



metroplan orlando
A REGIONAL TRANSPORTATION PARTNERSHIP

TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD AGENDA

May 10, 2018 @ 10:00 a.m.



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

DATE: Thursday, May 10, 2018
TIME: 10:00 a.m.
LOCATION: David L. Grovdahl Board Room
250 S. Orange Avenue, Suite 200
Orlando, Florida 32801



Wireless access available
Network = metroplan
Password = metroaccess

Commissioner Lee Constantine, Chairperson, Presiding

AGENDA

- I. CALL TO ORDER – Commissioner Constantine**
- 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 8, 2018 Transportation Disadvantaged Local Coordinating Board meeting are included for approval at Tab 1.

VII. ACTION ITEMS

A. Approval of the Transportation Disadvantaged Service Plan (TDSP) Update **TAB 2**

Mr. Bill Hearndon, LYNX, will present the 2018-2023 Transportation Disadvantaged Service Plan. The TDSP is a 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. The Quality Assurance Task Force reviewed the draft at their April 24, 2018.

B. Request to Convert Percentage of TD Trip & Equipment Grant to Capital **TAB 3**

Mr. Bill Hearndon will request approval to convert 25% of Transportation Disadvantaged Trip & Equipment (TDTE) Grant Funding to capital for the benefit of the transportation disadvantaged population within our service area. The Quality Assurance Task Force will present their recommendation following their April 24, 2018 meeting.

VIII. PRESENTATIONS & STATUS REPORTS

None.

IX. GENERAL INFORMATION **TAB 4**

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 will be provided separately.

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.

X. UPCOMING MEETINGS AND EVENTS OF INTEREST

- *MetroPlan Orlando Board meeting – June 13, 2018*
- *Quality Assurance Task Force – July 24, 2017 at 10:00 a.m. (TENT)*

XI. MEMBER COMMENTS

XII. PUBLIC COMMENTS (GENERAL)

XIII. NEXT MEETING - August 9, 2018

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 15, 2018
TIME: 10:00 a.m.
LOCATION: MetroPlan Orlando Board Room
250 S. Orange Avenue, Suite 200
Orlando, Florida 32801

Commissioner Lee Constantine, Presiding

Members in attendance were:

Commissioner Lee Constantine, Seminole County, **Chairman**
Mayor Jose Alvarez, Osceola County, **Vice-Chairman**
Commissioner Pete Clarke, Orange County
Dr. Linda Levine-Silverman, Elderly
Ms. Tamyika Young, AHCA/Medicaid
Ms. Marilyn Baldwin, Disabled
Mr. Robert Melia, Citizen Advocate, System User
Ms. Jane Tkach, Citizen Advocate
Mr. Adam Zubritsky, Public Education
Ms. Alnita Whitt, Veterans
Mr. Wilfredo Raices, State Coordinating Council of Early Childhood
Mr. Carlos Colon for Jo Santiago, FDOT District 5
Ms. Sharon Jennings, Agency for Persons with Disabilities
Mr. Randall Hunt, Senior Resource Alliance
Ms. Dianne Arnold, Economically Disadvantaged
Mr. Chris York, For-Profit Operator
Ms. Crystal Ford for Mr. Tom Daniels, Orange County EMS (*non-voting*)
Mr. Bill Hearndon, Deputy Director of Mobility Services, LYNX (*non-voting*)

Members not in attendance were:

Mr. Wayne Olson, Dept. of Education & Vocational Rehabilitation
Ms. Evelyn Diaz, Medical Community

Others in attendance were:

Ms. Virginia Whittington, MetroPlan Orlando
Ms. Mary Ann Horne, MetroPlan Orlando
Ms. Lisa Smith, MetroPlan Orlando
Mr. Benjamin Gonzalez, ACCESS LYNX
Mr. David Franqui, ACCESS LYNX

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

I. CALL TO ORDER

Chairman Constantine called the meeting to order at 10:00 a.m.

II. PLEDGE OF ALLEGIANCE

Chairman Constantine led attendees in the Pledge of Allegiance.

III. INTRODUCTIONS

Chairman Constantine allowed the TDLCB members the opportunity to introduce themselves.

IV. CONFIRMATION OF A QUORUM

Ms. Lisa Smith confirmed that a quorum was present.

V. AGENDA REVIEW AND ANNOUNCEMENTS

Ms. Whittington announced that there has been a change to the membership certification. She noted that Ms. Tamyika Young replaces Ms. Milagros Chervoni as the appointee for the Agency for Health Care Administration and Ms. Chervoni will serve as the alternate. Ms. Whittington called attention to the items in the supplemental folders specifically the information provided by ACCESS LYNX with regard to the eligibility process.

VI. PUBLIC COMMENTS ON ACTION ITEMS

There were no public comments on any of the action items.

VII. Quality Assurance Task Force (QATF) Report

Ms. Baldwin reported that the QATF met on January 23, 2018. She said that the QATF welcomed two new members, Ms. Evelyn Diaz, representing the Medical Community and Ms. Jane Tkach, Citizen

Advocate (non-system user). She stated that Ms. Whittington informed the QATF members that they would not need to review the CTC Evaluation tool this year because the CTC is in the process of being re-designated. She noted that quarterly ridership surveys will still be conducted. Ms. Baldwin and Ms. Ford were elected as the 2018 Chair and Vice-Chair of the QATF respectively. She reported that the QATF conducted its annual review of the TDLCB Bylaws and Grievance Procedures. The QATF members unanimously recommended that no changes were needed to either of those documents. Upon approval by the TDLCB, those documents will be transmitted to the Florida Commission for the Transportation Disadvantaged. Ms. Baldwin stated that the QATF had a lengthy conversation regarding an experience that one of the members is having with eligibility. She explained that her experience led her to question whether other people are having the same experience. Ms. Baldwin pointed out that the questions from the meeting were submitted by MetroPlan Orlando staff to ACCESS LYNX Eligibility. She noted that copies of the responses, and a summary of the meeting were in the supplemental folders. Ms. Baldwin said that a representative from ACCESS LYNX Eligibility is present at today's meeting, and will give the TDLCB a presentation on the Eligibility process. The date of the next QATF meeting is April 24th.

VIII. CONSENT AGENDA

A. Approval of minutes of previous meeting

The minutes of the November 9, 2017 Transportation Disadvantaged Local Coordinating Board meeting were provided for approval.

MOTION: Mayor Alvarez moved to approve the November 9, 2017 meeting minutes. Ms. Baldwin seconded the motion, which passed unanimously.

B. Acknowledgement of public meeting comments

Staff requested acknowledgement of the summary of the public meeting comments received during the annual public meeting November 7, 2017. The meeting summary was provided.

MOTION: Mayor Alvarez moved to acknowledge the summary of comments received at the November 9, 2017 public meeting. Ms. Baldwin seconded the motion, which passed unanimously.

IX. ACTION ITEMS

A. Election of TDLCB Vice Chair

Pursuant to the TDLCB Bylaws, 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.

MOTION: Dr. Levine-Silverman moved to nominate Mayor Jose Alvarez as Vice-Chairman of the TDLCB. Commissioner Clarke seconded the motion, which passed unanimously.

B. Approval of 2018 TDLCB Bylaws

Pursuant to the CTD operating guidelines, the TDLCB is required to review their bylaws annually and recommend any proposed changes to the TDLCB for approval. The bylaws were reviewed by the QATF at their January 23, 2018 meeting with no changes being recommended.

MOTION: Mayor Alvarez moved to approve the 2018 TDLCB Bylaws as recommended. Commissioner Clarke seconded the motion, which passed unanimously.

C. Approval of 2018 Grievance Procedures

Pursuant to the CTD operating guidelines, annually, the TDLCB must review and update its grievance procedures, if necessary. The grievance procedures were reviewed by the QATF at their January 23, 2018 meeting. No changes were recommended.

MOTION: Mr. Hunt moved to approve the 2018 Grievance Procedures as recommended. Mr. Colon seconded the motion, which passed unanimously.

D. Appointment of 2018 Grievance Committee

Pursuant to the TDLCB Grievance Procedure, a Grievance Committee shall be appointed by the Transportation Disadvantaged Local Coordinating Board Chair and shall consist of at least five (5) voting members of the TDLCB. Three of the previous five members: Ms. Crystal Ford, Ms. Marilyn Baldwin, and Mr. Bob Melia have indicated their willingness to continue in this role. Two additional volunteers are needed to fill two vacancies. Only in the event a grievance is filed will the Grievance Committee be convened.

MOTION: Commissioner Clarke moved to appoint Ms. Arnold and Ms. Tkach to fill the vacancies on the 2018 Grievance Committee. Mayor Alvarez seconded the motion, which passed unanimously.

E. Approval of TDLCB Membership Certification

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 14, 2018 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. Ms. Whittington noted that Ms. Young replaces Ms. Chervoni as the member representing the Agency for Health Care Administration.

MOTION: Mayor Alvarez moved to approve the TDLCB membership certification. Dr. Levine-Silverman seconded the motion, which passed unanimously.

X. PRESENTATIONS AND STATUS REPORTS

A. LYNX/Community Transportation Coordinator (CTC) Update

Bill Hearndon, ACCESS LYNX, reported on current and ongoing operations, including an update on the issue of uncollected fares. Mr. Hearndon stated that uncollected fares have continued to decline since July 2017. He said that strict enforcement of fare collection went into effect October 1st, and as of Tuesday, February 13th, uncollected fares were down to .35%. He also reported that ACCESS LYNX has entered into a new contract with MV Transportation effective December 1st. He explained that the new contract caps their monthly payment pending the number of revenue hours they provide. He said that if MV Transportation goes above or below a certain percentage, a matrix is used to determine the monthly allocation. Mr. Hearndon added that one of the objectives of the new contract is to lower the number of trips that were provided by MV Transportation. He stated that in an effort to improve on-time performance, ACCESS LYNX began using Mears Transportation in December to provide taxi service for individuals with short trips. He commented that in the month of December, approximately 20% of the trips were sent to Mears Transportation and as a result MV's on-time performance for the ACCESS LYNX program has improved to approximately the low 90's. He noted that the cost per trip of the taxi short trips decreased by almost half of previous trips to approximately \$16.55. Mr. Hearndon reported that the call centers for fixed route and paratransit have merged. He added that as a result of merging the two call centers, the following measures have occurred: filled five vacant call center positions, continued cross-training, changed call settings, improved call hold time, monitored daily call center stats, adjusted trip transitions to increase cost avoidance, and reviewed best practices of other call centers. Mr. Hearndon stated that ACCESS LYNX is in the process of finalizing the contract with Lyft to provide mobility services. He noted that individuals with PAW Passes will have the ability to prepay for their Lyft trips.

Chairman Constantine opened the discussion to receive member comments. He stated that he appreciates that ACCESS LYNX handled the uncollected fares issue with great compassion. The TDLCB members expressed their satisfaction with the update they received on the uncollected fares issue. Mr. Melia discussed two recent Mears taxi rides in which he noticed that there were no seatbelts in the vans. Mr. Hearndon acknowledged his concerns and stated that he would bring that to the attention of Mears. Ms. Baldwin thanked Mr. Hearndon for the progress updates. Ms. Baldwin discussed her concerns as they relate to long ride times. She said that she is unsure if the current system is reflective of the amount of times this is happening. Ms. Baldwin requested that QATF members be provided with a summary of the services that Lyft will provide. She stated that this is to ensure that accommodations are being met. Ms. Baldwin expressed concern that individuals that do not have access to smart phone technology will not be able to take advantage of the ability to prepay. She asked if there is a minority provider working with MV Transportation. Mr. Hearndon requested specific dates for the long ride times so that those can be researched and follow-up properly. He reiterated that the purpose of re-assigning the short trips from MV to MEARS Transportation was to eliminate long ride times. He responded that a summary of Lyft services can be provided to the QATF members for review. Mr. Hearndon explained that Lyft does not allow cash transactions in their vehicles, and that the PAW Pass will allow the fare to be collected before the vehicle arrives. He said that for those

that do not have a PAW Pass, services will still be provided through both MV and Mears Transportation. Mr. York stated that the DBE provider for MV Transportation is CCT (Community Connection Transportation). He said that the contractor has worked with MV for over a year, and indicated that the company also provides overflow taxi service for them as well. Both Dr. Levine-Silverman and Ms. Ford expressed concern with long ride times and provided details of situations that they have experienced. Mr. Hearndon acknowledged their concerns. He said that he would get with them so he can obtain specifics and do the proper research.

B. Overview of ACCESS LYNX Eligibility Process

Mr. David Franqui, Safety and Training Coordinator with ACCESS LYNX, was present to provide an overview of the eligibility process and to respond to questions that arose at the January 23rd QATF meeting. He said that the eligibility process helps staff to determine the best form of transportation an applicant requires; help them maintain their independence; and provide them with the best experience possible. Mr. Franqui provided an overview of the Transportation Disadvantaged and ADA which are the two programs that ACCESS LYNX uses to determine eligibility. He explained that the ADA program is for individuals applying for eligibility under a disability. He stated that going through the ADA program may require that a Functional Assessment be conducted. Under the ADA program, an applicant must meet three Eligibility Classifications: Unconditional (the individual's condition will not be changing), Conditional (affected by environment or circumstances) and Transitional (temporary if the applicant's condition limits their ability to use public transportation or their ability to drive). Mr. Franqui explained that the ADA visitor category applies to visitors in the area that have qualified for ADA services in their particular area. He reviewed the determining factors for the TD program which apply if no other funding is available; the customer cannot access the city bus (Fixed Route or NeighborLink) due to distance from bus alignment or no transportation is available at the times needed; household income is 150% of the poverty level. Mr. Franqui said that the applicant can be approved for the TD program if they require transportation to life sustaining treatments, but not in conjunction with ADA. Mr. Franqui noted that an applicant cannot qualify under both programs. He walked the TDLCB members through the details on the application. He explained that once the application is complete the applicants can mail, fax or drop off the completed application to LYNX Central Station. If the applicant cannot do any of those, they can call and a member of the eligibility staff will make every effort to accommodate the applicant. He noted that there have been instances where eligibility staff has gone to an applicant's home, assisted in completing the application, and taken the application to the applicant's particular doctor for completion. He stressed that staff is willing to make whatever accommodations are necessary to assist in completing the eligibility process.

He reviewed the process undertaken when a functional assessment is required. Mr. Franqui explained that the functional assessment is completed in order to get more information about the applicant, and determine their ability to use fixed route. He stated that the assessments are performed by Select Physical Therapy, which is an independent third party licensed occupational therapist. He noted that there are several locations in Central Florida and that the facilities are usually no more than 30 minutes away from the applicant's home. He pointed out that transportation is provided to and from the appointment at no charge to the applicant. He said that that entire process can range from 7 to 21 business days. Ms. Ford asked who makes the medical decision for approval of ADA or TD. Mr. Franqui responded that the eligibility

staff makes the final determination of approval or denial by using established criteria along with a recommendation from the functional assessment.

Ms. Whittington thanked Bill and David for gathering the information and providing details in response to questions and concerns raised at the January QATF meeting. She noted that under normal circumstances, the February meeting is where the CTC evaluation is done, and that eligibility is one of the criteria in the evaluation. She stated that since there is no CTC evaluation in 2018, staff decided to use this opportunity to educate the Board members on the eligibility process. She reminded the Board members that the next CTC evaluation will happen in February 2019.

XI. GENERAL INFORMATION

A. Planning Grant Update Report

Quarterly progress reports of transportation disadvantaged planning accomplishments and planning contract deliverables as outlined in the planning grant agreement were provided for information purposes.

B. Report of Operator Payments

The Operators Payment 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. A copy of the report was provided for use and information.

C. 2017 Attendance Records

A spreadsheet showing the attendance records for the TDLCB meetings during 2017 was provided for information purposes.

XII. UPCOMING MEETINGS AND EVENTS OF INTEREST

A. MetroPlan Orlando Board Meeting – March 14, 2018 at 9 a.m.

B. Quality Assurance Task Force – April 24, 2018 at 10 a.m. (if needed)

C. TDLCB Meeting Dates for 2018:

1. May 10, 2018
2. August 9, 2018
3. November 15, 2018 (Annual Public Meeting following by the regular quarterly meeting)

XIII. MEMBER COMMENTS

None

XIV. PUBLIC COMMENTS (GENERAL)

Ms. Shelia Young, spoke concerning issues that she has experienced including long wait times for the customer service line, the need for a GPS update and a PAW Pass tutorial. She also wanted to know if consideration is given for the blind to set-up an appointment to get one-on-one assistance when completing the eligibility process.

Ms. Cheryl Stone, expressed concern that complete names and addresses are listed in the public hearing summary, which is in turn made available to the public and is also posted on the MetroPlan Orlando website. She further stated that most of those in attendance at the TD public hearing are from a specific population with various disabilities, and stated that she feels that could be a publishing their complete names and addresses could present a HIPPA violation. She asked that consideration be given to using the person's first initial and last name and city that they reside. Ms. Whittington stated that staff would redact the information from the summary.

XV. ADJOURNMENT – Next meeting: May 10, 2018

There being no further business the meeting adjourned at 11:15 a.m.

Respectfully transcribed and submitted by Ms. Lisa Smith.

Approved this 10th day of May 2018.

Commissioner Lee Constantine
Chairperson

Lisa Smith
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

DRAFT

LYNX

**TRANSPORTATION
DISADVANTAGED
SERVICE PLAN**

2018 to 2023



ACCESS LYNX
PARATRANSIT PARTNERSHIP

TABLE OF CONTENTS

INTRODUCTION.....	5
LCB MEMBERSHIP ROSTER	6
 I. DEVELOPMENT PLAN	 10
A. Introduction.....	10
1. Background of the Transportation Disadvantaged Program.....	10
2. Community Transportation Coordinator Designation Date and History.....	15
3. Organizational Charts	16
4. Consistency Review of Other Plans.....	21
5. Local Coordinating Board Certification	23
B. Service Area Profile and Demographics.....	25
1. Service Area Description	25
2. Demographics	25
C. Service Analysis.....	31
1. Forecasts of TD Population	31
2. Needs Assessment.....	32
3. Barriers to Coordination	34
D. Goals, Objectives, and Strategies.....	34
E. Implementation Plan	35
 II. SERVICE PLAN.....	 38
A. Types, Hours, and Days of Service.....	39
B. Accessing Services.....	39
1. Eligibility	42
C. Trip Prioritization.....	45
D. Transportation Operators and Coordination Contractors.....	46
1. Operator Capability.....	46
2. Coordinated Providers	47
E. Public Transit Utilization.....	55
F. School Bus Utilization	55
G. System Safety Program Plan.....	55
H. Inter-County Services	58
I. Natural Disaster/Emergency Procedures	58
J. Marketing.....	58
K. Acceptable Alternatives	58
 III. QUALITY ASSURANCE	 59
A. Service Standards.....	59
B. Local Grievance Procedures/Process	64
C. Evaluation Processes.....	64
1. CTC Evaluation Process	64

2. CTC Monitoring Procedures of Operators and Coordination Contractors	65
3. Planning Agency Evaluation Process	65

IV. COST/REVENUE ALLOCATION AND RATE STRUCTURE JUSTIFICATION	66
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LIST OF FIGURES, TABLES, AND CHARTS

Figure 1 TD Program Concept Chart.....	14
Figure 2 LYNX Mobility Services Division Organizational Chart	17
Figure 3 LYNX Organization Chart	18
Figure 4 MV Transportation Orlando Division Organization Chart	19
Figure 5 ACCESS LYNX Service Area	20
Table 1 LYNX Service Area Demographic Summary	26
Table 2 Population Projections	27
Table 3 2012 Civilian Labor Force and Unemployment Statistics.....	28
Table 4 Major Trip Generators	29
Table 5a Forecast of Potential Transportation Disadvantaged by County	31
Table 5b Forecast of Transportation Disadvantaged by County	32
Table 5c Forecast of Transportation Disadvantaged Trips by County	32
Table 6 Implementation Schedule	36
Table 7 Sponsor Operator Policies	41
Table 8 Provider Information.....	49
Table 9 Vehicle Inventory	51
Table 10 Service Standards.....	59
Table 11 Rate Structure	67

Attachments

Attachment 1 Glossary of Terms	68
Attachment 2 LYNX Eligibility Application.....	80
Attachment 3 ACCESS LYNX Appeal Process	85
Attachment 4 ACCESS LYNX Request for Appeal.....	89
Attachment 5 Rules and Procedures for the Grievance Process	92
Attachment 6 LCB CTC Annual Evaluation	106
Attachment 7 CTC Evaluation.....	136
Attachment 8 CTD QAPE Planning Agency Biennial Review	144
Attachment 9 Transportation Disadvantaged Rate Review Worksheet.....	148
Attachment 10 Community Connector Plan (Locally Developed and Coordinated Human Services Transportation Plan)	157

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INTRODUCTION

The Transportation Disadvantaged Service Plan (TDSP) reflects LYNX' commitment to maintain and improve transportation services for the transportation disadvantaged and serves as a framework for transit service performance evaluation. As the Community Transportation Coordinator (CTC) for Orange, Osceola, and Seminole counties, LYNX is responsible for meeting the transportation needs of the elderly, individuals with lower incomes, and individuals with disabilities through the arrangement of quality, cost-effective and efficient, transportation services within its service area. The TDSP lays out a strategy for meeting the state of Florida requirements through service planning, development and implementation of transportation resources. The TDSP is required by the State of Florida Commission for the Transportation Disadvantaged (CTD) and approved by the Local Coordinating Board (LCB).



metroplan orlando
A REGIONAL TRANSPORTATION PARTNERSHIP

**TRANSPORTATION DISADVANTAGED
LOCAL COORDINATING BOARD
MEMBERSHIP ROSTER
February 2018**

CHAIRMAN: Honorable Lee Constantine, Seminole County

VICE CHAIRMAN: Honorable Jose Alvarez, Osceola County

ORANGE COUNTY

Commissioner Pete Clarke

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

Alternate: Cmsr. Jennifer Thompson

SEMINOLE COUNTY

Commissioner Lee Constantine
Chairman

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

Alternate: Cmsr. Bob Dallari

OSCEOLA COUNTY

Mayor Jose Alvarez

101 North Church Street
Kissimmee, Florida 34741
PH: (407) 518-2318

Alternate: Cmsr. Cheryl Grieb

CITIZEN ADVOCATE

Jane Tkach

CITIZEN ADVOCATE (SYSTEM USER)

Bob Melia

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

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: Tanika Massey

MEDICAID

Tamyika Young

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

Alternate: Milagros Chervoni

MEDICAL COMMUNITY

Evelyn Diaz

203 Ernestine Street
Orlando, Florida 32837
PH: (407) 843-6110

PUBLIC EDUCATION, OCPS TRANSPORTATION

Adam Zubritsky 5149 North Pine Hills Road
Safety/Training Department 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: Shelia Young

REPRESENTATIVE FOR THE ELDERLY (OVER 60)

Linda Levine-Silverman

Alternate: Cheryl Stone

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

Alnita Whitt Orange County Veterans Services
2100 East Michigan Street
Orlando, Florida 32806
PH: (407) 836-8990

Alternate: Master Sergeant Jose Pizarro

ORANGE COUNTY EMS

Tom Daniels, Non-voting Member

2002-A East Michigan Street
Orlando, Florida 32806

Alternate: Crystal Ford

LYNX

Bill Hearndon

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

Non-Voting Member

LYNX – TAC REPRESENTATIVE

VACANT

Non-Voting Member

Alternate:

I DEVELOPMENT PLAN

A. Introduction to the Service Area

1. Background of the Transportation Disadvantaged Program

State Level Roles and Responsibilities

The purpose of the Transportation Disadvantaged Program is to ensure the availability of efficient, cost-effective, and quality transportation services for the transportation disadvantaged population throughout the State of Florida. The program was established shortly after the Florida Department of Transportation (FDOT) and the Department of Health and Rehabilitation Services (HRS) entered into an interagency agreement in the mid-1970's to address concerns about duplication and fragmentation of transportation services. The mandate to coordinate transportation services designed to meet the needs of the transportation disadvantaged was enacted in 1979 as Florida Statute Chapter 427. This statute defines the transportation disadvantaged as:

"...those persons who because of physical or mental disability, income status, or age 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 children who are handicapped or high-risk or at-risk as defined in Section 411.202, Florida Statutes."

The Coordinating Council was established within the Florida Department of Transportation (FDOT) to implement the Transportation Disadvantaged Program. The Council was staffed by FDOT personnel and received no direct funding to accomplish their duties. The early days of the program were a period of learning and understanding of transportation-disadvantaged issues, expenditures, and ways to better use limited resources. In 1984, the first five-year statewide plan for the Transportation Disadvantaged Program provided limited information on population and a profile of local services.

The Commission for the Transportation Disadvantaged (CTD), established as an independent commission, replaced the Coordinating Council in 1989, when the Florida Legislature made extensive modifications to Chapter 427. The Commission was authorized to hire its own staff and allocate funding for specialized transportation services available through the new Transportation Disadvantaged Trust Fund (TDTF), the source of which was a fifty-cent license tag fee.

Two additional sources of funding were authorized in 1990: 15 percent of FDOT's public transit funding was to be transferred annually to the Commission; and \$5.00 for each temporary disabled parking placard sold was dedicated for the Transportation Disadvantaged Program.

Additional amendments to Chapter 427 made in the 1990's resulted in increasing the license tag fee to \$1.00 and allowing voluntary contributions to the TDTF. Another

provision required increasing membership of the commission to 27 members, including private for-profit transportation operators and business interests.

In 2001, Chapter 427 was amended to allow an additional recurring budget allocation of \$6 million to the Transportation Disadvantaged Trust Fund.

Federal Level Roles and Responsibilities

The Federal government has long recognized the State of Florida as a leader in coordinating publicly funded transportation services and has undertaken its own efforts to address coordinated transportation issues. These efforts were significantly strengthened by Executive Order (EO) 13330 on the Coordination of Human Service Programs issued by President George W. Bush on February 24, 2004. This EO created an interdepartmental Federal Council on Access and Mobility to undertake collective and individual departmental actions to reduce duplication among federally-funded human service transportation services, increase the efficient delivery of such services, and expand transportation access for older individuals, persons with disabilities, and persons with low-income within their own communities.

As a first principle to achieve these goals, federally-assisted grantees involved in providing and funding human service transportation must work together to more comprehensively address the needs of the populations served by various Federal programs. In their report to the President on the Human Service Transportation Coordination, members of the Council recommended that “in order to effectively promote the development and delivery of coordinated transportation services, the Administration seeks mechanisms (statutory, regulatory, or administrative) to require participation in a community transportation planning process for human service transportation programs.”

In August 2005, the President signed legislation consistent with this recommendation. This legislation, the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU), created a requirement for a locally-developed, coordinated public transit/human services transportation planning process. Starting in Federal Fiscal Year 2007, projects funded under three Federal Transit Administration (FTA) programs must be derived from a locally developed coordinated public transit/human services transportation plan. These programs are the Section 5316 Job Access and Reverse Commute (JARC) Program, the Section 5317 New Freedom Program (NFP), and the Section 5310 Elderly Individuals and Individuals with Disabilities Program. SAFETEA-LU guidance issued by FTA indicates that the plan should be a “unified, comprehensive strategy for public transportation service delivery that identifies the transportation needs of individuals with disabilities, older adults, and individuals with limited income, lays out strategies for meeting these needs, and prioritizes services.” The minimum required plan contents include:

- Identification of current providers and services;

- Assessment of transportation needs of older adults, persons with disabilities, and individuals with lower incomes, as appropriate;
- Identification of strategies and/or activities to address those needs and service gaps; and
- Implementation priorities, based on time, resources and feasibility.

The requirements as set forth in the FTA guidance are found in Attachment 10 (Community Connector Plan) of this document. In July 2012, Congress authorized the *Moving Ahead for Progress in the 21st Century Act (MAP-21)*; with its provisions taking effect October 1, 2012. One of the impacts of MAP-21 was the consolidation of the Section 5316 Job Access and Reverse Commute (JARC) into the Urbanized Mass Transit Formula Program (section 5307) and the Rural Transit Formula Funding Program (Section 5311). The New Freedom (Section 5317) grant program was incorporated into the Section 5310. MAP-21 continues the provision that projects selected for funding are able to be included in the Locally Developed and Coordinated Human Services Transportation Plan (Community Connector Plan). The JARC program, initiated in 1999, provided funding for projects that assist welfare recipients and eligible low-income individuals in accessing jobs and other employment-related activities, as well as reverse commute projects for transporting individuals of any income level in urban and rural areas to suburban employment opportunities. The New Freedom Program provided funding for new public transportation services and service alternatives beyond those required by the Americans with Disabilities Act of 1990 (ADA) which assist individuals with disabilities to and from employment and full participation in community life.

Under MAP-21, LYNX has the opportunity to administer the 5310 program directly or choose to designate FDOT as the administrator of the funds. FTA has designated LYNX as the direct recipient of the 5310 funds. As part of this designation, LYNX has developed a project management plan to properly administer the project. Furthermore, operating assistance became available under the Section 5310 program. Historically, LYNX has used these funds for capital projects.

Fixing America's Surface Transportation Act (FAST-Act), a five-year legislation to improve the Nation's surface transportation infrastructure, including roads, bridges, transit systems, and rail transportation, was signed into law on December 4, 2015. The FAST-Act increased dedicated bus funding by 89% over the life of the bill...

- (Pre-FAST Act) Fiscal Year (FY) 2015: \$10.7 billion
- (Post-FAST Act) FY16: \$11.8 billion
- FY17: \$12 billion
- FY18: \$12.2 billion
- FY19: \$12.4 billion
- FY20: \$12.6 billion

The FAST-Act bill provided a competitive grant program for bus and bus facilities (5339) to address capital investment. The bill reformed public transportation “Buy America” procurement and transit research activities to increase efficiency. It also established a pilot program to expand transit through public-private partnerships and provided flexibility with the State of Good Repair funds. The pilot program for Innovative Coordinated Access & Mobility provided competitive funding for innovative projects that improve the coordination of transportation services with non-emergency medical transportation services. The bill provided for the coordination of public transportation services for the mobility of seniors and individuals with disabilities, and required FTA to develop a best practice guide for 5310 service providers. It also included a review of minimum safety standards in public transportation.

Local Level Roles and Responsibilities

Metropolitan Planning Organizations (MPOs) or designated official planning agencies (DOPAs) perform long-range planning and assist the Commission and Local Coordinating Boards in implementing the Transportation Disadvantaged program in designated service areas. MetroPlan Orlando performs this role for the Transportation Disadvantaged Local Coordinating Board of Orange, Osceola, and Seminole counties.

Local Coordinating Boards (LCB) are advisory boards that provide information, advice, and direction to the Community Transportation Coordinator (CTC). Each LCB meets at least quarterly. Its committees meet when necessary to conduct an annual evaluation of the CTC, participate in annual updates of the TDSP, and review grievances which may be brought to them regarding service delivery.

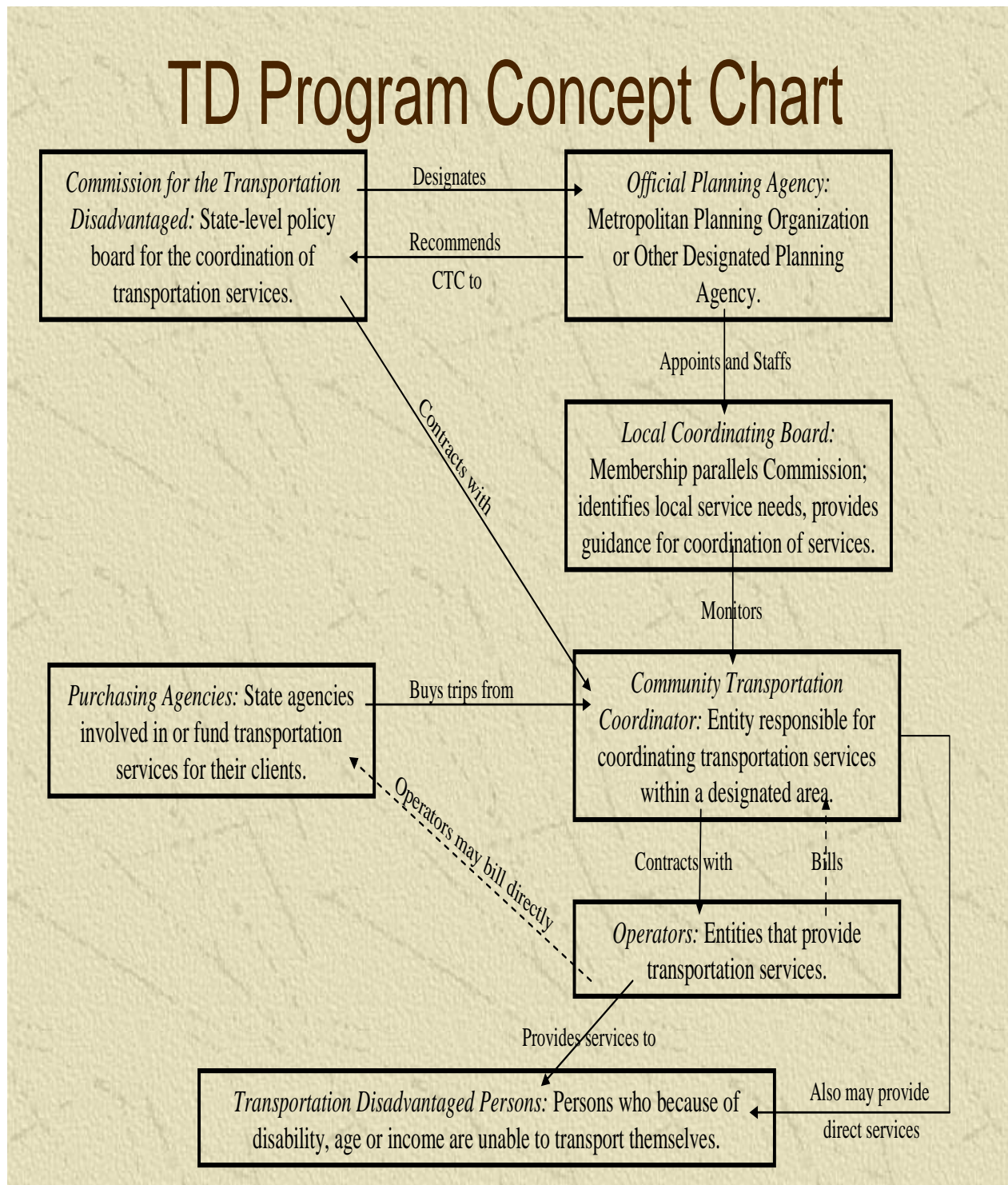
Pursuant to Chapter 427, Florida Statutes, and Rule 41-2, Florida Administrative Code, the following are the positions that comprise the Local Coordinating Boards.

