



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

**May 11, 2017 • 10:00 A.M.**

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

**DATE:** Thursday, May 11, 2017  
**TIME:** 10:00 a.m.  
**LOCATION:** David L. Grovdahl Board Room  
250 S. Orange Avenue, Suite 200  
Orlando, Florida 32801



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**Commissioner Pete Clarke, Chairperson, Presiding**

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**AGENDA**

- I. CALL TO ORDER – Commissioner Clarke**
- II. PLEDGE OF ALLEGIANCE**
- III. CONFIRMATION OF QUORUM – Ms. Lisa Smith**
- 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**

**TAB 1**

The minutes of the February 9, 2017 Transportation Disadvantaged Local Coordinating Board meeting are included for approval at Tab 1.

## **VII. ACTION ITEMS**

### **A. Approval of the 2015-2016 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 will present minor updates to the Transportation Disadvantaged Service 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 FY 2017-2018 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 FY 2017-2018. At the request of the CTD, these rates do not include ADA expenses.

Type of Trip	FY2017 Rates	FY2018 Rates	% Change
Ambulatory	\$25.05	\$25.37	+0.13%
Wheelchair	\$42.95	\$43.49	+0.13%

### **D. Approval of TDLCB Bylaws Revision**

**TAB 5**

MetroPlan Orlando is required to review and propose revisions to all advisory committee bylaws every other year on odd numbered years. The QATF reviewed the TDLCB bylaws in February and recommended no changes. Subsequent to the February review, MetroPlan Orlando staff has recommended a proposed revision to be incorporated into all advisory committee bylaws, including the TDLCB bylaws. The QATF will meet May 11, 2017 and make its recommendation at the meeting.

### **E. TDLCB Membership Certification**

**TAB 6**

Pursuant to Rule 41-2.012(3), FAC, the MetroPlan Orlando Board will be asked to certify the membership of the Local Coordinating Board at its May 10, 2017 meeting due to a change in membership. Action is requested to ratify the TDLCB membership, which verifies compliance with

the Commission for the Transportation Disadvantaged Local Coordinating Board and Planning Agency guidelines. Upon ratification by the TDLCB the membership certification will be transmitted to the Commission for Transportation Disadvantaged.

## **VIII. PRESENTATIONS & STATUS REPORTS**

### **A. 2017 Florida Legislative Session Wrap Up**

Ms. Virginia Whittington, MetroPlan Orlando, will provide a brief overview of the 2017 Florida Legislative session.

## **IX. GENERAL INFORMATION**

**TAB 7**

### **A. Planning Grant Update Report**

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

### **B. LYNX/Community Transportation Coordinator (CTC) Update**

Report on current and ongoing operations.

### **C. 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.

### **D. 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 – May 11, 2017 at 9:00 a.m.*
- *Quality Assurance Task Force - July 25, 2017 (if necessary)*
- *MetroPlan Orlando Board meeting*

MEMBER COMMENTS

## **XI. MEMBER COMMENTS**

## **XII. PUBLIC COMMENTS (GENERAL)**

## **XIII. NEXT MEETING - August 10, 2017**



#### **XIV. ADJOURNMENT**

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. Lisa Smith at METROPLAN ORLANDO, 250 S. Orange Avenue, Suite 200, Orlando, FL 32801, (407) 481-5672, ext. 307, 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 9, 2017

TIME: 10:00 a.m.

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

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Commissioner Pete Clarke, Presiding

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**Members in attendance were:**

Commissioner Pete Clarke, Orange County, **Chairman**  
Commissioner Lee Constantine, Seminole County, **Vice-Chairman**  
Commissioner Peggy Choudhry, Osceola County  
Mr. Win Adams, Elderly  
Ms. Dianne Arnold, Economically Disadvantaged  
Ms. Milagros Chervoni, AHCA/Medicaid  
Ms. Marilyn Baldwin, Disabled  
Mr. Adam Zubritsky, Public Education  
Ms. Crystal Ford for Mr. Tom Daniels, Orange County EMS (*non-voting*)  
Ms. Sharon Jennings, Agency for Persons with Disabilities  
Mr. Randall Hunt, Senior Resource Alliance  
Ms. Jo Santiago, FDOT  
Mr. Tim May, LYNX (*non-voting*)  
Mr. Robert Melia, LYNX TAC designee (*non-voting*)  
Master Sargent Jose Pizarro, Veterans  
Mr. Wilfredo Raices, State Coordinating Council of Early Childhood  
Ms. Cheryl Stone, Citizen Advocate (System User)  
Ms. Marsha Shapiro, Citizen Advocate  
Mr. Chris York, For-Profit Operator  
Mr. Wayne Olson, Dept. of Education & Vocational Rehabilitation

**Members not in attendance were:**

Ms. Milagros Carrion, Medical Community

**Others in attendance were:**

Ms. Virginia Whittington, MetroPlan Orlando

Ms. Cynthia Lambert, MetroPlan Orlando

Ms. Mary Ann Horne, MetroPlan Orlando

Ms. Cathy Goldfarb, MetroPlan Orlando

Ms. Lisa Smith, 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 10:00 a.m.

**II. CONFIRMATION OF QUORUM**

Ms. Cathy Goldfarb confirmed that a quorum was present.

**III. AGENDA REVIEW AND ANNOUNCEMENTS**

Ms. Virginia Whittington noted the addition of action item 9F, Annual Election of a Vice-Chair as it was inadvertently omitted from the agenda. She introduced new MPO staff members Lisa Smith, Board Services Coordinator and Alexandra Quintero, Intern. Ms. Whittington, announced that Transportation Disadvantage Day is scheduled for March 15<sup>th</sup> in Tallahassee. Ms. Whittington told TDLCB members that they were ready to move forward with the agenda.

**IV. PUBLIC COMMENTS ON ACTION ITEMS**

There were no public comments.

**V. Quality Assurance Task Force (QATF) Report**

Ms. Marilyn Baldwin, Chair of the QATF, gave a report on the January 24, 2016 meeting. She reported that new officers were elected, she as Chair and Ms. Marsha Shapiro, as Vice-Chair. The QATF reviewed and recommended new members for the two vacant seats on the TDLCB as follows: Ms. Marilyn Baldwin representing persons with disabilities and Mr. Bob Melia, Citizen's Advocate/System User. The QATF also reviewed the 2017 TDLCB Bylaws, grievance procedures and appointments to Grievance Committee and no changes were made. The next meeting is scheduled for April 25, 2017 at 10 a.m.

## **VI. CONSENT AGENDA**

### **A. Approval of minutes of previous meeting**

The minutes of the November 10, 2016 Transportation Disadvantaged Local Coordinating Board meeting were provided for approval.

**MOTION:** Mr. Win Adams moved approval of the consent agenda. Ms. Marsha Shapiro seconded the motion, which passed unanimously.

## **VII. ACTION ITEMS**

### **A. Approval of 2017 TDLCB Bylaws**

Ms. Whittington explained that the 2017 bylaws were reviewed by the QATF at their January 24, 2017, meeting, and no changes were recommended. Staff requested approval of the 2017 TDLCB Bylaws.

**MOTION:** Mr. Win Adams moved approval of the 2017 bylaws. Cmsr. Lee Constantine seconded the motion, which passed unanimously.

### **B. Approval of 2017 Grievance Procedures**

Ms. Whittington explained that the grievance procedures were reviewed by the QATF at their January 24, 2017, meeting and no changes were recommended. Staff requested approval of the 2017 TDLCB Grievance Procedures.

**MOTION:** Mr. Win Adams moved approval of the 2017 TDLCB Grievance Procedures. Cmsr. Lee Constantine seconded the motion, which passed unanimously.

### **C. Appointment of 2017 Grievance Committee**

Ms. Whittington explained that pursuant to the guidelines stated in the TDLCB Grievance Procedures, 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. The 2016 members are Mr. Win Adams, Ms. Crystal Ford, Ms. Marilyn Baldwin, Mr. Bob Melia and Ms. Marsha Shapiro. She stated that the TDLCB may wish to reappoint these members, or if a member is no longer available to serve, other volunteers may be appointed.

**MOTION:** Cmsr. Lee Constantine moved approval of the re-appointment of the 2016 Grievance Committee. Cmsr. Peggy Choudhry seconded the motion, which passed unanimously.

### **D. New Member Selections**

Ms. Whittington explained notices of these vacancies were advertised with terms to expire on February 28, 2017. The QATF met January 24, 2017, and reviewed all applications, and recommended the following appointments: Mr. Bob Melia to the position of Citizen Advocate (System User), and Ms. Marilyn Baldwin to the position of Representative of Persons with Disabilities.

**MOTION:** Ms. Marsha Shapiro moved approval of the recommended Board appointments. Ms. Crystal Ford seconded the motion, which passed unanimously.

#### **E. Approval of TDLCB Membership Certification**

Ms. Whittington explained that contingent upon approval of Action Item VI. D. New Member Selections, and pursuant to Rule 41-2.012(3), FAC, the MetroPlan Orlando Board will be asked to certify the membership of the Local Coordinating Board at its March 8, 2017 meeting. Action is requested to recommend approval of the TDLCB membership, which verifies compliance with the Commission for the Transportation Disadvantaged Local Coordinating Board and Planning Agency guidelines.

**MOTION:** Mr. Win Adams moved to certify the membership of the TDLCB Local Coordinating Board. Cmsr. Lee Constantine seconded the motion, which passed unanimously.

#### **F. Election of Vice-Chairman**

Ms. Whittington explained that each year the Board is required to hold an annual organizational meeting for the purpose of electing a Vice-Chairman that will serve a one year term. Ms. Whittington provided an overview of the roll of the Vice-Chairman. She noted that the current Vice-Chairman Cmsr. Lee Constantine is eligible to serve another term as well as new member Cmsr. Peggy Choudhry. She opened the floor to nominations. Consensus of the Board members was that Cmsr. Constantine would remain Vice-Chairman.

**MOTION:** Mr. Win Adams moved to elect Cmsr. Lee Constantine as Vice-Chairman. Cmsr. Choudhry seconded the motion, which passed unanimously.

### **VIII. PRESENTATIONS & STATUS REPORTS**

#### **A. Introduction of New MetroPlan Orlando Website**

Ms. Cynthia Lambert, Public Information Manager, presented a live demonstration of MetroPlan Orlando's new website, MetroPlanOrlando.org. Ms. Lambert reviewed items on the website homepage, how to navigate the website, and how to RSVP for meetings online. She noted that the website is fully responsive on all types of devices. She noted that an online survey is available for committee members to provide their input on the new website. Ms. Lambert requested volunteers for a Disability Focus Group whose purpose would be to provide staff with specific feedback concerning navigating the new website.

#### **B. Report on the FY 2016-2017 Public Hearing**

Ms. Whittington updated the board on the results of the November 10, 2016 annual public hearing/rider's forum held at the Marks Street Senior Center. She stated that the public hearing/forum was very well attended and that staff received numerous comments during the public hearing which were included in the Board member packets. She added that staff has received requests for information from South Florida and Jacksonville concerning public participation process.

#### **C. LYNX/Community Transportation Coordinator (CTC) Update**

Tim May, ACCESS LYNX Paratransit Manager, provided an update on the status of the award for the Paratransit and Neighborlink contract. He explained that the Source Evaluating Committee has met several times regarding the contract; however, the contract has not been awarded. He stated that a total of six proposals were received and the source evaluation committee has received presentations from the top two firms and that financial information was requested and has been received which has been provided to the Executive Committee. A request has been made to the firms to come back with their best and final offer. Then meeting is scheduled for February 15, 2017 at 1:30 p.m. in the LYNX open space area. He added that it is the desire of the Source Evaluating Committee to be able to make a recommendation for the award to present to the LYNX Board for a final vote at the March Board meeting.

He said that Access Lynx staff has completed the annual compliance audit of MV Transportation. He provided insight as to how the audit is conducted which includes inspection of the fleet, driver's records, vehicle maintenance files, and call center statistics. He said that MV Transportation was found to be in complete compliance.

He attended a workshop of the American Bus Benchmarking Group Paratransit Experts. He explained that it has a membership of 20 organizations from around the country that come together to discuss challenges, opportunities and solutions for the paratransit community. He noted that LYNX did well in all categories as compared to other agencies reporting. He provided an update on LYNX public outreach initiatives. He stated that between November 18 and December 31, 2016 a total of 14 public outreach initiatives and 150 facility visits were conducted by LYNX staff. Mr. May noted that LYNX has added two new staff members, Chief Operating Officer Thomas Springer, and Mobility Management Director David Halperin.

Cmsr. Clarke thanked Mr. May for the update. He requested that an update be provided to the Board regarding bus stops at a future meeting.

#### **D. Evaluation of Community Transportation Coordinator (CTC)**

Ms. Whittington explained the requirements of the CTC evaluation. She said that pursuant to Florida Statutes 427.15 the performance of the CTC is to be evaluated based on the CTD approved evaluation criteria by the coordinating board annually. She noted that a hard copy of the evaluation was included in the packets. She said that staff will compile and present the draft report at the May meeting, prior to submitting it to the Commission for the Transportation Disadvantaged.

Ms. Whittington thanked Community Outreach Specialist Mary Ann Horne for all her efforts in assisting with transportation disadvantaged activities specifically the annual public hearing and rider's forum as well as coordinating surveys. Ms. Cheryl Stone explained that she is on the selection committee for the paratransit and neighborhood link contract. She felt that her participating in the survey could pose a potential conflict of interest. After a brief discussion, Ms. Stone decided to abstain from participation.

Ms. Horne walked the Board members through the survey questions. She responded to questions and concerns as they arose during the survey.

## **IX. GENERAL INFORMATION**

The following items were noted as general information:

### **A. Planning Grant Update Report**

A copy of the first quarter FY 2017 report was provided.

### **B. Report of Operator Payments**

A copy of the Operators Payments Report was provided.

### **C. 2016 Attendance Records**

A spreadsheet showing the attendance records for the TDLCB meetings during 2016 was provided.

Ms. Whittington explained that MetroPlan Orlando has received an invitation from the World Affairs Council of Central Florida. She explained that the group is a local non-profit and part of the U.S. Department of State International Visitors Leadership Program. She added that they are hosting a group from the People's Republic of China that has interest in meeting with some members of TDLCB and some other community based organizations, specifically to discuss special education. They would also like to discuss with TDLCB members the accessibility of public transportation and public venues for people with disabilities. MetroPlan Orlando will be hosting on a date to be selected between 3/8/17-3/12/17.

## **X. MEMBER COMMENTS**

Mr. Bob Melia expressed concern with the buttons on the crosswalks at Highway 50/Goldenrod Road not being accessible. Commissioner Clarke explained it is a FDOT maintained road, and that it would be added to the list of concerns that FDOT has been asked to look into regarding crosswalks. Ms. Lambert noted that issues such as this could be reported on the MetroPlan website. She said that the requests are collected and forwarded to the appropriate local



government. In addition, the 311 mobile app for Orange County could also be used for reporting issues as well.

Ms. Shapiro stated that she received positive feedback from a friend that had used Access Lynx for the first time.

Ms. Baldwin announced that in May over the Memorial Day weekend, the National Federation of the Blind of Florida will hold its state convention in Orlando. She added that February is Black History Month and encouraged the Board members to participate in community activities.

**XI. PUBLIC COMMENTS (GENERAL)**

None.

**XII. ADJOURNMENT**

The next TDLCB meeting is scheduled on May 11, 2017.

**MOTION:** Mr. Win Adams moved to adjourn the TDLCB Meeting. Commissioner Peggy Choudhry seconded the motion, which passed unanimously.

There being no further business the meeting adjourned at 11:15 a.m. Respectfully transcribed and submitted by Ms. Cathy Goldfarb.

Approved this 11th day of May 2017.

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Commissioner Pete Clarke, Chairperson

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Cathy Goldfarb, Senior Board Services Coordinator

*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



4/24/2017

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, 2015 to June 30, 2016.

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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.

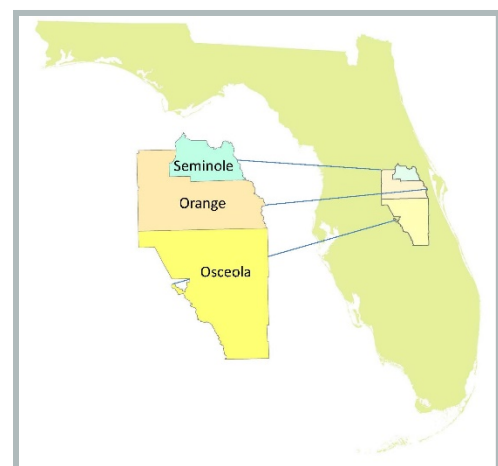
The purpose of the **Commission for the Transportation Disadvantaged** is to establish a coordinated transportation system from which state agencies and local entities can purchase cost-effective and non-duplicated transportation services for their clients. The **transportation disadvantaged (TD)** are 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 2,061,263. Although the three-county region's overall population increased only slightly, the potential transportation disadvantaged population increased by 4% region-wide. In



## COMMUNITY TRANSPORTATION COORDINATOR EVALUATION

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 2016 Annual Performance Report, most TD trips provided by LYNX occur to meet Medical (38%), Life Sustaining (18%), Education/Training (18%), Employment (21%), and Nutritional (5%) needs. Like the previous year, the decrease in medical trips from may be attributed to the loss of the majority of Medicaid non-emergency trips in the coordinated system.

