation services for the state's transportation disadvantaged population.

The purpose of the **Commission for the Transportation Disadvantaged** is to establish a coordinated transportation system from which state agencies and local entities can purchase cost-effective and non-duplicated transportation services for their clients. The **transportation disadvantaged (TD)** are individuals, including children, who because of physical or mental disability, income status, or inability to drive due to age or disability are unable to transport themselves or to purchase transportation and have no other form of transportation available.

To assist with program implementation, the Commission contracts with a Community Transportation Coordinator (CTC) and planning agency in each county. As the planning agency for the Central Florida region, MetroPlan Orlando provides staff support to the Transportation Disadvantaged Local Coordinating Board (TDLCB). With the assistance of the TDLCB, MetroPlan Orlando identifies local service needs as well as advises and directs the CTC on the coordination of services to be provided to the transportation disadvantaged pursuant to Chapter 427.

The Central Florida Regional Transportation Authority (d.b.a. LYNX) has been the designated CTC for Orange, Osceola, and Seminole Counties since October 1, 1992. The Commission entered into a Memorandum of Agreement, dated September 14, 1992, with LYNX to assume coordinator duties and approve the Trip/Equipment Grant for LYNX to provide sponsored and non-sponsored transportation to the transportation disadvantaged persons in the Central Florida region. **Figure 1** on the next page shows the TD system organization in the Central Florida region.

The Central Florida region is composed of Orange, Osceola, and Seminole counties. Together, they constitute approximately 2,584 square miles. Orange County accounts for 908 square miles; Osceola County is 1,322 square miles; and Seminole County 344 square miles. Service is provided throughout the tri-county area and includes the cities of Altamonte Springs, Apopka, Kissimmee, Lake Mary, Longwood, Maitland, Ocoee, Orlando, Oviedo, Sanford, St. Cloud, Winter Springs, Winter Garden, and Winter Park.

The population of the region is 2,005,728, a 2% increase over last report. Although the three-county region's overall population increased only 2%, the potential transportation disadvantaged population



increased by 8% region-wide. In total, the tri-county region's residents make up slightly more than 10 percent of state's total in 2015, with 34 percent being potential TD customers.

According to the Commission's 2015 Annual Performance Report, most TD trips provided by LYNX occur to meet Medical (44%), Life Sustaining (18%), Education/Training (15%), Employment (15%), and Nutritional (5%) needs. The decrease in medical trips from 59% in 2014 to 44% in 2015 may be attributed to the loss of the majority of Medicaid non-emergency trips in the coordinated system between 2014 and 2015.

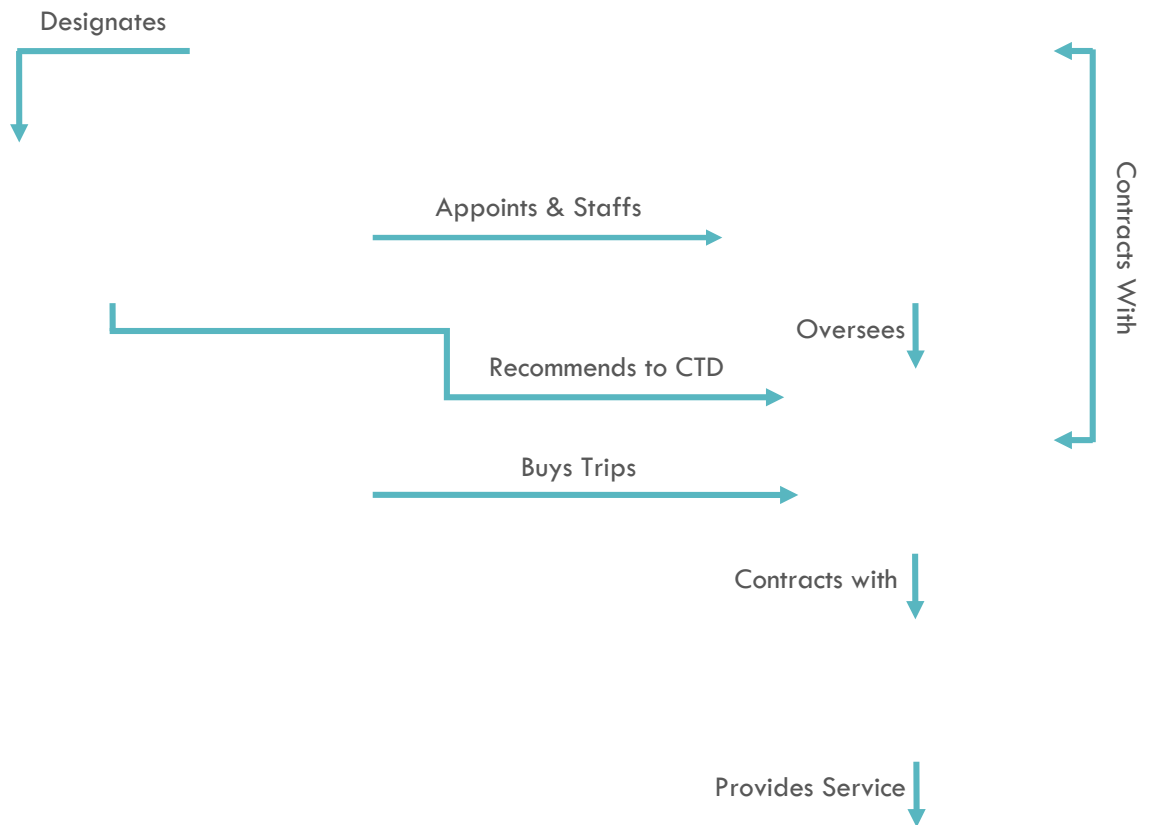


Figure 1- Central Florida Transportation Disadvantaged Program Organization

PARATRANSIT SERVICES

The mission of LYNX TD services is to provide safe, cost effective transportation to those who, because of disability, age, or income, are unable to provide or purchase their own

transportation. LYNX achieves its goal through their ACCESS LYNX service. ACCESS LYNX is a shared ride paratransit, door-to-door transportation service provided by MV Transportation, Inc. (MV) under the supervision of LYNX. The program provides service for eligible individuals who are not able to use the regular bus service because of a disability or other limitations.

The ACCESS LYNX paratransit program provides approximately 2,000 scheduled passenger trips per day, using a variety of vehicles specially equipped for individuals with various disabilities. Vehicles are wheelchair-lift equipped and meet Americans with Disabilities (ADA) standards. ACCESS LYNX services are available any time that the public bus system is in operation and provides transportation to and from medical facilities, adult daycare, and nutrition sites. Non-medical trips, such as personal and grocery shopping, church services, etc., are also provided on a space available basis.

ACCESS LYNX fees are charged based on client eligibility and funding source rules. ACCESS LYNX staff is responsible for determining eligibility for paratransit service. Reservations for transportation can be made by phone between 8:00 a.m. and 5:00 p.m., seven days a week, or online 24-hours a day. Customers may schedule up to three round-trips with one phone call. Reservations can be made up to seven days in advance, and must be made no later than 5:00 p.m. the day before service needs to be provided.

2014-2015 PARATRANSIT SERVICE REVIEW

Due to state legislative action, Florida Medicaid transportation was divided into three areas of the state; North, Central, and South. The Central Region, which is our jurisdiction, was taken over by MTM, Inc. in March, 2015. Prior to the legislative action, LYNX was responsible for all Medicaid transportation, including out of area transportation, meaning that LYNX was responsible for arranging transportation, with the approval of ACHA, anywhere in the country. With Medicaid transportation now the responsibility of the broker, LYNX realized a 37% drop in scheduled trips, and a 29% drop in total applications received for paratransit service. Having noted the drop in trips, there was also a drop in cost per trip, as noted in TD Rate Model from the 2015 TDSP. An updated TD Rate Model will be included in the 2016 TDSP update.

In addition to Medicaid Reform, there was a management change in the LYNX paratransit operations division. With the change in management came a change in the way late cancellations are calculated, how no shows and suspensions are assessed, and an increased presence in the community. In addition, on time performance has increased by an average of 2%, however concerns over on-time performance, dispatch and scheduling remain a priority for LYNX management, and our partner, MV Transportation.



Also in 2015, LYNX assumed 100% ownership of the paratransit fleet. This was possible through various state and federal grants. With ownership of the fleet, LYNX is able to reduce its variable fixed costs associated with the fleet, while MV Transportation is responsible for the operation and maintenance of the vehicles.

Operating expenses increased slightly per trip and per vehicle mile. However, no-shows decreased by 33%. In response to a sharp increase of 27% in no shows reported during the previous evaluation, LYNX requested a change to ACCESS LYNX's No-Show policy from three hours advanced notice to one hour advance notice. Prior to the approval by the LCB in May 2015, when a user decided not to take a scheduled ride with ACCESS LYNX, they needed to cancel their trip at least three hours prior to their scheduled pick-up time. However, a review of peer paratransit systems revealed different no-show policies with cancellation windows ranging from 30 minutes to 90 minutes prior to the trip. Therefore, the LCB unanimously approved a new one-hour advanced notice policy. In addition, ACCESS LYNX staff carefully reviews their daily no show report for validity, which also attributes to the sharp decrease in no-shows over the last reporting period. ACCESS LYNX's 2014/15 service measurements can be found under **Appendix A**.

EVALUATION OF PERFORMANCE

As required by the Commission for the Transportation Disadvantaged, the LCB is responsible for conducting an annual evaluation of the CTC. The purpose of evaluating the CTC is to ensure that the most cost-effective, unduplicated, efficient and accountable transportation service is being offered to the eligible Central Florida TD population. The intent of this evaluation is to determine the level and quality of CTC (and operators') service, and whether the costs are reasonable. On February 11, 2015, LCB members were asked to evaluate ACCESS LYNX based on four areas: coordination, cost effectiveness and efficiency, local measurements, and availability. The following report is a breakdown of the evaluation by area. The CTC Evaluation Form can be found under **Appendix B**.



Since 2011 MetroPlan Orlando has conducted an on-site, electronic polling session of the CTC evaluation during the normally scheduled LCB meeting. This polling mechanism has been very successful for the agency and the LCB. Not only do members receive immediate feedback, but staff is able to analyze the responses and provide a report in less time.

LCB members were given the evaluation questions two weeks in advance of the meeting in order to research and evaluate any specific topics. Members were given a polling device at the

beginning of the meeting to use to submit their responses during the evaluation portion of the meeting. MPO staff assisted members with physical disabilities and/or sight impairments. MetroPlan LCB liaison, Virginia Whittington, facilitated the evaluation by providing an introductory overview in order to help members become familiar with the polling devices and fully understand the mechanics of the overall assessment. The survey questions were read aloud for the members to respond and for the benefit of those observing in the audience some of whom may have also been vision impaired. LCB members were given 15 seconds to respond to each question. In order to maintain the integrity of the evaluation, members were asked not to discuss any of the questions prior to or during the evaluation, however staff would clarify any questions or terms, if necessary. Members were also asked to document written comments, questions, and concerns at the end of each area. These have been included at the end of each subcategory. In total, 16 LCB members attended the meeting and participated in the evaluation, a 33% increase over prior year.

The evaluation was broken down into five categories: Operations, Administrative, Cost Effectiveness & Efficiency, Local Performance Measurements, and Availability. It should be noted that the rating scale was changed for several rating areas this year at the direction of the LCB. Instead of "strongly agree or agree," the responses were based on whether ACCESS LYNX "Exceeds Standards", "Meets Standards", or fell "Below" the established standards. Below is a description and voting breakdown by category.

COORDINATION

The first portion of the evaluation covered the ability of ACCESS LYNX to arrange the provision of transportation services in a manner that is cost effective, safe, efficient, and reduces fragmentation and duplication of services. This area was divided into two important factors in TD coordination: operations and administrative.

Operations

The Operations subcategory asked about five important factors: planning, transportation availability, service monitoring, billing, and reporting. LCB members were mostly pleased with

the operations efforts of ACCESS LYNX. The voting breakdown in the Operations subcategory is shown below:

1. **PLANNING** - ACCESS LYNX ensures that TD transportation services complement each other; that is, services are not duplicated and that TD transportation needs are not omitted.

| | | |
|------------------------|------------------------------|-----------------------------|
| Exceeds Standards - 0% | Meets Standards - 62.5% (10) | Below Standards - 31.3% (5) |
| Unacceptable - 0% | N/A - 6.3% (1) | |

2. **TRANSPORT AVAILABILITY** - ACCESS LYNX ensures that the appropriate vehicles are available for the clients, such as a client using a wheelchair is picked up by a wheelchair accessible shuttle.

| | | |
|------------------------------|-----------------------------|-----------------------------|
| Exceeds Standards - 6.3% (1) | Meets Standards - 56.3% (9) | Below Standards - 37.5% (6) |
| Unacceptable - 0% | N/A - 0% | |

3. **SERVICE MONITORING** - ACCESS LYNX properly monitors and resolves transportation problems involving passengers and MV Transportation.

| | | |
|-------------------------------|-----------------------------|-----------------------------|
| Exceeds Standards - 31.3% (5) | Meets Standards - 43.8% (7) | Below Standards - 18.8% (3) |
| Unacceptable - 0% | N/A - 6.3% (1) | |

4. **BILLING** - ACCESS LYNX has a coordinated billing system in which they properly collect fares for trips based on funding eligibility.

| | | |
|------------------------|---------------------------|----------------------------|
| Exceeds Standards - 0% | Meets Standards - 50% (8) | Below Standards - 43.8 (7) |
| Unacceptable - 0 | N/A - 6.3% (1) | |

5. **REPORTING** - ACCESS LYNX regularly provides accounting, operating statistics, measures related to certification and billing as well as other information to the TDLCB.

| | | |
|-----------------------------|----------------------------|---------------------------|
| Exceeds Standards - 25% (4) | Meets Standards - 3.5% (6) | Below Standards - 25% (4) |
| Unacceptable - 0% | N/A -12.5% (2) | |

Written Comments Received from Evaluation Respondents

Operations

- Timely pick up and drop off of customers; too often are they getting in to appointments late.

Administrative

The second subcategory under the Coordination is Administrative. These questions dealt with ACCESS LYNX reservations, scheduling, trip allocations, and eligibility records. Under Eligibility records/certification 73% of the members felt ACCESS LYNX meets or exceeds standards. However, there continues to be significant concern with ACCESS LYNX's assignment of trips as 56% of the respondents felt trip allocation fell below standards. This issue was also raised during the last evaluation as 33% of the respondents disagreed, noting improvement is needed. It should also be noted that a contributing factor could very well be the impact related to changes in the coordinated system.

The voting breakdown in the Administrative category is shown below:

1. **ELIGIBILITY RECORDS/CERTIFICATION** - ACCESS LYNX has created a user-friendly enrollment system to determine a user's eligibility based on specific program funding criteria.

| | | |
|----------------------------------|---------------------------|--------------------------------|
| Exceeds Standards - 13.3% (2) | Meets Standards - 60% (9) | Below Standards - 26.7% (4) |
| Unacceptable - 0% | N/A - 0% | No Response - 6.3% (1) |

2. **RESERVATIONS** - ACCESS LYNX has created a user-friendly reservation system where for riders to reserve trips in one phone call or through the online reservation system.

| | | |
|------------------------|---------------------------------|--------------------------------|
| Exceeds Standards - 0% | Meets Standards - 62.5% (10) | Below Standards - 31.3% (5) |
| Unacceptable - 0% | N/A - 6.3% (1) | |

3. **TRIP ALLOCATION** - ACCESS LYNX's assignment of trips, which are based on a predefined criteria such as cost, capacity, rotation, match of service, or multi-loading, are efficient and effective.

| | | |
|---------------------------------|--------------------------------|--------------------------------|
| Exceeds Standards - 6.3% (1) | Meets Standards - 37.5% (6) | Below Standards - 56.3% (9) |
| Unacceptable - 0% | N/A - 0% | |

4. **SCHEDULING** - ACCESS LYNX has a scheduling process in which all TD transportation trips are scheduled via a single request.

| | | |
|------------------------|--------------------------------|--------------------------------|
| Exceeds Standards - 0% | Meets Standards - 56.3% (9) | Below Standards - 37.5% (6) |
| Unacceptable - 0% | N/A - 6.3% (1) | |

COST EFFECTIVENESS & EFFICIENCY

Providing paratransit services can be an expensive endeavor. In 2014/15, the average one-way trip cost was of \$32.58, which reflects an 8% increase over the previous year. It is crucial for paratransit agencies to find cost-effective and efficient methods of providing services. This section of the evaluation looked at ACCESS LYNX's ability to manage their services under these circumstances.

For the most part, LCB members were satisfied with ACCESS LYNX's ability to deliver cost-effective and efficient transportation services. The biggest concerns had previously been in the area of no-shows and unduplicated passengers however, contrary to previous evaluations where ACCESS LYNX saw increases in no-shows year over year, this evaluation saw a drastic reduction of 33 percent. Likewise, during the last evaluation period members had been concerned with the increase in unduplicated passengers. However, the 2014/15 evaluation saw an 18% percent decline in unduplicated passengers which is noteworthy improvement.

The measurement comparisons between 2013/14 and 2014/15 service years given to LCB members for the evaluation of this area is shown in the tables below:

| Measurements | July 2013 -June 2014 | July 2014 -June 2015 | % Change |
|-------------------------|----------------------|----------------------|----------|
| Coordinated Trips | 725,407 | 567,709 | -22% |
| Unduplicated Passengers | 12,289 | 10,033 | -18% |
| No-Shows | 46,595 | 31,419 | -33% |
| Road Calls | 198 | 257 | 30% |
| Chargeable Accidents | 96 | 86 | -10% |
| Vehicles | 224 | 167 | -25% |



RATIOS:

| Measurements | July 2013 - June 2014 | July 2014 - June 2015 | % Change |
|--|-----------------------|-----------------------|----------|
| Trips/Vehicle Mile | 0.062 | 0.069 | 11% |
| Trips/Road Call | 3,664 | 2,209 | -40% |
| Operating Expense/Vehicle Mile | \$1.85 | \$2.24 | 21% |
| Operating Expense/Trip | \$30.13 | \$32.58 | 8% |
| Chargeable Accidents/ 100,000 Vehicle Miles | 0.81 | 1.16 | 43% |
| Local Revenue/Operating Expense | 54.83% | 59.16% | 8% |

The voting breakdown in the Cost Effectiveness & Efficiency area is shown below:

1. Based on this data, has ACCESS LYNX delivered the most cost-effective and efficient transportation service?

Note: During the review of the poll results, it was determined that technical difficulties may have occurred during the administration of the poll resulting in only two responses being captured.

Exceeds Standards - 0%
Unacceptable - 0%

Meets Standards - 100% (2)
N/A - 0%

Below Standards - 0%
No response - 0%

LOCAL PERFORMANCE MEASUREMENTS

As we have seen over the years, the local government environment is changing. Demand for services is increasing, supporting revenues have stagnated, and citizens are demanding government accountability. In 2010, at the request of the Quality Assurance Task Force, the LCB established local goals with the intent to identify strengths and weaknesses in the TD service. The hope is to adjust the program accordingly in order for it to perform at acceptable levels, thus saving scarce resources and improving customer satisfaction.

This area of the evaluation looked at ACCESS LYNX's quality of service and focused on three objectives: 1) on-time performance; 2) call hold time; and 3) commendations and concerns. Having established goals and objectives has helped ACCESS LYNX maintain acceptable levels of service in 2014/15.

The LCB's goals and objectives for 2014-15 were as follows:

- Goal 1:** Decrease complaints per 1,000 trips
Objective: Complaints Per 1,000 Trips = Less than 3 valid complaints for every 1,000 one-way passenger trips provided
- Goal 2:** Reduce Average Call Hold Time
Objective: Average Call Hold Time = No more than 2-minutes, 30-second
- Goal 3:** Maintain Acceptable On Time Performance
Objective: On-Time Performance = 92% or higher
- Goal 4:** Fact Sheet
Objective: Produce and maintain a pocket fact sheet on TD Service users
- Goal 5:** Advocacy
Objective: Develop and support legislation for sustainable TD service

ACCESS LYNX meet the LCB's standard for 'call hold time,' but fell slightly short of the established 'on-time performance' goal of 92% or higher. The LCB's established call hold time goal is 2 minutes and 30 seconds. ACCESS LYNX's call hold time for 2014-2015 was of 2 minutes and 17 seconds. Members were pleased to learn of a 63% drop in concerns which fell from 2,014 to 741. A major cause for the reduction is likely the loss of the majority of Medicaid non-emergency trips in the coordinated system, however ACCESS LYNX has also employed strategies that resulted in major improvements in customer satisfaction.

The voting breakdown in the Local Performance Measurements category is shown below:

1. **ON-TIME PERFORMANCE** - The TDLCB established an on-time performance goal of 92% or higher. The average on-time performance between July 2014 and June 2015 was 91%.

Satisfactory - 37.6% (6) Needs Improvement - 62.5% (10) Unsatisfactory - 0%

2. **CALL HOLD TIME** - The TDLCB established an average call hold time goal of 2 minutes and 30 seconds. The average call hold time between July 2014 and June 2015 was 2 minutes and 17 seconds.

Satisfactory - 68.8% (11) Needs Improvement - 25% (4) Unsatisfactory - 6.3% (1)

3. **COMMENDATIONS & CONCERNS** - The TDLCB established a goal of 3 valid complaints per 1,000 trips. The average complaint per 1,000 trips was 1.31 complaints.

Satisfactory - 100% (9) Needs Improvement - 0% Unsatisfactory - 0%

Written Comments Received from Evaluation Respondents

Local Performance Measures

- Excellent improvement on call hold times and kindness on the part of operators.
- Improvement in the number of concerns. Some riders may fear giving concerns. Good work on call hold time.
- I am very pleased that the no shows have decreased considerably. I had input into this process because I advised ACCESS LYNX at some of our QATF meetings that the wording of the phone message was unclear. They responded quickly and changed their message.

AVAILABILITY

Because of the great demand for TD transportation and the challenging cost of providing service, maximizing the availability of service is one of the most fundamental efforts undertaken by specialized transportation. This section of the evaluation looked at three specific objectives: 1) Provide services to meet the demand; 2) Ability to access customer service; and 3) Improve passenger awareness of TD transportation services.

Overall, members were satisfied with ACCESS LYNX's availability in all three availability categories. All LCB members were content with LYNX's Zero Un-Met Demand policy. It is LYNX's policy not to deny trip requests for any eligible customer, no matter which fund pays for the trip. LYNX funding partners attempt to provide funding to meet 100% of the demand.

All of the members were satisfied with ACCESS LYNX's customer service accessibility. ACCESS LYNX reservations can be made between 8:00 a.m. and 5:00 p.m., seven days a week. Reservations can also be made online at www.golynx.com. Online reservations can be made 24 hours a day, seven days a week. Customer service, where customers can check the status of their reservation or cancel a reservation, is also available 24 hours a day, seven days a week. ACCESS LYNX TD services are available any time that the public bus system is in operation. With 100% of the votes, members believed that ACCESS LYNX's customer service times, service availability, and online reservation procedures were satisfactory. Although 81% of the respondent felt public awareness efforts are satisfactory, 19% feel more should be done to educate the public about ACCESS LYNX services.



The voting breakdown in the Local Performance Measurements category is shown below:

1. **DEMAND** - Rate your satisfaction with ACCESS LYNX's ability to meet demand for trips:

Satisfactory - 93.8% (15) Needs Improvement - 0% Unsatisfactory - 6.3% (1)

2. **CUSTOMER SERVICE ACCESSIBILITY** - Based on this information and your experiences, ACCESS LYNX's ability to provide scheduling and transportation service availability is:

Satisfactory - 100% (16) Needs Improvement - 0% Unsatisfactory - 0%

3. **PUBLIC AWARENESS** - Based on your level of awareness and your conversations with TD customers, how well has ACCESS LYNX reached out to the TD community:

Satisfactory - 81.3% (13) Needs Improvement - 12.5% (1) Unsatisfactory - 6.3% (1)

Written Comments Received from Evaluation Respondents

Availability

- Senior citizens are not generally aware of the use of the ACCESS LYNX system. Churches and synagogues should be included in the process.

OVERALL EVALUATION

It is evident that ACCESS LYNX is still trying to settle from the effects of the separation of services under the coordinated system. However, most LCB members understood the difficult time LYNX was facing. In the end, the majority of LCB members (75%) felt ACCESS LYNX meets or exceeds established standards and are satisfied that services are provided in the most efficient and effective manner possible given circumstances beyond their control. As noted in the evaluation areas, ACCESS LYNX has been proactive in several areas which has resulted in significant improvements in the areas of no shows, on-time performance, and call hold time. The organization should be commended in these improvements and continue to find strategies that address concerns the members' concerns related to trip allocation. A full description of the evaluation results can be found on **Appendix C**.

The voting breakdown in the Overall Evaluation category is shown below:

YOUR OVERALL EVALUATION OF ACCESS LYNX IS:

Exceeds Standards - 6.3% (1) Meets Standards - 68.8% (11) Below Standards - 6.3% (1)
Unacceptable - 18.8% (3) N/A - 0%

Written Comments Received from Evaluation Respondents

Overall Evaluation

- I am very pleased to see that ACCESS LYNX is holding two meetings concerning the evaluation process: (1) Kissimmee and (2) Orange.

ACCESS LYNX USER SURVEY

In addition to evaluations by the CTC, MetroPlan Orlando staff felt it important to receive invaluable input from the system users to augment the CTC evaluations. Instead of conducting “mystery rides” as in previous years, a “snapshot” survey was conducted in order to assess the rider experience on ACCESS LYNX and elicit evaluations and comments from system users on a certain date in time. Results of the revealed that 65% of the system users rated their overall experience as “Excellent” or “Good.” A full report of the system user evaluation, including the methodology for conducting the survey may be found at Appendix D.

2014-2015 EVALUATION RECOMMENDATIONS

MetroPlan Orlando and the LCB is satisfied with the progress LYNX has achieved this service year. We understand that many of these measurements continue to be affected by the changes related to the coordinated system. Based on evaluation results and comments made by LCB members and service riders, MetroPlan Orlando recommends the following actions:

IMPROVE ON-TIME PERFORMANCE

Although significant improvement was made, ACCESS LYNX fell slightly short of the TDLCB’s established goal of 92% on-time performance with 91%. While ACCESS LYNX is to be commended in the improvements made over last year’s on-time performance of 86.8%, members felt that every effort should be made to meet or exceed the established goal. MetroPlan Orlando recommends continuing to work towards improvements in on-time performance. Scheduling trips based on current traffic conditions and ensuring vehicles are equipped with reliable GPS technology are two recommendations that may assist in further improvements in this area.

IMPROVE CALL HOLD TIME

Notably, ACCESS LYNX was able to meet the LCB’s established call hold time goal of 2 minutes and 30 seconds, reporting that calls were answered within 2 minutes and 17 seconds. This reflects a substantial improvement over the 4 minutes and 16 seconds reported the prior year. Efforts should be made to continue to reduce call hold times in the coming year.

PRESENTATIONS TO LCB

Several rating areas such as billing, trip allocation and scheduling received between 30-55% below standards, which seems to indicate LCB concerns this evaluation period. However, these are areas that MetroPlan Orlando staff and the LCB may not be very familiar with. MetroPlan Orlando staff recommends a formal presentation be made over the course of the next year in order to help provide a better understanding of the process used by ACCESS LYNX.

PUBLIC AWARENESS

ACCESS LYNX conducted a total of 154 public outreach/public presentations during this reporting period. MetroPlan Orlando staff recommends goals and strategies be established to help bring wider public awareness of the ACCESS LYNX service, including an increase of public outreach/public presentations by 5%.








APPENDIX A - 2014-2015 ACCESS LYNX SERVICE MEASUREMENTS

2014-15 Cost-Effectiveness Measurements

| Measurements | July 2013 -June 2014 | | July 2014 -June 2015 | | FY13/14 - FY14/15 % Change |
|-------------------------|----------------------|-------|----------------------|-------|-------------------------------|
| Coordinated Trips | 725,407 | | 567,709 | | -22% |
| Unduplicated Passengers | 12,289 | 2% | 10,033 | 2% | -18% |
| No-Shows | 46,595 | 6% | 31,419 | 6% | -33% |
| Road Calls | 198 | 0.03% | 257 | 0.05% | 30% |
| Chargeable Accidents | 96 | 0.01% | 86 | 0.02% | -10% |
| Vehicles | 224 | 0.03% | 167 | 0.03% | -25% |

RATIOS:

| Measurements | (July - June) 2013/2014 | (July - June) 2014/2015 | % Change |
|--|----------------------------|----------------------------|----------|
| Trips/Vehicle Mile | 0.062 | 0.069 | 11% |
| Trips/Road Call | 3,664 | 2,209 | -40% |
| Operating Expense/Vehicle Mile | \$1.85 | \$2.24 | 21% |
| Operating Expense/Trip | \$30.13 | \$32.58 | 8% |
| Chargeable Accidents/100,000 Vehicle Miles | 0.81 | 1.16 | 43% |
| Local Revenue/Operating Expense | 54.83% | 59.16% | 8% |

| Measurement | (July - June) 2013/2014 | (July - June) 2014/2015 | % Change |
|--------------------------|----------------------------|----------------------------|--|
| Concerns per 1,000 trips | 2.11 | 1.31 | -38%  |
| Commendations | 213 | 183 | -14%  |
| Average Call Hold Time | 4 mins and 16 secs | 2 mins and 17 secs | -46%  |
| On-Time Performance | 86.81% | 91% | 4.8%  |
| Concerns | 2,014 | 741 | -63%  |



APPENDIX B - 2014-2015 CTC EVALUATION QUESTIONNAIRE



LYNX Community Transportation Coordinator

Orange, Osceola and Seminole Counties

July 1, 2014 - June 30, 2015

Evaluation Form

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INTRODUCTION

The Florida Transportation Disadvantaged Commission (TD Commission) oversees a coordinated system of many local TD transportation service providers in the state. At the local level, community transportation coordinators (CTCs) are responsible for the provision of service. The service area for which the CTC is responsible can include more than one county. The coordinator can be a transportation operator and actually provide TD transportation service or it can form a network of providers by brokering all or some of the service to other transportation operators. All entities that receive federal, state, or local government funds to transport persons who are transportation disadvantaged are mandated by Chapter 427 of the Florida Statutes to contract with the local CTC for TD transportation services. The statute (427 F.S.) and rule (Rule Chapter 41-2) outline the duties and responsibilities of the CTC. Each CTC contracts annually with the TD Commission and is advised by the local coordinating board (LCB). By law and by rule the TDLCB evaluates the performance of the CTC, approves the CTCs annual service plan, which includes an evaluation element, and makes recommendations to the TD Commission regarding the renewal of the CTC's contract with the TD Commission. This form was created to serve as a formal process to evaluate the performance of the CTC (and its operators).

Access LYNX is the designated CTC for Orange, Osceola, and Seminole counties and the evaluation period is July 1, 2014 through June 30, 2015.

The purpose of conducting this evaluation is to ensure that the most cost-effective, unduplicated, efficient and accountable transportation service is offered to our TD population. The intent of this evaluation is to determine the level and quality of ACCESS LYNX service, and whether the costs are reasonable.

The CTC evaluation is be based on: Coordination, Cost Effectiveness and Efficiency, Level of Competition, Local Performance Measures, and Availability. Each category is subdivided into sections. Please read carefully, and place a check mark indicating your rating accordingly.

COORDINATION

OPERATIONS

Please rate each Operations Standard as indicated below:

Planning - ACCESS LYNX's ensures that TD transportation services complement each other; that is, services are not duplicated and that TD transportation needs are not omitted.

| EXCEEDS STANDARD (5) | MEETS STANDARD (3) | BELOW STANDARD (1) | UNACCEPTABLE (0) | N/A |
|----------------------------|--------------------------|-----------------------|---------------------|-----|
| | | | | |

Transport Availability - ACCESS LYNX ensures that the appropriate vehicles are available for the clients, such as a client using a wheelchair is picked up by a wheelchair accessible vehicle.

| EXCEEDS STANDARD (5) | MEETS STANDARD (3) | BELOW STANDARD (1) | UNACCEPTABLE (0) | N/A |
|----------------------------|--------------------------|-----------------------|---------------------|-----|
| | | | | |

Service Monitoring - ACCESS LYNX properly monitors and resolves transportation problems involving passengers and the contract service provider.

| EXCEEDS STANDARD (5) | MEETS STANDARD (3) | BELOW STANDARD (1) | UNACCEPTABLE (0) | N/A |
|----------------------------|--------------------------|-----------------------|---------------------|-----|
| | | | | |

Billing - ACCESS LYNX has a coordinated billing system in which they properly collect fares for trips based on funding eligibility.

| EXCEEDS STANDARD (5) | MEETS STANDARD (3) | BELOW STANDARD (1) | UNACCEPTABLE (0) | N/A |
|----------------------------|--------------------------|-----------------------|---------------------|-----|
| | | | | |

Reporting - ACCESS LYNX regularly provides accounting, operating statistics, measures related to certification and billing as well as other information to the TDLCB.

| EXCEEDS STANDARD (5) | MEETS STANDARD (3) | BELOW STANDARD (1) | UNACCEPTABLE (0) | N/A |
|----------------------------|--------------------------|-----------------------|---------------------|-----|
| | | | | |

ADMINISTRATIVE

Please rate each Administrative Standard as indicated below:

Eligibility Records/Certification - ACCESS LYNX has created a user-friendly enrollment system to determine a user's eligibility based on specific program funding criteria.

| EXCEEDS STANDARD (5) | MEETS STANDARD (3) | BELOW STANDARD (1) | UNACCEPTABLE (0) | N/A |
|----------------------------|--------------------------|-----------------------|---------------------|-----|
| | | | | |

Reservations - ACCESS LYNX has created a user-friendly reservation system where riders can reserve trips in one phone call or through the online reservation system.

| EXCEEDS STANDARD (5) | MEETS STANDARD (3) | BELOW STANDARD (1) | UNACCEPTABLE (0) | N/A |
|----------------------------|--------------------------|-----------------------|---------------------|-----|
| | | | | |

Trip Allocation - ACCESS LYNX's assignment of trips is effective and efficient. Assignments of trips are based on predefined criteria. This criteria consist of cost, capacity, rotation, match of service, or multi-loading.

| EXCEEDS STANDARD (5) | MEETS STANDARD (3) | BELOW STANDARD (1) | UNACCEPTABLE (0) | N/A |
|----------------------------|--------------------------|-----------------------|---------------------|-----|
| | | | | |

Scheduling - ACCESS LYNX has a scheduling process in which all TD transportation trips are scheduled via a single request.

| EXCEEDS STANDARD (5) | MEETS STANDARD (3) | BELOW STANDARD (1) | UNACCEPTABLE (0) | N/A |
|----------------------------|--------------------------|-----------------------|---------------------|-----|
| | | | | |

Please provide any general comments or feedback you may have on **COORDINATION** in both the operations and administrative categories:

COST EFFECTIVENESS AND EFFICIENCY

Using this comparison, determine whether ACCESS LYNX is delivering the most cost-effective transportation

| Measurements | July 2013 -June 2014 | | July 2014 -June 2015 | | FY13/14 - FY14/15 % Change |
|----------------------------|-------------------------|-------|-------------------------|-------|-----------------------------------|
| Coordinated Trips | 725,407 | | 567,709 | | -22% |
| Unduplicated Passengers | 12,289 | 2% | 10,033 | 2% | -18% |
| No-Shows | 46,595 | 6% | 31,419 | 6% | -33% |
| Road Calls | 198 | 0.03% | 257 | 0.05% | 30% |
| Chargeable Accidents | 96 | 0.01% | 86 | 0.02% | -10% |
| Vehicles | 224 | 0.03% | 167 | 0.03% | -25% |

RATIOS:

| Measurements | (July - June) 2013/2014 | (July - June) 2014/2015 | % Change |
|---|--------------------------------|--------------------------------|----------|
| Trips/Vehicle Mile | 0.062 | 0.069 | 11% |
| Trips/Road Call | 3,664 | 2,209 | -40% |
| Operating Expense/Vehicle Mile | \$1.85 | \$2.24 | 21% |
| Operating Expense/Trip | \$30.13 | \$32.58 | 8% |
| Chargeable Accidents/100,000 Vehicle Miles | 0.81 | 1.16 | 43% |
| Local Revenue/Operating Expense | 54.83% | 59.16% | 8% |

Based on this data, has ACCESS LYNX delivered the most cost-effective and efficient service? *For your convenience, a glossary of measurement terms has been attached to this evaluation*

| EXCEEDS STANDARD (5) | MEETS STANDARD (3) | BELOW STANDARD (1) | UNACCEPTABLE (0) | N/A |
|----------------------------|--------------------------|-----------------------|---------------------|-----|
| | | | | |

Please provide any general comments or feedback you may have on **Cost Effectiveness and Efficiency**:

LOCAL PERFORMANCE MEASUREMENTS

A goal of any community transportation program should be to ensure the provision of quality service. The goal is supported by several objectives:

1. encourage courteous customer relations and passenger comfort;
2. provide service that minimizes customer travel and wait times; and
3. provide safe and reliable service

The TDLCB establishes the local performance measures for the CTC. Please rate each local performance measure below:

On-Time Performance

On-time performance directly measures the ability of the transportation provider of having people and vehicles in the right place at the right time. It is a function of vehicle maintenance, scheduling, operating conditions, driver performance and knowledge of the service area. Most problems encountered in operations will affect on-time performance, which then affects other aspects and measures of quality. On-time performance should, therefore, be monitored very closely.

The TDLCB established an on-time performance goal of 92% or higher. The average on-time performance between July 2014 to June 2015 was of 91%.

| SATISFACTORY | NEEDS IMPROVEMENT | UNSATISFACTORY |
|--------------|-------------------|----------------|
| | | |

Call Hold Time

The time it takes a customer to place a reservation or make an inquiry is also a measure of quality. ACCESS LYNX has established a monitoring system that tracks how long calls for reservations or trip resolution are placed on hold. ACCESS LYNX determines call-hold times by computer generated reports and spot checking as needed.

The TDLCB established an average call hold time goal of 2 minutes and 30 seconds. The average call hold time between July 2014 to June 2015 was of 2 minutes and 17 seconds.

| SATISFACTORY | NEEDS IMPROVEMENT | UNSATISFACTORY |
|--------------|-------------------|----------------|
| | | |

Commendations and Concerns

ACCESS LYNX has established a Customer Relations line which handles and monitors the levels of compliments and concerns it receives. All information received is documented in a database and the case is assigned to a supervisor based on the type of compliment/concern received. ACCESS LYNX reviews customer concerns regularly to spot patterns and to take corrective action. Compliments are also recorded and handled either as a commendation for an employee's file or posted as encouragement.

Using this comparison and the goal listed below; determine ACCESS LYNX's compliment and concerns levels:

| Measurement | (July - June) 2013/2014 | (July - June) 2014/2015 | % Change |
|---------------|----------------------------|----------------------------|----------|
| Concerns | 2,014 | 741 | -63% |
| Commendations | 213 | 183 | -14% |

The TDLCB established a goal of 3 valid concerns per 1,000 trips. The average complaint per 1,000 trips was of 1.31 concerns.

| SATISFACTORY | NEEDS IMPROVEMENT | UNSATISFACTORY |
|--------------|-------------------|----------------|
| | | |

Please provide any general comments or feedback you may have on the local performance measures:

AVAILABILITY

Because of the great demand for TD transportation and the challenging cost of providing service, maximizing the availability of service is one of the most fundamental efforts undertaken by specialized transportation. The goal of ensuring the availability of service to the transportation disadvantaged is supported by three specific objectives.

1. Provide services to meet the demand
2. Being able to access customer service
3. Improve passenger awareness of TD transportation services.

Demand - TD transportation demand has continued to increase. It is LYNX's policy not to deny trip requests for any eligible customer, no matter which fund pays for the trip. LYNX funding partners attempt to provide enough funding to meet 100% of the demand on the ACCESS LYNX program. In 2014/15, there were 0% unmet needs.

Rate your satisfaction with ACCESS LYNX's ability to meet demand for trips:

| SATISFACTORY | NEEDS IMPROVEMENT | UNSATISFACTORY |
|--------------|-------------------|----------------|
| | | |

Customer Service Accessibility - From the point of view of the user, accessibility is the function of how easily service can be accessed.

ACCESS LYNX reservations can be made between 8:00 a.m. and 5:00 p.m., seven days a week. Reservations can also be made online at www.golynx.com/WebACCESS. Online reservations can be made 24 hours a day, seven days a week. Online trip requests must be submitted by 4 p.m. the day prior to the trip. Users can also check the status of their reservation or cancel a reservation 24 hours a day, seven days a week. ACCESS LYNX transportation services are available any time that the public bus system is in operation.

Based on this information and your experiences, ACCESS LYNX's ability to provide scheduling and transportation service availability is:

| SATISFACTORY | NEEDS IMPROVEMENT | UNSATISFACTORY |
|--------------|-------------------|----------------|
| | | |

Public Awareness - Transportation service is available only to those who know about it and know how to access service. Improving passenger awareness of TD transportation service is an objective in support of availability for the CTC. Public information ensures that necessary information about the service is readily available for those that need it.

Access LYNX staff conducted a total of 154 public outreach/public presentation efforts.