- Chairperson – must be an elected official
- Elderly
- Disabled
- Citizen Advocate
- Citizen Advocate, representing people who use the coordinated system
- Veterans Services
- Community Action Agency (economically disadvantaged)
- Public Education
- Department of Transportation
- Department of Children and Families
- Department of Labor and Employment Security
- Department of Elder Affairs
- Agency for Health Care Administration – Medicaid Office
- State Coordinating Council (Early Childhood)
- Private Transportation Industry
- Mass/Public Transit Industry (if applicable)

Community Transportation Coordinators (CTC) are approved by the Florida CTD every five years and are responsible for arranging transportation for the transportation disadvantaged. The Community Transportation Coordinator may, with approval from the LCB, subcontract or broker transportation services to private transportation operators. Community Transportation Coordinators are also responsible for short-range operational planning, administration, monitoring, coordination, arrangement, and delivery of transportation disadvantaged services originating within their designated service area, on a full-time basis. Community Transportation Coordinators can be a governmental, private for-profit, private nonprofit, or a public transit entity that is under contract with the CTD through a Memorandum of Agreement (MOA). Annually, the CTC reviews all Transportation Operator contracts before renewal, to ensure the effectiveness and efficiency of the operator and to determine if they comply with the standards of the Commission. Community Transportation Coordinators also have the following powers and duties:

- Collect annual operating data for submittal to the Commission.
- Review all transportation operator contracts annually.
- Approve and coordinate the utilization of school bus and public transportation services in accordance with the transportation disadvantaged service plan.
- Review all applications for local government, federal, and state transportation disadvantaged funds, and develop cost-effective coordination strategies.
- Establish priorities with regard to the recipients of non-sponsored transportation disadvantaged services that are purchased with TDTF.

Figure 1 - TD Program Concept Chart



2. Community Transportation Coordinator Designation Date and History

LYNX has been the designated Community Transportation Coordinator for Orange, Osceola, and Seminole Counties since October 1, 1992. The Florida Commission for the Transportation Disadvantaged entered into a Memorandum of Agreement (MOA), dated September 14, 1992, with LYNX to assume coordinator duties and approve the Trip/Equipment Grant for LYNX to provide non-sponsored transportation to the transportation disadvantaged persons in the area.

Prior to LYNX assuming the role of CTC, the East Central Florida Regional Planning Council (ECFRPC) was the CTC for the 1992 fiscal operating year. The ECFRPC assumed the role of Coordinator from Mears Transportation, which had been the CTC for the previous years of 1988 through 1991. The CTC under this system provided reservations, scheduling, and dispatching service and brokered transportation services to eight private providers.

In June 1992, the ECFRPC and MetroPlan Orlando proposed to the Florida Commission for the Transportation Disadvantaged (CTD) that LYNX become the designated CTC for Orange, Osceola, and Seminole Counties. At its meeting on July 15, 1992, the CTD designated LYNX to be CTC effective October 1, 1992.

Service began on October 1, 1992, and was provided by Grayline of Orlando, d.b.a. United Transportation. Transportation services were provided for eligible customers of the following programs:

- Medicaid
- Transportation Disadvantaged
- ADA Complementary Paratransit
- Community Coordinated Child Care
- Vocational Rehabilitation
- Division of Blind Services

United Transportation was the sole provider of service to the CTD in the tri-county region until January 19, 1996.

From 1996 to 1999, COMSIS Mobility Services, under the direction of LYNX, provided management support to the A+Link, paratransit service program. In 1999 LYNX transitioned brokerage services in-house and assumed the previous service provider's roles.

In 2001, a comprehensive assessment of the A+Link paratransit program was conducted by Multisystems, a paratransit transportation consulting firm. This assessment revealed issues of concern related to service costs, customer satisfaction, and efficiency. This effort resulted in an entirely new paratransit model being developed by LYNX, in

collaboration with the community, our customers, and funding partners. In addition to reservations, customer service, and customer relations functions already provided in-house, LYNX brought the scheduling and dispatch functions in-house; moved from four local service providers to one national service provider; and transitioned the paratransit program name and associated negative stigmas from “A+ Link” to “ACCESS LYNX.”

While the program’s image and performance improved drastically, it was at a significant financial cost to the agency. In 2004, LYNX outsourced all functions except for eligibility to the service provider, MV Transportation. MV Transportation, in addition to providing direct service, also provided all call center, scheduling, and dispatch functions. LYNX performed oversight and controlled contract compliance, eligibility, data entry, billing, and customer relations, which included intake of and response to complaints.

In October 2011, Transportation America was selected as the non-core (6:00 P.M. to 4:00 A.M. Monday through Saturday, and all day Sunday) paratransit service provider. MV Transportation continued to serve as the core (4:00 A.M. to 6:00 P.M. Monday through Saturday) provider. The Core/Non-Core model of service provision caused inefficiencies and confusion for customers and in March 2013, Transportation America was released from their contract with LYNX and MV Transportation assumed all service provision responsibilities.

Consistent with the national trends with the elimination of state-sponsored provision of transportation services for Medicaid clients, in March 2015, ACCESS LYNX stopped providing Medicaid services as a result of Medicaid transitioning to Management Care organizations providing transportation services.

Like many regional transit providers, LYNX began re-evaluating its delivery of paratransit and TD services in light of the increase of the use of transportation network companies (TNCs) and the increase in the need for last-mile, first-mile connections. The result of this analysis of service delivery resulted in LYNX implementing a new Mobility Service Division to a mobility management service delivery concept.

In December 2017, the traditional ACCESS LYNX call center was converted to a combined paratransit and fixed route customer service call center to support LYNX’ role as a mobility manager of transportation options for all clients. While MV Transportation continues to deliver direct service, the Mobility Services call center now provides all customer service functions including reservations, fixed route bus information, customer concern/compliments, and lost & found. Mobility Services has been creating mobility solutions through collaboration with other transportation providers to include TNCs and taxi providers to deliver the most cost-effective and efficient transportation mode for each customer’s needs.

3. Organizational Charts

LYNX' paratransit partnership is the result of a cooperative effort among LYNX, funding partners, advocates, system users, and elected officials from throughout the three-county area. Following are organizational charts for the LYNX Mobility Services Division, LYNX Corporate and MV Transportation.

Figure 2 – LYNX Mobility Services Division Organizational Chart

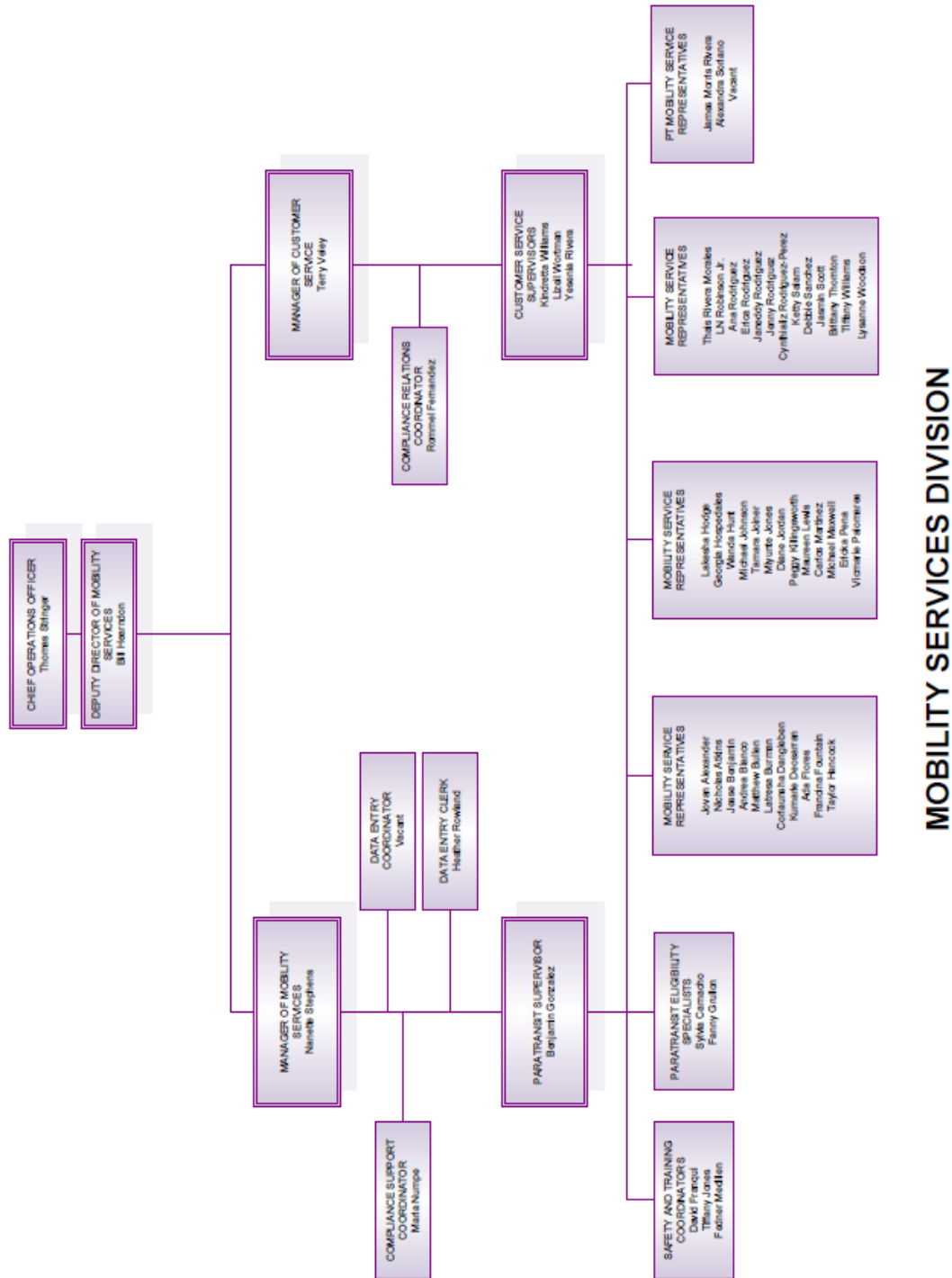
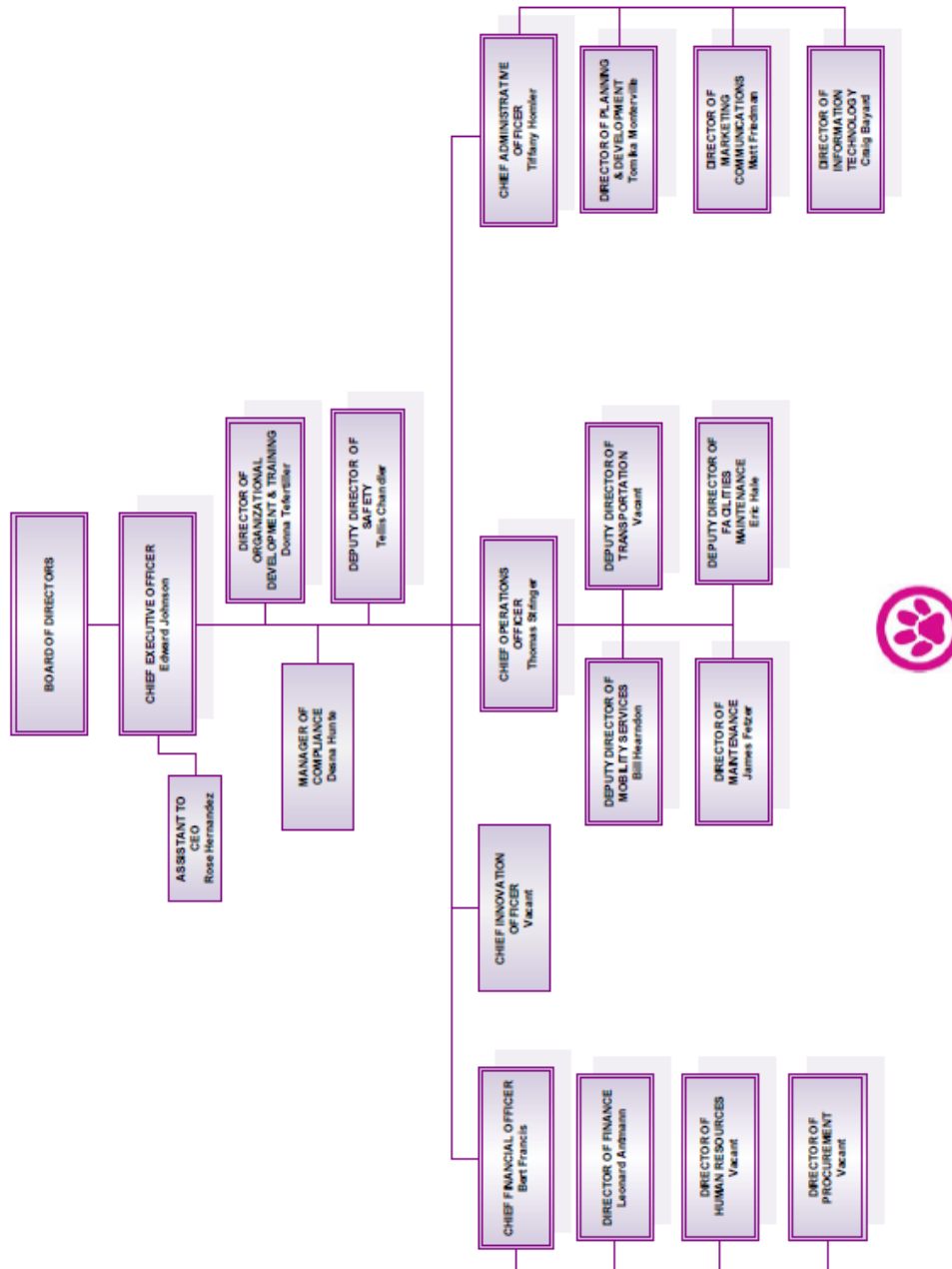


Figure 3 – LYNX Organizational Chart



LYNX ORGANIZATIONAL CHART
March 19, 2018

Figure 4 – MV Transportation – Orlando Division – Organizational Chart

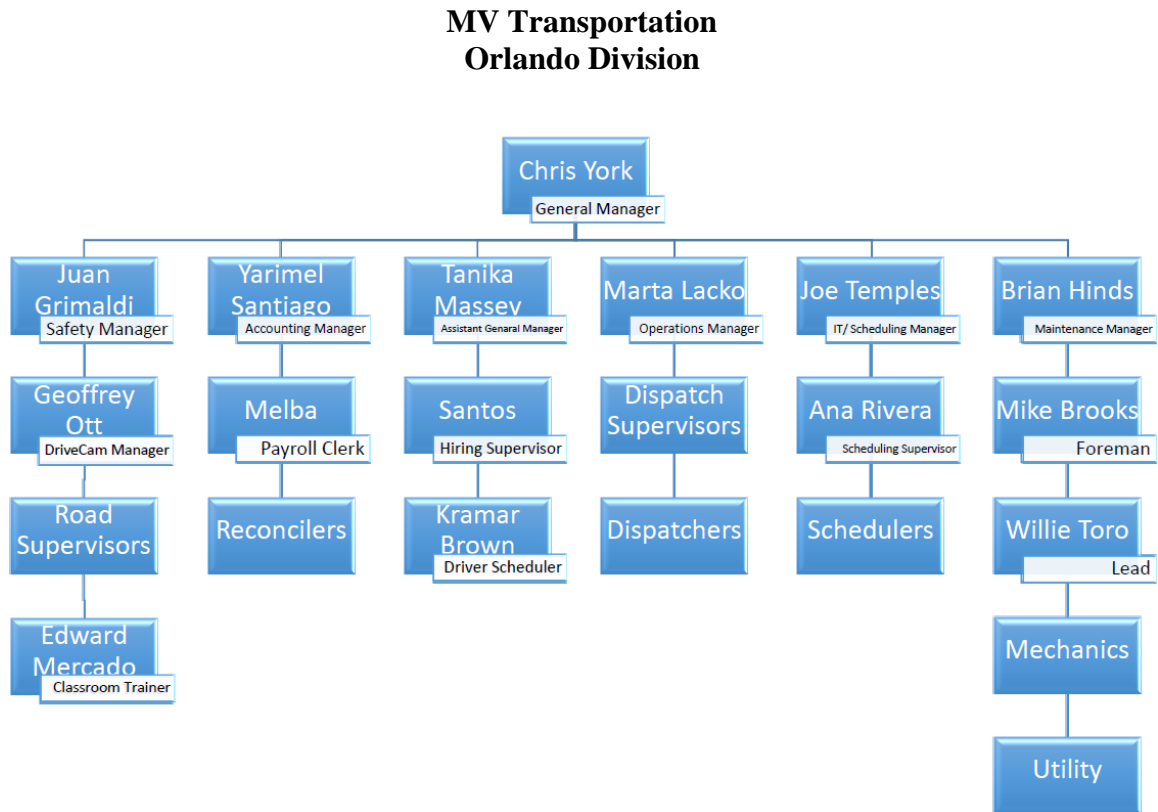
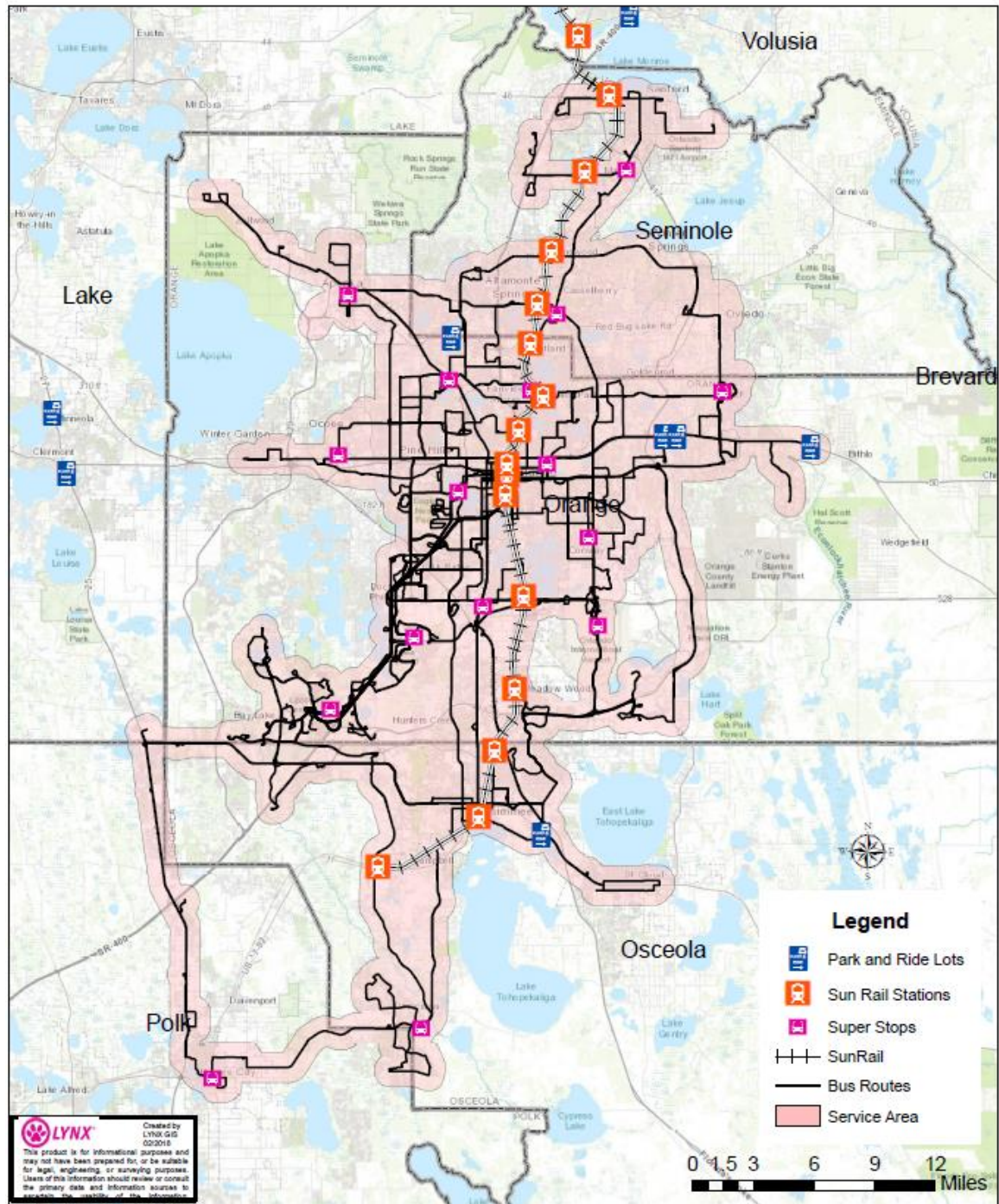


Figure 5
ACCESS LYNX SERVICE AREA

Orlando Metro Transit Service



4. Consistency Review of Other Plans

As required for the Transportation Disadvantaged Service Plan, LYNX has reviewed various local planning documents to ensure consistency among them. Consistency among various local planning documents is assured by the collaborative efforts of LYNX and MetroPlan Orlando (the DOPA/MPO for Orange, Osceola, and Seminole Counties). As required for the Transportation Disadvantaged Service Plan, LYNX has reviewed the following documents:

a. Local government comprehensive plans

The comprehensive plans for Orange, Osceola, and Seminole counties and their cities document long-term land use.

b. Strategic Regional Policy Plan

The Strategic Regional Policy Plan (SRPP) is produced by the East Central Florida Regional Planning Council for Brevard, Lake, Orange, Osceola, Seminole, and Volusia counties. The SRPP offers a regional planning perspective.

c. LYNX Transit Development Plan

The Transit Development Plan (TDP) is a ten-year strategic instrument that provides an assessment of where we are, where we are going, and how we propose to get there. It is a needs-based assessment, and is therefore not cost-constrained. The TDP presents LYNX' operating and associated capital improvement plan for the next ten-year period and is intended to guide the activities, priorities, and budgets of the organization. The current TDP covers fiscal years 2017 through 2026.

The TDP is a requirement of the State of Florida for all public transportation service providers to qualify for Florida Department of Transportation (FDOT) public transportation funding assistance. The TDP assesses the current and projected community conditions in terms of transportation needs and quality of life issues and develops service plans to address those needs.

A key component of the 2018 Transit Development Plan for LYNX is the Route Optimization Study (ROS), which is in its preliminary stages of the recommendations to restructure the LYNX fixed route and NeighborLink services to support the mobility management model. LYNX received authorization to complete the Financing plan for the TDP after the final service recommendations were completed for the ROS. The final ROS recommended system plan will not be completed until the summer of 2018, with plans to implement some of the proposed changes in FY 2019.

Some of the preliminary recommendations include an increase in the number of NeighborLink routes to serve areas not requiring high-capacity buses. The ROS also proposes the increase in the use of TNC's to meet some transit trips in the region.

d. Commission for the Transportation Disadvantaged 5 Year/20 Year Plan

The five-year Transportation Disadvantaged Plan sets forth goals, objectives, and a plan of action for the Commission for the Transportation Disadvantaged. The five-year plan presents forecasts of demand for transportation disadvantaged services, the costs of meeting that demand; forecasts of future funding; and approaches to balancing the supply and demand for these services. The twenty-year plan presents forecasts for Florida's transportation disadvantaged system. Forecasts are provided of the transportation disadvantaged population; demand for trips; the number of trips that will be supplied; the unmet demand for trips; the operating expense of the forecasted trips; and the number and expense of new vehicles that will be required to supply the forecasted trips.

e. MetroPlan Orlando's Long Range Transportation Plan (LRTP)

This twenty-year plan is developed through a cooperative effort with local governments, LYNX, and the Florida Department of Transportation.

Consistent with State and Federal requirements, the MPO's Transportation Plan is to identify the transportation improvements that lead to the development of an integrated, multi-modal transportation system. The plan is also to identify the need for major investment studies, incorporate the recommendations of the bicycle and pedestrian plans, identify transportation enhancement activities and identify financing strategies to bring about the implementation of the plan.

f. Transportation Improvement Program

The Transportation Improvement Program (TIP) is the five-year implementation plan for the MPO's the LRTP.

5. Local Coordinating Board Certification



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

Date: March 14, 2018

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 Cheryl Grieb

Title: Chairwoman of MetroPlan Orlando

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

<u>POSITION</u>	<u>MEMBER</u>	<u>TERM</u>
ELECTED OFFICIALS	Pete Clarke (Orange)	-
	Jose Alvarez (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	Evelyn Diaz	-
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	Alnita Whitt	-
MEDICAID (AHCA)	Tamyika Young	-
FLORIDA DEPT. OF ELDER AFFAIRS	Randall Hunt	-
REPRESENTING THE ELDERLY (OVER SIXTY)	Linda Levine Silverman	One Year
REPRESENTING THE DISABLED	Marilyn Baldwin	Two Years
CITIZEN ADVOCATE	Jane Tkach	Three Years
CITIZENS ADVOCATE (SYSTEM USER)	Bob Melia	Two Years
FOR-PROFIT OPERATOR	Chris York	Three Years
NON-VOTING MEMBERS	Bill Hearndon	-
		-

B. Service area Profile and Demographics

1. Service Area Description

The transportation disadvantaged service area for LYNX consists of three counties: Orange, Osceola, and Seminole. Together they constitute approximately 2,574 square miles in the Central Florida area. 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 communities of Orlando, Kissimmee, Sanford, Altamonte Springs, Lake Mary, Apopka, Ocoee, Winter Park, Maitland, Longwood, Oviedo, St. Cloud, Winter Springs, Winter Garden, Walt Disney World and other area attractions.

2. Demographics

a. Land Use

The Central Florida region has been moving toward a renewed emphasis recently begun to focus on developing mixed-use neighborhoods that are pedestrian-friendly and transit supportive through changes in land use and zoning requirements which reflect attention to connectivity and accessibility. Since the region's participation in the "How Shall We Grow?" process in 2006/2007, there has been a concerted effort to change and improve the way the region develops to support future growth with a focus on centers, corridors, conservation, and countryside. "How Shall We Grow?" was an 18-month campaign to Create a Shared Growth Vision for Central Florida. Four key themes emerged from this campaign demonstrating how the future of Central Florida can be different if future policies and practices are based on the 4 C's: Conservation, Countryside, Centers and Corridors:

Key development characteristics of these mixed-used, planned unit developments (PUD) include livable neighborhoods with shopping centers and medical facilities within walking distance, or adjacent to multi-family and single family residential areas. Enhancements to the transit experience within these new mixed-used communities include transit shelters, pedestrian-oriented design, and bus pull-off lanes for safe passenger boarding and alighting in addition to the integration of transit facilities within developments. LYNX has developed the Central Florida Mobility Design Manual that guides local planners and developers as they consider improvements to or expansion of the local transportation network of streets, sidewalks, and bicycle paths. LYNX is currently updating the Mobility Design Manual as part of its Bus Stop Improvement Program which will

include a Bus Stop Consolidation effort to streamline and support the changing land uses in the LYNX service area.

b. Population and Composition

Table 1
LYNX Service Area Demographic Summary

	Orange County		Osceola County		Seminole County		Total Service Area	
	Persons	% of Total Pop.	Persons	% of Total Pop.	Persons	% of Total Pop.	Persons	% of Total Pop.
Total Population	1,280,387		322,862		435,200		2,050,000	
Population as a percent of the service area	62%		15%		23%		100%	
Female	635,120	51%	157,705	51%	227,887	52%	936,601	51%
Male	609,342	49%	152,388	49%	212,334	48%	900,759	49%
Hispanic or Latino	352,927	29%	147,382	49%	82,037	19%	582,346	30%
Non-Hispanic or Latino	876,112	71%	153,448	51%	355,309	81%	1,384,869	70%
Under 18 Years Old	318,401	26%	84,603	28%	105,523	24%	508,527	24%
20 - 24	108,508	9%	21,149	7%	31,130	7%	160,787	8%
25 - 34	198,797	16%	41,823	14%	59,919	14%	300,539	15%
35 - 44	173,384	14%	42,790	14%	58,639	13%	274,813	14%
45 - 54	169,807	14%	41,249	14%	66,262	15%	277,318	14%
55-64	131,444	11%	32,435	11%	55,745	13%	219,624	11%
65 and older	128,698	10%	36,821	12%	60,128	14%	255,647	11%
African American	255,754	21%	34,061	11%	50,641	12%	315,717	17%
American Indian & Alaska Native	2,792	<1%	691	<1%	754	<1%	7,370	<1%
Asian	63,813	5%	7,891	3%	18,172	4%	79,679	5%
Native Hawaiian and Pacific Islander	656	<1%	197	<1%	374	<1%	1,818	<1%
White	792,374	64%	227,745	76%	348,169	80%	1,250,100	70%

Other	76,473	6%	19,706	7%	7,421	2%	120,260	5%
Identified by Two or More	37,177	3%	10,579	4%	11,815	3%	62,415	3%
	Housing Units	% of Total Units	Housing Units	% of Total Units	Housing Units	% of Total Units	Housing Units	% of Total Units
Total Units	501,513		132,185		184,374		818,072	
Occupied Units	434,319	87%	92,338	70%	152,260	83%	92,338	83%
Owner-Occupied Units	238,900	48%	56,192	43%	102,912	56%	398,004	49%
Renter-Occupied Units	195,419	39%	36,146	27%	49,348	27%	280,193	34%

Note: 2011-2015 American Community Survey (ACS) 5-year Estimates

DEMOGRAPHIC PROJECTIONS

There is no one size fits all transit approach that can be applied in every metropolitan area across the country. Therefore, it is important to understand the make-up and demographics of the community that transit intends to serve. This includes understanding the makeup and location of underserved populations, minorities, elderly and younger groups, and income levels.

Underserved populations have a higher potential for public transit use. Classifying areas as underserved is based on aggregating several factors that are typical indicators of disadvantaged groups. These factors include population below poverty, zero-vehicle households, minorities, population under 18 and over the age of 65, as well as population with limited English proficiency. Federal law requires that transit agencies meet Title VI, environmental justice (EJ) and limited English proficiency (LEP) mandates, making it important to ensure that areas with high proportions of minorities and non-English speakers are not excluded from participation in, be denied the benefit of, or be subjected to discrimination under any program or activity receiving federal financial assistance.

Population below poverty is one of the primary components in determining underserved populations. The concentrations of residents in this situation are consistent with the underserved population. Income by itself is one of the leading influencers in travel decisions. According to the 2014 American Community Survey (ACS) 1-Year Public Use Microdata Sample (PUMS), transit and other forms of alternative transportation are critical for many Florida residents. Thirty-five percent of renter households with incomes below 30% of the average median income (extremely low-income, or ELI) have no vehicle at home, including 58% of ELI renters age 75 and older. Due to less disposable income available, research shows that low income households are less likely to own one

vehicle per licensed driver or able to make fewer discretionary trips, and therefore, may be more dependent on public transit, particularly for non-essential or recreational trips.

According to the Bureau of Economic and Business Research (BEBR), Florida is one of the fastest growing states in the nation. For county projections, BEBR started with county population estimates for 2009 and extrapolated forward to 2010, and then beyond for every five year period between 2010 and 2050 using five different techniques (linear, exponential, share-of-growth, shift-share, and constant population) and three historical base periods. More detail on the methodology can be found in “Projections of Florida Population by County, 2020-2045” by Stefan Rayer and Ying Wang in *Florida Populations Studies*, Volume 50, Bulletin 177 (April 2017).

Table 2
Population Projections (BEBR Medium Series)

County	Census		% Change between 2000 and 2010	Projected					% Change between 2010 and 2045
	2000	2010		2016	2020	2025	2035	2045	
Orange	896,344	1,145,456	28%	1,280,387	1,404,500	1,553,800	1,794,300	1,995,100	74%
Osceola	172,493	268,685	56%	322,862	372,800	435,200	537,600	616,300	129%
Seminole	365,199	422,718	16%	449,124	474,700	504,000	550,700	588,000	39%
Total	1,434,036	1,836,859	28%	2,052,373	2,252,000	2,493,000	2,882,600	3,199,400	74%

Source: Projections of Florida Population by County, 2020-2045” by Stefan Rayer and Ying Wang in *Florida Populations Studies*, Volume 50, Bulletin 177 (April 2017).

Of the tri-county area, Osceola County is expected to have the largest percentage of population growth in the region due to more developable land. The medium or high series population forecasts along with trends in higher gasoline prices, are likely to result in a significant growth in demand for transit.

As a result of Hurricane Maria which hit Puerto Rico in the fall of 2017, according to surveys, it is estimated that up to 14% of Puerto Rico’s 3.4 million residents will move to the US mainland. Of these relocated Puerto Ricans, Central Florida is projected to have up to 200,000 settling in and around Osceola County. With Osceola County slated to see the highest increase in residents in the LYNX service area, the demand for multiple modes of transportation options is certain to increase during the period covering this TDSP.

Other trends in population growth that are affecting the delivery of paratransit services in Central Florida is the age of new residents relocating to Central Florida from other parts of the country.

LABOR FORCE AND EMPLOYMENT

The Central Florida labor market continues to improve. We no longer see the extreme high rates of unemployment (9.1) from 2014. In 2016, the unemployment rate dropped from 4.3% to 3.6 in 2017. LYNX has experienced an increase in transportation demand and the increase in the number of employed workers in the region.

Although the Central Florida region has a low unemployment rate, one of the factors impacting the labor force in Osceola, Orange and Seminole Counties is the availability of affordable housing units. According to U.S. News & World Report, Orlando rated 78th in attractive places to live due to the high cost of housing and low wages. The importance of public transit and transportation for low-income, elderly and disabled clients is compounded due to the lack of affordable housing located near transit routes and facilities. It is estimated that low-income workers spend more than 30% of their income on transportation costs. Given the reality of the Orlando metropolitan region housing-to-jobs mismatch, the critical services provided by ACCESS LYNX and other LYNX transit services are even more essential today, than in past years.