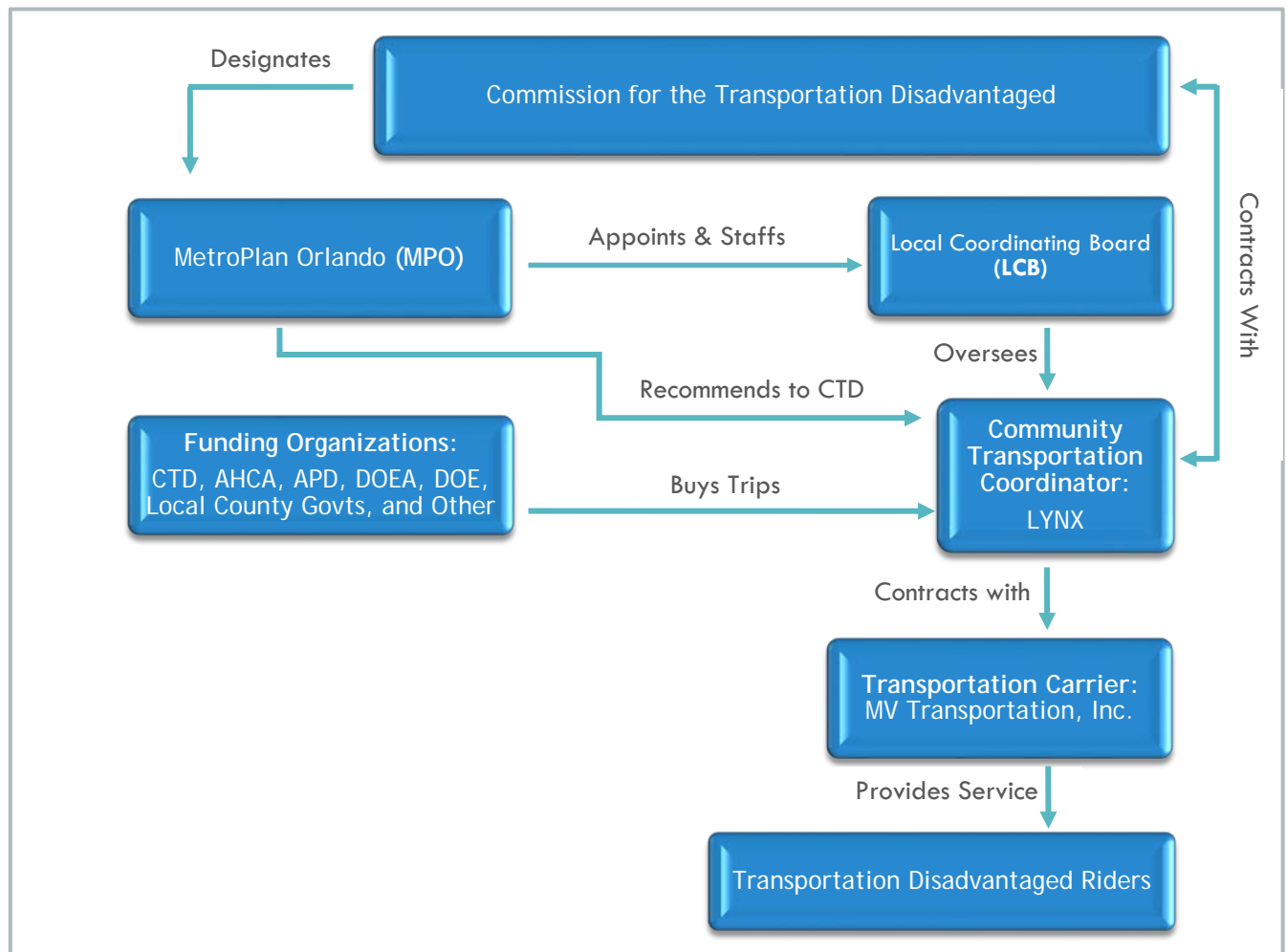


Figure 1- Central Florida Transportation Disadvantaged Program Organization

## **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 2,100 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.

## **2015-2016 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. Even with the elimination of Medicaid trips, ACCESS LYNX has realized an increase in ridership of 7% for the reporting period. An analysis of passenger information shows that this increase is not due to a residual effect of Medicaid customers wishing to remain with ACCESS LYNX.



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. Unfortunately, on time performance has decreased by an average of 3%, and concerns over on-time performance, dispatch and scheduling remain a priority for LYNX management, and our partner, MV Transportation. LYNX



has partnered with Trapeze software to train the LYNX paratransit management staff on all aspects of scheduling to assist MV Transportation in recognizing scheduling deficiencies. The decrease in on time performance is in part attributed to the massive construction initiatives throughout the LYNX service area.

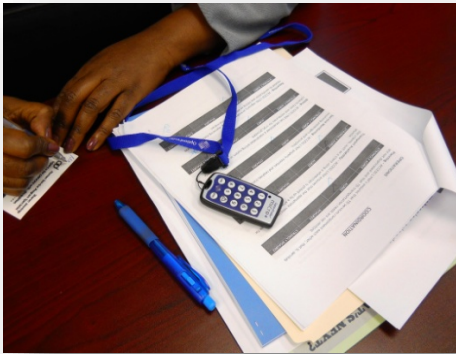
Also in 2015, LYNX assumed 100% ownership of the paratransit fleet. This was possible through various state and federal grants. With ownership of the fleet, LYNX is able to reduce its variable fixed costs associated with the fleet, while MV Transportation is responsible for the operation and maintenance of the vehicles. LYNX has an aggressive vehicle replacement plan which recognizes useful life of the vehicles and replaces them accordingly,

Operating expenses increased slightly per trip and per vehicle mile. However, no-shows decreased for the second straight year which is largely in part to a change to ACCESS LYNX's No-Show policy from three hours advanced notice to one hour advance notice. In addition, ACCESS LYNX staff carefully continues to review their daily no show report for validity, which also attributes to the sharp decrease in no-shows over the last two reporting periods. ACCESS LYNX's 2015/16 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 9, 2017, 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 Community Outreach Specialist, Mary Ann Horne, 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, 17 LCB members attended the meeting and participated in the evaluation.

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

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## 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 - 17.6% (3)	Meets Standards - 47.1% (10)	Below Standards - 29.4% (5)
Unacceptable - 0%	N/A - 5.9% (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 - 29.4% (5)	Meets Standards - 47.1% (8)	Below Standards - 17.6% (3)
Unacceptable - 0%	N/A - 5.9% (1)	

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

Exceeds Standards - 17.6% (3)	Meets Standards - 58.8% (10)	Below Standards - 23.5% (4)
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 - 17.6% (3)	Meets Standards - 52.9% (9)	Below Standards - 17.6% (3)
Unacceptable - 0%	N/A - 11.8% (2)	

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 - 52.9% (9)	Meets Standards - 23.5% (4)	Below Standards - 17.6% (3)
Unacceptable - 0%	N/A - 5.9% (1)	

## Written Comments Received from Evaluation Respondents

### Operations

- *Service Monitoring* - The board depends upon trends in service in order to assist with resolving transportation problems.

## 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 - 29.4% (5)	Meets Standards - 41.2% (7)	Below Standards - 17.6% (3)
Unacceptable - 0%	N/A - 11.8% (20)	No Response - 0%

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 - 23.5% (4)	Meets Standards - 58.5% (10)	Below Standards - 17.6% (3)
Unacceptable - 0%	N/A - 0%	

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 - 11.8% (2)	Meets Standards - 47.1% (8)	Below Standards - 35.3% (6)
Unacceptable - 0%	N/A - 5.9% (1)	

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

Exceeds Standards - 23.5% (4)	Meets Standards - 47.1% (8)	Below Standards - 17.6% (3)
Unacceptable - 0%	N/A - 11.8% (2)	

## Written Comments Received from Evaluation Respondents

### Administration

- *Eligibility Records and Certification* - Our CTC does a good job with the eligibility and certification of riders.
- *Reservations* - The consumer reservation system is working and meeting the needs of our riders to arrange for trips, using the telephone or online reservation system.

### COST EFFECTIVENESS & EFFICIENCY

Providing paratransit services can be an expensive endeavor. In 2015/16, the average one-way trip cost increased from \$36.21 from \$32.58, which reflects an 11% 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 continued to see a reduction at seven percent. Likewise, during the last evaluation period members had been concerned with the increase in unduplicated passengers. However, the 2015/16 evaluation saw a 14% percent decline in unduplicated passengers which is noteworthy improvement. There is a notable increase in chargeable accidents which is of great concern to the LCB members.

The measurement comparisons between 2014/15 and 2015/16 service years given to LCB members for the evaluation of this area is shown in the tables below:

Measurements	July 2014 -June 2015	July 2015 -June 2016	% Change
Coordinated Trips	567,709	489,621	-14%
Unduplicated Passengers	10,033	7,911	-21%
No-Shows	31,419	29,205	-7%
Road Calls	257	171	-33%
Chargeable Accidents	86	127	48%
Vehicles	167	166	-1%

RATIOS:

Measurements	July 2014 - June 2015	July 2015 - June 2016	% Change
Trips/Vehicle Mile	0.069	0.058	-16%
Trips/Road Call	2,209	2,863	30%
Operating Expense/Vehicle Mile	\$2.24	\$2.09	-7%
Operating Expense/Trip	\$32.58	\$36.12	11%
Chargeable Accidents/ 100,000 Vehicle Miles	1.16	1.51	30%
Local Revenue/Operating Expense	59.16%	61.73%	4%

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?

Exceeds Standards - 11.8% (2)      Meets Standards - 70.6% (12)      Below Standards - 11.8% (2)  
Unacceptable - 0%      N/A - 5.9% (1)      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 2015/16.

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## COMMUNITY TRANSPORTATION COORDINATOR EVALUATION

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The LCB's goals and objectives for 2015-16 were as follows:

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

At 85%, ACCESS LYNX fell significantly 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 2015-16 was of 2 minutes and 27 seconds.

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 2015 and June 2016 was 85%.

Satisfactory - 6.3% (1)      Needs Improvement - 81.3% (13)      Unsatisfactory - 12.5% (2)

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 2015 and June 2016 was 2 minutes and 17 seconds.

Satisfactory - 64.7% (11)      Needs Improvement - 23.5% (4)      Unsatisfactory - 11.8% (2)

3. **COMMENDATIONS & CONCERNS** - The TDLCB established a goal of 3 valid complaints per 1,000 trips. The average complaint per 1,000 trips was 1.55 complaints.

Satisfactory - 41.2% (7)      Needs Improvement - 58.8% (10)      Unsatisfactory - 0%



## Written Comments Received from Evaluation Respondents

### Local Performance Measures

- *On-time performance* depends upon traffic, weather and scheduling, etc. We continue to work on this area.
- *Call Hold Time* - The announcement on the telephone system alerting callers of the number of callers ahead of them is helpful to the callers.

## 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.

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](http://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.



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## 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 - 82.4% (14)      Needs Improvement - 17.6% (3)      Unsatisfactory - 0%

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

Satisfactory - 41.2% (7)      Needs Improvement - 58.8% (10)      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 - 76.5% (13)      Needs Improvement - 23.5% (4)      Unsatisfactory - 0%

### Written Comments Received from Evaluation Respondents

#### Availability

- *Compliments and concerns* - I hope that we are counting all or most of our riders' concerns and compliments.
- *Customer Service Accessibility* - The reservation system is good.
- *Public Awareness* - Thank you for your work in implementing a great public outreach program for the riders and agencies.

### OVERALL EVALUATION

In the end, the majority of LCB members (94.1%) 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 oftentimes 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 times continue to be an area where improvement is need, however it is noted that ACCESS LYNX is endeavoring to employ strategies to mitigate challenges in these areas. 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 - 23.5% (4)      Meets Standards - 70.6% (12)      Below Standards - 5.9% (1)  
Unacceptable - 0%      N/A - 0%



## Written Comments Received from Evaluation Respondents

### Overall Evaluation

- *Scheduling* - Sometimes the scheduling of trips on our vehicles does not make sense, the riders are going in different directions and this makes a long ride for our customers. Continue to help the riders understand the shared ride program.
- *Advanced Payment System* - Our riders have long requested an advanced payment card system. How much longer before a trial card payment program is implemented.

## **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.

## **2015-2016 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 improvements were made between 2013-14 and 2014-15, however during this evaluation period ACCESS LYNX’s performance fell significantly short of the TDLCB’s established goal of 92% on-time performance with 85%. Members expressed concerns that every effort needs to be made to meet or exceed the established goal. MetroPlan Orlando once again recommends continuing to work towards improvements in on-time performance including scheduling trips based on current traffic conditions, ensuring vehicles are equipped with reliable technology, and allowing drivers the flexibility to make route adjustments based on their assessment of traffic conditions. It should be noted that ACCESS LYNX is endeavoring to implement a mobility management model of service delivery which will introduce the use of transportation network companies (TNCs) in addition to traditional taxi service for direct rides home. Should this become a reality, it will help to improve on-time performance.

### **IMPROVE CALL HOLD TIME**

ACCESS LYNX met the LCB’s established call hold time goal of 2 minutes and 30 seconds, reporting that calls were answered within **2 minutes and 27 seconds**. Efforts should be made to continue to reduce call hold times in the coming year. It should be noted that ACCESS LYNX has implemented an ambassador program where a representative has reached out to dialysis centers in Central Florida and provided training on how to use the online vehicle tracking system for clients. The ability of clients to be able to track their vehicles should help to further decrease calls made to ACCESS LYNX to find out the arrival time of the vehicle.

**DRIVER TRAINING**

Chargeable accidents increased from 86 to 127 between 2014-15 and 2015-16. This reflects a 48% increase in preventable accidents (30% increase per 1,000 miles.) While the nature of these accidents are not reported, it is highly recommended that vehicle operators are trained and or re-trained where needed in order to avoid preventable accidents in the future.

**REVISED GOALS**

Upon completion of this evaluation, two new goals were recommended. They are reflected below as Goals 4 and 5:

- |                   |  |
|-------------------|--|
| <b>Goal 1:</b>    | Decrease complaints per 1,000 trips  |
| <b>Objective:</b> | Complaints Per 1,000 Trips = Less than 3 valid complaints for every 1,000 one-way passenger trips provided |
| <b>Goal 2:</b>    | Reduce Average Call Hold Time  |
| <b>Objective:</b> | Average Call Hold Time = No more than 2-minutes, 30-second   |
| <b>Goal 3:</b>    | Maintain Acceptable On-Time Performance  |
| <b>Objective:</b> | On-Time Performance = 92% or higher  |
| <b>Goal 4:</b>    | <b>Advanced Pay System (NEW)</b>   |
| <b>Objective:</b> | Implement an advanced pay system utilizing existing scheduling software                                    |
| <b>Goal 5:</b>    | <b>Make Better Use of and Promote Technology for Service Delivery (NEW)</b>                                |
| <b>Objective:</b> | Research uses of technology currently in use in other markets and employ technology                        |








## APPENDIX A - 2015-2016 ACCESS LYNX SERVICE MEASUREMENTS

**2015-16 Cost-Effectiveness Measurements**

Measurements	July 2014 -June 2015		July 2015-June 2016		FY14/15 - FY15/16 % Change
Coordinated Trips	567,709		489,621		-14%
Unduplicated Passengers	10,033	2%	7,911	2%	-21%
No-Shows	31,419	6%	29,205	6%	-7%
Road Calls	257	0.05%	171	0.03%	-33%
Chargeable Accidents	86	0.02%	127	0.03%	48%
Vehicles	167	0.03%	166	0.03%	-1%

## RATIOS:

Measurements	(July - June) 2014/15	(July - June) 2015/16	% Change
Trips/Vehicle Mile	0.069	0.058	-16%
Trips/Road Call	2,209	2,863	30%
Operating Expense/Vehicle Mile	\$2.24	\$2.09	-7%
Operating Expense/Trip	\$32.58	\$36.12	11%
Chargeable Accidents/100,000 Vehicle Miles	1.16	1.51	30%
Local Revenue/Operating Expense	59.16%	61.73%	4%

Measurement	(July - June) 2014/15	(July - June) 2015/2016	% Change
Concerns per 1,000 trips	1.31	1.55	18% 
Commendations	183	151	-17% 
Average Call Hold Time	2 mins and 17 secs	2 mins and 27 sec	.7% 
On-Time Performance	91%	85%	-6% 
Concerns	741	757	2% 



## APPENDIX B - 2015-2016 CTC EVALUATION QUESTIONNAIRE



# LYNX

## Community Transportation Coordinator

### Orange, Osceola and Seminole Counties

July 1, 2015 - June 30, 2016

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, 2015 through June 30, 2016.