Based on YOUR level of awareness and YOUR conversations with TD customers, how well did ACCESS LYNX reach out to the TD community between July 2014 to June 2015:

| SATISFACTORY | NEEDS IMPROVEMENT | UNSATISFACTORY |
|--------------|-------------------|----------------|
| | | |

Please provide any general comments or feedback you may have on Availability:

YOUR OVERALL EVALUATION OF ACCESS LYNX IS:

| EXCEEDS STANDARD (5) | MEETS STANDARD (3) | BELOW STANDARD (1) | UNACCEPTABLE (0) | N/A |
|----------------------------|--------------------------|-----------------------|---------------------|-----|
| | | | | |

Please prioritize the most important areas you feel need improvement, and the amount of time in which you would like to see them implemented.

1. Area: _____

Time Frame for implementation: _____

2. Area: _____

Time Frame for implementation: _____

3. Area: _____

Time Frame for implementation: _____

4. Area: _____

Time Frame for implementation: _____

GLOSSARY

Accidents: when used in reference to the AOR, the total number of reportable accidents that occurred whereby the result was either property damage of \$1000.00 or more, or personal injury that required evacuation to a medical facility, or a combination of both.

Commendation: any documented compliment of any aspect of the coordinated system, including personnel, vehicle, service, etc.

Competitive Procurement: obtaining a transportation operator or other services through a competitive process based upon Commission-approved procurement guidelines, as established in accordance with Chapter 287, Florida Statutes.

Concern: any documented customer concern involving timeliness, vehicle condition, quality of service, personnel behavior, and other operational policies.

Coordinated Trips: passenger trips provided by or arranged through a CTC.

Customer Relations: Customer relations are the relationships that a business has with its customers and the way in which it treats them.

Customer Service: The process of ensuring customer satisfaction with a product or service.

Demand response trips: Random trips not automatically generated by the scheduling software.

Reservationist: an individual whose primary responsibility is to accept requests for trips, enter dates on requests, determine eligibility and provide customer service

Dispatcher: the person responsible for having every scheduled run leave the yard or garage on time and maintain a schedule, matching the work force with the work load on a minute-by-minute basis.

MV Transportation: ACCESS LYNX paratransit and deviated-fixed route services contractor.

Non-sponsored Trip: transportation disadvantaged services that are sponsored in whole by the Transportation Disadvantaged Trust Fund.

Operating Expenses: sum of all expenses associated with the operation and maintenance of a transportation system.

Passenger Trips per Vehicle Mile: a performance measure used to evaluate service effectiveness by calculating the total number of passenger trips divided by the number of vehicle miles.

Reservationist: an individual whose primary responsibility is to accept requests for trips, enter dates on requests, determine eligibility and provide customer service.

Roadcall: any in-service interruptions caused by failure of some functionally necessary element of the vehicle, whether the rider is transferred or not. Roadcalls exclude accidents.

Scheduling: is the process of assigning of trip requests to a specific vehicle, at a specific time, in a particular sequence for the vehicle.

Sponsored Trip: a passenger trip that is subsidized in part or in whole by a local, state, or federal government funding source (not including monies provided by the TD Trust Fund).

Subscription trips: Trips that are generated by the scheduling software the same day and time every week.

Unduplicated Passenger Head Count: the actual number of people that were provided paratransit transportation services, not including personal care attendants, non-paying escorts, or persons provided fixed schedule/fixed route service.

Unmet Need: the number of trips desired but not provided because of insufficient service supply, most commonly due to lack of adequate funding.

Vehicles: number of vehicles owned by the transit agency that are available for use in providing services.

Vehicle Miles: the total distance traveled by revenue vehicles, including both revenue miles and deadhead miles.

Prioritization of Trust Fund trips within each category is as follows:

Subscription Trips

1. Life-sustaining medical trips, i.e., dialysis, cancer treatment, etc.
2. Other medical
3. Employment trips

Demand Response Trips

1. Life-sustaining medical trips, i.e., dialysis, cancer treatment, etc.
2. Other medical
3. Employment trips
4. Educational/vocational trips
5. Other trip purposes



APPENDIX C - 2014-2015 CTC EVALUATION RESULTS

Question Analysis Report

| Q # | Choice | Choice Text | Response Count | Response Pct |
|-----|--------|--|----------------|--------------|
| 1 | | How is the weather outside today? | | |
| | 1 | Very Good | 4 | 25.0% |
| | 2 | Satisfactory | 6 | 37.5% |
| | 3 | Needs Improvement | 4 | 25.0% |
| | 4 | Unsatisfactory | 2 | 12.5% |
| | | N | 16 | |
| 2 | | PLANNING ACCESS LYNX's ensures that TD services complement each other. | | |
| | 1 | Exceeds Standard (5) | 0 | 0.0% |
| | 2 | Meets Standard (3) | 10 | 62.5% |
| | 3 | Below Standard (1) | 5 | 31.3% |
| | 4 | Unacceptable (0) | 0 | 0.0% |
| | 5 | N/A | 1 | 6.3% |
| | | N | 16 | |
| 3 | | TRANSPORT AVAILABILITY ACCESS LYNX ensures that appropriate vehicles are available for clients | | |
| | 1 | Exceeds Standard (5) | 1 | 6.3% |
| | 2 | Meets Standard (3) | 9 | 56.3% |
| | 3 | Below Standard (1) | 6 | 37.5% |
| | 4 | Unacceptable (0) | 0 | 0.0% |
| | 5 | N/A | 0 | 0.0% |
| | | N | 16 | |
| 4 | | SERVICE MONITORING ACCESS LYNX properly monitors and resolves problems involving passengers and MV Transportation | | |
| | 1 | Exceeds Standard (5) | 5 | 31.3% |
| | 2 | Meets Standard (3) | 7 | 43.8% |
| | 3 | Below Standard (1) | 3 | 18.8% |
| | 4 | Unacceptable (0) | 0 | 0.0% |
| | 5 | N/A | 1 | 6.3% |
| | | N | 16 | |

| | | | |
|---|---|-----------------------|----------|
| 5 | BILLING ACCESS LYNX has a coordinated billing system in which they properly collect fares for trips based on funding availability | | |
| | 1 | Exceeds Standards (5) | 0 0.0% |
| | 2 | Meets Standards (3) | 8 50.0% |
| | 3 | Below Standard (1) | 7 43.8% |
| | 4 | Unacceptable (0) | 0 0.0% |
| | 5 | N/A | 1 6.3% |
| | | N | 16 |
| 6 | REPORTING ACCESS LYNX provides accounting, operating statistics, and measures related to certification, billing, and other info to TDLCB. | | |
| | 1 | Exceeds Standard (5) | 4 25.0% |
| | 2 | Meets Standard (3) | 6 37.5% |
| | 3 | Below Standard (1) | 4 25.0% |
| | 4 | Unacceptable (0) | 0 0.0% |
| | 5 | N/A | 2 12.5% |
| | | N | 16 |
| 7 | ELIGIBILITY RECORDS/CERTIFICATION ACCESS LYNX has created a user-friendly enrollment system to determine eligibility based on criteria | | |
| | 1 | Exceeds Standard (5) | 2 13.3% |
| | 2 | Meets Standard (3) | 9 60.0% |
| | 3 | Below Standard (1) | 4 26.7% |
| | 4 | Unacceptable (0) | 0 0.0% |
| | 5 | N/A | 0 0.0% |
| | | N | 15 |
| 8 | RESERVATIONS ACCESS LYNX has created a user-friendly reservation system where riders can reserve trips in one phone call or online | | |
| | 1 | Exceeds Standard (5) | 0 0.0% |
| | 2 | Meets Standard (3) | 10 62.5% |
| | 3 | Below Standard (1) | 5 31.3% |
| | 4 | Unacceptable (0) | 0 0.0% |
| | 5 | N/A | 1 6.3% |
| | | N | 16 |

| | | | |
|----|---|----------------------|----------|
| 9 | TRIP ALLOCATION ACCESS LYNX's assignment of trips is efficient and effective | | |
| | 1 | Exceeds Standard (5) | 1 6.3% |
| | 2 | Meets Standard (3) | 6 37.5% |
| | 3 | Below Standard (1) | 9 56.3% |
| | 4 | Unacceptable (0) | 0 0.0% |
| | 5 | N/A | 0 0.0% |
| | | N | 16 |
| 10 | SCHEDULING ACCESS LYNX has a scheduling process in which all TD transportation trips are scheduled via a single request | | |
| | 1 | Exceeds Standard (5) | 0 0.0% |
| | 2 | Meets Standard (3) | 9 56.3% |
| | 3 | Below Standard (1) | 6 37.5% |
| | 4 | Unacceptable (0) | 0 0.0% |
| | 5 | N/A | 1 6.3% |
| | | N | 16 |
| 11 | Please refer to the tables on page 5. Based on this data, has ACCESS LYNX delivered the most effective and efficient service? | | |
| | 1 | Exceeds Standard (5) | 0 0.0% |
| | 2 | Meets Standard (3) | 2 100.0% |
| | 3 | Below Standard (1) | 0 0.0% |
| | 4 | Unacceptable (0) | 0 0.0% |
| | 5 | N/A | 0 0.0% |
| | | N | 2 |
| 12 | ON-TIME PERFORMANCE TDLCB on-time performance goal: 92% > ACCESS LYNX average on-time performance: 91% | | |
| | 1 | Satisfactory | 6 37.6% |
| | 2 | Needs Improvement | 10 62.5% |
| | 3 | Unsatisfactory | 0 0.0% |
| | | N | 16 |
| 13 | CALL HOLD TIME TDLCB avg call hold time goal: 2 min.30 sec. ACCESS LYNX average call hold time: 2 min. 17 sec. | | |
| | | | |

| | | | |
|----|---|----|--------|
| 1 | Satisfactory | 11 | 68.8% |
| 2 | Needs Improvement | 4 | 25.0% |
| 3 | Unsatisfactory | 1 | 6.3% |
| N | | 16 | |
| 14 | COMMENDATIONS & CONCERNS TDLCB goal per 1,000 trips: < 3 valid concerns ACCESS LYNX avg concerns per 1,000 trips: 1.31 | | |
| 1 | Satisfactory | 9 | 100.0% |
| 2 | Needs Improvement | 0 | 0.0% |
| 3 | Unsatisfactory | 0 | 0.0% |
| N | | 9 | |
| 15 | DEMAND Please refer to the language on page 7. Rate your satisfaction with ACCESS LYNX's ability to meet demand for trips | | |
| 1 | Satisfactory | 15 | 93.8% |
| 2 | Needs Improvement | 0 | 0.0% |
| 3 | Unsatisfactory | 1 | 6.3% |
| N | | 16 | |
| 16 | CUSTOMER SERVICE ACCESSIBILITY Please refer to the language on page 7. Rate ACCESS LYNX's ability to provide scheduling and transportation service availability: | | |
| 1 | Satisfactory | 16 | 100.0% |
| 2 | Needs Improvement | 0 | 0.0% |
| 3 | Unsatisfactory | 0 | 0.0% |
| N | | 16 | |
| 17 | PUBLIC AWARENESS Based on YOUR level of awareness and your conversations with TD customers, how well ACCESS LYNX has been at reaching out? | | |
| 1 | Satisfactory | 13 | 81.3% |
| 2 | Needs Improvement | 2 | 12.5% |
| 3 | Unsatisfactory | 1 | 6.3% |
| N | | 16 | |

| 18 | YOUR OVERALL EVALUATION OF ACCESS LYNX IS: | | |
|----|---|----------------------|----------|
| | 1 | Exceeds Standard (5) | 1 6.3% |
| | 2 | Meets Standard (4) | 11 68.8% |
| | 3 | Below Standard (3) | 1 6.3% |
| | 4 | Unacceptable (0) | 3 18.8% |
| | 5 | N/A | 0 0.0% |
| | | N | 16 |



APPENDIX D - 2014-2015 ACCESS LYNX SYSTEM USER SURVEY RESULTS AND SURVEY INSTRUMENT

SURVEY OF ACCESS LYNX USERS FOR MARCH 15, 2016

To capture a snapshot of rider experience on ACCESS LYNX and elicit evaluations and comments from system users, we devised a survey for riders on a particular day, describing that day's interactions.

Themes on the 10-question survey aligned with some of those on the Community Transportation Coordinator Evaluation, concentrating on issues of the most interest to riders. Our themes were: Accessibility & Performance, Customer Service, and Overall Evaluation of the system. In addition, we collected demographic data about riders and information about the purposes and methods of payment for the trips.

Questions that asked for evaluations or ratings, also allowed free response boxes for participant comments.

Methods

Using data collected March 15, 2016 by the Central Florida Regional Transportation Authority (LYNX) Manager of Paratransit Operations, we contacted 70 persons who had ridden on ACCESS LYNX that day.

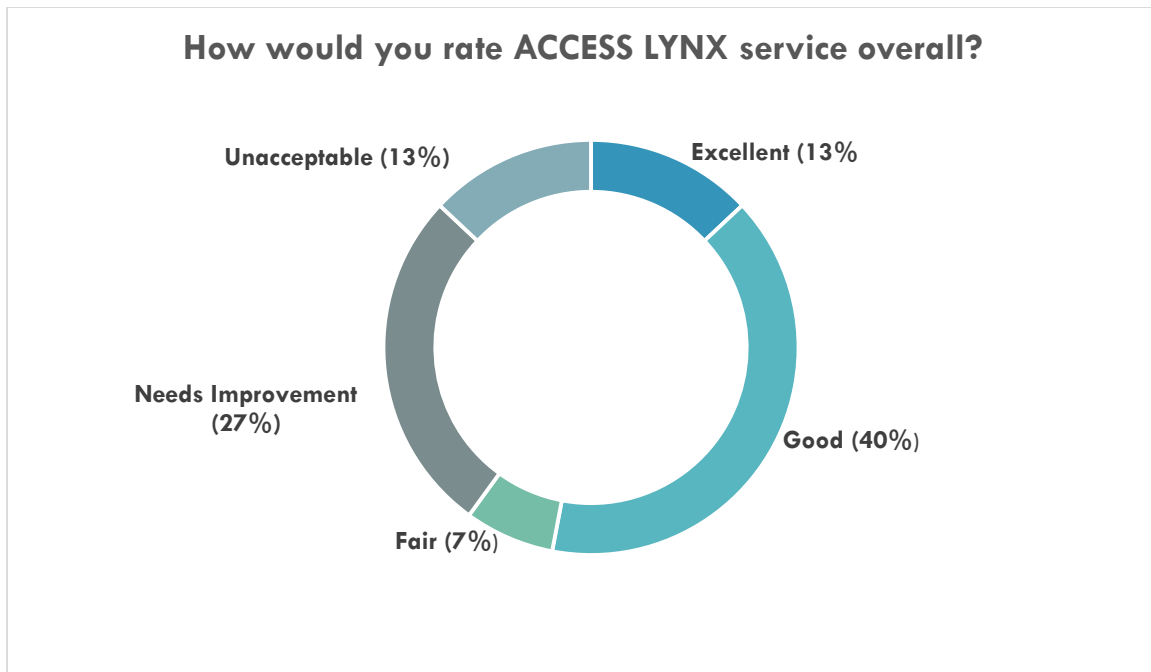
The riders we contacted were selected first by a random pull of 258 from the 1,753 ACCESS LYNX riders for that date. We filtered out all riders in that random sample who had given LYNX working email addresses. This provided the contact list of 70 names.

We sent an email invitation to the 70 contacts, which contained an electronic link to the survey on SurveyMonkey.com. The email also explained MetroPlan Orlando's role in designating the Community Transportation Coordinator (ACCESS LYNX) and responsibility for oversight of paratransit service throughout the three-county region. Riders were assured that their participation was voluntary and that their answers would be confidential and anonymous.

We received a total of 16 responses, which constitutes a 23% response rate for the riders we contacted and about 1% of that day's total ridership.

Results

Asked for an overall evaluation of ACCESS LYNX service based on the March 15 trip, 53% rated it "Excellent" or "Good." About 34% described the service as "Fair" or "Needs Improvement"; and 13% called it "Unacceptable."



In evaluating Accessibility & Performance, riders were asked whether ACCESS LYNX made “an appropriate vehicle available when you needed it to travel to and return from your destination.” About 67% answered affirmatively for both parts of their trip, while 20% said this only happened for one leg of the trip, and 13% said it didn’t happen at all that day.

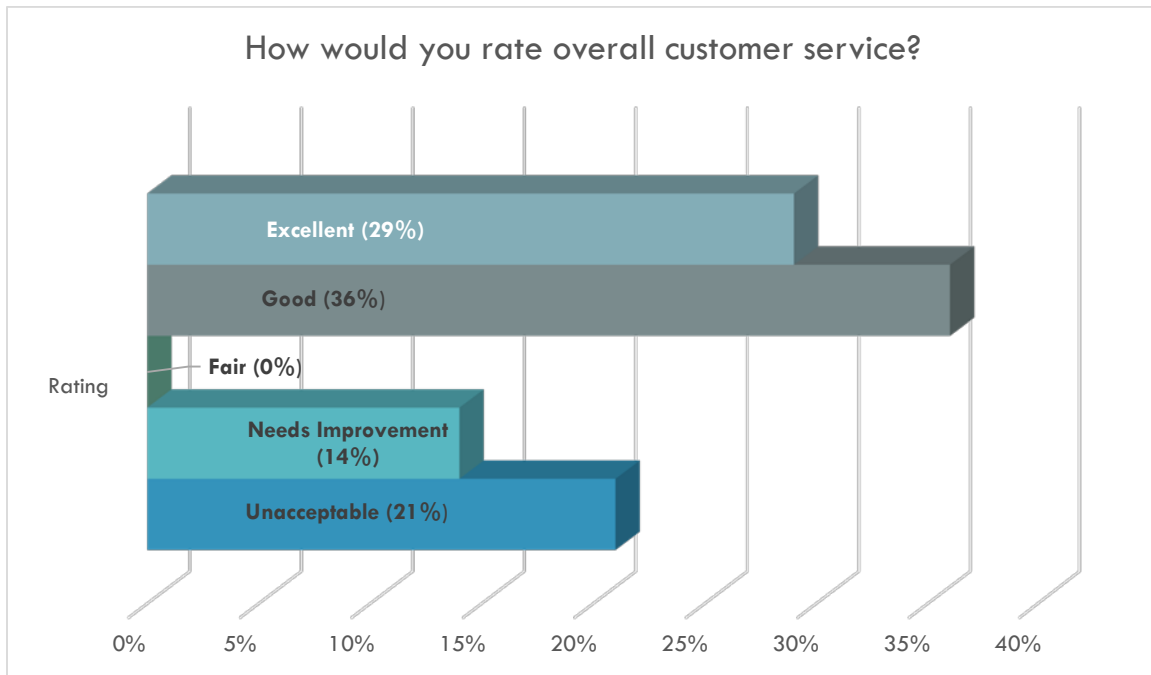
Describing frustrations for that day’s trip, one rider wrote in the Comments box: “Pick up driver drove a long distance to pick up two other passengers that made me late over an hour to my destination for dialysis appointment scheduled for 5:30 a.m. He could have [taken] me to my destination (15 minutes) and then drove to pick up the other two.”

In breaking down the parts of the trip, assessments were similar for both halves, with 57% of respondents saying trips to their destinations were “Excellent,” “Good” or “Fair” and 63% of respondents describing the return trip in one of those ways.

Respondents were asked to rate ACCESS LYNX overall customer service, including interactions with drivers for their March 15 trip. About 65% rated it “Excellent” or “Good.”

One rider’s comment gave insights into how drivers contribute to an “excellent” trip from the rider’s perspective: “My return driver was wonderful. She picked me up at the doctor and took me home. She was pleasant and engaged in conversation which most drivers don’t! She also came into the doctor’s office to walk me to the bus and when arriving home, she took the time to walk me to the door ensuring my safety. MOST drivers DO NOT provide door to door pickup as stated in your guidelines and policy and procedures.”

A separate question asked about the “user-friendliness of the ACCESS LYNX reservation system for the March 15 trip. About 29% rated it as “Excellent”; 35%, as “Good”; 7% “Fair”; and 29% “Needs Improvement.” Nobody rated it as “Unacceptable.”



Half the trips (50%) taken on March 15 by our respondents were for medical appointments, while 7% were for “Shopping or personal errand.” Respondents were offered a category for “Other” and a free response box to describe the purpose. About 43% answered “Other,” and all those trips were related to employment or education.

Most of the respondents (73%) said they paid for their March 15 trips with cash. The others said they paid for their trips with “prepaid tickets,” “bus coupons,” or ACCESS LYNX passes. Nobody said their trip was directly billed to a third party.

Respondents were primarily female – about 73%. They gave their ages as follows: younger than 25 years, 7%; 25-45 years, 20%; 46-65 years, 40%; and older than 65 years, 33%.

About 50% of the respondents live in Orange County; 36% live in Osceola County; and 14% live in Seminole County.

Copy of the email invitation to take the survey that went out to 70 ACCESS LYNX riders who used the system on March 15, 2016

We want to hear about your ACCESS LYNX trip Tuesday, March 15.



Dear Central Florida Paratransit User,

We would like your help in evaluating service on **ACCESS LYNX**.

MetroPlan Orlando is the metropolitan planning organization for Orange, Osceola and Seminole counties. Our organization designates the **Community Transportation Coordinator (ACCESS LYNX)** and is responsible for oversight of paratransit service throughout the three-county region. We hope you will take a few minutes to complete a **10-question survey** about a recent trip you took on ACCESS LYNX on **Tuesday, March 15, 2016**. **Please comment only about this particular trip, and complete the survey by March 28.**

[Click here to link to the survey.](#)

Your participation in the survey is voluntary, and your responses will be confidential and anonymous. If you have any questions about the survey or our role in evaluating **ACCESS LYNX**, please contact me at:
info@metroplanorlando.com

Sincerely,

Mary Ann Horne
Community Outreach Specialist
MetroPlan Orlando
MetroPlanOrlando.com

See what's happening on our social sites



Complete Survey Questions

1. During your **Tuesday, March 15** trip, did **ACCESS LYNX** make an appropriate vehicle available when you needed it to travel to and return from your destination?

- ☐ Yes, both ways
- ☐ Yes, but only one way
- ☐ No

2. How would you rate the efficiency, scheduling and on-time performance of **ACCESS LYNX** for going to your destination and returning home on **Tuesday, March 15**?

- ☐ Excellent
- ☐ Good
- ☐ Fair
- ☐ Needs Improvement
- ☐ Unacceptable

3. How would you rate the user-friendliness of the **ACCESS LYNX** reservation system -- including call hold time -- for your **Tuesday, March 15** trip?

- ☐ Excellent
- ☐ Good
- ☐ Fair
- ☐ Needs Improvement
- ☐ Unacceptable

4. How would you rate the overall customer service -- including interactions with the driver -
- during your **Tuesday, March 15** trip using **ACCESS LYNX**?

- ☐ Excellent
- ☐ Good
- ☐ Fair
- ☐ Needs Improvement
- ☐ Unacceptable

5. Based on your Tuesday, March 15 trip, how would you rate ACCESS LYNX service overall?

- ☐ Excellent
- ☐ Good
- ☐ Fair
- ☐ Needs Improvement
- ☐ Unacceptable

6. What was the purpose of your Tuesday, March 15 trip on ACCESS LYNX?

- ☐ Medical appointment
- ☐ Shopping or personal errand
- ☐ Other (please explain)

7. How did you pay for your Tuesday, March 15 trip using ACCESS LYNX?

- ☐ Cash
- ☐ Directly billed to a third party
- ☐ Other (please explain)

8. What is your age?

- ☐ Younger than 25 years
- ☐ 25-45 years
- ☐ 46-65 years
- ☐ Older than 65 years

9. What is your gender?

- ☐ Female
- ☐ Male

10. In which county do you live?

- ☐ Orange
- ☐ Osceola
- ☐ Seminole



APPENDIX E - 2014-2015 CTC EVALUATION WORKBOOK

CTC

EVALUATION WORKBOOK

Florida Commission for the



Transportation Disadvantaged

CTC BEING REVIEWED: _____

COUNTY (IES): _____

ADDRESS: _____

CONTACT: _____ **PHONE:** _____

REVIEW PERIOD: _____ **REVIEW DATES:** _____

PERSON CONDUCTING THE REVIEW: _____

CONTACT INFORMATION: _____

FORMATTED 2011 – 2012

LCB EVALUATION WORKBOOK

| ITEM | PAGE |
|---|-------------|
| REVIEW CHECKLIST _____ | 3 |
| EVALUATION INFORMATION _____ | 5 |
| ENTRANCE INTERVIEW QUESTIONS _____ | 6 |
| GENERAL QUESTIONS _____ | 9 |
| CHAPTER 427, F.S. _____ | 13 |
| RULE 41-2, F.A.C. _____ | 22 |
| COMMISSION STANDARDS _____ | 32 |
| LOCAL STANDARDS _____ | 33 |
| AMERICANS WITH DISABILITIES ACT _____ | 36 |
| FY GRANT QUESTIONS _____ | 42 |
| STATUS REPORT _____ | 43 |
| ON-SITE OBSERVATION _____ | 45 |
| SURVEYS _____ | 47 |
| LEVEL OF COST WORKSHEET # 1 _____ | 52 |
| LEVEL OF COMPETITION WORKSHEET #2 _____ | 53 |
| LEVEL OF AVAILABILITY WORKSHEET #3 _____ | 55 |

REVIEW CHECKLIST & SCHEDULE

COLLECT FOR REVIEW:

- ☐ APR Data Pages
- ☐ QA Section of TDSP
- ☐ Last Review (Date:_____)
- ☐ List of Omb. Calls
- ☐ QA Evaluation
- ☐ Status Report (from last review)
- ☐ AOR Submittal Date
- ☐ TD Clients to Verify
- ☐ TDTF Invoices
- ☐ Audit Report Submittal Date

ITEMS TO REVIEW ON-SITE:

- ☐ SSPP
- ☐ Policy/Procedure Manual
- ☐ Complaint Procedure
- ☐ Drug & Alcohol Policy (see certification)
- ☐ Grievance Procedure
- ☐ Driver Training Records (see certification)
- ☐ Contracts
- ☐ Other Agency Review Reports
- ☐ Budget
- ☐ Performance Standards
- ☐ Medicaid Documents

ITEMS TO REQUEST:

- ☐ **REQUEST INFORMATION FOR RIDER/BENEFICIARY SURVEY** (Rider/Beneficiary Name, Agency who paid for the trip [sorted by agency and totaled], and Phone Number)
- ☐ **REQUEST INFORMATION FOR CONTRACTOR SURVEY** (Contractor Name, Phone Number, Address and Contact Name)
- ☐ **REQUEST INFORMATION FOR PURCHASING AGENCY SURVEY** (Purchasing Agency Name, Phone Number, Address and Contact Name)
- ☐ **REQUEST ANNUAL QA SELF CERTIFICATION** (Due to CTD annually by January 15th).
- ☐ **MAKE ARRANGEMENTS FOR VEHICLES TO BE INSPECTED** (Only if purchased after 1992 and privately funded).

INFORMATION OR MATERIAL TO TAKE WITH YOU:

- ☐ Measuring Tape
- ☐ Stop Watch

EVALUATION INFORMATION

An LCB review will consist of, but is not limited to the following pages:

| | |
|---------|--|
| 1 | Cover Page |
| 5 - 6 | Entrance Interview Questions |
| 12 | Chapter 427.0155 (3) Review the CTC monitoring of contracted operators |
| 13 | Chapter 427.0155 (4) Review TDSP to determine utilization of school buses and public transportation services |
| 19 | Insurance |
| 23 | Rule 41-2.011 (2) Evaluation of cost-effectiveness of Coordination Contractors and Transportation Alternatives |
| 25 - 29 | Commission Standards and Local Standards |
| 39 | On-Site Observation |
| 40 – 43 | Surveys |
| 44 | Level of Cost - Worksheet 1 |
| 45- 46 | Level of Competition – Worksheet 2 |
| 47 - 48 | Level of Coordination – Worksheet 3 |

Notes to remember:

- **The CTC should not conduct the evaluation or surveys. If the CTC is also the PA, the PA should contract with an outside source to assist the LCB during the review process.**
- **Attach a copy of the Annual QA Self Certification.**

ENTRANCE INTERVIEW QUESTIONS

INTRODUCTION AND BRIEFING:

- ☐ Describe the evaluation process (LCB evaluates the CTC and forwards a copy of the evaluation to the CTD).
- ☐ The LCB reviews the CTC once every year to evaluate the operations and the performance of the local coordinator.

The LCB will be reviewing the following areas:

- ☐ Chapter 427, Rules 41-2 and 14-90, CTD Standards, and Local Standards
- ☐ Following up on the Status Report from last year and calls received from the Ombudsman program.
- ☐ Monitoring of contractors.
- ☐ Surveying riders/beneficiaries, purchasers of service, and contractors
- ☐ The LCB will issue a Review Report with the findings and recommendations to the CTC no later than 30 working days after the review has concluded.
- ☐ Once the CTC has received the Review Report, the CTC will submit a Status Report to the LCB within 30 working days.
- ☐ Give an update of Commission level activities (last meeting update and next meeting date), if needed.

USING THE APR, COMPILE THIS INFORMATION:

1. OPERATING ENVIRONMENT:

- ☐ RURAL ☐ URBAN

2. ORGANIZATION TYPE:

- ☐ PRIVATE-FOR-PROFIT
- ☐ PRIVATE NON-PROFIT
- ☐ GOVERNMENT
- ☐ TRANSPORTATION AGENCY

3. NETWORK TYPE:

- ☐ SOLE PROVIDER
☐ PARTIAL BROKERAGE
☐ COMPLETE BROKERAGE

4. NAME THE OPERATORS THAT YOUR COMPANY HAS CONTRACTS WITH:

5. NAME THE GROUPS THAT YOUR COMPANY HAS COORDINATION CONTRACTS WITH:

| Coordination Contract Agencies | | | | |
|--------------------------------|---------|------------------|------------------|---------|
| Name of Agency | Address | City, State, Zip | Telephone Number | Contact |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

6. NAME THE ORGANIZATIONS AND AGENCIES THAT PURCHASE SERVICE FROM THE CTC AND THE PERCENTAGE OF TRIPS EACH REPRESENTS?
(Recent APR information may be used)

| Name of Agency | % of Trips | Name of Contact | Telephone Number |
|----------------|------------|-----------------|------------------|
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |

7. REVIEW AND DISCUSS TD HELPLINE CALLS:

| | Number of calls | Closed Cases | Unsolved Cases |
|----------------------|-----------------|--------------|----------------|
| Cost | | | |
| Medicaid | | | |
| Quality of Service | | | |
| Service Availability | | | |
| Toll Permit | | | |
| Other | | | |

GENERAL QUESTIONS

Use the TDSP to answer the following questions. If these are not addressed in the TDSP, follow-up with the CTC.

1. DESIGNATION DATE OF CTC:
2. WHAT IS THE COMPLAINT PROCESS?

IS THIS PROCESS IN WRITTEN FORM? ☐ Yes ☐ No
(Make a copy and include in folder)

Is the process being used? ☐ Yes ☐ No

3. DOES THE CTC HAVE A COMPLAINT FORM? ☐ Yes ☐ No
(Make a copy and include in folder)
4. DOES THE COMPLAINT FORM INCORPORATE ALL ELEMENTS OF THE CTD'S
UNIFORM SERVICE REPORTING GUIDEBOOK?

☐ Yes ☐ No

5. DOES THE FORM HAVE A SECTION FOR RESOLUTION OF THE COMPLAINT?
☐ Yes ☐ No

Review completed complaint forms to ensure the resolution section is being filled out and follow-up is provided to the consumer.

6. IS A SUMMARY OF COMPLAINTS GIVEN TO THE LCB ON A REGULAR BASIS?
☐ Yes ☐ No

7. WHEN IS THE DISSATISFIED PARTY REFERRED TO THE TD HELPLINE?

8. WHEN A COMPLAINT IS FORWARDED TO YOUR OFFICE FROM THE
OMBUDSMAN PROGRAM, IS THE COMPLAINT ENTERED INTO THE LOCAL
COMPLAINT FILE/PROCESS?

☐ Yes ☐ No

If no, what is done with the complaint?

9. DOES THE CTC PROVIDE WRITTEN RIDER/BENEFICIARY INFORMATION OR BROCHURES TO INFORM RIDERS/ BENEFICIARIES ABOUT TD SERVICES?
☐ Yes ☐ No If yes, what type?
10. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE OMBUDSMAN NUMBER?
☐ Yes ☐ No
11. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE COMPLAINT PROCEDURE?
☐ Yes ☐ No
12. WHAT IS YOUR ELIGIBILITY PROCESS FOR TD RIDERS/ BENEFICIARIES?

Please Verify These Passengers Have an Eligibility Application on File:

| TD Eligibility Verification | | | |
|-----------------------------|-------------------|--------------|----------------------|
| Name of Client | Address of client | Date of Ride | Application on File? |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
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13. WHAT INNOVATIVE IDEAS HAVE YOU IMPLEMENTED IN YOUR COORDINATED SYSTEM?

14. ARE THERE ANY AREAS WHERE COORDINATION CAN BE IMPROVED?
15. WHAT BARRIERS ARE THERE TO THE COORDINATED SYSTEM?
16. ARE THERE ANY AREAS THAT YOU FEEL THE COMMISSION SHOULD BE AWARE OF OR CAN ASSIST WITH?
17. WHAT FUNDING AGENCIES DOES THE CTD NEED TO WORK CLOSELY WITH IN ORDER TO FACILITATE A BETTER-COORDINATED SYSTEM?
18. HOW ARE YOU MARKETING THE VOLUNTARY DOLLAR?

GENERAL QUESTIONS

Findings:

Recommendations:

COMPLIANCE WITH CHAPTER 427, F.S.

Review the CTC contracts for compliance with 427.0155(1), F.S.

“Execute uniform contracts for service using a standard contract, which includes performance standards for operators.”

ARE YOUR CONTRACTS UNIFORM? ☐ Yes ☐ No

IS THE CTD’S STANDARD CONTRACT UTILIZED? ☐ Yes ☐ No

DO THE CONTRACTS INCLUDE PERFORMANCE STANDARDS FOR THE TRANSPORTATION OPERATORS AND COORDINATION CONTRACTORS?

☐ Yes ☐ No

DO THE CONTRACTS INCLUDE THE PROPER LANGUAGE CONCERNING PAYMENT TO SUBCONTRACTORS? (Section 21.20: Payment to Subcontractors, T&E Grant, and FY)

☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

| Operator Name | Exp. Date | SSPP | AOR Reporting | Insurance |
|---------------|-----------|------|---------------|-----------|
| | | | | |
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COMPLIANCE WITH CHAPTER 427, F.S.

Review the CTC last AOR submittal for compliance with 427. 0155(2)
“Collect Annual Operating Data for submittal to the Commission.”

REPORTING TIMELINESS

Were the following items submitted on time?

a. Annual Operating Report ☐ Yes ☐ No

Any issues that need clarification? ☐ Yes ☐ No

Any problem areas on AOR that have been re-occurring?

List:

b. Memorandum of Agreement ☐ Yes ☐ No

c. Transportation Disadvantaged Service Plan ☐ Yes ☐ No

d. Grant Applications to TD Trust Fund ☐ Yes ☐ No

e. All other grant application (____%) ☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

Review the CTC monitoring of its transportation operator contracts to ensure compliance with 427.0155(3), F.S.

“Review all transportation operator contracts annually.”

WHAT TYPE OF MONITORING DOES THE CTC PERFORM ON ITS OPERATOR(S) AND HOW OFTEN IS IT CONDUCTED?

Is a written report issued to the operator? ☐ Yes ☐ No

If **NO**, how are the contractors notified of the results of the monitoring?

WHAT TYPE OF MONITORING DOES THE CTC PERFORM ON ITS COORDINATION CONTRACTORS AND HOW OFTEN IS IT CONDUCTED?

Is a written report issued? ☐ Yes ☐ No

If **NO**, how are the contractors notified of the results of the monitoring?

WHAT ACTION IS TAKEN IF A CONTRACTOR RECEIVES AN UNFAVORABLE REPORT?

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

ASK TO SEE DOCUMENTATION OF MONITORING REPORTS.

COMPLIANCE WITH CHAPTER 427, F.S.

Review the TDSP to determine the utilization of school buses and public transportation services [Chapter 427.0155(4)]

“Approve and coordinate the utilization of school bus and public transportation services in accordance with the TDSP.”

HOW IS THE CTC USING SCHOOL BUSES IN THE COORDINATED SYSTEM?

Rule 41-2.012(5)(b): *"As part of the Coordinator's performance, the local Coordinating Board shall also set an annual percentage goal increase for the number of trips provided within the system for ridership on public transit, where applicable. In areas where the public transit is not being utilized, the local Coordinating Board shall set an annual percentage of the number of trips to be provided on public transit."*

HOW IS THE CTC USING PUBLIC TRANSPORTATION SERVICES IN THE COORDINATED SYSTEM?

☐ N/A

IS THERE A GOAL FOR TRANSFERRING PASSENGERS FROM PARATRANSIT TO TRANSIT?

☐ Yes ☐ No

If YES, what is the goal?

Is the CTC accomplishing the goal? ☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS REQUIREMENT? ☐ Yes ☐ No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

Review of local government, federal and state transportation applications for TD funds (all local, state or federal funding for TD services) for compliance with 427.0155(5).

“Review all applications for local government, federal, and state transportation disadvantaged funds, and develop cost-effective coordination strategies.”

IS THE CTC INVOLVED WITH THE REVIEW OF APPLICATIONS FOR TD FUNDS, IN CONJUNCTION WITH THE LCB? (TD Funds include all funding for transportation disadvantaged services, i.e. Section 5310 [formerly Sec.16] applications for FDOT funding to buy vehicles granted to agencies who are/are not coordinated)

☐ Yes ☐ No

If Yes, describe the application review process.

If no, is the LCB currently reviewing applications for TD funds (any federal, state, and local funding)? ☐ Yes ☐ No

If no, is the planning agency currently reviewing applications for TD funds?
☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

Review priorities listed in the TDSP, according to Chapter 427.0155(7).

“Establish priorities with regard to the recipients of non-sponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust monies.”

REVIEW THE QA SECTION OF THE TDSP (ask CTC to explain):

WHAT ARE THE PRIORITIES FOR THE TDTF TRIPS?

HOW ARE THESE PRIORITIES CARRIED OUT?

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

Ensure CTC compliance with the delivery of transportation services, 427.0155(8).

“Have full responsibility for the delivery of transportation services for the transportation disadvantaged as outlined in s. 427.015(2).”

Review the Operational section of the TDSP

1. Hours of Service:
2. Hours of Intake:
3. Provisions for After Hours Reservations/Cancellations?
4. What is the minimum required notice for reservations?
5. How far in advance can reservations be place (number of days)?

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

Review the cooperative agreement with the local WAGES coalitions according to Chapter 427.0155(9).

“Work cooperatively with local WAGES coalitions established in Chapter 414 to provide assistance in the development of innovative transportation services for WAGES participants.”

WHAT TYPE OF ARRANGEMENT DO YOU HAVE WITH THE LOCAL WAGES COALITION?

HAVE ANY INNOVATIVE WAGES TRANSPORTATION SERVICES BEEN DEVELOPED?

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

CHAPTER 427

Findings:

Recommendations:

COMPLIANCE WITH 41-2, F.A.C.

Compliance with 41-2.006(1), Minimum Insurance Compliance

“...ensure compliance with the minimum liability insurance requirement of \$100,000 per person and \$200,000 per incident...”

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS?

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS IN THE OPERATOR AND COORDINATION CONTRACTS?

HOW MUCH DOES THE INSURANCE COST (per operator)?

| Operator | Insurance Cost |
|----------|----------------|
| | |
| | |
| | |
| | |

DOES THE MINIMUM LIABILITY INSURANCE REQUIREMENTS EXCEED \$1 MILLION PER INCIDENT?

☐ Yes ☐ No

If yes, was this approved by the Commission? ☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

| |
|-------------------------------------|
| COMPLIANCE WITH 41-2, F.A.C. |
|-------------------------------------|

“...shall ensure the purchaser that their operations and services are in compliance with the safety requirements as specified in Section 341.061(2)(a), F.S. and 14-90, F.A.C.”

Review the last FDOT SSPP Compliance Review, if completed in over a year, check drivers' records. If the CTC has not monitored the operators, check drivers' files at the operator's site.

ARE THE CTC CONTRACTED OPERATORS IN COMPLIANCE WITH THIS SECTION?

☐ Yes ☐ No

[illegible]

Page 23

COMPLIANCE WITH 41-2, F.A.C.

Compliance with 41-2.006(3), Drug and Alcohol Testing

“...shall assure the purchaser of their continuing compliance with the applicable state or federal laws relating to drug testing...”

With which of the following does the CTC (and its contracted operators) Drug and Alcohol Policy comply?

- ☐ FTA (Receive Sect. 5307, 5309, or 5311 funding)
- ☐ FHWA (Drivers required to hold a CDL)
- ☐ Neither

REQUEST A COPY OF THE DRUG & ALCOHOL POLICY AND LATEST COMPLIANCE REVIEW.

DATE OF LAST DRUG & ALCOHOL POLICY REVIEW: _____

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

COMPLIANCE WITH 41-2, F.A.C.