Table 3
Civilian Labor Force and Unemployment (April 2017)

Area	Civilian Labor Force	Number Unemployed	Unemployment Rate
Orlando-Kissimmee-Sanford Metropolitan Area	1,290,326	46,672	3.6
State of Florida	10,091,311	450,261	4.0

Source: U.S Census Bureau

c. Major Trip Generators

In the tri-county region, major trip generators are the major tourist attractions, such as Walt Disney World, Sea World, Universal Studios, International Drive, and historic downtown Orlando. Various shopping malls and shopping districts are within the service area, such as the Mall at Millenia, Fashion Square Mall, Altamonte Mall, Florida Mall, Oviedo Crossings, Seminole Town Center, West Oaks Mall, Colonial Mall, Winter Park Village, and Winter Garden Village at Fowler Groves. Orlando International Airport is also a major trip generator.

Major non-work related trip generators include dialysis, which account for approximately 33-percent of all trips paratransit trips provided by ACCESS LYNX. Currently, there are more than 30 renal dialysis centers in the tri-county region. Table 4 contains a list of the major trip generators in the tri-county region. Shown is the name of the facility and the number of annual trips for that destination in the most recent 12-month period.

Table 4
Major Trip Generators

Trips by Location for Calendar Year 2017

FACILITY	CY17 TRIPS
QUEST SOUTH	8,311
DIALYSIS DAVITA EAST	8,309
LIGHTHOUSE NEW HAMPSHIRE	8,285
DIALYSIS DSCF CENTRAL ORLANDO	7,585
FL HOSPITAL SOUTH	7,057
DIALYSIS ST CLOUD	6,820
DIALYSIS FLORIDA CENTER	6,606
LIGHTHOUSE KUNZE	6,515
DIALYSIS W COLONIAL	6,446
DIALYSIS DAVITA ORLANDO	6,361
DIALYSIS KISSIMMEE	6,337
DIALYSIS DSCF SANFORD	6,100
DIALYSIS STURTEVANT	5,843
DIALYSIS WEST ORANGE WINTER GARDEN	5,748
DIALYSIS TOWN LOOP	5,706
DIALYSIS OCOEE	5,523
DIALYSIS GOLDENROD	5,384
DIALYSIS POINCIANA	5,294
DIALYSIS CENTRAL FL KIDNEY CHICKASAW	5,273
ROSEN SHINGLE CREEK	5,241
DIALYSIS E COLONIAL	4,719
DIALYSIS DSCF EAST	4,595
DIALYSIS DSCF APOPKA	4,502
DIALYSIS VINELAND	4,104
DIALYSIS SANFORD	4,049
DIALYSIS DSCF CASSELBERRY	3,968
DIALYSIS WEST ORANGE MAITLAND	3,926
DIALYSIS LK ELLENOR	3,850
UNIVERSAL EMPLOYEE PARKING	3,810
FL HOSPITAL NORTH	3,592
DIALYSIS BUENA VENTURA	3,583
EASTER SEALS DAY BREAK	3,215
DIALYSIS CENTRAL FL KIDNEY DT	3,143
VA CLINIC LAKE NONA	3,120
BISHOP GRADY VILLAS	3,105

C. Service Analysis

1. Forecasts of TD Population

The State of Florida recognizes two categories of transportation-disadvantaged persons. The first category consists of persons who have a disability or low-income status, but who also may have some access to self-supported transportation, or are eligible for transportation services under dedicated federal, state, or local funding sources.

The second category of transportation-disadvantaged persons are those who meet Florida's statutory definition of transportation disadvantaged, which includes those who, because of age, income, or disability, cannot provide for or arrange their own transportation. While this distinction may seem subtle, the intent of the Florida Legislature is to ensure that trust fund monies are used specifically for those persons who cannot be sponsored under other funding sources, so that our truly disadvantaged citizens receive the services they need.

Tables 5A through 5C are the projected TD population figures developed by CUTR through the Methodology Guidelines for Forecasting TD Transportation Demand at the County Level, and reported in the Florida Statewide Transportation Disadvantaged Plan Population Demand and Forecasts. Table 5A presents *potential* TD population forecasts by market segment by county. Table 5B presents TD population forecasts by market segment by county. Table 5C forecasts, by county, the number of trips that will be demanded and supplied.

In the coming months, LYNX and its partners will be following proposed federal and state legislation which could dramatically increase the work requirements for the Supplemental Nutrition Assistance Program (SNAP) through the Farm Bill scheduled to expire in September, 2018. The current SNAP requires individuals age 18 to 50 to work or participate in a training program in order to be eligible for the three months of benefits out of every three years.

Changes to SNAP may impact the number of low income clients utilizing ACCESS LYNX and other LYNX transportation services for transportation to vocational training programs and employment.

Table 5A
Forecast of Potential Transportation Disadvantaged by County
2016 - 2026

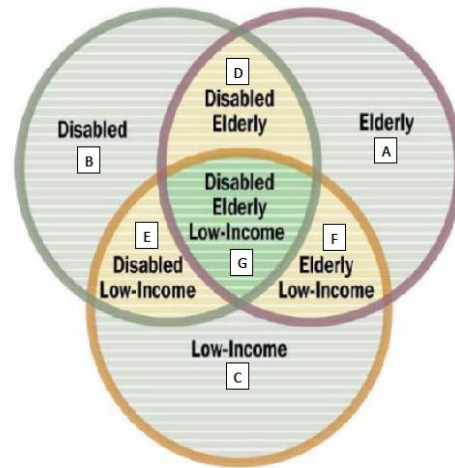
County	Disabled Non-Eld. Low Inc.	Disabled Non-Eld. Non-Low Inc.	Disabled Elderly Low Inc.	Disabled Elderly Non-Low Inc.	Non-Dis. Elderly Low Inc.	Non-Dis. Elderly Non-Low Inc.	Non-Dis. Non-Eld. Low Inc.	Total
2016								
Orange	28,854	65,771	7,084	41,070	1,564	94,431	167,238	406,012
Osceola	6,761	25,527	2,548	11,999	-1,344	29,904	36,341	111,736
Seminole	6,561	21,341	2,584	17,168	226	47,858	40,817	136,555
Total	42,176	112,021	12,216	70,237	446	172,193	234,396	654,303

Table 5B
Forecast of Transportation Disadvantaged Population by County
2016-2026

Orange County					Census Data from 2016			
County Pop. By Age	Total Pop by Age	% of Total Pop	Population Below Poverty Level by Age	% of Total Pop Below Poverty Level by Age	Total Population with a Disability by Age	% of Total Pop with a Disability by Age	Total Pop with Disability and Below Poverty Level by Age	% Total Pop with a Disability and Below Poverty Level by Age
< 5 Years of Age	82,700	6.4%	19,620	1.5%	812	0.6%	255	0.71%
5-17	212,746	16.3%	46,686	3.6%	15,455	1.2%	6,972	0.54%
18-34	359,472	27.6%	67,682	5.2%	18,711	1.4%	5,482	0.42%
35-64	503,024	38.6%	62,104	4.8%	59,647	4.6%	16,145	1.24%
Total Non Elderly	#####	88.9%	196,092	15.1%	94,625	7.3%	28,854	2.22%
65-74	88,220	6.8%	5,242	0.4%	22,462	1.7%	3,869	0.30%
75+	55,929	4.3%	3,406	0.3%	25,692	2.0%	3,215	0.25%
Total Elderly	144,149	11.1%	8,648	0.7%	48,154	3.7%	7,084	0.54%
Total	#####	100%	204,740	15.7%	142,779	11.0%	35,938	2.76%

Double Counts Calculations		
E - Estimate non-elderly/disabled/ low income	From Base Data (I11)	28,854
B - Estimate non-elderly/ disabled/not low income	Subtract I11 from G11	65,771
G - Estimate elderly/disabled/low income	From Base Data (I14)	7,084
D- Estimate elderly/ disabled/not low income	Subtract I14 from G14	41,070
F - Estimate elderly/non-disabled/low income	Subtract I14 from E14	1,564
A - Estimate elderly/non-disabled/not low income	Subtract sum of J17, J18 and J19 from C14	94,431
C - Estimate low income/not elderly/not disabled	Subtract I11 from E11	167,238
Total - Non-Duplicated		406,012

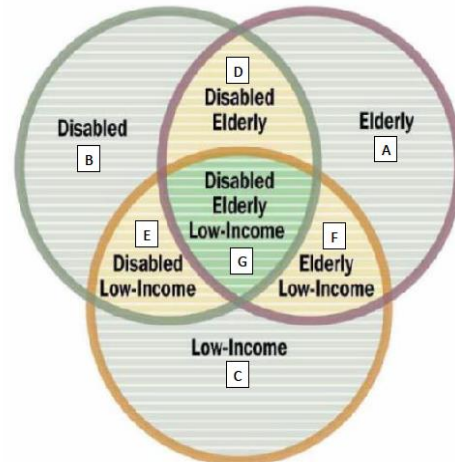
General TD Population	% of Total	
Non-Duplicated General TD Population Estimate	406,012	31.2%



Osceola County					Census Data from 2016			
County Pop. By Age	Total Pop by Age	% of Total Pop	Population Below Poverty Level by Age	% of Total Pop Below Poverty Level by Age	Total Population with a Disability by Age	% of Total Pop with a Disability by Age	Total Pop with Disability and Below Poverty Level by Age	% Total Pop with a Disability and Below Poverty Level by Age
< 5 Years of Age	23,236	6.9%	4,446	1.3%	90	0.2%	0	0.00%
5-17	59,652	17.8%	14,328	4.3%	4,377	1.3%	401	0.12%
18-34	82,302	24.6%	10,086	3.0%	10,033	3.0%	1,867	0.56%
35-64	126,224	37.7%	14,242	4.3%	17,788	5.3%	4,493	1.34%
Total Non Elderly	291,414	87.1%	43,102	12.9%	32,288	9.7%	6,761	2.02%
65-74	26,831	8.0%	888	0.3%	6,053	1.8%	847	0.25%
75+	16,276	4.9%	316	0.1%	8,494	2.5%	1,701	0.51%
Total Elderly	43,107	12.9%	1,204	0.4%	14,547	4.3%	2,548	0.76%
Total	334,521	100%	44,306	13.2%	46,835	14.0%	9,309	2.78%

Double Counts Calculations		
E - Estimate non-elderly/disabled/ low income	From Base Data (I11)	6,761
B - Estimate non-elderly/ disabled/not low income	Subtract I11 from G11	25,527
G - Estimate elderly/disabled/low income	From Base Data (I14)	2,548
D- Estimate elderly/ disabled/not low income	Subtract I14 from G14	11,999
F - Estimate elderly/non-disabled/low income	Subtract I14 from E14	(1,344)
A - Estimate elderly/non-disabled/not low income	Subtract sum of J17, J18 and J19 from C14	29,904
C - Estimate low income/not elderly/not disabled	Subtract I11 from E11	36,341
Total - Non-Duplicated		111,736

General TD Population		% of Total
Non-Duplicated General TD Population Estimate	111,736	33.4%



Seminole County					Census Data from 2016			
County Pop. By Age	Total Pop by Age	% of Total Pop	Population Below Poverty Level by Age	% of Total Pop Below Poverty Level by Age	Total Population with a Disability by Age	% of Total Pop with a Disability by Age	Total Pop with Disability and Below Poverty Level by Age	% Total Pop with a Disability and Below Poverty Level by Age
< 5 Years of Age	23,837	5.3%	4,102	0.9%	0	0.0%	0	0.00%
5-17	72,729	16.1%	8,889	2.0%	3,237	0.7%	1,000	0.22%
18-34	103,622	22.9%	16,007	3.5%	7,726	1.7%	1,334	0.29%
35-64	185,050	40.8%	18,380	4.1%	16,939	3.7%	4,227	0.93%
Total Non Elderly	385,238	85.0%	47,378	10.5%	27,902	6.2%	6,561	1.45%
65-74	40,560	9.0%	1,439	0.3%	6,976	1.5%	939	0.21%
75+	27,276	6.0%	1,371	0.3%	12,776	2.8%	1,645	0.36%
Total Elderly	67,836	15.0%	2,810	0.6%	19,752	4.4%	2,584	0.57%
Total	453,074	100%	50,188	11.1%	47,654	10.5%	9,145	2.02%

Double Counts Calculations		
E - Estimate non-elderly/disabled/ low income	From Base Data (I11)	6,561
B - Estimate non-elderly/ disabled/not low income	Subtract I11 from G11	21,341
G - Estimate elderly/disabled/low income	From Base Data (I14)	2,584
D- Estimate elderly/ disabled/not low income	Subtract I14 from G14	17,168
F - Estimate elderly/non-disabled/low income	Subtract I14 from E14	226
A - Estimate elderly/non-disabled/not low income	Subtract sum of J17, J18 and J19 from C14	47,858
C - Estimate low income/not elderly/not disabled	Subtract I11 from E11	40,817
Total - Non-Duplicated		136,555

General TD Population		% of Total
Non-Duplicated General TD Population Estimate	136,555	30.1%

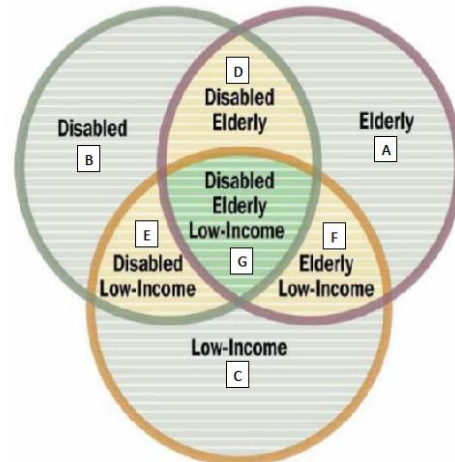
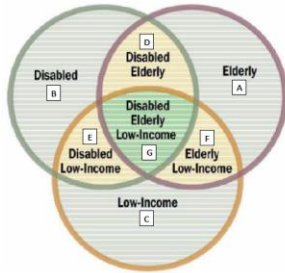


Table 5C
Forecast of General and Critical Need Transportation Disadvantaged Populations

Orange County

General TD Population Forecast	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026
Overlapping Circle Component											
E - Estimate non-elderly/disabled/ low income	28,854	29,460	30,079	30,711	31,356	32,015	32,687	33,374	34,075	34,790	35,521
B - Estimate non-elderly/ disabled/not low income	65,771	67,153	68,563	70,003	71,474	72,975	74,508	76,073	77,671	79,303	80,969
G - Estimate elderly/disabled/low income	7,084	7,233	7,385	7,540	7,698	7,860	8,025	8,194	8,366	8,541	8,721
D - Estimate elderly/ disabled/not low income	41,070	41,933	42,814	43,713	44,631	45,569	46,526	47,503	48,501	49,520	50,560
F - Estimate elderly/non-disabled/low income	1,564	1,597	1,630	1,665	1,700	1,735	1,772	1,809	1,847	1,886	1,925
A - Estimate elderly/non-disabled/not low income	94,431	96,415	98,440	100,508	102,619	104,775	106,975	109,223	111,517	113,859	116,251
C - Estimate low income/not elderly/not disabled	167,238	170,751	174,338	178,000	181,739	185,557	189,454	193,434	197,497	201,646	205,882
TOTAL GENERAL TD POPULATION	406,012	414,541	423,249	432,139	441,217	450,485	459,948	469,609	479,474	489,546	499,829
TOTAL POPULATION	1,302,091	1,329,443	1,357,369	1,385,882	1,414,994	1,444,717	1,475,065	1,506,050	1,537,686	1,569,986	1,602,965



Orange County

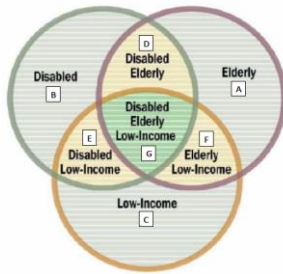
Critical Need TD Population Forecast	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026
Total Critical TD Population											
Disabled	28,168	28,760	29,364	29,981	30,611	31,254	31,910	32,581	33,265	33,964	34,677
Low Income Not Disabled No Auto/Transit	10,101	10,313	10,530	10,751	10,977	11,208	11,443	11,683	11,929	12,179	12,435
Total Critical Need TD Population	38,270	39,073	39,894	40,732	41,588	42,461	43,353	44,264	45,194	46,143	47,113
Daily Trips - Critical Need TD Population											
Severely Disabled	1,380	1,409	1,439	1,469	1,500	1,531	1,564	1,596	1,630	1,664	1,699
Low Income - Not Disabled - No Access	19,182	19,585	19,996	20,416	20,845	21,283	21,730	22,187	22,653	23,129	23,614
Total Daily Trips Critical Need TD Population	20,562	20,910	21,263	21,622	21,988	22,377	22,773	23,176	23,586	24,004	24,381
Annual Trips	7,505,227	7,632,066	7,761,047	7,892,209	8,025,587	8,167,640	8,312,208	8,459,334	8,609,064	8,761,444	8,898,999

Assumes Annual Service Days = 365

Annual Population Growth (as a percent) 2.10%

Osceola County

General TD Population Forecast	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026
Overlapping Circle Component											
E - Estimate non-elderly/disabled/ low income	6,761	6,983	7,211	7,448	7,692	7,944	8,204	8,473	8,750	9,037	9,333
B - Estimate non-elderly/ disabled/not low income	25,527	26,363	27,227	28,119	29,040	29,992	30,974	31,989	33,037	34,120	35,238
G - Estimate elderly/disabled/low income	2,548	2,631	2,718	2,807	2,899	2,994	3,092	3,193	3,298	3,406	3,517
D- Estimate elderly/ disabled/not low income	11,999	12,392	12,798	13,217	13,650	14,098	14,560	15,037	15,529	16,038	16,563
F - Estimate elderly/non-disabled/low income	-1,344	-1,388	-1,434	-1,480	-1,529	-1,579	-1,631	-1,684	-1,739	-1,796	-1,855
A - Estimate elderly/non-disabled/not low income	29,904	30,884	31,896	32,941	34,020	35,134	36,285	37,474	38,702	39,970	41,280
C - Estimate low income/not elderly/not disabled	36,341	37,532	38,761	40,031	41,343	42,697	44,096	45,541	47,033	48,574	50,165
TOTAL GENERAL TD POPULATION	111,736	115,397	119,178	123,082	127,115	131,279	135,580	140,022	144,610	149,348	154,241
TOTAL POPULATION	334,521	345,481	356,800	368,490	380,562	393,031	405,908	419,206	432,941	447,125	461,774



Osceola County

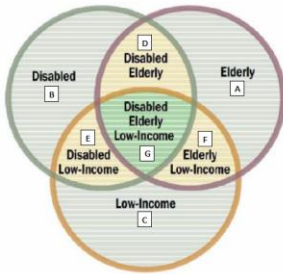
Critical Need TD Population Forecast	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026
Total Critical TD Population											
Disabled	8,877	9,168	9,468	9,778	10,099	10,430	10,771	11,124	11,489	11,865	12,254
Low Income Not Disabled No Auto/Transit	2,761	2,851	2,944	3,041	3,141	3,243	3,350	3,459	3,573	3,690	3,811
Total Critical Need TD Population	11,638	12,019	12,413	12,819	13,239	13,673	14,121	14,584	15,062	15,555	16,065
Daily Trips - Critical Need TD Population											
Severely Disabled	435	449	464	479	495	511	528	545	563	581	600
Low Income - Not Disabled - No Access	5,242	5,414	5,591	5,775	5,964	6,159	6,361	6,569	6,785	7,007	7,237
Total Daily Trips Critical Need TD Population	5,677	5,773	5,871	5,970	6,071	6,178	6,288	6,399	6,512	6,628	6,732
Annual Trips	2,072,210	2,107,230	2,142,842	2,179,056	2,215,882	2,255,103	2,295,019	2,335,641	2,376,981	2,419,054	2,457,033

Assumes Annual Service Days = 365

Annual Population Growth (as a percent) 3.28%

Seminole County

General TD Population Forecast	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026
Overlapping Circle Component											
E - Estimate non-elderly/ disabled/ low income	6,561	6,638	6,715	6,794	6,873	6,953	7,035	7,117	7,200	7,284	7,369
B - Estimate non-elderly/ disabled/not low income	21,341	21,590	21,843	22,098	22,356	22,617	22,882	23,149	23,420	23,693	23,970
G - Estimate elderly/ disabled/low income	2,584	2,614	2,645	2,676	2,707	2,739	2,771	2,803	2,836	2,869	2,902
D - Estimate elderly/ disabled/not low income	17,168	17,369	17,572	17,777	17,985	18,195	18,407	18,623	18,840	19,060	19,283
F - Estimate elderly/ non-disabled/low income	226	229	231	234	237	240	242	245	248	251	254
A - Estimate elderly/ non-disabled/not low income	47,858	48,417	48,983	49,555	50,135	50,720	51,313	51,913	52,519	53,133	53,754
C - Estimate low income/not elderly/not disabled	40,817	41,294	41,777	42,265	42,759	43,258	43,764	44,275	44,793	45,316	45,846
TOTAL GENERAL TD POPULATION	136,555	138,151	139,765	141,398	143,051	144,722	146,414	148,125	149,856	151,607	153,379
TOTAL POPULATION	453,074	458,369	463,725	469,144	474,626	480,173	485,784	491,461	497,204	503,014	508,892



Seminole County

Critical Need TD Population Forecast	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026
Total Critical TD Population											
Disabled	10,806	10,932	11,060	11,189	11,320	11,452	11,586	11,722	11,859	11,997	12,137
Low Income Not Disabled No Auto/Transit	3,126	3,162	3,199	3,237	3,275	3,313	3,352	3,391	3,430	3,470	3,511
Total Critical Need TD Population	13,932	14,095	14,260	14,426	14,595	14,765	14,938	15,112	15,289	15,468	15,648
Daily Trips - Critical Need TD Population											
Severely Disabled	530	536	542	548	555	561	568	574	581	588	595
Low Income - Not Disabled - No Access	5,936	6,005	6,076	6,147	6,218	6,291	6,365	6,439	6,514	6,590	6,667
Total Daily Trips Critical Need TD Population	6,465	6,575	6,686	6,799	6,914	7,036	7,161	7,287	7,416	7,548	7,666
Annual Trips	2,359,894	2,399,776	2,440,332	2,481,574	2,523,513	2,568,179	2,613,635	2,659,897	2,706,977	2,754,890	2,798,142

Assumes Annual Service Days = 365

Annual Population Growth (as a percent) 1.17%

2. 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 not able to access fixed-route service. For those who cannot access fixed-route service, LYNX offers paratransit door-to-door services.

Needs among all segments of the Transportation Disadvantaged population are constantly growing and are anticipated to grow even more for the aforementioned reasons listed in

previous sections – and this growth rate is occurring at a much higher rate than the growth of funding for these 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 abuse of services and with the introduction of the Mobility Services Division, will continue to transition customers off of the more costly paratransit service to fixed-route bus service and TNC trips, when appropriate and efficient. This is accomplished through incentive programs, needs assessments, and travel training efforts which will continue to be engaged by LYNX staff in response to the shift from a traditional paratransit model to the mobility management model

As the Community Transportation Coordinator (CTC), LYNX coordinates services required by the Americans with Disabilities Act of 1990 (ADA) and Medicaid services 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. Through a critical evaluation of services, LYNX determined that this assessment would be best provided by a qualified organization, experienced in physical rehabilitation, patient evaluation and transit services. Accordingly, LYNX contracts with ADARide.com or Select Physical Therapy to provide eligibility assessments for clients.

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 because their disability does not prevent use of fixed-route service can be trained to use fixed-route service. Travel training consists of in-home and field support whereby an individual experiences a transit trip on fixed route services with a trained travel trainer. 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.

In addition to the needs identified above, over the course of 2016 and 2017, LYNX evaluated the needs of low-income individuals seeking transportation to 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 current funding. The result of the 2016-2017 needs assessment resulted in the development of the Mobility Services Division and resulting mobility management service delivery model.

3. Barriers to Coordination

The most serious issue facing the Transportation Disadvantaged program is a lack of consistent and enforceable legislation and policies to ensure that all agencies mandated to purchase transportation through the coordinated transportation systems are doing so. So much attention and effort was given over the past several years to garner additional funding for the Transportation Disadvantaged Trust Fund that other issues, particularly those affecting policy and service requirements and standards, were virtually ignored. It is imperative that participating agencies compromise on service policies so that the Community Transportation Coordinators (CTCs) can develop cost-effective and efficient systems that can meet the goals of all agencies.

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.

The overall CTC goal provides direction for LYNX to follow in providing services to the Transportation Disadvantaged market. The additional goals listed below are encapsulate the vision and guiding priorities of the LYNX Mobility Services Division.

Objectives provide the specific actions that will be taken by LYNX to achieve the goals while the strategies identify the tasks to be completed to meet the objectives. The goals and objectives have established targets based on measures which are quantifiable and qualified through regular review and analysis. 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: Decrease Paratransit Ridership

Objective: Identify eligible paratransit riders for possible transition to fixed-route ridership.

Strategy: Analyze quarterly new applications to identify potential candidates for travel training referral

Target: Increase Travel Training by 5% annually

Measure: Number of Travel Training sessions provided

Goal 2: Become a model of mobility management service delivery model for transit agencies.

Objective: Increase awareness of the mobility management concept for all modal services to the Orlando metropolitan region.

Strategy#1: Provide educational sessions/webinars and in-person events to show users how to download and use apps.

Strategy #2: Provide representation at local and regional community events and fairs, etc. to educate public on mobility services at LYNX

Target: #1 Participate in at least two community events each quarter to educate region on mobility resources

Measure #1: Perform survey of participants at community events who learn about mobility management.

Target #2: Develop video on how to download apps within 1-year of TDSP adoption

Measure #2: Number of viewers of app instruction video annually.

Goal 3: Improve community perception of ACCESS LYNX and other mobility service.

Objective: Reduce the number of customer service complaints for ACCESS LYNX services

Strategy #1: Reduce turnaround time for complaint resolution

Target #1: Respond and close out all complaints within 14 days of original complaint

Measure #1: Number of complaints closed out within 14 days.

Strategy #2: Reduce call hold times for mobility services customers

Target #2: Reduce call hold times by 20% annually (currently 3 minutes or less)

Measure #2: Length of time customers are on hold.

Goal 4: Enhance our internal and external customer relations.

Objective: Greater customer service and safety measures.

Strategies: Contract and safety incident monitoring.

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. The PASS system has also allowed LYNX to pinpoint passengers' who reside within reasonable distance of the fixed-route services to promote more use of that option.

2. Implementation Schedule

Table 6 – Implementation Schedule

Continue improvement of the fiscal condition of the organization			
Action	Begin	End	Individual Responsible
Study and improve ways to reduce operating expenses; Manager will evaluate and analyze ridership, trip delivery and operating costs by modes to identify areas where costs savings and efficiencies can be identified	01/01/2018	Ongoing	Manager
Write reports to evaluate costs and improve efficiencies	01/01/2018	Ongoing	Data Analyst
Review previous year's revenues and expenses, consider service changes, project for worst possible position	01/01/2018	12/31/2018	Manager
Research available grants and other transportation funding sources to bring into the coordinated system	01/01/2018	Ongoing	Manager

Move paratransit customers to fixed-route when appropriate	01/01/2018	Ongoing	Manager Supervisor
Identify and address issues affecting increased operating expenses	01/01/2018	Ongoing	Manager Supervisor Data Analyst
Complete major capital projects			
Research available grants	01/01/2018	Ongoing	Manager
Fleet replacement of vehicles that have met the useful life and mileage guidelines.	9/2017	Ongoing	Manager Supervisor Data Analyst
Improvement of LYNX' reputation with the Community			
Attend and report at public meetings; meet regularly with funding partners	01/01/2018	Ongoing	Manager
Orient and involve Board of Directors and staff in the basics of Mobility Services	01/01/2018	Ongoing	Manager
Review business practices and make improvement where needed	01/01/2018	Ongoing	Manager Supervisor
Emphasize the value of paratransit service to the community when attending public meetings.	01/01/2018	Ongoing	Manager
Return to the basics of what LYNX does best			
Orient and involve other departments in the basics of Mobility Services	01/01/2018	Ongoing	Manager Supervisor
Review all business practices and modify as appropriate	01/01/2018	Ongoing	Manager
Meet with internal and external customers to facilitate communications	01/01/2018	Ongoing	Manager
Continue to improve Mobility Services; Manager will research online and visit other similar transit systems to find "best practices"	01/01/2018	Ongoing	Manager
Improve employee image and morale			
Praise employees when they have gone the extra mile to assist internal or external customers	01/01/2018	Ongoing	Manager Supervisor
Allow employees to provide	01/01/2018	Ongoing	Manager

input on business practices with the department			Supervisor
Meet regularly with employees to facilitate communications, keeping the employee “in the loop”	01/01/2018	Ongoing	Manager Supervisor
Encourage employees to interact with other departments to increase communications and broaden their understanding of the organization	01/01/2018	Ongoing	Manager Supervisor
Provide an opportunity for employees to learn new aspects of mobility services: cross train	01/01/2018	Ongoing	Manager Supervisor

II. SERVICE PLAN

A. Types, Hours, and Days of Service

Sponsors of service, through the coordinated system, transport the full range of transportation disadvantaged customers.

- LYNX sponsors the ADA complementary paratransit service which is designed for persons with disabilities in the service area who cannot access regular fixed-route services;
- Transportation Disadvantaged is a state sponsored program. The TD non-sponsored funds are used to provide trips for people who have no other way of providing for their own transportation needs.

The following agencies have coordination agreements with LYNX to provide services to their own clients: Ambitious Care Services of Florida, LLC, Aspire Health Partners, Inc, Attain, Inc., Bright Star Pediatrics, Central Florida Group Homes, Creative Living Services, Daughters of Zion Women's Alliance, The Devereux Foundation, Elquanah Group Home, Giyo Services, Good Samaritan Society, Kinneret, Kirbicort, Kissimmee Good Samaritan Health Center, Lil's Non-Emergency Medical Transport, Meals on Wheels, Nation Mentor Health Care, Osceola Council on Aging, Pachot Group Home, Primrose Center, Quest, Rainbow Group Home, Renewed Hope Group Home, Seniors First, The Opportunity Center, Trinity Home Care Facility, and Sweet Serenity Home.

The ACCESS LYNX Consolidated System offers demand response, subscription, fixed-route paratransit, group trips, and special care services to ambulatory and non-ambulatory persons. These services are designed to meet the needs of any sponsor approaching LYNX for services.

ACCESS LYNX paratransit service is available to customers twenty-four hours a day, seven days a week. Due to traffic conditions in Central Florida, customers are encouraged to travel during off-peak times of 10:00 a.m. to 2:00 p.m.

In determining the pick-up time for a trip, the customer provides the time they need to arrive at their appointment. They will be given a pick-up window based on the trip length, time of day, vehicle availability, and multi-load factors. The customer will then be given a window of time that the vehicle should arrive to get them to their appointment on time. On the return trip, the trip window begins at the requested return time for a span of thirty minutes.

“Will calls” are discouraged, but accepted. A will call is defined as a trip in which the customer did not specify a return time, but he/she plans on calling when ready. ACCESS LYNX’ policy requires a will call trip be picked up within ninety minutes of the call requesting the return. The ninety minute window also applies to same-day transports. However, if ACCESS LYNX fails to deliver a customer to his/her appointment on time, we must arrive to return the customer within thirty minutes of their ready call.

Subscription service is offered based on availability. A subscription trip is defined as trips going from the same location to the same destination on the same day(s) of the week on an ongoing basis. In keeping with the concept of a standing order, customers are allowed to modify their subscription no more than once in any thirty day period.

B. Accessing Services

Reservations are taken from 8:00 a.m. to 5:00 p.m., seven days a week. Customer service is available twenty-four hours a day, seven days a week. The peak call times are 6:00 a.m. to 10:00 a.m. and 2:00 p.m. to 5:00 p.m. Customers are encouraged to call during other times of the day.

(407) 423-8747 Reservations and Customer Service
(407) 517-9537 FAX
711 Florida Relay Service

Agencies have the option of faxing trips requests to ACCESS LYNX. In order to assure faxed information has been received, the information is faxed back to the sending agency with a confirmation number, estimated pick-up time, and cost of the trip.

ACCESS LYNX services are offered origin to destination. The driver can not assist the customer beyond the front door of any building. At the customer's residence, the customer is expected to be waiting on the first floor. The driver may not enter the residence. Drivers will not assist wheelchair passengers down more than one step, nor will they attempt to push a wheelchair through grass or sand. Customers may bring items on-board the vehicle with them, but they are limited to what they can carry unassisted.

ACCESS LYNX requests that a customer give twenty-four hour notice of cancellation, but will accept one hour notice. A "no show" is defined as a scheduled trip that is not cancelled at least one hour prior to the scheduled pick-up time. Sponsoring agencies may be notified each time a customer fails to appear for a scheduled trip. TD trips are that are considered "no show" from the customer's residence will automatically have the return trip cancelled unless otherwise notified by the customer.

ACCESS LYNX has developed a suspension policy for customers who engage in willful and chronic no-show:

A customer will be subject to suspension after meeting the following conditions:

- a. Accumulate ten (10) penalty points in one calendar month*
- b. Have booked at least twenty (20) trips that month*
- c. Have "no-showed" or "late cancelled" at least 50 percent of those trips.*

A rider will be subject to suspension only if both the minimum number of trips booked and the minimum number of penalty points are reached during the

calendar month. LYNX will notify riders by telephone after they have accumulated five (5) penalty points. Note: Trips cancelled with less than three hours' notice prior to the scheduled pick-up time will be considered a no-show.

Customer may appeal a no-show finding by following the appeal process.

Letters will be sent to any customer who exceeds the above limits to remind them of the policy.

Customers who are using the service for life-sustaining medical purposes will not be suspended unless they engage in violent, illegal, or disruptive behavior.

Persons will be guilty of violent, disruptive or illegal behavior if they carry weapons or controlled substances and/or if they harass, verbally or physically abuse, assault or create an unsafe environment for other passengers and driver.

Table 7
Sponsor Operating Policies

Sponsor	Maximum Advance Reservation	Limit on Subscription Service	Same day service allowed	Out of Service Area	Fare Structure	Attendant	Companion
TD Program	One (1) day	Life Sustaining Medical, Other Medical, and Employment Trips Only	No	No	0-4.9 miles=\$2.50 5-9.9 miles=\$3.50 10+ miles =\$4.50	Same fare as primary rider; only one attendant allowed	No
LYNX ADA paratransit service	Seven (7) days	None	No	No	\$4.00 for ADA trips \$7.00 for premium trips	Yes, one at no charge	Yes, same as for rider

Route and schedule information for LYNX fixed-route service can be obtained by calling LYNX Customer Service at 407-841-LYNX (5969). Customers with hearing impairments may use 711 Florida Relay Service.