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:

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## COST EFFECTIVENESS AND EFFICIENCY

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

Measurements	July 2014 -June 2015		July 2015 -June 2016		FY14/15 - FY15/16 % Change
Coordinated Trips	567,709		489,621		-14%
Unduplicated Passengers	10,033	2%	7,911	2%	-21%
No-Shows	31,419	6%	29,205	6%	-7%
Road Calls	257	0.05%	171	0.03%	-33%
Chargeable Accidents	86	0.02%	127	0.03%	48%
Vehicles	167	0.03%	166	0.03%	-1%

RATIOS:

Measurements	(July - June) 2014/2015	(July - June) 2015/2016	% Change
Trips/Vehicle Mile	0.069	0.058	-16%
Trips/Road Call	2,209	2,863	30%
Operating Expense/Vehicle Mile	\$2.24	\$2.09	-7%
Operating Expense/Trip	\$32.58	\$36.12	11%
Chargeable Accidents/100,000 Vehicle Miles	1.161	1.51	30%
Local Revenue/Operating Expense	59.16%	61.73%	4%

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**:

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## 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 2015 to June 2016 was of 85%.*

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 2015 to June 2016 was of 2 minutes and 27 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) 2014/2015	(July - June) 2015/2016	% Change
Concerns	741	757	2%
Commendations	183	151	-17%

*The TDLCB established a goal of 3 valid concerns per 1,000 trips. The average complaint per 1,000 trips was of 1.55 concerns.*

SATISFACTORY	NEEDS IMPROVEMENT	UNSATISFACTORY

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

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## 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 2015/16, 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](http://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 217 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 2015 to June 2016:

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 - 2015-2016 CTC EVALUATION RESULTS

## Question Analysis Report

Q #	Choice	Choice Text	Response Count	Response Pct
1		How is the weather outside today?		
	1	Very Good	11	68.8%
	2	Satisfactory	3	18.8%
	3	Needs Improvement	1	6.3%
	4	Unsatisfactory	1	6.3%
		N	16	
2		<b>PLANNING</b> ACCESS LYNX ensures that TD services complement each other.		
	1	Exceeds Standard (5)	3	17.6%
	2	Meets Standard (3)	8	47.1%
	3	Below Standard (1)	5	29.4%
	4	Unacceptable (0)	0	0.0%
	5	N/A	1	5.9%
		N	17	
3		<b>TRANSPORT AVAILABILITY</b> ACCESS LYNX ensures that appropriate vehicles are available for clients		
	1	Exceeds Standard (5)	5	29.4%
	2	Meets Standard (3)	8	47.1%
	3	Below Standard (1)	3	17.6%
	4	Unacceptable (0)	0	0.0%
	5	N/A	1	5.9%
		N	17	
4		<b>SERVICE MONITORING</b> ACCESS LYNX properly monitors and resolves problems involving passengers and MV Transportation		
	1	Exceeds Standard (5)	3	17.6%
	2	Meets Standard (3)	10	58.8%
	3	Below Standard (1)	4	23.5%
	4	Unacceptable (0)	0	0.0%
	5	N/A	0	0.0%
		N	17	

5	<b>BILLING</b> <b>ACCESS LYNX has a coordinated billing system in which they properly collects fares for trips based on funding availability</b>		
	1	Exceeds Standards (5)	3 17.6%
	2	Meets Standards (3)	9 52.9%
	3	Below Standard (1)	3 17.6%
	4	Unacceptable (0)	0 0.0%
	5	N/A	2 11.8%
		N	17
6	<b>REPORTING</b> <b>ACCESS LYNX provides accounting, operating statistics, and measures related to certification, billing, and other info to TDLCB.</b>		
	1	Exceeds Standard (5)	9 52.9%
	2	Meets Standard (3)	4 23.5%
	3	Below Standard (1)	3 17.6%
	4	Unacceptable (0)	0 0.0%
	5	N/A	1 5.9%
		N	17
7	<b>ELIGIBILITY RECORDS/CERTIFICATION</b> <b>ACCESS LYNX has created a user-friendly enrollment system to determine eligibility based on criteria</b>		
	1	Exceeds Standard (5)	5 29.4%
	2	Meets Standard (3)	7 41.2%
	3	Below Standard (1)	3 17.6%
	4	Unacceptable (0)	0 0.0%
	5	N/A	2 11.8%
		N	17
8	<b>RESERVATIONS</b> <b>ACCESS LYNX has created a user-friendly reservation system where riders can reserve trips in one phone call or online</b>		
	1	Exceeds Standard (5)	4 23.5%
	2	Meets Standard (3)	10 58.8%
	3	Below Standard (1)	3 17.6%
	4	Unacceptable (0)	0 0.0%
	5	N/A	0 0.0%
		N	17

9	<b>TRIP ALLOCATION</b> <b>ACCESS LYNX's assignment of trips is efficient and effective</b>		
	1	Exceeds Standard (5)	2 11.8%
	2	Meets Standard (3)	8 47.1%
	3	Below Standard (1)	6 35.3%
	4	Unacceptable (0)	0 0.0%
	5	N/A	1 5.9%
		N	17
10	<b>SCHEDULING</b> <b>ACCESS LYNX has a scheduling process in which all TD transportation trips are scheduled via a single request</b>		
	1	Exceeds Standard (5)	4 23.5%
	2	Meets Standard (3)	8 47.1%
	3	Below Standard (1)	3 17.6%
	4	Unacceptable (0)	0 0.0%
	5	N/A	2 11.8%
		N	17
11	<b>Please refer to the tables on page 5. Based on this data, has ACCESS LYNX delivered the most effective and efficient service?</b>		
	1	Exceeds Standard (5)	2 11.8%
	2	Meets Standard (3)	12 70.6%
	3	Below Standard (1)	2 11.8%
	4	Unacceptable (0)	0 0.0%
	5	N/A	1 5.9%
		N	17
12	<b>ON-TIME PERFORMANCE</b> <b>TDLCB on-time performance goal: 92% &gt;</b> <b>ACCESS LYNX average on-time performance: 85%</b>		
	1	Satisfactory	1 6.3%
	2	Needs Improvement	13 81.3%
	3	Unsatisfactory	2 12.5%
			N 16
13	<b>CALL HOLD TIME</b> <b>TDLCB avg call hold time goal: 2 min. 30 sec.</b> <b>ACCESS LYNX average call hold time: 2 min. 27 sec.</b>		

1	Satisfactory	11	64.7%
2	Needs Improvement	4	23.5%
3	Unsatisfactory	2	11.8%
N		17	
14	<b>COMMENDATIONS &amp; CONCERNS</b> TDLCB goal per 1,000 trips: < 3 valid concerns ACCESS LYNX avg concerns per 1,000 trips: 1.55		
1	Satisfactory	7	41.2%
2	Needs Improvement	10	58.8%
3	Unsatisfactory	0	0.0%
N		17	
15	<b>DEMAND</b> Please refer to the language on page 7. Rate your satisfaction with ACCESS LYNX's ability to meet demand for trips		
1	Satisfactory	14	82.4%
2	Needs Improvement	3	17.6%
3	Unsatisfactory	0	0.0%
N		17	
16	<b>CUSTOMER SERVICE ACCESSIBILITY</b> Please refer to the language on page 7. Rate ACCESS LYNX's ability to provide scheduling and transportation service availability:		
1	Satisfactory	7	41.2%
2	Needs Improvement	10	58.8%
3	Unsatisfactory	0	0.0%
N		17	
17	<b>PUBLIC AWARENESS</b> Based on YOUR level of awareness and your conversations with TD customers, how well ACCESS LYNX has been at reaching out?		
1	Satisfactory	13	76.5%
2	Needs Improvement	4	23.5%
3	Unsatisfactory	0	0.0%
N		17	

18	YOUR OVERALL EVALUATION OF ACCESS LYNX IS:		
	1	Exceeds Standard (5)	4 23.5%
	2	Meets Standard (4)	12 70.6%
	3	Below Standard (3)	1 5.9%
	4	Unacceptable (0)	0 0.0%
	5	N/A	0 0.0%
		N	17



## APPENDIX D - 2015-2016 ACCESS LYNX SYSTEM USER SURVEY RESULTS AND SURVEY INSTRUMENT

## Survey of ACCESS LYNX Users for September 22, 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, 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 **September 22, 2016** by the Central Florida Regional Transportation Authority (LYNX) Manager of Paratransit Operations, we contacted 91 persons who had ridden on ACCESS LYNX that day.

The riders we contacted were selected first by a random pull of 530 from the day's 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 91 names.

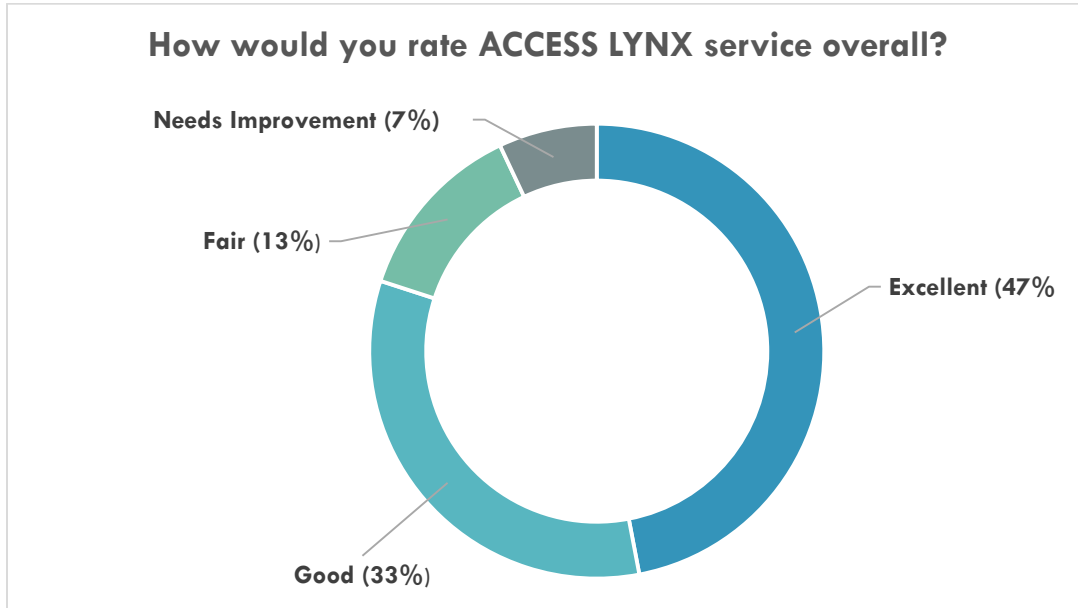
We sent each of the 91 contacts an email invitation, which contained an electronic link to the survey on SurveyMonkey.com. The email also explained MetroPlan Orlando's role in designating the Community Transportation Coordinator (ACCESS LYNX) and responsibility for oversight of paratransit service throughout the three-county region. Riders were assured that their participation was voluntary and that their answers would be confidential and anonymous.

We received 16 responses, which constitutes an 18% response rate for the riders we contacted. ACCESS LYNX estimates 2,100 riders per day, which means our sample would be and about .8% of an average day's total ridership.



## Results

Asked for an overall evaluation of ACCESS LYNX service based on the Sept. 22 trip, 80% rated it “Excellent” or “Good.” About 20% described the service as “Fair” or “Needs Improvement”; and none of the respondents 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 75% answered affirmatively for both parts of their trip, while 19% said this only happened for one leg of the trip, and 6% said it didn’t happen at all that day.

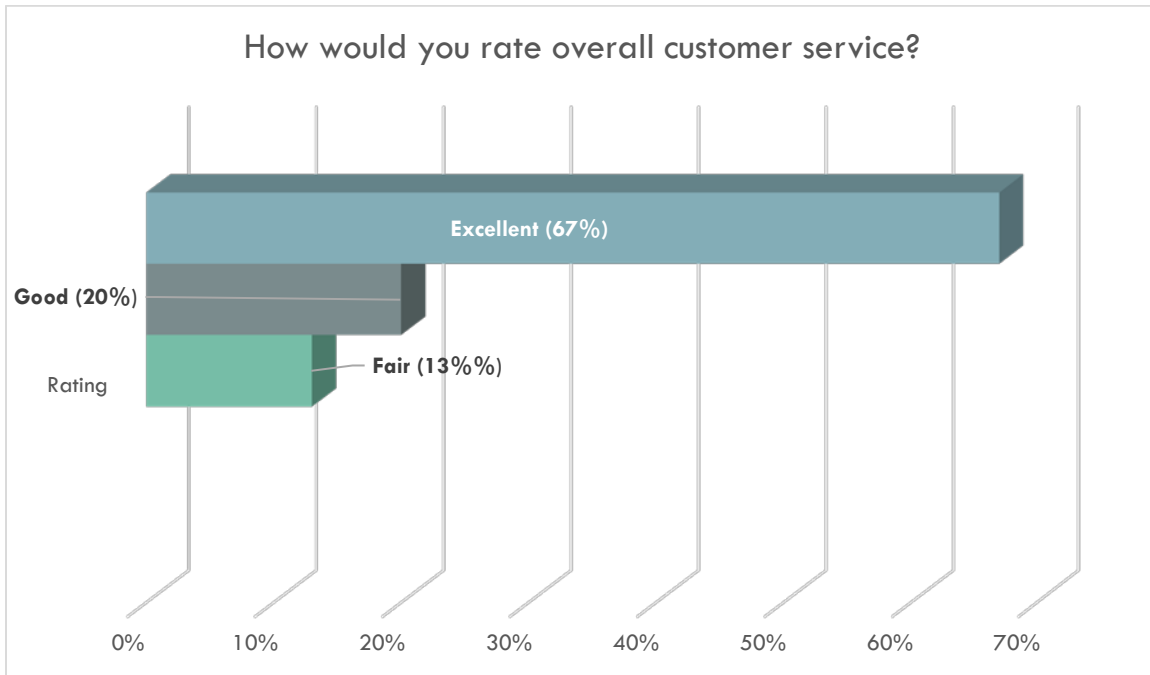
One respondent commented that the vehicle was “very late for return.”

In breaking down the parts of the trip, assessments were similar for both halves, with 75% of respondents saying trips to their destinations were “Excellent,” “Good” or “Fair” and 91% 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 Sept. 22 trip. About 87% rated it “Excellent” or “Good.” Nobody rated it as “Needs Improvement” or “Unacceptable.”

One rider’s comment gave insights into how drivers can contribute to an “excellent” trip from the rider’s perspective: “This is one of my best drivers. You can tell she loves her clients by greeting each one by name and walking them both on and off the bus! There are so many drivers that do not assist clients on or off the bus and rarely or never walk us to the doors. Then again there are so many drivers who don’t ever talk with any of their clients while on the bus.”

A separate question asked about the “user-friendliness of the ACCESS LYNX reservation system for the Sept. 22 trip. About 47% rated it as “Excellent”; 27%, as “Good”; 13% “Fair”; and 13% “Needs Improvement.” Nobody rated it as “Unacceptable.” One respondent did comment: “The hold/wait time is tooooooo long!”



About two-thirds of the trips taken on Sept. 22 by our respondents were for employment. A third (33%) were for medical appointments, and 6% were for education purposes.

Most of the respondents (60%) said they paid for their Sept. 22 trips with cash. The others said they paid for their trips with prepaid tickets or ACCESS LYNX passes. Nobody said their trip was directly billed to a third party.

Respondents to this survey were primarily male - about 53%. They gave their ages as follows: younger than 25 years, 7%; 25-45 years, 47%; 46-65 years, 27%; and older than 65 years, 20%.

About 47% of the respondents live in Orange County; 13% live in Osceola County; and 40% 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 Sept. 22, 2016



## APPENDIX E - 2015-2016 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:** \_\_\_\_\_

# ***LCB EVALUATION WORKBOOK***

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

# 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?

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



## 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]

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## 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:

<b>Provision of Service</b>	<b>Training Provided</b>	<b>Written Policy</b>	<b>Neither</b>
Accommodating Mobility Aids			
Accommodating Life Support Systems (O <sub>2</sub> 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

<b>Name of Service Provider/ Contractor</b>	<b>Total # of Vehicles Available for CTC Service</b>	<b># of ADA Accessible Vehicles</b>	<b>Areas/Sub areas Served by Provider/Contractor</b>

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				
<b>Total</b>				

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

**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

Ambitious Care  
1023 S Hiawassee  
Orlando, FL 32835

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 Caring 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

Giyo Services, LLC  
1784 Big Oak Ln  
Kissimmee, FL 34746





**TAB 3**





May 11, 2017

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 2017 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 11, 2017.

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 11, 2017  
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 39 – 40**

**Section 11.A – Types, Hours, Days of Service**

Updated with expansion hours

**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**

**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 11, 2017  
Page 3

**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: David Halperin, Director of Mobility Services, 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, 2017

---

**Executive Director**

---

**Date**

**Page 4A**

**Local Coordinating Board  
Certification**

**Page 4B**

**Previous TDSP Review Letter**





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.

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

**Page 19**

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**Page 20 – MV Transportation Organizational Chart**

**Pages 33 – 34**

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Updated.

**Pages 35-36**

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Mandatory of the TDSP Update.

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**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.

**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

7-1-16  
\_\_\_\_\_  
Date

**Pages 6 – 10**

**The Transportation  
Disadvantaged Local  
Coordinating Board  
Membership Roster**



# ROSTER TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD



**CHAIRMAN:** Orange Commissioner Pete Clarke  
**VICE CHAIRMAN:** Seminole Commissioner Lee Constantine

## ORANGE COUNTY

Commissioner Pete Clarke  
Chairman

201 S. Rosalind Avenue  
Orlando, Florida 32801  
PH: (407) 836-7350

Alternate: Cmsr. Jennifer Thompson

## SEMINOLE COUNTY

Commissioner Lee Constantine  
Vice Chairman

1101 East First Street  
Sanford, Florida 32771  
PH: (407) 665-7207

Alternate: Cmsr. Carlton Henley

## OSCEOLA COUNTY

Commissioner Peggy Choudhry

1 Courthouse Square, Ste. 4700  
Kissimmee, Florida 34741  
PH: (407) 742-2000

## CITIZEN ADVOCATE

Marsha Shapiro

## CITIZEN ADVOCATE (SYSTEM USER)

Dwight Sayer

Alternate: Cheryl Stone

## AGENCY FOR PERSONS WITH DISABILITIES

Sharon Jennings

400 West Robinson Street, S-430  
Orlando, Florida 32801  
PH: (407) 245-0440 x611

Alternate: Manuel Garay

(407) 245-0440 x654

# ROSTER

## TRANSPORTATION DISADVANTAGED

### LOCAL COORDINATING BOARD



#### DEPARTMENT OF EDUCATION & VOCATIONAL REHABILITATION

Wayne Olson

3555 Maguire Boulevard, Ste. 205  
Orlando, Florida 32803  
PH: (407) 897-2725

#### ECONOMICALLY DISADVANTAGED

Dianne Arnold

2100 East Michigan Street  
Orlando, FL 32806  
PH: (407) 836-6568

Alternate: Wanda Rosa

#### FLORIDA DEPARTMENT OF TRANSPORTATION

Jo Santiago

133 S. Semoran Boulevard  
Orlando, FL 32807  
PH: (407) 482-7875

Alternate: Carlos Colón

#### FOR-PROFIT OPERATOR

Chris York

4950 L.B. McLeod Rd.  
Orlando, FL 32811  
PH: (407) 851-8201

Alternate: Jacob Ulvano

#### MEDICAID

Vacant

400 W. Robinson Street, Ste. S309  
Orlando, FL 32801  
PH: 407-420-2483

Alternate: Milagros Chervoni

#### MEDICAL COMMUNITY

Milagros Carrion

4301 Vineland Road, Ste. E-17  
Orlando, Florida 32811  
PH: (407) 425-4415



# ROSTER

## TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD



### PUBLIC EDUCATION, OCPS TRANSPORTATION

**Adam Zubritsky**  
Safety/Training Department

5149 North Pine Hills Road  
Orlando, Florida 32808  
PH: (407) 521-2339 x2057250

Alternate: Angela Johnson

PH: (407) 521-2339 x2057258

### REGIONAL WORKFORCE DEVELOPMENT

Vacant

### REPRESENTATIVE FOR PERSONS WITH DISABILITIES

**Marilyn Baldwin**

Alternate: Charles Brooks

### REPRESENTATIVE FOR THE ELDERLY (OVER 60)

**Win Adams**

### SENIOR RESOURCE ALLIANCE (AREA AGENCY ON AGING OF CENTRAL FLORIDA)

**Randall Hunt**

988 Woodcock Road, Ste. 200  
Orlando, Florida 32803  
PH: (407) 514-1802

Alternate: Sarah Lightell

PH: (407) 228-1800

### STATE COORDINATING COUNCIL OF EARLY CHILDHOOD DEVELOPMENT

**Wilfredo Raices**

3500 West Colonial Drive  
Orlando, Florida 32808

Alternate: Kevin Paulin

### VETERANS

**Command Sergeant Major Tommie  
Maldonado**

Orange County Veterans Services  
2100 East Michigan Street  
Orlando, Florida 32806  
PH: (407) 836-8987