Compliance with 41-2.011(2), Evaluating Cost-Effectiveness of Coordination Contractors and Transportation Alternatives.

“...contracts shall be reviewed annually by the Community Transportation Coordinator and the Coordinating Board as to the effectiveness and efficiency of the Transportation Operator or the renewal of any Coordination Contracts.”

1. IF THE CTC HAS COORDINATION CONTRACTORS, DETERMINE THE COST-EFFECTIVENESS OF THESE CONTRACTORS.

Cost [CTC and Coordination Contractor (CC)]

| | CTC | CC #1 | CC #2 | CC #3 | CC #4 |
|--|-----|-------|-------|-------|-------|
| Flat contract rate (s) (\$ amount / unit) | | | | | |
| Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group) | | | | | |
| | | | | | |
| | | | | | |
| Special or unique considerations that influence costs? | | | | | |
| Explanation: | | | | | |

2. DO YOU HAVE TRANSPORTATION ALTERNATIVES? ☐ Yes ☐ No
 (Those specific transportation services approved by rule or the Commission as a service not normally arranged by the Community Transportation Coordinator, but provided by the purchasing agency. Example: a neighbor providing the trip)

Cost [CTC and Transportation Alternative (Alt.)]

| | CTC | Alt. #1 | Alt. #2 | Alt. #3 | Alt. #4 |
|--|------------|----------------|----------------|----------------|----------------|
| Flat contract rate (s) (\$ amount / unit) | | | | | |
| Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group) | | | | | |
| | | | | | |
| | | | | | |
| Special or unique considerations that influence costs? | | | | | |
| Explanation: | | | | | |

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

RULE 41-2

Findings:

Recommendations:

COMPLIANCE WITH 41-2, F.A.C.

Compliance with Commission Standards

“...shall adhere to Commission approved standards...”

Review the TDSP for the Commission standards.

| Commission Standards | Comments |
|--|----------|
| Local toll free phone number must be posted in all vehicles. | |
| Vehicle Cleanliness | |
| Passenger/Trip Database | |

| | |
|------------------------------|--|
| Adequate seating | |
| Driver Identification | |
| Passenger Assistance | |
| Smoking, Eating and Drinking | |

| | |
|--------------------------|--|
| Two-way Communications | |
| Air Conditioning/Heating | |
| Billing Requirements | |

COMMISSION STANDARDS

Findings:

Recommendations:

COMPLIANCE WITH 41-2, F.A.C.

Compliance with Local Standards

“...shall adhere to Commission approved standards...”

Review the TDSP for the Local standards.

| Local Standards | Comments |
|--|----------|
| Transport of Escorts and dependent children policy | |
| Use, Responsibility, and cost of child restraint devices | |
| Out-of-Service Area trips | |
| CPR/1st Aid | |
| Driver Criminal Background Screening | |
| Rider Personal Property | |
| Advance reservation requirements | |
| Pick-up Window | |

| <i>Measurable Standards/Goals</i> | <i>Standard/Goal</i> | <i>Latest Figures</i> | <i>Is the CTC/Operator meeting the Standard?</i> |
|---|----------------------|-----------------------|--|
| Public Transit Ridership | CTC | CTC | |
| | Operator A | Operator A | |
| | Operator B | Operator B | |
| | Operator C | Operator C | |
| On-time performance | CTC | CTC | |
| | Operator A | Operator A | |
| | Operator B | Operator B | |
| | Operator C | Operator C | |
| Passenger No-shows | CTC | CTC | |
| | Operator A | Operator A | |
| | Operator B | Operator B | |
| | Operator C | Operator C | |
| Accidents | CTC | CTC | |
| | Operator A | Operator A | |
| | Operator B | Operator B | |
| | Operator C | Operator C | |
| Roadcalls <i>Average age of fleet:</i> | CTC | CTC | |
| | Operator A | Operator A | |
| | Operator B | Operator B | |
| | Operator C | Operator C | |
| Complaints <i>Number filed:</i> | CTC | CTC | |
| | Operator A | Operator A | |
| | Operator B | Operator B | |
| | Operator C | Operator C | |
| Call-Hold Time | CTC | CTC | |
| | Operator A | Operator A | |
| | Operator B | Operator B | |
| | Operator C | Operator C | |

LOCAL STANDARDS

Findings:

Recommendations:

COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT

REVIEW COPIES OF THE PUBLIC INFORMATION PROVIDED.

DOES PUBLIC INFORMATION STATE THAT ACCESSIBLE FORMATS ARE
AVAILABLE UPON REQUEST? ☐ Yes ☐ No

ARE ACCESSIBLE FORMATS ON THE SHELF? ☐ Yes ☐ No

IF NOT, WHAT ARRANGEMENTS ARE IN PLACE TO HAVE MATERIAL
PRODUCED IN A TIMELY FASHION UPON REQUEST?

DO YOU HAVE TTY EQUIPMENT OR UTILIZE THE FLORIDA RELAY SYSTEM?
☐ Yes ☐ No

IS THE TTY NUMBER OR THE FLORIDA RELAY SYSTEM NUMBERS LISTED WITH
THE OFFICE PHONE NUMBER? ☐ Yes ☐ No

Florida Relay System:
Voice- 1-800-955-8770
TTY- 1-800-955-8771

EXAMINE OPERATOR MANUALS AND RIDER INFORMATION. DO CURRENT
POLICIES COMPLY WITH ADA PROVISION OF SERVICE REQUIREMENTS
REGARDING THE FOLLOWING:

| Provision of Service | Training Provided | Written Policy | Neither |
|---|------------------------------|---------------------------|----------------|
| Accommodating Mobility Aids | | | |
| Accommodating Life Support Systems (O ₂ Tanks, IV's...) | | | |
| Passenger Restraint Policies | | | |
| Standee Policies (persons standing on the lift) | | | |
| Driver Assistance Requirements | | | |
| Personal Care Attendant Policies | | | |
| Service Animal Policies | | | |
| Transfer Policies (From mobility device to a seat) | | | |
| Equipment Operation (Lift and securement procedures) | | | |
| Passenger Sensitivity/Disability Awareness Training for Drivers | | | |

RANDOMLY SELECT ONE OR TWO VEHICLES PER CONTRACTOR (DEPENDING ON SYSTEM SIZE) THAT ARE IDENTIFIED BY THE CTC AS BEING ADA ACCESSIBLE AND PURCHASED WITH PRIVATE FUNDING, AFTER 1992. CONDUCT AN INSPECTION USING THE ADA VEHICLE SPECIFICATION CHECKLIST.

INSPECT FACILITIES WHERE SERVICES ARE PROVIDED TO THE PUBLIC (ELIGIBILITY DETERMINATION, TICKET/COUPON SALES, ETC...).

IS A RAMP PROVIDED? ☐ Yes ☐ No

ARE THE BATHROOMS ACCESSIBLE? ☐ Yes ☐ No

Bus and Van Specification Checklist

Name of Provider:

Vehicle Number (either VIN or provider fleet number):

Type of Vehicle: ☐ Minivan ☐ Van ☐ Bus (>22')
 ☐ Minibus (<= 22') ☐ Minibus (>22')

Person Conducting Review:

Date:

Review the owner's manual, check the stickers, or ask the driver the following:

- ☐ The lift must have a weight limit of at least 600 pounds.
- ☐ The lift must be equipped with an emergency back-up system (in case of loss of power to vehicle). Is the pole present?
- ☐ The lift must be "interlocked" with the brakes, transmission, or the door, so the lift will not move unless the interlock is engaged. Ensure the interlock is working correctly.

Have the driver lower the lift to the ground:

- ☐ Controls to operate the lift must require constant pressure.
- ☐ Controls must allow the up/down cycle to be reversed without causing the platform to "stow" while occupied.
- ☐ Sufficient lighting shall be provided in the step well or doorway next to the driver, and illuminate the street surface around the lift, the lighting should activate when the door/lift is in motion. Turn light switch on, to ensure lighting is working properly.

Once the lift is on the ground, review the following:

- ☐ Must have an inner barrier to prevent the mobility aid from rolling off the side closest to the vehicle until the platform is fully raised.
- ☐ Side barriers must be at least 1 ½ inches high.
- ☐ The outer barrier must be sufficient to prevent a wheelchair from riding over it.
- ☐ The platform must be slip-resistant.
- ☐ Gaps between the platform and any barrier must be no more than 5/8 of an inch.
- ☐ The lift must have two handrails.
- ☐ The handrails must be 30-38 inches above the platform surface.
- ☐ The handrails must have a useable grasping area of 8 inches, and must be at least 1 ½ inches wide and have sufficient knuckle clearance.
- ☐ The platform must be at least 28 1/2 inches wide measured at the platform surface, and 30 inches wide and 48 inches long measured 2 inches above the platform surface.

- ☐ If the ramp is not flush with the ground, for each inch off the ground the ramp must be 8 inches long.
- ☐ Lifts may be marked to identify the preferred standing position (suggested, not required)

Have the driver bring the lift up to the fully raised position (but not stowed):

- ☐ When in the fully raised position, the platform surface must be horizontally within 5/8 inch of the floor of the vehicle.
- ☐ The platform must not deflect more than 3 degrees in any direction. To test this, stand on the edge of the platform and carefully jump up and down to see how far the lift sways.
- ☐ The lift must be designed to allow boarding in either direction.

While inside the vehicle:

- ☐ Each securement system must have a clear floor area of 30 inches wide by 48 inches long.
- ☐ The securement system must accommodate all common wheelchairs and mobility aids.
- ☐ The securement system must keep mobility aids from moving no more than 2 inches in any direction.
- ☐ A seat belt and shoulder harness must be provided for each securement position, and must be separate from the security system of the mobility aid.

Vehicles under 22 feet must have:

- ☐ One securement system that can be either forward or rear-facing.
- ☐ Overhead clearance must be at least 56 inches. This includes the height of doors, the interior height along the path of travel, and the platform of the lift to the top of the door.

Vehicles over 22 feet must have:

- ☐ Must have 2 securement systems, and one must be forward-facing, the other can be either forward or rear-facing.
- ☐ Overhead clearance must be at least 68 inches. This includes the height of doors, the interior height along the path of travel, and the platform of the lift to the top of the door.
- ☐ Aisles, steps, and floor areas must be slip resistant.
- ☐ Steps or boarding edges of lift platforms must have a band of color which contrasts with the step/floor surface.

COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT

Table 1. ADA Compliance Review - Provider/Contractor Level of Service Chart

| Name of Service Provider/ Contractor | Total # of Vehicles Available for CTC Service | # of ADA Accessible Vehicles | Areas/Sub areas Served by Provider/Contractor |
|---|--|-------------------------------------|--|
| | | | |
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BASED ON THE INFORMATION IN TABLE 1, DOES IT APPEAR THAT INDIVIDUALS REQUIRING THE USE OF ACCESSIBLE VEHICLES HAVE EQUAL SERVICE?

☐ Yes ☐ No

ADA COMPLIANCE

Findings:

Recommendations:

FY ____/____ GRANT QUESTIONS

**The following questions relate to items specifically addressed in the FY _
____/____ Trip and Equipment Grant.**

DO YOU KEEP ALL RECORDS PERTAINING TO THE SPENDING OF TDTF DOLLARS FOR FIVE YEARS? (Section 7.10: Establishment and Maintenance of Accounting Records, T&E Grant, and FY _____)

☐ Yes ☐ No

ARE ALL ACCIDENTS THAT HAVE RESULTED IN A FATALITY REPORTED TO THE COMMISSION WITHIN 24 HOURS AFTER YOU HAVE RECEIVED NOTICE? (Section 14.80: Accidents, T/E Grant, and FY _____)

☐ Yes ☐ No

ARE ALL ACCIDENTS THAT HAVE RESULTED IN \$1,000 WORTH OF DAMAGE REPORTED TO THE COMMISSION WITHIN 72 HOURS AFTER YOU HAVE RECEIVED NOTICE OF THE ACCIDENT? (Section 14.80: Accidents, T/E Grant, and FY _____)

☐ Yes ☐ No

Level of Competition Worksheet 2

1. Inventory of Transportation Operators in the Service Area

| | Column A Operators Available | Column B Operators Contracted in the System. | Column C Include Trips | Column D % of all Trips |
|--------------------------|------------------------------------|---|---------------------------|----------------------------|
| Private Non-Profit | | | | |
| Private For-Profit | | | | |
| Government | | | | |
| Public Transit Agency | | | | |
| Total | | | | |

2. How many of the operators are coordination contractors? _____
3. Of the operators included in the local coordinated system, how many have the capability of expanding capacity? _____
Does the CTC have the ability to expand? _____
4. Indicate the date the latest transportation operator was brought into the system. _____

5. Does the CTC have a competitive procurement process? _____
6. In the past five (5) years, how many times have the following methods been used in selection of the transportation operators?

| | |
|--|-----------------------------|
| | Low bid |
| | Requests for qualifications |
| | Negotiation only |

| | |
|--|---------------------------------|
| | Requests for proposals |
| | Requests for interested parties |
| | |

Which of the methods listed on the previous page was used to select the current operators?

7. Which of the following items are incorporated in the review and selection of transportation operators for inclusion in the coordinated system?

| | |
|--|--------------------------------|
| | Capabilities of operator |
| | Age of company |
| | Previous experience |
| | Management |
| | Qualifications of staff |
| | Resources |
| | Economies of Scale |
| | Contract Monitoring |
| | Reporting Capabilities |
| | Financial Strength |
| | Performance Bond |
| | Responsiveness to Solicitation |

| | |
|--|---------------------------------|
| | Scope of Work |
| | Safety Program |
| | Capacity |
| | Training Program |
| | Insurance |
| | Accident History |
| | Quality |
| | Community Knowledge |
| | Cost of the Contracting Process |
| | Price |
| | Distribution of Costs |
| | Other: (list) |

8. If a competitive bid or request for proposals has been used to select the transportation operators, to how many potential operators was the request distributed in the most recently completed process? _____

How many responded? _____

The request for bids/proposals was distributed:

_____ Locally _____ Statewide _____ Nationally

9. Has the CTC reviewed the possibilities of competitively contracting any services other than transportation provision (such as fuel, maintenance, etc...)? _____

Level of Availability (Coordination)

Worksheet 3

Planning – What are the coordinated plans for transporting the TD population?

Public Information – How is public information distributed about transportation services in the community?

Certification – How are individual certifications and registrations coordinated for local TD transportation services?

Eligibility Records – What system is used to coordinate which individuals are eligible for special transportation services in the community?

Call Intake – To what extent is transportation coordinated to ensure that a user can reach a Reservationist on the first call?

Reservations – What is the reservation process? How is the duplication of a reservation prevented?

Trip Allocation – How is the allocation of trip requests to providers coordinated?

Scheduling – How is the trip assignment to vehicles coordinated?

Transport – How are the actual transportation services and modes of transportation coordinated?

Dispatching – How is the real time communication and direction of drivers coordinated?

General Service Monitoring – How is the overseeing of transportation operators coordinated?

Daily Service Monitoring – How are real-time resolutions to trip problems coordinated?

Trip Reconciliation – How is the confirmation of official trips coordinated?

Billing – How is the process for requesting and processing fares, payments, and reimbursements coordinated?

Reporting – How is operating information reported, compiled, and examined?

Cost Resources – How are costs shared between the coordinator and the operators (s) in order to reduce the overall costs of the coordinated program?

Information Resources – How is information shared with other organizations to ensure smooth service provision and increased service provision?

| |
|--|
| |
|--|

Overall – What type of formal agreement does the CTC have with organizations, which provide transportation in the community?

| |
|--|
| |
|--|

All requests from agencies interested in entering into a Coordination Contract with the CTC must submit the request in writing to:

Manager of Paratransit Operations
LYNX
455 North Garland Avenue
Orlando, FL 32801-1518

A detailed summary of the services must be provided by the requestor, relative agency information, agency contact information and a summary of the transportation services to be provided under this Coordination Contract, which must address each of the above items. Agencies approved for a Coordination Contract must maintain a System Safety Program Plan as required by Chapter 14-90 FS and a drug testing program in compliance the Drug Free Work Place Act of 1991. Table 8 contains a list of providers within LYNX' coordinated system.

Table 8
PROVIDER INFORMATION

| | |
|---|---|
| Adventures In Caregiving 105 Oakland Av Sanford, FL 32773 | Orlando, FL 32806 |
| Ajuda, Corporation 6774 Magnolia Homes Road Orlando, FL 32810 | Elquanah Group Home 955 Tuskawilla Rd. Orlando, FL 32708 |
| Ambassador Cottage 2118 Ambassador Ct. Orlando, FL 32808 | Global Unity Care P.O. Box 421983 Kissimmee, FL 34742 |
| Be Safe Transportation 2605 Wembley Cross Way Orlando, FL 32828 | Health Inspirations 3829 West Washington Street Orlando, FL 32805 |
| Bishop Grady Villas 401 Bishop Grady Court St. Cloud, FL 34769 | Hodges Group Home 4001 Kaluga Park St. Orlando, FL 32808 |
| Brighter Future Services 902 Haverford Dr. Ocoee, FL 34761 | J & B Ttransportation Services 881 Bookfield Place Apopka, FL 32712 |
| Central Florida Group Homes 1095 West Morse Boulevard Winter Park, FL 32789 | Kinneret Apartments 515 S. Delaney Ave. Orlando, FL 32801 |
| Crystal Lake 2500 Marlboro St. | Kirbicort 2901 Yule Court Christmas, FL 32709 |

Kissimmee Good Samaritan Health Center
1500 South Gato Dr.
Kissimmee, FL 32746

Lakeside Behavioral Healthcare
1800 Mercy Dr.
Orlando, FL 32808

Lasting Moments
P.O. Box 683406
Orlando, FL 32868-3406

Lecia Gray-Knighton
1601 W. Miller St.
Orlando, FL 32805

Lottie Davis Support Services
2289 Okada Ct.
Orlando, FL 32818

Meals on Wheels, Etc.
2801 S. Financial Ct.
Sanford, FL 32773

Med Ride Express Service
612 South Dean Road
Orlando, FL 32825

MV Transportation
9313 Bachman Road
Taft, FL 32824

New Discovery Group Home
3829 West Washington Street
Orlando, FL 32805

Osceola ARC
310 N. Clyde Avenue
Kissimmee, FL 34741

Osceola County Council on Aging
700 Generation Point
Kissimmee, FL 34744

Osceola County Mental Health

206 Park Place Boulevard
Kissimmee, FL 34741

Pachot Group Home
3905 Timber Trail
Orlando, FL 32808

Primrose Center
2733 S. Ferncreek Avenue
Orlando, FL 32806

QL Transportation Service
6100 Old Winter Rd. # C
Orlando, FL 32835

Quest
500 E. Colonial Dr.
Orlando, FL 32803

Renewed Hope Group Home
429 Bloomfield Dr.
Kissimmee, FL 34758

Seminole Community Mental Health Center
237 Fernwood Boulevard
Fern Park, FL 32730

Seniors First
5395 L. B. McLeod Road
Orlando, FL 32811

Sweet Serenity Home
7914 Country Run Pkwy
Orlando, FL 32818

Trinity Home Care Facility
2502 Greywall Avenue
Ocoee, FL 34761

World Connect Agency
117 E. Amelia St.
Orlando, FL 32801

Zealene Hatcher
105 Oakland Ave
Sanford, FL 32773

Annual Safety Certification

Date Submitted: December 17, 2015
Bus Transit System Name: MV Transportation, Inc.
System Address: 4950 LB McLeod
City, State, Zip: Orlando, Florida 32811
Serving: Orange, Osceola, and Seminole Counties


The Bus Transit System named above hereby certifies to the Central Florida Regional Transportation Authority, d/b/a LYNX, the following:

1. That a System Safety Program Plan (SSPP) has been developed in accordance with Rule Chapter 14-90, F.A.C. and complies with established minimum equipment and operational safety standards therein;
2. That the SSPP has been adopted and the bus transit system has complied with the provisions of the SSPP during the year just completed;
3. That safety inspections have been performed by a qualified entity pursuant to Rule Chapter 14-90 at least once annually on all vehicles operated by the bus transit system;
4. That the bus transit system is safe for passenger service, and;
5. That the bus transit system shall suspend system operations, or any portion thereof, that pose an immediate danger to public safety.

The names and addresses of entities performing vehicle safety inspections during the year are:

Name: MV Transportation, Inc.
Address: 4950 LB McLeod Rd
City, State, Zip: Orlando, Florida 32805

I hereby certify this information to be true and accurate,


Signature

12-17-15
Date

Chris York
Name (Printed)

General Manager
Title

SYSTEM SAFETY PROGRAM PLAN

MV TRANSPORTATION

STATEMENT OF SAFETY POLICY

This System Safety Program Plan (SSPP) is MV TRANSPORTATION's commitment to a safe and efficient transportation system for all transportation users in the coordinated transportation system of Orange, Osceola, and Seminole Counties (the "ACCESS LYNX" system). The purpose of the SSPP is to ensure that MV TRANSPORTATION develops and maintains safety policies and procedures, as well as complying with other regulations mandated by local, state, and federal governments and agencies.

MV TRANSPORTATION shall strive to operate as safely as possible. All personnel and appropriate contractors are charged with the responsibility of insuring the safety of passengers, employees, property, and all those who come in contact with the system. This responsibility includes the right to cease any operation(s) that is determined to be hazardous or creating an unsafe condition.

It is the duty and obligation of each MV TRANSPORTATION employee to provide any information to management necessary to ensure the safest possible transportation services to the residents and visitors of Orange, Osceola, and Seminole Counties.

INTRODUCTION AND PURPOSE

The SSPP outlines the established functions, responsibilities, and obligations that shall be complied with; as well as those that shall be implemented in an effort to establish increased levels of safety. The SSPP shall allow for improved communications, documentation, and coordination within the entire system to decrease injuries, property damage, and delays in service. The SSPP applies to all aspects of MV TRANSPORTATION including administration, operations, and maintenance.

GOALS AND OBJECTIVES

The overall goal of MV TRANSPORTATION is to provide transportation services in a safe, reliable, and timely manner. To assist with obtaining and maintaining those goals, this SSPP has been developed and implemented to identify unsafe conditions and develop methods to eliminate or control hazards that could cause unsafe conditions. These objectives shall be applied to all aspects of the system to reduce accidents; all employees shall be trained accordingly.

REGULATORY AGENCIES

Rule Chapter 14-90 of the Florida Administrative Code (Attachment A) requires all public transit agencies to develop and implement a System Safety Program Plan (SSPP) prior to transporting public sponsored passengers. The SSPP shall comply with the State minimum equipment and operational safety standards. MV TRANSPORTATION is committed to implement the SSPP and to conduct its transit operations in compliance with the standards established in the SSPP. MV TRANSPORTATION shall suspend transit operation(s) that poses an immediate danger to the public.

MV TRANSPORTATION shall comply with the procedures established within Florida laws governing transportation. MV TRANSPORTATION shall inspect all equipment operated in accordance with the established standards and certify compliance to LYNX.

SYSTEM DESCRIPTION

MV TRANSPORTATION, a for-profit corporation, under contract with the Central Florida Regional Transportation Authority d/b/a LYNX to provide paratransit services within Orange, Osceola, and Seminole Counties. MV TRANSPORTATION provides daily demand response services for clients within the "ACCESS LYNX" service area; twenty-four hours a day, seven days a week.

SYSTEM SAFETY PLAN

MANAGEMENT

The Owner of MV TRANSPORTATION or the designated Transportation Manager will be responsible for the implementation, maintenance, and update of the SSPP, and all safety related areas of MV TRANSPORTATION. The Manager shall review and monitor internal operations as well as subcontractors of service for compliance with the SSPP in regard to maintenance and operations.

This SSPP shall be reviewed and updated as required, but not less than annually. Each revision shall be submitted to LYNX for review and approval.

The Owner, or its representative, shall ensure that safety monitoring is conducted and documented in accordance with the SSPP. Monitoring documents will be maintained on file and will be made available as requested by law enforcement agencies, LYNX, and/or the Florida Department of Transportation.

The Owner, or its representative, upon notification by LYNX, will assist law enforcement agencies, LYNX, and/or the Florida Department of Transportation in the performance of public transit system safety reviews in accordance with the State of Florida Law.

ACCIDENTS/INCIDENT REPORTING AND INVESTIGATION

No matter how minor, all accidents and incidents will be thoroughly investigated if they involve an injury or illness, significant damage to vehicles, equipment or facilities, release of hazardous material, loss of vehicle control, or if management believes there was a high potential for these losses as a result of the event.

An accident/incident report (Attachment B) is completed by both the employee(s) involved and an on duty supervisor. The designated safety officer shall determine if the accident is preventable or non-preventable based on findings from evidence, statements, and photographs. Accident reports shall be completed as soon as possible, but prior to the completion of the work day.

MV TRANSPORTATION shall maintain a comprehensive accident/incident reporting and record keeping system. LYNX shall immediately be notified of all accidents/incidents and final reports shall be forwarded to the ACCESS LYNX Safety Office within 24 hours. Any subsequent documentation will be copied to the ACCESS LYNX Safety Office as it is obtained. Any accidents involving a fatality will be verbally reported the ACCESS LYNX Safety Office (at 407/841-2279) within 24 hours of the incident (in accordance with FS 14-90.005). A formal, written report, describing the details of this fatality, will be forwarded to LYNX within 30 days after the accident occurred. If, as a result of an accident involving a MV TRANSPORTATION vehicle, a person dies within 30 days of the accident, MV TRANSPORTATION will submit a written notice to LYNX, within 24 hours after the death.

VEHICLES AND EQUIPMENT

All vehicles operated by MV TRANSPORTATION shall be equipped with safety equipment as required by the State of Florida and federal law. It is mandatory that all new equipment procured be specified to include all required safety equipment. Wheelchair lifts must be in compliance with Rule Chapter 14-90, F.A.C., and must bear a certification that the wheelchairs lift meets the requirements. Additional information on wheelchairs is included in the Equipment for Transporting Wheelchairs section of this plan.

OPERATIONAL FUNCTIONS and DRIVING REQUIREMENTS

The Manager shall be responsible for pre-employment qualifications for drivers, proof of valid licenses,

records of licenses, training and testing, driver's work periods and driving hours, and medical examination requirements. MV TRANSPORTATION operational safety rules and procedures shall be in compliance with State laws. All MV TRANSPORTATION employees shall be instructed on such rules and procedures. Employees will be required to certify that training has been received and that they received a copy of the Rules and Procedures Manual.

Drivers shall not drive for more than 12 hours in any one 24-hour period, or drive more than 70 hours in any period of seven consecutive calendar days. Drivers shall have a minimum cumulative off-duty time of eight hours within any 24-hour period. The maximum allowed driving hours may be increased if the hours are necessitated by adverse conditions.

A file shall be maintained on each driver to ensure proper documentation of all driving records, incidents, and safety concerns.

All MV TRANSPORTATION drivers shall be responsible for the following:

- a. Reporting any notice of license suspension, cancellation, or revocation immediately upon receipt or prior to operating MV TRANSPORTATION vehicles.
- b. Reporting any condition(s) resulting in increased driving hazards, i.e., weather, road, traffic conditions, medical emergencies, and disasters.
- c. Reporting any conditions resulting in impaired driving ability, such as dizziness, poor eyesight, fainting, or other medical conditions affecting his/her ability to operate a vehicle safely.
- d. Completion of daily inspections and "Daily Operator Report of Vehicle Inspection". (Located within Attachment C)
- e. Provide interior lighting for passengers boarding and exiting, if a vehicle is in operation during darkness.
- f. No vehicle in MV TRANSPORTATION's fleet has standee provisions and therefore the driver shall not allow any

passenger to remain standing while the vehicle is in motion.

- g. Not refueling vehicles in a closed building. The driver shall insure that the refueling of a vehicle while passengers are on board be kept to a minimum.
- h. Securing all passengers (including wheelchair bound passengers) by lap and, when available, shoulder belt; and securing him/herself by lap and shoulder belt while the vehicle is in motion.
- i. Not leaving an occupied vehicle unattended for more than fifteen minutes.
- j. Stopping at railroad crossings.
- k. Displaying the proper warning devices upon being disabled on the highway.
- l. Assuring that all exit and emergency exit doors are unlocked while the vehicle is in operation.
- m. Proper lighting of wheelchair lifts when used during darkness.
- n. Proper securing of wheelchair passengers in appropriate positions while the vehicle is in motion.
- o. Insuring that a bus with inoperable or open passenger doors is not placed in operation.

MAINTENANCE

A daily inspection shall be made of each vehicle prior to use and appropriate documentation maintained (Daily Operator Report of Vehicle Inspection). The inspection shall include an examination of the following items:

- a. Service brakes
- b. Parking brakes
- c. Tires and wheels
- d. Steering
- e. Horn

- f. Lighting devices
- g. Windshield wipers
- h. Rear vision mirrors
- i. Passenger doors
- j. Exhaust system
- k. Equipment for transporting wheelchairs
- l. Safety and emergency equipment

A "Daily Vehicle Inspection Report" shall be completed prior to the vehicle's first operation of the day and turned in daily for each vehicle in use. Drivers shall report any mechanical problems that may constitute a hazard and not drive a vehicle if safety is questionable. A "Daily Vehicle Inspection Report" shall be turned in to dispatch prior to the vehicle being placed in service ("Pre-Trip Report"). Another "Daily Vehicle Inspection Report" shall be completed and turned in at the end of the vehicle's daily operation ("Post-Trip Report").

Vehicles are scheduled for preventive maintenance based on mileage. Service is scheduled every 6,000 miles as prescribed for "A", "B", and "C" maintenance by the Florida Department of Transportation, Public Transit Office's publication titled "Preventive Maintenance Guidelines for Small Busses, Vans, and Wagons" (Attachment B). Preventive maintenance is conducted in order to maintain vehicles in a manner to conform to safety regulations and to ensure that all vehicles are properly equipped with all required parts and accessories in good, safe, working condition. These interval services include changing all fluids and filters, inspecting for tire wear, brake wear, and oil leaks.

Proper documentation of services performed is recorded by the technician performing the services and verified and maintained by MV TRANSPORTATION's Manager. All preventive maintenance and repair actions shall be documented and include positive means of vehicle identification, date, mileage, and type and description of maintenance or inspection. Officers or persons designated by LYNX or the Department of Transportation shall be permitted to perform system reviews for compliance with State law.

EQUIPMENT FOR TRANSPORTING WHEELCHAIRS

Except in locations 3½ inches off the vehicle floor, all exposed edges or other hazardous protrusions of parts of wheelchair lift assemblies or ramps that are located in the passenger compartment shall be padded with energy absorbing materials to mitigate injury in normal use and in case of accident. This requirement shall also apply to parts of the bus associated with the operation of the lift or ramp.

The controls for operating the lift will be located where the driver has full, unobstructed view of the lift platform. Instructions for normal and emergency operation of the lift or ramp shall be carried or displayed in every accessible vehicle.

Each wheelchair lift or ramp assembly shall be legibly and permanently marked with, at a minimum: (1) the manufacturer's name and address; (2) the month and year of manufacture; and (3) a certificate that the wheelchair lift or ramp and its installation conforms to the State of Florida requirements applicable to accessible buses.

All wheelchairs transported shall be properly secured using an approved, ADA compliant, four point securement system. Securement straps shall be applied as directed by the manufacturer. In addition to the four point securement system for the wheelchair, anytime a passenger is transported in said secured wheelchair, the passenger also must be restrained by an approved lap belt and, when available, shoulder belt. The lap belt and shoulder belt shall be affixed directly to the vehicle.

TRAINING

Each driver shall be trained and tested to demonstrate his/her capabilities to safely operate each different type of vehicle before driving unsupervised. This training shall include explicit instructional and procedural training regarding operational and driving requirements, defensive driving, equipment inspection and handling of emergencies. Testing shall include a road test of sufficient duration to enable the reviewer to evaluate the driver's handling of the vehicle and associated equipment that the driver will be operating.

Driver training shall follow those guidelines established within the "MV TRANSPORTATION Driver Training Manual" (Attachment D). This manual establishes well defined written instructions and safety procedures for all drivers.

In addition, drivers and safety sensitive staff shall be trained, at minimum, in (1) Passenger Assistance and Sensitivity; (2) Defensive Driving; (3) Accident/Incident Reporting and On-Road Emergency Procedures; and (4) Drug Abuse and Alcohol Misuse as required by Federal Transit Administration regulations.

FEDERAL, STATE, AND LOCAL REGULATIONS, ORDINANCES, OR LAWS

MV TRANSPORTATION shall comply with all Federal, State, and Local regulations, ordinances, and laws. In the event of conflicting requirements, the higher entity shall rule.

PRIVATE CONTRACT BUS TRANSIT SYSTEM(S) THAT PROVIDE(S) CONTINUOUS OR RECURRING TRANSPORTATION SERVICES FOR COMPENSATION AS A RESULT OF A CONTRACTUAL AGREEMENT WITH THE BUS TRANSIT SYSTEM.

All subcontracted transportation services shall be held to the same high standards set forth in this SSPP. MV TRANSPORTATION shall monitor all subcontracted transportation providers and shall retain the right to cease any operation(s) that is determined to be hazardous or creating an unsafe condition.

TAB 3



May 12, 2016

Mr. Steve Holmes, Executive Director
Commission for the Transportation Disadvantaged
605 Suwannee Street, MS-49
Tallahassee, Florida 32399-0450

RE: MOA Contract #TD1375
07/01/2013 to 06/30/2018

Dear Mr. Holmes,

LYNX is hereby submitting our Annual Update for 2016 of our Five Year Transportation Disadvantaged Service Plan (TDSP) that corresponds with the above referenced five year Memorandum of Agreement. Please note that these changes were presented to the Local Coordinating Board (LCB) and approved at the regularly scheduled LCB meeting on May 12, 2016.

Below are the pages of the TDSP to be updated, with a brief explanation of why the changes have occurred:

Page 4A

Local Coordinating Board Certification

This certifies that the LCB has reviewed and approved the TDSP Update. A Roll Call Voting Sheet is included identifying the LCB Member, their affiliations, and whether they voted for or against the submittal of this document. It further identifies those members who were absent from the meeting.

Pages 4B – 4D

Previous TDSP Review Letters

Mandatory Requirement of the TDSP Update

Pages 6 – 10

The Transportation Disadvantaged Local Coordinating Board Membership Roster.
Updated due to changes in the membership of the Local Coordinating Board.

Steve Holmes, Executive Director
Commission for the Transportation Disadvantaged
May 12, 2016
Page 2

Page 19

Figure 3 – LYNX Organizational Chart

Page 20 – MV Transportation Organizational Chart

Pages 33 – 34

Section I.C – Needs Assessment

Updated.

Pages 35-36

Section I. D – Goals, Objectives, Strategies, and Implementation

Mandatory of the TDSP Update.

Pages 37 – 38

Section I. E – Implementation Plan

Mandatory of the TDSP Update.

Pages 51 – 52

Table 8 – Provider Information

This section includes an inventory of available transportation services in the LYNX service area, including public, private, non-profit, and local commuter services.

Pages 53-57 – Table A - Vehicle Inventory

Updated due to changes in the vehicle inventory.

Page 60

System Safety Program Plan (SSPP) Annual Safety Certification.

Page 61

Inter-County Services/Acceptable Alternatives

Steve Holmes, Executive Director
Commission for the Transportation Disadvantaged
May 12, 2016
Page 3

Pages 62-66

Table 10 – Service Standards

Updated to include items required by the previous year TD Commission TDSP Approval Letter.

Steve Holmes, Executive Director
Commission for the Transportation Disadvantaged
May 12, 2016
Page 3

Pages 62-66

Table 10 – Service Standards

Updated to include items required by the previous year TD Commission TDSP Approval Letter.

Page 70

Table 11 – Rate Structure

Updated

Pages 110-123

Attachment 6 – LCB CTC Annual Evaluation

Updated with the most recent TDLCB evaluation of the CTC.

Pages 144 – 156

Attachment 9 – Rate Calculation Model Worksheets

Updated with current financial year data.

Should you have any questions or require any further updates, please contact me.

Sincerely,

Timothy M. May
Manager of Paratransit Operations

Cc: Tangee Mobley, Director of Operations and Maintenance, LYNX
Andrea Ostradka, Director of Planning, LYNX
Virginia Whittington, MetroPlan Orlando
Joint Local Coordinating Board of Orange, Seminole, and Osceola Counties (via
Virginia Whittington and MetroPlan Orlando)

The Commission for the Transportation Disadvantaged hereby agrees and accepts this update/amendment to the above referenced MOA/TDSP, effective July 1, 2016

Executive Director

Date

Page 4A

Local Coordinating Board
Certification

Page 4B

Previous TDSP Review
Certification



May 14, 2015

Mr. Steve Holmes, Executive Director
Commission for the Transportation Disadvantaged
605 Suwannee Street, MS-49
Tallahassee, Florida 32399-0450

RE: MOA Contract #TD1375
07/01/2013 to 06/30/2018

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Pages 4B – 4D

Previous TDSP Review Letters

Mandatory Requirement of the TDSP Update

Pages 6 – 10

The Transportation Disadvantaged Local Coordinating Board Membership Roster.

Updated due to changes in the membership of the Local Coordinating Board.

Page 18

Figure 2 – LYNX Paratransit Operations Division Organizational Chart.

Updated due to staffing changes.

Steve Holmes, Executive Director
Commission for the Transportation Disadvantaged
May 14, 2015
Page 2

Page 19
Figure 3 – LYNX Organizational Chart

Page 20 – MV Transportation Organizational Chart

Pages 24-26
Local Coordinating Board Membership Certification
Updated due to changes in the membership of the LCB

Pages 33 – 34
Section I.C – Needs Assessment
Updated.

Pages 35-36
Section I. D – Goals, Objectives, Strategies, and Implementation
Mandatory of the TDSP Update.

Pages 37 – 38
Section I. E – Implementation Plan
Mandatory of the TDSP Update.

Pages 39 – 40
Section II.A – Types, Hours, and Days of Service
Updated.

Pages 51 – 52
Table 8 – Provider Information
This section includes an inventory of available transportation services in the LYNX service area, including public, private, non-profit, and local commuter services.

Pages 53-57 – Table A - Vehicle Inventory
Updated due to changes in the vehicle inventory.

Page 58
Section II.E – Public Transit Utilization
Updated.

Page 60
System Safety Program Plan (SSPP) Annual Safety Certification.

Steve Holmes, Executive Director
Commission for the Transportation Disadvantaged
May 14, 2015
Page 3

Page 61
Inter-County Services/Acceptable Alternatives

Pages 62-66
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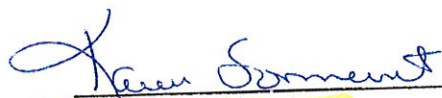
Should you have any questions or require any further updates, please contact me.