1. Eligibility

Customers requesting transportation by the ACCESS LYNX program must first complete the appropriate eligibility application and submit it, completed, to the ACCESS LYNX Eligibility Section. LYNX Eligibility staff will then date stamp and review the form according to eligibility guidelines for final eligibility determination (See Attachment 2). Customers will be instructed by telephone and by letter as to their status and progress.

Transportation Disadvantaged (TD) Program

For customers to access the TD program, they must first be certified as eligible. The eligibility process evaluates five areas for determination as developed by ACCESS LYNX and approved by the Local Coordinating Board (LCB). All eligible clients will be re-certified every two (2) years to ensure that ACCESS LYNX has the most recent information for each customer.

1. **AVAILABILITY OF ANOTHER SPONSOR.** The TD program will be the sponsor of last resort. No other funding available.
2. **NO OTHER MEANS OF TRANSPORTATION IS AVAILABLE.** Applicant does not own his/her own vehicle or have access to one in his/her household. Applicant does not have friends or relatives who can take him/her places.
3. **AVAILABILITY OF FIXED-ROUTE SERVICE.** All customers who are within three-quarters of a mile of LYNX fixed-route service will be required to use that service. For applicants outside the three-quarter mile radius, ACCESS LYNX paratransit service will be offered as a feeder service to fixed-route or as direct transport. Applicants who cannot access fixed-route bus system must demonstrate why.
4. **DISABILITY.** As necessary, a functional Assessment of the applicant's abilities may be performed. In addition, Travel Training may be offered if the applicant needs assistance in learning how to navigate the fixed-route system. Finally, if the applicant cannot use LYNX fixed-route, ACCESS LYNX paratransit service will be offered.
5. **INDIVIDUAL AND HOUSEHOLD INCOME STATUS ARE AT OR BELOW SPECIFIED PERCENT OF POVERTY LEVEL.** The current Federal Income Poverty Guidelines Table will be utilized. Documentation verifying income status will be requested. The applicant's household income must be below 150% of the Federal Poverty Level based on the number of individuals within the household.

American with Disabilities Act of 1990 (ADA) Paratransit Service

LYNX maintains a certification and eligibility process for customers for ADA paratransit eligibility based on the relevant Federal Administrative Code. LYNX determines eligibility by using a service area of $\frac{3}{4}$ of a mile proximity to fixed-route bus service and categories of eligibility as described in federal statute. ACCESS LYNX also follows the guidelines in the Americans with Disabilities Act Paratransit Eligibility Manual. The four categories of ADA eligibility are:

Unconditional Eligibility. Persons unable to use fully-accessible fixed-route services. Any individual with a disability who is unable, as a result of a physical or cognitive impairment (including a vision impairment), and without the assistance of another individual (except the operator of a wheelchair lift or other boarding assistance device) to board, ride, or disembark from any vehicle on the system which is readily accessible to and usable by individuals with disabilities.

Conditional Eligibility. Any individual who is able to use the fixed-route buses for *some* of their trips and qualify for paratransit service for other trips. Persons who cannot navigate *some* architectural or environmental barriers such as: lack of curb cuts, grassy areas, steep terrain, intersections too difficult to negotiate, etc. Travel training can assist these individuals in learning to use the fixed-route service.

Transitional Eligibility (temporary). Any individual who has a health condition or disability that **temporarily** prevents him/her from using the fixed-route bus system. An example would be persons whose previous health condition or disability has changed due to therapy, corrective surgery or other. Travel Training can assist these individuals in learning how to access fixed-route, eventually eliminating the need for paratransit use.

Visitor Eligibility (temporary). Any individual visiting our area may request paratransit service by providing the appropriate documentation (see page 44) for a time period of up to 21 days.

Functional Assessment and Travel Training for ADA

The ACCESS LYNX Eligibility Section is the “gatekeeper” for paratransit entry. Functional Assessment is used and provides a detailed method to determine whether applicants are more capable of using conventional public transportation.

Various types of eligibility determination processes are acceptable: self-certification with medical documentation, one-on-one interview, or functional assessments provided by a third party. Self-certification is performed for all applicants 80 year of age or older, certified legally blind (corrected visual acuity of greater than 20/200), quadriplegic, or reside in a skilled nursing facility. Documentation may be requested.

ACCESS LYNX contracts with a third party to administer the functional assessment in a fair and sophisticated manner. The assessment is currently provided by ADARide.com, an organization that partners with our community in assisting individuals to become self-sufficient through an existing assessment and through Travel Training. The Travel Training program portion assists those able to utilize the public bus system in maneuvering throughout our tri-county area. When determining eligibility for paratransit service, ACCESS LYNX and ADARide.com will consider each client’s physical and cognitive abilities and disabilities based on several factors such as, but not limited to, whether the client can stand at a bus stop alone for at least 10 minutes, if a certain weather condition affects physical ability, if a client can safely maneuver to and from a bus stop, if the client is easily confused, and ability to communicate. A licensed occupational therapist performs assessments and Travel Training is conducted one-on-one by a certified trainer. This assessment is a fair and equitable process for all. ACCESS LYNX also encourages those who are able to ride fixed-route bus to do so.

Appeals Process

If a customer has been denied eligibility for ACCESS LYNX ADA paratransit service, they have the right of appeal.

- Step 1. Customer must contact the Manager of Mobility Services to review his/her application relative to why customer was denied eligibility for ADA paratransit service. Additional information may be supplied. If the original determination is not changed, the customer may appeal to an Appeals Panel. If the customer wishes to appeal, he/she must submit a written request within 60 days of the receipt of the original determination.

- Step 2. Upon receipt of the appeal, the Appeals Process (as developed under the Federal Transit Administration model process) will be followed. The Appeals panel will render its determination within thirty (30) days of its consideration of the appeal. The Appeal Process and Request for Appeal are located at Attachments 3 and 4, respectively.

Visitors (those visiting the area from another area)

ACCESS LYNX provides complementary ADA paratransit service to visitors. A visitor is defined as someone who does not reside in the tri-county region served by LYNX. For the period of a visit, the visitor is treated exactly like an eligible local user, without any higher priority being given to either.

A visitor can become eligible in one of two ways. The visitor may present ADA paratransit eligibility documentation from his or her local jurisdiction. LYNX will give full faith and credit to the ID card or other documentation from the visitor. If the individual has no such documentation, LYNX may require the provision of proof of visitor status (i.e., proof of residence) and, if the individual's disability is not apparent, proof of the disability (i.e., a letter from a doctor or rehabilitation professional).

Once documentation is found to be satisfactory, LYNX will make service available on the basis of the individual's statement that he or she is unable to use the fixed-route transit system. Eligibility will be for any twenty-one (21) days within a 365 day period, after which the customer must apply for ACCESS LYNX eligibility.

Other Sponsors of Service

Other sponsors of service within the ACCESS LYNX program make their own eligibility determinations. These sponsors of service determine which of their customers are eligible for service and notify ACCESS LYNX of service needs on a trip-by-trip basis. All requests must be made by an authorized person, which is verified when the trip is taken.

C. Trip Prioritization

Since the definition of Transportation Disadvantaged entails people who, because of age, income, or disability, cannot provide or arrange for their own transportation, LYNX supports a balanced approach to the expenditure of Trust Fund monies. Subscription and demand response trips provided via ACCESS LYNX paratransit will continue to be the primary mode of trips provided with Trust Funds.

48.92%	<u>Subscription trips</u> are generated by the scheduling software the same day and time every week.
51.08%	<u>Demand response trips</u> are random trips not automatically generated by the scheduling software.

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

Subscription Trips

1. Life-sustaining medical trips, i.e., dialysis, cancer treatment, other than can be documented
2. Other medical
3. Employment trips

Demand Response Trips

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

D. Transportation Operators and Coordination Contractors

1. Operator Capability

The selection process for paratransit service operator includes consideration of relevant experience of the provider, vehicle fleet, record-keeping procedures, financial stability, cost and ability to mobilize for service.

MV Transportation, LYNX' current paratransit service provider, operates 185 vehicles to provide daily service within the consolidated system in the tri-county area. The fleet consists of 78% Ford Turtle Top Odyssey buses, 14% Dodge Braun EnterVans, 6% Ford Transit Vans, and 2% Ford Vans.

Driver Training

MV Transportation has a comprehensive professional driver training program in place to assure the consistent and effective training of all ACCESS LYNX drivers. This all-inclusive program includes a series of three training manuals as well as instructional Power Point slides and a Knowledge Review Workbook to document the trainee's mastery of the material presented. These five components work in concert with one another to provide a thorough, consistent, and effective training program for new drivers. The program includes 40 hours of classroom instruction, 24 hours of cadetting, and 40 hour of behind-the-wheel training.

In addition, before a driver is placed into service for the ACCESS LYNX program they must pass U.S. Department of Transportation physical and pre-employment drug screening. All drivers must have a valid Florida driver's license appropriate for the type and size of vehicle they will be operating, acceptable motor vehicle operating record, and acceptable criminal background check. Drivers must be at least 21 years of age and speak, read, and write English.

2. Coordinated Providers

LYNX developed a Coordination Contract for those agencies that can provide their own transportation more efficiently than LYNX can. In the contract, each agency agrees to provide transportation to customers eligible for their respective programs subject to a Scope of Services. In the Scope, operators meet the following criteria for service:

- Hours and days of service
- Vehicle standards for ambulatory and non-ambulatory customers
- Provide sources of transportation funding
- Passenger assistance

- Safety requirements
- System safety program plan
- Drug testing and drug free work place
- Insurance meeting CTD minimum requirements
- Reporting requirements:
 - Complaints
 - Accidents
 - Operating and financial data
 - Vehicle inventory
 - Record keeping
 - Monitoring and auditing

COORDINATION CONTRACT APPROVAL POLICY

Rule Chapter 41-2.002 defines a Coordination Contract as “a written contract between the Community Transportation Coordinator and an agency who receives transportation disadvantaged funds and performs some, if not all, of its own transportation services, as well as transportation services to others, when shown to be more effective and more efficient from a total system perspective. The contract reflects the specific terms and conditions that will apply to those agencies that perform their own transportation, as well as joint utilization and cost provisions for transportation services to and from the community transportation coordinator.”

The rule further states that “The Community Transportation Coordinator shall enter into a Coordination Contract to show the specific terms and conditions, as outlined in the Memorandum of Agreement with those agencies who receive transportation disadvantaged funds and who, from a total system approach, can perform more effectively and more efficiently their own transportation under those conditions not covered in Rule 41-2.015, F.A.C.”

LYNX, as the Community Transportation Coordinator for Orange, Osceola and Seminole counties, has the responsibility for entering into and monitoring the terms and coordination contracts. The Manager of Mobility Services must approve all potential coordination contracts. Using the following factors, requests for Coordination Contracts are reviewed to assure the transportation proposal is the most cost effective and efficient utilization that is possible from a total system approach.

- What percentage of their transportation disadvantaged services is the agency proposing to transport?
- What are the anticipated funding sources?
- What are the unique and diverse needs of the customer?
- Is the requestor compliant with all the requirements of reporting insurance, safety, and other terms that apply equally to any transportation operator?
- Any other relevant factors?

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

Manager of Mobility Services
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

Ambitious Care Services of Florida, LLC
1023 S Hiawassee Rd., # 4016
Orlando, FL 32825

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

Attain, Inc.
2710 Staten Rd.
Orlando, FL 32804

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., #V1-S-7
Orlando, FL 32810

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

The Devereux Foundation, Inc.
5850 T.G. Lee Blvd., Suite 400
Orlando, FL 32822

Elquanah Group Home, Inc.
10410 Westley Way

Orlando, FL 32825
Giyo Services, LLC
1784 Big Oak Ln
Kissimmee, FL 34746

Good Samaritan Society - Kissimmee
Village
1550 Aldersgate Drive
Kissimmee, FL 34746

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

Kirbicort
2901 Yule Court
Christmas, FL 32709

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

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

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

Nation Mentor Health Care - Florida Mentor
5035 Edgewater Dr.
Orlando, FL 32810

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

Pachot Group Home
3905 Timber Trail
Orlando, FL 32808

Primrose Center
2733 S. Ferncreek Avenue
Orlando, FL 32806

Quest
500 E. Colonial Dr.
Orlando, FL 32803

Rainbow Group Home
P.O. Box 580609
Orlando, FL 32858

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

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

The Opportunity Center, Inc., aka Osceola
ARC, Inc.
310 N. Clyde Avenue
Kissimmee, FL 34741

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

Sweet Serenity Home
7914 Country Run Pkwy
Orlando, FL 32818

Table 9 –Vehicle Inventory

Vehicle #	Year	Make	Model	Type	# WC	# of Passengers	Lift Manufacturer
7002	2010	TurtleTop	Odyssey	Cutaway	4	12	RICON
7005	2010	TurtleTop	Odyssey	Cutaway	4	12	RICON
7009	2010	TurtleTop	Odyssey	Cutaway	4	12	RICON
7012	2010	TurtleTop	Odyssey	Cutaway	4	12	RICON
7014	2010	TurtleTop	Odyssey	Cutaway	4	12	RICON
7016	2010	TurtleTop	Odyssey	Cutaway	4	12	RICON
7017	2010	TurtleTop	Odyssey	Cutaway	4	12	RICON
7018	2010	TurtleTop	Odyssey	Cutaway	4	12	RICON
101	2013	ARBOC	Spirit of Mobility	Low Floor Cutaway	2	12	RICON
102	2013	ARBOC	Spirit of Mobility	Low Floor Cutaway	2	12	RICON
103	2013	ARBOC	Spirit of Mobility	Low Floor Cutaway	2	12	RICON
104	2013	ARBOC	Spirit of Mobility	Low Floor Cutaway	2	12	RICON
105	2013	ARBOC	Spirit of Mobility	Low Floor Cutaway	2	12	RICON
106	2013	ARBOC	Spirit of Mobility	Low Floor Cutaway	2	12	RICON
21052	2011	FORD	FUSION	SEDAN	0	4	
21053	2011	FORD	FUSION	SEDAN	0	4	
21055	2011	FORD	FUSION	SEDAN	0	4	
21057	2011	FORD	FUSION	SEDAN	0	4	
21059	2011	FORD	FUSION	SEDAN	0	4	
7045	2011	TurtleTop	Odyssey	Cutaway	4	12	RICON
7047	2011	TurtleTop	Odyssey	Cutaway	4	12	RICON
7048	2011	TurtleTop	Odyssey	Cutaway	4	12	RICON
7049	2011	TurtleTop	Odyssey	Cutaway	4	12	RICON
7050	2011	TurtleTop	Odyssey	Cutaway	4	12	RICON
7051	2011	TurtleTop	Odyssey	Cutaway	4	12	RICON
7052	2011	TurtleTop	Odyssey	Cutaway	4	12	RICON
7053	2011	TurtleTop	Odyssey	Cutaway	4	12	RICON
7054	2011	TurtleTop	Odyssey	Cutaway	4	12	RICON
7055	2011	TurtleTop	Odyssey	Cutaway	4	12	RICON
7056	2011	TurtleTop	Odyssey	Cutaway	4	12	RICON
7057	2011	TurtleTop	Odyssey	Cutaway	4	12	RICON
7058	2011	TurtleTop	Odyssey	Cutaway	4	12	RICON
7059	2011	TurtleTop	Odyssey	Cutaway	4	12	RICON
7031	2011	TurtleTop	Odyssey	Cutaway	4	12	RICON
7033	2011	TurtleTop	Odyssey	Cutaway	4	12	RICON
7035	2011	TurtleTop	Odyssey	Cutaway	4	12	RICON
7036	2011	TurtleTop	Odyssey	Cutaway	4	12	RICON
7038	2011	TurtleTop	Odyssey	Cutaway	4	12	RICON

7040	2011	TurtleTop	Odyssey	Cutaway	4	12	RICON
7041	2011	TurtleTop	Odyssey	Cutaway	4	12	RICON
7042	2011	TurtleTop	Odyssey	Cutaway	4	12	RICON
7043	2011	TurtleTop	Odyssey	Cutaway	4	12	RICON
7044	2011	TurtleTop	Odyssey	Cutaway	4	12	RICON
7046	2011	TurtleTop	Odyssey	Cutaway	4	12	RICON
35751	2017	FORD	WAGON	Van			
7062	2012	TurtleTop	Odyssey	Cutaway	4	12	RICON
7063	2012	TurtleTop	Odyssey	Cutaway	4	12	RICON
7064	2012	TurtleTop	Odyssey	Cutaway	4	12	RICON
7065	2012	TurtleTop	Odyssey	Cutaway	4	12	RICON
7066	2012	TurtleTop	Odyssey	Cutaway	4	12	RICON
7067	2012	TurtleTop	Odyssey	Cutaway	4	12	RICON
7068	2012	TurtleTop	Odyssey	Cutaway	4	12	RICON
7069	2012	TurtleTop	Odyssey	Cutaway	4	12	RICON
7070	2012	TurtleTop	Odyssey	Cutaway	4	12	RICON
7071	2012	TurtleTop	Odyssey	Cutaway	4	12	RICON
7072	2012	TurtleTop	Odyssey	Cutaway	4	12	RICON
7073	2012	TurtleTop	Odyssey	Cutaway	4	12	RICON
7074	2012	TurtleTop	Odyssey	Cutaway	4	12	RICON
7075	2012	TurtleTop	Odyssey	Cutaway	4	12	RICON
7076	2012	TurtleTop	Odyssey	Cutaway	4	12	RICON
7077	2012	TurtleTop	Odyssey	Cutaway	4	12	RICON
7078	2012	TurtleTop	Odyssey	Cutaway	4	12	RICON
7079	2012	TurtleTop	Odyssey	Cutaway	4	12	RICON
7080	2012	TurtleTop	Odyssey	Cutaway	4	12	RICON
7061	2012	TurtleTop	Odyssey	Cutaway	4	12	RICON
35948	2017	FORD	WAGON	Van		15	
7096	2013	TurtleTop	Odyssey	Cutaway	4	12	RICON
7097	2013	TurtleTop	Odyssey	Cutaway	4	12	RICON
7098	2013	TurtleTop	Odyssey	Cutaway	4	12	RICON
7099	2013	TurtleTop	Odyssey	Cutaway	4	12	RICON
7100	2013	TurtleTop	Odyssey	Cutaway	4	12	RICON
7101	2013	TurtleTop	Odyssey	Cutaway	4	12	RICON
7102	2013	TurtleTop	Odyssey	Cutaway	4	12	RICON
7103	2013	TurtleTop	Odyssey	Cutaway	4	12	RICON
7104	2013	TurtleTop	Odyssey	Cutaway	4	12	RICON
7105	2013	TurtleTop	Odyssey	Cutaway	4	12	RICON
7106	2013	TurtleTop	Odyssey	Cutaway	4	12	RICON
7107	2013	TurtleTop	Odyssey	Cutaway	4	12	RICON
7081	2013	TurtleTop	Odyssey	Cutaway	4	12	RICON
7082	2013	TurtleTop	Odyssey	Cutaway	4	12	RICON
7083	2013	TurtleTop	Odyssey	Cutaway	4	12	RICON
7084	2013	TurtleTop	Odyssey	Cutaway	4	12	RICON
7085	2013	TurtleTop	Odyssey	Cutaway	4	12	RICON
7086	2013	TurtleTop	Odyssey	Cutaway	4	12	RICON
7087	2013	TurtleTop	Odyssey	Cutaway	4	12	RICON
7088	2013	TurtleTop	Odyssey	Cutaway	4	12	RICON

7089	2013	TurtleTop	Odyssey	Cutaway	4	12	RICON
7090	2013	TurtleTop	Odyssey	Cutaway	4	12	RICON
7091	2013	TurtleTop	Odyssey	Cutaway	4	12	RICON
7092	2013	TurtleTop	Odyssey	Cutaway	4	12	RICON
7093	2013	TurtleTop	Odyssey	Cutaway	4	12	RICON
7094	2013	TurtleTop	Odyssey	Cutaway	4	12	RICON
7095	2013	TurtleTop	Odyssey	Cutaway	4	12	RICON
38764	2017	FORD	WAGON	Van		15	
38771	2017	FORD	WAGON	Van		15	
38772	2017	FORD	WAGON	Van		15	
7108	2013	TurtleTop	Odyssey	Cutaway	4	12	RICON
7109	2014	TurtleTop	Odyssey	Cutaway	4	12	RICON
7110	2013	TurtleTop	Odyssey	Cutaway	4	12	RICON
7111	2014	TurtleTop	Odyssey	Cutaway	4	12	RICON
7112	2014	TurtleTop	Odyssey	Cutaway	4	12	RICON
7113	2014	TurtleTop	Odyssey	Cutaway	4	12	RICON
7114	2014	TurtleTop	Odyssey	Cutaway	4	12	RICON
7115	2014	TurtleTop	Odyssey	Cutaway	4	12	RICON
7116	2014	TurtleTop	Odyssey	Cutaway	4	12	RICON
7117	2014	TurtleTop	Odyssey	Cutaway	4	12	RICON
7118	2014	TurtleTop	Odyssey	Cutaway	4	12	RICON
7119	2014	TurtleTop	Odyssey	Cutaway	4	12	RICON
7120	2014	TurtleTop	Odyssey	Cutaway	4	12	RICON
7121	2014	TurtleTop	Odyssey	Cutaway	4	12	RICON
7122	2014	TurtleTop	Odyssey	Cutaway	4	12	RICON
7123	2014	TurtleTop	Odyssey	Cutaway	4	12	RICON
7124	2014	TurtleTop	Odyssey	Cutaway	4	12	RICON
7125	2014	TurtleTop	Odyssey	Cutaway	4	12	RICON
7126	2014	TurtleTop	Odyssey	Cutaway	4	12	RICON
7127	2014	TurtleTop	Odyssey	Cutaway	4	12	RICON
7128	2014	TurtleTop	Odyssey	Cutaway	4	12	RICON
7129	2014	TurtleTop	Odyssey	Cutaway	4	12	RICON
7130	2014	TurtleTop	Odyssey	Cutaway	4	12	RICON
7131	2014	TurtleTop	Odyssey	Cutaway	4	12	RICON
7132	2014	TurtleTop	Odyssey	Cutaway	4	12	RICON
7133	2014	TurtleTop	Odyssey	Cutaway	4	12	RICON
7134	2014	TurtleTop	Odyssey	Cutaway	4	12	RICON
7135	2014	TurtleTop	Odyssey	Cutaway	4	12	RICON
7136	2014	TurtleTop	Odyssey	Cutaway	4	12	RICON
7137	2014	TurtleTop	Odyssey	Cutaway	4	12	RICON
7138	2014	TurtleTop	Odyssey	Cutaway	4	12	RICON
7139	2014	TurtleTop	Odyssey	Cutaway	4	12	RICON
7140	2014	TurtleTop	Odyssey	Cutaway	4	12	RICON
7141	2014	TurtleTop	Odyssey	Cutaway	4	12	RICON
7142	2014	TurtleTop	Odyssey	Cutaway	4	12	RICON
7143	2014	TurtleTop	Odyssey	Cutaway	4	12	RICON
7144	2014	TurtleTop	Odyssey	Cutaway	4	12	RICON
7145	2014	TurtleTop	Odyssey	Cutaway	4	12	RICON

7146	2014	TurtleTop	Odyssey	Cutaway	4	12	RICON
7147	2014	TurtleTop	Odyssey	Cutaway	4	12	RICON
7148	2014	TurtleTop	Odyssey	Cutaway	4	12	RICON
7149	2014	TurtleTop	Odyssey	Cutaway	4	12	RICON
7150	2015	TurtleTop	Odyssey	Cutaway	4	12	RICON
7151	2015	TurtleTop	Odyssey	Cutaway	4	12	RICON
7152	2015	TurtleTop	Odyssey	Cutaway	4	12	RICON
7153	2015	TurtleTop	Odyssey	Cutaway	4	12	RICON
7154	2015	TurtleTop	Odyssey	Cutaway	4	12	RICON
7155	2015	TurtleTop	Odyssey	Cutaway	4	12	RICON
7156	2015	TurtleTop	Odyssey	Cutaway	4	12	RICON
7157	2015	TurtleTop	Odyssey	Cutaway	4	12	RICON
7158	2015	TurtleTop	Odyssey	Cutaway	4	12	RICON
7159	2015	TurtleTop	Odyssey	Cutaway	4	12	RICON
7160	2015	TurtleTop	Odyssey	Cutaway	4	12	RICON
7161	2015	TurtleTop	Odyssey	Cutaway	4	12	RICON
7162	2015	TurtleTop	Odyssey	Cutaway	4	12	RICON
7163	2015	TurtleTop	Odyssey	Cutaway	4	12	RICON
7164	2015	TurtleTop	Odyssey	Cutaway	4	12	RICON
7165	2015	TurtleTop	Odyssey	Cutaway	4	12	RICON
7166	2015	TurtleTop	Odyssey	Cutaway	4	12	RICON
7167	2015	TurtleTop	Odyssey	Cutaway	4	12	RICON
7168	2015	TurtleTop	Odyssey	Cutaway	4	12	RICON
7169	2015	TurtleTop	Odyssey	Cutaway	4	12	RICON
7170	2015	TurtleTop	Odyssey	Cutaway	4	12	RICON
7171	2015	TurtleTop	Odyssey	Cutaway	4	12	RICON
7172	2015	TurtleTop	Odyssey	Cutaway	4	12	RICON
7173	2015	TurtleTop	Odyssey	Cutaway	4	12	RICON
7174	2015	TurtleTop	Odyssey	Cutaway	4	12	RICON
7175	2015	TurtleTop	Odyssey	Cutaway	4	12	RICON
7176	2016	TurtleTop	Odyssey	Cutaway	4	12	RICON
7177	2016	TurtleTop	Odyssey	Cutaway	4	12	RICON
7178	2016	TurtleTop	Odyssey	Cutaway	4	12	RICON
7179	2016	TurtleTop	Odyssey	Cutaway	4	12	RICON
7180	2016	TurtleTop	Odyssey	Cutaway	4	12	RICON
47131	2016	FORD	TRANSIT	Van		5	
7181	2016	TurtleTop	Odyssey	Cutaway	4	12	RICON
7182	2016	TurtleTop	Odyssey	Cutaway	4	12	RICON
7183	2016	TurtleTop	Odyssey	Cutaway	4	12	RICON
7184	2016	TurtleTop	Odyssey	Cutaway	4	12	RICON
7185	2016	TurtleTop	Odyssey	Cutaway	4	12	RICON
7186	2016	TurtleTop	Odyssey	Cutaway	4	12	RICON
48264	2017	FORD	TRANSIT	Van		5	
48272	2017	FORD	TRANSIT	Van		5	
48268	2017	FORD	TRANSIT	Van		5	
48585	2017	FORD	TRANSIT	Van		5	
48587	2017	FORD	TRANSIT	Van		5	
48586	2017	FORD	TRANSIT	Van		5	
48582	2017	FORD	TRANSIT	Van		5	
48263	2017	FORD	TRANSIT	Van		5	
48823	2017	FORD	TRANSIT	Van		5	

E. Public Transit Utilization

ACCESS LYNX is committed to the use of fixed-route service therefore, our goal is to transition as many customers from paratransit to fixed routes as possible. LYNX also offers travel training to help customers make the transition from paratransit service to fixed-route.

F. School Bus Utilization

Each school board provided to LYNX as the Community Transportation Coordinator their reports of Vehicle Availability for use within the Coordinated System, and in each case the prices provided were greater than prices charged by private operators under the Coordinated System.

The barrier to use of school bus services is that of availability. School Bus services are available between the hours of 9:30 a.m. and 1:00 p.m. This is the time frame of least demand within the system.

G. System Safety Program Plan

The Memorandum of Agreement (MOA) between the Community Transportation Coordinator and the Transportation Disadvantaged Commission requires the CTC to develop and implement a System Safety Program Plan (SSPP). The required SSPP has been submitted to and approved by the Florida Department of Transportation, as required by Chapter 14-90, Florida Administrative Code, Equipment and Operational Safety Standards Governing Public-Sector Bus Transit Systems. According to this rule, the plan assures compliance with the minimum standards established and includes safety considerations and guidelines for the following:

- Carrier and CTC Management
- Vehicles and equipment
- Operational functions
- Driving requirements
- Maintenance and training\Equipment for transporting wheelchairs
- Federal, state and local regulations, ordinances, or laws
- Private contracted service provider

The SSPP outlines driver training requirements and vehicle inspection requirements. Required safety equipment for vehicles is:

- Seat belts
- Wheelchair securement systems and restraining devices (lap-type body belts)
- Dry chemical fire extinguishers (tagged and inspected annually)
- First aid kits
- Two-way radios

The SSPP limits the number of consecutive hours a driver can work, requires defensive driving, and passenger assistance/sensitivity training for all drivers. It further requires all subcontracted service providers be certified before providing service in the coordinated transportation system and requires vehicles undergo bi-annual safety inspections. The SSPP also includes driver and accident policies.

Extensive record keeping by the CTC and the individual subcontractors is also required, including personnel data, operational reports, dispatching logs, driver trip sheets and reports of accidents, incidents and service delays.

Annual Safety Certification

Date Submitted: January 10, 2018

Bus Transit System Name: MV Transportation, Inc.

System Address: 4950 L.B. McLeod Road

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 L.B. McLeod Road

City, State, Zip: Orlando, Florida 32811

I hereby certify this information to be true and accurate,

Signature:  Date: 1-10-18

Name (Printed): Chris York Title: General Manager

H. Inter-county Services

LYNX has informal coordination agreements with Polk, Lake, and Volusia counties.

I. Natural Disaster/Emergency Procedures

Whenever customers are delayed or there is a mechanical breakdown of a vehicle, the driver of the vehicle is responsible for making radio contact with the dispatcher and alerting him/her of the situation. The dispatcher at that time will make every effort to rectify the situation. In the event of vehicle accidents, carriers are required to notify ACCESS LYNX and appropriate emergency personnel immediately. Appropriate emergency personnel can include police, fire, or ambulance. MV Transportation must submit a written accident or incident report and management analysis within twenty-four hours to ACCESS LYNX. If bodily injury and/or property damage exceed levels outlined by U.S. DOT, LYNX requires the driver to undergo drug and alcohol testing according to Federal guidelines.

In the event of a natural disaster, LYNX is designated as Emergency Support Function #1 (Transportation) for Orange County. This designation carries the responsibility of evacuating all special needs customers, nursing homes, and other facilities with a need. When there is advanced warning, Emergency Management will contact LYNX and put the CTC on alert. Then ACCESS LYNX will notify the MV Transportation of the situation.

J. Marketing

Each month ACCESS LYNX attempts to participate in community outreach activities. These are primarily community and social service associations, affiliations, and agencies that invite LYNX staff to speak about the ACCESS LYNX program.

K. Acceptable Alternatives

LYNX has been active in transitioning passengers from paratransit to fixed-route. We are in the process of coordinating paratransit services with other CTCs, local Coordination Agencies, and Common Carriers. Coordination Agencies are listed in Table 8 of this document. LYNX maintains a list of Common Carriers in its Transit Development Plan's Private Provider inventory. The Local Coordinating Board has approved these alternatives.

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 10 has the standards that have been reviewed by the Quality Assurance Task Force and adopted with the approval of this TDSP by the LCB.

A. Service Standards

Table 10
Service Standards

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

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

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

STANDARD	ORANGE, OSCEOLA AND SEMINOLE LCB LANGUAGE
	<p>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 with a goal of 90 minutes or less.</p>
Cardiopulmonary Resuscitation Training	Drivers within the coordinated system are not required to be trained in cardiopulmonary resuscitation.
First Aid Training	Drivers within the coordinated system are not required to be trained in first aid techniques.
Seating Standard	Vehicle seating shall not exceed the manufacturer's recommended capacity.
Subscriptions	The current policy provides for a change of a subscription only once within a 30 day period. If a customer request changes more often than this, the subscription will be cancelled, and the customer will have to call in for each individual trip. This policy will be strictly enforced.
Trip Negotiations	<p>While we will 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 for no earlier than 10:00 a.m., and no later than 2:00p.m. These times are off-peak service, and do not conflict with regular service trips that occur during peak times such as employment, sheltered workshops, adult daycare, etc. Off-peak also means that the traffic congestion in the greater Orlando area is at its minimum, as well.</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. (including TD trips). We often receive calls in reference to the status of a pick up time, we remind customers that we may arrive anytime within the 30 minute negotiated pickup window. We also ask customers to please wait until we are outside that window before a call is placed regarding the pick up.</p>
Trip Request Limit	The process of requesting service may be more time consuming because of the trip negotiation process discussed above. For this reason, we will take only three roundtrip requests during any call to ensure that all customers are afforded timely response when contacting our customer service line.

STANDARD	ORANGE, OSCEOLA AND SEMINOLE LCB LANGUAGE
Advance Reservations Limit	When calling to schedule appointments, customers should call as far in advance as you can, (we have up to a 7-day advance reservation period), and call between the hours of 10:00 a.m. and 2:00 p.m., whenever possible. Customers should have all information ready so that we can complete the request efficiently.
Accidents	The ACCESS LYNX Preventable Accident Standards for the contracted operators are less than one (1) preventable accident for every 100,000 vehicle miles of service provided.
Call Hold Time (If applicable)	It is LYNX' goal to have average inbound telephone hold times of no more than three minutes (3:00) for any given hourly period of the day. This three minute (3:00) standard is to be achieved for 90% of the hourly time periods that a phone line is in operation, measured monthly.
Complaints	<p>All complaints received by ACCESS LYNX shall be responded to within five business days of receipt, unless factors within the investigation process are unavoidable. Responses will be by telephone contact or letter, per discretion of customer.</p> <p>The ACCESS LYNX Monthly Standards for Valid Complaints Relating to Contractor's Performance are to have fewer than three (3) valid complaints for every 1,000 one-way passenger trips provided.</p>
No-Show Policy	<p>A customer may have no more than 4 no-shows within any 90-day period. To exceed this will result in customer suspension of 30-days.</p> <p>Trips cancelled with less than one hour notice prior to the scheduled pickup time will be considered a No Show.</p>
On-time Performance	<p>The ACCESS LYNX On-Time Performance Standards for the contracted operators are 90% or greater of trips on time</p> <p>Trips are on-time if picked up before the end of the negotiated 30-minute window.</p>
Public Transit Ridership	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 to refer at a minimum 10% of individuals applying for service to fixed route service.
Road Calls	No more than 1 every 10,000 miles.