Alternate: Master Sergeant Jose Pizarro

# ROSTER TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD



## ORANGE COUNTY EMS

**Tom Daniels**

2002-A East Michigan Street  
Orlando, Florida 32806

Non-Voting Member

## LYNX

**Tim May**

455 North Garland Avenue, Ste. 400  
Orlando, Florida 32801  
PH: (407) 254-6055

Non-Voting Member

## LYNX – TAC REPRESENTATIVE

**Robert Melia**

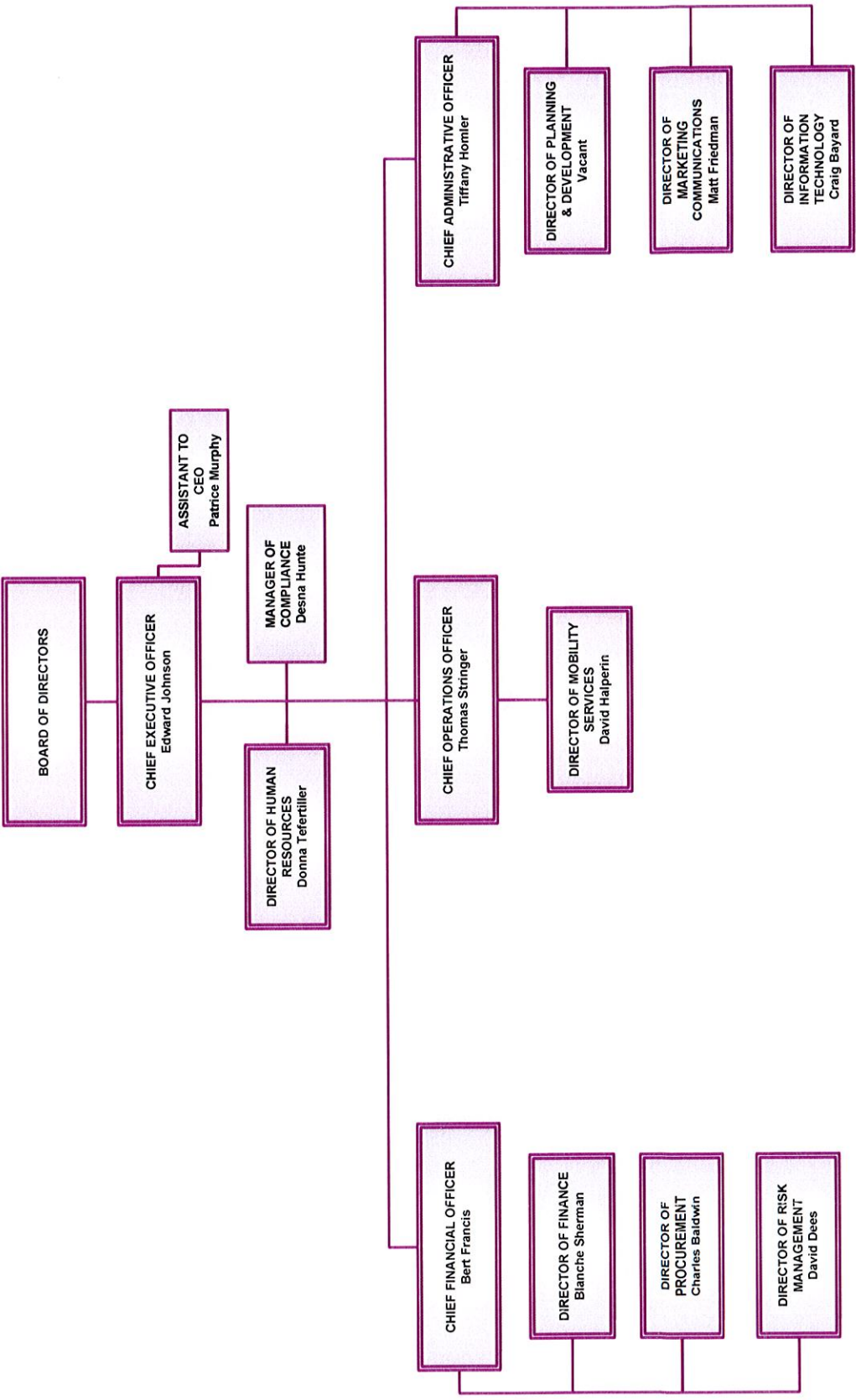
Non-Voting Member

Alternate: Will Lusk

**Page 19**

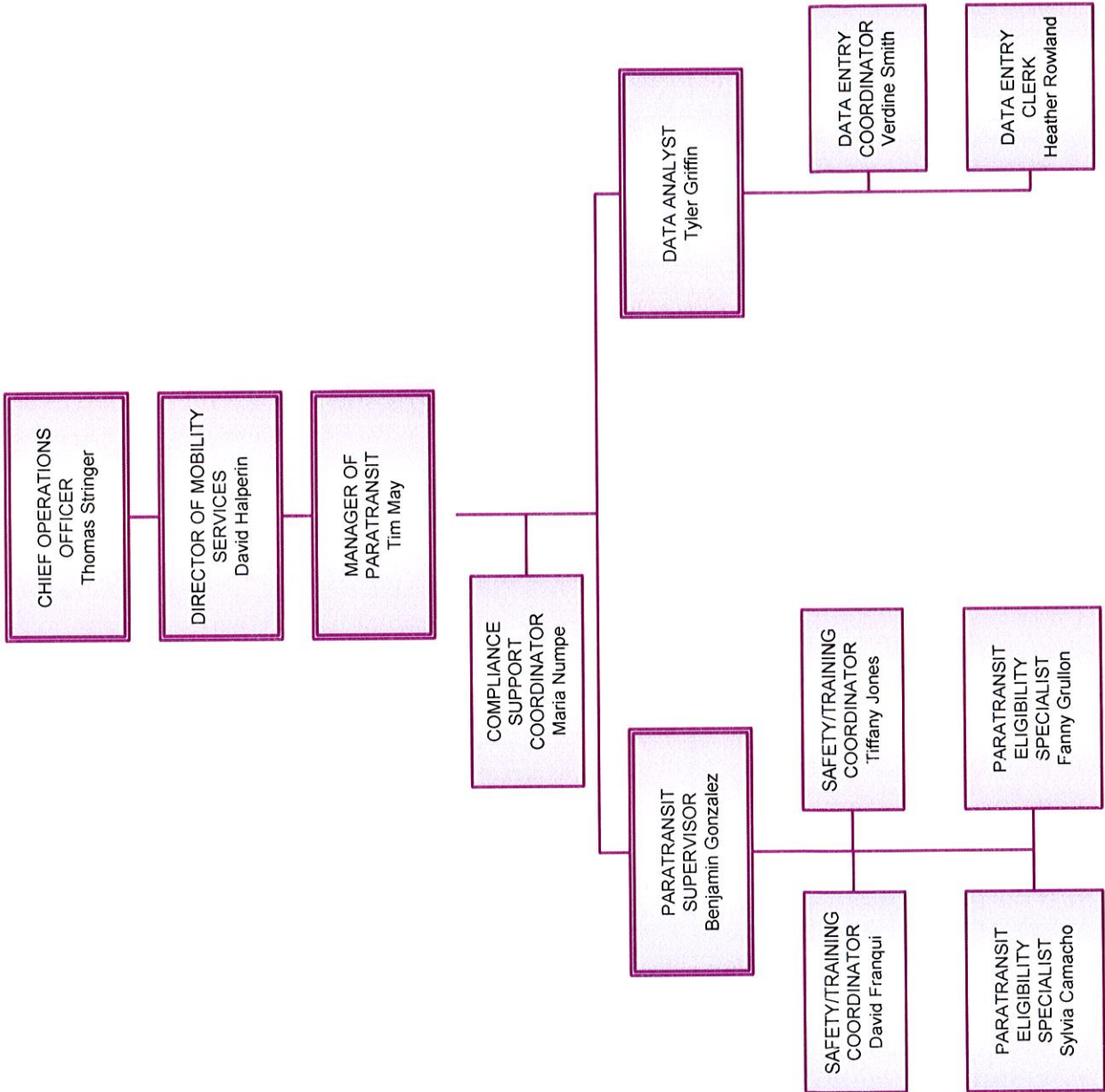
## **LYNX Organizational Chart**





# LYNX ORGANIZATIONAL CHART

March 13, 2017



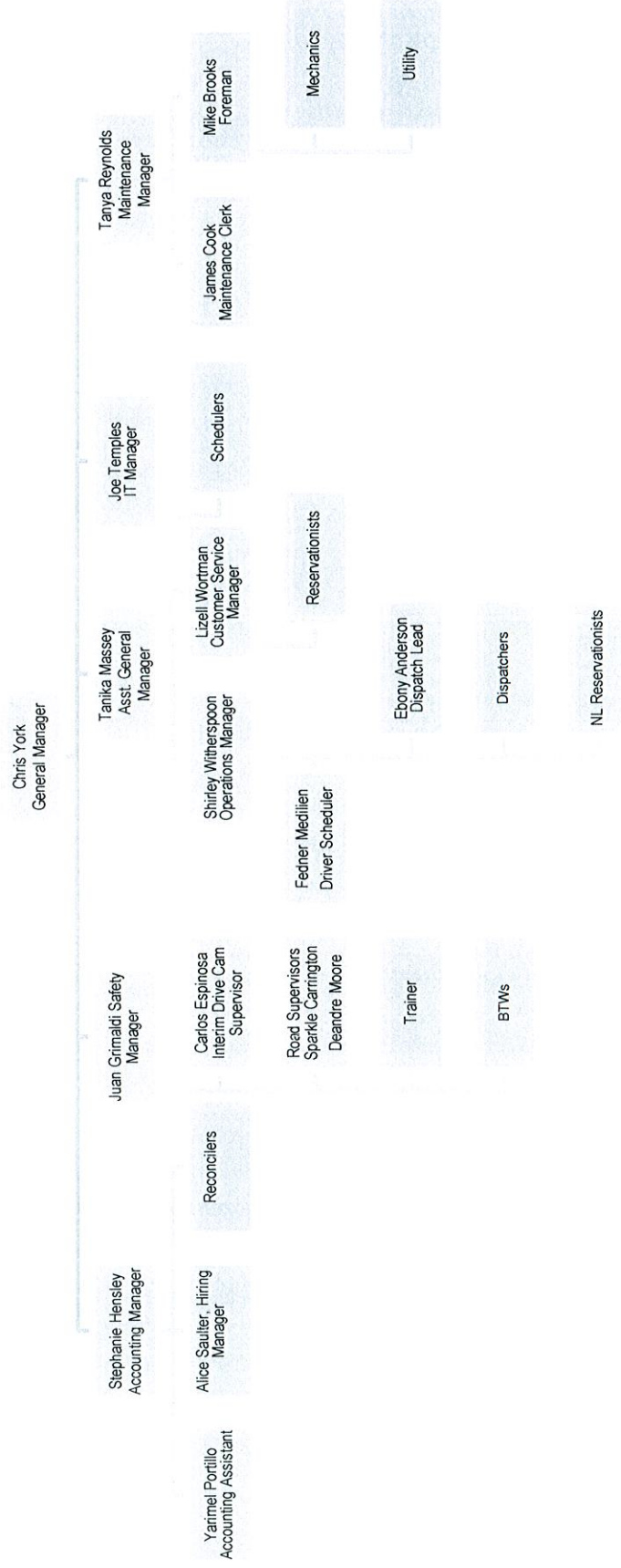
## PARATRANSIT DIVISION

**Page 20**

**MV Transportation  
Organizational Chart**

# MV Transportation

## Division 12 – March 31, 2017



**Pages 33 -34**

**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 with 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 21<sup>st</sup> 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, Orange Blossom Trail, 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

LYNX is currently in the process of moving to a Mobility Management Service model which will employ the services of taxis, TNCs, and other social service agencies. The purpose of this service model is to match customers with the service that best suits their



needs, reduce capital costs by reducing the required fleet, as well as establishing a more diversified fleet.

**Pages 35 – 36**

**Section 1.D**

**Goals, Objectives, Strategies,  
and Implementation**

## **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 currently under development and piloted in service area.

**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 two 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/Mobility Options**

Objective: Evaluate paratransit riders for possible transition to fixed-route/NeighborLink ridership, taxi, and TNC referrals.

Strategies: Determine the riders' eligibility through screening processes.  
Identify potential candidates for referrals.  
Identify areas where no fixed route service for potential NeighborLink services.

**Goal 5: Enhance our internal and external customer relations.**

Objective: Greater customer service measures initiated through a one stop call center..

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. Introduce taxi and TNC initiatives.  
Coordination with Service Planning to ensure that the TD population is properly serviced.

**Pages 37 – 38**

**Section 1.E**

**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, and introductions of taxi and TNC initiatives has allowed for greater on time performance, as well as customer satisfaction.

### **2. Implementation Schedule**

**Table 6 – Implementation Schedule**

<b>Continue improvement of the fiscal condition of the organization</b>			
<b>Action</b>	<b>Begin</b>	<b>End</b>	<b>Individual Responsible</b>
Study and improve ways to reduce operating expenses	7/01/2013	Ongoing	Director of Finance/Director of Mobility/Manager of Paratransit
Write reports to evaluate costs and improve efficiencies **Three viruses hit our software system in 2016 which caused catastrophic damage to our crystal reporting capabilities. Reports are in the process of being re-written	7/01/2016	09/30/2017	Data Analyst
Research available grants and other transportation funding sources to bring into the coordinated system	7/01/2016	Ongoing	Manager of Paratransit/Manager of Grants
Move paratransit customers to fixed-route when appropriate	7/21/2014	Implemented August, 2014 - Ongoing	Manager of Paratransit/Supervisor of Paratransit
Identify and address issues affecting increased operating expenses	7/01/2013	Ongoing	Director of Finance/Director of Mobility/Manager of Paratransit Operations

Major capital projects			
Integrate Smart Card technology with MDT implementation for alternative fare media, as well as implement Trapeze EZ Wallet for fare payment options	7/01/2013	Ongoing	TDLCB/MetroPlan Orlando Staff/Manager of Paratransit
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 of Paratransit
Orient and involve Dialysis Administrators and Assisted Living Facilities of Paratransit Operations 101	7/21/2014	Ongoing	Supervisor of Paratransit/Safety and Training Coordinators
Initial Community Connector Program Rollout	October, 2015	Ongoing	Manager of Grants
Review business practices and make improvement where needed	7/01/2013	Ongoing	Director of Mobility
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 of Paratransit/Manager of Customer Service Cross Train Reps
Review all business practices and modify as appropriate	7/01/2013	Ongoing	Director of Mobility/Manager of Paratransit
Meet with internal and external customers to facilitate communications	August 2014	Ongoing	Manager of Paratransit Supervisor of Paratransit Compliance Staff
Continue to improve Paratransit system	7/01/2013	Ongoing	Director of Mobility/Manager of Paratransit/Supervisor of Paratransit
Improve employee image and morale			
Recognize paratransit staff for excellence	August 2014	Ongoing	Manager of Paratransit/Supervisor of Paratransit

Meet regularly with employees to facilitate communications, keeping the employee “in the loop”	November 2014	Ongoing	Manager of Paratransit/Supervisor of Paratransit/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 of Paratransit Supervisor of Paratransit Manager of Customer Service
Offer cross training to paratransit staff who request it.	November 2014	Completed December 2016	Manager of Paratransit/Supervisor of Paratransit



**Pages 51 – 52**

**Table 8**

**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

Ambitious Care  
1023 S Hiawasse  
Orlando, FL 32835

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 Caring 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