Sincerely,


Timothy M. May
Manager of Paratransit Operations

Cc: Tangee Mobley, Director of Operations and Maintenance, LYNX
Andrea Ostradka, Director of Planning, LYNX
Gabriella Arismendi, MetroPlan Orlando
Joint Local Coordinating Board of Orange, Seminole, and Osceola Counties (via Gabriella Arismendi and MetroPlan Orlando)

The Commission for the Transportation Disadvantaged hereby agrees and accepts this update/amendment to the above referenced MOA/TDSP, effective July 1, 2015


for Executive Director

5-30-15
Date

Pages 6 – 10

TDLCB Membership Roster



metroplan orlando

A REGIONAL TRANSPORTATION PARTNERSHIP

TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD MEMBERSHIP ROSTER April 2016

ORANGE COUNTY:
Cmsr. Pete Clarke
CHAIRMAN

Orange County Board of County
Commissioners
201 S. Rosalind Avenue
P.O. Box 1393
Orlando, FL 32802

Alternate: Cmsr. Jennifer Thompson

SEMINOLE COUNTY:
Cmsr. Lee Constantine
VICE- CHAIRMAN

Seminole County Government
1101 E. First Street
Sanford, FL 32771

407-665-7207
Fax 407-665-7958

Alternate: Cmsr. Carlton Henley

OSCEOLA COUNTY:
Cmsr. Michael Harford

Osceola County Government
One Courthouse Square -
Suite 4700
Kissimmee, Florida 34741

407-742-2000

CITIZEN ADVOCATE:
Ms. Marsha Shapiro

2651 Daulby St
Kissimmee, FL 34747

407-390-0006

Alternate:

CITIZEN ADVOCATE:
(System User)
Mr. Dwight Sayer

12516 Hammock Point Circle
Clermont, FL 34711 Home Cell

407-877-1970
Cell 321-948-1466

Alternate: Ms. Cheryl Stone

4535 Oak Forest Court
Orlando. 32804

Cell 407-748-0429

**AGENCY FOR PERSONS WITH
DISABILITIES:**

Ms. Sharon Jennings

400 West Robinson Street, S-430
Orlando, FL 32801

407-245-0440 x611
Fax 407-245-0413

407-245-0440 x654

Alternate: Mr. Manuel Garay

**DEPARTMENT OF EDUCATION &
VOCATIONAL REHABILITATION:**

Mr. Wayne Olson

3555 Maguire Boulevard
Suite 205
Orlando, FL 32803

407-897-2725
Fax 407-897-2752

ECONOMICALLY DISADVANTAGED:
Ms. Dianne Arnold

2100 East Michigan Street
Orlando, FL 32806

407-836-6568

Alternate: Ms. Wanda Rosa

**FLORIDA DEPARTMENT OF
TRANSPORTATION:**

Ms. Jo Santiago

133 S. Semoran Boulevard
Orlando, FL 32807

407-482-7875

Alternate: Mr. Samuel Weekley

FOR-PROFIT OPERATOR:
Mr. Chris York

4950 L.B. McLeod Rd.
Orlando, FL 32811

407-851-8201

Alternate: Mr. Jacob Ulvano

MEDICAID:

Mr. Benjamin Akinola

400 W. Robinson Street
Suite S309
Orlando, FL 32801

407-420-2483
Fax 407-423-6492

Alternate: Ms. Milagros Chervoni

MEDICAL COMMUNITY:
Ms. Milagros Carrion

4301 Vineland Rd. Ste. E-17
Orlando, FL 32811

407-425-4415
Fax 407-422-9055

PUBLIC EDUCATION:
Mr. Mike Barnett

OCPs Transportation Services
Safety/Training Department
5149 North Pine Hills Road
Orlando, FL 32808

407-521-2339 x7228
Fax 407-521-2343

Alternate: Ms. Olga Vazquez

Orange County Public Schools
Educational Leadership Center
445 West Amelia Street
Orlando, FL 32801-1127

407-317-3981 x2035

**REGIONAL WORKFORCE
DEVELOPMENT:**
VACANT

**REPRESENTATIVE FOR PERSONS
WITH DISABILITIES:**
Ms. Marilyn Baldwin

8427 Lainie Lane
Orlando, FL 32818

407-293-0565

Alternate: Mr. Charles Brooks

659 Parakeet Court
Kissimmee, Florida 34759

407-738-9804

**REPRESENTATIVE FOR THE
ELDERLY(OVER 60):**
Mr. Win Adams

646 Fellowship Drive
Fern Park, FL 32730

(407) 310-1110

Alternate:

SENIOR RESOURCE ALLIANCE:
(AREA AGENCY ON AGING OF
CENTRAL FLORIDA, INC.)
Mr. Randall Hunt

988 Woodcock Road
Suite 200
Orlando, FL 32803

407-514-1802
Fax 407-228-1835

Alternate: Ms. Sarah Lightell

407-228-1800
Fax 407-228-1835

**STATE COORDINATING COUNCIL OF
EARLY CHILDHOOD DEVELOPMENT:**

Mr. Wilfredo Raices

4C's
3500 West Colonial Drive
Orlando, FL 32808

Fax 407-445-7340

Alternate: Mr. Kevin Paulin

VETERANS:

Command Sergeant Major
Tommie Maldonado

Orange County Veterans
Services
2100 East Michigan Street
Orlando, FL 32806

407-836-8987
Fax 407-836-8999

*Alternate: Master Sergeant Jose
Pizarro*

NON-VOTING MEMBERS

Orange County EMS:

Mr. Tom Daniels

Quality Manager
Office of the Medical Director
2002-A East Michigan Street
Orlando, FL 32806

407-836-6515

Alternate: Ms. Crystal Ford

LYNX:

Mr. Tim May

2500 LYNX Lane
Orlando, FL 32804

(407) 254-6055
Fax: (407) 254-6475

Alternate: Mr. Benjamin Gonzalez

407-254-6055

LYNX TAC REPRESENTATIVE:

Mr. Robert Melia

7609 Mistletoe Court
Orlando, FL 32807

407-841-8911

Alternate: Mr. Will Lusk

MetroPlan Orlando:

Ms. Virginia Whittington
Director of Regional Partnerships

250 S. Orange Avenue
Suite 200
Orlando, FL 32801

407-481-5672 x 314
Fax 407-481-5681

Ms. Cathy Goldfarb
Senior Board Services Coordinator

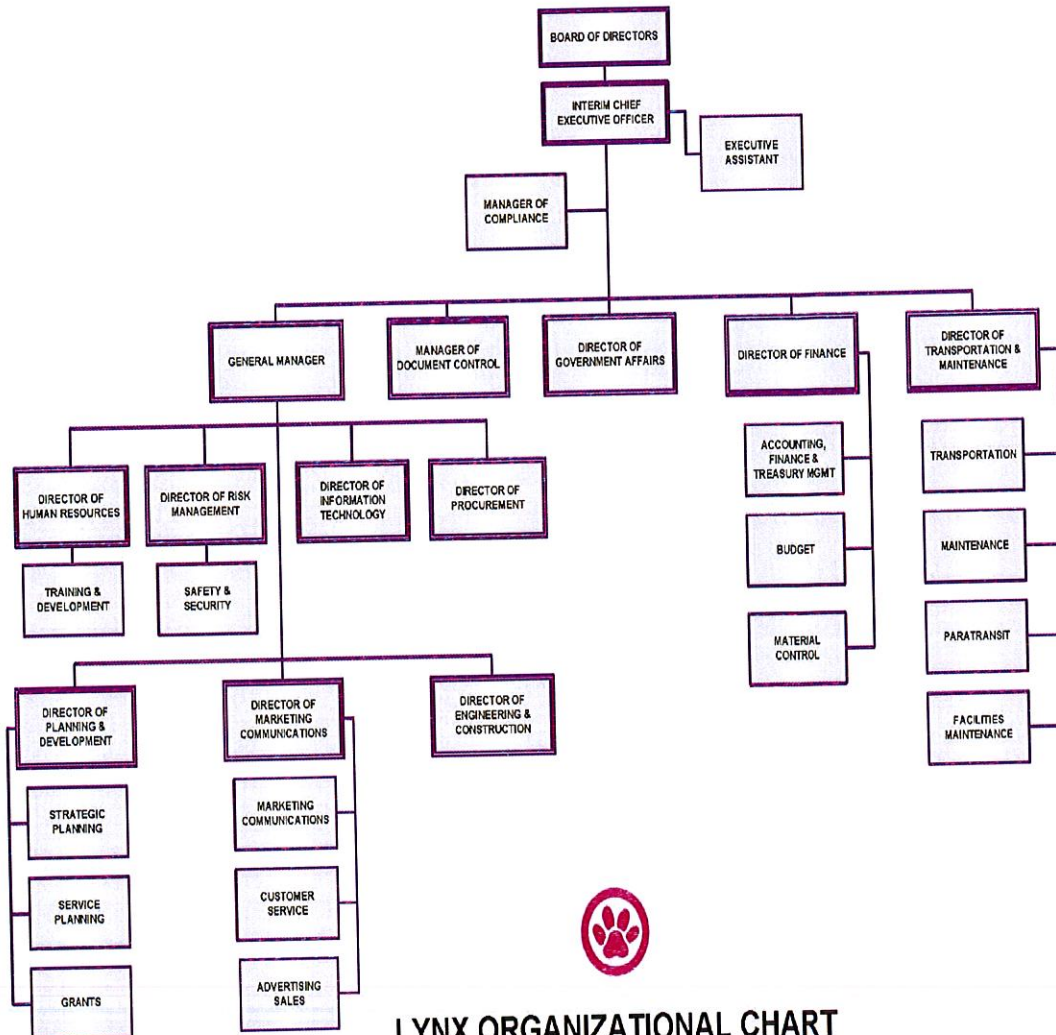
250 S. Orange Avenue
Suite 200
Orlando, FL 32801

407-481-5672 x 315
Fax 407-481-5681

TDLCB Roster
Page 4 of 5

Page 19

LYNX Organizational Chart



LYNX ORGANIZATIONAL CHART
October 1, 2015

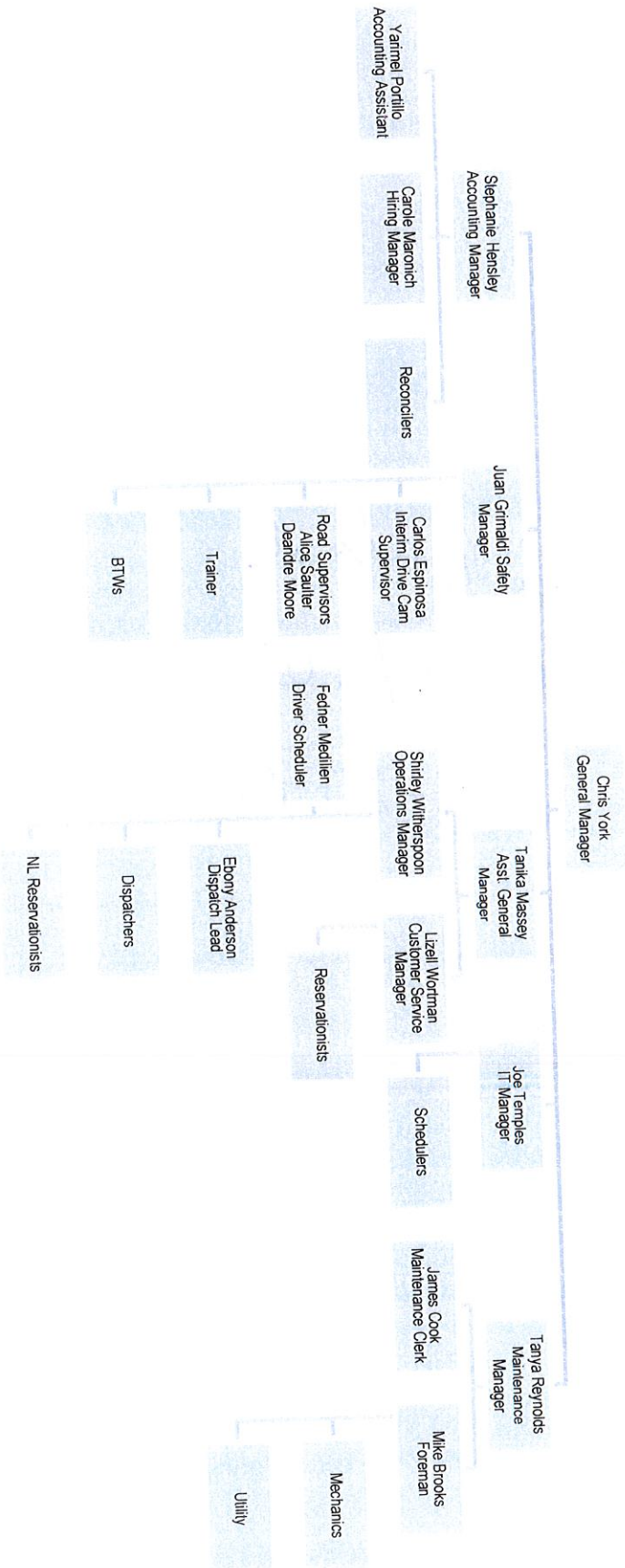
Appendix A - Figure 3

Page 20

MV Transportation Organizational Chart

MV Transportation

Division 12 – April 19, 2016



Pages 24-26

Local Coordinating Board Membership Certification



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A REGIONAL TRANSPORTATION PARTNERSHIP

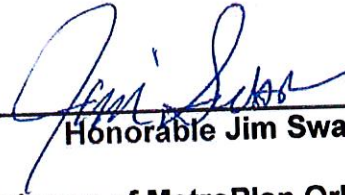
**MEMBERSHIP CERTIFICATION
TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD
FOR ORANGE, OSCEOLA, AND SEMINOLE COUNTIES**

Date: December 9, 2015
Name (DOPA): **MetroPlan Orlando**
Address: **315 East Robinson Street
Suite 355
Orlando, Florida 32801**

MetroPlan Orlando/Designated Official Planning Agency named above hereby certifies to the following:

1. The membership of the Local Coordinating Board, established pursuant to Rule 41-2.012(3), FAC, does in fact represent the appropriate parties as identified in the following list; and
2. The membership represents, to the maximum extent feasible, a cross-section of the local community.

Signature:


Honorable Jim Swan

Title: **Chairman of MetroPlan Orlando**

**MEMBERSHIP OF THE LOCAL COORDINATING BOARD FOR ORANGE,
OSCEOLA, AND SEMINOLE COUNTIES**

| <u>POSITION</u> | <u>MEMBER</u> | <u>TERM</u> |
|---|---|-------------|
| ELECTED OFFICIALS | Pete Clarke (Orange) Viviana Janer (Osceola) Lee Constantine (Seminole) | - - - |
| FLORIDA DEPT. OF TRANSPORTATION | Jo Santiago | - |
| AGENCY FOR PERSONS WITH DISABILITIES | Sharon Jennings | - |

**MEMBERSHIP CERTIFICATION
TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD
FOR ORANGE, OSCEOLA, AND SEMINOLE COUNTIES
Page 2**

| | | |
|--|------------------|-------------|
| MEDICAL COMMUNITY: | Milagros Carrion | |
| FLORIDA DEPT. OF EDUCATION & VOCATIONAL REHABILITATION | Wayne Olson | - |
| ECONOMICALLY - DISADVANTAGED | Dianne Arnold | |
| STATE COOR. COUNCIL EARLY CHILD.DEV. (4C) | Wilfredo Raices | - |
| PUBLIC EDUCATION | Mike Barnett | - |
| VETERANS | Tommie Maldonado | - |
| MEDICAID (AHCA) | Benjamin Akinola | - |
| FLORIDA DEPT. OF ELDER AFFAIRS | Randall Hunt | - |
| REPRESENTING THE ELDERLY (OVER SIXTY) | Win Adams | Three Years |
| REPRESENTING THE DISABLED | Marilyn Baldwin | One Year |
| CITIZEN ADVOCATE | Marsha Shapiro | Two Year |
| CITIZENS ADVOCATE (SYSTEM USER) | Dwight Sayer | One Year |
| FOR-PROFIT OPERATOR | Chris York | Two Year |
| NON-VOTING MEMBERS | Tom Daniels | - |
| | Tim May | - |
| | Robert Melia | - |

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Needs Assessment

Section I. C – Needs Assessment

By definition, the Transportation Disadvantaged (TD) are those persons who, because of physical or cognitive disability, income status, or age or who for other reasons are unable to transport themselves, or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped or high risk.

As LYNX provides a full array of transportation services, customers can access the mode of transportation best suited for their needs. LYNX offers fixed-route services and bus pass programs to those TD customers who cannot provide for their own transportation and are able to access fixed-route service. For those who cannot access fixed-route service, LYNX offers paratransit door-to-door services.

Need among all segments of the Transportation Disadvantaged is constantly growing and usually at a much higher rate than the growth of funding for services. For these reasons, LYNX has established trip priorities for customers under the TD program and has a written eligibility process for screening customers. As needs grow, LYNX will continue efforts to eliminate misuse of the system, and transition customers off the more costly paratransit service to fixed-route bus service when appropriate. This is accomplished through incentive programs, needs assessments, and travel training.

As the Community Transportation Coordinator (CTC), LYNX coordinates services required by the Americans with Disabilities Act of 1990 (ADA) and its TD services to increase efficiencies and opportunities for multi-loading. LYNX has expanded the ADA paratransit eligibility process to include an assessment of an individual's capacity to make use of the fixed-route bus service as well. This decision is critical for containing costs by ensuring that individuals take advantage of the flexibility that fixed-route bus service offers to the maximum extent possible. Staff determined that this assessment would be best provided by a qualified organization, experienced in physical rehabilitation and patient evaluation. Accordingly, ADARide.com. Has been providing these services through a third-party contract.

Strict implementation of eligibility is required by the ADA in order to preserve the civil rights of individuals with disabilities. An in-person functional assessment provides an objective process and an accurate determination of the need for paratransit services. For the functional assessment to be effective, it must be complimented with a "travel training" program. Through travel training, applicants who are denied service based on the fact that their disability does not prevent use of fixed-route service can be trained to use fixed-route service. In addition, customers who are deemed to be ADA eligible can

also be provided fare incentives such as reduced fare passes to encourage fixed-route use, thereby reducing rising ADA paratransit costs.

Concerted efforts have also been made to more accurately assess the needs of consumers requesting service through the Transportation Disadvantaged Trust Fund

In addition to the needs identified above, over the course of 2006 and 2007 LYNX took a fresh look at the needs of low-income individuals who must get to jobs and job-related activities, such as educational opportunities and training, as well as the needs of individuals with disabilities beyond those provided for under the ADA and other programs under which LYNX has already been serving the community. This effort was undertaken to ensure that the most needed services were added to LYNX' network of services in order to make best use of funding resources, that were at the time, provided under two Federal programs: the Section 5316 Job Access and Reverse Commute (JARC) and the Section 5317 New Freedom Program (NFP).

Starting in Fiscal Year 2014, LYNX began the management of Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities funding program. Under the Moving Ahead for Progress in the 21st Century (MAP-21) transportation authority, the Section 5317 program was ended but the eligible projects were folded into the Section 5310 program. As a result, LYNX Developed a Program Management Plan (PMP) to guide its 5310 Urbanized Orlando and Kissimmee area projects.

Through the FY14 competitive funding process for Section 5310 sub-recipients, and regular community engagement, LYNX has identified additional needs of the Transportation Disadvantaged population that resides and travels within the LYNX service area. In order to continue to support the utilization of the more cost effective fixed-route services, LYNX needs to implement additional NeighborLink vehicles and services throughout the tri-county area, and enhance and expand services on existing routes, such that passengers can overcome the physical barriers between them and the bus stops that they are no longer solely reliant upon paratransit services. In coordinating with human service agencies that provide transportation, LYNX found that the costs associated with owning and operating vehicles is burdensome to the agencies. As a result, LYNX will support these organizations through an Agency Vanpool program that leases vehicles, while covering the maintenance and insurance of the vehicles

As part of the federal requirements of MAP-21 LYNX's locally developed, coordinated public transit human services transportation plan was updated in early 2016. As part of the update multiple public involvement activities were conducted in an effort to better understand and provide for the 5310 target population's evolving transportation needs.

- A Public Survey was created which included questions that were designed to identify origins and destinations for trips, frequency and time of day for trips, human services benefits received for transportation, specific travel modes and services used daily, age range, the presence of any disabilities, and demographic data
- Public Workshops were conducted in an effort to provide information about available transit options and to solicit feedback from the target populations. Due to the large size of the LYNX geographic service area, it was determined that workshops would be held in Orange, Seminole, and Osceola counties.
- A Stakeholder Workshop was conducted and individuals invited to attend were public or private entities that serve as human services agencies to seniors and individuals with disabilities, funders of these human services agencies, and advocacy groups for this population. Input from this group provided a perspective which differed from riders, providing alternative ideas for improvements and identifying additional transportation gaps or needs within the existing services.
- A Steering Committee was formed at the initiation of the process to serve as an advocate for the populations who will be benefitting from the improvements identified and implemented by the Plan. The Committee's role was to provide feedback to the Project Team, provide ideas and perspectives, guide the Plan Update process, and assist in outreach efforts.

Gleaned from the above mentioned input are the most updated priority transportation service needs as voiced by our clients and transportation service partners. The priorities were grouped into four categories of issues/needs as follows:

- Trip Reservation, Tracking and Payment Technology
 - Smart card/mobile app fare payment
 - Trip vehicle tracking and arrival notification
 - Mobile app trip reservation
- Service Coverage
 - High concentrations of TD populations in Kissimmee, OBT, Hoffner, Eatonville, Casselberry/Longwood, Plymouth/Sorrento, and Sanford
- Service Quality/Operations
 - Getting to and from work during off peak hours
 - Inconsistencies of trip times
 - Varying work shift location and schedules
 - Driver training
 - Improved dispatch and driver communication and coordination
- Regional Coordination of Trips
 - reThink Coordination
 - Improved coordination between transportation agencies and human service agencies

Pages 36-37

Goals, Objectives, and
Strategies

I.D. Goals, Objectives, and Strategies

The overall goal of the Coordinated Transportation System in the tri-county area is:

To coordinate and provide seamless access to transportation services to meet the mobility needs of those who, because of age, income, or disability, can neither provide nor arrange for their own transportation.

Goals establish the overall direction for LYNX to follow in providing services to the Transportation Disadvantaged market. The additional goals listed below are broad-reaching and were used in guiding the direction of the paratransit operations division.

Objectives provide the specific actions that will be taken by LYNX to achieve the goal while the strategy identifies the tasks to be completed to meet the objectives. The goals and objectives are measured by quantifying the strategies. The strategies in this section are the quality assurance measures listed in Section III of this document. In this section, the goals, objectives and strategies for the ACCESS LYNX program are presented in brief form.

Goal 1: Become recognized as the most technologically advanced transit system of our size in the country.

Objective: Utilize an effective method of categorizations for all data related to ridership.

Strategy: Update the passenger/trip database to track information.

Objective: Utilize technology to create operational efficiencies and provide a better client experience.

Strategy: Potential trip booking, vehicle tracking and fare payment technology is researched and if feasible piloted.

Goal 2: Elevate the role, image, and community support for public transit in Central Florida.

Objective: Ensure easy access to information and promote a sense of open communication.

Strategies: Quick response to customer queries.
Call hold times reduced to an average of three minutes or less.

Goal 3: Strengthen LYNX' financial position, accountability, and organization productivity.

Objective: Determine ways to streamline processes or increase efficiencies.

Strategy: Carrier payments for ACCESS LYNX are made according to guidelines found in the Transportation Disadvantaged Trust Fund Grant (Sec. 282.0585).

Goal 4: Increase Fixed-Route/NeighborLink Ridership

Objective: Evaluate paratransit riders for possible transition to fixed-route/NeighborLink ridership.

Strategies: Determine the riders' eligibility through screening processes.
Identify potential candidates for referrals.
Identify areas for potential NeighborLink services.

Goal 5: Enhance our internal and external customer relations.

Objective: Greater customer service and safety measures.
Strategies: Enhanced customer service courses for all contracted employees.
Additional public outreach/education.
Focus on improvement of dispatch and driver coordination and communication for all contracted employees.

Goal 6: Improve mobility for seniors and individuals with disabilities by removing barriers and expanding available transportation mobility options.

Objective: Enhance coordination and leveraging of regional resources and services.
Strategy: Increase knowledge about transportation options and improve communication, cooperation and collaboration among various stakeholders in the coordinated system.

Objective: Improve mobility options for seniors, individuals with disabilities, minorities, and low income populations.
Strategies: Continue to make service and route enhancements to ACCESS LYNX, NeighborLink, and fixed route services.
Coordination with Service Planning to ensure that the TD population is properly serviced.

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Implementation Plan

I.E. Implementation Plan

1. Five-Year Transportation Disadvantaged Improvement Program

LYNX, as the CTC for the tri-county region, uses Trapeze PASS transportation management software application. This product has allowed LYNX to create significantly more effective schedules with map-based geocoding of origins and destinations, and has allowed LYNX to pinpoint passengers that reside within reasonable distance of the fixed-route service to promote more use of that option. Upgrades to the software has allowed for routing optimization, which more efficiently schedules trips to more productive runs. This, with additional staff training has allowed for greater on time performance, as well as customer satisfaction.

2. Implementation Schedule

Table 6 – Implementation Schedule

| Continue improvement of the fiscal condition of the organization | | | |
|---|--------------|------------------------------------|--|
| Action | Begin | End | Individual Responsible |
| Study and improve ways to reduce operating expenses | 7/01/2013 | Ongoing | Director of Finance/Director of Transportation/Manager |
| Write reports to evaluate costs and improve efficiencies | 7/01/2013 | 09/30/2016 | Data Analyst |
| Research available grants and other transportation funding sources to bring into the coordinated system | 7/01/2013 | Ongoing | Manager/Manager of Grants |
| Move paratransit customers to fixed-route when appropriate | 7/21/2014 | Implemented August, 2014 - Ongoing | Manager/Supervisor |
| Identify and address issues affecting increased operating expenses | 7/01/2013 | Ongoing | Director of Finance/Director of Transportation/Manager |
| Major capital projects | | | |
| Integrate Smart Card technology with MDT implementation for alternative fare media | 7/01/2013 | Ongoing | TDLCB/MetroPlan Orlando Staff/Manager |
| Improvement of LYNX' reputation with the Community | | | |
| Attend and report at public meetings; meet regularly with funding partners | 7/01/2013 | Implemented 7/21/2014 - Ongoing | Manager |
| Orient and involve Dialysis Administrators and Assisted Living | 7/21/2014 | Ongoing | Supervisor/Safety and Training Coordinators |

| | | | |
|---|---------------|----------------------|--|
| Facilities of Paratransit Operations 101 | | | |
| Initial Community Connector Program Rollout | October, 2015 | Ongoing | Grants/Manager |
| Review business practices and make improvement where needed | 7/01/2013 | Ongoing | Manager Supervisor |
| Return to the basics of what LYNX does best | | | |
| Orient and involve other departments in the basics of paratransit operations | 4/01/2014 | 11/30/2014 - Ongoing | Manager/Manager of Customer Service Cross Train Reps |
| Review all business practices and modify as appropriate | 7/01/2013 | Ongoing | Director/Manager |
| Meet with internal and external customers to facilitate communications | August 2014 | Ongoing | Manager Supervisor Compliance Staff |
| Continue to improve Paratransit system | 7/01/2013 | Ongoing | Director/Manager/Supervisor |
| Improve employee image and morale | | | |
| Recognize paratransit staff for excellence | August 2014 | Ongoing | Manager/Supervisor |
| Give employees the opportunity to review internal policies and efficiencies | August 2014 | Ongoing | Director/Manager |
| Meet regularly with employees to facilitate communications, keeping the employee "in the loop" | November 2014 | Ongoing | Manager/Supervisor/Data Analyst |
| Encourage staff to interact with other departments and attend organization functions to increase communications and broaden all LYNX staff on the nuances of paratransit operations | January 2015 | Ongoing | Manager Supervisor Manager of Customer Service |
| Offer cross training to paratransit staff who request it. | November 2014 | Ongoing | Manager/Supervisor |

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Provider Information

Table 8
PROVIDER INFORMATION

Ambassador Cottage, Inc.
2118 Ambassador Ct.
Orlando, FL 32808

Aspire Health Partners, Inc.
1800 Mercy Dr.
Orlando, FL 32808

Attain, Inc.
2451 Regent St., Suite A
Orlando, FL 32804

Behavioral Support Services, Inc.
801 Douglas Ave., Suite 208
Altamonte Springs, FL 32714

Brenda Greene
10410 Westley Way
Orlando, FL 32825

Bright Start Pediatrics
1133 W. Airport Blvd.
Sanford, FL 32773

Central Florida Group Homes, LLC
1890 S. R. 436, Suite 300
Winter Park, FL 32792

Creative Living Services, LLC
6239 Edgewater Dr. V1S7
Orlando, FL 32810

Daughters of Zion Women's Alliance
2215 Curry Ford Road
Orlando, FL 32806

Devereux Foundation
5850 TG Lee Blvd., Suite 400
Orlando, FL 32822

Florida Mentor
5035 Edgewater Dr.
Orlando, FL 32810

Good Samaritan Society
1550 Aldersgate Dr.
Kissimmee, FL 34743

Good Wheels, Inc.
10075 Bavaria Road
Fort Meyers, FL 33913

ITN Orlando
988 Woodcock Road
Orlando, FL 32803

Kind Hands, Inc.
166 Bob Thomas Cir.
Sanford, FL 32771

Kinneret Incorporated
515 S. Delaney Ave.
Orlando, FL 32801

Lil's Non-Emergency Medical Transport LLC
199 Kassik Cir.
Orlando, FL 32824

Meals on Wheels, Etc.
2801 S. Financial Ct.
Sanford, FL 32773

MV Transportation
4950 L.B. McLeod Rd.
Orlando, Florida 32811

Osceola ARC
310 N. Clyde Ave.
Kissimmee, FL 34741

Osceola County Council on Aging
700 Generation Point
Kissimmee, FL 34744

Pachot Group Home, Inc.
3905 Timber Trail
Orlando, FL 32808

Park Place Behavioral Health Care
206 Park Place Blvd.
Kissimmee, FL 34741

Passion for Careing Home Health Agency
12513 Wisconsin Woods Ln
Orlando, FL 32824

Primrose Center
2733 S. Ferncreek Ave.
Orlando, FL 32806

Quest, Inc.
500 E. Colonial Dr.
Orlando, FL 32803

Renewed Hope Group Home, Inc.
429 Bloomfield Dr.
Kissimmee, FL 34758

Seniors First, Inc.
5395 L. B. McLeod Road
Orlando, FL 32811

Trinity Home Care Facility, Inc.
2502 Greywall Ave.
Ocoee, FL 34761

Triple H, Inc.
6555 Bay Tree Ct.
Saint Cloud, FL 34771

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Fleet Information

| Vehicle # | Year | Make | Model | Type | VIN | Tag | 1/31/16 Miles | 2/28/16 Miles | 3/31/16 Miles |
|-----------|------|-------|-------|-----------|-------------------|-------|------------------|------------------|------------------|
| 101 | 2011 | CHEVY | 4500 | CUTAWAY | 1GB6G5BGXB1183227 | YF359 | 118,222 | 124,883 | 132,027 |
| 102 | 2011 | CHEVY | 4500 | CUTAWAY | 1GB6G5BG2B1183156 | YC426 | 85,680 | 87,809 | 89,938 |
| 103 | 2011 | CHEVY | 4500 | CUTAWAY | 1GB6G5BG3B1182601 | YF356 | 105,361 | 109,757 | 113,144 |
| 104 | 2011 | CHEVY | 4500 | CUTAWAY | 1GB6G5BG3B1182954 | YF358 | 87,701 | 92,635 | 101,217 |
| 105 | 2011 | CHEVY | 4500 | CUTAWAY | 1GB6G5BG7B1166160 | YF353 | 112,040 | 118,698 | 123,363 |
| 106 | 2011 | CHEVY | 4500 | CUTAWAY | 1GB6G5BG6B1166196 | YF355 | 99,235 | 102,762 | 105,622 |
| 7002 | 2010 | FORD | 3500 | TURTLETOP | 1FDWE35L29DA26696 | YD175 | 193,779 | 194,033 | 194,394 |
| 7005 | 2010 | FORD | 3500 | TURTLETOP | 1FDWE35L49DA37974 | YD174 | 273,879 | 274,537 | 275,686 |
| 7009 | 2010 | FORD | 3500 | TURTLETOP | 1FDWE35L49DA50336 | YD712 | 264,444 | 267,881 | 271,816 |
| 7012 | 2010 | FORD | 3500 | TURTLETOP | 1FDWE35L49DA47386 | YD178 | 274,620 | 275,779 | 279,701 |
| 7014 | 2010 | FORD | 3500 | TURTLETOP | 1FDWE35L69DA47387 | YD717 | 271,787 | 275,913 | 280,894 |
| 7016 | 2010 | FORD | 3500 | TURTLETOP | 1FDWE35L89DA67222 | YD719 | 277,730 | 280,934 | 285,600 |
| 7017 | 2010 | FORD | 3500 | TURTLETOP | 1FDWE35L09DA88775 | YD448 | 269,814 | 269,899 | 273,616 |
| 7018 | 2010 | FORD | 3500 | TURTLETOP | 1FDWE35L29DA88776 | YD447 | 271,865 | 276,015 | 281,110 |
| 7020 | 2010 | FORD | 3500 | TURTLETOP | 1FDWE35L49DA88777 | YD738 | 270,753 | 274,692 | 279,949 |
| 7026 | 2010 | FORD | 3500 | TURTLETOP | 1FDXE4FL0ADA82424 | YC663 | 295,394 | 298,734 | 303,881 |
| 7031 | 2011 | FORD | E350 | TURTLETOP | 1FDXE4FL6BDA24626 | YE287 | 224,680 | 228,919 | 233,597 |
| 7032 | 2011 | FORD | E350 | TURTLETOP | 1FDXE4FL8BDA24627 | YE291 | 257,512 | 262,048 | 267,204 |
| 7033 | 2011 | FORD | E350 | TURTLETOP | 1FDXE4FLXBDA24628 | YE285 | 231,615 | 234,643 | 237,952 |
| 7035 | 2011 | FORD | E350 | TURTLETOP | 1FDXE4FLXBDA24631 | YE288 | 258,344 | 262,886 | 266,477 |
| 7036 | 2011 | FORD | E350 | TURTLETOP | 1FDXE4FL4BDA27220 | YE286 | 241,804 | 246,285 | 251,971 |
| 7038 | 2011 | FORD | E350 | TURTLETOP | 1FDXE4FL6BDA29969 | YE283 | 262,027 | 267,153 | 272,406 |
| 7039 | 2011 | FORD | E350 | TURTLETOP | 1FDXE4FL2BDA29970 | YE284 | 241,790 | 246,346 | 250,929 |
| 7040 | 2011 | FORD | E350 | TURTLETOP | 1FDXE4FL8BDA24630 | YE497 | 232,992 | 237,793 | 239,277 |
| 7041 | 2011 | FORD | E350 | TURTLETOP | 1FDXE4FL8BDA27219 | YE498 | 231,516 | 235,312 | 240,283 |
| 7042 | 2011 | FORD | E350 | TURTLETOP | 1FDXE4FL4BDA29971 | YE496 | 236,462 | 240,919 | 243,669 |
| 7043 | 2011 | FORD | E350 | TURTLETOP | 1FDXE4FL6BDA29972 | YE295 | 231,063 | 233,039 | 237,702 |
| 7044 | 2011 | FORD | E350 | TURTLETOP | 1FDXE4FL8BDA27222 | YE292 | 244,574 | 249,000 | 254,144 |
| 7045 | 2011 | FORD | E350 | TURTLETOP | 1FDXE4FL1BDA24632 | YE293 | 244,650 | 249,376 | 254,663 |
| 7046 | 2011 | FORD | E350 | TURTLETOP | 1FDXE4FL2BDA41326 | YE505 | 231,553 | 234,352 | 234,352 |
| 7047 | 2011 | FORD | E350 | TURTLETOP | 1FDXE4FL4BDA41327 | YE502 | 256,328 | 259,560 | 264,339 |
| 7048 | 2011 | FORD | E350 | TURTLETOP | 1FDXE4FL6BDA41328 | YE501 | 249,679 | 250,102 | 250,965 |
| 7049 | 2011 | FORD | E350 | TURTLETOP | 1FDXE4FL4BDA41330 | YE504 | 248,994 | 253,864 | 258,406 |
| 7050 | 2011 | FORD | E350 | TURTLETOP | 1FDXE4FL2BDA39415 | YE500 | 240,295 | 241,079 | 242,059 |

| | | | | | | | | | |
|------|------|------|------|-----------|-------------------|-------|---------|---------|---------|
| 7051 | 2011 | FORD | E350 | TURTLETOP | 1FDXE4FL4BDA39416 | YE499 | 230,978 | 234,827 | 239,610 |
| 7052 | 2011 | FORD | E350 | TURTLETOP | 1FDXE4FL6BDA39417 | YE503 | 250,053 | 254,197 | 259,535 |
| 7053 | 2011 | FORD | E350 | TURTLETOP | 1FDXE4FL8BDA41329 | YE640 | 221,163 | 224,154 | 229,838 |
| 7054 | 2011 | FORD | E350 | TURTLETOP | 1FDXE4FL6BDA41331 | YE641 | 234,341 | 239,957 | 245,018 |
| 7055 | 2011 | FORD | E350 | TURTLETOP | 1FDXE4FL8BDA41332 | YE642 | 224,709 | 228,415 | 233,370 |
| 7056 | 2011 | FORD | E350 | TURTLETOP | 1FDXE4FLXBDA41333 | YE637 | 232,882 | 237,926 | 243,151 |
| 7057 | 2011 | FORD | E350 | TURTLETOP | 1FDXE4FL1BDA41334 | YE636 | 223,386 | 227,724 | 232,457 |
| 7058 | 2011 | FORD | E350 | TURTLETOP | 1FDXE4FL3BDA41335 | YE638 | 217,281 | 221,776 | 225,728 |
| 7059 | 2011 | FORD | E350 | TURTLETOP | 1FDXE4FL5BDA41336 | YE639 | 240,986 | 246,118 | 251,852 |
| 7060 | 2011 | FORD | E350 | TURTLETOP | 1FDXE4FL7BDA41337 | YE643 | 243,349 | 247,948 | 253,683 |
| 7061 | 2012 | FORD | E350 | TURTLETOP | 1FDXE4FL9BDS41338 | YC428 | 210,880 | 215,297 | 218,658 |
| 7062 | 2012 | FORD | E350 | TURTLETOP | 1FDXE4FL0CDB05120 | YF456 | 194,311 | 199,013 | 204,333 |
| 7063 | 2012 | FORD | E350 | TURTLETOP | 1FDXE4FL2CDB05121 | YF457 | 199,044 | 203,490 | 208,108 |
| 7064 | 2012 | FORD | E350 | TURTLETOP | 1FDXE4FL4CDB05122 | YF458 | 202,251 | 206,159 | 211,780 |
| 7065 | 2012 | FORD | E350 | TURTLETOP | 1FDXE4FL6CDB05123 | YE459 | 191,137 | 195,863 | 199,375 |
| 7066 | 2012 | FORD | E350 | TURTLETOP | 1FDXE4FL8CDB05124 | YG028 | 182,004 | 188,725 | 194,362 |
| 7067 | 2012 | FORD | E350 | TURTLETOP | 1FDXE4FLXCDB05125 | YE460 | 186,915 | 191,520 | 197,004 |
| 7068 | 2012 | FORD | E350 | TURTLETOP | 1FDXE4FL1CDB05126 | YG025 | 182,004 | 187,444 | 191,108 |
| 7069 | 2012 | FORD | E350 | TURTLETOP | 1FDXE4FL5CDB05128 | YG027 | 187,268 | 192,260 | 197,465 |
| 7070 | 2012 | FORD | E350 | TURTLETOP | 1FDXE4FL7CDB05129 | YG026 | 184,253 | 185,941 | 187,451 |
| 7071 | 2012 | FORD | E350 | TURTLETOP | 1FDXE4FL3CDB05130 | YF567 | 204,226 | 208,624 | 214,492 |
| 7072 | 2012 | FORD | E350 | TURTLETOP | 1FDXE4FL5CDB05131 | YG024 | 182,217 | 186,145 | 190,623 |
| 7073 | 2012 | FORD | E350 | TURTLETOP | 1FDXE4FL3BDB05387 | YC749 | 206,640 | 208,916 | 213,893 |
| 7074 | 2012 | FORD | E350 | TURTLETOP | 1FDXE4FL5BDB05388 | YF687 | 173,974 | 177,091 | 182,261 |
| 7075 | 2012 | FORD | E350 | TURTLETOP | 1FDXE4FL7BDB05389 | YF688 | 195,214 | 200,190 | 206,013 |
| 7076 | 2012 | FORD | E350 | TURTLETOP | 1FDXE4FL3BDB05390 | YG023 | 175,734 | 180,540 | 186,430 |
| 7077 | 2013 | FORD | E450 | TURTLETOP | 1FDXE4FL3CDB05127 | YF270 | 172,343 | 177,126 | 181,936 |
| 7078 | 2013 | FORD | E450 | TURTLETOP | 1FDXE4FL7CDB05132 | YF569 | 158,013 | 162,936 | 168,806 |
| 7079 | 2013 | FORD | E450 | TURTLETOP | 1FDXE4FL9CDB05133 | YF568 | 175,252 | 179,911 | 184,480 |
| 7080 | 2013 | FORD | E450 | TURTLETOP | 1FDXE4FL5BDB05391 | YF994 | 161,194 | 162,247 | 166,508 |
| 7081 | 2013 | FORD | E450 | TURTLETOP | 1FDXE4FL0DDA06170 | YF997 | 166,501 | 171,841 | 176,956 |
| 7082 | 2013 | FORD | E450 | TURTLETOP | 1FDXE4FL2DDA06171 | YF995 | 151,717 | 155,822 | 159,960 |
| 7083 | 2013 | FORD | E450 | TURTLETOP | 1FDXE4FL4DDA06172 | YF996 | 173,432 | 179,107 | 185,042 |
| 7084 | 2013 | FORD | E450 | TURTLETOP | 1FDXE4FL1DDA06176 | YG003 | 177,818 | 182,015 | 186,803 |
| 7085 | 2013 | FORD | E450 | TURTLETOP | 1FDXE4FL6DDA06173 | YG380 | 158,943 | 164,267 | 170,020 |
| 7086 | 2013 | FORD | E450 | TURTLETOP | 1FDXE4FL8DDA06174 | YG379 | 173,723 | 178,723 | 183,568 |