B. Local Grievance Procedures/Process

A grievance is defined as any ongoing service problem that interferes with accessing a major life activity, such as work, healthcare, employment, education, shopping, social activities, or other life-sustaining activities.

ACCESS LYNX in conjunction with the Local Coordinating Board, has developed and implemented rules and procedures to ensure quality control and to provide participating customers, funding agencies and others with an impartial body to hear complaints and settle disputes concerning service rendered. It should be noted that the LCB holds jurisdiction only over TD concerns. ADA concerns are under the jurisdiction of the FTA.

A Grievance Subcommittee has been appointed by the Local Coordinating Board Chair and consists of at least three voting members of the Board and may include other appointed volunteers. The procedures and examples of the grievance forms are in Attachment 5.

C. Evaluation Processes

1. CTC Evaluation Process

The 2015 - 2016 Community Transportation Coordinator Annual Evaluation is contained in Attachments 6 and 7. The Local Coordinating Board has conducted this annual evaluation.

The purpose of the Annual Review is to evaluate the CTC's performance over the previous year. This is conducted using the Commission for the transportation Disadvantaged Evaluation Workbook for Community Transportation Coordinators and Providers in Florida. Modules include Competition, Cost Effectiveness and Efficiency, and Availability.

The CTC in turn uses this as a means to detect which areas within the CTC excel and those areas that need improvement. Lastly, this is used as a means to develop future goals and objectives.

2. CTC Monitoring Procedures of Operators and Coordination Contractors

The following is a review of the previously discussed monitoring policy.

TRIP MONITORING POLICY

Trip monitoring is important to ensure that service is provided in a manner that is consistent with the policies and procedures that have been established and that safety regulations are not compromised for any reason.

ACCESS LYNX monitors trips that appear as any add-on to driver manifest, rather than having come through the computerized reservation process, are automatically checked to verify that ACCESS LYNX has authorized the trip before being performed. Unauthorized trips are not billed to the sponsoring agency and are not reimbursed to the transportation carrier. Complete customer information is required in the customer database before making any trip arrangements for a customer. This procedure eliminates the possibility of scheduling trips for customers who are not eligible for a particular service or who are not registered with the program.

3. Planning Agency Evaluation Process

The Planning Agency Biennial Review conducted on November 30, 2006, is contained in Attachment 8. This report summarizes the results of the Quality Assurance and Program Evaluation (QAPE) section's Planning Agency review of METROPLAN ORLANDO, the official planning agency for Orange, Osceola and Seminole Counties. Findings and recommendations for the planning agency review are presented in the report. The Planning Agency was evaluated based on the deliverable submitted to the Commission and the performance of planning tasks.

IV. COST/REVENUE ALLOCATION AND RATE STRUCTURE JUSTIFICATION

In 2016, LYNX issued a Request for Proposals for Paratransit Services, which invited firms to submit proposals based on a Scope of Service that included provisions for the following standards:

Vehicles
Drivers
Complaints
Passenger Loading
Monitoring
Passenger Types
Record Maintenance
Staffing
Management
Fare Collection
Drug and Alcohol Program
Accident Policy
System Safety Program Plan
Insurance

In addition to the provision of paratransit service, LYNX, as the Community Transportation Coordinator, must include administrative costs for:

Coordination Contractor Inspections
Coordination Contractor Monitoring
Coordination Contractor Reporting
Monthly Reporting
Road Supervision
Contract compliance
Training.

Table 11
Rate Structure

Service Type	Unit	Rate
Ambulatory	Per trip	\$20.20
Wheelchair	Per trip	\$34.62

Attachment 1

Glossary of Terms

Glossary of Terms and Abbreviations

The following glossary is intended to coordinate terminology with the Florida Coordinated Transportation System. It is imperative that when certain words or phrases are used that the definition is universally acknowledged.

Accidents	When used in reference to the AOR, the total number of reportable accidents that occurred through negligence of the transportation provider whereby the result was either property damage of \$1,000,000 or more, or personal injury that required evacuation to a medical facility, or a combination of both
Actual Expenditure Report (AER)	An annual report completed by each state member agency and each official planning agency, to inform the commission in writing before September 15 of each year of the specific amount of funds the agency expended for transportation disadvantaged services.
Advance Reservation	This service requires a minimum one-day prior notice. It differs from subscription service in that ridership, times and pick-up/drop-off points may vary. It differs from demand-response service in that riders must provide prior day notice and must be going to a predetermined destination. It differs from fixed schedule/fixed route in that route and time schedules may vary and is available upon the user's request
Agency	An official, officer, commission, authority, council, committee, department, division, bureau, board, section, or any other unit or entity of the state or of a city, town, municipality, county, or other local governing body or a private nonprofit entity providing or arranging for transportation service as all or part of its charter.
American with Disabilities Act of 1990 (ADA)	A federal law, P.L. 101-336, the ADA provides protection against discrimination for individuals with disabilities.
Annual Budget Estimate (ABE)	Budget estimate of funding resources available for providing transportation services to the transportation disadvantaged, prepared annually to cover a period of one state fiscal year.
Annual Operating Report (AOR)	An annual report including a Finance and Fare Structure Element prepared by the community transportation coordinator detailing its designated are operating statistics for the most recent operating year.
Annual Performance Report (APR)	An annual report issued by the Commission for the Transportation Disadvantaged that combines all the data submitted in the annual Operating Reports (AOR) and the CTD Annual Report.
Availability	A measure of the capability of a transportation system to be used by potential riders, such as the hours the system is in operation, the route spacing, the seating availability, and the pick-up and delivery

	time parameters.
Bus	Any motor vehicle designed for carrying more than 10 passengers and used for the transportation of persons for compensation.
Bus Lane	A street or highway lane intended primarily for buses, either all day or during specified periods, but used by other traffic under certain circumstances.
Bus Stop	A waiting, boarding, and disembarking area usually designated by distinctive signs and by curbs or pavement markings.
Certified Minority Business Enterprise (CMBE)	Any small business concern which is organized to engage in commercial transactions, domiciled in Florida, and is at least 51 percent owned by minority persons and whose management and daily operations are controlled by such persons. The Florida Department of Management Services should certify these businesses.
Chapter 427, Florida Statutes	The Florida statute establishing the Commission for the Transportation Disadvantaged and prescribing its duties and responsibilities.
Commendation	Any written compliment of any aspect of the coordination system, including personnel, vehicle, service, etc.
Commercial Driver's License (CDL)	A license required if a driver operates a commercial motor vehicle, including a vehicle that carries 16 or more passengers (including the driver), or a vehicle weighing more than 26,000 pounds.
Commission for the Transportation Disadvantaged (CTD)	Authorized in Section 427.013, Florida Statutes, the Commission was established in 1989 to coordinate transportation services provided to the transportation disadvantaged, replacing the Coordinating Council on the Transportation Disadvantaged.
Community Transportation Coordinator (CTC)	Formerly referred to as the "coordinated community transportation provider, the CTC is recommended by the appropriate local planning agency as provided for in Section 427.015(1), Florida Statutes, and approved by the commission, to ensure that coordinated transportation services are provided to serve the transportation disadvantaged population in a designated service.
Competitive Procurement	Obtaining a transportation operator or other services through a competitive process based upon Commission-approved procurement guidelines.
Complaint	Written customer concern involving timeliness, vehicle condition, and quality of service, behavior of personnel, and other operational policies.
Complete (or full) Brokerage	Type of CTC network in which the CTC does not operate any transportation services itself, but contracts with transportation

	operators for the delivery of all transportation services.
Coordinated Transportation System	Includes the CTC, the transportation operators and coordination contractors under contract with the CTC, the official planning agency, and local Coordinating Board involved in the provision of service delivery to the transportation disadvantaged within the designated service area.
Coordinated Trips	Passenger trips provided by or arranged through a CTC.
Coordinating Board	An entity in each designated service area composed of representatives who provide assistance to the community transportation coordinator relative to the coordination of transportation disadvantaged services.
Coordination	The arrangement for the provision of transportation services to the transportation disadvantaged in a manner that is cost effective, safe, efficient, and reduces fragmentation and duplication of service. Coordination is not the same as total consolidation of transportation disadvantaged service in any given service area.
Coordination Contract	A written contract between the community transportation coordinator and an agency who receives transportation disadvantaged funds and performs some, if not all, of its own services as well as services to others when such service has been analyzed by the CTC and proven to be a safer, more effective, or more efficient service from a total system perspective. The Commission's standard contract reflects the specific terms and conditions that will apply to those agencies that perform their own transportation, as well as joint utilization and cost provisions for transportation services to and from the coordinator.
Deadhead	The miles or hours that a vehicle travels when out of revenue service. From dispatch point to first pick-up, and from last drop-off to home base, or movements from home base to maintenance garage or fuel depot, and return.
Demand Response	A paratransit service that is readily delivered with less than prior day notification, seven days a week, 24 hours a day. This service can be either an individual or a shared ride.
Designated Service Area	A geographical area subject to approval by the Commission, which defines the community where coordinated transportation services will be provided to the transportation disadvantaged.
Disabled Passenger	Any rider with a physical or cognitive impairment that substantially limits at least one major life activity (e.g., caring for one's self; walking, seeing, hearing, speaking, learning).
Dispatcher	The person responsible for having every schedule run leave the yard or garage on time and maintaining a schedule monitoring the work force with the work load on a minute-by-minute basis. In

	demand-response transportation, the person who assigns the customer to vehicles and notifies the appropriate drivers.
Driver Hour	The period of one hour that a person (whose main responsibility is to drive vehicles) works.
Economies of Scale	Cost savings resulting from combined resources (e.g., joint purchasing agreements that result in a lower cost per gallon or quantity discount for fuel).
Effectiveness Measure	A performance measure that evaluates the level of resources expended to achieve a given level of output. An example of an efficiency measure is operating cost per vehicle mile.
Emergency	Any occurrence or threat, whether accidental, natural or caused by man which results in, or may result in, substantial denial of services to a designated service area for the transportation disadvantaged.
Emergency Fuel	Transportation Disadvantaged trust fund monies set aside to address emergency situations and which can be utilized by direct contract without competitive bidding, between the commission and an entity to handle transportation services during a time of emergency
Employees	Persons employed in an organization.
Federal Transit Administration (FTA)	One of 10 modal administrations within the U.S. Department of Transportation, FTA administers federal funding to support a variety of locally planned, constructed, and operated public transportation systems throughout the U.S., including buses, subways, light rail, commuter rail, streetcars, monorail, passenger ferry boats, inclined railways, and people movers.
Fixed Route	Service in which the vehicle(s) repeatedly follows a consistent time schedule and stopping points over the same route, whereby such schedule, route or service is not at the user's request (e.g., conventional city bus, fixed guide-way).
Florida Administrative Code	A set of administrative codes regulating the State of Florida.
Florida Association of Coordinated Transportation System (FACTS)	A transportation system responsible for coordination and service provisions for the transportation disadvantaged as outlines in Chapter 427, Florida Statutes.
Florida Department of Transportation	A state-level agency responsible for providing a safe statewide transportation system that ensures the mobility of people and goods, enhances economic prosperity, and preserves the quality of the

(FDOT)	environment and communities. The CTD is housed under FDOT for administrative purposes.
Florida Statutes (F.S.)	The laws governing the State of Florida.
Full Time Equivalent (FTE)	A measure used to determine the number of employees based on a 40-hour work week. One FTA equals 40 work hours per week.
Fully Allocated Costs	The total cost, including the value of donations, contributions, grants or subsidies, to provide coordinated transportation, including those services which are purchased through transportation operators or provided through coordination contracts.
General Trips	Passenger trips by individuals to destinations of their choice, not associated with any agency program.
Goal	Broad conditions that define what an organization hopes to achieve.
Grievance Process	A formal channel for the adjustment of grievances through discussions with progressively higher levels of authority, culminating in mediation, if necessary.
In-Service	The time during which a vehicle is providing transportation service.
Intake Reservationist	An individual whose primary responsibility is to accept requests for trips, enter information on requests, determine eligibility, and provide customer service.
Latent Demand	Demand that is not being met with existing levels of service.
Limited Access	Inability of a vehicle, facility, or equipment to allow entry or exit to all persons. Lack of accessibility of vehicle, facility or equipment.
Load Factor	The ratio of use to capacity of equipment or a facility during a specified time period.
Local Government	An elected and/or appointed public body existing to coordinate, govern, plan, fund, and administer public services within a designated, limited geographic area of the state.
Local Government Comprehensive Plan	A plan that meets the requirements of Section 163.3177 and 163.3178, Florida Statute.
Local Coordinating Board	An entity in each designated service area composed of representatives appointed by the official planning agency. Its purpose is to provide assistance to the community transportation coordinator concerning the coordination or transportation disadvantaged services.
Management Information System (MIS)	The mechanism that collects and reports key operating and financial information for managers on a continuing and regular basis.

Memorandum of Agreement (MOA)	The state contract included in the transportation disadvantaged service plan for disadvantaged services purchased by federal, state, or local government transportation disadvantaged fund. This agreement is between the commission and the community transportation coordinator and recognizes the community transportation coordinator as being responsible for the arrangement of the provision of transportation-disadvantaged services for a designated service area.
Metropolitan Planning Organization (MPO)	The area-wide organization responsible for conducting the continuous cooperative and comprehensive transportation planning and programming in accordance with the provisions of 23 U.S.C. 134, as provided in U.S.C. 104(f)(3). Also serves as the official planning agency referred to in Chapter 427, F.S.
Network Type	Describes how a community transportation coordinator provides service, whether as a complete brokerage, partial brokerage, or sole provider.
Non-Coordinated Trip	A trip provided by an agency, entity, or operator who is in whole or in part subsidized by local, state, or federal funds, and who does not have coordination/operator contract with the community transportation coordinator.
Non-Sponsored Trip	Transportation disadvantaged services that are not sponsored in whole by the Transportation Disadvantaged Trust Fund.
Objective	Specific, measurable conditions that the organization establishes to achieve its goals.
Off-Peak	A period of day or night during which travel activity is generally low and a minimum of transit service is operated.
Official Planning Agency (OPA)	The official body or agency designated by the Commission to fulfill the functions of transportation disadvantaged planning. The Metropolitan Planning Organization shall serve as the planning agency in areas covered by such organizations.
Operating Cost	The sum of all expenditures that can be associated with the operation and maintenance of the system during the particular period under consideration.
Operating Cost per Driver Hour	Operating costs divided by the total number of passenger trips, a measure of the efficiency of transporting riders. One of the key indicators of comparative performance of transit properties since it reflects both the efficiency with which service is delivered and the market demand for the service.
Operating Cost per Vehicle Mile	Operating costs divided by the number of vehicle miles, a measure of the cost efficiency of delivered service
Operating	Describes whether the community transportation coordinator

Environment	provides service in an urban or rural service area.
Operating Expenses	Sum of all expenses associated with the operation and maintenance of a transportation system
Operating Revenues	All revenues and subsidies utilized by the operator in the provision of transportation services.
Operating Statistics	Data on various characteristics of operations, including passenger trips, vehicle miles, operating costs, revenues, vehicles, employees, accidents, and road calls.
Operator Contract	A written contract between the community transportation coordinator and a transportation operator to perform transportation services.
Organization Type	Describes the structure of a community transportation coordinator, whether it is a private-for-profit, private non-profit, government, quasi-government, or transit agency.
Paratransit	Elements of public transit that provide service between specific origins and destinations selected by the individual user with such service being provided at a time that is agreed upon between the user and the provider of the service. Paratransit Services are provided by sedans, vans, buses, and other vehicles.
Partial Brokerage	Transportation services and contracts with one or more other transportation operators to provide the other portion of the on-street transportation disadvantaged services, including coordination contractors.
Passenger Miles	A measure of service utilization, which represents the cumulative sum of the distances ridden by each passenger. This is a duplicated mileage count. For example: if 10 people ride together for 10miles, there would be 100 passenger miles
Passenger Trip	A unit of service provided each time a passenger enters the vehicle, is transported, and then exits the vehicle. Each different destination would constitute a passenger trip. This unit of service is also known as a one-way passenger trip.
Passenger Trips per Driver Hour	A performance measure used to evaluate service effectiveness by calculating the total number of passenger trips divided by the number of driver hours.
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.
Peer Group Analysis	A common technique used to evaluate the general performance of a since operator relative to the performance of a comparable group of operators of similar size, operating environments, and modal

	characteristics.
Performance Measure	Statistical representation of how well an activity, task, or function is being performed. Usually computed from operating statistics by relating a measure of service output or utilization to a measure of service input or cost.
Planning Agency	The Official body or agency designated by the Commission to fulfill the functions of transportation disadvantaged planning in areas not covered by a metropolitan Planning Organization.
Potential TD Population	(Formerly referred to as TD Category 1.) Includes persons with disabilities, senior citizens, low-income persons, and high-risk or at risk children. These persons are eligible to receive certain governmental and social service agency subsidies for program-related trips.
Program Trip	A passenger trip supplied or sponsored by a human service agency for the purpose of transporting customers to and from a program of that agency (e.g., sheltered workshops, congregate dining, and job training).
Public Transit	Means the transporting of people by conveyances or systems of conveyances traveling on land or water, local or regional in nature, and available for use by the public. Public transit systems may be governmental or privately owned. Public transit specifically includes those forms of transportation commonly known as paratransit.
Purchased Transportation	Transportation services provided for an entity by a public or private transportation provider based on a written contract.
Request for Bids (RFB)	A competitive procurement process.
Request for Proposals (RFP)	A competitive procurement process.
Request for Qualifications (RFQ)	A competitive procurement process.
Reserve Fund	Transportation disadvantaged trust fund monies set aside each budget year to insure adequate cash is available for incoming reimbursement requests if estimated revenues do not materialize.
Revenue Hour	Total vehicle hours used in providing passenger transportation, excluding deadhead time.
Revenue Miles	Total number of service miles driven while passengers are actually riding on the vehicles. This figure should be calculated from first passenger pick-up until the last passenger drop-off, excluding any breaks in actual passenger transport. For example: if 10 passengers

	rode 10 miles together, there would be 10 revenue miles.
Ridesharing	Sharing of a vehicle by customers of two or more agencies, thus allowing for greater cost efficiency and improved vehicle utilization.
Road Call	Any in-service interruption caused by failure of some functionally necessary element of the vehicle, whether the rider is transferred or not. Road calls exclude accidents.
Ride 41-2, FAC	Rule adopted by the Commission for the Transportation Disadvantaged to implement provisions in Chapter 427, F.S.
Scheduler	A person who prepares an operating schedule for vehicles on the basis of passenger demand, level of service, and other operating elements such as travel times or equipment availability
Service Plan	A one-year implementation plan that contains the goals the Community Transportation Coordinator plans to achieve and the means by which they plan to achieve them. The plan shall be approved and used by the Coordinating Board to evaluate the Community Transportation Coordinator.
Sole Provider	(Also referred to as Sole Source.) Network type in which the CTC provides all of the transportation disadvantaged services.
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).
Standard	Established by authority, custom, or general consent as a model or example.
Stretcher Service	Form of non-emergency paratransit service whereby the rider is transported on a stretcher, litter gurney, or other device that does not meet the dimensions of a wheelchair as defined in the Americans with Disabilities Act
Subscription Service	A regular and recurring service in which schedules are prearranged to meet the travel needs of riders who sign up for the service in advance. The service is characterized by the fact that the same passengers are picked up at the same location and time and are transported to the same location, and then returned to the point of origin in the same manner.
System Safety Program Plan (SSPP)	A documented, organized approach and guide to accomplishing a system safety program set forth in Florida rule 14-90.
Total Fleet	All revenue vehicles held at the end of the fiscal year, including those in storage, emergency contingency, awaiting sales, etc.
Total Quality	Management philosophy utilizing measurable goals and objectives

Management (TQM)	to achieve qualify management practices.
Transportation Alternative	Those specific transportation services that are approved by rule to be acceptable transportation alternatives, as defined in s. 427.018, F.S.
Transportation Disadvantaged	Those persons, including children as defined in s. 411.202 F.S., who because of physical or cognitive 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. These persons are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, or medically necessary or life-sustaining activities.
Transportation Disadvantaged Funds	Any local government, state, or federal funds that are used for transportation of transportation disadvantaged individuals. Such funds may include, but are not limited to, funds for planning, transportation provided pursuant to the ADA, administration of transportation disadvantaged service, operation, procurement and maintenance of vehicles or equipment, and capital investments. Transportation disadvantaged funds do not include funds expended by school districts for the transportation of children to public schools or to receive service as a part of their educational program.
Transportation Disadvantaged population	(Formerly referred to as TD Category II.) Persons, including children, who, because of disability, income status, or inability to drive to age or disability are unable to transport themselves.
Transportation Disadvantaged Service Plan (TDSP)	A three-year implementation plan, with annual updates developed by the CTC and the planning agency, which contain the provisions of service delivery in the coordinated transportation system. The plan is reviewed and recommended by the Local Coordinating Board.
Transportation Disadvantaged Trust Fund	A fund administered by the Commission for the Transportation Disadvantaged in which all fees collected for the transportation disadvantaged program shall be deposited. The funds deposited may be used to subsidize a portion of transportation-disadvantaged person's transportation costs that are not sponsored by an agency.
Transportation Network Company (TNC)	A company that uses an online-enabled platform to connect passengers with drivers using their personal, non-commercial, vehicles. Examples include LYFT and Uber.
Transportation Operator	Public, private for-profit, or private non-profit entity engaged by the community transportation coordinator to provide service to the transportation disadvantaged pursuant to an approved coordinated transportation system transportation disadvantaged service plan
Transportation	The Commission's standard coordination/operator contract between

Operator Contract	the community transportation coordinator and the transportation operator that outlines the terms and conditions for any services to be performed.
Trend Analysis	A common technique used to analyze the performance of an organization over a period of time.
Trip Priorities	Various methods for restricting or rationing trips.
Trip Sheet	A record kept of specific information required by ordinance, rule or operating procedure for a period of time worked by the driver of a public passenger vehicle in demand response service. Also known as a driver log.
Unduplicated Passenger Head Count (UPHC)	The actual number of people that were provided paratransit transportation services, not including personal care attendants, non-pay escorts, or persons provided fixed-schedule/fixed-route service.
Unmet Demand	Trips desired but not provided because of insufficient service supply.
Urbanized Area	An area that comprises one or more places ("central place") and the adjacent densely settled surrounding territory ("urban fringe") that together have a minimum of 50,000 persons.
U.S. Department of Transportation	A federal cabinet department of the United States government concerned with transportation established in 1966. Its mission is to "Serve the United States by ensuring a fast, safe, efficient, accessible and convenient transportation system that meets our vital national interests and enhances the quality of life of the American people, today and into the future."
Van Pool	A prearranged ride-sharing service in which a number of people travel together on a regular basis in a van. Van pools are commonly company-sponsored, with a regular volunteer driver.
Vehicle Inventory	An inventory of vehicles used by the CTC, transportation operators, and coordination contractors for the provision of transportation disadvantaged services.
Vehicle Miles	The total distance traveled by revenue vehicles, including both revenue miles and deadhead miles.
Vehicle Miles per Vehicle	A performance measure used to evaluate resource utilization and rate of vehicle depreciation, calculated by dividing the number of vehicle miles by the total number of vehicles.
Volunteers	Individuals who do selected tasks for the community transportation coordinator or its contracted operator, for little or no compensation.
Will-Calls	Trips that are requested on a demand response basis, usually for a return trip. The transportation provider generally expects a request for a will-call trip but cannot schedule the trip in advance because the provider does not know the exact time a passenger will call to request his/her trip.

Attachment 2

LYNX Eligibility Application



ACCESS LYNX ELIGIBILITY APPLICATION FOR PARATRANSIT SERVICES

Instructions to Applicant or Proxy:

1. Please read the enclosed paratransit eligibility criteria carefully. If you feel that you meet these criteria, please fill out the Applicant sections of this form.
2. Please be sure to print and complete all information requested and sign where appropriate.
3. Have the Professional Verification section completed and signed by an approved health care professional. All provided information will be verified and confirmed. You may attach supporting documentation.
4. Completing this application does not automatically certify you for paratransit services. Some applicants may be required to go through a functional assessment to assist us in determining your level of eligibility. All applicants will be notified by mail of the outcome of their application.

Instrucciones para el Solicitante o Apoderado:

1. Por favor de leer con cuidado el criterio de elegibilidad incluido, para el servicio de paratransit. Si usted cree que reúne el criterio, por favor completar las secciones correspondientes.
2. Asegurese de escribir, con letra legible, completar toda la información requerida y firmar en los espacios correspondientes.
3. La Sección de verificación médica debe ser llenada y firmada por un profesional de la salud licenciado. Toda la información será verificada y confirmada. Usted puede incluir información adicional de un profesional de las salud relacionado con su incapacidad.
4. Completar esta aplicación no sera automaticamente certificado para el servicio de Paratransit. A algunos solicitantes se les puede requerir que pasen por el proceso de una evaluación funcional, que nos asistira a determinar el nivel de elegibilidad. A todo solicitante se le notificará por correo la determinación tomada respecto a su solicitud.

**WHEN COMPLETED, PLEASE RETURN THIS FORM TO:
DESPUES DE COMPLETAR ESTA APLICACIÓN
FAVOR DE ENVIARLA A LA SIGUIENTE DIRECCIÓN:**

**ACCESS LYNX
455 N Garland Avenue
Orlando, Florida 32801-1518
Attention: Eligibility
Phone: (407) 423-8747 - Select Option 6
Fax: (407) 849-6759**



(For Office Use Only)					
Applicant Name, Nombre del Solicitante			Customer ID _____ New _____ Recer _____		
Date of Birth Fecha de Nacimiento		Social Security Number Número del Seguro Social		Medicaid Number Número de Medicaid	
Last Name Apellido		First Name Nombre		Middle Initial Initial del Segundo Nombre	
Home Address Dirección de la casa		Apartment Number Número de Apto			
City Ciudad		County Condado		State Estado	
Complex/Subdivision/Facility Name Comunidad/Nombre de la Facilidad		Nearest Intersecting Street Calle que Intersecta		Nearest Bus Route Transporte Publico	
If this is a gated community, please provide Gate Code _____ Codigo de entrada a la comunidad					
Home Phone Teléfono		Work Phone Teléfono de Trabajo		Cell Phone Teléfono Móvil	
Mailing Address Dirección de Correo		Apt. Number Apto.		Zip Code Postal	
Emergency Contact Name Contacto de Emergencia		Relationship Relación/Parentesco		Phone Number Teléfono	
Address Dirección		Apt. Number Número de Apto.		Zip Code Postal	
Please check all that apply to you. (Seleccione cuales aplican a usted).					
<input type="checkbox"/> Portable Oxygen Oxígeno Portátil		<input type="checkbox"/> Assist Walking Ayuda para caminar		<input type="checkbox"/> Needs Escort Acompañante	
<input type="checkbox"/> Sight Impairment Problemas de vision		<input type="checkbox"/> Cane Bastón		<input type="checkbox"/> Crutches Muletas	
<input type="checkbox"/> Service Animal Animal de Servicio		<input type="checkbox"/> Stretcher Camilla		<input type="checkbox"/> Mental Imp. Probl. Mentale	
				<input type="checkbox"/> Wheelchair Silla de Ruedas	
				<input type="checkbox"/> Walker Caminador	
				<input type="checkbox"/> Hearing Loss Probl. Para Oír	
Do you have weekly scheduled medical appointments? _____ ¿Tiene usted citas médicas semanales?					
How many medical appointments do you have in a month? _____ ¿Cuántas citas médicas tiene usted en el mes?					
How do you currently travel to your destination? ¿Cómo usted se transporta a sus destinos actualmente?					
<input type="checkbox"/> LYNX Bus Bus de la ciudad		<input type="checkbox"/> Taxi		<input type="checkbox"/> Drive yourself Carro	
				<input type="checkbox"/> Other Otro	

Do you have relatives or friends who can take you? _____
 ¿Tiene usted familiares o amigos quienes pueden transportarlo a usted?
 What is your annual household income? _____
 ¿Cuál es su ingreso anual?
 How many people, including yourself, are in your household? _____
 ¿Cuántas personas (incluyéndose usted) están en su hogar?
 Have you, in the past 2 years, qualified for public assistance? _____
 ¿Usted a calificado en los 2 últimos años para asistencia pública?
 Would you ride the bus if you were provided with a bus pass? _____
 ¿Le gustaría viajar en el bus de la ciudad con un pase?
 How far is the nearest bus stop? _____
 ¿Cuál es la distancia de la parada de bus más cercana?
 Do you currently have a LYNX Advantage ID card? ____ Yes ____ No
 ¿Tiene usted una identificación de LYNX?

Functional Ability (Capacidad Funcional)

Without the assistance of someone else, can you:

Board a bus?	Yes ____ No ____	Read/understand directions?	Yes ____ No ____
¿Abordar el bus?		¿Leer y entender direcciones?	
Handle coins and transfers?	Yes ____ No ____	Travel on a sidewalk?	Yes ____ No ____
¿Manejar dinero y cupones?		¿Caminar en la acera/banqueta?	
Travel to nearest bus stop?	Yes ____ No ____	Stand at a bus stop?	Yes ____ No ____
¿Ir a la parada de bus cercana?		¿Esperar el bus en la parada?	
Identify the correct bus?	Yes ____ No ____	Walk ¾ mile?	Yes ____ No ____
¿Identificar el bus correcto?		¿Caminar ¾ de milla?	
Climb a 12 inch step?	Yes ____ No ____	Cross a street?	Yes ____ No ____
¿Subir una escala de 12 inches?		¿Cruzar la calle?	
Balance while seated?	Yes ____ No ____	Grip handles and railings?	Yes ____ No ____
¿Mantenerse sentado?		¿Agarrarse a una baranda?	
Give address and phone number?	Yes ____ No ____	Recognize landmarks?	Yes ____ No ____
¿Proveer su dirección y teléfono?		¿Reconocer lugares?	
Wait outside for more than 15 minutes?	Yes ____ No ____	Travel through crowds?	Yes ____ No ____
¿Esperar afuera por más de 15 minutos?		¿Movilizarse en sitios públicos?	

Please check the condition(s) which prevents you from accessing a regular LYNX fixed route bus.

Por favor, marque las condición o condiciones, por la cuál no le permite que usted pueda usar el servicio regular de buses.

____ None.

Ninguna.

____ The bus stop is too far or the bus does not run where I need to go.

La parada de bus está muy lejos, o el bus no llega a donde necesito ir.

____ My disability prevents me from using the regular fixed route bus system.

Debido a mi condición no puedo usar el servicio de buses de la ciudad.

____ I need transportation to and from medical appointments only.

Necesito transportación para citas médicas solamente.

Applicant Name, Nombre del Solicitante

Medical Verification – To be completed by a licensed professional.

Please complete the section below. The information that you provide must be based solely upon the applicant having an actual physical or cognitive limitation, which prevents the use of our fixed route bus service. The diagnosis of a potentially limiting illness or condition is not sufficient determination for paratransit services.

What is the applicant's disability? _____

How does the condition functionally prevent the applicant from using regular bus service?

If temporary, what is the duration? _____

Signature of Medical Professional _____ Date _____

Professional License # _____ State Issued _____

Print Name _____

Address _____

City _____ State _____ Zip Code _____

Phone # _____ Extension _____

Contact person _____

Applicants Release:

I understand that the purpose of this evaluation form is to determine my eligibility for paratransit service. I understand that the information about my disability contained in this application will be kept confidential and shared only with professionals involved in evaluating my eligibility. I hereby authorize my medical representative to release any and all information regarding my medical condition to LYNX. I understand that providing false or misleading information could result in my eligibility status being revoked. I agree to notify ACCESS LYNX within 10 days if there is any change in circumstances or I no longer need to use paratransit services.

Permiso del Solicitante:

Yo al firmar el espacio correspondiente, entiendo que esta solicitud es para determinar la elegibilidad para los servicios de paratransit, transporte puerta a puerta, a través de ACCESS LYNX. Entiendo que la información dada por mí acerca de mi incapacidad será mantenida de manera confidencial, y será compartida solamente con los profesionales relacionados con la evaluación, y determinación de elegibilidad para los servicios que estoy solicitando. A la vez, autorizo a mi representante médico que provea a LYNX toda información correspondiente a mi condición médica. Entiendo, que el proveer información falsa o errónea a LYNX, podría resultar en que mi elegibilidad para los servicios que solicito no pueda llegar a determinarse, incluso una vez determinada, pueda ser revocada. Yo, en acuerdo, notificaré a ACCESS LYNX dentro de 10 días si ha surgido algún cambio en circunstancias, o si no he de necesitar los servicios de paratransito.

Applicant Signature, Firma del Solicitante

Date, Fecha

If applicant is unable to sign this form, he/she may have someone sign on his/her behalf.

Si el solicitante no puede firmar la solicitud, él o ella puede designar a otra persona que firme por el solicitante.

Signing for Applicant, Firmando por Solicitante

Relationship, Relación

Date, Fecha

Attachment 3

ACCESS LYNX Appeal Process



LYNX
Attn: Eligibility Coordinator
455. North Garland Ave.
Floor 4, Eligibility
Orlando, FL 32801-1518
407-423-TRIP (8747) Option 6

ACCESS LYNX ADA APPEAL PROCESS

Pursuant to US Department of Transportation regulations implementing ADA paratransit requirements (USC 49 Part 37 Subpart F. Section 37.125) ACCESS LYNX service may appeal:

- A determination that an applicant is not eligible for ADA paratransit service
- Conditions placed upon eligibility for use of ACCESS LYNX service
- Denial of a particular trip request due to conditional eligibility to any particular trip request

ACCESS LYNX will also hear appeals on:

- Suspension of service
- no-shows
- conduct

Filing An Appeal

1. All appeals must be filed in writing within 60 calendar days of the receipt of the original determination letter of ineligibility or conditional eligibility, suspension of service notification letter or denial of a specific trip request. If the 60th day after the original determination or trip denial is on a weekend or a legal holiday, an appeal will be accepted on the next subsequent business day.
2. The Authority will enclose an appeals form with the notification letter, time frame that the appeal is to be submitted, and who the appeal is to be submitted to. If, due to disability, the appellant is unable to send written notification of appeal, the Authority may designate a staff member to submit the appeal in the appellant's own words. The appellant also has the option of having the same source that filled out the original application write out the appeal.
3. The applicant shall identify in writing, their name, address, telephone number, and the facts in support of their appeal. In describing the appeal, the applicant shall clearly and concisely state why they believe determination does not accurately reflect their ability to use fixed route, or why suspension is inappropriate.