Giyo Services, LLC  
1784 Big Oak Ln  
Kissimmee, FL 34746

**Pages 53 – 57**

**Table A**

**Vehicle Inventory**



Vehicle #	Year	Make	Model	Type	VIN	Tag	11/30/2016 Miles	12/31/2016 Miles	1/31/2017 Miles
101	2011	CHEVY	4500	CUTAWAY	1GB6G5BGXB1183227	YF359	153,145	156,508	159,274
102	2011	CHEVY	4500	CUTAWAY	1GB6G5BG2B1183156	YC426	106,189	108,365	110,638
103	2011	CHEVY	4500	CUTAWAY	1GB6G5BG3B1182601	YF356	137,872	140,387	140,481
104	2011	CHEVY	4500	CUTAWAY	1GB6G5BG3B1182954	YF358	141,530	143,109	145,201
105	2011	CHEVY	4500	CUTAWAY	1GB6G5BG7B1166160	YF353	154,141	155,896	159,713
106	2011	CHEVY	4500	CUTAWAY	1GB6G5BG6B1166196	YF355	122,586	123,258	124,123
7002	2010	FORD	3500	TURTLETOP	1FDWE35L29DA26696	YD175	195,327	195,327	195,327
7005	2010	FORD	3500	TURTLETOP	1FDWE35L49DA37974	YD174	308,349	311,370	316,404
7009	2010	FORD	3500	TURTLETOP	1FDWE35L49DA50336	YD712	306,208	312,284	317,366
7012	2010	FORD	3500	TURTLETOP	1FDWE35L49DA47386	YD178	318,210	323,186	328,486
7014	2010	FORD	3500	TURTLETOP	1FDWE35L69DA47387	YD717	317,923	323,041	328,119
7016	2010	FORD	3500	TURTLETOP	1FDWE35L89DA67222	YD719	314,656	314,656	314,656
7017	2010	FORD	3500	TURTLETOP	1FDWE35L09DA88775	YD448	287,800	287,800	287,800
7018	2010	FORD	3500	TURTLETOP	1FDWE35L29DA88776	YD447	315,229	320,393	325,383
7020	2010	FORD	3500	TURTLETOP	1FDWE35L49DA88777	YD738	321,293	326,716	332,694
7026	2010	FORD	3500	TURTLETOP	1FDXE4FL0ADA82424	YC663	306,596	306,596	306,596
7031	2011	FORD	E350	TURTLETOP	1FDXE4FL6BDA24626	YE287	273,181	278,417	278,418
7032	2011	FORD	E350	TURTLETOP	1FDXE4FL8BDA24627	YE291	307,836	313,809	319,087
7033	2011	FORD	E350	TURTLETOP	1FDXE4FLXBDA24628	YE285	274,948	279,982	286,728
7035	2011	FORD	E350	TURTLETOP	1FDXE4FLXBDA24631	YE288	307,616	313,023	319,009
7036	2011	FORD	E350	TURTLETOP	1FDXE4FL4BDA27220	YE286	294,168	300,314	305,798
7038	2011	FORD	E350	TURTLETOP	1FDXE4FL6BDA29969	YE283	304,116	309,646	314,954
7039	2011	FORD	E350	TURTLETOP	1FDXE4FL2BDA29970	YE284	250,929	250,929	250,929
7040	2011	FORD	E350	TURTLETOP	1FDXE4FL8BDA24630	YE497	278,139	282,927	288,623
7041	2011	FORD	E350	TURTLETOP	1FDXE4FL8BDA27219	YE498	267,444	272,641	278,383
7042	2011	FORD	E350	TURTLETOP	1FDXE4FL4BDA29971	YE496	285,966	290,475	296,466
7043	2011	FORD	E350	TURTLETOP	1FDXE4FL6BDA29972	YE295	270,939	270,939	270,939
7044	2011	FORD	E350	TURTLETOP	1FDXE4FL8BDA27222	YE292	294,019	298,940	304,548
7045	2011	FORD	E350	TURTLETOP	1FDXE4FL1BDA24632	YE293	289,955	295,956	301,322
7046	2011	FORD	E350	TURTLETOP	1FDXE4FL2BDA41326	YE505	261,531	265,192	271,181
7047	2011	FORD	E350	TURTLETOP	1FDXE4FL4BDA41327	YE502	282,831	282,831	282,831
7048	2011	FORD	E350	TURTLETOP	1FDXE4FL6BDA41328	YE501	289,825	295,625	300,496
7049	2011	FORD	E350	TURTLETOP	1FDXE4FL4BDA41330	YE504	300,916	301,126	301,711
7050	2011	FORD	E350	TURTLETOP	1FDXE4FL2BDA39415	YE500	271,142	276,344	281,889
7051	2011	FORD	E350	TURTLETOP	1FDXE4FL4BDA39416	YE499	277,574	277,574	277,574
7052	2011	FORD	E350	TURTLETOP	1FDXE4FL6BDA39417	YE503	294,746	300,536	306,882
7053	2011	FORD	E350	TURTLETOP	1FDXE4FL8BDA41329	YE640	268,255	273,269	279,743
7054	2011	FORD	E350	TURTLETOP	1FDXE4FL6BDA41331	YE641	266,483	266,783	266,783
7055	2011	FORD	E350	TURTLETOP	1FDXE4FL8BDA41332	YE642	276,958	282,461	288,283
7056	2011	FORD	E350	TURTLETOP	1FDXE4FLXBDA41333	YE637	275,680	281,176	288,053
7057	2011	FORD	E350	TURTLETOP	1FDXE4FL1BDA41334	YE636	275,958	276,489	276,489
7058	2011	FORD	E350	TURTLETOP	1FDXE4FL3BDA41335	YE638	265,994	270,496	276,351
7059	2011	FORD	E350	TURTLETOP	1FDXE4FL5BDA41336	YE639	275,175	275,175	275,175
7060	2011	FORD	E350	TURTLETOP	1FDXE4FL7BDA41337	YE643	295,510	300,830	306,196
7061	2012	FORD	E350	TURTLETOP	1FDXE4FL9BDS41338	YC428	261,239	266,266	271,857
7062	2012	FORD	E350	TURTLETOP	1FDFE4FL0CDB05120	YF456	244,388	248,618	254,246
7063	2012	FORD	E350	TURTLETOP	1FDFE4FL2CDB05121	YF457	250,468	255,240	260,721
7064	2012	FORD	E350	TURTLETOP	1FDFE4FL4CDB05122	YF458	255,797	260,180	263,805
7065	2012	FORD	E350	TURTLETOP	1FDFE4FL6CDB05123	YE459	236,301	241,540	247,852
7066	2012	FORD	E350	TURTLETOP	1FDFE4FL8CDB05124	YG028	233,857	238,653	244,447
7067	2012	FORD	E350	TURTLETOP	1FDFE4FLXCDB05125	YE460	231,895	237,152	242,317



7068	2012	FORD	E350	TURTLETOP	1FD FE4FL1CDB05126	YG025	219,718	224,644	230,654
7069	2012	FORD	E350	TURTLETOP	1FD FE4FL5CDB05128	YG027	230,976	235,971	241,808
7070	2012	FORD	E350	TURTLETOP	1FD FE4FL7CDB05129	YG026	217,038	221,210	221,210
7071	2012	FORD	E350	TURTLETOP	1FD FE4FL3CDB05130	YF567	260,849	265,812	267,994
7072	2012	FORD	E350	TURTLETOP	1FD FE4FL5CDB05131	YG024	229,819	231,849	238,669
7073	2012	FORD	E350	TURTLETOP	1FD XE4FL3BDB05387	YC749	258,355	263,903	269,106
7074	2012	FORD	E350	TURTLETOP	1FD XE4FL5BDB05388	YF687	222,762	227,508	232,797
7075	2012	FORD	E350	TURTLETOP	1FD XE4FL7BDB05389	YF688	245,779	250,890	253,953
7076	2012	FORD	E350	TURTLETOP	1FD XE4FL3BDB05390	YG023	230,682	235,654	240,595
7077	2013	FORD	E450	TURTLETOP	1FD FE4FL3CDB05127	YF270	221,136	223,141	223,141
7078	2013	FORD	E450	TURTLETOP	1FD FE4FL7CDB05132	YF569	210,574	215,607	221,262
7079	2013	FORD	E450	TURTLETOP	1FD FE4FL9CDB05133	YF568	222,046	227,034	232,543
7080	2013	FORD	E450	TURTLETOP	1FD XE4FL5BDB05391	YF994	209,689	214,153	220,583
7081	2013	FORD	E450	TURTLETOP	1FD FE4FL0DDA06170	YF997	218,279	222,560	227,928
7082	2013	FORD	E450	TURTLETOP	1FD FE4FL2DDA06171	YF995	201,117	206,746	212,809
7083	2013	FORD	E450	TURTLETOP	1FD FE4FL4DDA06172	YF996	230,514	234,785	240,815
7084	2013	FORD	E450	TURTLETOP	1FD FE4FL1DDA06176	YG003	232,110	237,384	244,021
7085	2013	FORD	E450	TURTLETOP	1FD FE4FL6DDA06173	YG380	216,959	222,502	227,645
7086	2013	FORD	E450	TURTLETOP	1FD FE4FL8DDA06174	YG379	230,099	235,836	241,492
7087	2013	FORD	E450	TURTLETOP	1FD FE4FL7DDA06179	YG007	227,898	233,853	239,850
7088	2013	FORD	E450	TURTLETOP	1FD FE4FL7DDA06182	YG006	230,946	237,450	243,920
7089	2013	FORD	E450	TURTLETOP	1FD FE4FL9DDA06183	YG005	216,154	222,166	228,666
7090	2013	FORD	E450	TURTLETOP	1FD FE4FL0DDA06184	YG381	230,377	237,048	244,189
7091	2013	FORD	E450	TURTLETOP	1FD FE4FL3DDA06177	YG383	207,799	209,240	213,824
7092	2013	FORD	E450	TURTLETOP	1FD FE4FL5DDA06178	YG382	247,235	253,944	260,016
7093	2013	FORD	E450	TURTLETOP	1FD FE4FL3DDA06180	YG295	227,992	234,099	240,364
7094	2013	FORD	E450	TURTLETOP	1FD FE4FL5DDA06181	YC294	224,439	230,366	233,374
7095	2013	FORD	E450	TURTLETOP	1FD FE4FLXDDA06175	YG296	226,993	233,511	240,178
7096	2013	FORD	E450	TURTLETOP	1FD FE4FL6DDA89393	YE921	200,944	207,115	214,624
7097	2013	FORD	E450	TURTLETOP	1FD FE4FL8DDA89394	YE918	198,787	205,514	211,147
7098	2013	FORD	E450	TURTLETOP	1FD FE4FLXDDA89395	YE919	174,547	181,127	187,395
7099	2013	FORD	E450	TURTLETOP	1FD FE4FL1DDA89396	YE920	188,258	194,783	201,202
7100	2013	FORD	E450	TURTLETOP	1FD FE4FL3DDA89397	YD037	155,026	158,672	164,550
7101	2013	FORD	E450	TURTLETOP	1FD FE4FL5DDA89398	YD038	168,184	171,534	174,549
7102	2013	FORD	E450	TURTLETOP	1FD FE4FL7DDA89399	YD039	182,149	188,411	194,241
7103	2013	FORD	E450	TURTLETOP	1FD FE4FLXDDA89400	YG814	199,751	205,863	211,748
7104	2013	FORD	E450	TURTLETOP	1FD FE4FL1DDA89401	YG881	191,032	194,168	201,596
7105	2013	FORD	E450	TURTLETOP	1FD FE4FL3DDA89402	YG815	163,941	170,727	175,500
7106	2013	FORD	E450	TURTLETOP	1FD FE4FL8CDB09433	YD040	189,661	197,159	202,455
7107	2013	FORD	E450	TURTLETOP	1FD FE4FLXCDB09434	YG820	188,695	195,397	201,950
7108	2014	FORD	E450	TURTLETOP	1FD FE4FL1DDB22204	YG882	176,753	182,181	188,262
7109	2014	FORD	E450	TURTLETOP	1FD FE4FL9DDB22869	YG884	173,822	180,139	185,557
7110	2014	FORD	E450	TURTLETOP	1FD FE4FL5DDB22870	YG883	181,691	186,812	192,911
7111	2014	FORD	E450	TURTLETOP	1FD FE4FL7DDB22871	YG885	177,057	183,315	189,378
7112	2014	FORD	E450	TURTLETOP	1FD FE4FL9DDB22872	YH010	179,251	182,631	188,440
7113	2014	FORD	E450	TURTLETOP	1FD FE4FL0DDB22873	YH009	170,214	177,283	183,345
7114	2014	FORD	E450	TURTLETOP	1FD FE4FL9DDB27554	YH308	162,034	162,753	168,278
7115	2014	FORD	E450	TURTLETOP	1FD FE4FL0DDB27555	YH002	178,657	184,166	191,865
7116	2014	FORD	E450	TURTLETOP	1FD FE4FL2DDB27556	YH003	142,761	149,035	154,193
7117	2014	FORD	E450	TURTLETOP	1FD FE4FL4DDB27557	YH026	179,373	186,357	193,172
7118	2014	FORD	E450	TURTLETOP	1FD FE4FL6DDB27558	YH004	166,594	173,334	179,758
7119	2014	FORD	E450	TURTLETOP	1FD FE4FL8DDB27559	YD123	172,602	179,405	185,678
7120	2014	FORD	E450	TURTLETOP	1FD FE4FLXDDB22203	YH307	160,822	167,148	172,933
7121	2014	FORD	E450	TURTLETOP	1FD EE4FL3EDA74704	YG618	135,698	140,802	146,758



7122	2014	FORD	E450	TURTLETOP	1FDEE4FL5EDA74705	YG617	151,064	152,990	155,803
7123	2014	FORD	E450	TURTLETOP	1FDEE4FL2EDA74709	YG616	153,256	156,565	156,955
7124	2014	FORD	E450	TURTLETOP	1FDEE4FL9EDA74710	YG615	144,886	151,883	158,234
7125	2014	FORD	E450	TURTLETOP	1FDEE4FLXEDA75946	YG619	149,210	154,997	161,176
7126	2014	FORD	E450	TURTLETOP	1FDEE4FL0EDA74711	YH734	150,591	158,108	163,769
7127	2014	FORD	E450	TURTLETOP	1FDEE4FL4EDA74713	YH736	120,384	125,157	130,818
7128	2014	FORD	E450	TURTLETOP	1FDEE4FL4EDA75943	YH735	113,854	116,460	119,089
7129	2014	FORD	E450	TURTLETOP	1FDEE4FL4EDA78776	YH737	116,611	119,214	123,879
7130	2014	FORD	E450	TURTLETOP	1FDEE4FLXEDA78779	YG622	118,002	122,128	128,645
7131	2014	FORD	E450	TURTLETOP	1FDEE4FL8EDA78781	YG621	106,938	111,099	113,947
7132	2014	FORD	E450	TURTLETOP	1FDEE4FL2EDA75939	YG620	102,395	106,164	109,780
7133	2014	FORD	E450	TURTLETOP	1FDEE4FL9EDA75940	YG623	111,219	115,480	119,656
7134	2014	FORD	E450	TURTLETOP	1FFDD4FL0EDA75941	YH738	127,746	131,493	136,676
7135	2014	FORD	E450	TURTLETOP	1FDEE4FLXEDA78782	YH742	122,836	127,513	131,691
7136	2014	FORD	E450	TURTLETOP	1FDEE4FL2EDA75942	YH744	114,088	118,346	122,078
7137	2015	FORD	E450	TURTLETOP	1FDEE4FLXEDB10565	YH748	105,477	111,201	117,777
7138	2015	FORD	E450	TURTLETOP	1FDEE4FL6EDB10563	YH749	95,498	99,847	103,564
7139	2015	FORD	E450	TURTLETOP	1FDEE4FL8EDB10564	YH750	96,676	101,205	104,928
7140	2015	FORD	E450	TURTLETOP	1FDEE4FL0EDB10932	YH751	93,948	97,043	99,801
7141	2015	FORD	E450	TURTLETOP	1FDEE4FL9EDB10928	YH753	97,446	100,568	104,206
7142	2015	FORD	E450	TURTLETOP	1FDEE4FL3EDB10925	YH754	115,495	120,929	126,514
7143	2015	FORD	E450	TURTLETOP	1FDEE4FL0EDB10929	YH755	112,716	118,984	125,105
7144	2015	FORD	E450	TURTLETOP	1FDEE4FL1EDB10566	YH756	82,479	84,784	87,477
7145	2015	FORD	E450	TURTLETOP	1FDEE4FL5EDB10926	YH757	90,258	93,935	97,227
7146	2015	FORD	E450	TURTLETOP	1FDEE4FL3EDB10567	YH758	113,825	119,462	123,755
7147	2015	FORD	E450	TURTLETOP	1FDEE4FL9EDB10931	YH759	120,265	125,994	132,606
7148	2015	FORD	E450	TURTLETOP	1FDEE4FL7EDB10927	YH760	123,097	129,255	136,105
7149	2015	FORD	E450	TURTLETOP	1FDEE4FL7EDB10930	YH761	126,999	133,240	139,539
7150	2015	FORD	E450	TURTLETOP	1FDEE4FL4EDB10934	YJ878	77,168	84,432	91,113
7151	2015	FORD	E450	TURTLETOP	1FDFE4FS0FDA28115	YJ877	76,463	82,972	89,431
7152	2015	FORD	E450	TURTLETOP	1FDFE4FS5FDA28109	YJ876	76,839	83,427	89,023
7153	2015	FORD	E450	TURTLETOP	1FDFE4FS4FDA28117	YJ875	80,812	86,643	93,527
7154	2015	FORD	E450	TURTLETOP	1FDEE4FL8FDA35303	YJ033	80,563	87,170	93,728
7155	2015	FORD	E450	TURTLETOP	1FDFE4FS6FDA28118	YJ032	77,328	83,759	90,412
7156	2015	FORD	E450	TURTLETOP	1FDFE4FS2FDA28116	YJ879	74,346	81,873	88,334
7157	2015	FORD	E450	TURTLETOP	1FDFE4FS9FDA28128	YJ884	78,986	86,177	92,953
7158	2015	FORD	E450	TURTLETOP	1FDFE4FS8FDA28122	YJ883	83,345	89,081	89,081
7159	2015	FORD	E450	TURTLETOP	1FDEE4FL2EDB10933	YJ882	80,066	86,121	92,715
7160	2015	FORD	E450	TURTLETOP	1FDFE4FS7FDA28130	YJ881	69,616	75,361	82,441
7161	2015	FORD	E450	TURTLETOP	1FDFE4FS4FDA28134	YJ880	80,234	87,236	92,263
7162	2015	FORD	E450	TURTLETOP	1FDFE4FS1FDA28124	YJ054	78,008	83,486	90,392
7163	2015	FORD	E450	TURTLETOP	1FDFE4FS5FDA28126	YJ055	78,131	81,642	87,931
7164	2015	FORD	E450	TURTLETOP	1FDFE4FS9FDA28131	YJ056	77,361	84,467	92,217
7165	2015	FORD	E450	TURTLETOP	1FDFE4FS5FDA28112	YJ057	68,613	70,957	71,066
7166	2015	FORD	E450	TURTLETOP	1FDEE4FL6FDA35302	YJ058	71,079	77,221	81,622
7167	2015	FORD	E450	TURTLETOP	1FDFE4FS6FDA28121	YJ068	67,816	74,636	81,595
7168	2015	FORD	E450	TURTLETOP	1FDFE4FS0FDA28129	YJ066	70,564	76,771	82,711
7169	2015	FORD	E450	TURTLETOP	1FDFE4FSXFDA28137	YJ065	69,028	72,969	79,206
7170	2015	FORD	E450	TURTLETOP	1FDFE4FS3FDA28125	YJ064	72,200	75,426	82,097
7171	2015	FORD	E450	TURTLETOP	1FDFE4FS8FDA28119	YJ063	50,976	57,043	63,329
7172	2015	FORD	E450	TURTLETOP	1FDFE4FS2FDA28133	YJ062	67,160	70,434	72,600
7173	2015	FORD	E450	TURTLETOP	1FDFE4FSXFDA28123	YJ061	67,711	71,122	76,690
7174	2015	FORD	E450	TURTLETOP	1FDFE4FS4FDA28120	YJ060	64,330	67,595	72,937
7175	2015	FORD	E450	TURTLETOP	1FDFE4FS3FDA28111	YJ059	67,936	73,441	80,750