| | | | | | | | | | |
|------|------|------|------|-----------|--------------------|-------|---------|---------|---------|
| 7087 | 2013 | FORD | E450 | TURTLETOP | 1FDFF4FL7DDA06179 | YG007 | 178,231 | 184,137 | 189,712 |
| 7088 | 2013 | FORD | E450 | TURTLETOP | 1FDFF4FL7DDA06182 | YG006 | 180,665 | 185,926 | 191,214 |
| 7089 | 2013 | FORD | E450 | TURTLETOP | 1FDFF4FL9DDA06183 | YG005 | 160,674 | 164,427 | 168,468 |
| 7090 | 2013 | FORD | E450 | TURTLETOP | 1FDFF4FL0DDA06184 | YG381 | 180,134 | 185,750 | 190,986 |
| 7091 | 2013 | FORD | E450 | TURTLETOP | 1FDFF4FL3DDA06177 | YG383 | 165,923 | 170,423 | 176,564 |
| 7092 | 2013 | FORD | E450 | TURTLETOP | 1FDFF4FL5DDA06178 | YG382 | 193,324 | 198,553 | 203,089 |
| 7093 | 2013 | FORD | E450 | TURTLETOP | 1FDFF4FL3DDA06180 | YG295 | 175,683 | 180,041 | 184,855 |
| 7094 | 2013 | FORD | E450 | TURTLETOP | 1FDFF4FL5DDA06181 | YC294 | 174,757 | 177,774 | 182,253 |
| 7095 | 2013 | FORD | E450 | TURTLETOP | 1FDFF4FLXDDA06175 | YG296 | 171,394 | 174,791 | 180,798 |
| 7096 | 2013 | FORD | E450 | TURTLETOP | 1FDFF4FL6DDA89393 | YE921 | 142,952 | 147,968 | 153,567 |
| 7097 | 2013 | FORD | E450 | TURTLETOP | 1FDFF4FL8DDA89394 | YE918 | 142,047 | 146,648 | 152,776 |
| 7098 | 2013 | FORD | E450 | TURTLETOP | 1FDFF4FLXDDA89395 | YE919 | 138,866 | 140,921 | 141,983 |
| 7099 | 2013 | FORD | E450 | TURTLETOP | 1FDFF4FL1DDA89396 | YE920 | 130,927 | 136,686 | 141,662 |
| 7100 | 2013 | FORD | E450 | TURTLETOP | 1FDFF4FL3DDA89397 | YD037 | 108,082 | 113,547 | 118,132 |
| 7101 | 2013 | FORD | E450 | TURTLETOP | 1FDFF4FL5DDA89398 | YD038 | 119,645 | 125,624 | 131,317 |
| 7102 | 2013 | FORD | E450 | TURTLETOP | 1FDFF4FL7DDA89399 | YD039 | 127,236 | 131,973 | 136,379 |
| 7103 | 2013 | FORD | E450 | TURTLETOP | 1FDFF4FLXDDA89400 | YG814 | 143,910 | 148,239 | 154,203 |
| 7104 | 2013 | FORD | E450 | TURTLETOP | 1FDFF4FL1DDA89401 | YG881 | 129,583 | 135,287 | 142,062 |
| 7105 | 2013 | FORD | E450 | TURTLETOP | 1FDFF4FL3DDA89402 | YG815 | 114,069 | 117,839 | 122,703 |
| 7106 | 2013 | FORD | E450 | TURTLETOP | 1FDFF4FL8CDB09433 | YD040 | 129,938 | 135,620 | 141,617 |
| 7107 | 2013 | FORD | E450 | TURTLETOP | 1FDFF4FLXCDDB09434 | YG820 | 131,276 | 136,923 | 142,599 |
| 7108 | 2014 | FORD | E450 | TURTLETOP | 1FDFF4FL1DDB22204 | YG882 | 127,905 | 132,386 | 137,127 |
| 7109 | 2014 | FORD | E450 | TURTLETOP | 1FDFF4FL9DDB22869 | YG884 | 121,369 | 126,858 | 131,353 |
| 7110 | 2014 | FORD | E450 | TURTLETOP | 1FDFF4FL5DDB22870 | YG883 | 130,979 | 136,801 | 141,267 |
| 7111 | 2014 | FORD | E450 | TURTLETOP | 1FDFF4FL7DDB22871 | YG885 | 122,122 | 127,851 | 134,223 |
| 7112 | 2014 | FORD | E450 | TURTLETOP | 1FDFF4FL9DDB22872 | YH010 | 121,256 | 126,772 | 132,842 |
| 7113 | 2014 | FORD | E450 | TURTLETOP | 1FDFF4FL0DDB22873 | YH009 | 116,009 | 121,349 | 127,193 |
| 7114 | 2014 | FORD | E450 | TURTLETOP | 1FDFF4FL9DDB27554 | YH308 | 110,593 | 116,422 | 122,276 |
| 7115 | 2014 | FORD | E450 | TURTLETOP | 1FDFF4FL0DDB27555 | YH002 | 120,681 | 126,920 | 132,873 |
| 7116 | 2014 | FORD | E450 | TURTLETOP | 1FDFF4FL2DDB27556 | YH003 | 120,551 | 126,064 | 130,891 |
| 7117 | 2014 | FORD | E450 | TURTLETOP | 1FDFF4FL4DDB27557 | YH026 | 122,655 | 127,873 | 132,857 |
| 7118 | 2014 | FORD | E450 | TURTLETOP | 1FDFF4FL6DDB27558 | YH004 | 113,136 | 117,554 | 123,141 |
| 7119 | 2014 | FORD | E450 | TURTLETOP | 1FDFF4FL8DDB27559 | YD123 | 113,320 | 118,551 | 124,500 |
| 7120 | 2014 | FORD | E450 | TURTLETOP | 1FDFF4FLXDDB22203 | YH307 | 108,937 | 114,186 | 120,253 |
| 7121 | 2014 | FORD | E450 | TURTLETOP | 1FDFF4FL3EDA74704 | YG618 | 89,115 | 94,405 | 100,600 |
| 7122 | 2014 | FORD | E450 | TURTLETOP | 1FDFF4FL5EDA74705 | YG617 | 96,869 | 102,279 | 108,118 |

| | | | | | | | | | |
|------|------|------|------|-----------|-------------------|-------|--------|---------|---------|
| 7123 | 2014 | FORD | E450 | TURTLETOP | 1FDEE4FL2EDA74709 | YG616 | 96,173 | 101,970 | 107,798 |
| 7124 | 2014 | FORD | E450 | TURTLETOP | 1FDEE4FL9EDA74710 | YG615 | 94,079 | 99,150 | 103,457 |
| 7125 | 2014 | FORD | E450 | TURTLETOP | 1FDEE4FLXEDA75946 | YG619 | 90,907 | 95,565 | 101,300 |
| 7126 | 2014 | FORD | E450 | TURTLETOP | 1FDEE4FL0EDA74711 | YH734 | 90,729 | 96,192 | 102,215 |
| 7127 | 2014 | FORD | E450 | TURTLETOP | 1FDEE4FL4EDA74713 | YH736 | 84,358 | 88,485 | 92,733 |
| 7128 | 2014 | FORD | E450 | TURTLETOP | 1FDEE4FL4EDA75943 | YH735 | 80,695 | 83,844 | 87,831 |
| 7129 | 2014 | FORD | E450 | TURTLETOP | 1FDEE4FL4EDA78776 | YH737 | 79,960 | 83,332 | 86,983 |
| 7130 | 2014 | FORD | E450 | TURTLETOP | 1FDEE4FLXEDA78779 | YG622 | 79,762 | 83,771 | 87,882 |
| 7131 | 2014 | FORD | E450 | TURTLETOP | 1FDEE4FL8EDA78781 | YG621 | 70,470 | 74,526 | 78,836 |
| 7132 | 2014 | FORD | E450 | TURTLETOP | 1FDEE4FL2EDA75939 | YG620 | 65,976 | 68,919 | 72,845 |
| 7133 | 2014 | FORD | E450 | TURTLETOP | 1FDEE4FL9EDA75940 | YG623 | 80,145 | 83,111 | 87,985 |
| 7134 | 2014 | FORD | E450 | TURTLETOP | 1FFDD4FL0EDA75941 | YH738 | 83,017 | 87,699 | 92,667 |
| 7135 | 2014 | FORD | E450 | TURTLETOP | 1FDEE4FLXEDA78782 | YH742 | 81,345 | 84,943 | 89,297 |
| 7136 | 2014 | FORD | E450 | TURTLETOP | 1FDEE4FL2EDA75942 | YH744 | 70,892 | 75,573 | 80,877 |
| 7137 | 2015 | FORD | E450 | TURTLETOP | 1FDEE4FLXEDB10565 | YH748 | 67,526 | 71,630 | 77,315 |
| 7138 | 2015 | FORD | E450 | TURTLETOP | 1FDEE4FL6EDB10563 | YH749 | 62,108 | 65,286 | 68,528 |
| 7139 | 2015 | FORD | E450 | TURTLETOP | 1FDEE4FL8EDB10564 | YH750 | 63,575 | 66,535 | 69,649 |
| 7140 | 2015 | FORD | E450 | TURTLETOP | 1FDEE4FL0EDB10932 | YH751 | 65,875 | 68,169 | 71,469 |
| 7141 | 2015 | FORD | E450 | TURTLETOP | 1FDEE4FL9EDB10928 | YH753 | 62,976 | 65,686 | 68,755 |
| 7142 | 2015 | FORD | E450 | TURTLETOP | 1FDEE4FL3EDB10925 | YH754 | 71,296 | 75,557 | 80,268 |
| 7143 | 2015 | FORD | E450 | TURTLETOP | 1FDEE4FL0EDB10929 | YH755 | 55,538 | 58,886 | 64,543 |
| 7144 | 2015 | FORD | E450 | TURTLETOP | 1FDEE4FL1EDB10566 | YH756 | 57,700 | 60,057 | 61,466 |
| 7145 | 2015 | FORD | E450 | TURTLETOP | 1FDEE4FL5EDB10926 | YH757 | 59,607 | 62,442 | 65,357 |
| 7146 | 2015 | FORD | E450 | TURTLETOP | 1FDEE4FL3EDB10567 | YH758 | 68,032 | 72,702 | 77,785 |
| 7147 | 2015 | FORD | E450 | TURTLETOP | 1FDEE4FL9EDB10931 | YH759 | 71,400 | 76,812 | 80,623 |
| 7148 | 2015 | FORD | E450 | TURTLETOP | 1FDEE4FL7EDB10927 | YH760 | 64,677 | 70,512 | 76,416 |
| 7149 | 2015 | FORD | E450 | TURTLETOP | 1FDEE4FL7EDB10930 | YH761 | 68,262 | 73,242 | 79,002 |
| 7150 | 2015 | FORD | E450 | TURTLETOP | 1FDEE4FL4EDB10934 | YJ878 | 19,334 | 24,197 | 30,318 |
| 7151 | 2015 | FORD | E450 | TURTLETOP | 1FDFF4FS0FDA28115 | YJ877 | 16,470 | 20,680 | 25,521 |
| 7152 | 2015 | FORD | E450 | TURTLETOP | 1FDFF4FS5FDA28109 | YJ876 | 15,704 | 21,639 | 28,271 |
| 7153 | 2015 | FORD | E450 | TURTLETOP | 1FDFF4FS4FDA28117 | YJ875 | 17,730 | 22,917 | 28,705 |
| 7154 | 2015 | FORD | E450 | TURTLETOP | 1FDEE4FL8FDA35303 | YJ033 | 18,408 | 23,810 | 29,335 |
| 7155 | 2015 | FORD | E450 | TURTLETOP | 1FDFF4FS6FDA28118 | YJ032 | 17,801 | 22,198 | 29,061 |
| 7156 | 2015 | FORD | E450 | TURTLETOP | 1FDFF4FS2FDA28116 | YJ879 | 16,338 | 21,546 | 27,540 |
| 7157 | 2015 | FORD | E450 | TURTLETOP | 1FDFF4FS9FDA28128 | YJ884 | 17,330 | 23,044 | 29,099 |
| 7158 | 2015 | FORD | E450 | TURTLETOP | 1FDFF4FS8FDA28122 | YJ883 | 17,473 | 23,691 | 30,605 |

| | | | | | | | | | |
|------|------|------|------|-----------|-------------------|-------|--------|--------|--------|
| 7159 | 2015 | FORD | E450 | TURTLETOP | 1FDEE4FL2EDB10933 | YJ882 | 17,006 | 22,921 | 29,266 |
| 7160 | 2015 | FORD | E450 | TURTLETOP | 1FD4E4FS7FDA28130 | YJ881 | 17,602 | 23,559 | 27,712 |
| 7161 | 2015 | FORD | E450 | TURTLETOP | 1FD4E4FS4FDA28134 | YJ880 | 17,583 | 23,392 | 29,681 |
| 7162 | 2015 | FORD | E450 | TURTLETOP | 1FD4E4FS1FDA28124 | YJ054 | 17,361 | 22,118 | 28,614 |
| 7163 | 2015 | FORD | E450 | TURTLETOP | 1FD4E4FS5FDA28126 | YJ055 | 18,535 | 24,942 | 30,922 |
| 7164 | 2015 | FORD | E450 | TURTLETOP | 1FD4E4FS9FDA28131 | YJ056 | 18,561 | 24,424 | 31,226 |
| 7165 | 2015 | FORD | E450 | TURTLETOP | 1FD4E4FS5FDA28112 | YJ057 | 16,891 | 22,613 | 28,712 |
| 7166 | 2015 | FORD | E450 | TURTLETOP | 1FDEE4FL6FDA35302 | YJ058 | 15,970 | 21,801 | 27,808 |
| 7167 | 2015 | FORD | E450 | TURTLETOP | 1FD4E4FS6FDA28121 | YJ068 | 8,368 | 13,011 | 14,789 |
| 7168 | 2015 | FORD | E450 | TURTLETOP | 1FD4E4FS0FDA28129 | YJ066 | 8,779 | 14,513 | 20,703 |
| 7169 | 2015 | FORD | E450 | TURTLETOP | 1FD4E4FSXFDA28137 | YJ065 | 7,290 | 13,431 | 19,357 |
| 7170 | 2015 | FORD | E450 | TURTLETOP | 1FD4E4FS3FDA28125 | YJ064 | 8,693 | 14,455 | 21,041 |
| 7171 | 2015 | FORD | E450 | TURTLETOP | 1FD4E4FS8FDA28119 | YJ063 | 5,640 | 11,404 | 16,439 |
| 7172 | 2015 | FORD | E450 | TURTLETOP | 1FD4E4FS2FDA28133 | YJ062 | 6,644 | 12,847 | 19,228 |
| 7173 | 2015 | FORD | E450 | TURTLETOP | 1FD4E4FSXFDA28123 | YJ061 | 6,824 | 12,744 | 18,500 |
| 7174 | 2015 | FORD | E450 | TURTLETOP | 1FD4E4FS4FDA28120 | YJ060 | 6,357 | 11,571 | 14,907 |
| 7175 | 2015 | FORD | E450 | TURTLETOP | 1FD4E4FS3FDA28111 | YJ059 | 6,558 | 11,994 | 15,989 |
| 7176 | 2015 | FORD | E450 | TURTLETOP | 1FD4E4FS6FDA28135 | YI757 | 7,088 | 12,410 | 19,302 |
| 7177 | 2015 | FORD | E450 | TURTLETOP | 1FD4E4FS0FDA28132 | YI906 | 3,580 | 9,238 | 14,938 |
| 7178 | 2015 | FORD | E450 | TURTLETOP | 1FD4E4FS7FDA28127 | YI907 | 4,109 | 7,583 | 13,743 |
| 7179 | 2015 | FORD | E450 | TURTLETOP | 1FD4E4FS1FDA28110 | YI908 | 3,402 | 8,739 | 13,975 |
| 7180 | 2015 | FORD | E450 | TURTLETOP | 1FD4E4FS8FDA28136 | YI909 | 3,173 | 7,999 | 12,366 |

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System Safety Program Plan (SSPP) Annual Safety Certification

Annual Safety Certification

Date Submitted: December 17, 2015
Bus Transit System Name: MV Transportation, Inc.
System Address: 4950 LB McLeod
City, State, Zip: Orlando, Florida 32811
Serving: Orange, Osceola, and Seminole Counties

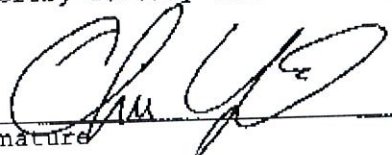
The Bus Transit System named above hereby certifies to the Central Florida Regional Transportation Authority, d/b/a LYNX, the following:

1. That a System Safety Program Plan (SSPP) has been developed in accordance with Rule Chapter 14-90, F.A.C. and complies with established minimum equipment and operational safety standards therein;
2. That the SSPP has been adopted and the bus transit system has complied with the provisions of the SSPP during the year just completed;
3. That safety inspections have been performed by a qualified entity pursuant to Rule Chapter 14-90 at least once annually on all vehicles operated by the bus transit system;
4. That the bus transit system is safe for passenger service, and;
5. That the bus transit system shall suspend system operations, or any portion thereof, that pose an immediate danger to public safety.

The names and addresses of entities performing vehicle safety inspections during the year are:

Name: MV Transportation, Inc.
Address: 4950 LB McLeod Rd
City, State, Zip: Orlando, Florida 32805

I hereby certify this information to be true and accurate,


Signature

12-17-15
Date

Chris York
Name (Printed)

General Manager
Title

SYSTEM SAFETY PROGRAM PLAN

MV TRANSPORTATION

STATEMENT OF SAFETY POLICY

This System Safety Program Plan (SSPP) is MV TRANSPORTATION's commitment to a safe and efficient transportation system for all transportation users in the coordinated transportation system of Orange, Osceola, and Seminole Counties (the "ACCESS LYNX" system). The purpose of the SSPP is to ensure that MV TRANSPORTATION develops and maintains safety policies and procedures, as well as complying with other regulations mandated by local, state, and federal governments and agencies.

MV TRANSPORTATION shall strive to operate as safely as possible. All personnel and appropriate contractors are charged with the responsibility of insuring the safety of passengers, employees, property, and all those who come in contact with the system. This responsibility includes the right to cease any operation(s) that is determined to be hazardous or creating an unsafe condition.

It is the duty and obligation of each MV TRANSPORTATION employee to provide any information to management necessary to ensure the safest possible transportation services to the residents and visitors of Orange, Osceola, and Seminole Counties.

INTRODUCTION AND PURPOSE

The SSPP outlines the established functions, responsibilities, and obligations that shall be complied with; as well as those that shall be implemented in an effort to establish increased levels of safety. The SSPP shall allow for improved communications, documentation, and coordination within the entire system to decrease injuries, property damage, and delays in service. The SSPP applies to all aspects of MV TRANSPORTATION including administration, operations, and maintenance.

GOALS AND OBJECTIVES

The overall goal of MV TRANSPORTATION is to provide transportation services in a safe, reliable, and timely manner. To assist with obtaining and maintaining those goals, this SSPP has been developed and implemented to identify unsafe conditions and develop methods to eliminate or control hazards that could cause unsafe conditions. These objectives shall be applied to all aspects of the system to reduce accidents; all employees shall be trained accordingly.

REGULATORY AGENCIES

Rule Chapter 14-90 of the Florida Administrative Code (Attachment A) requires all public transit agencies to develop and implement a System Safety Program Plan (SSPP) prior to transporting public sponsored passengers. The SSPP shall comply with the State minimum equipment and operational safety standards. MV TRANSPORTATION is committed to implement the SSPP and to conduct its transit operations in compliance with the standards established in the SSPP. MV TRANSPORTATION shall suspend transit operation(s) that poses an immediate danger to the public.

MV TRANSPORTATION shall comply with the procedures established within Florida laws governing transportation. MV TRANSPORTATION shall inspect all equipment operated in accordance with the established standards and certify compliance to LYNX.

SYSTEM DESCRIPTION

MV TRANSPORTATION, a for-profit corporation, under contract with the Central Florida Regional Transportation Authority d/b/a LYNX to provide paratransit services within Orange, Osceola, and Seminole Counties. MV TRANSPORTATION provides daily demand response services for clients within the "ACCESS LYNX" service area; twenty-four hours a day, seven days a week.

SYSTEM SAFETY PLAN

MANAGEMENT

The Owner of MV TRANSPORTATION or the designated Transportation Manager will be responsible for the implementation, maintenance, and update of the SSPP, and all safety related areas of MV TRANSPORTATION. The Manager shall review and monitor internal operations as well as subcontractors of service for compliance with the SSPP in regard to maintenance and operations.

This SSPP shall be reviewed and updated as required, but not less than annually. Each revision shall be submitted to LYNX for review and approval.

The Owner, or its representative, shall ensure that safety monitoring is conducted and documented in accordance with the SSPP. Monitoring documents will be maintained on file and will be made available as requested by law enforcement agencies, LYNX, and/or the Florida Department of Transportation.

The Owner, or its representative, upon notification by LYNX, will assist law enforcement agencies, LYNX, and/or the Florida Department of Transportation in the performance of public transit system safety reviews in accordance with the State of Florida Law.

ACCIDENTS/INCIDENT REPORTING AND INVESTIGATION

No matter how minor, all accidents and incidents will be thoroughly investigated if they involve an injury or illness, significant damage to vehicles, equipment or facilities, release of hazardous material, loss of vehicle control, or if management believes there was a high potential for these losses as a result of the event.

An accident/incident report (Attachment B) is completed by both the employee(s) involved and an on duty supervisor. The designated safety officer shall determine if the accident is preventable or non-preventable based on findings from evidence, statements, and photographs. Accident reports shall be completed as soon as possible, but prior to the completion of the work day.

MV TRANSPORTATION shall maintain a comprehensive accident/incident reporting and record keeping system. LYNX shall immediately be notified of all accidents/incidents and final reports shall be forwarded to the ACCESS LYNX Safety Office within 24 hours. Any subsequent documentation will be copied to the ACCESS LYNX Safety Office as it is obtained. Any accidents involving a fatality will be verbally reported the ACCESS LYNX Safety Office (at 407/841-2279) within 24 hours of the incident (in accordance with FS 14-90.005). A formal, written report, describing the details of this fatality, will be forwarded to LYNX within 30 days after the accident occurred. If, as a result of an accident involving a MV TRANSPORTATION vehicle, a person dies within 30 days of the accident, MV TRANSPORTATION will submit a written notice to LYNX, within 24 hours after the death.

VEHICLES AND EQUIPMENT

All vehicles operated by MV TRANSPORTATION shall be equipped with safety equipment as required by the State of Florida and federal law. It is mandatory that all new equipment procured be specified to include all required safety equipment. Wheelchair lifts must be in compliance with Rule Chapter 14-90, F.A.C., and must bear a certification that the wheelchairs lift meets the requirements. Additional information on wheelchairs is included in the Equipment for Transporting Wheelchairs section of this plan.

OPERATIONAL FUNCTIONS and DRIVING REQUIREMENTS

The Manager shall be responsible for pre-employment qualifications for drivers, proof of valid licenses,

records of licenses, training and testing, driver's work periods and driving hours, and medical examination requirements. MV TRANSPORTATION operational safety rules and procedures shall be in compliance with State laws. All MV TRANSPORTATION employees shall be instructed on such rules and procedures. Employees will be required to certify that training has been received and that they received a copy of the Rules and Procedures Manual.

Drivers shall not drive for more than 12 hours in any one 24-hour period, or drive more than 70 hours in any period of seven consecutive calendar days. Drivers shall have a minimum cumulative off-duty time of eight hours within any 24-hour period. The maximum allowed driving hours may be increased if the hours are necessitated by adverse conditions.

A file shall be maintained on each driver to ensure proper documentation of all driving records, incidents, and safety concerns.

All MV TRANSPORTATION drivers shall be responsible for the following:

- a. Reporting any notice of license suspension, cancellation, or revocation immediately upon receipt or prior to operating MV TRANSPORTATION vehicles.
- b. Reporting any condition(s) resulting in increased driving hazards, i.e., weather, road, traffic conditions, medical emergencies, and disasters.
- c. Reporting any conditions resulting in impaired driving ability, such as dizziness, poor eyesight, fainting, or other medical conditions affecting his/her ability to operate a vehicle safely.
- d. Completion of daily inspections and "Daily Operator Report of Vehicle Inspection". (Located within Attachment C)
- e. Provide interior lighting for passengers boarding and exiting, if a vehicle is in operation during darkness.
- f. No vehicle in MV TRANSPORTATION's fleet has standee provisions and therefore the driver shall not allow any

- passenger to remain standing while the vehicle is in motion.
- g. Not refueling vehicles in a closed building. The driver shall insure that the refueling of a vehicle while passengers are on board be kept to a minimum.
 - h. Securing all passengers (including wheelchair bound passengers) by lap and, when available, shoulder belt; and securing him/herself by lap and shoulder belt while the vehicle is in motion.
 - i. Not leaving an occupied vehicle unattended for more than fifteen minutes.
 - j. Stopping at railroad crossings.
 - k. Displaying the proper warning devices upon being disabled on the highway.
 - l. Assuring that all exit and emergency exit doors are unlocked while the vehicle is in operation.
 - m. Proper lighting of wheelchair lifts when used during darkness.
 - n. Proper securing of wheelchair passengers in appropriate positions while the vehicle is in motion.
 - o. Insuring that a bus with inoperable or open passenger doors is not placed in operation.

MAINTENANCE

A daily inspection shall be made of each vehicle prior to use and appropriate documentation maintained (Daily Operator Report of Vehicle Inspection). The inspection shall include an examination of the following items:

- a. Service brakes
- b. Parking brakes
- c. Tires and wheels
- d. Steering
- e. Horn

- f. Lighting devices
- g. Windshield wipers
- h. Rear vision mirrors
- i. Passenger doors
- j. Exhaust system
- k. Equipment for transporting wheelchairs
- l. Safety and emergency equipment

A "Daily Vehicle Inspection Report" shall be completed prior to the vehicle's first operation of the day and turned in daily for each vehicle in use. Drivers shall report any mechanical problems that may constitute a hazard and not drive a vehicle if safety is questionable. A "Daily Vehicle Inspection Report" shall be turned in to dispatch prior to the vehicle being placed in service ("Pre-Trip Report"). Another "Daily Vehicle Inspection Report" shall be completed and turned in at the end of the vehicle's daily operation ("Post-Trip Report").

Vehicles are scheduled for preventive maintenance based on mileage. Service is scheduled every 6,000 miles as prescribed for "A", "B", and "C" maintenance by the Florida Department of Transportation, Public Transit Office's publication titled "Preventive Maintenance Guidelines for Small Busses, Vans, and Wagons" (Attachment 8). Preventive maintenance is conducted in order to maintain vehicles in a manner to conform to safety regulations and to ensure that all vehicles are properly equipped with all required parts and accessories in good, safe, working condition. These interval services include changing all fluids and filters, inspecting for tire wear, brake wear, and oil leaks.

Proper documentation of services performed is recorded by the technician performing the services and verified and maintained by MV TRANSPORTATION's Manager. All preventive maintenance and repair actions shall be documented and include positive means of vehicle identification, date, mileage, and type and description of maintenance or inspection. Officers or persons designated by LYNX or the Department of Transportation shall be permitted to perform system reviews for compliance with State law.

EQUIPMENT FOR TRANSPORTING WHEELCHAIRS

Except in locations 3½ inches off the vehicle floor, all exposed edges or other hazardous protrusions of parts of wheelchair lift assemblies or ramps that are located in the passenger compartment shall be padded with energy absorbing materials to mitigate injury in normal use and in case of accident. This requirement shall also apply to parts of the bus associated with the operation of the lift or ramp.

The controls for operating the lift will be located where the driver has full, unobstructed view of the lift platform. Instructions for normal and emergency operation of the lift or ramp shall be carried or displayed in every accessible vehicle.

Each wheelchair lift or ramp assembly shall be legibly and permanently marked with, at a minimum: (1) the manufacturer's name and address; (2) the month and year of manufacture; and (3) a certificate that the wheelchair lift or ramp and its installation conforms to the State of Florida requirements applicable to accessible buses.

All wheelchairs transported shall be properly secured using an approved, ADA compliant, four point securement system. Securement straps shall be applied as directed by the manufacturer. In addition to the four point securement system for the wheelchair, anytime a passenger is transported in said secured wheelchair, the passenger also must be restrained by an approved lap belt and, when available, shoulder belt. The lap belt and shoulder belt shall be affixed directly to the vehicle.

TRAINING

Each driver shall be trained and tested to demonstrate his/her capabilities to safely operate each different type of vehicle before driving unsupervised. This training shall include explicit instructional and procedural training regarding operational and driving requirements, defensive driving, equipment inspection and handling of emergencies. Testing shall include a road test of sufficient duration to enable the reviewer to evaluate the driver's handling of the vehicle and associated equipment that the driver will be operating.

Driver training shall follow those guidelines established within the "MV TRANSPORTATION Driver Training Manual" (Attachment D). This manual establishes well defined written instructions and safety procedures for all drivers.

In addition, drivers and safety sensitive staff shall be trained, at minimum, in (1) Passenger Assistance and Sensitivity; (2) Defensive Driving; (3) Accident/Incident Reporting and On-Road Emergency Procedures; and (4) Drug Abuse and Alcohol Misuse as required by Federal Transit Administration regulations.

FEDERAL, STATE, AND LOCAL REGULATIONS, ORDINANCES, OR LAWS

MV TRANSPORTATION shall comply with all Federal, State, and Local regulations, ordinances, and laws. In the event of conflicting requirements, the higher entity shall rule.

PRIVATE CONTRACT BUS TRANSIT SYSTEM(S) THAT PROVIDE(S) CONTINUOUS OR RECURRING TRANSPORTATION SERVICES FOR COMPENSATION AS A RESULT OF A CONTRACTUAL AGREEMENT WITH THE BUS TRANSIT SYSTEM.

All subcontracted transportation services shall be held to the same high standards set forth in this SSPP. MV TRANSPORTATION shall monitor all subcontracted transportation providers and shall retain the right to cease any operation(s) that is determined to be hazardous or creating an unsafe condition.

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Inter-County Services

Section II. H – Inter-county Services

LYNX has done informal coordination with Polk County as our NeighborLink service serves the northeastern section of Polk County, as well as one of our fixed route bus alignments. However, the services provided are under the Americans with Disabilities Act.

Table 10

Service Standards

III QUALITY ASSURANCE

The Local Coordinating Board has established a sub-committee to monitor and evaluate the services provided by or coordinated through the CTC. This evaluation occurs annually. ACCESS LYNX developed the Service Standards with input from the Local Coordinating Board. Table 13 has the standards that have been reviewed by the Quality Assurance Task Force and adopted with the approval of this TDSP by the LCB.

A. Service Standards

Table 10
Service Standards

| STANDARD | ORANGE, OSCEOLA AND SEMINOLE LCB LANGUAGE |
|---|---|
| Advance Reservations Requirements | Reservations for all sponsors (except TD) are taken up to 7-day in advance. Trip requests under the TD program are taken one day prior to service. |
| Air Conditioning/ Heating | All vehicles must have working air conditioning and heating to be used for transporting passengers within the coordinated system. No vehicles are allowed to provide service without a functioning air conditioner and heater. If air conditioning or heating is not functioning properly, the operator is responsible for the repair prior to the transport of passengers. Vehicles will be pulled from service until deficiencies are corrected. |
| Billing Requirements | ACCESS LYNX carrier payments are made according to guidelines promulgated in Section 21.20 of the Transportation Disadvantaged Trust Fund (TDTF) Grant. (Section 287.0585, Florida Statutes) |
| Contract Monitoring | ACCESS LYNX performs daily, quarterly, and annual evaluations and contract monitoring of the contracted operators. The monitoring accomplishes reviews of System Safety Program Plan compliance, driver qualifications and certification, and maintenance of vehicles and equipment. Primary contractors with LYNX are required to perform the same monitoring for any sub-contractors. At the time of the monitoring of the primary contractor, LYNX staff will verify sub-contractor monitoring reports. |
| Driver Criminal Background Screening | All drivers in the Coordinated System must have a favorable Florida Department of Law Enforcement (FDLE) background check. |
| Driver Identification | All drivers within the ACCESS LYNX system are trained in defensive driving and passenger assistance, tested, certified and, upon completion, is provided with photo identification. |

| STANDARD | ORANGE, OSCEOLA AND SEMINOLE LCB LANGUAGE |
|--------------------------------|--|
| Drug and Alcohol Policy | LYNX, as the CTC, has an existing Drug and Alcohol Policy, which complies with DOT regulations. All contractors must comply with these regulations. |
| Passenger Assistance | <p>All drivers in the ACCESS LYNX system are required to be certified in Passenger Assistance Training. At a minimum, drivers are required to open the vehicle door, fasten passenger seat belts, secure wheelchairs, and close the door when necessary.</p> <p>Service is door-to-door.</p> <p>Drivers will not go beyond the first floor of residential buildings; customers are expected to be waiting on the first floor. Drivers will assist customers to first floor lobby of their appointments. If a client needs assistance beyond that point, they will need an escort to travel with them. Drivers will not go within buildings to retrieve customers.</p> <p>Drivers cannot assist a wheelchair customer down more than one step, nor pull a wheelchair through grass or sand.</p> <p>Passengers may be transported with portable oxygen, as long as driver assistance is not required in administering the oxygen and the container is no bigger than two liters.</p> |
| Passenger Property | Personal belongings are the sole responsibility of the passenger. Only those items that passengers can personally carry (usually up to three bags) will be transported at the risk of the passenger. Drivers are not responsible for, nor are they expected to load and unload, belongings of passengers they transport. |
| Passenger/Trip Database | ACCESS LYNX maintains a database of all customers within the program. This database tracks information such as social security number, home address, mailing address, passenger type, passenger needs, birth date, language, sponsors, and trip history. |
| Pick-up windows | <p>Trips are on time if they are picked up within the negotiated 30-minute pickup window</p> <p>Customers may not be scheduled to arrive at the destination on a going trip more than one hour early. Customers may not be picked up at the origin on a return trip more than one hour after the requested time.</p> |
| Reservation Hours | Reservations are accepted from 8:00 a.m. to 5:00 p.m. seven days per week. Reservation may be taken 7 days in advance (ADA), up to 5:00 p.m. the day before the trip (TD). |
| Service Animals | Service animals shall always be permitted to accompany their users in any system vehicle. |
| Service Hours | Services are available 24-hours a day, 365-days a year. |

| STANDARD | ORANGE, OSCEOLA AND SEMINOLE LCB LANGUAGE |
|---|---|
| Smoking, Eating, and Drinking | No smoking, eating, or drinking is allowed at any time on an ACCESS LYNX vehicle. Exceptions are permitted when required due to an existing medical condition. |
| Transport of Escorts and Dependent Children Policy | <p>Within the ACCESS LYNX program, each eligible rider is allowed one escort, as long as the escort is picked up at the same point of origin as the rider and is dropped at the same location as the eligible rider. The escort must be necessary for the safety of the rider or needed for assistance to the rider.</p> <p>An escort must accompany all children under the age of fifteen. Only one escort may travel with children who have appointments or with adults who need assistance while traveling. Parents may also take one child who does not have an appointment with prior arrangements. All children under six years of age are required to ride in the back seat of the vehicle. (See "Use and Responsibility of Child Restraint Devices" below.)</p> |
| Two-Way Communications | All vehicles in the ACCESS LYNX system are required to have working two-way radios. Two-way communications availability is confirmed through safety inspections and monitoring. |
| Unscheduled Stops | With the exception of emergency medical conditions, vehicles will only make scheduled stops. Pursuant to Florida Statute Section 395.002: Emergency medical condition will be defined as "a medical condition manifesting itself by acute symptoms of sufficient severity, which may include severe pain, such that the absence of immediate medical attention could reasonably be expected to result in: (1) serious jeopardy to patient health, and/or; (2) serious impairment to bodily functions, and/or; (3) serious dysfunction of any bodily organ or part. |
| Use and Responsibility of Child Restraint Devices | <p>In accordance with Florida Statute 316.613 (Child restraint requirements):</p> <p>While transporting a child 5 years of age or younger, provide for protection of the child by properly using a crash-tested, federally approved child restraint device. For children aged through 3 years such restraint device must be a separate carrier or a vehicle manufacturer's integrated child seat. For children aged 4 through 5 years, a separate carrier, an integrated child seat, or a seat belt may be used.</p> <p>The child's escort is responsible for providing the child restraint device and properly installing it in the ACCESS LYNX vehicle. The driver is to review and approve of the installation before the vehicle departs the pickup point.</p> |
| Vehicle Cleanliness | All vehicles in the ACCESSSS LYNX system must be clean, both interior and exterior. This is monitored through customer reports, street supervision, and periodic inspections. |
| Vehicle Transfer Points | No policies exist on transfer points, since ACCESS LYNX does not transfer any paratransit passengers. At such time when transfers are attempted, the |

| STANDARD | ORANGE, OSCEOLA AND SEMINOLE LCB LANGUAGE |
|---|---|
| | points will be the same as those used for the fixed route service or SunRail service. |
| Will Calls | <p>If a customer is not ready at the requested return time due to a service problem, we will make every effort to return for them within 30 minutes.</p> <p>If the customer is not ready at the requested return time and it is not due to a service problem, we will make every effort to return for the customer within 90 minutes.</p> <p>If the customer is at the destination and cannot be found, then they are a no-show. If they need a return trip, we will return for them with no set timeframe, but at our earliest convenience.</p> |
| Cardiopulmonary Resuscitation Training | Drivers within the coordinated system are not required to be trained in cardiopulmonary resuscitation. |
| First Aid Training | Drivers within the coordinated system are not required to be trained in first aid techniques. |
| Seating Standard | Vehicle seating shall not exceed the manufacturer's recommended capacity. |
| Standing Orders | The current policy provides for a change of a standing order only once within a 30 day period. If a customer request changes more often than this, the standing order will be cancelled, and the customer will have to call in for each individual trip. This policy will be strictly enforced. |
| Trip Negotiations | <p>We make every effort to honor appointment times for medical services and other critical needs, to ensure the most responsive and on time service, whenever possible, appointments should be scheduled with enough time to load passengers, and disembark passengers. There is no longer an off-peak time.</p> <p>We will honor appointment times, but we will negotiate the pick up time based on our demand. We have a one-hour window on either side of a requested pick up time under Federal guidelines for ADA service and this policy will apply for all service under ACCESS LYNX umbrella. (TD trips as well). If the call is in reference to the status of a pick-up time, remember that we may arrive anytime within the 30 minute negotiated pickup window. Please wait until we are outside that window before a call is placed regarding the pick-up.</p> |

| STANDARD | ORANGE, OSCEOLA AND SEMINOLE LCB LANGUAGE |
|---------------------------------------|--|
| Advance Reservations | When calling to schedule appointments, please call us as far in advance as you can, (we have up to a 7-day advance reservation period, ADA), and call between the hours of 10:00 a.m. and 2:00 p.m., whenever possible. Please have all information ready so that we can complete the request efficiently. TD customers must call a day in advance for service. |
| Accidents | The ACCESS LYNX Preventable Accident Standards for the contracted operators are less than one (1) preventable accident for every 100,000 vehicle miles of service provided. |
| Call Hold Time (If applicable) | It is LYNX' goal to have average inbound telephone hold times of no more than two minutes (2:00) for any given hourly period of the day. This two minute (2:00) standard is to be achieved for 95% of the hourly time periods that a phone line in question is in operation, measured monthly. |
| Complaints | <p>A local telephone number is posted inside of all LYNX vehicles that advises customers to call should they wish to voice a concern or offer a compliment.</p> <p>The customer talks to a LYNX representative who documents the concern/compliment in the Active Citizen Response (ACR) database. The representative gathers all of the customer information, reads the information back to the customer for accuracy, and then refers the concern/compliment to the appropriate manager for resolution.</p> <p>Each concern/compliment is given a time frame in which the concern must be answered. Should the concern/compliment not be answered in the allotted time, the information is then escalated to the original manager's immediate supervisor. Customers can request a written response, or a call back once a resolution has been reached.</p> <p>Should the customer not be satisfied with the local resolution, they may contact the Florida CTD Ombudsman's Office at 850-488-6036. The Ombudsman's Office will contact LYNX for further investigation and resolution.</p> <p>The ACCESS LYNX Monthly Standards for Valid Complaints Relating to Contractor's Performance are to have fewer than three (3) valid complaints for every 1,000 one-way passenger trips provided.</p> |
| No-Show Policy | <p>A customer may have no more than 4 no-shows within any 90-day period. To exceed this will result in customer suspension of 30-days.</p> <p>Trips cancelled with less than one hour notice prior to the scheduled pickup time will be considered a No Show.</p> |

| STANDARD | ORANGE, OSCEOLA AND SEMINOLE LCB LANGUAGE |
|---------------------------------|--|
| On-time Performance | <p>The ACCESS LYNX On-Time Performance Standards for the contracted operators are 92% or greater of trips on time</p> <p>Trips are on-time if picked up before the end of the negotiated 30-minute window.</p> |
| Public Participation | <p>LYNX welcomes public, private, not for profit transportation, and human service providers to comment on the development of the Transportation Disadvantaged Service Plan (TDSP). These comments and suggestions can be made at the Transportation Disadvantaged Local Coordinating Board, and the Transportation Disadvantaged Quality Assurance Task Force meetings held at MetroPlan Orlando, as well as the LYNX website at www.golynx.com.</p> <p>In addition, further outreach, such as public workshop, are held throughout the service area during major update years. This is a minor update, however the TDSP was presented to the TDLCB, as well as Quest, Inc.</p> |
| Public Transit Ridership | <p>Paratransit service is provided for those individuals who cannot access fixed route service. Eligibility screening is done for all programs, and referral to fixed-route service is done when it is determined that it is the appropriate mode of transportation for a customer. ACCESS LYNX goal is refer at a minimum 10% of individuals applying for service to fixed route service, or other mode of transportation.</p> |
| Road Calls | <p>No more than 1 every 10,000 miles.</p> |
| Title VI | <p>Notification of Title VI Rights, along with the LYNX Compliance Manager, and contact information is posted inside every ACCESS LYNX vehicle.</p> |

Table 11

Rate Structure

Table 11

Rate Structure

***Rate If No Revenue Funds Were Identified as Subsidy Funds**

| Service Type | Unit | Rate |
|---------------------|------------------|-------------|
| Ambulatory | Per one-way trip | \$33.05 * |
| Wheel Chair | Per one-way trip | \$56.65 * |

Attachment 6

LCB CTC Evaluation

COMMUNITY TRANSPORTATION COORDINATOR EVALUATION



3/31/2015

Orange, Osceola, and Seminole Counties

MetroPlan Orlando's Transportation Disadvantaged Local Coordinating Board evaluation of the Central Florida Regional Transportation Authority (d.b.a. LYNX) as CTC for the period from July 1, 2014 to June 30, 2015.