Copies of all supporting documents will accompany the appeal when mailing. An appellant may, however, request an appeal hearing without providing additional detail and without the submission of additional written materials or information. Having all materials mailed assists the Coordinator in the review process. All materials must be filed with the Eligibility Coordinator of Paratransit, ACCESS LYNX, 445 W. Amelia St., Suite 800, Orlando, FL 32801.

4. Upon receipt, all appeals will be date-stamped and referred to the ADA Coordinator for initial review and consideration. The Coordinator will review the request. If a third-party (panel) review is required, the appeal hearing should normally be conducted within one week following the determination of the Coordinator. If necessary, arrangements will be made with LYNX to transport the appellant to and from the appeal meeting. The appellant may bring a second party to assist with the presentation.
5. Interim Service:
 - a. During the period between the receipt of an appeal of an initial determination regarding eligibility and the determination of the Review Panel, no ADA paratransit service will be provided to the applicant.
 - b. If an appeal is taken based upon a determination of trip eligibility, Service for the trip in question will be provided until an appeal hearing is concluded.
 - c. If an appeal is taken based upon a suspension of service for any reason other than violent or threatening behavior, service will be provided until an appeal hearing is concluded.
 - d. If an appeal is taken based upon a suspension of service for violent or threatening behavior, service will not be provided during the appeal process.
6. If no decision has been made within 30 days of the hearing, service will be provided on an interim basis pending final determination.
7. After the *completion of the appeal process*, the Review Panel will render its determination within thirty (30) days of its consideration of the appeal.
8. A panel will hear the appeal for the Authority. The panel will consist of people who have been chosen for objectivity, independent perspective, and added knowledge of ADA paratransit eligibility, fixed route service and policies, paratransit service and policies, the disability of the appellant. The ACCESS LYNX Eligibility Coordinator will serve as the Administrator of the hearings and will record all proceedings. No management, to include the Paratransit Eligibility Coordinator, will have voting rights. The chair of the panel will be elected by the appeal panel to serve on an annual basis.
9. The panel will conduct the appeal meeting in an orderly and professional manner in accordance with Parliamentary Procedure (Robert's Rules). The Authority's staff

will present information on why the determination of eligibility, suspension or no shows was made.

10. The panel will prepare a written determination that shall be delivered to the Authority. A simple majority ruling is required. The Authority's written determination will state the panel's reasons for confirming or overturning the original determination. The appellant will be notified via certified, return-receipt mail of the final determination.
11. The panel shall complete all appropriate paper work associated with the appeal. The appeals files shall be forwarded to the Authority for safekeeping and storage.
12. All materials that are written will be provided in a format accessible by the appellant.
13. The appeals process is the final decision within the Authority.
All appellant's materials and documentations, to include but not limited to, application and supporting materials remain the property of ACCESS LYNX and will be returned to the Supervisor or Coordinator at the conclusion of the hearing. Members of the Review Panel will in no way discuss the details of an appeal or regarding the name or other identifying characteristics of the appellant with any person not directly involved in the appeal. Members may discuss information of a general sort regarding a particular type of disability and its functional impact upon a person to access fixed route in preparation for a hearing, but are advised to take care that information is not shared.
All session are audio taped. Tapes along with supporting materials will remain the property of ACCESS LYNX for five (5) years at which time they will be destroyed. Copies of these tapes and materials will be made and released only through the process of legal discovery (fact-finding) undertaken in any subsequent legal action.

Other accessible formats available upon request.

Attachment 4

ACCESS LYNX Request for Appeal

ACCESS LYNX Request for Appeal

PURPOSE: To apply for review of the decision to deny individual ADA Paratransit eligibility whether temporary or permanent.

To File An Appeal of Your Individual Eligibility for Paratransit Services:

Step 1. Complete the "Eligibility Determination Appeals Request Form". Completed forms must be submitted within sixty (60) calendar days of the date of denial stated on the "letter of denial". For example, if your denial date is March 1st, the deadline for submittal of the Eligibility Determination Appeals Request is May 1st.

Appeals Request

The appeal request must include a complete form and any additional information documenting the individuals individual eligibility for Paratransit services.

Step 2. The Appeals Request Form and any additional information must be submitted to the Manager of the Paratransit Intake Department or to an appointed representative. It must be submitted in an [envelope](#), addressed to:

**Paratransit Eligibility Appeals
Paratransit Operations, Intake Dept. Manager
455 North Garland
Orlando, FL 32801**

Upon receipt by Manager, the Appeals Request Form is immediately date-stamped

Step 3. Upon receipt, the intake Manager reviews the Appeal Form for completeness and notes any additional information submitted. The Request Manager then completes and returns Response Letter to the appellant.

Step 4. If an appeal is not submitted within 60 days, no hearing will be held - the appellant has missed the opportunity to appeal.

A. The Appeals Panel Representatives Pool is as follows:

- One representative of a Transit Operator
- One representative of the medical profession
- One representative user of:
 - a. Fixed Route
 - b. Lift-Van /Ramped Taxi
 - c. Taxi
 - d. Agency Receiving Services

There will be three to five total Panel Members

B. Panel Members have an opportunity to review the Appeal Request

Form and any accompanying material prior to the hearing date. All information is treated as confidential by the Panel Members and staff.

- C.** The applicant will be notified of the hearing date, time and location. They are strongly encouraged to attend the hearing although it is not required. If the applicant chooses, he/she may be accompanied by one representative and/or one attendant, and the applicant may provide an interpreter or may request that an interpreter be provided.
- D.** An appeal hearing is confidential and is not a public meeting. The location of the hearing will be held at a neutral site.
- E.** On the day of the hearing:

1. The staff introduces appellant to panel members and reviews determination of eligibility for paratransit.

2. The appellant and staff each have equal time (10 minutes) to present information specific to eligibility before Appeals Panel.

3. The panel members may ask questions after the presentations by the staff and appellant at their discretion.

4. Upon completion of questions, the appellant is informed:

a. A decision on eligibility status will be made within thirty days.

b. If a panel decision is not made by the 31st day, appellant may request use of Paratransit services until decision is made.

5. Panel members discuss applicant's case and all other information provided as part of the hearings after applicant and staff are excused.

6. Panel members may:

- a. Come to a common conclusion on eligibility;
- b. Vote on determination of eligibility; or
- c. State reasons for decision, special conditions for eligibility or denial of service

Attachment 5

Rules and Procedures for the Grievance Process



**ORANGE, OSCEOLA, AND SEMINOLE COUNTIES
LOCAL COORDINATING BOARD**

**GRIEVANCE PROCEDURE
FOR
TRANSPORTATION DISADVANTAGED SERVICES**

Approved February 15, 2018

GRIEVANCE PROCEDURE

I. CREATION OF A GRIEVANCE PROCEDURE

- A. This is hereby created and established as a Grievance Procedure
- B. The Transportation Disadvantaged Local Coordinating Board (TDLCB) Grievance Committee is hereinafter created and referred to as the Grievance Committee.

II. DEFINITIONS

As used in this procedure, the following words and terms shall have the meanings assigned herein:

- A. **Community Transportation Coordinator (CTC)**
A transportation entity appointed to ensure that coordinated transportation services are provided to the transportation disadvantaged population in a designated service area.
- B. **Transportation Disadvantaged (Customer)**
Those persons who, because of physical or mental 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 high-risk.
- C. **Funding Agency**
Those agencies, which have a funding agreement with the CTC for transportation services for their transportation disadvantaged customers.
- D. **Transportation Operator (Carrier)**
The entity providing transportation services for the transportation disadvantaged, whether it be private non-profit, private for profit, or public operator.

III. OBJECTIVE

- A. The objective of the Grievance Process shall be to process, investigate and make recommendations, in a timely manner on formal written complaints/grievances that are not resolved between individual agencies/entities, including the CTC and the contract service provider and/or the contract service provider and the customer.
- B. The implementation of these rules and procedures will ensure quality control and the ability to provide participating customers, funding agencies and others with an impartial body to hear complaints and submit recommendations regarding the grievance as indicated.
- C. Apart from this grievance process, aggrieved parties with proper standing may also have recourse through Chapter 120, Florida Statutes Administrative Hearing Process, or the judicial court system.

IV. MEMBERS

- A. Members of the 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 and may include other appointed volunteers.
- B. Grievance Committee members will be appointed annually, however, the committee will only meet should a grievance be elevated to the level of STEP TWO Appeal, as outlined in Section V. Grievance Procedures.
- C. Term of Members
 - 1. The members of the Grievance Committee shall serve a term of one year, with allowances for multiple terms.
 - 2. The Grievance Committee shall elect a Chairperson and Vice-Chairperson.
 - 3. A simple majority shall be present for any official action. The meetings shall be held at such times as the Grievance Committee may determine.
 - 4. No voting member will have a vote on an issue that is deemed a conflict of interest.

V. GRIEVANCE PROCEDURES

- A. A Grievance is defined as any ongoing service problem that interferes with accessing a major life activity, such as work, healthcare, employment, education, shopping, social activities, or other life sustaining activities.
 - 1. A service problem must be documented as ongoing for a 30-day period.
 - 2. The customer must demonstrate that they have unsuccessfully attempted to resolve the issue with the CTC on multiple occasions.
 - 3. The customer must demonstrate a level of service that has been provided which is below locally accepted service standards.
 - 4. The Grievance Committee may hear other issues at their discretion, such as issues related to carriers and/or sponsors of service.
- B. Every effort will be made by the CTC to resolve service problems. However, if unable to resolve the problem and/or the grievant wishes to take further action, then the CTC will provide the grievant with assistance with the official grievance process.

C. STEP ONE

- 1. When the CTC is advised that the customer wishes to file a grievance, the CTC will send the customer the Grievance Form and a copy of the current ORANGE,

OSCEOLA AND SEMINOLE COUNTIES LOCAL COORDINATING BOARD GRIEVANCE PROCEDURE FOR TRANSPORTATION DISADVANTAGED SERVICES. Notification of the intent to file a Grievance must be made in writing to the CTC's Manager of Paratransit.

All documents pertaining to the grievance process will be made available, upon request, in a format accessible to persons with disabilities.

2. Upon receipt of the completed Grievance Form, the CTC will assign a CTC File Number and initiate a Grievance Log Tracking Form. The CTC Designee will review the Grievance Form and all support documentation and then prepare a written response. The response shall be completed and mailed (Certified and Return Receipt Requested) within ten (10) business days after receiving the grievance. A copy of the response should also be provided to MetroPlan Orlando (MPO).

A file folder should be established for the grievance. This folder should have the name of the grievant and CTC File Number. The folder should contain the original support documentation, the CTC's response, and any other data about the case.

The CTC will respond to Grievance and issue a judgment based on:

- "Resolved" - The CTC feels that the customer's concerns, as stated in the Grievance Form, have been addressed to the best of their ability and the case is resolved.
 - "Unresolved" - The CTC feels that the issues stated in the Grievance Form have not been resolved due to existing policy, procedure, service standards, lack of evidence or a lack of resolve.
3. If the customer feels that the concern has not been properly addressed, they will have the option to appeal as stated in Step Two of the Grievance Process. As part of the Step One Response, the customer will be notified of their right to appeal, as well as the process for appeal. Appeals must be submitted to MetroPlan Orlando (MPO) within ten (10) business days of the Step One Response (based on postmark).

STEP TWO

1. Upon responding to the customer's Step One Grievance, the CTC will forward all original documentation to the MPO.
2. Once notified of the customer's desire to appeal the decision, MPO staff will notify the Grievance Committee of the date of the Step Two Grievance Hearing. Upon receipt of the Appeal, the MPO shall have ten (10) working days to contact Grievance Committee members and set a grievance hearing date. The grievant and all parties involved shall be notified at least seven (7) business days before the hearing date by Certified Mail, Return Receipt Requested. The hearing will take place within thirty (30) days of the notice of appeal.

GRIEVANCE TRACKING FORM FOR OFFICE USE ONLY

CTC File Number: _____

Step 1 of the Grievance Process

Date Grievance Received at CTC: _____

CTC Representative: _____ File Established: _____

Date Grievance responded to: _____ Date Certified Letter Sent: _____

Date of Action: _____

Step 2 of the Grievance Process

Date Grievance Received at MPO: _____

Date sent to Grievance Committee of the TDLCB: _____

Date of Hearing: _____ Date Certified Letter Sent: _____

Date of Action: _____

Date Certified Letter Sent Regarding Recommendation(s): _____

Step 3 of the Grievance Process

Date Grievance Received at MPO: _____

Date sent to Local Coordinating Board: _____

Date of Hearing: _____ Date Certified Letter Sent: _____

Date of Action: _____

Date Certified Letter Sent Regarding Recommendation(s): _____

**GRIEVANCE PROCESS FORM FOR THE
ORANGE, OSCEOLA AND SEMINOLE COUNTIES
TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD**

AGENCY/INDIVIDUAL NAME: _____

ADDRESS: _____

CITY: _____ ZIP: _____

TELEPHONE: _____ E-MAIL: _____

=====

PLEASE REVIEW THE ATTACHED RULES AND PROCEDURES PERTAINING TO GRIEVANCES.

This form stating the grievance shall be sent to the Community Transportation Coordinator (CTC) outlining the nature of the grievance, and where applicable, the date, time and place of the incident(s) constituting the grievance. (Additional pages may be attached. Please be sure to number all additional pages and/or attachments.)

Please send completed form and any supporting documentation to:

LYNX
Attn: Manager of ACCESS LYNX
445 N Garland Ave
Orlando, FL 32801 - 9920
(407) 841-5969

1. The first part of the document is a list of 10 items, each consisting of a number followed by a name. The names are: 1. John, 2. Mary, 3. Peter, 4. Paul, 5. David, 6. Michael, 7. James, 8. Robert, 9. William, 10. Richard.

[illegible]

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Printed Name: _____

Date: _____

- a) The Grievance Committee shall have the power to hold hearings and conduct investigations in all matters relating to grievances brought before the committee.
 - b) The Grievance Committee shall review the material presented and issue a recommendation or recommendations to all parties involved within ten (10) working days of the date of the hearing. Said notice shall be sent to all parties by Certified Mail, Return Receipt Requested.
 - c) All meetings and hearings will be open to the public.
 - d) Minutes shall be kept at each hearing and filed with the TDLCB and shall be public record.
3. The MPO will complete the Grievance Tracking Form for this and subsequent steps of the process.

D. STEP THREE

1. Both the CTC and the grievant will have the right of appeal of any recommendation(s) of the Grievance Committee to the full TDLCB.
2. Upon notification of the desire to appeal the Step Two recommendation(s), the MPO will notify all parties of the date, time and location of the next scheduled TDLCB meeting via Certified Mail, Return Receipt Requested.
3. The MPO will update the file and the Grievance Log Tracking Form.
4. It is important to note that during the entire process, the CTC and/or MPO should keep the Commission for the Transportation Disadvantaged informed of the recommendation(s) made at the various steps of the process. Further, all files and documentation associated with the case must be kept updated by the CTC at all times during this process.

CERTIFICATION

The undersigned hereby certifies, as Chairperson of the Transportation Disadvantaged Local Coordinating Board for Orange, Osceola and Seminole Counties that the foregoing is a true and correct copy of the Grievance Procedure of the TDLCB as adopted the 15th day of February, 2018.



Honorable Lee Constantine, Chairperson, for the Orange,
Osceola, and Seminole Counties Transportation Disadvantaged
Local Coordinating Board

Attachment 6

LCB CTC Annual Evaluation

APPENDIX D
2011-2012 CTC EVALUATION WORKBOOK
(Not attached to the TDSP)

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.

Table of Contents

INTRODUCTION.....	1
PARATRANSIT SERVICES.....	3
2015-2016 PARATRANSIT SERVICE REVIEW.....	3
EVALUATION OF PERFORMANCE.....	4
COORDINATION.....	5
Operations.....	5
Administrative	7
COST EFFECTIVENESS & EFFICIENCY	8
LOCAL PERFORMANCE MEASUREMENTS	9
AVAILABILITY	11
OVERALL EVALUATION	12
ACCESS LYNX USER SURVEY.....	14
2015-2016 EVALUATION RECOMMENDATIONS	14
APPENDICES	
APPENDIX A - 2015-2016 ACCESS LYNX SERVICE MEASUREMENTS	16
APPENDIX B - 2015-2016 CTC EVALUATION QUESTIONNAIRE.....	18
APPENDIX C - 2015-2016 CTC EVALUATION RESULTS.....	37
APPENDIX D - 2015-2016 ACCESS LYNX SYSTEM USER SURVEY RESULTS AND SURVEY INSTRUMENT ...	43
APPENDIX E - 2015 -2016 CTC EVALUATION WORKBOOK.....	47

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.

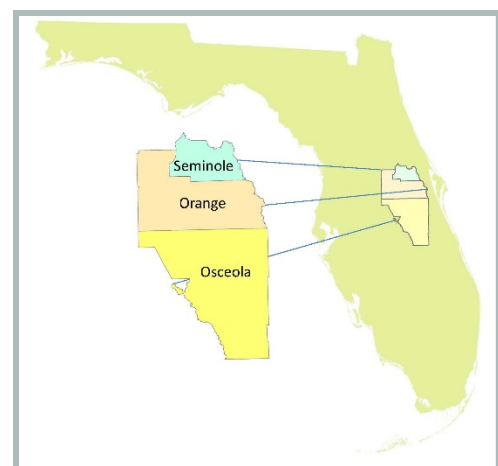
The purpose of the **Commission for the Transportation Disadvantaged** is to establish a coordinated transportation system from which state agencies and local entities can purchase cost-effective and non-duplicated transportation services for their clients. The **transportation disadvantaged (TD)** are 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.

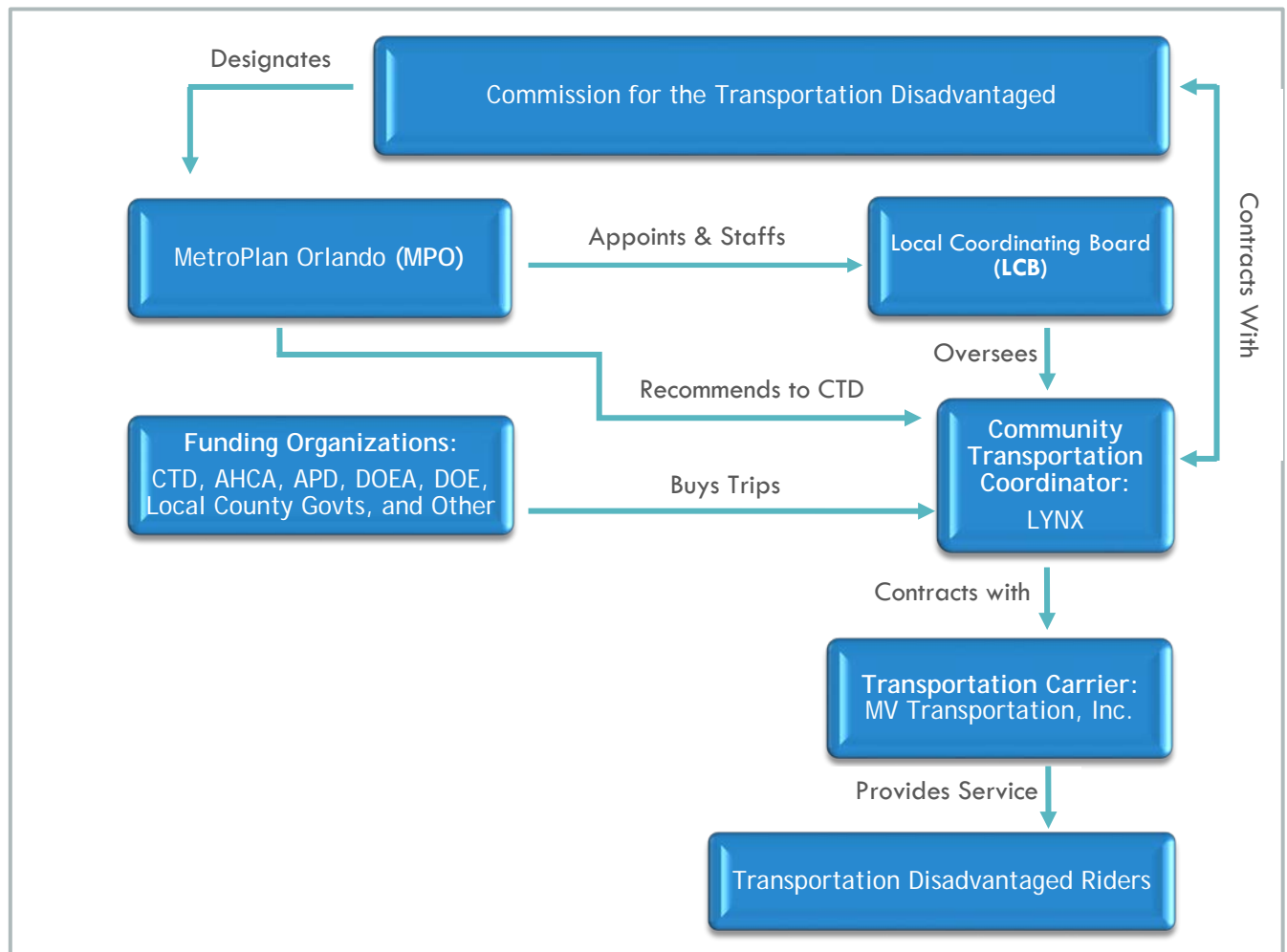


Figure 1- Central Florida Transportation Disadvantaged Program Organization

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

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 collects 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.

COMMUNITY TRANSPORTATION COORDINATOR EVALUATION

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

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

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. 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.



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:

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



metroplan orlando
A REGIONAL TRANSPORTATION PARTNERSHIP

LYNX Community Transportation Coordinator

Orange, Osceola and Seminole Counties

July 1, 2015 - June 30, 2016

Evaluation Form

TABLE OF CONTENTS

<u>Topic</u>	<u>Page</u>
INTRODUCTION	1
COORDINATION	
<u>Operations</u>	
Planning	2
Transport	2
Service Monitoring	2
Billing	2
Reporting	2
<u>Administrative</u>	
Eligibility Records/Certification	3
Reservations	3
Trip Allocation	3
Scheduling	3
COST EFFECTIVENESS AND EFFICIENCY	4
LOCAL PERFORMANCE MEASUREMENTS	
On Time Performance	5
Call Hold Time	5
Complaints and Compliments	6
AVAILABILITY	
Demand	7
Customer Service Accessibility	7
Public Awareness	8
OVERALL EVALUATION	9
IDEAS AND CONCERNS	10
GLOSSARY	11



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:

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**:

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:

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. 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		PLANNING 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		TRANSPORT AVAILABILITY 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		SERVICE MONITORING 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	BILLING ACCESS LYNX has a coordinated billing system in which they properly collects fares for trips based on funding availability		
	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	REPORTING ACCESS LYNX provides accounting, operating statistics, and measures related to certification, billing, and other info to TDLCB.		
	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	ELIGIBILITY RECORDS/CERTIFICATION ACCESS LYNX has created a user-friendly enrollment system to determine eligibility based on criteria		
	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	RESERVATIONS ACCESS LYNX has created a user-friendly reservation system where riders can reserve trips in one phone call or online		
	1	Exceeds Standard (5)	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	TRIP ALLOCATION ACCESS LYNX's assignment of trips is efficient and effective		
	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	SCHEDULING ACCESS LYNX has a scheduling process in which all TD transportation trips are scheduled via a single request		
	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	Please refer to the tables on page 5. Based on this data, has ACCESS LYNX delivered the most effective and efficient service?		
	1	Exceeds Standard (5)	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	ON-TIME PERFORMANCE TDLCB on-time performance goal: 92% > ACCESS LYNX average on-time performance: 85%		
	1	Satisfactory	1 6.3%
	2	Needs Improvement	13 81.3%
	3	Unsatisfactory	2 12.5%
			N 16
13	CALL HOLD TIME TDLCB avg call hold time goal: 2 min. 30 sec. ACCESS LYNX average call hold time: 2 min. 27 sec.		

1	Satisfactory	11	64.7%
2	Needs Improvement	4	23.5%
3	Unsatisfactory	2	11.8%
N		17	
14	COMMENDATIONS & CONCERNS 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	DEMAND 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	CUSTOMER SERVICE ACCESSIBILITY Please refer to the language on page 7. Rate ACCESS LYNX's ability to provide scheduling and transportation service availability:		
1	Satisfactory	7	41.2%
2	Needs Improvement	10	58.8%
3	Unsatisfactory	0	0.0%
N		17	
17	PUBLIC AWARENESS Based on YOUR level of awareness and your conversations with TD customers, how well ACCESS LYNX has been at reaching out?		
1	Satisfactory	13	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.

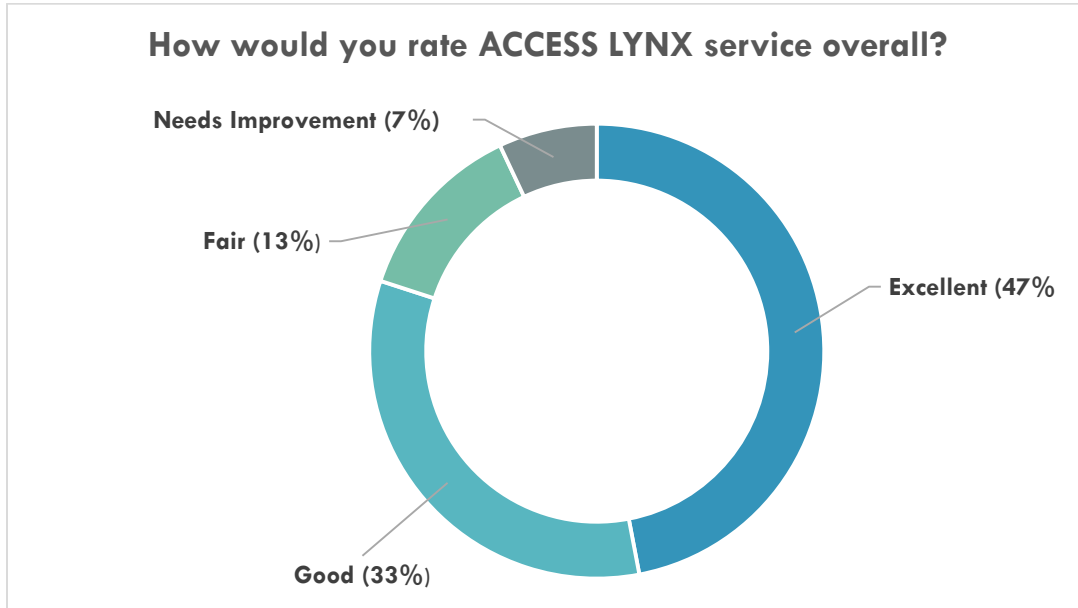
The riders we contacted were selected first by a random pull of 530 from the day's ACCESS LYNX riders for that date. We filtered out all riders in that random sample who had given LYNX working email addresses. This provided the contact list of 91 names.

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.

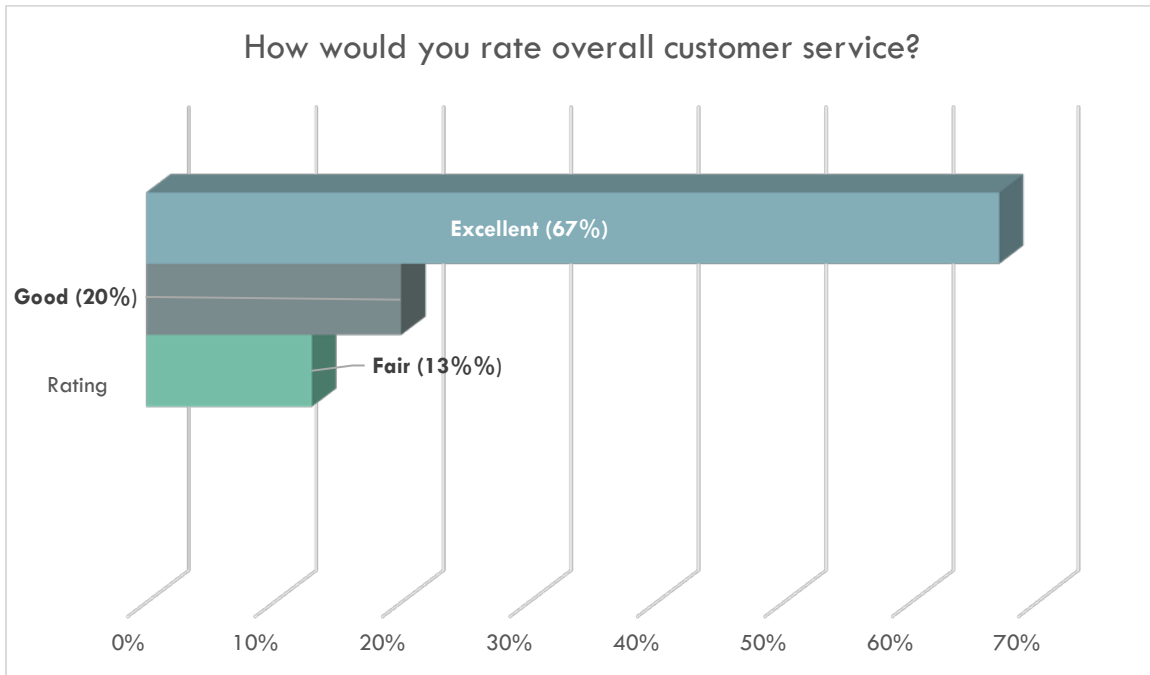
One respondent commented that the vehicle was “very late for return.”

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

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

REVIEW CHECKLIST & SCHEDULE

COLLECT FOR REVIEW:

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

ITEMS TO REVIEW ON-SITE:

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

ITEMS TO REQUEST:

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

INFORMATION OR MATERIAL TO TAKE WITH YOU:

- ☐ Measuring Tape
- ☐ Stop Watch

EVALUATION INFORMATION

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

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

Notes to remember:

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

ENTRANCE INTERVIEW QUESTIONS

INTRODUCTION AND BRIEFING:

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

The LCB will be reviewing the following areas:

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

USING THE APR, COMPILE THIS INFORMATION:

1. OPERATING ENVIRONMENT:

- ☐ RURAL ☐ URBAN

2. ORGANIZATION TYPE:

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

3. NETWORK TYPE:

- ☐ SOLE PROVIDER
☐ PARTIAL BROKERAGE
☐ COMPLETE BROKERAGE

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

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

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

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

Name of Agency	% of Trips	Name of Contact	Telephone Number

7. REVIEW AND DISCUSS TD HELPLINE CALLS:

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

GENERAL QUESTIONS

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

1. DESIGNATION DATE OF CTC:

2. WHAT IS THE COMPLAINT PROCESS?

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

Is the process being used? ☐ Yes ☐ No

3. DOES THE CTC HAVE A COMPLAINT FORM? ☐ Yes ☐ No
(Make a copy and include in folder)

4. DOES THE COMPLAINT FORM INCORPORATE ALL ELEMENTS OF THE CTD'S
UNIFORM SERVICE REPORTING GUIDEBOOK?
☐ Yes ☐ No

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

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

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

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

8. WHEN A COMPLAINT IS FORWARDED TO YOUR OFFICE FROM THE
OMBUDSMAN PROGRAM, IS THE COMPLAINT ENTERED INTO THE LOCAL
COMPLAINT FILE/PROCESS?
☐ Yes ☐ No

If no, what is done with the complaint?

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

Please Verify These Passengers Have an Eligibility Application on File:

TD Eligibility Verification			
Name of Client	Address of client	Date of Ride	Application on File?

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

DRIVER REQUIREMENT CHART

[illegible]

Sample Size:	1-20 Drivers – 50-100%	21-100 Drivers – 20-50%	100+ Drivers – 5-10%
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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:

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

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

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

IS A RAMP PROVIDED? ☐ Yes ☐ No

ARE THE BATHROOMS ACCESSIBLE? ☐ Yes ☐ No

Bus and Van Specification Checklist

Name of Provider:

Vehicle Number (either VIN or provider fleet number):

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

Person Conducting Review:

Date:

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

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

Have the driver lower the lift to the ground:

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

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

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

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

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

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

While inside the vehicle:

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

Vehicles under 22 feet must have:

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

Vehicles over 22 feet must have:

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

COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT

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

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

BASED ON THE INFORMATION IN TABLE 1, DOES IT APPEAR THAT INDIVIDUALS REQUIRING THE USE OF ACCESSIBLE VEHICLES HAVE EQUAL SERVICE?

☐ Yes ☐ No

ADA COMPLIANCE

Findings:

Recommendations:

FY ____/____ GRANT QUESTIONS

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

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

☐ Yes ☐ No

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

☐ Yes ☐ No

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

☐ Yes ☐ No

Level of Competition Worksheet 2

1. Inventory of Transportation Operators in the Service Area

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

2. How many of the operators are coordination contractors? _____
3. Of the operators included in the local coordinated system, how many have the capability of expanding capacity? _____

Does the CTC have the ability to expand? _____
4. Indicate the date the latest transportation operator was brought into the system. _____

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

	Low bid
	Requests for qualifications
	Negotiation only

	Requests for proposals
	Requests for interested parties

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

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

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

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

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

How many responded? _____

The request for bids/proposals was distributed:

_____ Locally _____ Statewide _____ Nationally

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

Level of Availability (Coordination)

Worksheet 3

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

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

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

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

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

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

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

Scheduling – How is the trip assignment to vehicles coordinated?