7176	2015	FORD	E450	TURTLETOP	1FD4E4FS6FDA28135	YI757	66,203	72,342	80,069
7177	2015	FORD	E450	TURTLETOP	1FD4E4FS0FDA28132	YI906	53,845	59,097	61,724
7178	2015	FORD	E450	TURTLETOP	1FD4E4FS7FDA28127	YI907	58,530	63,324	69,736
7179	2015	FORD	E450	TURTLETOP	1FD4E4FS1FDA28110	YI908	60,168	66,796	73,836
7180	2015	FORD	E450	TURTLETOP	1FD4E4FS8FDA28136	YI909	52,459	58,532	64,234
7181	2016	FORD	E450	TURTLETOP	1FD4E4FS6GDC57108	YK358		6,620	13,194
7182	2016	FORD	E450	TURTLETOP	1FD4E4FS4GDC57110	YK431		3,910	8,460
7183	2016	FORD	E450	TURTLETOP	1FD4E4FSXGDC57113	YK432		4,285	8,116
7184	2016	FORD	E450	TURTLETOP	1FD4E4FS8GDC57112	YK433		7,018	13,236
7185	2016	FORD	E450	TURTLETOP	1FD4E4FS6GDC57111	YK434		5,906	11,417
21052	2011	FORD	FUSION	SEDAN	3FAHPOGA5CR118715	AVUP16	221,594	225,222	225,963
21053	2011	FORD	FUSION	SEDAN	3FAHPOGA5CR103473	AVUP15	215,162	218,740	219,012
21054	2011	FORD	FUSION	SEDAN	3FAHPOGA5CR103471	AVUP17	204,536	205,142	206,638
21055	2012	FORD	FUSION	SEDAN	3FAHPOGA8CR117753	ATIJ52	203,824	207,577	212,677
21056	2012	FORD	FUSION	SEDAN	3FAHPOGAOCR117769	ATIJ50	211,610	21,227	213,015
21057	2012	FORD	FUSION	SEDAN	3FAHPOGA4CR121962	ATIJ56	207,309	210,653	210,953
21059	2012	FORD	FUSION	SEDAN	3FAHPOGA7CR117761	ATIJ54	186,371	191,046	195,892
21060	2012	FORD	FUSION	SEDAN	3FAHPOGA4CR128345	ATIJR55	176,332	176,917	178,227
21062	2012	FORD	FUSION	SEDAN	3FAHP0GA4CR249277	BBIQ56	166,218	167,417	168,754
21063	2012	FORD	FUSION	SEDAN	3FAHP0GA6CR249278	BBIQ50	140,309	141,928	143,166
21064	2012	FORD	FUSION	SEDAN	3FAHP0GA8CR249279	BBIQ51	160,542	162,158	163,220
21068	2012	FORD	FUSION	SEDAN	3FAHP0GAXCR249283	BBIQ48	151,525	152,733	153,702
21101	2009	FORD	E350	PAX VAN	1FBSS31L49DA14135	X3247B	237,462	237,676	237,912



**Page 60**

**System Safety Program Plan  
Annual Safety Certification**

Annual Safety Certification

Date Submitted: April 25, 2017  
Bus Transit System Name: MV Transportation, Inc.  
System Address: 4950 LB McLeod  
City, State, Zip: Orlando, Florida 32811  
Serving: Orange, Osceola, and Seminole Counties

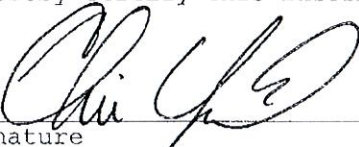
The Bus Transit System named above hereby certifies to the Central Florida Regional Transportation Authority, d/b/a LYNX, the following:

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

4-25-17  
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.

**Page 61**

**Inter-County  
Services/Acceptable  
Alternatives**

## 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.

**Pages 62-66**

**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**

<b>STANDARD</b>	<b>ORANGE, OSCEOLA AND SEMINOLE LCB LANGUAGE</b>
<b>Advance Reservations Requirements</b>	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.
<b>Air Conditioning/ Heating</b>	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.
<b>Billing Requirements</b>	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)
<b>Contract Monitoring</b>	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.
<b>Driver Criminal Background Screening</b>	All drivers in the Coordinated System must have a favorable Florida Department of Law Enforcement (FDLE) background check.
<b>Driver Identification</b>	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
<b>Drug and Alcohol Policy</b>	LYNX, as the CTC, has an existing Drug and Alcohol Policy, which complies with DOT regulations. All contractors must comply with these regulations.
<b>Passenger Assistance</b>	<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>
<b>Passenger Property</b>	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.
<b>Passenger/Trip Database</b>	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.
<b>Pick-up windows</b>	<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>
<b>Reservation Hours</b>	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).
<b>Service Animals</b>	Service animals shall always be permitted to accompany their users in any system vehicle.
<b>Service Hours</b>	Services are available 24-hours a day, 365-days a year.



STANDARD	ORANGE, OSCEOLA AND SEMINOLE LCB LANGUAGE
<b>Smoking, Eating, and Drinking</b>	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.
<b>Transport of Escorts and Dependent Children Policy</b>	<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>
<b>Two-Way Communications</b>	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.
<b>Unscheduled Stops</b>	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.
<b>Use and Responsibility of Child Restraint Devices</b>	<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>
<b>Vehicle Cleanliness</b>	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.
<b>Vehicle Transfer Points</b>	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.
<b>Will Calls</b>	<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>
<b>Cardiopulmonary Resuscitation Training</b>	Drivers within the coordinated system are not required to be trained in cardiopulmonary resuscitation.
<b>First Aid Training</b>	Drivers within the coordinated system are not required to be trained in first aid techniques.
<b>Seating Standard</b>	Vehicle seating shall not exceed the manufacturer's recommended capacity.
<b>Standing Orders</b>	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.
<b>Trip Negotiations</b>	<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
<b>Advance Reservations</b>	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.
<b>Accidents</b>	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.
<b>Call Hold Time (If applicable)</b>	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.
<b>Complaints</b>	<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, as well as MetroPlan Orlando staff at 407-481-5672, ext. 314.</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>
<b>No-Show Policy</b>	<p>A customer may have no more than 4 no-shows within any 90-day period. To exceed this will result in customer suspension.</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
<b>On-time Performance</b>	<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>
<b>Public Participation</b>	<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 <a href="http://www.golynx.com">www.golynx.com</a>.</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>
<b>Public Transit Ridership</b>	<p>Paratransit is public transit. 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>
<b>Road Calls</b>	<p>No more than 1 every 10,000 miles.</p>
<b>Title VI</b>	<p>Notification of Title VI Rights, along with the LYNX Compliance Manager, and contact information is posted inside every ACCESS LYNX vehicle.</p>

**Pages 144 – 156**

**Attachment 9**

**Rate Model Calculation**

**Worksheets**

## 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 2015 to Sept 30th of 2016	Current Year's APPROVED Budget, as amended from Oct 1st of 2016 to Sept 30th of 2017	Upcoming Year's PROPOSED Budget from Oct 1st of 2017 to Sept 30th of 2018	% 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	\$ 1,208,785	\$ 1,238,547	\$ 1,222,666	2.6%	-1.3%
Medicaid Co-Pay Received					
Donations/ Contributions					
In-Kind, Contributed Services					
Other	\$ 738,414	\$ 569,893	\$ 654,154	-22.8%	14.8%
Bus Pass Program Revenue					

### Local Government

District School Board					
Compl. ADA Services	\$ 7,377,984	\$ 7,463,329	\$ 7,288,884	1.2%	-2.3%
County Cash	\$ 1,648,472	\$ 1,999,965	\$ 1,953,219	21.3%	-2.3%
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	\$ 3,862,082	\$ 4,264,013	\$ 4,737,639	10.4%	11.1%
Non-Spons. Capital Equipment					
Rural Capital Equipment					
Other TD (specify in explanation)					
Bus Pass Program Revenue					

### USDOT & FDOT

49 USC 5307	\$ 3,169,922	\$ 3,000,000	\$ 2,495,000	-5.4%	-16.8%
49 USC 5310					
49 USC 5311 (Operating)					
49 USC 5311(Capital)					
Block Grant					
Service Development					
Commuter Assistance					
Other DOT (specify in explanation)					
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: CFRT/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 2015 to Sept 30th of 2016	Current Year's APPROVED Budget, as amended from Oct 1st of 2016 to Sept 30th of 2017	Upcoming Year's PROPOSED Budget from Oct 1st of 2017 to Sept 30th of 2018	% 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

Jarc /nfp	\$ 96,437	\$ 525,780	\$ 311,108	445.2%	-40.8%	
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	\$ 318,521	\$ (361,768)	\$ (171,112)			
---------------------------------------	------------	--------------	--------------	--	--	--

Balancing Revenue Is Short By =		None	None			
Total Revenues =	\$18,418,617	\$18,699,759	\$18,491,558	1.5%	-1.1%	

## EXPENDITURES (CTC/Operators ONLY / Do NOT include Coordination Contractors!)

### Operating Expenditures

Labor	\$ 381,942	\$ 450,687	\$ 416,314	18.0%	-7.6%	
Fringe Benefits	\$ 284,457	\$ 288,161	\$ 286,309	1.3%	-0.6%	
Services	\$ 340,435	\$ 528,539	\$ 434,487	55.3%	-17.8%	
Materials and Supplies	\$ 1,893,376	\$ 1,762,483	\$ 1,760,299	-6.9%	-0.1%	
Utilities	\$ 48,389	\$ 40,066	\$ 44,228	-17.2%	10.4%	
Casualty and Liability						
Taxes						
Purchased Transportation:						
Purchased Bus Pass Expenses						
School Bus Utilization Expenses						
Contracted Transportation Services	\$ 15,468,409	\$ 15,621,924	\$ 15,545,167	1.0%	-0.5%	
Other						
Miscellaneous	\$ 1,609	\$ 7,899	\$ 4,754	390.9%	-39.8%	
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 =	\$18,418,617	\$18,699,759	\$18,491,558	1.5%	-1.1%	
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Once completed, proceed to the Worksheet entitled "Budgeted Rate Base"





## County: Orange, Osceola, and Seminole

- |   |           |           |  |
|---|-----------|-----------|--|
| \$  | -         | \$        | -  |
| \$  | -         | \$        | -  |
| <div style="border: 1px solid black; height: 1.2em;"></div> | -         | \$        | -  |
| \$  | -         | \$        | -  |
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| <div style="border: 1px solid black; height: 1.2em;"></div> | \$        | -         | <div style="border: 1px solid black; width: 80%;"></div>   |
| \$  | -         | \$        | -  |
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| <div style="border: 1px solid black; height: 60px;"></div>  | \$        | 311 108   | <div style="border: 1px solid black; height: 60px;"></div> |
| \$  | -         | \$        | -  |
| \$  | -         | \$        | -  |
| <div style="border: 1px solid black; height: 1.2em;"></div> | -         | \$        | -  |
| \$  | -         | \$        | -  |
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| <div style="border: 1px solid black; height: 1.2em;"></div> | \$        | (171 112) | <div style="border: 1px solid black; width: 80%;"></div>   |
| \$  | 6,614,459 | \$        | 11,877,099   |
| \$  | -         | \$        | -  |

Amount of Budgeted  
Operating Rate  
Subsidy Revenue

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 such a subsidy to revenue 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.

2015 - 2016

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 = 10,430,038

Rate Per Passenger Mile = \$ 0.63

Total Projected Passenger Trips = 593,290

Rate Per Passenger Trip = \$ 11.15

Fiscal Year

2017 - 2018

Avg. Passenger Trip Length = 17.6 Miles

### Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile = \$ 1.77

Rate Per Passenger Trip = \$ 31.17

**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: CFRTALYNX 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 Section 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?

Effective Rate for Contracted Services:  
per Passenger Mile =  
per Passenger Trip =

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 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 =

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 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

### Combination Trip and Mile Rate



## 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).....  
..... And what is the projected total number of Group Vehicle Revenue Miles?  

Do NOT Complete Section IV

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

Projected Passenger Miles (excluding totally contracted services addressed in Section II) = 10,430,038									
Rate per Passenger Mile =									
=	7,092,425	+	3,337,613	+		0	+	Leave Blank	
	\$0.52		\$0.88		\$0.00		\$0.00	per passenger	\$0.00 per group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) = 593,290									
Rate per Passenger Trip =									
=	403,437	+	189,853	+		0	+	Leave Blank	
	\$9.07		\$15.56		\$0.00		\$0.00	per passenger	\$0.00 per group
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 =									
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### Rates If No Revenue Funds Were Identified As Subsidy Funds

Ambul	Wheel Chair	Stretcher	Group
\$1.44	\$2.47	\$0.00	\$0.00
Rate per Passenger Mile =		per passenger per group	
\$25.37	\$43.49	\$0.00	\$0.00
Rate per Passenger Trip =		per passenger per group	

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 <b>ACTUALS</b> from Oct 1st of <b>2015</b> to Sept 30th of <b>2016</b>	Current Year's <b>APPROVED</b> Budget, as <b>amended</b> from Oct 1st of <b>2016</b> to Sept 30th of <b>2017</b>	Upcoming Year's <b>PROPOSED</b> Budget from Oct 1st of <b>2017</b> to Sept 30th of <b>2018</b>	% 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	\$ 1,206,785	\$ 1,238,547	\$ 1,222,666	2.6%	-1.3%	
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other	\$ 738,414	\$ 569,893	\$ 654,154	-22.8%	14.8%	
<b>Bus Pass Program Revenue</b>						

### Local Government

District School Board						
Compl. ADA Services	\$ 7,377,984	\$ 7,463,329	\$ 7,288,884	1.2%	-2.3%	
County Cash	\$ 1,648,472	\$ 1,999,965	\$ 1,953,219	21.3%	-2.3%	
County In-Kind, Contributed Services						
City Cash						
City In-kind, Contributed Services						
Other Cash						
Other In-Kind, Contributed Services						
<b>Bus Pass Program Revenue</b>						

### CTD

Non-Spons. Trip Program	\$ 3,862,082	\$ 4,264,013	\$ 4,737,639	10.4%	11.1%	
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### USDOT & FDOT

49 USC 5307	\$ 3,169,922	\$ 3,000,000	\$ 2,495,000	-5.4%	-16.8%	
49 USC 5310						
49 USC 5311 (Operating)						
49 USC 5311(Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### AHCA

Medicaid						
Other AHCA (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### DCF

Alcohol, Drug & Mental Health						
Family Safety & Preservation						
Comm. Care Dis./Aging & Adult Serv.						
Other DCF (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### DOH

Children Medical Services						
County Public Health						
Other DOH (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### DOE (state)

Carl Perkins						
Div of Blind Services						
Vocational Rehabilitation						
Day Care Programs						
Other DOE (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### AWI

WAGES/Workforce Board						
Other AWI (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### DOEA

Older Americans Act						
Community Care for Elderly						
Other DOEA (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### DCA

Community Services						
Other DCA (specify in explanation)						
<b>Bus Pass Admin. Revenue</b>						

# 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 2015 to Sept 30th of 2016	Current Year's APPROVED Budget, as amended from Oct 1st of 2016 to Sept 30th of 2017	Upcoming Year's PROPOSED Budget from Oct 1st of 2017 to Sept 30th of 2018	% 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

jarc /nfp	\$ 96,437	\$ 525,780	\$ 311,108	445.2%	-40.8%	
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	\$ 318,521	\$ (361,768)	\$ (171,112)			
---------------------------------------	------------	--------------	--------------	--	--	--

Balancing Revenue is Short By =		None	None		
Total Revenues =	\$18,418,617	\$18,699,759	\$18,491,558	1.5%	-1.1%

## EXPENDITURES (CTC/Operators ONLY / Do NOT include Coordination Contractors!)

### Operating Expenditures

Labor	\$ 381,942	\$ 450,687	\$ 416,314	18.0%	-7.6%	
Fringe Benefits	\$ 284,457	\$ 288,161	\$ 286,309	1.3%	-0.6%	
Services	\$ 340,435	\$ 528,539	\$ 434,487	55.3%	-17.8%	
Materials and Supplies	\$ 1,893,376	\$ 1,762,483	\$ 1,760,299	-6.9%	-0.1%	
Utilities	\$ 48,389	\$ 40,066	\$ 44,228	-17.2%	10.4%	
Casualty and Liability						
Taxes						
Purchased Transportation:						
Purchased Bus Pass Expenses						
School Bus Utilization Expenses						
Contracted Transportation Services	\$ 15,468,409	\$ 15,621,924	\$ 15,545,167	1.0%	-0.5%	
Other						
Miscellaneous	\$ 1,609	\$ 7,899	\$ 4,754	390.9%	-39.8%	
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 =	\$18,418,617	\$18,699,759	\$18,491,558	1.5%	-1.1%
----------------------	--------------	--------------	--------------	------	-------