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INTRODUCTION

Transportation is a critical part of our lives. A person's quality of life and the economic vitality of communities are loosely dependent on an individual's ability to access work, education, health services and other civic and social opportunities. Unfortunately, there is a segment of our community whose access to transportation is limited by their physical, mental and/or financial abilities. In 1979, to address the needs of this segment of the community, the Florida Legislature created Florida's Transportation Disadvantaged Program to foster the coordination of transportation services for the state's transportation disadvantaged population.

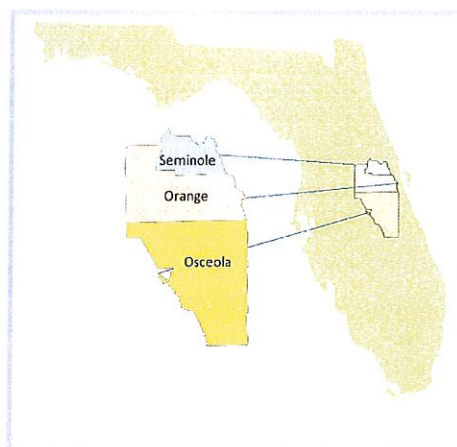
The purpose of the **Commission for the Transportation Disadvantaged** is to establish a coordinated transportation system from which state agencies and local entities can purchase cost-effective and non-duplicated transportation services for their clients. The **transportation disadvantaged (TD)** are individuals, including children, who because of physical or mental disability, income status, or inability to drive due to age or disability are unable to transport themselves or to purchase transportation and have no other form of transportation available.

To assist with program implementation, the Commission contracts with a Community Transportation Coordinator (CTC) and planning agency in each county. As the planning agency for the Central Florida region, MetroPlan Orlando provides staff support to the Transportation Disadvantaged Local Coordinating Board (TDLCB). With the assistance of the TDLCB, MetroPlan Orlando identifies local service needs as well as advises and directs the CTC on the coordination of services to be provided to the transportation disadvantaged pursuant to Chapter 427.

The Central Florida Regional Transportation Authority (d.b.a. LYNX) has been the designated CTC for Orange, Osceola, and Seminole Counties since October 1, 1992. The Commission entered into a Memorandum of Agreement, dated September 14, 1992, with LYNX to assume coordinator duties and approve the Trip/Equipment Grant for LYNX to provide sponsored and non-sponsored transportation to the transportation disadvantaged persons in the Central Florida region. **Figure 1** on the next page shows the TD system organization in the Central Florida region.

The Central Florida region is composed of Orange, Osceola, and Seminole counties. Together, they constitute approximately 2,584 square miles. Orange County accounts for 908 square miles; Osceola County is 1,322 square miles; and Seminole County 344 square miles. Service is provided throughout the tri-county area and includes the cities of Altamonte Springs, Apopka, Kissimmee, Lake Mary, Longwood, Maitland, Ocoee, Orlando, Oviedo, Sanford, St. Cloud, Winter Springs, Winter Garden, and Winter Park.

The population of the region is 2,005,728, a 2% increase over last report. Although the three-county region's overall population increased only 2%, the potential transportation disadvantaged population



COMMUNITY TRANSPORTATION COORDINATOR EVALUATION

increased by 8% region-wide. In total, the tri-county region's residents make up slightly more than 10 percent of state's total in 2015, with 34 percent being potential TD customers.

According to the Commission's 2015 Annual Performance Report, most TD trips provided by LYNX occur to meet Medical (44%), Life Sustaining (18%), Education/Training (15%), Employment (15%), and Nutritional (5%) needs. The decrease in medical trips from 59% in 2014 to 44% in 2015 may be attributed to the loss of the majority of Medicaid non-emergency trips in the coordinated system between 2014 and 2015.

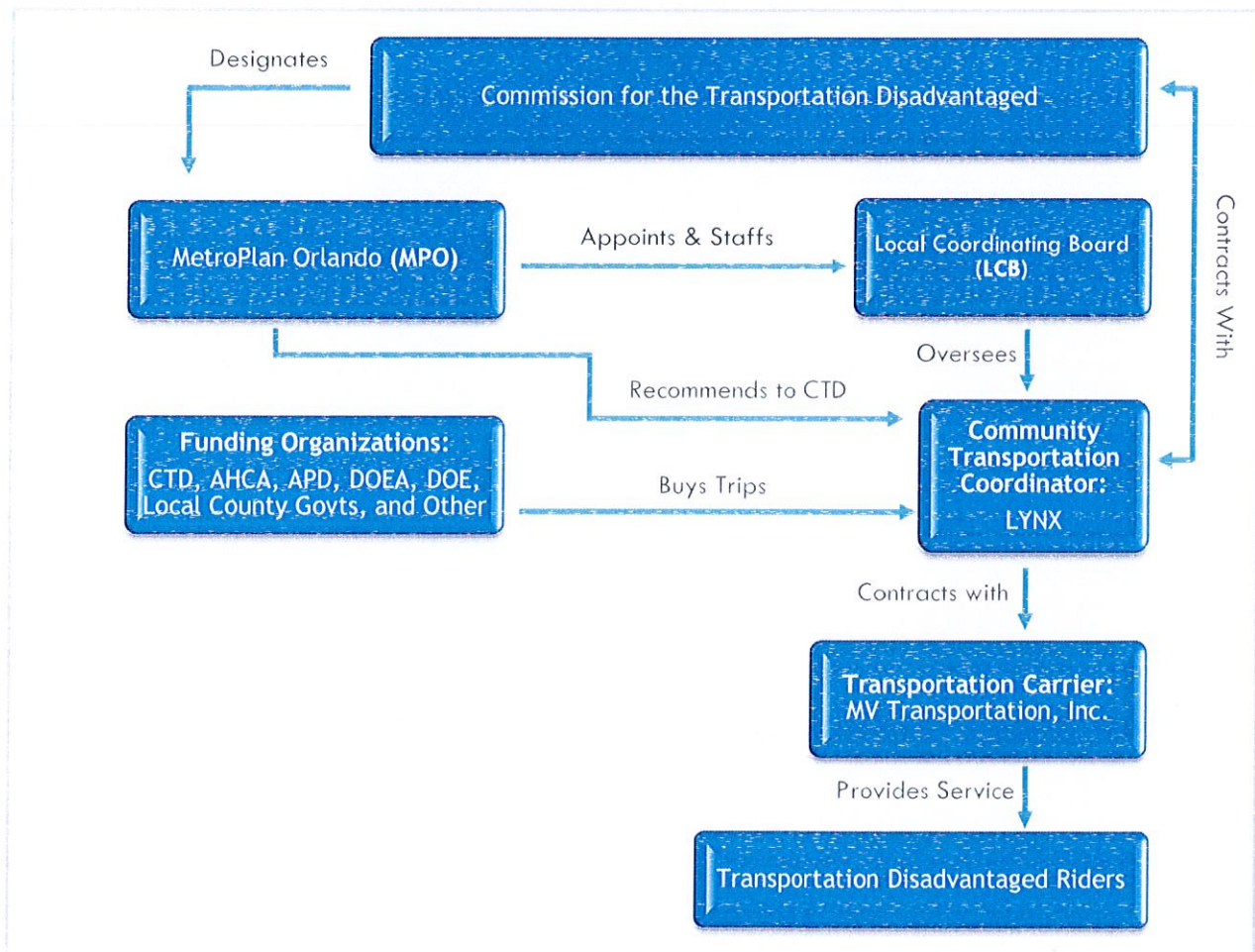


Figure 1- Central Florida Transportation Disadvantaged Program Organization

PARATRANSIT SERVICES

The mission of LYNX TD services is to provide safe, cost effective transportation to those who, because of disability, age, or income, are unable to provide or purchase their own

transportation. LYNX achieves its goal through their ACCESS LYNX service. ACCESS LYNX is a shared ride paratransit, door-to-door transportation service provided by MV Transportation, Inc. (MV) under the supervision of LYNX. The program provides service for eligible individuals who are not able to use the regular bus service because of a disability or other limitations.

The ACCESS LYNX paratransit program provides approximately **2,000** scheduled passenger trips per day, using a variety of vehicles specially equipped for individuals with various disabilities. Vehicles are wheelchair-lift equipped and meet Americans with Disabilities (ADA) standards. ACCESS LYNX services are available any time that the public bus system is in operation and provides transportation to and from medical facilities, adult daycare, and nutrition sites. Non-medical trips, such as personal and grocery shopping, church services, etc., are also provided on a space available basis.

ACCESS LYNX fees are charged based on client eligibility and funding source rules. ACCESS LYNX staff is responsible for determining eligibility for paratransit service. Reservations for transportation can be made by phone between 8:00 a.m. and 5:00 p.m., seven days a week, or online 24-hours a day. Customers may schedule up to three round-trips with one phone call. Reservations can be made up to seven days in advance, and must be made no later than 5:00 p.m. the day before service needs to be provided.

2014-2015 PARATRANSIT SERVICE REVIEW

Due to state legislative action, Florida Medicaid transportation was divided into three areas of the state; North, Central, and South. The Central Region, which is our jurisdiction, was taken over by MTM, Inc. in March, 2015. Prior to the legislative action, LYNX was responsible for all Medicaid transportation, including out of area transportation, meaning that LYNX was responsible for arranging transportation, with the approval of ACHA, anywhere in the country. With Medicaid transportation now the responsibility of the broker, LYNX realized a 37% drop in scheduled trips, and a 29% drop in total applications received for paratransit service. Having noted the drop in trips, there was also a drop in cost per trip, as noted in TD Rate Model from the 2015 TDSP. An updated TD Rate Model will be included in the 2016 TDSP update.

In addition to Medicaid Reform, there was a management change in the LYNX paratransit operations division. With the change in management came a change in the way late cancellations are calculated, how no shows and suspensions are assessed, and an increased presence in the community. In addition, on time performance has increased by an average of 2%, however concerns over on-time performance, dispatch and scheduling remain a priority for LYNX management, and our partner, MV Transportation.



Also in 2015, LYNX assumed 100% ownership of the paratransit fleet. This was possible through various state and federal grants. With ownership of the fleet, LYNX is able to reduce its variable fixed costs associated with the fleet, while MV Transportation is responsible for the operation and maintenance of the vehicles.

Operating expenses increased slightly per trip and per vehicle mile. However, no-shows decreased by 33%. In response to a sharp increase of 27% in no shows reported during the previous evaluation, LYNX requested a change to ACCESS LYNX's No-Show policy from three hours advanced notice to one hour advance notice. Prior to the approval by the LCB in May 2015, when a user decided not to take a scheduled ride with ACCESS LYNX, they needed to cancel their trip at least three hours prior to their scheduled pick-up time. However, a review of peer paratransit systems revealed different no-show policies with cancellation windows ranging from 30 minutes to 90 minutes prior to the trip. Therefore, the LCB unanimously approved a new one-hour advanced notice policy. In addition, ACCESS LYNX staff carefully reviews their daily no show report for validity, which also attributes to the sharp decrease in no-shows over the last reporting period. ACCESS LYNX's 2014/15 service measurements can be found under **Appendix A**.

EVALUATION OF PERFORMANCE

As required by the Commission for the Transportation Disadvantaged, the LCB is responsible for conducting an annual evaluation of the CTC. The purpose of evaluating the CTC is to ensure that the most cost-effective, unduplicated, efficient and accountable transportation service is being offered to the eligible Central Florida TD population. The intent of this evaluation is to determine the level and quality of CTC (and operators') service, and whether the costs are reasonable. On February 11, 2015, LCB members were asked to evaluate ACCESS LYNX based on four areas: coordination, cost effectiveness and efficiency, local measurements, and availability. The following report is a breakdown of the evaluation by area. The CTC Evaluation Form can be found under **Appendix B**.



Since 2011 MetroPlan Orlando has conducted an on-site, electronic polling session of the CTC evaluation during the normally scheduled LCB meeting. This polling mechanism has been very successful for the agency and the LCB. Not only do members receive immediate feedback, but staff is able to analyze the responses and provide a report in less time.

LCB members were given the evaluation questions two weeks in advance of the meeting in order to research and evaluate any specific topics.

Members were given a polling device at the beginning of the meeting to use to submit their responses during the evaluation portion of the meeting. MPO staff assisted members with physical disabilities and/or sight impairments. MetroPlan LCB liaison, Virginia Whittington, facilitated the evaluation by providing an introductory overview in order to help members become familiar with the polling devices and fully understand the mechanics of the overall assessment. The survey questions were read aloud for the members to respond and for the benefit of those observing in the audience some of whom may have also been vision impaired. LCB members were given 15 seconds to respond to each question. In order to maintain the integrity of the evaluation, members were asked not to discuss any of the questions prior to or during the evaluation, however staff would clarify any questions or terms, if necessary. Members were also asked to document written comments, questions, and concerns at the end of each area. These have been included at the end of each subcategory. In total, 16 LCB members attended the meeting and participated in the evaluation, a 33% increase over prior year.

The evaluation was broken down into five categories: Operations, Administrative, Cost Effectiveness & Efficiency, Local Performance Measurements, and Availability. It should be noted that the rating scale was changed for several rating areas this year at the direction of the LCB. Instead of “strongly agree or agree,” the responses were based on whether ACCESS LYNX “Exceeds Standards”, “Meets Standards”, or fell “Below” the established standards. Below is a description and voting breakdown by category.

COORDINATION

The first portion of the evaluation covered the ability of ACCESS LYNX to arrange the provision of transportation services in a manner that is cost effective, safe, efficient, and reduces fragmentation and duplication of services. This area was divided into two important factors in TD coordination: operations and administrative.

Operations

The Operations subcategory asked about five important factors: planning, transportation availability, service monitoring, billing, and reporting. LCB members were mostly pleased with

COMMUNITY TRANSPORTATION COORDINATOR EVALUATION

the operations efforts of ACCESS LYNX. The voting breakdown in the Operations subcategory is shown below:

1. **PLANNING** - ACCESS LYNX ensures that TD transportation services complement each other; that is, services are not duplicated and that TD transportation needs are not omitted.

| | | |
|------------------------|------------------------------|-----------------------------|
| Exceeds Standards - 0% | Meets Standards - 62.5% (10) | Below Standards - 31.3% (5) |
| Unacceptable - 0% | N/A - 6.3% (1) | |

2. **TRANSPORT AVAILABILITY** - ACCESS LYNX ensures that the appropriate vehicles are available for the clients, such as a client using a wheelchair is picked up by a wheelchair accessible shuttle.

| | | |
|------------------------------|-----------------------------|-----------------------------|
| Exceeds Standards - 6.3% (1) | Meets Standards - 56.3% (9) | Below Standards - 37.5% (6) |
| Unacceptable - 0% | N/A - 0% | |

3. **SERVICE MONITORING** - ACCESS LYNX properly monitors and resolves transportation problems involving passengers and MV Transportation.

| | | |
|-------------------------------|-----------------------------|-----------------------------|
| Exceeds Standards - 31.3% (5) | Meets Standards - 43.8% (7) | Below Standards - 18.8% (3) |
| Unacceptable - 0% | N/A - 6.3% (1) | |

4. **BILLING** - ACCESS LYNX has a coordinated billing system in which they properly collect fares for trips based on funding eligibility.

| | | |
|------------------------|---------------------------|----------------------------|
| Exceeds Standards - 0% | Meets Standards - 50% (8) | Below Standards - 43.8 (7) |
| Unacceptable - 0 | N/A - 6.3% (1) | |

5. **REPORTING** - ACCESS LYNX regularly provides accounting, operating statistics, measures related to certification and billing as well as other information to the TDLCB.

| | | |
|-----------------------------|----------------------------|---------------------------|
| Exceeds Standards - 25% (4) | Meets Standards - 3.5% (6) | Below Standards - 25% (4) |
| Unacceptable - 0% | N/A - 12.5% (2) | |

Written Comments Received from Evaluation Respondents

Operations

- Timely pick up and drop off of customers; too often are they getting in to appointments late.

Administrative

The second subcategory under the Coordination is Administrative. These questions dealt with ACCESS LYNX reservations, scheduling, trip allocations, and eligibility records. Under Eligibility records/certification 73% of the members felt ACCESS LYNX meets or exceeds standards. However, there continues to be significant concern with ACCESS LYNX's assignment of trips as 56% of the respondents felt trip allocation fell below standards. This issue was also raised during the last evaluation as 33% of the respondents disagreed, noting improvement is needed. It should also be noted that a contributing factor could very well be the impact related to changes in the coordinated system.

The voting breakdown in the Administrative category is shown below:

1. **ELIGIBILITY RECORDS/CERTIFICATION** - ACCESS LYNX has created a user-friendly enrollment system to determine a user's eligibility based on specific program funding criteria.

| | | |
|----------------------------------|---------------------------|--------------------------------|
| Exceeds Standards - 13.3% (2) | Meets Standards - 60% (9) | Below Standards - 26.7% (4) |
| Unacceptable - 0% | N/A - 0% | No Response - 6.3% (1) |

2. **RESERVATIONS** - ACCESS LYNX has created a user-friendly reservation system where for riders to reserve trips in one phone call or through the online reservation system.

| | | |
|------------------------|---------------------------------|--------------------------------|
| Exceeds Standards - 0% | Meets Standards - 62.5% (10) | Below Standards - 31.3% (5) |
| Unacceptable - 0% | N/A - 6.3% (1) | |

3. **TRIP ALLOCATION** - ACCESS LYNX's assignment of trips, which are based on a predefined criteria such as cost, capacity, rotation, match of service, or multi-loading, are efficient and effective.

| | | |
|---------------------------------|--------------------------------|--------------------------------|
| Exceeds Standards - 6.3% (1) | Meets Standards - 37.5% (6) | Below Standards - 56.3% (9) |
| Unacceptable - 0% | N/A - 0% | |

4. **SCHEDULING** - ACCESS LYNX has a scheduling process in which all TD transportation trips are scheduled via a single request.

| | | |
|------------------------|--------------------------------|--------------------------------|
| Exceeds Standards - 0% | Meets Standards - 56.3% (9) | Below Standards - 37.5% (6) |
| Unacceptable - 0% | N/A - 6.3% (1) | |

COST EFFECTIVENESS & EFFICIENCY

Providing paratransit services can be an expensive endeavor. In 2014/15, the average one-way trip cost was of \$32.58, which reflects an 8% increase over the previous year. It is crucial for paratransit agencies to find cost-effective and efficient methods of providing services. This section of the evaluation looked at ACCESS LYNX's ability to manage their services under these circumstances.



For the most part, LCB members were satisfied with ACCESS LYNX's ability to deliver cost-effective and efficient transportation services. The biggest concerns had previously been in the area of no-shows and unduplicated passengers however, contrary to previous evaluations where ACCESS LYNX saw increases in no-shows year over year, this evaluation saw a drastic reduction of 33 percent. Likewise, during the last evaluation period members had been concerned with the increase in unduplicated passengers. However, the 2014/15 evaluation saw an 18% percent decline in unduplicated passengers which is noteworthy improvement.

The measurement comparisons between 2013/14 and 2014/15 service years given to LCB members for the evaluation of this area is shown in the tables below:

| Measurements | July 2013 -June 2014 | July 2014 -June 2015 | % Change |
|-------------------------|----------------------|----------------------|----------|
| Coordinated Trips | 725,407 | 567,709 | -22% |
| Unduplicated Passengers | 12,289 | 10,033 | -18% |
| No-Shows | 46,595 | 31,419 | -33% |
| Road Calls | 198 | 257 | 30% |
| Chargeable Accidents | 96 | 86 | -10% |
| Vehicles | 224 | 167 | -25% |

COMMUNITY TRANSPORTATION COORDINATOR EVALUATION

RATIOS:

| Measurements | July 2013 - June 2014 | July 2014 - June 2015 | % Change |
|--|-----------------------|-----------------------|----------|
| Trips/Vehicle Mile | 0.062 | 0.069 | 11% |
| Trips/Road Call | 3,664 | 2,209 | -40% |
| Operating Expense/Vehicle Mile | \$1.85 | \$2.24 | 21% |
| Operating Expense/Trip | \$30.13 | \$32.58 | 8% |
| Chargeable Accidents/ 100,000 Vehicle Miles | 0.81 | 1.16 | 43% |
| Local Revenue/Operating Expense | 54.83% | 59.16% | 8% |

The voting breakdown in the Cost Effectiveness & Efficiency area is shown below:

1. Based on this data, has ACCESS LYNX delivered the most cost-effective and efficient transportation service?

Note: During the review of the poll results, it was determined that technical difficulties may have occurred during the administration of the poll resulting in only two responses being captured.

Exceeds Standards - 0%
Unacceptable - 0%

Meets Standards - 100% (2)
N/A - 0%

Below Standards - 0%
No response - 0%

LOCAL PERFORMANCE MEASUREMENTS

As we have seen over the years, the local government environment is changing. Demand for services is increasing, supporting revenues have stagnated, and citizens are demanding government accountability. In 2010, at the request of the Quality Assurance Task Force, the LCB established local goals with the intent to identify strengths and weaknesses in the TD service. The hope is to adjust the program accordingly in order for it to perform at acceptable levels, thus saving scarce resources and improving customer satisfaction.

This area of the evaluation looked at ACCESS LYNX's quality of service and focused on three objectives: 1) on-time performance; 2) call hold time; and 3) commendations and concerns. Having established goals and objectives has helped ACCESS LYNX maintain acceptable levels of service in 2014/15.

The LCB's goals and objectives for 2014-15 were as follows:

COMMUNITY TRANSPORTATION COORDINATOR EVALUATION

Goal 1: Decrease complaints per 1,000 trips
Objective: Complaints Per 1,000 Trips = Less than 3 valid complaints for every 1,000 one-way passenger trips provided

Goal 2: Reduce Average Call Hold Time
Objective: Average Call Hold Time = No more than 2-minutes, 30-second

Goal 3: Maintain Acceptable On Time Performance
Objective: On-Time Performance = 92% or higher

Goal 4: Fact Sheet
Objective: Produce and maintain a pocket fact sheet on TD Service users

Goal 5: Advocacy
Objective: Develop and support legislation for sustainable TD service

ACCESS LYNX meet the LCB's standard for 'call hold time,' but fell slightly short of the established 'on-time performance' goal of 92% or higher. The LCB's established call hold time goal is 2 minutes and 30 seconds. ACCESS LYNX's call hold time for 2014-2015 was of 2 minutes and 17 seconds. Members were pleased to learn of a 63% drop in concerns which fell from 2,014 to 741. A major cause for the reduction is likely the loss of the majority of Medicaid non-emergency trips in the coordinated system, however ACCESS LYNX has also employed strategies that resulted in major improvements in customer satisfaction.

The voting breakdown in the Local Performance Measurements category is shown below:

1. **ON-TIME PERFORMANCE** - The TDLCB established an on-time performance goal of 92% or higher. The average on-time performance between July 2014 and June 2015 was 91%.

Satisfactory - 37.6% (6) Needs Improvement - 62.5% (10) Unsatisfactory - 0%

2. **CALL HOLD TIME** - The TDLCB established an average call hold time goal of 2 minutes and 30 seconds. The average call hold time between July 2014 and June 2015 was 2 minutes and 17 seconds.

Satisfactory - 68.8% (11) Needs Improvement - 25% (4) Unsatisfactory - 6.3% (1)

3. **COMMENDATIONS & CONCERNS** - The TDLCB established a goal of 3 valid complaints per 1,000 trips. The average complaint per 1,000 trips was 1.31 complaints.

Satisfactory - 100% (9) Needs Improvement - 0% Unsatisfactory - 0%

Written Comments Received from Evaluation Respondents

Local Performance Measures

- Excellent improvement on call hold times and kindness on the part of operators.
- Improvement in the number of concerns. Some riders may fear giving concerns. Good work on call hold time.
- I am very pleased that the no shows have decreased considerably. I had input into this process because I advised ACCESS LYNX at some of our QATF meetings that the wording of the phone message was unclear. They responded quickly and changed their message.

AVAILABILITY

Because of the great demand for TD transportation and the challenging cost of providing service, maximizing the availability of service is one of the most fundamental efforts undertaken by specialized transportation. This section of the evaluation looked at three specific objectives: 1) Provide services to meet the demand; 2) Ability to access customer service; and 3) Improve passenger awareness of TD transportation services.

Overall, members were satisfied with ACCESS LYNX's availability in all three availability categories. All LCB members were content with LYNX's Zero Un-Met Demand policy. It is LYNX's policy not to deny trip requests for any eligible customer, no matter which fund pays for the trip. LYNX funding partners attempt to provide funding to meet 100% of the demand.

All of the members were satisfied with ACCESS LYNX's customer service accessibility. ACCESS LYNX reservations can be made between 8:00 a.m. and 5:00 p.m., seven days a week. Reservations can also be made online at www.golynx.com. Online reservations can be made 24 hours a day, seven days a week. Customer service, where customers can check the status of their reservation or cancel a reservation, is also available 24 hours a day, seven days a week. ACCESS LYNX TD services are available any time that the public bus system is in operation. With 100% of the votes, members believed that ACCESS LYNX's customer service times, service availability, and online reservation procedures were satisfactory. Although 81% of the respondent felt public awareness efforts are satisfactory, 19% feel more should be done to educate the public about ACCESS LYNX services.



COMMUNITY TRANSPORTATION COORDINATOR EVALUATION

The voting breakdown in the Local Performance Measurements category is shown below:

1. **DEMAND** - Rate your satisfaction with ACCESS LYNX's ability to meet demand for trips:

Satisfactory - 93.8% (15) Needs Improvement - 0% Unsatisfactory - 6.3% (1)

2. **CUSTOMER SERVICE ACCESSIBILITY** - Based on this information and your experiences, ACCESS LYNX's ability to provide scheduling and transportation service availability is:

Satisfactory - 100% (16) Needs Improvement - 0% Unsatisfactory - 0%

3. **PUBLIC AWARENESS** - Based on your level of awareness and your conversations with TD customers, how well has ACCESS LYNX reached out to the TD community:

Satisfactory - 81.3% (13) Needs Improvement - 12.5% (1) Unsatisfactory - 6.3% (1)

Written Comments Received from Evaluation Respondents

Availability

- Senior citizens are not generally aware of the use of the ACCESS LYNX system. Churches and synagogues should be included in the process.

OVERALL EVALUATION

It is evident that ACCESS LYNX is still trying to settle from the effects of the separation of services under the coordinated system. However, most LCB members understood the difficult time LYNX was facing. In the end, the majority of LCB members (75%) felt ACCESS LYNX meets or exceeds established standards and are satisfied that services are provided in the most efficient and effective manner possible given circumstances beyond their control. As noted in the evaluation areas, ACCESS LYNX has been proactive in several areas which has resulted in significant improvements in the areas of no shows, on-time performance, and call hold time. The organization should be commended in these improvements and continue to find strategies that address concerns the members' concerns related to trip allocation. A full description of the evaluation results can be found on **Appendix C**.

The voting breakdown in the Overall Evaluation category is shown below:

YOUR OVERALL EVALUATION OF ACCESS LYNX IS:

Exceeds Standards - 6.3% (1) Meets Standards - 68.8% (11) Below Standards - 6.3% (1)
Unacceptable - 18.8% (3) N/A - 0%

Written Comments Received from Evaluation Respondents

Overall Evaluation

- I am very pleased to see that ACCESS LYNX is holding two meetings concerning the evaluation process: (1) Kissimmee and (2) Orange.

ACCESS LYNX USER SURVEY

In addition to evaluations by the CTC, MetroPlan Orlando staff felt it important to receive invaluable input from the system users to augment the CTC evaluations. Instead of conducting “mystery rides” as in previous years, a “snapshot” survey was conducted in order to assess the rider experience on ACCESS LYNX and elicit evaluations and comments from system users on a certain date in time. Results of the revealed that 65% of the system users rated their overall experience as “Excellent” or “Good.” A full report of the system user evaluation, including the methodology for conducting the survey may be found at Appendix D.

2014-2015 EVALUATION RECOMMENDATIONS

MetroPlan Orlando and the LCB is satisfied with the progress LYNX has achieved this service year. We understand that many of these measurements continue to be affected by the changes related to the coordinated system. Based on evaluation results and comments made by LCB members and service riders, MetroPlan Orlando recommends the following actions:

IMPROVE ON-TIME PERFORMANCE

Although significant improvement was made, ACCESS LYNX fell slightly short of the TDLCB’s established goal of 92% on-time performance with 91%. While ACCESS LYNX is to be commended in the improvements made over last year’s on-time performance of 86.8%, members felt that every effort should be made to meet or exceed the established goal. MetroPlan Orlando recommends continuing to work towards improvements in on-time performance. Scheduling trips based on current traffic conditions and ensuring vehicles are equipped with reliable GPS technology are two recommendations that may assist in further improvements in this area.

IMPROVE CALL HOLD TIME

Notably, ACCESS LYNX was able to meet the LCB’s established call hold time goal of 2 minutes and 30 seconds, reporting that calls were answered within 2 minutes and 17 seconds. This reflects a substantial improvement over the 4 minutes and 16 seconds reported the prior year. Efforts should be made to continue to reduce call hold times in the coming year.

PRESENTATIONS TO LCB

Several rating areas such as billing, trip allocation and scheduling received between 30-55% below standards, which seems to indicate LCB concerns this evaluation period. However, these are areas that MetroPlan Orlando staff and the LCB may not be very familiar with. MetroPlan Orlando staff recommends a formal presentation be made over the course of the next year in order to help provide a better understanding of the process used by ACCESS LYNX.

PUBLIC AWARENESS

ACCESS LYNX conducted a total of 154 public outreach/public presentations during this reporting period. MetroPlan Orlando staff recommends goals and strategies be established to help bring wider public awareness of the ACCESS LYNX service, including an increase of public outreach/public presentations by 5%.



APPENDIX A - 2014-2015 ACCESS LYNX SERVICE MEASUREMENTS






COMMUNITY TRANSPORTATION COORDINATOR EVALUATION

2014-15 Cost-Effectiveness Measurements

| Measurements | July 2013 -June 2014 | | July 2014 -June 2015 | | FY13/14 - FY14/15 % Change |
|-------------------------|----------------------|-------|----------------------|-------|-------------------------------|
| Coordinated Trips | 725,407 | | 567,709 | | -22% |
| Unduplicated Passengers | 12,289 | 2% | 10,033 | 2% | -18% |
| No-Shows | 46,595 | 6% | 31,419 | 6% | -33% |
| Road Calls | 198 | 0.03% | 257 | 0.05% | 30% |
| Chargeable Accidents | 96 | 0.01% | 86 | 0.02% | -10% |
| Vehicles | 224 | 0.03% | 167 | 0.03% | -25% |

RATIOS:

| Measurements | (July - June) 2013/2014 | (July - June) 2014/2015 | % Change |
|--|----------------------------|----------------------------|----------|
| Trips/Vehicle Mile | 0.062 | 0.069 | 11% |
| Trips/Road Call | 3,664 | 2,209 | -40% |
| Operating Expense/Vehicle Mile | \$1.85 | \$2.24 | 21% |
| Operating Expense/Trip | \$30.13 | \$32.58 | 8% |
| Chargeable Accidents/100,000 Vehicle Miles | 0.81 | 1.16 | 43% |
| Local Revenue/Operating Expense | 54.83% | 59.16% | 8% |

| Measurement | (July - June) 2013/2014 | (July - June) 2014/2015 | % Change |
|--------------------------|----------------------------|----------------------------|--|
| Concerns per 1,000 trips | 2.11 | 1.31 | -38%  |
| Commendations | 213 | 183 | -14%  |
| Average Call Hold Time | 4 mins and 16 secs | 2 mins and 17 secs | -46%  |
| On-Time Performance | 86.81% | 91% | 4.8%  |
| Concerns | 2,014 | 741 | -63%  |



APPENDIX B - 2014-2015 CTC EVALUATION QUESTIONNAIRE



LYNX

Community Transportation Coordinator

Orange, Osceola and Seminole Counties

July 1, 2014 - June 30, 2015

Evaluation Form

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INTRODUCTION

The Florida Transportation Disadvantaged Commission (TD Commission) oversees a coordinated system of many local TD transportation service providers in the state. At the local level, community transportation coordinators (CTCs) are responsible for the provision of service. The service area for which the CTC is responsible can include more than one county. The coordinator can be a transportation operator and actually provide TD transportation service or it can form a network of providers by brokering all or some of the service to other transportation operators. All entities that receive federal, state, or local government funds to transport persons who are transportation disadvantaged are mandated by Chapter 427 of the Florida Statutes to contract with the local CTC for TD transportation services. The statute (427 F.S.) and rule (Rule Chapter 41-2) outline the duties and responsibilities of the CTC. Each CTC contracts annually with the TD Commission and is advised by the local coordinating board (LCB). By law and by rule the TDLCB evaluates the performance of the CTC, approves the CTCs annual service plan, which includes an evaluation element, and makes recommendations to the TD Commission regarding the renewal of the CTC's contract with the TD Commission. This form was created to serve as a formal process to evaluate the performance of the CTC (and its operators).

Access LYNX is the designated CTC for Orange, Osceola, and Seminole counties and the evaluation period is July 1, 2014 through June 30, 2015.

The purpose of conducting this evaluation is to ensure that the most cost-effective, unduplicated, efficient and accountable transportation service is offered to our TD population. The intent of this evaluation is to determine the level and quality of ACCESS LYNX service, and whether the costs are reasonable.

The CTC evaluation is be based on: Coordination, Cost Effectiveness and Efficiency, Level of Competition, Local Performance Measures, and Availability. Each category is subdivided into sections. Please read carefully, and place a check mark indicating your rating accordingly.

COORDINATION**OPERATIONS**

Please rate each Operations Standard as indicated below:

Planning - ACCESS LYNX's ensures that TD transportation services complement each other; that is, services are not duplicated and that TD transportation needs are not omitted.

| EXCEEDS STANDARD (5) | MEETS STANDARD (3) | BELOW STANDARD (1) | UNACCEPTABLE (0) | N/A |
|----------------------------|--------------------------|-----------------------|---------------------|-----|
| | | | | |

Transport Availability - ACCESS LYNX ensures that the appropriate vehicles are available for the clients, such as a client using a wheelchair is picked up by a wheelchair accessible vehicle.

| EXCEEDS STANDARD (5) | MEETS STANDARD (3) | BELOW STANDARD (1) | UNACCEPTABLE (0) | N/A |
|----------------------------|--------------------------|-----------------------|---------------------|-----|
| | | | | |

Service Monitoring - ACCESS LYNX properly monitors and resolves transportation problems involving passengers and the contract service provider.

| EXCEEDS STANDARD (5) | MEETS STANDARD (3) | BELOW STANDARD (1) | UNACCEPTABLE (0) | N/A |
|----------------------------|--------------------------|-----------------------|---------------------|-----|
| | | | | |

Billing - ACCESS LYNX has a coordinated billing system in which they properly collect fares for trips based on funding eligibility.

| EXCEEDS STANDARD (5) | MEETS STANDARD (3) | BELOW STANDARD (1) | UNACCEPTABLE (0) | N/A |
|----------------------------|--------------------------|-----------------------|---------------------|-----|
| | | | | |

Reporting - ACCESS LYNX regularly provides accounting, operating statistics, measures related to certification and billing as well as other information to the TDLCB.

| EXCEEDS STANDARD (5) | MEETS STANDARD (3) | BELOW STANDARD (1) | UNACCEPTABLE (0) | N/A |
|----------------------------|--------------------------|-----------------------|---------------------|-----|
| | | | | |

ADMINISTRATIVE

Please rate each Administrative Standard as indicated below:

Eligibility Records/Certification - ACCESS LYNX has created a user-friendly enrollment system to determine a user's eligibility based on specific program funding criteria.

| EXCEEDS STANDARD (5) | MEETS STANDARD (3) | BELOW STANDARD (1) | UNACCEPTABLE (0) | N/A |
|----------------------------|--------------------------|-----------------------|---------------------|-----|
| | | | | |

Reservations - ACCESS LYNX has created a user-friendly reservation system where riders can reserve trips in one phone call or through the online reservation system.

| EXCEEDS STANDARD (5) | MEETS STANDARD (3) | BELOW STANDARD (1) | UNACCEPTABLE (0) | N/A |
|----------------------------|--------------------------|-----------------------|---------------------|-----|
| | | | | |

COMMUNITY TRANSPORTATION COORDINATOR EVALUATION

Trip Allocation - ACCESS LYNX's assignment of trips is effective and efficient. Assignments of trips are based on predefined criteria. This criteria consist of cost, capacity, rotation, match of service, or multi-loading.

| EXCEEDS STANDARD (5) | MEETS STANDARD (3) | BELOW STANDARD (1) | UNACCEPTABLE (0) | N/A |
|----------------------------|--------------------------|-----------------------|---------------------|-----|
| | | | | |

Scheduling - ACCESS LYNX has a scheduling process in which all TD transportation trips are scheduled via a single request.

| EXCEEDS STANDARD (5) | MEETS STANDARD (3) | BELOW STANDARD (1) | UNACCEPTABLE (0) | N/A |
|----------------------------|--------------------------|-----------------------|---------------------|-----|
| | | | | |

Please provide any general comments or feedback you may have on **COORDINATION** in both the operations and administrative categories:

COST EFFECTIVENESS AND EFFICIENCY

Using this comparison, determine whether ACCESS LYNX is delivering the most cost-effective transportation

| Measurements | July 2013 -June 2014 | | July 2014 -June 2015 | | FY13/14 - FY14/15 % Change |
|----------------------------|-------------------------|-------|-------------------------|-------|-------------------------------|
| Coordinated Trips | 725,407 | | 567,709 | | -22% |
| Unduplicated Passengers | 12,289 | 2% | 10,033 | 2% | -18% |
| No-Shows | 46,595 | 6% | 31,419 | 6% | -33% |
| Road Calls | 198 | 0.03% | 257 | 0.05% | 30% |
| Chargeable Accidents | 96 | 0.01% | 86 | 0.02% | -10% |
| Vehicles | 224 | 0.03% | 167 | 0.03% | -25% |

RATIOS:

| Measurements | (July - June) 2013/2014 | (July - June) 2014/2015 | % Change |
|---|----------------------------|----------------------------|----------|
| Trips/Vehicle Mile | 0.062 | 0.069 | 11% |
| Trips/Road Call | 3,664 | 2,209 | -40% |
| Operating Expense/Vehicle Mile | \$1.85 | \$2.24 | 21% |
| Operating Expense/Trip | \$30.13 | \$32.58 | 8% |
| Chargeable Accidents/100,000 Vehicle Miles | 0.81 | 1.16 | 43% |
| Local Revenue/Operating Expense | 54.83% | 59.16% | 8% |

Based on this data, has ACCESS LYNX delivered the most cost-effective and efficient service? *For your convenience, a glossary of measurement terms has been attached to this evaluation*

| EXCEEDS STANDARD (5) | MEETS STANDARD (3) | BELOW STANDARD (1) | UNACCEPTABLE (0) | N/A |
|----------------------------|--------------------------|-----------------------|---------------------|-----|
| | | | | |

Please provide any general comments or feedback you may have on **Cost Effectiveness and Efficiency**:

LOCAL PERFORMANCE MEASUREMENTS

A goal of any community transportation program should be to ensure the provision of quality service. The goal is supported by several objectives:

1. encourage courteous customer relations and passenger comfort;
2. provide service that minimizes customer travel and wait times; and
3. provide safe and reliable service

The TDLCB establishes the local performance measures for the CTC. Please rate each local performance measure below:

On-Time Performance

On-time performance directly measures the ability of the transportation provider of having people and vehicles in the right place at the right time. It is a function of vehicle maintenance, scheduling, operating conditions, driver performance and knowledge of the service area. Most problems encountered in operations will affect on-time performance, which then affects other aspects and measures of quality. On-time performance should, therefore, be monitored very closely.

The TDLCB established an on-time performance goal of 92% or higher. The average on-time performance between July 2014 to June 2015 was of 91%.

| SATISFACTORY | NEEDS IMPROVEMENT | UNSATISFACTORY |
|--------------|-------------------|----------------|
| | | |

Call Hold Time

The time it takes a customer to place a reservation or make an inquiry is also a measure of quality. ACCESS LYNX has established a monitoring system that tracks how long calls for reservations or trip resolution are placed on hold. ACCESS LYNX determines call-hold times by computer generated reports and spot checking as needed.

The TDLCB established an average call hold time goal of 2 minutes and 30 seconds. The average call hold time between July 2014 to June 2015 was of 2 minutes and 17 seconds.