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

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

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

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

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

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

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

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

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

--

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

--

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

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

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

Table 8
PROVIDER INFORMATION

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

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

Lakeside Behavioral Healthcare
1800 Mercy Dr.
Orlando, FL 32808

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

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

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

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

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

MV Transportation
9313 Bachman Road
Taft, FL 32824

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

Osceola ARC
310 N. Clyde Avenue
Kissimmee, FL 34741

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

Osceola County Mental Health

206 Park Place Boulevard
Kissimmee, FL 34741

Pachot Group Home
3905 Timber Trail
Orlando, FL 32808

Primrose Center
2733 S. Ferncreek Avenue
Orlando, FL 32806

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

Quest
500 E. Colonial Dr.
Orlando, FL 32803

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

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

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

Sweet Serenity Home
7914 Country Run Pkwy
Orlando, FL 32818

Trinity Home Care Facility
2502 Greywall Avenue
Ocoee, FL 34761

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

Zealene Hatcher
105 Oakland Ave
Sanford, FL 32773

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

Attachment 7

CTC Evaluation

**CTC/STP Name: Orange, Osceola & Seminole – Lynx Transportation
Entrance Conference Document
Monitoring Period: July 1, 2010 – May 31, 2011**

Date of Exit Conference: 6/29/11 Location: Lynx Transportation, Orlando, FL

Begin time of Exit Conference: 9:30 am End time of Exit Conference: 10:00 am

Individuals present at the meeting included the following:

1. Bill Hearndon, Manager of Paratransit Operations, LYNX transportation
2. Sarah Tirado, Administrative Clerk, Lynx Transportation
3. Lane Williams, THF Monitor
4. Karen Somerset, FCTD Executive (via teleconference call)
5. John Irvine, FCTD Project Manager (via teleconference call)
6. Allison Harrell, THF Senior Manager (via teleconference call)
7. _____, LCB Representative

1) Introduction

- a) Greetings
- b) Recap/Review Purpose of engagement

2) Review Monitoring Results

- a) **Findings**
 - i) **Prior Monitoring Findings**

Prior Monitoring Report was not issued to CTC.

- ii) **Current Monitoring Findings**

Finding CTC Orange, Osceola, Seminole 2010-11-001

Florida Administrative Code Rule 41-2 - Operator Driver Records

Finding: During our testing of 10 Operator Driver Records, we noted one file did not contain a background check at the time of hire. In addition, two drivers selected for testing had a national background check which identified the existence of previous violent charges that was not evaluated by operator management. The drivers work for MV Transportation as a subcontractor for the Lynx Transportation.

Criteria: Florida Administrative Code Rule 41.2.006(4)(t), the TDSP, and the SSPP.

Cause: The CTC failed to monitor its operator for compliance with FAC 41.2.006(4)(t), the TDSP, and the SSPP. The operator failed to ensure that all driver files were complete with evidence that completed background checks were free of criminal charges that would prohibit employment in a sensitive job position.

Effect: Noncompliance with Florida Administrative Code Rule 41.2

Recommendation: We recommend that a copy of the national background checks be evaluated by management for final approval of hiring new drivers and that the TDSP be updated for evaluation criteria of background checks. We recommend that the subcontractor maintain complete records on drivers. We also recommend that CTC includes verifying background checks for new hires during annual monitoring of sub contractor. As a best practices recommendation, we also recommend the CTC consider revising TDSP and Operator contract to include periodic background checks to monitor changes in circumstances of employees.

Finding CTC Orange, Osceola & Seminole 2010-11-002

CTD Trip & Equipment Grant, Section 14.80

Finding: Monitor inquired as to accident reporting of accidents over \$1,000 to the CTD as stipulated in CTD Trip and Equipment Grant, Section 14.80. Monitor noted that the CTC failed to notify the CTD within 72 hours of accidents with over \$1,000 of property damage.

Criteria: CTD Trip & Equipment Grant Section 14.80

Cause: The CTC was unaware of this requirement.

Effect: Noncompliance with CTD Trip & Equipment Grant Section 14.80

Recommendation: We recommend that the CTC ensure compliance with the terms of the TD Trip & Equipment Grant.

Finding CTC Orange, Osceola & Seminole 2010-11-003

Onsite Observation of the System – TD Helpline Number

Finding: As part of the onsite observation of the system, the monitor rode on MV Transportation Vehicle unit number 32105 on June 28, 2011, and noted the following deficiency:

- Vehicle did not have a sign posted on the interior of the vehicle with both the local phone number and the TD helpline number for comments/complaints/commendations.

Criteria: Florida Administrative Code Rule 41-2.006(4f) and FCTD Contract BDM63

Cause: The CTC failed to ensure that all operator vehicles have required signage upon implementing new vehicles purchased into fleet.

Effect: Noncompliance with the Florida Administrative Code Rule 41-2.006(4f) and FCTD Contract #BDM63 requirements.

Recommendation: We recommend that the CTC ensure all vehicles include a posted sign with a local phone number and TD helpline numbers.

b) Suggestions

Suggestion #1 - FCTD Rate Calculation Documented Procedures (Orange, Osceola & Seminole Cos CTC)

During testing of the TD rate calculation, monitor was able to obtain documents from the CTC to support the numbers used in the rate calculation model. However, monitor noted that the CTC does not have a formal process for performing the TD rate calculation documented in its policies and procedures. We suggest that the CTC update its policies and procedures to specifically describe the calculation procedures including internal CTC documents needed in the process.

Suggestion #2 – Medicaid Eligibility (Orange, Osceola & Seminole cos CTC)

Monitor noted that no documentation of initial Medicaid eligibility verification is maintained within the eligibility files. Monitor noted that CTC is routinely checking continued eligibility on a monthly basis via batch file processing, which is then imported into the system. We recommend that the CTC establish procedures to ensure that all Medicaid eligibility files include documentation supporting initial verification of Medicaid eligibility (for example, a screen print from the applicable website confirming Medicaid eligibility).

Suggestion #3 - Measurable Standards and Goals (Orange, Osceola & Seminole Cos CTC)

Monitor obtained the CTC's 2010 Annual Performance Report (APR) from the FCTD to perform measurable goals testing. We recommend that the CTC in conjunction with the Local Coordinating Board set measurable goals for the following:

- Passenger no-shows

By establishing measurable goals for the above, the CTC will be able to track data to determine compliance with the goal and implement corrective action when not in compliance with the measurable goals.

Monitor also noted during testing of the CTC's Measurable Standards and Goals that the CTC was not meeting the following goals:

- Accidents: no more than 1 accident per 100,000 vehicle miles
- Complaints: less than 3 per 1,000 trips
- Call-hold time: an average of 2:30 minutes per hour for 95% of calls

We recommend that the CTC monitor this performance standard and determine if they can comply with standard outlined in the TDSP. Additionally, they want to consider what factors may be contributing to increased accidents, complaints and call-hold times.

Suggestion #4 – Written communications in other languages (Orange, Osceola & Seminole Cos CTC)

Monitor noted that Spanish is spoken by greater than 5% of service area and that written communications should be available in Spanish as indicated in the Medicaid contract. Monitor noted that the CTC's application is an English/Spanish combined application, but that the How to Ride Guide and other communications are available only in English and alternative formats (Braille, large-print); however it was noted that customer service operators were bi-lingual to assist Spanish speaking riders.

Suggestion #5 – Payment to subcontractors (Orange, Osceola & Seminole Cos CTC)

Monitor tested Lynx's contract with its operator to ensure compliance with the CTD Trip and Equipment Grant, Section 21.20. Monitor noted that the contract failed to include proper language concerning payment to subcontractors; however, the operator was notified in a separate letter dated July 21, 2010 of Section 21.20. We recommend the CTC ensure the language is included in updated contracts upon renewal.

Suggestion #6 – Update TDSP to include standard for phone numbers (Orange, Osceola & Seminole Cos CTC)

Monitor noted that the TDSP did not include a standard to have the toll free telephone and TD Helpline number posted. We recommend that the CTC suggests that the TDSP include a standard for the local toll free telephone and TD Helpline number.

c) Other Items

Medicaid Handbook

Per its executed contract with the Florida Commission for the Transportation Disadvantaged (FCTD), the Central Florida Regional Transportation Authority, d/b/a Lynx Transportation, (the CTC) is required to provide a Medicaid Beneficiary Transportation Services Handbook (Handbook) to each Medicaid Beneficiary within 7 calendar days following the CTC's determination whether the Medicaid beneficiary is eligible for transportation services. Monitors noted that the CTC does not have such a Handbook, as they are awaiting an example of a handbook from FCTD. FCTD is aware of this issue and has submitted their proposed example to the Agency for Health Care Administration (AHCA). Once approved by AHCA, FCTD will send out the Handbook example to be used by the CTC.

Insurance limit

Pending response from TD on minimum liability insurance requirements that exceed 1 million per incident.

3) Extension Required for any Open Items? ____Yes __X__No

4) Deliverables

- a) We anticipate issuing the draft of the monitoring report by July 14, 2011 (15 calendar days after the end of fieldwork or end of extension period).

- b) Draft reports will be provided electronically and released to the CTC/STP and FCTD at the same time. Comments and feedback on the draft report are due **within 7 calendar days after the draft is issued.**
- c) The draft report will include the findings/suggestions described here. **All findings and suggestions discussed in this exit conference are tentative and subject to further review by the monitoring team, our firm management, and FCTD.**
 - i) This review may identify additional findings and/or suggestions.
 - ii) This review may determine the current findings and/or suggestions should be modified, re-classified or removed.
- d) **Before report revisions identified during this review process are finalized, your management team will receive a revised report draft.** You will be given additional time (as needed on a case-by-case basis) to review and comment on these changes.
- e) Upon FCTD's acceptance of the draft report, the **final report will be issued within 22 calendar days** from the date of the exit conference.

5) Other Items/Conclusion

- a) If your entity's monitoring report contains report findings, your management team must submit a **Corrective Action Plan (CAP)** response to FCTD Project Manager **within 30 calendar days after the final report is released to you.** This response, and any related questions about this process should be sent by e-mail to FCTD Project Manager.
- b) Copy of Exit Conference memo provide to CTC/STP and FCTD.
- c) Closing/Thank you.

6) Questions?

Follow-up:

We will be available as needed for follow up meetings or phone conferences to address questions on the report findings/recommendations and/or observations.

Acknowledged by: _____
(CTC/STP Management member) (Date)

Acknowledged by: _____
(THF Monitor) (Date)

LYNX Response

August 5, 2011

John Irvine
Florida Commission for the
Transportation Disadvantaged
605 Suwannee Street, MS-49
Tallahassee, Florida 32399-0450

RE: Orange, Osceola, and Seminole Counties
Community Transportation Coordinator
2010-2011 Compliance Monitoring Report

Dear Mr. Irvine,

Please accept this letter as a corrective action plan for the three findings of the above referenced monitoring.

Finding

“During our testing of 10 Operator Driver Records, we noted one file did not contain a background check at the time of hire. In addition, two drivers selected for testing had a national background check which identified the existence of previous violent charges that was not evaluated by operator management. The drivers work for MV Transportation as a subcontractor for the Lynx Transportation.”

LYNX Response

During LYNX’ annual audit of the provider on October 14 and 15, 2010, where 100% of all driver files were reviewed for compliance, there was documentation that the driver in question, Mr. Rueben Wattley, had the required criminal background check. (See attached audit worksheet.) A new background check was completed on Mr. Wattley at the time of the finding (also attached). Further, the finding of two drivers having the existence of previous violent charges on their background checks is irrelevant, as the disposition of those charges included “adjudication withheld” and “nolle prosequi,” meaning that they may have been charged for an action, but they were never convicted of the action and, therefore, that action cannot be held against the applicant. Our provider, MV Transportation, being a large national provider, has stringent qualification standards for applicants (attached).

Finding

“Monitor inquired as to accident reporting of accidents over \$1,000 to the CTD as stipulated in CTD Trip and Equipment Grant, Section 14.80. Monitor noted that the CTC failed to notify the CTD within 72 hours of accidents with over \$1,000 of property damage.”

LYNX Response

LYNX will immediately begin reporting to the Commission all accidents with over \$1,000 in property damages not more than 72 hours after LYNX becomes aware of the accident.

Finding

“As part of the onsite observation of the system, the monitor rode on MV Transportation Vehicle unit number 32105 on June 28, 2011, and noted the following deficiency:

- Vehicle did not have a sign posted on the interior of the vehicle with both the local phone number and the TD helpline number for comments/complaints/commendations.”

LYNX Response

LYNX has provided signage containing both the local phone number and the TD helpline number to our provider, however the signage in the vehicle was older signage and only contained the local phone number for comments/complaints/commendations. To ensure all vehicles contain both the local phone number and the TD helpline number, LYNX will add this requirement to field checks and will do a 100% compliance monitoring during our annual audit in October 2011.

If you have any questions or need anything further, please let me know.

Sincerely,

A handwritten signature in black ink, appearing to read 'W. E. Hearndon', with a stylized flourish at the end.

William E. “Bill” Hearndon
Manager of Paratransit Operations

Attachment 8

CTD QAPE Planning Agency Biennial Review

PA Name: MetroPlan Orlando

Date(s) of Review: 11/27/06

TD Staff Assigned to Review: Robert Craig

Review Period: 10/1/2005 – 9/30/2006

I. Records and Areas of Review

- A. General Information
- B. Deliverables
- C. Quality and Availability of Services
- D. Inventory of Local Transportation Services
- E. Level of Competition
- F. Performance of Planning Tasks
- G. LCB Meeting and PA Visit
- H. Surveys
- I. Follow-Up of the Status Report
- J. Additional Observations
- K. Current Year Planning Grant

II. Findings and Recommendations

A. General Information

MetroPlan Orlando serves as the Planning Agency (PA) for Orange, Osceola, and Seminole Counties. The PA utilizes two (2) staff members with .60 FTEs to accomplish the Transportation Disadvantaged (TD) program tasks. The PA advertises TD services in a variety of forums which include; newspapers, websites, meeting agendas, and posting on the MetroPlan message board.

B. Deliverables

Area of Observation: The PA held four (4) local Coordinating Board (LCB) meetings as required for the contract period. Further, the PA updated the by-laws; ensured that the LCB evaluated the Community Transportation Coordinator; held a public hearing; and submitted the Annual Budget Estimate, Actual Expenditure Report, and the Audit Report. All records are kept for five years, and the PA's staff has attended Commission sponsored training. However, the PA did not update the grievance procedures.

Recommendation: The PA will update the grievance procedures during the next Transportation Disadvantaged Service Plan update.

Timeline for Compliance: May 2007.

C. Quality and Availability of Services

Area of Observation: There are two (2) staff members utilizing .60 FTEs to accomplish Transportation Disadvantaged (TD) issues. Local funds and Federal funds are used to support TD tasks. MetroPlan Orlando uses the newspaper, internet, and board postings as public information efforts. During the contract period, MetroPlan had four (4) subcommittees: Evaluation, By-Laws, CTC Nomination, and Grievance. Only the Grievance Subcommittee held a meeting.

Recommendation: None.

Timeline for Compliance: N/A

D. Inventory of Local Transportation Services

Area of Observation: MetroPlan has a current inventory of local transportation service providers. This list is updated annually.

Recommendation: None.

Timeline for Compliance: N/A

E. Level of Competition

Area of Observation: The current CTC (LYNX) is a Transit Authority for Orange, Osceola, and Seminole Counties. MetroPlan recommended, and the Commission for the Transportation Disadvantaged selected LYNX as the CTC for the three-county region.

Recommendation: None.

Timeline for Compliance: N/A

F. Performance of Planning Tasks

Area of Observation: MetroPlan appoints members to the LCB, reviews the Annual Operating Report, and encourages the integration of transportation disadvantaged issues into the local and regional comprehensive plans. The PA maintains a current membership roster and mailing list of LCB members.

Recommendation: None

Timeline for Compliance: N/A

G. LCB Meeting and PA Visit (see attachment)

Area of Observation: Staff was unable to attend an LCB meeting or visit the PA's office during this review cycle. When staff is able to attend an LCB meeting and visit the PA's office, an addendum to this report shall be issued. The staff was able to visit MetroPlan's facility and determined that records are maintained for five (5) years, and the facility is accessible.

Recommendation: None

Timeline for Compliance: N/A

H. Surveys (see attachment)

Area of Observation: All comments were favorable.

Recommendation: None

Timeline for Compliance: N/A

I. Follow-Up and Status Report of Previous QAPE Review

Area of Observation: Completed.

Recommendation: None

Timeline for Compliance: N/A

J. Additional Observations

Area of Observation: None

Recommendation: N/A

Timeline for Compliance: N/A

K. Current Year Trip and Equipment Grant

Area of Observation: MetroPlan's PA contract for this period ran from October 1, 2005, to September 30, 2006.

Recommendation: None

Timeline for Compliance: N/A

III. Conclusion

MetroPlan Orlando is doing a fine job of providing the required planning deliverables, services, and tasks as outlined in their contract with the Commission. MetroPlan Orlando should continue to provide staff support to the Local Coordinating Board and serve as the Official Planning Agency of Orange, Osceola, and Seminole Counties.

We have issued a recommendation for corrective action, which the PA should address in a status report. The PA should submit a status report to the Quality Assurance Manager within 15 days from the date of this report, which will be January 19, 2006. (The QAPE has attached the format for the status report.)

Report completed by: **Robert Craig**

Title: **Quality Assurance Manager**

Report reviewed by: **Laurie Revell**

Title: **Quality Assurance Team**

Executive Director: **Lisa Bacot**

Date: **December 27, 2006**

Attachment 9
Transportation Disadvantaged
Rate Review Worksheet
(Replace this document following the LCB's
review of the 2018-19 Rate Review
Worksheet)

Preliminary Information Worksheet

Version 1.4

CTC Name: CFRTA / LYNX
County (Service Area): Orange, Osceola, and Seminole
Contact Person: Bill Hearndon
Phone # 407-254-6092

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 2011 to Sept 30th of 2012	Current Year's APPROVED Budget, as amended from Oct 1st of 2012 to Sept 30th of 2013	Upcoming Year's PROPOSED Budget from Oct 1st of 2013 to Sept 30th of 2014	% 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						Medicaid we report unsubsidized rates, so farebox doesn't matter. TD is reduced by 10%, regardless of fare collected, so farebox doesn't count as a subsidy. MOVED \$308,714 FROM ACTUAL OR PLANNED USE OF CASH RESERVE TO ACCOUNT FOR T&E GRANT MATCH.
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other			\$ 308,714			
Bus Pass Program Revenue						

Local Government

District School Board						
Compl. ADA Services						
County Cash						
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	\$ 2,401,561	\$ 2,674,998	\$ 2,778,427	11.4%	3.9%	
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)						
Bus Pass Program Revenue						

USDOT & FDOT

49 USC 5307						
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	\$ 5,667,497	\$ 5,593,747	\$ 5,653,056	-1.3%	1.1%	
Other AHCA (specify in explanation)						
Bus Pass Program Revenue						

DCF

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

DOH

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

DOE (state)

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

AWI

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

DOEA

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

DCA

Community Services						
Other DCA (specify in explanation)						
Bus Pass Admin. Revenue						

Comprehensive Budget Worksheet

Version 1.4

CTC: CFRTA / LYNX

County: Orange, Osceola, and Seminole

1. Complete applicable GREEN cells in columns 2, 3, 4, and 7

	Prior Year's ACTUALS from Oct 1st of 2011 to Sept 30th of 2012	Current Year's APPROVED Budget, as amended from Oct 1st of 2012 to Sept 30th of 2013	Upcoming Year's PROPOSED Budget from Oct 1st of 2013 to Sept 30th of 2014	% 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

ARRA
5307 / 5309
TD Rural Capital
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 \$ 2,070,935 \$ 2,232,970 \$ 1,902,233

Balancing Revenue is Short By =

Total Revenues = \$10,139,993 \$10,501,715 \$10,642,430 3.6% 1.3%

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

Operating Expenditures

Labor	\$ 198,543	\$ 215,083	\$ 212,065	8.8%	-1.5%
Fringe Benefits	\$ 115,771	\$ 126,443	\$ 134,542	9.2%	6.4%
Services	\$ 175,918	\$ 159,991	\$ 132,032	-9.1%	-17.5%
Materials and Supplies	\$ 1,548,606	\$ 1,887,504	\$ 1,860,886	9.0%	0.2%
Utilities	\$ 30,945	\$ 35,422	\$ 35,894	14.5%	0.8%
Casualty and Liability					
Taxes					
Purchased Transportation:					
Purchased Bus Pass Expenses					
School Bus Utilization Expenses					
Contracted Transportation Services	\$ 8,069,058	\$ 8,268,745	\$ 8,431,483	2.5%	2.0%
Other					
Miscellaneous	\$ 1,155	\$ 7,647	\$ 5,328	561.9%	-30.3%
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					

Materials and Supplies = increased fuel costs. Utilities = increased telephone expenses. Reduced printing expenses. SUBCONTRACTED OPERATORS = MV Transportation & Transportation America.

Total Expenditures = (\$0) \$10,139,993 \$10,501,715 \$10,642,430 3.6% 1.3%

See NOTES Below.

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

Budgeted Rate Base Worksheet

Version 1.4

CTC: CFRTA / LYNX

County: Orange, Osceola, and Seminole

1. Complete applicable GREEN cells in column 3; YELLOW and BLUE cells are automatically completed in column 3
 2. Complete applicable GOLD cells in column and 5

Upcoming Years BUDGETED Revenues	
from	
Oct 1st of	
2013	
to	
Sept 30th of	
2014	
1	2

What amount of the Budgeted Revenue in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	Budgeted Rate Subsidy Revenue EXcluded from the Rate Base	What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
3	4	5

REVENUES (CTC/Operators ONLY)

Local Non-Govt

Farebox	\$ -
Medicaid Co-Pay Received	\$ -
Donations/ Contributions	\$ -
In-Kind, Contributed Services	\$ -
Other	\$ 308,714
Bus Pass Program Revenue	\$ -

Local Government

District School Board	\$ -
Compl. ADA Services	\$ -
County Cash	\$ -
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-Spoils Trip Program	\$ 2,778,427
Non-Spoils Capital Equipment	\$ -
Rural Capital Equipment	\$ -
Other TD	\$ -
Bus Pass Program Revenue	\$ -

USDOT & FDOT

49 USC 5307	\$ -
49 USC 5310	\$ -
49 USC 5311 (Operating)	\$ -
49 USC 5311 (Capital)	\$ -
Block Grant	\$ -
Service Development	\$ -
Commuter Assistance	\$ -
Other DOT	\$ -
Bus Pass Program Revenue	\$ -

AHCA

Medicaid	\$ 5,653,056
Other AHCA	\$ -
Bus Pass Program Revenue	\$ -

DCF

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

DOH

Children Medical Services	\$ -
County Public Health	\$ -
Other DOH	\$ -
Bus Pass Program Revenue	\$ -

DOE (state)

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

AWI

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

DOEA

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

DCA

Community Services	\$ -
Other DCA	\$ -
Bus Pass Program Revenue	\$ -

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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.

local match req.

\$ 308,714
\$ -
\$ -

\$ -
\$ -

\$ -

\$ -

Budgeted Rate Base Worksheet

Version 1.4

CTC: CFRTA / LYNX

County: Orange, Osceola, and Seminole

1. Complete applicable **GREEN** cells in column 3; **YELLOW** and **BLUE** cells are automatically completed in column 3
2. Complete applicable **GOLD** cells in column and 5

Upcoming Year's BUDGETED Revenues		What amount of the Budgeted Revenue, in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?		Budgeted Rate Subsidy Revenue Excluded from the Rate Base	What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
from Oct 1st of 2013 to Sept 30th of 2014		3	4	5	
1	2	3	4	5	
APD					
Office of Disability Determination	\$ -	\$ -	\$ -		
Developmental Services	\$ -	\$ -	\$ -		
Other APD	\$ -	\$ -	\$ -		
Bus Pass Program Revenue	\$ -	\$ -	\$ -		
DJJ					
DJJ	\$ -	\$ -	\$ -		
Bus Pass Program Revenue	\$ -	\$ -	\$ -		
Other Fed or State					
ARRA	\$ -	\$ -	\$ -		
5307 / 5309	\$ -	\$ -	\$ -		
TD Rural Capital	\$ -	\$ -	\$ -		
Bus Pass Program Revenue	\$ -	\$ -	\$ -		
Other Revenues					
Interest Earnings	\$ -	\$ -	\$ -		
xxxx	\$ -	\$ -	\$ -		
xxxx	\$ -	\$ -	\$ -		
Bus Pass Program Revenue	\$ -	\$ -	\$ -		
Balancing Revenue to Prevent Deficit					
Actual or Planned Use of Cash Reserve	\$ 1,902,233	\$ -	\$ 1,902,233		
Total Revenues =	\$ 10,642,430	\$ 8,740,197	\$ 1,902,233		\$ -

EXPENDITURES (CTC/Operators ONLY)**Operating Expenditures**

Labor	\$ 212,665
Fringe Benefits	\$ 134,542
Services	\$ 132,032
Materials and Supplies	\$ 1,690,666
Utilities	\$ 35,694
Casualty and Liability	\$ -
Taxes	\$ -
Purchased Transportation:	
Purchased Bus Pass Expenses	\$ -
School Bus Utilization Expenses	\$ -
Contracted Transportation Services	\$ 8,431,483
Other	\$ -
Miscellaneous	\$ 5,328
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 =	\$ 10,642,430
minus EXCLUDED Subsidy Revenue =	\$ 1,902,233
Budgeted Total Expenditures INCLUDED in	
Rate Base =	\$ 8,740,197
Rate Base Adjustment ¹ =	
Adjusted Expenditures Included in Rate	
Base =	\$ 8,740,197

\$ 1,902,233

Amount of Budgeted
Operating Rate
Subsidy Revenue**¹Rate Base Adjustment Cell**

If necessary and justified, this cell is where you could optionally adjust proposed service rates up or down to adjust for program revenue (or unapproved profit), or losses from the Actual period shown at the bottom of the Comprehensive Budget Sheet. This is not the only acceptable location or method of reconciling for excess gains or losses. If allowed by the respective funding sources, excess gains may also be adjusted by providing system subsidy revenue or by the purchase of additional trips in a period following the Actual period. If such an adjustment has been made, provide notation in the respective explanation area of the Comprehensive Budget tab.

¹ The Difference between Expenses and Revenues for Fiscal Year:

2011 - 2012

Once Completed, Proceed to the Worksheet entitled "Program-wide Rates"

Worksheet for Program-wide Rates

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

1. Complete Total Projected Passenger Miles and ONE-WAY Passenger Trips (**GREEN** cells) below

Do **NOT** include trips or miles related to Coordination Contractors!

Do **NOT** include School Board trips or miles UNLESS.....

INCLUDE all ONE-WAY passenger trips and passenger miles related to services you purchased from your transportation operators!

Do **NOT** include trips or miles for services provided to the general public/private pay UNLESS..

Do **NOT** include escort activity as passenger trips or passenger miles unless charged the full rate for service!

Do **NOT** include fixed route bus program trips or passenger miles!

PROGRAM-WIDE RATES

Total Projected Passenger Miles = 2,417,655

Rate Per Passenger Mile = \$ 3.62

Total Projected Passenger Trips = 212,075

Rate Per Passenger Trip = \$ 41.21

Fiscal Year

2013 - 2014

Avg. Passenger Trip Length = 11.4 Miles

Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile = \$ 4.40

Rate Per Passenger Trip = \$ 50.18

Once Completed, Proceed to the Worksheet entitled "Multiple Service Rates"

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

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

1. Answer the questions by completing the GREEN cells starting in Section I for all services
 2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

SECTION III: Escort Service

1. Do you want to charge all escorts a fee?.....

☐ Yes
☒ No

Skip #2 - 4 and
 Section IV and
 Go to Section V

2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR

per passenger mile?.....

☒ Pass. Trip
☐ Pass. Mile

Leave Blank

3. If you answered Yes to #1 and completed #2, for how many of the projected
 Passenger Trips / Passenger Miles will a passenger be accompanied by an escort?

Leave Blank

4. How much will you charge each escort?.....

Leave Blank

SECTION IV: Group Service Loading

1. If the message "You Must Complete This Section" appears to the right, what is the projected total
 number of Group Service Passenger Miles? (otherwise leave blank).....

Do NOT
 Complete
 Section IV

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

Loading Rate
 0.00 to 1.00

SECTION V: Rate Calculations for Multiple Services:

1. Input Projected Passenger Miles and Passenger Trips for each Service in the GREEN cells and the Rates for each Service will be calculated automatically

* Miles and Trips you input must sum to the total for all Services entered on the "Program-wide Rates" Worksheet, MINUS miles
 and trips for contracted services IF the rates were calculated in the Section II above

* Be sure to leave the service BLANK if you answered NO in Section I or YES to question #2 in Section II

Projected Passenger Miles (excluding totally contracted services addressed in Section II) = 2,417,655

Rate per Passenger Mile =

RATES FOR FY: 2013 - 2014				
Ambul	Wheel Chair	Stretcher	Group	
1,478,154	834,047	105,453	Leave Blank	0
\$2.66	\$4.56	\$9.50	\$0.00	\$0.00
			per passenger	per group

Projected Passenger Trips (excluding totally contracted services addressed in Section II) = 212,075

Rate per Passenger Trip =

Ambul	Wheel Chair	Stretcher	Group	
129,683	73,182	9,250	Leave Blank	0
\$30.34	\$52.00	\$108.34	\$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,...

...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =

Rate per Passenger Mile for Balance =

Combination Trip and Mile Rate				
Ambul	Wheel Chair	Stretcher	Group	
			Leave Blank	\$0.00
\$2.66	\$4.56	\$9.50	\$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	
\$3.24	\$5.55	\$11.57	\$0.00	\$0.00
			per passenger	per group
Ambul	Wheel Chair	Stretcher	Group	
\$36.94	\$63.32	\$131.92	\$0.00	\$0.00
			per passenger	per group

Program These Rates Into Your Medicaid Encounter Data

Attachment 10
Community Connector Plan
(Locally Developed and Coordinated
Human Services Transportation Plan)
(Is there a newer or updated version?)



**CENTRAL FLORIDA REGIONAL
TRANSPORTATION AUTHORITY
COMMUNITY CONNECTOR PLAN UPDATE**

Prepared For:

LYNX
455 N. Garland Avenue
Orlando, FL 32801
Ph (407) 841-LYNX, Email: inquiry@golynx.com

September 2012

Prepared By:

TINDALE-OLIVER & ASSOCIATES, INC.
135 W. Central Boulevard
Suite 450
Orlando, FL 32801

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Table of Contents

SECTION 1 INTRODUCTION	4
Program Descriptions	4
Community Connector Plan.....	7
Community Connector Plan Update	10
Report Organization.....	11
SECTION 2 PUBLIC INVOLVEMENT	13
Website and Surveys	13
Public Workshops	15
Transportation Provider Surveys	16
Stakeholder Interviews	16
SECTION 3 ASSESSMENT OF TARGET POPULATIONS	21
Review of Relevant Plans and Policies.....	21
Review of Demographic Data	24
East Central Florida Economic Development Region	31
Major Attractors and Employers within LYNX Service Area	32
Veteran Administration Plans	39
Existing Provider Capabilities and Services	40
SECTION 5 IDENTIFICATION OF UNMET NEEDS	44
Identification of Service Overlap, Gaps, and Deficiencies (Unmet Needs).....	44
SECTION 6 PROJECT APPLICATION AND PRIORITIZATION PROCESS.....	55
Project Application Process	55
Project Prioritization Process	56
SECTION 7 CONCLUSION.....	57
Conclusion	57
APPENDIX A.....	ERROR! BOOKMARK NOT DEFINED.
APPENDIX B	ERROR! BOOKMARK NOT DEFINED.
APPENDIX C	ERROR! BOOKMARK NOT DEFINED.

List of Tables

Table 1: Poverty Thresholds for 2010 by Size of Family & Number of Related Children Under 18 Years...	26
Table 2: Schools	34
Table 3: Community Centers	34
Table 4: Hospitals.....	35
Table 5: Major Employers	38

List of Maps

Map 1: Urbanized Area	2
Map 2: Persons with Disabilities	25
Map 3: Populations at or Below Poverty Level	28
Map 4: Population with Veteran Status.....	29
Map 5: Major Attractors	33
Map 6: Major Employers	36

Section 1 | Introduction

In August 2005, the President signed into law the *Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users* (SAFETAE-LU), which provided billions of dollars in surface transportation investments funding and represented the largest surface transportation investment in United States (U.S.) history. SAFETEA-LU provided guaranteed federal funding for highways, highway safety, and public transportation. Amongst its many programs, SAFETEA-LU provides funding for capital investment and transit operating assistance, through such programs as the Elderly Individuals and Individuals with Disabilities Program (Section 5310), Job Access and Reverse Commute Program (Section 5316), and New Freedom Program (Section 5317). LYNX is a direct recipient of 5316 and 5317 grant program funds for the urbanized area depicted in Map 1. The Florida Department of Transportation receives and administers funding from the Section 5310 program. Starting in federal fiscal year 2007, projects funded through these programs are required to be derived from a *Locally Developed Coordinated Public Transit-Human Services Transportation Plan* (LDCPTHSTP). Based on guidance from the U. S. Department of Transportation's Federal Transit Administration (FTA), the LDCPTHSTP should be a "unified comprehensive strategy for public transportation service delivery" to meet the needs of individuals with disabilities, older populations, and individuals with limited income and should include, at a minimum, the following:

- Identification of current providers and services
- Assessment of transportation needs of older persons, persons with disabilities, and persons with limited income, as appropriate
- Identification of strategies and/or activities to address those needs and service gaps
- Implementation priorities, based on time, resources, and feasibility

Program Descriptions

Descriptions of the four funding programs that apply to this LDCPTHSTP update are presented below.

- Special Needs of Elderly and Individuals with Disabilities (E&D) 5310 funding program provides funding, allocated by a formula to states to assist in meeting the transportation needs of older adults and persons with disabilities.
- Job Access and Reverse Commute (JARC) 5316 funding program provides formula funding to states and designated recipients to support the development and maintenance of job access projects designed to transport welfare recipients and eligible low-income

individuals to and from jobs and activities related to their employment. The JARC program also supports reverse commute projects designed to transport residents of urbanized and non-urbanized areas to suburban employment opportunities.

MAP

1:

URBANIZED

AREA

- New Freedom (NF) 5317 funding program was newly established in SAFETEA-LU. The purpose of the NF program is to provide new public transportation services and public transportation alternatives beyond those required by the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.) These new services are intended to fill gaps between human service and public transportation services previously available and to facilitate the integration of individuals with disabilities into the workforce and full participation in the community.
- Veterans Transportation Community Living Initiative (VTCLI) 5309 funding is a discretionary grant program which was announced in the Section 5309 Discretionary Bus and Bus Facilities Program and makes funds available to local, state, and tribal agencies to create or expand One-Call/One-Click Transportation Resource Centers in their communities. These centers will increase the availability of community transportation resources to veterans, service members, and military families and improve the accessibility of existing mobility resources and other transportation information to the whole community.