Once completed, proceed to the Worksheet entitled "Budgeted Rate Base"

# 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 <b>ACTUALS</b> from Oct 1st of <b>2015</b> to Sept 30th of <b>2016</b>	Current Year's <b>APPROVED</b> Budget, as <b>amended</b> from Oct 1st of <b>2016</b> to Sept 30th of <b>2017</b>	Upcoming Year's <b>PROPOSED</b> Budget from Oct 1st of <b>2017</b> to Sept 30th of <b>2018</b>	% 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

# Budgeted Rate Base Worksheet

Version 1.4

CTC: CFRTALYNX

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 <b>BUDGETED</b> Revenues
	from
	Oct 1st of
	<b>2017</b>
	to
	Sept 30th of
	<b>2018</b>
<b>1</b>	<b>2</b>

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?
<b>3</b>	<b>4</b>	<b>5</b>

## REVENUES (CTC/Operators ONLY)

### Local Non-Govt

Farebox	\$	1,222,666
Medicaid Co-Pay Received	\$	-
Donations/ Contributions	\$	-
In-Kind, Contributed Services	\$	-
Other	\$	654,154
<b>Bus Pass Program Revenue</b>	\$	-

### Local Government

District School Board	\$	-
Compl. ADA Services	\$	7,288,884
County Cash	\$	1,953,219
County In-Kind, Contributed Services	\$	-
City Cash	\$	-
City In-Kind, Contributed Services	\$	-
Other Cash	\$	-
Other In-Kind, Contributed Services	\$	-
<b>Bus Pass Program Revenue</b>	\$	-

### CTD

Non-Spons. Trip Program	\$	4,737,639
Non-Spons. Capital Equipment	\$	-
Rural Capital Equipment	\$	-
Other TD	\$	-
<b>Bus Pass Program Revenue</b>	\$	-

### USDOT & FDOT

49 USC 5307	\$	2,495,000
49 USC 5310	\$	-
49 USC 5311 (Operating)	\$	-
49 USC 5311 (Capital)	\$	-
Block Grant	\$	-
Service Development	\$	-
Commuter Assistance	\$	-
Other DOT	\$	-
<b>Bus Pass Program Revenue</b>	\$	-

### AHCA

Medicaid	\$	-
Other AHCA	\$	-
<b>Bus Pass Program Revenue</b>	\$	-

### DCF

Alcohol, Drug & Mental Health	\$	-
Family Safety & Preservation	\$	-
Comm. Care Dis./Aging & Adult Serv.	\$	-
Other DCF	\$	-
<b>Bus Pass Program Revenue</b>	\$	-

### DOH

Children Medical Services	\$	-
County Public Health	\$	-
Other DOH	\$	-
<b>Bus Pass Program Revenue</b>	\$	-

### DOE (state)

Carl Perkins	\$	-
Div of Blind Services	\$	-
Vocational Rehabilitation	\$	-
Day Care Programs	\$	-
Other DOE	\$	-
<b>Bus Pass Program Revenue</b>	\$	-

### AWI

WAGES/Workforce Board	\$	-
AWI	\$	-
<b>Bus Pass Program Revenue</b>	\$	-

### DOEA

Older Americans Act	\$	-
Community Care for Elderly	\$	-
Other DOEA	\$	-
<b>Bus Pass Program Revenue</b>	\$	-

### DCA

Community Services	\$	-
Other DCA	\$	-
<b>Bus Pass Program Revenue</b>	\$	-

\$	1,222,666	\$	-
\$	-	\$	-
\$	-	\$	-
\$	-	\$	-
\$	654,154	\$	-
\$	-	\$	-

\$	-	\$	-
\$	-	\$	7,288,884
\$	-	\$	1,953,219
\$	-	\$	-
\$	-	\$	-
\$	-	\$	-
\$	-	\$	-
\$	-	\$	-

\$	4,737,639	\$	-	\$	-
\$	-	\$	-	\$	-
\$	-	\$	-	\$	-
\$	-	\$	-	\$	-
\$	-	\$	-	\$	-

\$	-	\$	2,495,000
\$	-	\$	-
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\$	-	\$	-

\$	-	\$	-
\$	-	\$	-
\$	-	\$	-

YELLOW cells  
are **NEVER** Generated by Applying Authorized Rates

BLUE cells  
Should be funds generated by rates in this spreadsheet

GREEN cells  
**MAY BE** Revenue Generated by Applying  
Authorized Rate per Mile/Trip Charges

Fill in that portion of budgeted revenue in Column 2 that will be **GENERATED** through the application of authorized per mile, per trip, or combination per trip plus per mile rates. Also, include the amount of funds that are Earmarked as local match for Transportation Services and **NOT** Capital Equipment purchases.

If the Farebox Revenues are used as a source of Local Match Dollars, then identify the appropriate amount of Farebox Revenue that represents the portion of Local Match required on any state or federal grants. This does not mean that Farebox is the only source for Local Match.

Please review all Grant Applications and Agreements containing State and/or Federal funds for the proper Match Requirement levels and allowed sources.

GOLD cells

Fill in that portion of Budgeted Rate Subsidy Revenue in Column 4 that will come from Funds Earmarked by the Funding Source for Purchasing Capital Equipment. Also include the portion of Local Funds earmarked as Match related to the **Purchase of Capital Equipment** if a match amount is required by the Funding Source.

# Budgeted Rate Base Worksheet

Version 1.4

CTC: CFRTALYNX

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 <b>BUDGETED</b> Revenues
	from
	Oct 1st of
	<b>2017</b>
	to
	Sept 30th of
	<b>2018</b>
<b>1</b>	<b>2</b>

## APD

Office of Disability Determination	\$ -
Developmental Services	\$ -
Other APD	\$ -
<b>Bus Pass Program Revenue</b>	\$ -

## DJJ

DJJ	\$ -
<b>Bus Pass Program Revenue</b>	\$ -

## Other Fed or State

jarc Intp	\$ 311,108
xxx	\$ -
xxx	\$ -
<b>Bus Pass Program Revenue</b>	\$ -

## Other Revenues

Interest Earnings	\$ -
xxxx	\$ -
xxxx	\$ -
<b>Bus Pass Program Revenue</b>	\$ -

## Balancing Revenue to Prevent Deficit

Actual or Planned Use of Cash Reserve	\$ (171,112)
---------------------------------------	--------------

**Total Revenues = \$ 18,491,558**

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?	<b>Budgeted Rate Subsidy Revenue EXCLUDED from the Rate Base</b>	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?
<b>3</b>	<b>4</b>	<b>5</b>

\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	

\$ -	\$ -	
\$ -	\$ -	

\$ 311,108		
\$ -		
\$ -		
\$ -		

\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	

\$ (171,112)		
--------------	--	--

**\$ 6,614,459 \$ 11,877,099 \$ -**

## EXPENDITURES (CTC/Operators ONLY)

### Operating Expenditures

Labor	\$ 416,314
Fringe Benefits	\$ 286,309
Services	\$ 434,487
Materials and Supplies	\$ 1,760,299
Utilities	\$ 44,228
Casualty and Liability	\$ -
Taxes	\$ -
Purchased Transportation:	
Purchased Bus Pass Expenses	\$ -
School Bus Utilization Expenses	\$ -
Contracted Transportation Services	\$ 15,545,167
Other	\$ -
Miscellaneous	\$ 4,754
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 = \$ 18,491,558**

minus **EXCLUDED** Subsidy Revenue = **\$ 11,877,099**

Budgeted Total Expenditures **INCLUDED** in  
Rate Base = **\$ 6,614,459**

Rate Base Adjustment<sup>1</sup> =

**Adjusted Expenditures Included in Rate  
Base = \$ 6,614,459**

**\$ 11,877,099**

Amount of Budgeted  
Operating Rate  
Subsidy Revenue

### <sup>1</sup> 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.

<sup>1</sup> The Difference between Expenses and Revenues for Fiscal Year:

**2015 - 2016**

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 = 10,430,038

Rate Per Passenger Mile = \$ 0.63

Total Projected Passenger Trips = 593,290

Rate Per Passenger Trip = \$ 11.15

Fiscal Year

2017 - 2018

Avg. Passenger Trip Length = 17.6 Miles

### Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile = \$ 1.77

Rate Per Passenger Trip = \$ 31.17

**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 checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" 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 checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" 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 checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" 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

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: **CFRTA/LYNX** Version 1.4  
County: **Orange, Osceola, and Seminole**

### 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).....   
..... And what is the projected total number of Group Vehicle Revenue Miles?  **Loading Rate** **0.00** to 1.00

Do NOT  
Complete  
Section IV

### 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: 2017 - 2018				
		Ambul	Wheel Chair	Stretcher	Group	
Projected Passenger Miles (excluding totally contracted services addressed in Section II) = 10,430,038		7,092,425	3,337,613	0	Leave Blank 0	
Rate per Passenger Mile =		\$0.52	\$0.88	\$0.00	\$0.00	\$0.00
					per passenger	per group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) = 593,290		403,437	189,853	0	Leave Blank	
Rate per Passenger Trip =		\$9.07	\$15.56	\$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 =		\$0.52	\$0.88	\$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	
\$1.44	\$2.47	\$0.00	\$0.00	\$0.00
			per passenger	per group
Ambul	Wheel Chair	Stretcher	Group	
\$25.37	\$43.49	\$0.00	\$0.00	\$0.00
			per passenger	per group
Program These Rates Into Your Medicaid Encounter Data				

## 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

**TAB 5**





**THE JOINT ORANGE, OSCEOLA AND SEMINOLE COUNTIES  
TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD BYLAWS**

**ARTICLE I: Preamble**

The following sets forth the bylaws which shall serve to guide the proper functioning of the coordination of transportation services provided to the transportation disadvantaged through the Transportation Disadvantaged Local Coordinating Board. The intent is to provide procedures and policies for fulfilling the requirements of Chapter 427, Florida Statutes and Rule 41-2, Florida Administrative Code, and subsequent laws setting forth requirements for the coordination of transportation services to the transportation disadvantaged.

**ARTICLE II: Name and Purpose**

**Section 1: Name**

The name of the Coordinating Board shall be the JOINT ORANGE, OSCEOLA, AND SEMINOLE COUNTIES TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD, hereinafter referred to as the TDLCB.

**Section 2: Purpose**

The purpose of each TDLCB is to develop local service needs and to provide information, advice and direction to the Community Transportation Coordinator (CTC) on the coordination of services to be provided to the transportation disadvantaged within their local service area. In general, the TDLCB is considered an advisory body. (Section 427.0157, Florida Statutes).

**ARTICLE III: Local Coordinating Board Membership**

**Section 1: Voting Members**

In accordance with Chapter 427.0111, Florida Statutes, all members of the TDLCB shall be appointed by the designated official planning agency which is the Orlando Urban Area Metropolitan Planning Organization (MPO) dba MetroPlan Orlando.

The following agencies or groups shall be represented on the TDLCB as voting members:

1. An elected official from each service area, appointed by the planning agency;
2. A local representative of the Florida Department of Transportation;
3. A local representative of the Florida Department Children and Family Services;
4. A representative of the Public Education Community which could include, but not be limited to, a representative of the District School Board, School Board Transportation Office, or Headstart Program in areas where the School District is responsible;
5. In areas where they exist, a local representative of the Florida Division of Vocational Rehabilitation or the Division of Blind Services, representing the Department of Education;

6. A person who is recognized by the Veterans Service Office representing the veterans in the county;
7. A person who is recognized by the Florida Association for Community Action (President) representing the economically disadvantaged in the service area;
8. A person over sixty representing the elderly in the service area;
9. A person with a disability representing the disabled in the service area;
10. Two citizen advocate representatives in the county; one who must be a person who uses the transportation service(s) as their primary means of transportation;
11. A local representative for children at risk;
12. A local representative of the Florida Department of Elder Affairs;
13. An experienced representative of the local private for profit transportation industry. In areas where such representative is not available, a local private non-profit representative will be appointed except where said representative is also the CTC. In cases where no private for-profit or private non-profit representatives are available in the service area, this position will not exist on the TDLCB;
14. A local representative of the Florida Agency for Health Care Administration;
15. A representative of the Regional Workforce Development Board established in Chapter 445, Florida Statutes; and
16. A representative of the local medical community, which may include, but not be limited to, kidney dialysis centers, long term care facilities, assisted living facilities, hospitals, local health department or other home and community based services, etc.

#### **Section 2: Alternate Members**

Agency alternates are to be appointed in writing to the Planning Agency by an agency representative. Non-agency alternates may be appointed by the Planning Agency.

1. Each alternate may vote only in the absence of that member on a one-vote-per-member basis.
2. Alternates for a TDLCB member who cannot attend a meeting must be a representative of the same interest as the primary member.

#### **Section 3: Technical Advisors - Non-Voting Members**

Upon a majority vote of a quorum of the TDLCB, technical advisors may be approved for the purpose of providing the TDLCB with technical advice as necessary.

The following agencies or individuals shall be represented on the TDLCB as non-voting members:

1. The chairperson or designee of the selected Community Transportation Coordinator (CTC);
2. The Chair or other elected designee from the LYNX Transit Advisory Committee; and
3. A representative from Orange County Emergency Medical Services

#### **Section 4: Terms of Appointment**

Except for the Chairperson and state agency representatives, the members of the TDLCB shall be appointed for three year staggered terms with initial memberships being appointed equally for one, two and three years to avoid a significant turnover during a particular period (41-2.012(4) FAC). The Chairperson shall serve until their elected term of office has expired or otherwise replaced by the Designated Official Planning Agency.



## Section 5: Termination of Membership

Any member of the TDLCB may resign at any time, by notice in writing, to the Planning Agency. Unless otherwise specified in such notice, such resignation shall take effect upon receipt thereof by the Planning Agency.

## Section 6: Removal from Office

### 1. Removal from Office

a. Members serve in an advisory capacity, as volunteers, without compensation, and at the pleasure of the MetroPlan Orlando Board and the applicable appointing authority.

#### b. Grounds for Removal

##### i. Removal for excessive absenteeism

a) Each member is expected to demonstrate interest in the committee's activities through the member's or a designated alternate's participation in the scheduled meetings.

b) If a member has three (3) consecutive absences from the meetings or has missed a majority of meetings during the year, the supporting MetroPlan Orlando staff person shall notify the appointing authority and said member in writing in an effort to ensure full participation in the committee.

c) Staff may recommend removal of members with excessive absences to the MetroPlan Orlando Board and appointing authority.

##### ii. Removal for cause:

a) A member may be removed for cause for:

i. Any conduct by a member, which in the opinion of MetroPlan Orlando, is inappropriate or unsuitable and which has a tendency to adversely affect, lower, or destroy the respect or confidence of MetroPlan Orlando in the ability of the member to perform his or her duties as a member of the committee, or conduct which brings disrepute or discredit to the committee or to MetroPlan Orlando;

ii. Violation of any provision of an applicable statute, county, or city code of ethics governing the conduct of officials;

iii. Malfeasance, misfeasance, neglect of duty, or inability to perform his or her official duties; or

iv. Conviction of a felony.

c. Staff may recommend the removal of a member for cause to the MetroPlan Orlando Board and applicable appointing authority.

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**d. Procedure for Removal. Removal of a member may be effected by majority vote of the MetroPlan Orlando Board.**

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**Section 7: Attendance**

The Planning Agency shall review, and consider rescinding, the appointment of any member of the TDLCB who fails to attend three consecutive meetings without representation. The TDLCB shall notify the TD Commission if any state agency voting member or their alternate fails to attend three consecutive meetings. The Planning Agency must complete attendance roster for each local coordinating board meeting.

TDLCB Members can participate (and vote) in meetings via conference call, however, a physical quorum must be present to vote on action items.

**ARTICLE IV: Officers and Duties**

**Section 1: Appointments**

The Planning Agency shall appoint an elected official to serve as the official Chairperson and Vice Chairperson for all TDLCB meetings.

**Section 2: Chairperson**

The Planning Agency shall appoint one of its members, who is an elected official, to serve as the official Chairperson to preside at all TDLCB meetings. The Chairperson shall be an elected official from one of the counties involved. The Chairperson shall preside at all meetings, and in the event of his/her absence; the Vice Chairperson shall assume the powers and duties of the Chairperson.

The Chairperson shall serve until their elected term of office has expired or otherwise replaced by the Designate Official Planning Agency. The Planning Agency shall replace or reappoint the Chairperson at the end of his/her term.

**Section 3: Vice Chairperson**

The TDLCB shall hold an annual organizational meeting for the purpose of electing a Vice-Chairperson (41-2.012(2) FAC). The Vice Chairperson shall be elected by a majority vote of a quorum of the members of the TDLCB. The Vice Chairperson shall serve a term of one year starting with the first meeting after the election. For a multi-county board, an elected official, not serving as the Chairperson, shall serve as Vice Chairperson. In the event of the Chairperson's absence, the Vice Chairperson shall assume the duties of the Chairperson and conduct the meeting. The Vice Chairperson may serve more than one term.

In the absence of all the TDLCB's elected officials, the Quality Assurance Task Force (QATF) Chairperson would conduct the meeting.

**ARTICLE V: Administration of the Local Coordinating Board**

**Section 1: Regular Meetings**

The TDLCB shall meet at least quarterly. All meetings, including committee meetings, will function under the "Government in the Sunshine Law." All meetings will provide opportunity for public comments on their agenda.

TDLCB Members can participate (and vote) in meetings via conference call, however, a physical quorum must be present to vote on action items.

#### **Section 2: Meeting Notices**

All TDLCB meetings, public hearings, committee meetings, etc., shall be advertised, at a minimum, in the largest general circulation newspaper in the designated service area prior to the meeting.

Meeting notice shall include date, time, and location, general nature/subject of the meeting, and a contact person and number to call for additional information and/or to request meeting information in accessible formats.

Planning Agency staff shall provide the agenda and meeting package to the TD Commission, TDLCB members and all other interested parties prior to the meeting. Special consideration to the advanced delivery time of certain technical or detailed documents, such as the Transportation Disadvantaged Service Plan (TDSP), shall be given for additional review time. The agenda shall include a public participation opportunity.