COMMUNITY TRANSPORTATION COORDINATOR EVALUATION

| SATISFACTORY | NEEDS IMPROVEMENT | UNSATISFACTORY |
|--------------|-------------------|----------------|
| | | |

Commendations and Concerns

ACCESS LYNX has established a Customer Relations line which handles and monitors the levels of compliments and concerns it receives. All information received is documented in a database and the case is assigned to a supervisor based on the type of compliment/concern received. ACCESS LYNX reviews customer concerns regularly to spot patterns and to take corrective action. Compliments are also recorded and handled either as a commendation for an employee's file or posted as encouragement.

Using this comparison and the goal listed below; determine ACCESS LYNX's compliment and concerns levels:

| Measurement | (July - June) 2013/2014 | (July - June) 2014/2015 | % Change |
|---------------|----------------------------|----------------------------|----------|
| Concerns | 2,014 | 741 | -63% |
| Commendations | 213 | 183 | -14% |

The TDLCB established a goal of 3 valid concerns per 1,000 trips. The average complaint per 1,000 trips was of 1.31 concerns.

| SATISFACTORY | NEEDS IMPROVEMENT | UNSATISFACTORY |
|--------------|-------------------|----------------|
| | | |

Please provide any general comments or feedback you may have on the **local performance measures**:

AVAILABILITY

Because of the great demand for TD transportation and the challenging cost of providing service, maximizing the availability of service is one of the most fundamental efforts undertaken by specialized transportation. The goal of ensuring the availability of service to the transportation disadvantaged is supported by three specific objectives.

1. Provide services to meet the demand
2. Being able to access customer service
3. Improve passenger awareness of TD transportation services.

Demand - TD transportation demand has continued to increase. It is LYNX's policy not to deny trip requests for any eligible customer, no matter which fund pays for the trip. LYNX funding partners attempt to provide enough funding to meet 100% of the demand on the ACCESS LYNX program. **In 2014/15, there were 0% unmet needs.**

Rate your satisfaction with ACCESS LYNX's ability to meet demand for trips:

| SATISFACTORY | NEEDS IMPROVEMENT | UNSATISFACTORY |
|--------------|-------------------|----------------|
| | | |

Customer Service Accessibility - From the point of view of the user, accessibility is the function of how easily service can be accessed.

ACCESS LYNX reservations can be made between 8:00 a.m. and 5:00 p.m., seven days a week. Reservations can also be made online at www.golynx.com/WebACCESS. Online reservations can be made 24 hours a day, seven days a week. Online trip requests must be submitted by 4 p.m. the day prior to the trip. Users can also check the status of their reservation or cancel a reservation 24 hours a day, seven days a week. ACCESS LYNX transportation services are available any time that the public bus system is in operation.

Based on this information and your experiences, ACCESS LYNX's ability to provide scheduling and transportation service availability is:

| SATISFACTORY | NEEDS IMPROVEMENT | UNSATISFACTORY |
|--------------|-------------------|----------------|
| | | |

Public Awareness - Transportation service is available only to those who know about it and know how to access service. Improving passenger awareness of TD transportation service is an objective in support of availability for the CTC. Public information ensures that necessary information about the service is readily available for those that need it.

Access LYNX staff conducted a total of 154 public outreach/public presentation efforts.

Based on YOUR level of awareness and YOUR conversations with TD customers, how well did ACCESS LYNX reach out to the TD community between July 2014 to June 2015:

| SATISFACTORY | NEEDS IMPROVEMENT | UNSATISFACTORY |
|--------------|-------------------|----------------|
| | | |

Please provide any general comments or feedback you may have on Availability:

YOUR OVERALL EVALUATION OF ACCESS LYNX IS:

| EXCEEDS STANDARD (5) | MEETS STANDARD (3) | BELOW STANDARD (1) | UNACCEPTABLE (0) | N/A |
|----------------------------|--------------------------|-----------------------|---------------------|-----|
| | | | | |

Please prioritize the most important areas you feel need improvement, and the amount of time in which you would like to see them implemented.

1. Area: _____

Time Frame for implementation: _____

2. Area: _____

Time Frame for implementation: _____

3. Area: _____

Time Frame for implementation: _____

4. Area: _____

Time Frame for implementation: _____

GLOSSARY

Accidents: when used in reference to the AOR, the total number of reportable accidents that occurred whereby the result was either property damage of \$1000.00 or more, or personal injury that required evacuation to a medical facility, or a combination of both.

Commendation: any documented compliment of any aspect of the coordinated system, including personnel, vehicle, service, etc.

Competitive Procurement: obtaining a transportation operator or other services through a competitive process based upon Commission-approved procurement guidelines, as established in accordance with Chapter 287, Florida Statutes.

Concern: any documented customer concern involving timeliness, vehicle condition, quality of service, personnel behavior, and other operational policies.

Coordinated Trips: passenger trips provided by or arranged through a CTC.

Customer Relations: Customer relations are the relationships that a business has with its customers and the way in which it treats them.

Customer Service: The process of ensuring customer satisfaction with a product or service.

Demand response trips: Random trips not automatically generated by the scheduling software.

Reservationist: an individual whose primary responsibility is to accept requests for trips, enter dates on requests, determine eligibility and provide customer service

Dispatcher: the person responsible for having every scheduled run leave the yard or garage on time and maintain a schedule, matching the work force with the work load on a minute-by-minute basis.

MV Transportation: ACCESS LYNX paratransit and deviated-fixed route services contractor.

Non-sponsored Trip: transportation disadvantaged services that are sponsored in whole by the Transportation Disadvantaged Trust Fund.

Operating Expenses: sum of all expenses associated with the operation and maintenance of a transportation system.

Passenger Trips per Vehicle Mile: a performance measure used to evaluate service effectiveness by calculating the total number of passenger trips divided by the number of vehicle miles.

Reservationist: an individual whose primary responsibility is to accept requests for trips, enter dates on requests, determine eligibility and provide customer service.

Roadcall: any in-service interruptions caused by failure of some functionally necessary element of the vehicle, whether the rider is transferred or not. Roadcalls exclude accidents.

Scheduling: is the process of assigning of trip requests to a specific vehicle, at a specific time, in a particular sequence for the vehicle.

Sponsored Trip: a passenger trip that is subsidized in part or in whole by a local, state, or federal government funding source (not including monies provided by the TD Trust Fund).

Subscription trips: Trips that are generated by the scheduling software the same day and time every week.

Unduplicated Passenger Head Count: the actual number of people that were provided paratransit transportation services, not including personal care attendants, non-paying escorts, or persons provided fixed schedule/fixed route service.

Unmet Need: the number of trips desired but not provided because of insufficient service supply, most commonly due to lack of adequate funding.

Vehicles: number of vehicles owned by the transit agency that are available for use in providing services.

Vehicle Miles: the total distance traveled by revenue vehicles, including both revenue miles and deadhead miles.

Prioritization of Trust Fund trips within each category is as follows:

Subscription Trips

1. Life-sustaining medical trips, i.e., dialysis, cancer treatment, etc.
2. Other medical
3. Employment trips

Demand Response Trips

1. Life-sustaining medical trips, i.e., dialysis, cancer treatment, etc.
2. Other medical
3. Employment trips
4. Educational/vocational trips
5. Other trip purposes



APPENDIX C - 2014-2015 CTC EVALUATION RESULTS

Question Analysis Report

| Q # | Choice | Choice Text | Response Count | Response Pct |
|----------|--------|--|----------------|--------------|
| 1 | | How is the weather outside today? | | |
| | 1 | Very Good | 4 | 25.0% |
| | 2 | Satisfactory | 6 | 37.5% |
| | 3 | Needs Improvement | 4 | 25.0% |
| | 4 | Unsatisfactory | 2 | 12.5% |
| | | N | 16 | |
| 2 | | PLANNING ACCESS LYNX's ensures that TD services complement each other. | | |
| | 1 | Exceeds Standard (5) | 0 | 0.0% |
| | 2 | Meets Standard (3) | 10 | 62.5% |
| | 3 | Below Standard (1) | 5 | 31.3% |
| | 4 | Unacceptable (0) | 0 | 0.0% |
| | 5 | N/A | 1 | 6.3% |
| | | N | 16 | |
| 3 | | TRANSPORT AVAILABILITY ACCESS LYNX ensures that appropriate vehicles are available for clients | | |
| | 1 | Exceeds Standard (5) | 1 | 6.3% |
| | 2 | Meets Standard (3) | 9 | 56.3% |
| | 3 | Below Standard (1) | 6 | 37.5% |
| | 4 | Unacceptable (0) | 0 | 0.0% |
| | 5 | N/A | 0 | 0.0% |
| | | N | 16 | |
| 4 | | SERVICE MONITORING ACCESS LYNX properly monitors and resolves problems involving passengers and MV Transportation | | |
| | 1 | Exceeds Standard (5) | 5 | 31.3% |
| | 2 | Meets Standard (3) | 7 | 43.8% |
| | 3 | Below Standard (1) | 3 | 18.8% |
| | 4 | Unacceptable (0) | 0 | 0.0% |
| | 5 | N/A | 1 | 6.3% |
| | | N | 16 | |

| | | | |
|----------|--|-----------------------|----------|
| 5 | BILLING ACCESS LYNX has a coordinated billing system in which they properly collects fares for trips based on funding availability | | |
| | 1 | Exceeds Standards (5) | 0 0.0% |
| | 2 | Meets Standards (3) | 8 50.0% |
| | 3 | Below Standard (1) | 7 43.8% |
| | 4 | Unacceptable (0) | 0 0.0% |
| | 5 | N/A | 1 6.3% |
| | | N | 16 |
| 6 | REPORTING ACCESS LYNX provides accounting, operating statistics, and measures related to certification, billing, and other info to TDLCB. | | |
| | 1 | Exceeds Standard (5) | 4 25.0% |
| | 2 | Meets Standard (3) | 6 37.5% |
| | 3 | Below Standard (1) | 4 25.0% |
| | 4 | Unacceptable (0) | 0 0.0% |
| | 5 | N/A | 2 12.5% |
| | | N | 16 |
| 7 | ELIGIBILITY RECORDS/CERTIFICATION ACCESS LYNX has created a user-friendly enrollment system to determine eligibility based on criteria | | |
| | 1 | Exceeds Standard (5) | 2 13.3% |
| | 2 | Meets Standard (3) | 9 60.0% |
| | 3 | Below Standard (1) | 4 26.7% |
| | 4 | Unacceptable (0) | 0 0.0% |
| | 5 | N/A | 0 0.0% |
| | | N | 15 |
| 8 | RESERVATIONS ACCESS LYNX has created a user-friendly reservation system where riders can reserve trips in one phone call or online | | |
| | 1 | Exceeds Standard (5) | 0 0.0% |
| | 2 | Meets Standard (3) | 10 62.5% |
| | 3 | Below Standard (1) | 5 31.3% |
| | 4 | Unacceptable (0) | 0 0.0% |
| | 5 | N/A | 1 6.3% |
| | | N | 16 |

| | | | |
|-----------|--|----------------------|----------|
| 9 | TRIP ALLOCATION ACCESS LYNX's assignment of trips is efficient and effective | | |
| | 1 | Exceeds Standard (5) | 1 6.3% |
| | 2 | Meets Standard (3) | 6 37.5% |
| | 3 | Below Standard (1) | 9 56.3% |
| | 4 | Unacceptable (0) | 0 0.0% |
| | 5 | N/A | 0 0.0% |
| | N | | 16 |
| 10 | SCHEDULING ACCESS LYNX has a scheduling process in which all TD transportation trips are scheduled via a single request | | |
| | 1 | Exceeds Standard (5) | 0 0.0% |
| | 2 | Meets Standard (3) | 9 56.3% |
| | 3 | Below Standard (1) | 6 37.5% |
| | 4 | Unacceptable (0) | 0 0.0% |
| | 5 | N/A | 1 6.3% |
| | N | | 16 |
| 11 | Please refer to the tables on page 5. Based on this data, has ACCESS LYNX delivered the most effective and efficient service? | | |
| | 1 | Exceeds Standard (5) | 0 0.0% |
| | 2 | Meets Standard (3) | 2 100.0% |
| | 3 | Below Standard (1) | 0 0.0% |
| | 4 | Unacceptable (0) | 0 0.0% |
| | 5 | N/A | 0 0.0% |
| | N | | 2 |
| 12 | ON-TIME PERFORMANCE TDLCB on-time performance goal: 92% > ACCESS LYNX average on-time performance: 91% | | |
| | 1 | Satisfactory | 6 37.6% |
| | 2 | Needs Improvement | 10 62.5% |
| | 3 | Unsatisfactory | 0 0.0% |
| | N | | 16 |
| 13 | CALL HOLD TIME TDLCB avg call hold time goal: 2 min.30 sec. ACCESS LYNX average call hold time: 2 min. 17 sec. | | |

COMMUNITY TRANSPORTATION COORDINATOR EVALUATION

| | | | | |
|----|---|-------------------|----|--------|
| | 1 | Satisfactory | 11 | 68.8% |
| | 2 | Needs Improvement | 4 | 25.0% |
| | 3 | Unsatisfactory | 1 | 6.3% |
| | | N | 16 | |
| 14 | COMMENDATIONS & CONCERNS TDLCB goal per 1,000 trips: < 3 valid concerns ACCESS LYNX avg concerns per 1,000 trips: 1.31 | | | |
| | 1 | Satisfactory | 9 | 100.0% |
| | 2 | Needs Improvement | 0 | 0.0% |
| | 3 | Unsatisfactory | 0 | 0.0% |
| | | N | 9 | |
| 15 | DEMAND Please refer to the language on page 7. Rate your satisfaction with ACCESS LYNX's ability to meet demand for trips | | | |
| | 1 | Satisfactory | 15 | 93.8% |
| | 2 | Needs Improvement | 0 | 0.0% |
| | 3 | Unsatisfactory | 1 | 6.3% |
| | | N | 16 | |
| 16 | CUSTOMER SERVICE ACCESSIBILITY Please refer to the language on page 7. Rate ACCESS LYNX's ability to provide scheduling and transportation service availability: | | | |
| | 1 | Satisfactory | 16 | 100.0% |
| | 2 | Needs Improvement | 0 | 0.0% |
| | 3 | Unsatisfactory | 0 | 0.0% |
| | | N | 16 | |
| 17 | PUBLIC AWARENESS Based on YOUR level of awareness and your conversations with TD customers, how well ACCESS LYNX has been at reaching out? | | | |
| | 1 | Satisfactory | 13 | 81.3% |
| | 2 | Needs Improvement | 2 | 12.5% |
| | 3 | Unsatisfactory | 1 | 6.3% |
| | | N | 16 | |

| 18 YOUR OVERALL EVALUATION OF ACCESS LYNX IS: | | | |
|---|----------------------|----|-------|
| 1 | Exceeds Standard (5) | 1 | 6.3% |
| 2 | Meets Standard (4) | 11 | 68.8% |
| 3 | Below Standard (3) | 1 | 6.3% |
| 4 | Unacceptable (0) | 3 | 18.8% |
| 5 | N/A | 0 | 0.0% |
| N | | 16 | |



APPENDIX D - 2014-2015 ACCESS LYNX SYSTEM USER SURVEY RESULTS AND SURVEY INSTRUMENT

SURVEY OF ACCESS LYNX USERS FOR MARCH 15, 2016

To capture a snapshot of rider experience on ACCESS LYNX and elicit evaluations and comments from system users, we devised a survey for riders on a particular day, describing that day's interactions.

Themes on the 10-question survey aligned with some of those on the Community Transportation Coordinator Evaluation, concentrating on issues of the most interest to riders. Our themes were: Accessibility & Performance, Customer Service, and Overall Evaluation of the system. In addition, we collected demographic data about riders and information about the purposes and methods of payment for the trips.

Questions that asked for evaluations or ratings, also allowed free response boxes for participant comments.

Methods

Using data collected March 15, 2016 by the Central Florida Regional Transportation Authority (LYNX) Manager of Paratransit Operations, we contacted 70 persons who had ridden on ACCESS LYNX that day.

The riders we contacted were selected first by a random pull of 258 from the 1,753 ACCESS LYNX riders for that date. We filtered out all riders in that random sample who had given LYNX working email addresses. This provided the contact list of 70 names.

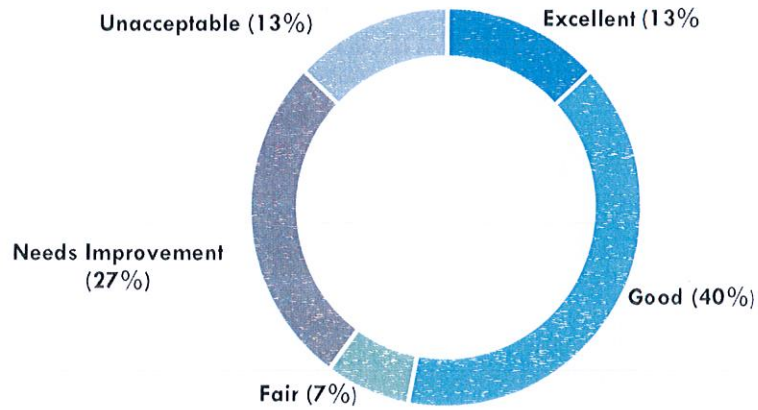
We sent an email invitation to the 70 contacts, which contained an electronic link to the survey on SurveyMonkey.com. The email also explained MetroPlan Orlando's role in designating the Community Transportation Coordinator (ACCESS LYNX) and responsibility for oversight of paratransit service throughout the three-county region. Riders were assured that their participation was voluntary and that their answers would be confidential and anonymous.

We received a total of 16 responses, which constitutes a 23% response rate for the riders we contacted and about 1% of that day's total ridership.

Results

Asked for an overall evaluation of ACCESS LYNX service based on the March 15 trip, 53% rated it "Excellent" or "Good." About 34% described the service as "Fair" or "Needs Improvement"; and 13% called it "Unacceptable."

How would you rate ACCESS LYNX service overall?



In evaluating Accessibility & Performance, riders were asked whether ACCESS LYNX made “an appropriate vehicle available when you needed it to travel to and return from your destination.” About 67% answered affirmatively for both parts of their trip, while 20% said this only happened for one leg of the trip, and 13% said it didn’t happen at all that day.

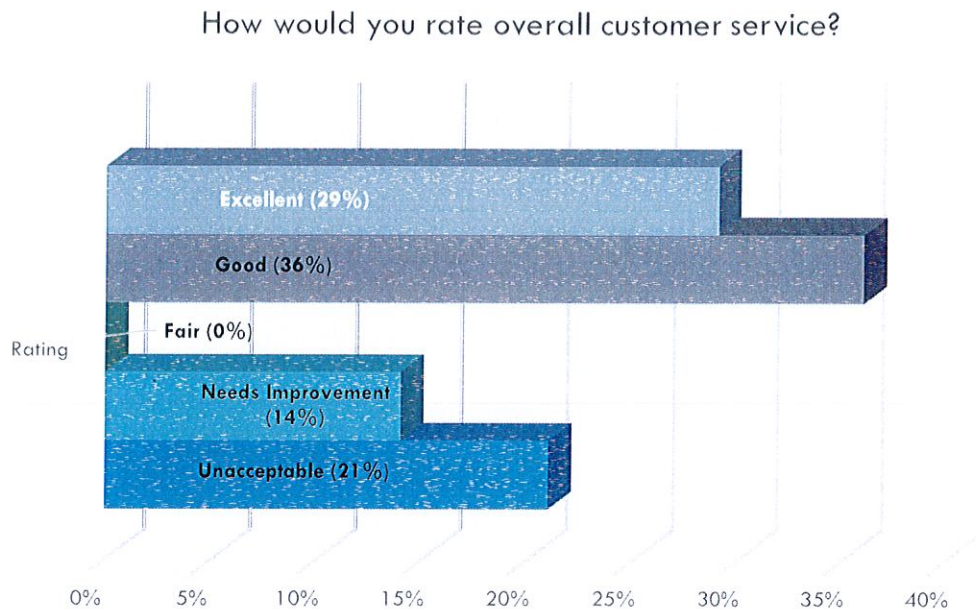
Describing frustrations for that day’s trip, one rider wrote in the Comments box: “Pick up driver drove a long distance to pick up two other passengers that made me late over an hour to my destination for dialysis appointment scheduled for 5:30 a.m. He could have [taken] me to my destination (15 minutes) and then drove to pick up the other two.”

In breaking down the parts of the trip, assessments were similar for both halves, with 57% of respondents saying trips to their destinations were “Excellent,” “Good” or “Fair” and 63% of respondents describing the return trip in one of those ways.

Respondents were asked to rate ACCESS LYNX overall customer service, including interactions with drivers for their March 15 trip. About 65% rated it “Excellent” or “Good.”

One rider’s comment gave insights into how drivers contribute to an “excellent” trip from the rider’s perspective: “My return driver was wonderful. She picked me up at the doctor and took me home. She was pleasant and engaged in conversation which most drivers don’t! She also came into the doctor’s office to walk me to the bus and when arriving home, she took the time to walk me to the door ensuring my safety. MOST drivers DO NOT provide door to door pickup as stated in your guidelines and policy and procedures.”

A separate question asked about the “user-friendliness of the ACCESS LYNX reservation system for the March 15 trip. About 29% rated it as “Excellent”; 35%, as “Good”; 7% “Fair”; and 29% “Needs Improvement.” Nobody rated it as “Unacceptable.”



Half the trips (50%) taken on March 15 by our respondents were for medical appointments, while 7% were for “Shopping or personal errand.” Respondents were offered a category for “Other” and a free response box to describe the purpose. About 43% answered “Other,” and all those trips were related to employment or education.

Most of the respondents (73%) said they paid for their March 15 trips with cash. The others said they paid for their trips with “prepaid tickets,” “bus coupons,” or ACCESS LYNX passes. Nobody said their trip was directly billed to a third party.

Respondents were primarily female - about 73%. They gave their ages as follows: younger than 25 years, 7%; 25-45 years, 20%; 46-65 years, 40%; and older than 65 years, 33%.

About 50% of the respondents live in Orange County; 36% live in Osceola County; and 14% live in Seminole County.

Copy of the email invitation to take the survey that went out to 70 ACCESS LYNX riders who used the system on March 15, 2016

We want to hear about your ACCESS LYNX trip Tuesday, March 15.



metroplan orlando
A REGIONAL TRANSPORTATION PARTNERSHIP

Dear Central Florida Paratransit User,

We would like your help in evaluating service on **ACCESS LYNX**.

MetroPlan Orlando is the metropolitan planning organization for Orange, Osceola and Seminole counties. Our organization designates the **Community Transportation Coordinator (ACCESS LYNX)** and is responsible for oversight of paratransit service throughout the three-county region. We hope you will take a few minutes to complete a **10-question survey** about a recent trip you took on ACCESS LYNX on **Tuesday, March 15, 2016**. **Please comment only about this particular trip, and complete the survey by March 28.**

[Click here to link to the survey.](#)

Your participation in the survey is voluntary, and your responses will be confidential and anonymous. If you have any questions about the survey or our role in evaluating ACCESS LYNX, please contact me at: info@metroplanorlando.com

Sincerely,

Mary Ann Horne
Community Outreach Specialist
MetroPlan Orlando
MetroPlanOrlando.com

See what's happening on our social sites



Complete Survey Questions

1. During your **Tuesday, March 15** trip, did **ACCESS LYNX** make an appropriate vehicle available when you needed it to travel to and return from your destination?

- ☐ Yes, both ways
- ☐ Yes, but only one way
- ☐ No

2. How would you rate the efficiency, scheduling and on-time performance of **ACCESS LYNX** for going to your destination and returning home on **Tuesday, March 15**?

- ☐ Excellent
- ☐ Good
- ☐ Fair
- ☐ Needs Improvement
- ☐ Unacceptable

3. How would you rate the user-friendliness of the **ACCESS LYNX** reservation system -- including call hold time -- for your **Tuesday, March 15** trip?

- ☐ Excellent
- ☐ Good
- ☐ Fair
- ☐ Needs Improvement
- ☐ Unacceptable

4. How would you rate the overall customer service -- including interactions with the driver -
- during your **Tuesday, March 15** trip using **ACCESS LYNX**?

- ☐ Excellent
- ☐ Good
- ☐ Fair
- ☐ Needs Improvement
- ☐ Unacceptable

5. Based on your Tuesday, March 15 trip, how would you rate ACCESS LYNX service overall?

- ☐ Excellent
- ☐ Good
- ☐ Fair
- ☐ Needs Improvement
- ☐ Unacceptable

6. What was the purpose of your Tuesday, March 15 trip on ACCESS LYNX?

- ☐ Medical appointment
- ☐ Shopping or personal errand
- ☐ Other (please explain)

7. How did you pay for your Tuesday, March 15 trip using ACCESS LYNX?

- ☐ Cash
- ☐ Directly billed to a third party
- ☐ Other (please explain)

8. What is your age?

- ☐ Younger than 25 years
- ☐ 25-45 years
- ☐ 46-65 years
- ☐ Older than 65 years

9. What is your gender?

- ☐ Female
- ☐ Male

10. In which county do you live?

- ☐ Orange
- ☐ Osceola
- ☐ Seminole



APPENDIX E - 2014-2015 CTC EVALUATION WORKBOOK

Attachment 9

Rate Calculation Work Sheet

Preliminary Information Worksheet

Version 1.4

CTC Name: CFRTA/LYNX
County (Service Area): Orange, Osceola, and Seminole
Contact Person: Tim May
Phone # 407-254-6055

Check Applicable Characteristic:

ORGANIZATIONAL TYPE:

- ☒ Governmental
- ☐ Private Non-Profit
- ☐ Private For Profit

NETWORK TYPE:

- ☒ Fully Brokered
- ☐ Partially Brokered
- ☐ Sole Source

***Once completed, proceed to the Worksheet entitled
"Comprehensive Budget"***

Comprehensive Budget Worksheet

Version 1.4

CTC: CFRTA/LYNX
County: Orange, Osceola, and Seminole

1. Complete applicable GREEN cells in columns 2, 3, 4, and 7

| | Prior Year's ACTUALS from Oct 1st of 2014 to Sept 30th of 2015 | Current Year's APPROVED Budget, as amended from Oct 1st of 2015 to Sept 30th of 2016 | Upcoming Year's PROPOSED Budget from Oct 1st of 2016 to Sept 30th of 2017 | % Change from Prior Year to Current Year | Proposed % Change from Current Year to Upcoming Year | Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000 |
|---|---|---|---|--|--|---|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |

REVENUES (CTC/Operators ONLY / Do NOT include coordination contractors!)

Local Non-Govt

| | | | | | | |
|---------------------------------|------------|------------|------------|-------|-------|---|
| Farebox | \$ 393,310 | \$ 378,371 | \$ 421,106 | -3.8% | 11.3% | Estimated farebox FY2016 & FY2017 based on percentage of trips by program. FY2015 reflects actual farebox for TD trips, FY2015 & FY2016 allocated based on percentage of budgeted TD purchased transportation paratransit services as compared to systemwide purchased transportation paratransit services. |
| Medicaid Co-Pay Received | | | | | | |
| Donations/ Contributions | | | | | | |
| In-Kind, Contributed Services | | | | | | |
| Other | \$ 185,146 | \$ 174,100 | \$ 193,764 | -6.0% | 11.3% | |
| Bus Pass Program Revenue | | | | | | |

Local Government

| | | | | | | |
|--------------------------------------|--------------|--------------|--------------|--------|-------|---|
| District School Board | | | | | | FY2016/2017 projected increase in county cash reflects anticipated balancing revenue to provide anticipated level of TD trips based upon the proposed FY16/17 budget. Amount is not yet final or adopted. |
| Compl. ADA Services | | | | | | |
| County Cash | \$ 2,704,098 | \$ 1,648,472 | \$ 1,999,965 | -39.0% | 21.3% | |
| County In-Kind, Contributed Services | | | | | | |
| City Cash | | | | | | |
| City In-kind, Contributed Services | | | | | | |
| Other Cash | | | | | | |
| Other In-Kind, Contributed Services | | | | | | |
| Bus Pass Program Revenue | | | | | | |

CTD

| | | | | | | |
|-----------------------------------|--------------|--------------|--------------|------|-------|---|
| Non-Spons. Trip Program | \$ 3,728,974 | \$ 3,728,407 | \$ 4,263,969 | 0.0% | 14.4% | FY2015,2016 and 2017 Rural TD equipment grant not budgeted. |
| Non-Spons. Capital Equipment | | | | | | |
| Rural Capital Equipment | | | | | | |
| Other TD (specify in explanation) | | | | | | |
| Bus Pass Program Revenue | | | | | | |

USDOT & FDOT

| | | | | | | |
|------------------------------------|-----------|-----------|-----------|------|-------|---|
| 49 USC 5307 | | | | | | Other DOT is Unified Planning Work Program funding provided for TD Planning services. |
| 49 USC 5310 | | | | | | |
| 49 USC 5311 (Operating) | | | | | | |
| 49 USC 5311(Capital) | | | | | | |
| Block Grant | | | | | | |
| Service Development | | | | | | |
| Commuter Assistance | | | | | | |
| Other DOT (specify in explanation) | \$ 25,329 | \$ 25,430 | \$ 25,379 | 0.4% | -0.2% | |
| Bus Pass Program Revenue | | | | | | |

AHCA

| | | | | | | |
|-------------------------------------|--|--|--|--|--|--|
| Medicaid | | | | | | |
| Other AHCA (specify in explanation) | | | | | | |
| Bus Pass Program Revenue | | | | | | |

DCF

| | | | | | | |
|-------------------------------------|--|--|--|--|--|--|
| Alcohol, Drug & Mental Health | | | | | | |
| Family Safety & Preservation | | | | | | |
| Comm. Care Dis./Aging & Adult Serv. | | | | | | |
| Other DCF (specify in explanation) | | | | | | |
| Bus Pass Program Revenue | | | | | | |

DOH

| | | | | | | |
|------------------------------------|--|--|--|--|--|--|
| Children Medical Services | | | | | | |
| County Public Health | | | | | | |
| Other DOH (specify in explanation) | | | | | | |
| Bus Pass Program Revenue | | | | | | |

DOE (state)

| | | | | | | |
|------------------------------------|--|--|--|--|--|--|
| Carl Perkins | | | | | | |
| Div of Blind Services | | | | | | |
| Vocational Rehabilitation | | | | | | |
| Day Care Programs | | | | | | |
| Other DOE (specify in explanation) | | | | | | |
| Bus Pass Program Revenue | | | | | | |

AWI

| | | | | | | |
|------------------------------------|--|--|--|--|--|--|
| WAGES/Workforce Board | | | | | | |
| Other AWI (specify in explanation) | | | | | | |
| Bus Pass Program Revenue | | | | | | |

DOEA

| | | | | | | |
|-------------------------------------|--|--|--|--|--|--|
| Older Americans Act | | | | | | |
| Community Care for Elderly | | | | | | |
| Other DOEA (specify in explanation) | | | | | | |
| Bus Pass Program Revenue | | | | | | |

DCA

| | | | | | | |
|------------------------------------|--|--|--|--|--|--|
| Community Services | | | | | | |
| Other DCA (specify in explanation) | | | | | | |
| Bus Pass Admin. Revenue | | | | | | |

Comprehensive Budget Worksheet

Version 1.4

CTC: CFRTA/LYNX
County: Orange, Osceola, and Seminole

1. Complete applicable **GREEN** cells in columns 2, 3, 4, and 7

| | Prior Year's ACTUALS from Oct 1st of 2014 to Sept 30th of 2015 | Current Year's APPROVED Budget, as amended from Oct 1st of 2015 to Sept 30th of 2016 | Upcoming Year's PROPOSED Budget from Oct 1st of 2016 to Sept 30th of 2017 | % Change from Prior Year to Current Year | Proposed % Change from Current Year to Upcoming Year | Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000 |
|---|---|---|---|--|--|---|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |

APD

Office of Disability Determination
Developmental Services
Other APD (specify in explanation)
Bus Pass Program Revenue

DJJ

(specify in explanation)
Bus Pass Program Revenue

Other Fed or State

xxx
xxx
xxx
Bus Pass Program Revenue

Other Revenues

Interest Earnings
xxxx
xxxx
Bus Pass Program Revenue

Balancing Revenue to Prevent Deficit

Actual or Planned Use of Cash Reserve \$ (1,007,196) \$ 11,827 \$ (648,244)

Balancing Revenue is Short By =

Total Revenues = \$6,029,661 \$5,966,607 \$6,255,939 -1.0% 4.8%

EXPENDITURES (CTC/Operators ONLY / Do NOT include Coordination Contractors!)

Operating Expenditures

| | | | | | | |
|---|--------------|--------------|--------------|--------|--------|--|
| Labor | \$ 124,595 | \$ 140,951 | \$ 145,178 | 13.1% | 3.0% | Materials and supplies includes cost of fuel. Fuel currently budgeted in FY15/16 is at 27% expensed, with budget going forward is reduced accordingly. |
| Fringe Benefits | \$ 73,179 | \$ 91,642 | \$ 96,272 | 25.2% | 5.1% | |
| Services | \$ 46,782 | \$ 86,766 | \$ 89,852 | 85.5% | 3.6% | |
| Materials and Supplies | \$ 867,822 | \$ 897,318 | \$ 599,244 | 3.4% | -33.2% | |
| Utilities | \$ 15,640 | \$ 17,772 | \$ 13,622 | 13.6% | -23.3% | |
| Casualty and Liability | | | | | | |
| Taxes | | | | | | |
| Purchased Transportation: | | | | | | |
| Purchased Bus Pass Expenses | | | | | | |
| School Bus Utilization Expenses | | | | | | |
| Contracted Transportation Services | \$ 4,901,581 | \$ 4,731,919 | \$ 5,311,454 | -3.5% | 12.2% | |
| Other | | | | | | |
| Miscellaneous | \$ 63 | \$ 240 | \$ 316 | 283.4% | 31.7% | |
| Operating Debt Service - Principal & Interest | | | | | | |
| Leases and Rentals | | | | | | |
| Contrib. to Capital Equip. Replacement Fund | | | | | | |
| In-Kind, Contributed Services | \$ - | \$ - | \$ - | | | |
| Allocated Indirect | | | | | | |

Capital Expenditures

Equip. Purchases with Grant Funds
Equip. Purchases with Local Revenue
Equip. Purchases with Rate Generated Rev.
Capital Debt Service - Principal & Interest

Total Expenditures = \$6,029,661 \$5,966,608 \$6,255,939 -1.0% 4.8%

See NOTES Below.

Once completed, proceed to the Worksheet entitled "Budgeted Rate Base"

Actual year LOSSES are shown as Balancing Revenue or Local Non-Government revenue.

Budgeted Rate Base Worksheet

Version 1.4

CTC: CFRTA/LYNX
County: Orange, Osceola, and Seminole

1. Complete applicable **GREEN** cells in column 3; **YELLOW** and **BLUE** cells are automatically completed in column 3
2. Complete applicable **GOLD** cells in column and 5

| Upcoming Year's BUDGETED Revenues | | What amount of the Budgeted Revenue in col. 2 will be generated at the rate per unit determined by this spreadsheet OR used as local match for these type revenues? | Budgeted Rate Subsidy Revenue EXCLUDED from the Rate Base | What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment? |
|---|---------------------|---|--|---|
| 1 | 2 | 3 | 4 | 5 |
| APD | | | | |
| Office of Disability Determination | \$ - | \$ - | \$ - | |
| Developmental Services | \$ - | \$ - | \$ - | |
| Other APD | \$ - | \$ - | \$ - | |
| Bus Pass Program Revenue | \$ - | \$ - | \$ - | |
| DJJ | | | | |
| DJJ | \$ - | \$ - | \$ - | |
| Bus Pass Program Revenue | \$ - | \$ - | \$ - | |
| Other Fed or State | | | | |
| xxx | \$ - | \$ - | \$ - | |
| xxx | \$ - | \$ - | \$ - | |
| xxx | \$ - | \$ - | \$ - | |
| Bus Pass Program Revenue | \$ - | \$ - | \$ - | |
| Other Revenues | | | | |
| Interest Earnings | \$ - | \$ - | \$ - | |
| xxxx | \$ - | \$ - | \$ - | |
| xxxx | \$ - | \$ - | \$ - | |
| Bus Pass Program Revenue | \$ - | \$ - | \$ - | |
| Balancing Revenue to Prevent Deficit | \$ (648,244) | \$ (648,244) | \$ - | |
| Actual or Planned Use of Cash Reserve | \$ - | \$ - | \$ - | |
| Total Revenues = | \$ 6,255,939 | \$ 6,255,939 | \$ 0 | |

EXPENDITURES (CTC/Operators ONLY)

| | |
|--|---------------------|
| Operating Expenditures | |
| Labor | \$ 145,178 |
| Fringe Benefits | \$ 96,272 |
| Services | \$ 89,852 |
| Materials and Supplies | \$ 599,244 |
| Utilities | \$ 13,622 |
| Casualty and Liability | \$ - |
| Taxes | \$ - |
| Purchased Transportation | \$ - |
| Purchased Bus Pass Expenses | \$ - |
| School Bus Utilization Expenses | \$ - |
| Contracted Transportation Services | \$ 5,311,454 |
| Other | \$ 316 |
| Miscellaneous | \$ - |
| Operating Debt Service - Principal & Interest | \$ - |
| Leases and Rentals | \$ - |
| Contrib. to Capital Equip. Replacement Fund | \$ - |
| In-Kind Contributed Services | \$ - |
| Allocated Indirect | \$ - |
| Capital Expenditures | |
| Equip. Purchases with Grant Funds | \$ - |
| Equip. Purchases with Local Revenue | \$ - |
| Equip. Purchases with Rate Generated Rev | \$ - |
| Capital Debt Service - Principal & Interest | \$ - |
| Total Expenditures = | \$ 6,255,939 |
| minus EXCLUDED Subsidy Revenue = | \$ 0 |
| Budgeted Total Expenditures INCLUDED in | |
| Rate Base = | \$ 6,255,939 |
| Rate Base Adjustment ¹ = | |
| Adjusted Expenditures Included in Rate | |
| Base = | \$ 6,255,939 |

\$ 0

Amount of Budgeted
Operating Rate
Subsidy Revenue

¹Rate Base Adjustment Cell

If necessary and justified, this cell is where you could optionally adjust proposed service rates up or down to adjust for program revenue (or unapproved profit), or losses from the Actual period shown at the bottom of the Comprehensive Budget Sheet. This is not the only acceptable location or method of reconciling for excess gains or losses. If allowed by the respective funding sources, excess gains may also be adjusted by providing system subsidy revenue or by the purchase of additional trips in a period following the Actual period. If such an adjustment has been made, provide notation in the respective explanation area of the Comprehensive Budget tab.

The Difference between Expenses and Revenues for Fiscal Year

2014 - 2015

Once Completed, Proceed to the Worksheet entitled "Program-wide Rates"

Worksheet for Program-wide Rates

CTC: CFRTA/LYNX Version 1.4
County: Orange, Osceola, and Seminole

1. Complete Total Projected Passenger Miles and ONE-WAY Passenger Trips (GREEN cells) below

Do **NOT** include trips or miles related to Coordination Contractors!

Do **NOT** include School Board trips or miles UNLESS.....

INCLUDE all ONE-WAY passenger trips and passenger miles related to services you purchased from your transportation operators!

Do **NOT** include trips or miles for services provided to the general public/private pay UNLESS..

Do **NOT** include escort activity as passenger trips or passenger miles unless charged the full rate for service!

Do **NOT** include fixed route bus program trips or passenger miles!

| PROGRAM-WIDE RATES | |
|-----------------------------------|-----------|
| Total Projected Passenger Miles = | 2,154,954 |
| Rate Per Passenger Mile = \$ | 2.90 |
| Total Projected Passenger Trips = | 204,649 |
| Rate Per Passenger Trip = \$ | 30.57 |

Fiscal Year

2016 - 2017

Avg. Passenger Trip Length = 10.5 Miles

Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile = \$ 2.90

Rate Per Passenger Trip = \$ 30.57

Once Completed, Proceed to the Worksheet entitled "Multiple Service Rates"

Vehicle Miles

The miles that a vehicle is scheduled to or actually travels from the time it pulls out from its garage to go into revenue service to the time it pulls in from revenue service.

Vehicle Revenue Miles (VRM)

The miles that vehicles are scheduled to or actually travel while in revenue service. Vehicle revenue miles exclude:

Deadhead
Operator training, and
Vehicle maintenance testing, as well as
School bus and charter services.

Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

Worksheet for Multiple Service Rates

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the **DARK RED** prompts directing you to skip or go to certain questions and sections based on previous answers

CTC: CERTALYNX Version 1.4
County: Orange, Osceola, and Seminole

SECTION I: Services Provided

1. Will the CTC be providing any of these Services to transportation disadvantaged passengers in the upcoming budget year?.....

| Ambulatory | Wheelchair | Stretcher | Group |
|---|---|---|---|
| <input type="radio"/> Yes <input type="radio"/> No | <input type="radio"/> Yes <input type="radio"/> No | <input type="radio"/> Yes <input type="radio"/> No | <input type="radio"/> Yes <input type="radio"/> No |
| Go to Section II for Ambulatory Service | Go to Section II for Wheelchair Service | Go to Section II for Stretcher Service | STOP! Do NOT Complete Sections II - V for Group Service |

SECTION II: Contracted Services

1. Will the CTC be contracting out any of these Services **TOTALLY** in the upcoming budget year?....

| Ambulatory | Wheelchair | Stretcher | Group |
|---|---|---|---|
| <input type="radio"/> Yes <input type="radio"/> No | <input type="radio"/> Yes <input type="radio"/> No | <input type="radio"/> Yes <input type="radio"/> No | <input type="radio"/> Yes <input type="radio"/> No |
| Answer # 2 for Ambulatory Service | Answer # 2 for Wheelchair Service | Answer # 2 for Stretcher Service | Do NOT Complete Section II for Group Service |

2. If you answered YES to #1 above, do you want to arrive at the billing rate by simply dividing the proposed contract amount by the projected Passenger Miles / passenger trips?

| Ambulatory | Wheelchair | Stretcher | Group |
|---|---|---|---|
| <input type="radio"/> Yes <input type="radio"/> No | <input type="radio"/> Yes <input type="radio"/> No | <input type="radio"/> Yes <input type="radio"/> No | <input type="radio"/> Yes <input type="radio"/> No |
| Leave Blank | Leave Blank | Leave Blank | Do NOT Complete Section II for Group Service |

3. If you answered YES to #1 & #2 above, how much is the proposed contract amount for the service?
How many of the total projected Passenger Miles relate to the contracted service?
How many of the total projected Passenger trips relate to the contracted service?

| Ambulatory | Wheelchair | Stretcher | Group |
|---|---|---|---|
| Effective Rate for Contracted Services: per Passenger Mile = per Passenger Trip = | Effective Rate for Contracted Services: per Passenger Mile = per Passenger Trip = | Effective Rate for Contracted Services: per Passenger Mile = per Passenger Trip = | Effective Rate for Contracted Services: per Passenger Mile = per Passenger Trip = |
| Go to Section III for Ambulatory Service | Go to Section III for Wheelchair Service | Go to Section III for Stretcher Service | Do NOT Complete Section II for Group Service |

4. If you answered # 3 & want a Combined Rate per Trip PLUS a per Mile add-on for 1 or more services, INPUT the Desired per Trip Rate (but must be less than per trip rate in #3 above =
Rate per Passenger Mile for Balance =

| Combined Trip and Mile Rate | | | |
|--|--|---|--|
| Leave Blank and Go to Section III for Ambulatory Service | Leave Blank and Go to Section III for Wheelchair Service | Leave Blank and Go to Section III for Stretcher Service | Do NOT Complete Section II for Group Service |

Worksheet for Multiple Service Rates

CTC: CFRTALYNX Version 1.4
County: Orange, Osceola, and Seminole

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the **DARK RED** prompts directing you to skip or go to certain questions and sections based on previous answers

SECTION III: Escort Service

1. Do you want to charge all escorts a fee?.....

☐ Yes
☒ No

Skip #2 - 4 and Section IV and Go to Section V
2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR per passenger mile?.....

☒ Pass Trip
☐ Pass Mile

Leave Blank
3. If you answered Yes to #1 and completed #2, for how many of the projected Passenger Trips / Passenger Miles will a passenger be accompanied by an escort?.....

Leave Blank
4. How much will you charge each escort?.....

Leave Blank

SECTION IV: Group Service Loading

1. If the message "You Must Complete This Section" appears to the right, what is the projected total number of Group Service Passenger Miles? (otherwise leave blank).....

Do NOT Complete Section IV
- And what is the projected total number of Group Vehicle Revenue Miles?

Loading Rate 0.00 to 1.00

SECTION V: Rate Calculations for Multiple Services:

1. Input Projected Passenger Miles and Passenger Trips for each Service in the GREEN cells and the Rates for each Service will be calculated automatically

* Miles and Trips you input must sum to the total for all Services entered on the "Program-wide Rates" Worksheet, MINUS miles and trips for contracted services IF the rates were calculated in the Section II above

* Be sure to leave the service BLANK if you answered NO in Section I or YES to question #2 in Section II

| RATES FOR FY: | | | | | | 2016 - 2017 | |
|--|-----------|-----------|-------------|-----------|---|---------------|--|
| | | Ambul | Wheel Chair | Stretcher | | Group | |
| Projected Passenger Miles (excluding totally contracted services addressed in Section II) = | 2,154,954 | 1,490,858 | + | 664,096 | + | 0 | |
| Rate per Passenger Mile = | | \$2.38 | | \$4.08 | | \$0.00 | |
| | | | | | | per passenger | |
| | | | | | | per group | |
| Projected Passenger Trips (excluding totally contracted services addressed in Section II) = | 204,649 | 141,582 | + | 63,067 | + | 0 | |
| Rate per Passenger Trip = | | \$25.05 | | \$42.95 | | \$0.00 | |
| | | | | | | per passenger | |
| | | | | | | per group | |
| powered #1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services,... | | | | | | | |
| ...INPUT the Desired Rate per Trip (but must be less than per trip rate above) = | | | | | | | |
| Rate per Passenger Mile for Balance = | | | | | | | |
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2. If you answered #1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services,....

...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =

Rate per Passenger Mile for Balance =

Rates If No Revenue Funds Were Identified As Subsidy Funds

| | Ambul | Wheel Chair | Stretcher | Group |
|---------------------------|---------|-------------|-----------|--------|
| Rate per Passenger Mile = | \$2.38 | \$4.08 | \$0.00 | \$0.00 |
| Rate per Passenger Trip = | \$25.05 | \$42.95 | \$0.00 | \$0.00 |

Program: These Rates Into Your Medicaid Encounter Data

TAB 4

Preliminary Information Worksheet

Version 1.4

CTC Name: CFRTA/LYNX
County (Service Area): Orange, Osceola, and Seminole
Contact Person: Tim May
Phone # 407-254-6055

Check Applicable Characteristic:

ORGANIZATIONAL TYPE:

- ☒ Governmental
- ☐ Private Non-Profit
- ☐ Private For Profit

NETWORK TYPE:

- ☒ Fully Brokered
- ☐ Partially Brokered
- ☐ Sole Source

Once completed, proceed to the Worksheet entitled "Comprehensive Budget"

Comprehensive Budget Worksheet

Version 1.4

CTC: CFRTA/LYNX
County: Orange, Osceola, and Seminole

1. Complete applicable **GREEN** cells in columns 2, 3, 4, and 7

| | Prior Year's ACTUALS from Oct 1st of 2014 to Sept 30th of 2015 | Current Year's APPROVED Budget, as amended from Oct 1st of 2015 to Sept 30th of 2016 | Upcoming Year's PROPOSED Budget from Oct 1st of 2016 to Sept 30th of 2017 | % Change from Prior Year to Current Year | Proposed % Change from Current Year to Upcoming Year | Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000 |
|---|--|--|--|--|--|---|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |

REVENUES (CTC/Operators ONLY / Do NOT include coordination contractors!)

Local Non-Govt

| | | | | | | |
|---------------------------------|------------|------------|------------|-------|-------|---|
| Farebox | \$ 393,310 | \$ 378,371 | \$ 421,106 | -3.8% | 11.3% | Estimated farebox FY2016 & FY2017 based on percentage of trips by program. FY2015 reflects actual farebox for TD trips. FY2015 & FY2016 allocated based on percentage of budgeted TD purchased transportation paratransit services as compared to systemwide purchased transportation paratransit services. |
| Medicaid Co-Pay Received | | | | | | |
| Donations/ Contributions | | | | | | |
| In-Kind, Contributed Services | | | | | | |
| Other | \$ 185,146 | \$ 174,100 | \$ 193,764 | -6.0% | 11.3% | |
| Bus Pass Program Revenue | | | | | | |

Local Government

| | | | | | | |
|--------------------------------------|--------------|--------------|--------------|--------|-------|---|
| District School Board | | | | | | FY2016/2017 projected increase in county cash reflects anticipated balancing revenue to provide anticipated level of TD trips based upon the proposed FY16/17 budget. Amount is not yet final or adopted. |
| Compl. ADA Services | | | | | | |
| County Cash | \$ 2,704,098 | \$ 1,648,472 | \$ 1,999,965 | -39.0% | 21.3% | |
| County In-Kind, Contributed Services | | | | | | |
| City Cash | | | | | | |
| City In-kind, Contributed Services | | | | | | |
| Other Cash | | | | | | |
| Other In-Kind, Contributed Services | | | | | | |
| Bus Pass Program Revenue | | | | | | |

CTD

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|-----------------------------------|--------------|--------------|--------------|------|-------|---|
| Non-Spons. Trip Program | \$ 3,728,974 | \$ 3,728,407 | \$ 4,263,969 | 0.0% | 14.4% | FY2015,2016 and 2017 Rural TD equipment grant not budgeted. |
| Non-Spons. Capital Equipment | | | | | | |
| Rural Capital Equipment | | | | | | |
| Other TD (specify in explanation) | | | | | | |
| Bus Pass Program Revenue | | | | | | |

USDOT & FDOT

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|------------------------------------|-----------|-----------|-----------|------|-------|---|
| 49 USC 5307 | | | | | | Other DOT is Unified Planning Work Program funding provided for TD Planning services. |
| 49 USC 5310 | | | | | | |
| 49 USC 5311 (Operating) | | | | | | |
| 49 USC 5311(Capital) | | | | | | |
| Block Grant | | | | | | |
| Service Development | | | | | | |
| Commuter Assistance | | | | | | |
| Other DOT (specify in explanation) | \$ 25,329 | \$ 25,430 | \$ 25,379 | 0.4% | -0.2% | |
| Bus Pass Program Revenue | | | | | | |

AHCA

| | | | | | | |
|-------------------------------------|--|--|--|--|--|--|
| Medicaid | | | | | | |
| Other AHCA (specify in explanation) | | | | | | |
| Bus Pass Program Revenue | | | | | | |

DCF

| | | | | | | |
|-------------------------------------|--|--|--|--|--|--|
| Alcohol, Drug & Mental Health | | | | | | |
| Family Safety & Preservation | | | | | | |
| Comm. Care Dis./Aging & Adult Serv. | | | | | | |
| Other DCF (specify in explanation) | | | | | | |
| Bus Pass Program Revenue | | | | | | |

DOH

| | | | | | | |
|------------------------------------|--|--|--|--|--|--|
| Children Medical Services | | | | | | |
| County Public Health | | | | | | |
| Other DOH (specify in explanation) | | | | | | |
| Bus Pass Program Revenue | | | | | | |

DOE (state)

| | | | | | | |
|------------------------------------|--|--|--|--|--|--|
| Carl Perkins | | | | | | |
| Div of Blind Services | | | | | | |
| Vocational Rehabilitation | | | | | | |
| Day Care Programs | | | | | | |
| Other DOE (specify in explanation) | | | | | | |
| Bus Pass Program Revenue | | | | | | |

AWI

| | | | | | | |
|------------------------------------|--|--|--|--|--|--|
| WAGES/Workforce Board | | | | | | |
| Other AWI (specify in explanation) | | | | | | |
| Bus Pass Program Revenue | | | | | | |

DOEA

| | | | | | | |
|-------------------------------------|--|--|--|--|--|--|
| Older Americans Act | | | | | | |
| Community Care for Elderly | | | | | | |
| Other DOEA (specify in explanation) | | | | | | |
| Bus Pass Program Revenue | | | | | | |

DCA

| | | | | | | |
|------------------------------------|--|--|--|--|--|--|
| Community Services | | | | | | |
| Other DCA (specify in explanation) | | | | | | |
| Bus Pass Admin. Revenue | | | | | | |

Comprehensive Budget Worksheet

Version 1.4

CTC: CFRTA/LYNX
County: Orange, Osceola, and Seminole

1. Complete applicable **GREEN** cells in columns 2, 3, 4, and 7

| | Prior Year's ACTUALS from Oct 1st of 2014 to Sept 30th of 2015 | Current Year's APPROVED Budget, as amended from Oct 1st of 2015 to Sept 30th of 2016 | Upcoming Year's PROPOSED Budget from Oct 1st of 2016 to Sept 30th of 2017 | % Change from Prior Year to Current Year | Proposed % Change from Current Year to Upcoming Year | Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000 |
|---|--|--|--|--|--|---|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |

Actual year LOSSES are shown as Balancing Revenue or Local Non-Government revenue.

County: Orange, Osceola, and Seminole

- | | |
|----------|---|
| | <p>Upcoming Year's BUDGETED Revenues</p> <p>from Oct 1st of 2016 to Sept 30th of 2017</p> |
| <u>1</u> | <u>2</u> |

| | | |
|--|---|--|
| <p>What amount of the <u>Budgeted Revenue</u> in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?</p> <p>3</p> | <p><u>Budgeted Rate</u> <u>Subsidy Revenue</u> Excluded from the Rate Base</p> <p>4</p> | <p>What amount of the <u>Subsidy Revenue</u> in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?</p> <p>5</p> |
|--|---|--|

| | |
|---------------------------------|-------------|
| Community Services | \$ - |
| Other DCA | \$ - |
| Bus Pass Program Revenue | \$ - |

| | | | | |
|----|---|----|---|--|
| \$ | - | \$ | - | |
| | | \$ | - | |
| \$ | - | \$ | - | |

Budgeted Rate Base Worksheet

Version 1.4

CTC: CFRTA/LYNX

County: Orange, Osceola, and Seminole

1. Complete applicable **GREEN** cells in column 3; **YELLOW** and **BLUE** cells are automatically completed in column 3
2. Complete applicable **GOLD** cells in column and 5

| | Upcoming Year's BUDGETED Revenues |
|---|--|
| | from Oct 1st of 2016 to Sept 30th of 2017 |
| 1 | 2 |

APD

| | |
|------------------------------------|------|
| Office of Disability Determination | \$ - |
| Developmental Services | \$ - |
| Other APD | \$ - |
| Bus Pass Program Revenue | \$ - |

DJJ

| | |
|---------------------------------|------|
| DJJ | \$ - |
| Bus Pass Program Revenue | \$ - |

Other Fed or State

| | |
|---------------------------------|-----------|
| xxx | \$ - |
| xxx | \$ 96,272 |
| xxx | \$ - |
| Bus Pass Program Revenue | \$ - |

Other Revenues

| | |
|---------------------------------|------|
| Interest Earnings | \$ - |
| xxxx | \$ - |
| xxxx | \$ - |
| Bus Pass Program Revenue | \$ - |

Balancing Revenue to Prevent Deficit

| | |
|---------------------------------------|---------------------|
| Actual or Planned Use of Cash Reserve | \$ (648,244) |
| Total Revenues = | \$ 6,255,939 |

| What amount of the Budgeted Revenue in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues? | Budgeted Rate Subsidy Revenue EXCLUDED from the Rate Base | What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment? |
|---|--|--|
| 3 | 4 | 5 |

| | | |
|------|------|--|
| \$ - | \$ - | |
| \$ - | \$ - | |
| \$ - | \$ - | |
| \$ - | \$ - | |

| | | |
|------|------|--|
| \$ - | \$ - | |
| \$ - | \$ - | |

| | | |
|------|------|--|
| \$ - | \$ - | |
| \$ - | \$ - | |
| \$ - | \$ - | |
| \$ - | \$ - | |

| | | |
|------|------|--|
| \$ - | \$ - | |
| \$ - | \$ - | |
| \$ - | \$ - | |
| \$ - | \$ - | |

| | | |
|---------------------|-------------|-------------|
| \$ (648,244) | \$ - | |
| \$ 6,255,939 | \$ 0 | \$ - |

EXPENDITURES (CTC/Operators ONLY)

Operating Expenditures

| | |
|---|--------------|
| Labor | \$ 145,178 |
| Fringe Benefits | \$ 96,272 |
| Services | \$ 89,852 |
| Materials and Supplies | \$ 599,244 |
| Utilities | \$ 13,622 |
| Casualty and Liability | \$ - |
| Taxes | \$ - |
| Purchased Transportation: | |
| Purchased Bus Pass Expenses | \$ - |
| School Bus Utilization Expenses | \$ - |
| Contracted Transportation Services | \$ 5,311,454 |
| Other | \$ - |
| Miscellaneous | \$ 316 |
| Operating Debt Service - Principal & Interest | \$ - |
| Leases and Rentals | \$ - |
| Contrib. to Capital Equip. Replacement Fund | \$ - |
| In-Kind, Contributed Services | \$ - |
| Allocated Indirect | \$ - |

Capital Expenditures

| | |
|---|------|
| Equip. Purchases with Grant Funds | \$ - |
| Equip. Purchases with Local Revenue | \$ - |
| Equip. Purchases with Rate Generated Rev. | \$ - |
| Capital Debt Service - Principal & Interest | \$ - |
| | \$ - |

| | |
|---|---------------------|
| Total Expenditures = | \$ 6,255,939 |
| minus EXCLUDED Subsidy Revenue = | \$ 0 |
| Budgeted Total Expenditures INCLUDED in | |
| Rate Base = | \$ 6,255,939 |
| Rate Base Adjustment ¹ = | |
| Adjusted Expenditures Included in Rate | |
| Base = | \$ 6,255,939 |

\$ 0

Amount of
Budgeted
Operating Rate
Subsidy Revenue

¹ Rate Base Adjustment Cell

If necessary and justified, this cell is where you could optionally adjust proposed service rates up or down to adjust for program revenue (or unapproved profit), or losses from the Actual period shown at the bottom of the Comprehensive Budget Sheet. This is not the only acceptable location or method of reconciling for excess gains or losses. If allowed by the respective funding sources, excess gains may also be adjusted by providing system subsidy revenue or by the purchase of additional trips in a period following the Actual period. If such an adjustment has been made, provide notation in the respective explanation area of the Comprehensive Budget tab.

¹ The Difference between Expenses and Revenues for Fiscal Year:

2014 - 2015

Once Completed, Proceed to the Worksheet entitled "Program-wide Rates"

Worksheet for Program-wide Rates

CTC: CFRTA/LYNX Version 1.4
County: Orange, Osceola, and Seminole

1. Complete Total Projected Passenger Miles and ONE-WAY Passenger Trips (**GREEN** cells) below

Do **NOT** include trips or miles related to Coordination Contractors!

Do **NOT** include School Board trips or miles UNLESS.....

INCLUDE all ONE-WAY passenger trips and passenger miles related to services you purchased from your transportation operators!

Do **NOT** include trips or miles for services provided to the general public/private pay UNLESS..

Do **NOT** include escort activity as passenger trips or passenger miles unless charged the full rate for service!

Do **NOT** include fixed route bus program trips or passenger miles!

PROGRAM-WIDE RATES

Total Projected Passenger Miles = 2,154,954

Rate Per Passenger Mile = \$ 2.90

Total Projected Passenger Trips = 204,649

Rate Per Passenger Trip = \$ 30.57

Fiscal Year

2016 - 2017

Avg. Passenger Trip Length = 10.5 Miles

Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile = \$ 2.90

Rate Per Passenger Trip = \$ 30.57

Once Completed, Proceed to the Worksheet entitled "Multiple Service Rates"

Vehicle Miles

The miles that a vehicle is scheduled to or actually travels from the time it pulls out from its garage to go into revenue service to the time it pulls in from revenue service.

Vehicle Revenue Miles (VRM)

The miles that vehicles are scheduled to or actually travel while in revenue service. Vehicle revenue miles exclude:

Deadhead
Operator training, and
Vehicle maintenance testing, as well as
School bus and charter services.

Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

Worksheet for Multiple Service Rates

CTC: **CFRTA/LYNX** Version 1.4
County: **Orange, Osceola, and Seminole**

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the **DARK RED** prompts directing you to skip or go to certain questions and sections based on previous answers

SECTION I: Services Provided

1. Will the CTC be providing any of these Services to transportation disadvantaged passengers in the upcoming budget year?.....

| Ambulatory | Wheelchair | Stretcher | Group |
|---|---|--|---|
| <input type="radio"/> Yes | <input type="radio"/> Yes | <input type="radio"/> Yes | <input type="radio"/> Yes |
| <input type="radio"/> No | <input type="radio"/> No | <input type="radio"/> No | <input type="radio"/> No |
| Go to Section II for Ambulatory Service | Go to Section II for Wheelchair Service | Go to Section II for Stretcher Service | STOP! Do NOT Complete Sections II - V for Group Service |

SECTION II: Contracted Services

1. Will the CTC be contracting out any of these Services TOTALLY in the upcoming budget year?....

| Ambulatory | Wheelchair | Stretcher | Group |
|-----------------------------------|-----------------------------------|----------------------------------|--|
| <input type="radio"/> Yes | <input type="radio"/> Yes | <input type="radio"/> Yes | <input type="radio"/> Yes |
| <input type="radio"/> No | <input type="radio"/> No | <input type="radio"/> No | <input type="radio"/> No |
| Answer # 2 for Ambulatory Service | Answer # 2 for Wheelchair Service | Answer # 2 for Stretcher Service | Do NOT Complete Section II for Group Service |

2. If you answered YES to #1 above, do you want to arrive at the billing rate by simply dividing the proposed contract amount by the projected Passenger Miles / passenger trips?.....

| Ambulatory | Wheelchair | Stretcher | Group |
|---------------------------|---------------------------|---------------------------|---------------------------|
| <input type="radio"/> Yes | <input type="radio"/> Yes | <input type="radio"/> Yes | <input type="radio"/> Yes |
| <input type="radio"/> No | <input type="radio"/> No | <input type="radio"/> No | <input type="radio"/> No |

3. If you answered YES to #1 & #2 above, how much is the proposed contract amount for the service?
How many of the total projected Passenger Miles relate to the contracted service?
How many of the total projected passenger trips relate to the contracted service?

| Ambulatory | Wheelchair | Stretcher | Group |
|-------------|-------------|-------------|--|
| Leave Blank | Leave Blank | Leave Blank | Do NOT Complete Section II for Group Service |
| | | | |
| | | | |

Effective Rate for **Contracted Services**:
per **Passenger Mile** =
per **Passenger Trip** =

| Ambulatory | Wheelchair | Stretcher | Group |
|--|--|---|--|
| | | | |
| Go to Section III for Ambulatory Service | Go to Section III for Wheelchair Service | Go to Section III for Stretcher Service | Do NOT Complete Section II for Group Service |

4. If you answered # 3 & want a Combined Rate per Trip **PLUS** a per Mile add-on for 1 or more services, INPUT the Desired per Trip Rate (but must be less than per trip rate in #3 above =
Rate per Passenger Mile for Balance =

| Combination Trip and Mile Rate | | | |
|--|--|---|--|
| | | | |
| Leave Blank and Go to Section III for Ambulatory Service | Leave Blank and Go to Section III for Wheelchair Service | Leave Blank and Go to Section III for Stretcher Service | Do NOT Complete Section II for Group Service |

Worksheet for Multiple Service Rates

CTC: **CFRTA/LYNX** Version 1.4
County: **Orange, Osceola, and Seminole**

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the **DARK RED** prompts directing you to skip or go to certain questions and sections based on previous answers

SECTION III: Escort Service

1. Do you want to charge all escorts a fee?.....

☐ Yes
☒ No

Skip #2 - 4 and Section IV and Go to Section V
2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR

☒ Pass. Trip
☐ Pass. Mile

Leave Blank
3. If you answered Yes to # 1 and completed # 2, for how many of the projected Passenger Trips / Passenger Miles will a passenger be accompanied by an escort? Leave Blank
4. How much will you charge each escort?..... Leave Blank

SECTION IV: Group Service Loading

1. If the message "**You Must Complete This Section**" appears to the right, what is the projected total number of Group Service Passenger Miles? (otherwise leave blank).....

Do NOT Complete Section IV
- And what is the projected total number of Group Vehicle Revenue Miles? Loading Rate **0.00** to 1.00

SECTION V: Rate Calculations for Multiple Services:

1. Input Projected Passenger Miles and Passenger Trips for each Service in the GREEN cells and the Rates for each Service will be calculated automatically
 - * Miles and Trips you input must sum to the total for all Services entered on the "Program-wide Rates" Worksheet, MINUS miles and trips for contracted services IF the rates were calculated in the Section II above
 - * Be sure to leave the service BLANK if you answered NO in Section I or YES to question #2 in Section II

| RATES FOR FY: 2016 - 2017 | | | | | |
|--|-----------|-------------|-----------|---------------|-----------|
| | Ambul | Wheel Chair | Stretcher | Group | |
| Projected Passenger Miles (excluding totally contracted services addressed in Section II) = | 2,154,954 | | | | |
| | 1,490,858 | 664,096 | | Leave Blank | 0 |
| Rate per Passenger Mile = | \$2.38 | \$4.08 | \$0.00 | \$0.00 | \$0.00 |
| | | | | per passenger | per group |
| Projected Passenger Trips (excluding totally contracted services addressed in Section II) = | 204,649 | | | | |
| | 141,582 | 63,067 | | Leave Blank | |
| Rate per Passenger Trip = | \$25.05 | \$42.95 | \$0.00 | \$0.00 | \$0.00 |
| | | | | per passenger | per group |
| 2. If you answered # 1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services,... | | | | | |
| Combination Trip and Mile Rate | | | | | |
| | Ambul | Wheel Chair | Stretcher | Group | |
| ...INPUT the Desired Rate per Trip (but must be less than per trip rate above) = | | | | Leave Blank | \$0.00 |
| Rate per Passenger Mile for Balance = | \$2.38 | \$4.08 | \$0.00 | \$0.00 | \$0.00 |
| | | | | per passenger | per group |

Rate per Passenger Mile =

Rate per Passenger Trip =

| Rates If No Revenue Funds Were Identified As Subsidy Funds | | | | |
|--|-------------|-----------|---------------|-----------|
| Ambul | Wheel Chair | Stretcher | Group | |
| \$2.38 | \$4.08 | \$0.00 | \$0.00 | \$0.00 |
| | | | per passenger | per group |
| Ambul | Wheel Chair | Stretcher | Group | |
| \$25.05 | \$42.95 | \$0.00 | \$0.00 | \$0.00 |
| | | | per passenger | per group |

Worksheet for Multiple Service Rates

CTC: **CFRTA/LYNX** Version 1.4
County: **Orange, Osceola, and Seminole**

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the **DARK RED** prompts directing you to skip or go to certain questions and sections based on previous answers

Program These Rates Into Your Medicaid Encounter Data

TAB 5

2016 Ombudsman Report Summary

| | TD |
|-----------|----|
| January | 0 |
| February | 0 |
| March | 0 |
| April | |
| May | |
| June | |
| July | |
| August | |
| September | |
| October | |
| November | |
| December | |

PLANNING RELATED GRANT AGREEMENT TASKS QUARTERLY PROGRESS REPORT

MetroPlan Orlando
(Agency Name)

| | |
|------------|----------------------|
| Invoice # | <u>Three</u> |
| FDOT FM # | <u>4320291-14-01</u> |
| Contract # | <u>G0248</u> |

Orange, Osceola and Seminole
(County)

Reporting Period: January 1, 2016 to March 31, 2016

Planning Grant Program Tasks

TASK 1:

Jointly develop and annually update the Transportation Disadvantaged Service Plan with the community transportation coordinator and the local coordinating board.

Response: No action to report. The next TDSP Annual Update will be approved in May, 2016.

TASK 2:

Provide staff support to the local coordinating board in conducting an annual evaluation of the community transportation coordinator, including local developed standards as delineated in the adopted Transportation Disadvantaged Service Plan. Assist the Commission for the Transportation Disadvantaged in joint reviews of the community transportation coordinator.

Response: The CTC Evaluation took place during the month of February and March. At the February TDLCB meeting, members voted on their views about the CTC's 2014-2016 trip and revenue numbers. In March, MPO staff conducted snapshot survey of ACCESS LYNX riders who used the service on March 15, 2016. The TDLCB will approve the CTC Evaluation Report at their May 12, 2016, meeting. The FY2014-2015 CTC Evaluation document and ACCESS LYNX User Survey is enclosed as a Task 2 deliverable.

TASK 3:

Organize and provide staff support and related resources for at least four (4) local coordinating board meetings per year, holding one meeting during each quarter. Provide staff support for committees of the local coordinating board. Provide public notice of local coordinating board meetings in accordance with the most recent Local Coordinating Board and Planning Agency Operating Guidelines. Provide program orientation and training for newly appointed local coordinating board members.

Response: The January QATF agenda and TDLCB meeting agenda of February 11, 2016 along with draft minutes are enclosed as a deliverable for Task 3.

No new members were appointed during this reporting period, therefore, no orientation or training was conducted.

TASK 4:

Provide at least one public hearing annually by each local coordinating board, and assist the Commission, as requested, in co-sponsoring public hearings.

Response: No action to report. The next public hearing will be held in November 2016.

TASK 5:

Annually develop and update by-laws for Local Coordinating Board approval.

Response: The 2015-2016 By-Laws were approved by the TDLCB at their February 11, 2016, meeting. The By-laws are enclosed as a Task 5 deliverable.

TASK 6:

Develop, annually update, and implement local coordinating board grievance procedures in accordance with the Commission's most recent Local Coordinating Board and Planning Agency Operating Guidelines. Procedures shall include a step within the local complaint and/or grievance procedure that advises a dissatisfied person about the Commission's Ombudsman Program.

Response: The 2015-16 Grievance Procedures were approved by the TDLCB at their February 11, 2016, meeting. Additionally, the TDLCB appointed members to serve on the Grievance Committee in the event a grievance is filed, at which time members would be convened. The approved Grievance Procedures are enclosed as a Task 6 deliverable.

TASK 7:

Review and comment on the Annual Operating Report for submittal to the local coordinating board, and forward comments/concerns to the Commission for the Transportation Disadvantaged.

Response: No action to report.

TASK 8:

Research and complete the Actual Expenditures Report for direct federal and local government transportation funds to the Commission for the Transportation Disadvantaged no later than September 15th. Complete the Actual Expenditure Report, using the Commission approved forms.

Response: No action to report this reporting period. Next submission due September 15, 2016.

TASK 9:

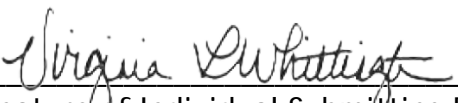
Develop and provide the local coordinating board with quarterly progress reports of transportation disadvantaged planning accomplishments and planning contract deliverables as outlined in the planning grant agreement and any other activities related to the transportation disadvantaged program, including but not limited to, consultant contracts, special studies, and marketing efforts.

Response: Information is included with each quarterly meeting packet. The February 11, 2016, TDLCB meeting agenda (Task 4 deliverable) is enclosed as a deliverable for Task 9.

TASK 10:

Planning Agency staff attend at least one Commission sponsored training, including but not limited to, the Commission's regional meetings, the Commission's annual training workshop, or other sponsored training.

Response: No action to report this reporting period.



Signature of Individual Submitting Report

04/14/2016

Date

Virginia L. Whittington
Typed name of Individual Submitting Report



May, 2016 CTC Report

LYNX staff completed the annual compliance audit of MV Transportation, Inc. This inspection audits 100% of the driver files, 100% of the vehicle records, 100% of the drug and alcohol testing records, and 100% of the fleet. MV was found to be in compliance with a few minor issues that were immediately addressed.

LYNX also completed out Federal Triennial Review. I am happy to report that the paratransit side of the house was commended for our willingness to adapt to the many changes that had been handed down in the November 2015 guidance circular. The only issue that the reviewers had was with one of our certification letters, which was changed immediately, and referred to the Regional Office on Civil Rights for approval.

The LYNX Board of Directors has unanimously decided to offer Mr. Edward L. Johnson a contract as the new LYNX CEO. Mr. Johnson had worked for LYNX for 13 years as the Manager of Customer Support, then later assumed the roles of Chief Administrative Officer, and the General Manager. In 2013, Mr. Johnson left to assume the duties of Chief Administrative Officer at MARTA in Atlanta. We are very excited that Mr. Johnson has returned to the LYNX family.

Between February 1, and April 27, 2016, LYNX staff has attended a total of 13 public outreach initiatives, with the most recent being at Celebration High School in Osceola County, as well as over 115 facility visits since our last report. This brings the total public outreach initiatives to 20, and over 200 facility visits since the beginning of the year.

I have completed my capital and operating budget assumptions for FY17 and presented them to Senior Staff. I have requested an additional monitoring position which will assist with program compliance and public outreach.



January 28, 2016

The Honorable Pete Clark, Orange County Commissioner, Chairperson
Transportation Disadvantaged Local Coordinating Board
c/o MetroPlan Orlando
250 S Orange Ave., Suite 200
Orlando, Florida 32801

Dear Commissioner Clark,

Contracted operators are entitled to prompt payment for services funded by the Commission for the Transportation Disadvantaged Trust Fund as outlined in the Trip/Equipment Grant executed between the Commission and LYNX as follows:

21.20 Payment to Subcontractors: Payment by the Grantee to all subcontractors with approved third party subcontracts shall be in compliance with Section 287.0585, Florida Statutes. Each third party contract from the Grantee to a subcontractor for goods or services to be performed in whole or in part with Transportation Disadvantaged Trust Fund moneys must contain the following statement:

When a contractor receives from a state agency any payment for contractual services, commodities, supplies, or construction contracts subject to the provisions of Chapter 339, the contractor shall pay such moneys received to each subcontractor and supplier in proportion to the percentage of work completed by each subcontractor and supplier at the time of receipt of the payment. If the contractor receives less than full payment, then the contractor shall be required to disburse only the funds received on a pro rata basis with the contractor, subcontractors, and suppliers, each receiving a prorated portion based on the amount due on the payment. If the contractor without reasonable cause fails to make payment required by this section to subcontractors and suppliers within 7 working days after the receipt by the contractor of full or partial payment, the contractor shall pay to the subcontractors and suppliers a penalty in the amount of one-half of one percent of the amount due, per day, from the expiration of the period allowed herein for payment. Such penalty shall be in addition to actual payments owed and shall not exceed 15 percent of the outstanding

407-841-2279

www.golynx.com

455 North Garland Avenue
Orlando, FL 32801-1518

balance due. In addition to other fines or penalties, a person found not in compliance with any provision of this subsection may be ordered by the court to make restitution for attorney's fees and all related costs to the aggrieved party or the Department of Legal Affairs when it provides legal assistance pursuant to this section. The Department of Legal Affairs may provide legal assistance to subcontractors or vendors in proceedings brought against contractors under the provisions of this section.

Our contractor, MV Transportation, is notified annually in writing that if they feel that LYNX is not fulfilling the obligations as outlined in the above paragraph, they may seek assistance through the Commission for the Transportation Disadvantaged Ombudsman Program Helpline at 1-800-983-2435 (TTY 1-800-648-6084) or the State of Florida Attorney General's Office at 1-800-892-0375.

With this letter, I am certifying to the Local Coordinating Board that LYNX has met the above timely payment requirements to our contractor for the period of October 1, 2015 through January 31, 2016.

Sincerely,

Timothy M. May
Manager of Paratransit Operations

cc: The Joint Transportation Disadvantaged Local Coordinating Board of
Orange, Osceola, and Seminole Counties (via MetroPlan Orlando)
Susan Black, Interim Chief Executive Officer, LYNX

MONTHLY PARATRANSIT STATISTICAL BREAKDOWNS

| | Category | March 2015 | April 2015 | May 2015 | June 2015 | July 2015 | August 2015 | September 2015 | October 2015 | November 2015 | December 2015 | January 2016 | February 2016 | March 2016 | 2013 to 2014 Difference |
|--------------------------------------|---------------------------------|------------|------------|----------|-----------|-----------|-------------|----------------|--------------|---------------|---------------|--------------|---------------|------------|-------------------------|
| Commendations & Concerns | Commendations | 10 | 20 | 14 | 18 | 8 | 30 | 19 | 15 | 7 | 7 | 12 | 10 | 8 | -20.00% |
| | Customer Service | 5 | 8 | 4 | 2 | 7 | 2 | 6 | 2 | 7 | 4 | 7 | 4 | 5 | 0.00% |
| | Discourtesy | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00% |
| | Drivers and Driving | 17 | 24 | 17 | 26 | 26 | 21 | 29 | 24 | 22 | 13 | 22 | 30 | 20 | 17.65% |
| | Equipment | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 1 | 1 | 0 | 1 | 0 | 0.00% |
| | Passenger | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00% |
| | Risk Management | 0 | 1 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00% |
| | Scheduling | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00% |
| | Other | 1 | 4 | 6 | 4 | 4 | 4 | 3 | 2 | 0 | 3 | 5 | 0 | 3 | 200.00% |
| | Timeliness | 34 | 41 | 41 | 45 | 37 | 34 | 34 | 32 | 40 | 33 | 41 | 34 | 30 | -11.76% |
| | Total Concerns | 57 | 78 | 68 | 77 | 74 | 61 | 77 | 60 | 70 | 54 | 75 | 69 | 58 | 1.75% |
| | Total Reservations Accepted | 52,661 | 53,085 | 51,951 | 51,468 | 54,096 | 53,652 | 56,736 | 58,032 | 55,309 | 58,459 | 56,826 | 56,258 | 61,300 | 16.40% |
| Trip Status | Concerns per 1,000 Trips * | 1.08 | 1.47 | 1.31 | 1.50 | 1.37 | 1.14 | 1.36 | 1.03 | 1.27 | 0.92 | 1.32 | 1.23 | 0.95 | -12.59% |
| | No-Shows | 1,931 | 1,953 | 2,050 | 2,152 | 2,283 | 2,315 | 2,313 | 2,467 | 2,236 | 2,457 | 2,414 | 2,346 | 2,634 | 36.41% |
| | Cancellations & Sub. Changes | 12,521 | 11,903 | 12,360 | 11,892 | 12,158 | 12,671 | 13,607 | 12,562 | 13,812 | 15,892 | 14,610 | 12,809 | 14,720 | 17.56% |
| | Completed Trips | 38,209 | 39,229 | 37,541 | 37,424 | 39,655 | 38,666 | 40,816 | 43,003 | 39,261 | 40,110 | 39,802 | 41,103 | 43,946 | 15.01% |
| | No-Show Rate | 3.67% | 3.68% | 3.95% | 4.18% | 4.22% | 4.31% | 4.08% | 4.25% | 4.04% | 4.20% | 4.25% | 4.17% | 4.30% | 17.18% |
| | Cancellation Rate | 23.78% | 22.42% | 23.79% | 23.11% | 22.47% | 23.62% | 23.98% | 21.65% | 24.97% | 27.18% | 25.71% | 22.77% | 24.01% | 0.99% |
| | Completed Trips | 72.56% | 73.90% | 72.26% | 72.71% | 73.30% | 72.07% | 71.94% | 74.10% | 70.98% | 68.61% | 70.04% | 73.06% | 71.69% | -1.19% |
| Completed Passenger Trips by Sponsor | ADA | 28,331 | 26,500 | 25,461 | 27,307 | 28,424 | 26,900 | 29,233 | 31,441 | 29,343 | 29,132 | 28,233 | 29,353 | 32,312 | 14.05% |
| | TD | 13,129 | 15,784 | 15,258 | 13,270 | 14,957 | 15,056 | 14,904 | 14,985 | 13,143 | 14,419 | 14,818 | 14,997 | 15,305 | 16.57% |
| | Medicaid | - | - | - | - | - | - | - | - | - | - | - | - | - | 0.00% |
| | Coordinated Medicaid | - | - | - | - | - | - | - | - | - | - | - | - | - | 0.00% |
| | Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00% |
| Completed Trips by Space Type | Ambulatory Passengers | 27,962 | 28,599 | 27,374 | 27,234 | 28,935 | 28,207 | 29,897 | 31,316 | 28,443 | 28,343 | 28,879 | 29,993 | 31,824 | 13.81% |
| | Wheelchair Passengers | 10,247 | 10,630 | 10,167 | 10,190 | 10,720 | 10,459 | 10,919 | 11,687 | 10,818 | 11,767 | 10,923 | 11,110 | 12,122 | 18.30% |
| | Stretcher Passengers | - | - | - | - | - | - | - | - | - | - | - | - | - | 0.00% |
| | Escort/Attendant Passengers | 3,251 | 3,055 | 3,178 | 3,153 | 3,726 | 3,290 | 3,321 | 3,423 | 3,225 | 3,441 | 3,249 | 3,247 | 3,671 | 12.92% |
| Other Stats | Average Call Hold Time | 1:56 | 2:43 | 2:22 | 2:26 | 2:38 | 1:52 | 1:59 | 3:06 | 2:36 | 2:23 | 2:33 | 3:40 | 3:00 | 55.17% |
| | On Time Performance | 86.54% | 87.00% | 87.81% | 90.70% | 90.80% | 90.50% | 90.40% | 91.30% | 90.90% | 91.90% | 90.10% | 90.03% | 89.74% | 3.70% |
| | Missed Trips | 11 | 11 | 17 | 6 | 5 | 11 | 18 | 30 | 15 | 17 | 11 | 14 | 29 | 163.64% |
| | Productivity (Passengers/Hour) | 1.20 | 1.21 | 1.20 | 1.22 | 1.21 | 1.20 | 1.20 | 1.20 | 1.22 | 1.19 | 1.18 | 1.19 | 1.16 | -3.33% |
| | Uncollected Fares | 4,876 | 4,038 | 4,463 | 3,771 | 4,366 | 5,085 | 4,957 | 6,163 | 4,906 | 4,735 | 4,860 | 4,272 | 4,493 | -7.85% |
| | Percentage of Uncollected Fares | 3.15% | 2.56% | 2.96% | 2.48% | 2.68% | 3.22% | 2.96% | 3.49% | 3.05% | 2.90% | 3.00% | 2.55% | 2.50% | -20.63% |

Estimated based on information available at the time of report compilation