#### **Section 3: Quorum**

At all meetings of the TDLCB, the presence in person of a majority of the voting members shall be necessary and sufficient to constitute a quorum for the transaction of business.

In situations where a quorum is not obtained, the members present may elect to either

1. Cancel the meeting and reschedule the meeting at a later date, or,
2. Continue to meet and discuss agenda items for informational purposes only. Agenda items that need formal action shall be presented at a future meeting where a quorum is present.

#### **Section 4: Voting**

At all meetings of the TDLCB at which a quorum is present, all matters, except as otherwise expressly required by law or these Bylaws, shall be decided by the vote of a majority of the members of the TDLCB present.

#### **Section 5: Bylaws and Parliamentary Procedures**

The TDLCB shall develop and adopt a set of bylaws. The bylaws shall state that the TDLCB will conduct business using parliamentary procedures according to Robert's Rules of Order, unless stated otherwise in the bylaws. The bylaws shall be reviewed, updated (if necessary), and adopted annually. Approved bylaws shall be submitted to the TD Commission.

#### **Section 6: Planning Agency Responsibilities**

The metropolitan planning organization (MPO) shall provide the TDLCB with sufficient staff support and resources to enable the TDLCB to fulfill its responsibilities as set forth in Chapter 427, Florida Statutes. These responsibilities include providing sufficient staff to manage and oversee the duties of the TDLCB. This includes, but is not limited to, assistance in the scheduling of meetings; training board members; evaluating cost effectiveness; reviewing the local Transportation Disadvantaged Service Plan (TDSP); preparing, duplicating, and distributing meeting packets; and other necessary administrative duties and costs, as appropriate.

### **ARTICLE VII: Local Coordinating Board Duties**

## Section 1: Board Duties

The TDLCB shall:

- A. Review and make recommendations regarding the approval of the Memorandum of Agreement between the newly recommended CTC and the TD Commission.
- B. Annually review, make recommendations and approve the Transportation Disadvantaged Service Plan (TDSP). The TDLCB shall ensure that the TDSP has been developed by involving all appropriate parties in the process.
- C. Annually, provide the MPO with an evaluation of the CTC's performance in general and relative to Insurance, Safety Requirements and Standards as referenced in Rule 41-2.006, FAC, and the performance results of the most recent TDSP (41-2.012(5)(b) FAC). As part of the CTC's performance, the TDLCB shall also set an annual percentage goal increase (or establish a percentage) for the number of trips provided within the system to be on public transit. The TDLCB shall utilize the TD Commission's Quality Assurance Performance Evaluation Tool to evaluate the performance of the CTC. This evaluation Tool and Summary will be submitted to the TD Commission upon approval by the TDLCB.
- D. In cooperation with the CTC, review and provide recommendations to the TD Commission and the MPO on all applications for local government, state or federal funds relating to transportation of the transportation disadvantaged in the designated service area to ensure that any expenditures within the designated service area are provided in the most cost effective and efficient manner (427.0157(3), FS). The accomplishment of this requirement shall include the development and implementation of a process by which the TDLCB and CTC have an opportunity to become aware of any federal, state or local government funding requests and provide recommendations regarding the expenditure of such funds. Such funds may include expenditures for operating, capital or administrative needs. The process should include at least:
  1. The review of applications to ensure that they are consistent with the TDSP. This review shall consider:
    - a) The need for the requested funds or services;
    - b) Consistency with local government comprehensive plans;
    - c) Coordination with local transit agencies, including the CTC;
    - d) Consistency with the TDSP;
    - e) Whether such funds are adequately budgeted amounts for the services expected; and,
    - f) Whether such funds will be spent in a manner consistent with the requirements of coordinated transportation laws and regulations.
  2. Notify the TD Commission of any unresolved funding requests without delays in the application process.
- E. When requested, assist the CTC in establishing eligibility guidelines and trip priorities.
- F. Review coordination strategies or service provision to the transportation disadvantaged in the designated service area to seek innovative ways to improve cost effectiveness, efficiency, safety, working hours and types of service in an effort to increase ridership to a broader population (427.0157(5) FS). Such strategies should include:

1. Supporting inter- and intra-county agreements to improve coordination as a way to reduce costs for service delivery, maintenance, insurance, or other identified strategies; and
  2. Seeking the involvement of the private and public sector, volunteers, public transit, school districts, elected officials and others in any plan for improved service delivery.
- G. Annually review coordination contracts to advise the CTC whether the continuation of said contract provides the most cost effective and efficient transportation available (41-2.008(3) FAC).
- H. Annually hold at a minimum, one Public Hearing for the purpose of receiving input regarding unmet needs or any other areas that relate to the local transportation services. The public hearing will be held at a place and time that is convenient and accessible to the general public. In order that additional funding is not used or needed to accommodate this requirement, it is recommended that the public hearing be held in conjunction with a regular business meeting of the Coordinating Board (immediately following or prior to the TDLCB meeting). A public hearing held jointly with the TD Commission will satisfy this annual requirement.
- I. All coordinating board members should be trained on and comply with the requirements of Section 112.3143, Florida Statutes, concerning voting conflicts of interest (41-2.012(5)(d) FAC).
- J. Work cooperatively with regional workforce boards established in chapter 445 to provide assistance in the development of innovative transportation services for participants in the welfare transition program (427.0157(7), FS).
- K. Evaluate multi county or regional transportation opportunities (427.0157(6), FS).

#### **ARTICLE VIII: Committees**

##### **Section 1: Quality Assurance Task Force**

Appoint a Committee represented by at least five (5) members from the TDLCB to discuss TD issues or any other problems related to service quality. Member alternates may serve on the QATF, however may only vote if the regular member is not present at the meeting. This Task force will review and develop recommendations concerning the CTC Evaluation process. It shall ensure that the most cost-effective, non-duplicated, efficient and accountable transportation service is offered to the Transportation Disadvantaged population. The Task Force may also consider, under its purview, activities that support the improvement of TD operations such as limited research or studies. The Task Force will also select new or replacement members for vacancies from eligible applicants within the tri-county region for non-agency mandated position. A Chairperson shall be selected by the members appointed to the Task Force.

##### **Section 2: Grievance Committee**

When needed, appoint a Grievance Committee to serve as a mediator to hear and investigate grievances, from agencies, users, transportation operators, potential users of the system, and the CTC in the designated service area, and make recommendations for the local Coordinating Board or to the TD Commission, when local resolution cannot be found, for improvement of service.

The TDLCB shall establish a process and procedure to provide regular opportunities for issues to be brought before such committee and to address them in a timely manner in accordance with the TD Commission's Local Grievance Guidelines. Members appointed to the committee shall be voting members of the TDLCB. (41-2.012(5)(c), FAC).

### **Section 3: Others**

Other Committees shall be designated by the Chairman, as necessary, to investigate and report on specific subject areas of interest to the TDLCB and to deal with administrative and legislative procedures. Members appointed to the committees shall be voting members of the Coordinating Board. Committee members shall elect all committee chairpersons each calendar year.

## **ARTICLE IX: Communication with Other Agencies and Entities**

### **Section 1: General**

The Local Coordinating Board may communicate directly with other agencies and entities, as necessary, to carry out its duties and responsibilities in accordance with Rule 41-2 Florida Administrative Code.

## **ARTICLE X: Amendments**

### **Section 1: General**

The Bylaws may be amended by a two-thirds vote of members present, if a quorum exists, providing the proposed change(s) is/are mailed to all members at least seven (7) days in advance of the meeting.

## **ARTICLE XI: Certification**

The undersigned hereby certifies that he/she is the Chairperson of the Joint Orange, Osceola, and Seminole Counties Transportation Disadvantaged Local Coordinating Board and that the foregoing is a full, true and correct copy of the Bylaws of this Board as adopted by the Joint Orange, Osceola and Seminole Counties Transportation Disadvantaged Local Coordinating Board on the 9<sup>th</sup> day of February 2017.

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Honorable Pete Clarke, Chairperson,  
Joint Orange, Osceola, and Seminole Counties  
Transportation Disadvantaged Local Coordinating Board



**TAB 6**





metroplan orlando  
A REGIONAL TRANSPORTATION PARTNERSHIP

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

**Date:** May 10, 2017

**Name (DOPA):** MetroPlan Orlando

**Address:** 250 S. Orange Avenue  
Suite 200  
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 Bob Dallari

**Title:** Chairman of MetroPlan Orlando

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

<b><u>POSITION</u></b>	<b><u>MEMBER</u></b>	<b><u>TERM</u></b>
ELECTED OFFICIALS	Pete Clarke (Orange) Peggy Choudhry (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	Adam Zubritsky	-
VETERANS	Command Sergeant Major Tommie Maldonado	-
MEDICAID (AHCA)	Milagros Chervoni	-
FLORIDA DEPT. OF ELDER AFFAIRS	Randall Hunt	-
REPRESENTING THE ELDERLY (OVER SIXTY)	Linda Levine Silverman	Two Years
REPRESENTING THE DISABLED	Marilyn Baldwin	Three Years
CITIZEN ADVOCATE	Marsha Shapiro	One Year
CITIZENS ADVOCATE (SYSTEM USER)	Bob Melia	Three Years
FOR-PROFIT OPERATOR	Chris York	One Year
NON-VOTING MEMBERS	Tom Daniels	-
	Tim May	-

**TAB 7**



## 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>G0C73</u>

Orange, Osceola and Seminole  
(County)

Reporting Period: January 1, 2017 to March 31, 2017

### 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. Next TDSP Annual Update will be approved in May, 2017.

#### **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:** Annual Evaluation conducted February 9, 2017. Final report to be presented to LCB at their meeting in May, 2017. 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 2015-2016 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 11, 2017 meeting. The FY2016-2016 CTC Evaluation document and ACCESS LYNX User Survey is enclosed as Task 2 deliverables.

#### **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 February 9, 2017 TDLCB meeting agenda and draft minutes as well as QATF agenda and highlights are enclosed as a **Task 3 deliverable**. The membership roster, attendance report and public notice of meeting, are also provide as **deliverables for Task 3**.

Commissioner Peggy Choudhry, Osceola County was appointed to the LCB. An orientation was held with Commissioner Choudhry January 27, 2017. An agenda from the meeting is provided as a **deliverable for Task 3**.

**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 2017.

**TASK 5:**

Annually develop and update by-laws for Local Coordinating Board approval.

**Response:** A review of the bylaws was conducted by the QATF Subcommittee January 24, 2017 and approved by the LCB at their February 9, 2017 meeting. A copy of the approved bylaws are provided as a **deliverable for Task 5**.

**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:** A review of the Grievance Procedures was conducted by the QATF January 24, 2017 and approved by the LCB at their February 9, 2017 meeting. A copy of the approved Grievance Procedures is provided as a deliverable for Task 6.

**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. Next AOR submission due September 15, 2017.

**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. The next submission due date is September 15, 2017.

**TASK 9:**

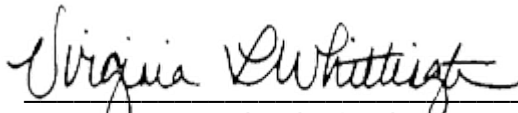
Develop and provide the local coordinating board with quarterly progress reports of transportation disadvantaged planning accomplishments and planning contract deliverables as outlined in the planning grant agreement and any other activities related to the transportation disadvantaged program, including but not limited to, consultant contracts, special studies, and marketing efforts.

**Response:** Information is included with each quarterly meeting agenda packet. The February 9, 2017 TDLCB meeting agenda (Task 3 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. Task completed.

  
\_\_\_\_\_  
Signature of Individual Submitting Report

04/07/2017  
Date

Virginia L. Whittington  
Typed name of Individual Submitting Report



## **May 2017 CTC Report**

While the Source Evaluation Committee recommended MV Transportation to be awarded the combined paratransit/NeighborLink contract, the LYNX Board of Directors requested the award be tabled due to a protest of the award. The Board could possibly take the issue up again at their May 25, 2017 meeting.

Ten (10) paratransit operators participated in the local LYNX Roadeo in April, 2017. Of the 10 operators, Rhoda Scott took 1<sup>st</sup> place, and Kevin Herring took 2<sup>nd</sup> place. These two fine operators will participate in the State Triple Crown Roadeo May 28<sup>th</sup> and 29<sup>th</sup> in Daytona Beach. Ben Gonzalez, Supervisor of Paratransit Operations is also participating in the Roadeo as a judge.

Between January 1, 2017 and March 31, 2017, LYNX staff has attended a total of 22 public outreach initiatives, with the most recent being at the Magnolia School in College Park. Staff trained 22 teachers/teacher assistants, and 32 students how to ride the fixed route system, as well as advising of all modes of transportation offered in our community. LYNX paratransit staff has visited over 120 facility visits since our last report. MV staff went to Share the Care and participated in their BINGO event and meet with facility administrators. This brings the total public outreach initiatives to 22, and over 120 facility visits since the beginning of the year.

LYNX participated in the hospital emergency drill which covered all three counties. This drill showcased emergency evacuation drills and local hospitals ability to triage large groups.



May 11, 2017

The Honorable Pete Clark, Orange County Commissioner, Chairman  
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 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 August 1, 2016 through August 31, 2017.

Sincerely,



Timothy M. May  
Manager of Paratransit Operations - LYNX

cc: The Joint Transportation Disadvantaged Local Coordinating Board of  
Orange, Osceola, and Seminole Counties (via MetroPlan Orlando)  
Edward L. Johnson, Chief Executive Officer, LYNX

## MONTHLY PARATRANSIT STATISTICAL BREAKDOWNS

	Category	March 2016	April 2016	May 2016	June 2016	July 2016	August 2016	September 2016	October 2016	November 2016	December 2016	January 2017	February 2017	March 2017	2015 to 2016 Difference
Commendations & Concerns	Commendations	8	8	6	21	9	13	12	7	9	7	14	12	12	50.00%
	Customer Service	5	1	4	4	4	3	2	1	7	3	2	6	0	-100.00%
	Discourtesy	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00%
	Drivers and Driving	20	21	17	28	14	25	28	14	14	10	33	18	19	-5.00%
	Equipment	0	0	0	0	0	1	1	1	1	2	2	0	0	0.00%
	Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00%
	Risk Management	0	1	0	1	0	0	0	1	0	0	1	0	0	0.00%
	Scheduling	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00%
	Other	3	2	4	4	3	7	2	1	6	5	2	5	2	-33.33%
	Timeliness	30	27	20	25	27	40	52	42	66	43	41	32	35	16.67%
	Total Concerns	58	52	45	62	48	76	85	60	94	63	81	61	56	-3.45%
	Total Reservations Accepted	61,300	58,850	59,808	58,765	57,031	62,361	61,488	62,187	65,722	63,336	62,353	59,272	67,229	9.67%
	Concerns per 1,000 Trips *	0.95	0.88	0.75	1.06	0.84	1.22	1.38	0.96	1.43	0.99	1.30	1.03	0.83	-11.96%
Trip Status	No-Shows	2,634	2,518	2,513	2,709	2,832	3,090	2,825	3,249	3,645	3,385	3,087	2,714	3,263	23.88%
	Cancellations & Sub. Changes	14,720	13,286	13,860	14,144	13,703	14,190	14,161	16,764	18,400	17,015	14,734	13,399	15,179	3.12%
	Completed Trips	43,946	43,046	43,435	41,912	40,496	45,081	44,502	42,174	43,677	42,936	44,532	43,159	48,787	11.02%
	No-Show Rate	4.30%	4.28%	4.20%	4.61%	4.97%	4.96%	4.59%	5.22%	5.55%	5.34%	4.95%	4.58%	4.85%	12.95%
	Cancellation Rate	24.01%	22.58%	23.17%	24.07%	24.03%	22.75%	23.03%	26.96%	28.00%	26.86%	23.63%	22.61%	22.58%	-5.98%
	Completed Trips	71.69%	73.15%	72.62%	71.32%	71.01%	72.29%	72.38%	67.82%	66.46%	67.79%	71.42%	72.82%	72.57%	1.23%
Completed Passenger Trips by Sponsor	ADA	32,312	31,737	31,877	30,523	29,429	33,766	31,916	30,935	32,401	31,513	33,427	32,836	37,258	15.31%
	TD	15,305	14,675	14,948	14,764	14,640	14,885	15,887	15,867	16,246	16,459	16,108	15,020	17,145	12.02%
	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	31,824	30,725	31,444	30,021	28,557	32,022	31,961	30,164	30,858	29,887	32,042	30,789	34,505	8.42%
	Wheelchair Passengers	12,122	12,321	11,991	11,891	11,939	13,059	12,541	12,010	12,819	13,049	12,490	12,370	14,282	17.82%
	Stretcher Passengers	-	-	-	-	-	-	-	-	-	-	-	-	-	0.00%
	Escort/Attendant Passengers	3,671	3,366	3,390	3,375	3,573	3,570	3,301	4,628	4,970	5,036	5,003	4,697	5,616	52.98%
Other Stats	Average Call Hold Time	3:00	1:54	1:51	2:00	2:01	2:05	3:39	5:33	4:13	3:08	2:43	2:43	4:43	57.22%
	On Time Performance	85.64%	85.77%	87.39%	88.52%	87.88%	85.79%	84.61%	82.53%	82.09%	84.89%	85.04%	83.97%	82.98%	-3.11%
	Missed Trips	29	14	13	9	15	23	24	20	42	29	7	10	5	-82.76%
	Productivity (Passengers/Hour)	1.16	1.16	1.15	1.13	1.13	1.13	1.15	1.14	1.13	1.10	1.12	1.15	1.14	-1.72%
	Uncollected Fares	4,493	2,905	4,877	3,951	1,953	3,185	4,550	7,394	7,965	7,960	7,471	7,713	8,939	98.95%
	Percentage of Uncollected Fares	2.50%	1.67%	2.78%	2.37%	1.21%	1.76%	2.55%	4.30%	4.51%	4.66%	4.19%	4.45%	4.56%	82.40%

*Estimated based on information available at the time of report compilation*