Projects eligible to be funded with JARC or NF program grants require the applicant to provide a local match. Operating projects are funded at 50 percent level through these federal programs. Capital projects funded can receive up to 80 percent through the JARC and NF programs. Mobility management, which consists of short-range planning and management activities and projects for improving coordination among public transportation and other transportation service providers is funded at the same level as capital projects (80 percent) through the JARC and NF programs. The incremental costs of vehicle-related equipment and facilities, as required by the Clean Air Act (CAA) or Americans with Disabilities Act (ADA) can be funded up to 90 percent federal. Matching funds must be provided from sources other than Department of Transportation (DOT) funds and programs/projects receiving funding must be selected through a competitive process.

The VCTLI grant award is 80 percent federal with a 20 percent local match requirement. LYNX and its partners will provide the VCTLI grant match through a combination of sources.

Community Connector Plan

In October 2007, as the designated Community Transportation Coordinator (CTC) for Orange, Osceola, and Seminole Counties and through collaboration with local partners and an extensive public participation process, LYNX developed its LDCPTHSTP, which the general public termed the *Community Connector Plan*. The Community Connector Plan included a description of LYNX's existing services, projects and initiatives, identification and prioritization of service

gaps and unmet needs relative to transit service, accessibility, enhancements, and establishment of “Next Steps” towards the fulfillment of federal SAFETEA-LU planning requirements. The Community Connector Plan also described and documented LYNX’s public participation efforts in Appendix A and a service provider inventory in Appendix B.

The service gaps and unmet needs identified in the Community Connector Plan were prioritized by stakeholders and the public into High, Medium, and Low priorities based on project type and category as follows:

	New Fixed-route	Service
	Expanded Weekend Service	Service
	Vanpool	Service
	Sidewalks	Accessibility
	Shelters	Accessibility
	Remote Infrared Audible Signs (RIAS)	Enhancements
	Provider Inventory	Accessibility
	Extend Route Hours	Service
	Extend Paratransit	Service
	Computer Aided Dispatch/Automatic Vehicle Location (CAD/AVL)	Enhancements
	Mobile Data Terminals (MDT)	Enhancements
	Increase Existing Route Frequency	Service
	Later Evening Service	Service
	Bus Buddy	Accessibility
	Language Enhancements	Accessibility
	Transit 101	Enhancements
	GIS Tool	Enhancements

Since the development of the Community Connector Plan in 2007, LYNX has funded the following projects with JARC and NF grant funds:

- Later evening service to Disney;
- Increased frequency on routes serving major employment locations;

- Increased neighborhood circulation through PickUpLines (now known as NeighborLink) provides greater mobility through the hybrid service between fixed-route and demand-response that gives customers the best of both types of traditional transit service. Communities benefitting from these NeighborLinks include Poinciana, Bithlo, Ocoee, Oviedo, Buena Ventura Lakes, Williamsburg, Pine Hills and Winter Garden;
- Completed a Transit 101 educational document.

LYNX has also provided funding to sub-recipients whose projects were selected through the competitive process for a combination of both urban, small urbanized, and rural funding. The human services agencies are as follows:

- Seniors First – An agency assisting Central Florida senior citizens achieve a higher quality of life by providing various support service. Through their sub-recipient funding they have been able to support door-to-door transportation service for the elderly in Winter Park to access shopping and other activities.
- Meals on Wheels, Etc. – A non-profit organization assisting seniors with maintaining their nutrition through food services was able to expand rural area transportation for accessing congregate feeding locations.
- Seminole Behavioral Healthcare – A private, not-for-profit organization with multiple campuses providing resources to those with mental illness, alcohol or drug dependency, or physical, sexual or emotional abuse can expand transportation resources provided to clients.
- Opportunity Center - The Opportunity Center, Inc. offers an array of services to individuals with developmental disabilities, including adult day training, transportation, supported employment, and supported living. Through their grant assistance they can assist the disabled with accessing employment opportunities in Osceola County.
- ITN Orlando – Offers membership for transportation services within a designated service area for persons 60 years and older and adults with visual impairments. There are no limitations on ride purpose. Rides are offered 24 hours a day, 7 days per week in a private automobile by trained drivers.
- Quest – An agency that provides programs for children and adults with disabilities, including educational, vocational, recreational, and residential services can assist with transportation through their sub-recipient status.
- Primrose Center, Inc. – As a not-for-profit organization providing a variety of support to over 400 adults with developmental disabilities on a daily basis funding will help support transportation to adult day training and therapeutic activity programs.

In addition, with the priorities identified to increase mobility in the region, LYNX has utilized other grant funds to support the implementation of Mobile Data Terminals (MDT) and Computer Aided Dispatch / Automated Vehicle Location (CAD/AVL) technology to its paratransit and fixed-route fleet, updated its website to be more user friendly with section 508 compliance, added 300 new shelters with American Reinvestment and Recovery Act funding, and provided more access to GIS tools through the www.golynx.com website. LYNX continues to pursue the implementation of priorities identified by the community and funding sources to support such priorities.

The FTA announced a Notice of Funding Availability (NOFA) for projects under the fiscal year (FY) 2011 Discretionary Funding Opportunity; Section 5309 Discretionary Bus and Bus Facilities Veterans Transportation and Community Living Initiative (VTCLI). The VTCLI grant program makes funds available to local, state, and tribal agencies to create or expand “One Call/One Click Transportation Resource Centers” in their communities. These Centers will “increase the availability of community transportation resources to veterans, service members, and military families and improve the accessibility of existing mobility resources and other transportation information to the whole community”.

In response to the NOFA, LYNX requested funding for a Transportation Resources and Community Services (TRACS) project focused on supporting the needs of current and former military personnel and their families. The TRACS project was anticipated to build on the Model Orlando Regionally Efficient Travel Management Coordination Center (MORE-TMCC) project currently being implemented by LYNX. On July 27, 2011, the FTA announced the selection of projects funded under the VTCLI grant program. A total of 55 projects throughout the U.S. were selected, and LYNX is one of six Florida recipients of this funding.

Community Connector Plan Update

The Community Connector Plan, which is part of LYNX’s Transportation Disadvantaged Service Plan (TDSP), is being updated to evaluate if the needs of JARC and NF populations have changed, if gaps in service currently exist, and to specifically address the needs of veterans, service members, and military families to meet the planning and programming requirements of LYNX’s newly received VTCLI grant funding.

This update of the Community Connector Plan will include the following major components:

- Inventory of existing providers and identification of redundancies and gaps in services – The inventory and assessment of existing providers was presented as the baseline for understanding current conditions.

- Identification of deficiencies and unmet needs – Deficiencies and unmet public transportation needs were summarized along with the existing services that attempt to address these needs.
- Development of a framework for project identification and prioritization based in part on public involvement – Information was developed to provide guidance to stakeholders in identifying potential project for use of JARC and NF grant funding.
- Development of a step-by-step project prioritization and application process – A step-by-step project prioritization process was prepared based on input from stakeholders and the public regarding the region’s mobility needs. Evaluation criteria and scoring guidance were provided to facilitate comparative evaluations of projects during the selection process.
- Development of a process for plan updates to guide future updates to the plan – A process was developed to assist with future updates to the Community Connector Plan to ensure that as projects are implemented and mobility needs change those changes are reflected in the LDCPTHSTP.

Report Organization

This report is composed of seven major sections, including this introduction section. Each section is described below.

Section 2 summarizes the public involvement activities that were undertaken as part of the Community Connector Plan Update process. Public involvement activities discussed and summarized in this section include workshops, surveys, and a series of stakeholder interviews.

Section 3 presents the target population demographic information for the State of Florida, Orange, Osceola, and Seminole counties. This section also includes a review of plans and policies that affect transportation for the target populations living within the Central Florida region. This section also includes the extent to which the fixed-route system serves major destinations including medical facilities, affordable housing locations, and employers.

Section 4 provides an overview of existing transportation services in the Central Florida area.

Section 5 presents the identified needs and barriers to coordination based on the analysis of target population demographics, plans and policies, existing transportation services, and public outreach activities.

Section 6 summarizes the JARC and NF application process and the process that will be used to select projects for funding.

Section 7 presents the next steps for administration of the JARC and NF programs and the VTCLI grant as well as the process for future plan updates.

Section 2 | Public Involvement

A key component of the planning process is the public outreach and participation process. In order to support priorities for JARC and NF funding, as well as, determine the needs of veterans, military personnel, and their families, LYNX sought various techniques to garner the maximum amount of participation.

Website and Surveys

LYNX placed a citizen survey on its website to collect public input on transportation needs of transportation disadvantaged populations. The survey was hosted on the LYNX website at www.golynx.com/news through the due date of April 20, 2012. The survey results are summarized below.

Generally, the majority of the survey respondents were between the ages of 45 to 54 with annual household incomes of under \$39,999. The majority of respondents also did not have a valid driver's license or a motor vehicle and relies solely on LYNX for their transportation to work, which they noted is their primary destination. Trips to medical and shopping facilities were secondary trip destinations. Two respondents indicated that they did not know what "one call/one click" is, and the others did not provide a response relative to whether or not they would use a one call/one click service. The survey also asked customers to identify what they perceive as the region's greatest mobility needs, any barriers that have prevented them from accessing employment or employment-related opportunities, any overlaps/duplications in service, and their level of satisfaction with the current service. Below are the highlights of their responses:

- Region's greatest mobility needs – the comments varied and included:
 - More buses, more scheduled days and hours at bus stops
 - Increased frequency of service
 - Sunday service along certain routes
 - Better connection between links and at shorter frequencies
 - Regular times of buses that are easy to memorize
 - More service coverage area
- Barriers to employment and employment-related opportunities
 - Not able to work after 6:00 pm on weekdays or Sundays because there is no LYNX bus schedule available
 - Times and frequency of bus schedule and sometimes locations of stops
 - Buses running once an hour (Route 51)
 - Disabled, physical stamina, heart condition, and bone/joint pain

- Location/transit scheduling from downtown to attractions
- Not having direct routes without long travel routes
- Ignorance of businesses about the dependability of bus service/riders
- No close pickups from my area
- Most desired mobility improvement
 - Again, more buses, more often
 - Implementation of a 24/7 schedule for all buses (something like New York Transit Authority System)
 - More frequent travel time on Route 57, Sunday service, and ADA-accessibility on John Young Parkway
 - Grid updates on screen while riding the bus
 - 24-hour service
 - Direct route to downtown Kissimmee/half-hour service
 - Half-hour service on Route 51
 - Return Link 41 back to run every 30-minute intervals
 - Links in Dr. Phillips area
- Identified overlaps and duplications in service – respondents answered that there are a few overlaps/duplications but could not recall any off-hand
- Level of satisfaction with certain services
 - The majority either had “neutral” feelings or were “very unsatisfied” with availability of service for a) veterans, b) ADA-accessible accommodations/technologies on buses, at bus stops, and transfer stations, c) accessibility to job opportunities using public transit.
 - Only a small percentage indicated that they were “satisfied” with the availability of regional transportation information at one location and the ease of accessing available transportation information.
- Additional comments – the respondents echoed their earlier comments regarding the need to return service times along certain routes back from one-hour intervals to half-hour intervals, need for greater connection between routes, and addition of Sunday service along certain routes.
 - The primary concern of several respondents was regarding safety for elderly persons and persons with disabilities because bus drivers were not enforcing the ADA-accessible seating (youth and non-disabled persons were allowed to sit in ADA-accessible seats) and were impatient with the time-delay caused by elderly or disabled persons slowly boarding the buses. Comments also expressed desire for bus drivers to announce approaching stops and to be more sensitive to the needs of elderly and disabled persons.
 - LYNX should consider reducing the age requirement for AdvantAge passes to 55 like other businesses, retailers, restaurants, etc., because of the impacts that the

down economy is having on older citizens who have either lost employment or been reduced to part-time employment.

Public Workshops

LYNX hosted three (3) *Community Connector Plan Update* public workshops over the course of two days in various locations within its service area. LYNX developed informational flyers in both English and Spanish to advertise the workshops and placed these flyers on buses and bus shelters, at Superstops, and at the LYNX Central Station (LCS) terminal. The public workshop notices were also placed in the *Sentinel* and *El Sentinel* and on the LYNX website at www.golynx.com/news. During each of the workshops, participants heard a presentation on the federal grants requirements and the need to provide input into the Community Connector Plan update so that needed projects can be funded. Participants were asked to share with the group their public transportation needs. Comments from all three workshops have been grouped into Mobility Needs and General Comments. The potential solutions that participants shared to resolve existing mobility gaps during the public workshops are reflected in Section 3.

Mobility Needs:

- Biggest need is education to citizens about transit use and availability of transit (ACCESS LYNX, safety, affordability, etc.)
- Bus services and routes need to be more regionally connected to other regions and transit providers. For example, the Veteran Administration (VA) has clients in Brevard and Volusia Counties; however, there is insufficient connectivity between Space Coast Area Transit, Votran, and LYNX to give veterans appropriate access to services.
- More 30-minute service frequencies along existing routes are needed.
- Veterans have a difficult time getting to LYNX Central Station in order to obtain bus passes because of timing and lack of frequency/reliability of transit service.
- NeighborLink service is needed along Lakemont and Aloma roads in Winter Park to circulate around the Wal-Mart, various commercial locations and employment opportunities.
- Transit service is needed to and within the Lake Nona area, especially when the VA hospital opens.
- A new fixed-route along Orange Blossom Trail and Columbia Avenue providing service to locations around the Osceola Regional Hospital area over to Poinciana Boulevard.
- Shelters and amenities may be needed near Good Samaritan Village area due to their older resident population.
- Sunday service is needed for Routes 26 and 18 with more hours on these services (Poinciana area).

- Additional fixed-route service and stops are needed for the Bithlo area.

General Comments:

- Distributing free bus passes is counter-intuitive. Eligible recipients for various free bus-pass programs that also have an addiction are collecting multiple free passes from these agencies and selling/trading them to satisfy their addictions.
- LYNX is trying to service too large of an area. LYNX should focus its resources to provide greater service accessibility and frequency within urban areas and less accessibility and frequency in rural areas.
- Consider designing the bus routes to be based on activity centers or popular target population destinations (i.e. St. Marks Senior Citizen Center, malls/shopping centers, employment centers, etc.) instead of being based on corridors.
- Coordinate with FDOT for dedicated bus lanes and High Occupancy Vehicle (HOV) lanes.
- Consider future connections to SunRail commuter rail stations
- Some participants stated that they do not currently use transit because of the following:
 - Prefer using their cars during hot or rainy weather,
 - Service is not frequent enough,
 - Service is not reliable,
 - Span of service does not extend late enough (i.e. Route 38); or
 - Service is not available to my area or is too far to walk.

Transportation Provider Surveys

As part of this Community Connector Plan Update, LYNX has updated its list of Transportation Provider Contracts and Private Providers. LYNX distributed surveys to transportation service providers, both electronically and by facsimile, to obtain information on the extent, cost, and type of services they offer. Limited comments were received. The updated list of transportation providers serving the Central Florida area are provided in the Appendix B Inventory.

Stakeholder Interviews

Stakeholder interviews were conducted with various representatives from the following organizations in an attempt to gather information relating to the region's mobility needs for low-income persons, older adults, disabled persons, veterans, and military families.

- Primrose Center
- Quest
- Orange County Public Schools

- City of Orlando Veterans Services
- HSA Golden Engineering
- American Red Cross
- Orange County Veterans Administration
- Orlando Regional Medical Center / Orlando Health

During the interview process, stakeholders were asked a series of questions relating to the services they provide, the clients they serve, existing mobility needs, and ideas for potential solutions to meet those needs. The stakeholders were also asked to provide feedback on the planning and implementation of the LYNX TRACS project in an effort to identify any unique user needs prior to designing the system architecture. The TRACS project goal is to improve the quality of life for veterans and military families through easily accessible customer communication. The system will offer one-call/one-click options for veterans and military families to access transportation resources in the region.

Agencies that were interviewed represented all of the target populations. The majority of the stakeholders provide assistance to their clients with obtaining employment opportunities. Some of the companies currently providing employment to persons with developmental or intellectual disabilities include Sea World, Publix, Universal Studios, Florida Hospital, and Rosen Shingle Creek. Quest clients are provided higher-level jobs paying \$14 to \$15 per hour through the Quest Shred program. The agency's clients are provided job opportunities collecting documents for shredding. All employees use locked boxes and the documents remain under camera surveillance. In addition, Quest would like to hire veterans for its supported living facility.

The human services agencies that participated in the interview process indicated that the agency vehicles are used solely for agency purposes and are not available to the general public. A common theme among the stakeholders was the need for additional funds to support the agencies' existing transportation services as well as to meet the needs of new clients and provide additional trips. In addition, stakeholders indicated that their clients are heavily reliant on public transportation.

Orlando Health has over 15,000 employees at their facilities and is also a major medical provider in the area that participated in a stakeholder interview. Some employees ride the bus to work and Orlando Health offers its employees bus passes. Employees who carpool to work are provided priority parking. In addition, some shuttle service is offered in between facilities and on the downtown campuses. Orlando Health has not previously collected data relating to employees that cannot find transportation access to job opportunities at their facilities, customers that cannot access the hospitals, or customers in need of transportation when leaving the facilities. Customer

data is collected based on insurance rather than income; therefore, the needs cannot be associated to one particular income level.

The organization would be open to the possibility of providing LYNX informational kiosks in the hospital lobbies; however, the final decision would be based on a series of factors including size, location, target audience, and appearance of equipment.

Orlando Health is proactively planning for the future SunRail system and completing a master plan that assesses the existing connectivity from corner-to-corner of the downtown campus. The master plan is a collaborative effort with representation from Orlando Health, SunRail, City of Orlando, and LYNX. Orlando Health has successfully coordinated with LYNX on service and amenities at the campus. Further coordination will occur between LYNX and Orlando Health to explore the existing and planned services that will connect with the SunRail near Orange Avenue and potential future bus rapid transit service.

The key mobility needs and potential solutions that were identified during the interviews are summarized below.

Mobility Needs:

- Transportation is a barrier to employment for young people, particularly those that are disabled and/or low-income without access to vehicles.
- Persons living in east Orlando, including Bithlo and Christmas are in need of transportation services and access to jobs and job-related activities.
- Developmentally disabled students living in Avalon and attending Timber Creek need access to jobs in the Waterford Lakes area.
- Mobility is an issue in Winter Garden and Windermere. Wealthy individuals meet their employees at the bus stops along SR 50 and drive them to their homes in Windermere since buses are not allowed in the community.
- Older veterans will need access to information for all benefits and services not just transportation related.
- The unemployment rate is approximately 70 percent for persons with disabilities.
- Based on the current economic conditions, younger persons are now competing with recent college graduates for employment opportunities.
- Disabled persons earning more than \$1,000 per month will lose benefits from Social Security Income and/or healthcare benefits and many jobs do not offer insurance benefits.
- Parents are often fearful to allow their disabled child to use public transit.
- There are not enough buses in operation. Based on the lack of availability, infrequent timing, and development that supports the automobile, it is difficult to use the existing transit system.

- Additional transportation training is needed. In particular, coaches are needed at bus stops to assist the disabled passengers with using the system; however, all persons serving as transit coaches should undergo thorough background checks.
- Funding for the human services agencies is an issue. Many agencies are having difficulty providing the current level of trips and have a need to provide additional trips.
- The ability to schedule trips through the one-click website is needed.
- Scheduling and dispatch is a concern. The vehicles often arrive to pickup clients too early or very late.
- Disabled persons may not have the understanding level or the income to obtain computers and use the one-click website.
- A couple of the human services agencies' clients have qualified for ACCESS LYNX; however, many older adults have to weigh the options of wanting to work versus the safety of accessing transit.
- Better routing that serves nursing homes, community centers, shelters, thrift stores, and assisted living facilities is needed to meet the mobility needs of low-income, elderly, disabled, and veteran populations. Routes should go to the facilities that serve the target populations.
- Lengthy automated menus are frustrating for persons with disabilities and the elderly. The faster a human can get on the phone and answer questions, the better.
- Any one-click website should have large text and be written at a middle school reading level. Also, the site should have the capability of being translated into various languages, including Creole and Spanish.

Overall, stakeholders commented that LYNX could save money by keeping the one-click website simple and not overly complicated or fancy. The majority of interview participants commented that people will only use the information system if it is user-friendly and easy to navigate. Several of the agencies interviewed are currently receiving or have received funding under the JARC and/or NF programs. Agency representatives commented that the JARC and NF funds significantly helped to fund their transportation program and they are interested in receiving additional funding to provide more transportation services.

It was also noted during the interview with the American Red Cross that LYNX has done a great job responding to transportation needs when emergency situations arise. LYNX has supported those most in need during natural disasters such as hurricane evacuation and recovery and transportation for those individuals needing repatriation due to the earthquakes in Haiti, and during unfortunate accidents such as fires. The American Red Cross supports LYNX with its efforts to increase mobility in the region and is willing to provide information for a one-call/one-click resource.

Copies of the flyers, public newspaper announcements, and sign in sheets from the workshops are provided in this Update in Appendix A.

Section 3 | Assessment of Target Populations

An integral part of understanding and identifying gaps in services is to have an understanding of the target population trends and existing services and resources for individuals with disabilities, older adults, people with lower incomes, military personnel and their families, and veterans living within the Central Florida region. To achieve this understanding, a review of demographic data, relevant plans and documents, and other data sources was conducted, including:

- LYNX's Transit Development Plan (TDP)
- LYNX's Transportation Disadvantaged Service Plan (TDSP)
- Florida Economic Development Council (FEDC) documents on major employers, employment conditions, and trends
- Veteran Administration's Plans, Services, and Needs

In addition, the proximity of the public transit system to major medical facilities, community centers, employers, and affordable housing facilities was also assessed to determine any unmet needs.

Review of Relevant Plans and Policies

Transit Development Plan

As required by Section 341.052, Florida Statutes (F.S.), and Rule 14-73.001, Florida Administrative Code (F.A.C.), transit providers must develop a ten-year Transit Development Plan (TDP) to be used as a planning tool and to be updated every five (5) years. LYNX is currently completing its TDP update for the fiscal year (FY) 2013-2022 planning horizon, which is an update to the 2008-2017 TDP. A review of the current TDP reveals a number of interesting findings, as highlighted below:

- Of the 9 Service Recommendations for FY 2011, two were completed and one was partially completed.
 - The two completed projects were relative to increased efficiencies in service along various routes and the addition of Saturday service on PickUpLine (now termed NeighborLink) 621.
 - The incomplete projects were relative to Link restructuring or adjustments that could not be implemented due to various reasons including: potential impacts to passengers, budgetary constraints, and revisions to LYNX's overall service

implementation program. However, a couple of these incomplete projects have been identified in the implementation program for the upcoming year.

- Although not all of the Service Recommendations were completed, LYNX did achieve a number of accomplishments relative to service initiatives, ACCESS LYNX, transportation, facility maintenance, vehicle maintenance, passenger amenities, planning and development, GIS tools, customer service, vanpooling, bus pass programs, marketing, and finance.
- For FY2013, LYNX will continue to identify service enhancements that can compete for JARC and NF grant programs funding. Other incomplete projects and initiatives are contingent upon securing local funding.
- For the current tenth year (2021), LYNX is planning nine (9) revisions to the implementation program, five (5) of which are additions of new routes to serve Town Center Boulevard (332), South International Drive/Kissimmee West Transit Center (338), University of Central Florida Circulator (413), and parts of U.S. 27 (240 and 262). Other planned projects include improvements in frequency and span of existing services. LYNX has not added specific recommendations for the new tenth year (2022) at this time.

Transportation Disadvantaged Service Plan

The TDSP serves as the LDPTHSTP for the LYNX service area, to provide a planning mechanism to identify eligible projects that can be funded through the JARC, NF, and Section 5310 Grant Programs as authorized by SAFETEA-LU. The TDSP reflects LYNX's commitment to maintain and improve transportation services for the transportation disadvantaged (TD) and serves as a framework for performance evaluation by laying out a strategy for development, service, and quality assurance.

The current 2008-2013 TDSP includes a five-year Transportation Disadvantaged Improvement Plan (TDIP) and implementation schedule, which place emphasis on continuing improvements of the fiscal condition of the organization, completion of major capital projects, improvements of LYNX's reputation within the community, a return to the basics of what LYNX does best, and improvements to employee image and morale. The major capital projects included the integration of Smart Card technology with the current MDT (mobile data terminals) technology to allow for alternative fare media. The TDSP also includes the results, goals, and project recommendations resulting from the public involvement process to develop the Community Connector Plan.

Federal Guidance

A new policy concerning project eligibility for NF funding was released in April 2009. This policy expands the type of projects the FTA considers to be “beyond the ADA;” therefore, increasing the types of projects eligible for funding under the NF program. Under this interpretation, new and expanded fixed-route and demand response service planned for and designed to meet the needs of individuals with disabilities are now eligible projects, provided that the service meets the following criteria:

- The service is identified in the Community Connector Plan;
- The service is available to the public at large, but was planned and designed to meet the mobility needs of individuals with disabilities in response to circumstances where existing fixed-route and demand response transportation is unavailable or insufficient to meet the mobility needs of individuals with disabilities;
- The service was not operational on August 10, 2005, and did not have an identified funding source as of August 10, 2005, as evidenced by inclusion in the Transportation Improvement Program (TIP) or the State Transportation Improvement Program (STIP); and
- Implementation of the service is not designed to allow an agency to meet its obligations under the ADA or the DOT ADA implementing regulations at 49 Code of Federal Regulations (CFR) parts 37 and 38.

The federal government took a proactive approach to consolidating through Executive Order (EO) 13514, Federal Leadership in Environmental, Energy, and Economic Performance (signed October 5, 2009). This EO led to federal department efforts to consolidate mobility activities and increase funding opportunities through this consolidation for mobility projects. The Departments of Transportation, Housing and Urban Development, and Environmental Protection Agency developed six guiding principles to assist their respective departments in coordinating and in meeting the objectives of EO 13514. These six principles included the following as shown on the DOT website:

1. Provide more transportation choices to decrease household transportation costs, reduce our dependence on oil, improve air quality and promote public health.
2. Expand location- and energy-efficient housing choices for people of all ages, incomes, races and ethnicities to increase mobility and lower the combined cost of housing and transportation.
3. Improve economic competitiveness of neighborhoods by giving people reliable access to employment centers, educational opportunities, services and other basic needs.
4. Target federal funding toward existing communities – through transit-oriented and land recycling – to revitalize communities, reduce public works costs, and safeguard rural landscapes.

5. Align federal policies and funding to remove barriers to collaboration, leverage funding and increase the effectiveness of programs to plan for future growth.
6. Enhance the unique characteristics of all communities by investing in healthy, safe and walkable neighborhoods, whether rural, urban or suburban.

The Department of Veterans Affairs was also committed to achieving the objectives of the EO and applying the six principles to their activities. The VA developed a Strategic Sustainability Performance Plan to guide its agencies in delivering efficient, environmentally-friendly, and coordinated services to veterans.

Review of Demographic Data

The State of Florida has been characterized as having a high elderly population in comparison to other states, which directly affects the provision of transportation services. According to the recent 2010 Census, the elderly (persons 65 years of age or older) made up 17.3 percent of the population, roughly 3.2 million persons. Elderly populations tend to have a higher demand for transportation alternatives to sustain an independent and healthy quality of life. As their ability to drive decreases or income restrictions prevent access to private automobiles, public transportation helps to provide for the needs of these individuals.

In addition to the many older residents, 12.8 percent of Florida's population qualifies as having some type of disability according to the 2010 American Community Survey (ACS) data. More importantly, approximately 14.2 percent reported an employment disability (persons ages 16 to 64 with disabilities). Because of their mental, physical or emotional constraints, many of these individuals require mobility assistance to access day-to-day activities, including commuting to and from work. Map 2 depicts the disabled populations over 5 years of age with one or more disability within LYNX's service area. The information presented on Map 2 is based on the 2000 Census and has a slightly higher percentage of disabled individuals over the 2010 ACS data as shapefiles for the current disabled populations are not currently available from the Census Bureau. Census tracts with high populations of disabled persons and limited public transit are located in the northern portion of Osceola County, south of Kissimmee, just west of St. Cloud, and in northern Orange County just north of Apopka.

MAP 2: PERSONS WITH DISABILITIES

Another target group addressed in the Community Connector Plan is persons who cannot access personal transportation due to limited income. Roughly 13.8 percent of Floridians are reported as being below the federal poverty level. Orange and Osceola County have comparable poverty levels at 13.4 percent and 13.3 percent, respectively. The City of Orlando has a higher poverty level at 16.6 percent, and Seminole County has a comparatively low poverty level at 9.8 percent. As reflected in the current *Job Placement Report* (released April 13, 2012 by Workforce Florida, Inc.), East Central Florida continues to experience higher unemployment rates than the State of Florida. Thus, many residents are caught in a “Catch 22” in that they have insufficient means of providing funding for transportation to obtain or successfully keep their jobs, and without access to jobs they will remain low-income.

The federal poverty level is measured by size of family and number of related children under the age of 18. The 2010 federal poverty levels are displayed in Table 1 below. For mapping purposes, this plan considers all individuals (under 65 years) at or below the poverty level based on 2006-2010 American Community Survey Census Data. It should be noted, however, that many public transportation programs define low income as some percentage of the Federal Poverty Level, i.e., 200 percent, 150 percent. Map 3 depicts the population at or below the poverty level within LYNX’s service area. Census tracts with high populations of persons with lower incomes and limited transit services are located in Seminole County just north of Lake Mary, west Orange County near the Lake County line, Bithlo, south of SR 520 near Alafaya Trail, and in the Poinciana area.

TABLE 1: POVERTY THRESHOLDS FOR 2010 BY SIZE OF FAMILY AND NUMBER OF RELATED CHILDREN UNDER 18 YEARS

Size of family unit	Weighted average thresholds	Related children under 18 years								
		None	One	Two	Three	Four	Five	Six	Seven	Eight or more
One person (unrelated individual)	11,139									
Under 65 years.....	11,344	11,344								
65 years and over.....	10,458	10,458								
Two people.....	14,218									
Householder under 65 years...	14,676	14,602	15,030							
Householder 65 years & over..	13,194	13,180	14,973							
Three people.....	17,374	17,057	17,552	17,568						
Four people.....	22,314	22,491	22,859	22,113	22,190					
Five people.....	26,439	27,123	27,518	26,675	26,023	25,625				
Six people.....	29,897	31,197	31,320	30,675	30,056	29,137	28,591			
Seven people.....	34,009	35,896	36,120	35,347	34,809	33,805	32,635	31,351		
Eight people.....	37,934	40,146	40,501	39,772	39,133	38,227	37,076	35,879	35,575	
Nine people or more.....	45,220	48,293	48,527	47,882	47,340	46,451	45,227	44,120	43,845	42,156

Source: U.S. Census Bureau

MAP 3: POPULATIONS AT OR BELOW POVERTY LEVEL

The new target group addressed in this Community Connector Plan update is veterans. According to the 2000 Census, approximately 8.9 percent of Floridians are veterans. Comparatively, veteran populations in Orange County (6 percent), Osceola County (6.2 percent), and Seminole County (7.7 percent) are lower than that of the State. Though these percentages are lower than those for the other target populations, meeting the needs of veterans remains an important focus of this update. Map 4 depicts the population with veteran status within the three counties based on 2006-2010 American Community Survey Census Data. Census tracts with high populations of veterans and limited transit service are located south and northeast of St. Cloud, Poinciana, Bithlo south to the Bee Line Expressway, west Orange County near the Lake County line, Apopka, and Seminole County just north of Lake Mary.

A comparison of Map 1 and Map 4 shows large concentrations of veterans reside outside of the urbanized area, which will require innovative projects and enhanced coordination. JARC and NF funding for programs and projects serving rural areas can be accessed by LYNX and other eligible sub-recipient agencies through the FDOT's competitive solicitation process.

MAP 4: POPULATION WITH VETERAN STATUS

East Central Florida Economic Development Region

The East Central Florida Economic Development Region (ECFEDR) of the Florida Economic Development Council (EDC) is comprised of seven counties as pictured below. According to the EDC, Florida is experiencing its third consecutive month of increased employment/job placement. However, the recent *Job Placement Report* indicates that the Regional Workforce Board (RWB) for Lake, Orange, Osceola, Seminole, and Sumter Counties placed 15th in the state, and its employment numbers continue to fall below that of the State of Florida (local RWB percentage job openings filled – 8%, Florida’s percentage of job openings filled – 9.01%). Central Florida has the second highest number of unemployed individuals as of February 2012 (Miami-Dade and Monroe Counties had the highest number of unemployed individuals). To learn more about the state of the ECFEDR, please visit <http://www.fedc.net/newsroom/job-placement-report-confirms-hiring-trend-continues/>.



In addition, the Metro Orlando Economic Development Commission published a list of Major Employers by Employment (sourced through *Orlando Sentinel Top 100 Employers*) which indicates that Leisure and Hospitality is the major employing industry for Central Florida (totaling 89,870 in employment), with Walt Disney World Company as the number one employer (employment at 58,000). A large majority of Leisure and Hospitality employment opportunities can be classified as lower-wage/labor jobs. The second largest employing industry is Health Care and Social Assistance (employment at 36,242), with Florida Hospital as the largest employer (16,700 in employment). Based on public input within other documents

reviewed, transportation is often cited as a major barrier to successful job placement and retention for those persons considered transportation disadvantaged.

Major Attractors and Employers within LYNX Service Area

The major attractors considered in this update are large community centers, schools, and hospitals within Orange, Osceola, and Seminole Counties. As depicted in Map 5, the majority of the major attractors are within either ¼-mile or ¾-mile of a LYNX fixed bus route, including the University of Central Florida, Celebration Hospital, and various Florida Hospital locations. Major attractors without access to fixed-route bus service include Seminole State College Oviedo Campus and Florida Hospital Celebration Health. However, LYNX does provide NeighborLink service to the Seminole State College Oviedo Campus. From the campus, persons may access the fixed-route by using the Oviedo NeighborLink 622 and transferring to the Link 434 at the Oviedo Market Place. Tables 2 through 4 present the schools, community centers, and hospitals that are shown on Map 5.

MAP 5: MAJOR ATTRACTORS

TABLE 2: SCHOOLS

Schools
City College
Belhaven College
Rollins College
Florida College-Natural Health
Valencia College, East Campus
Valencia College, Downtown Center
Valencia College, West Campus
Valencia College, Criminal Justice Institute
Valencia College, Winter Park Campus
Valencia College, Sand Lake Center
Valencia College, Osceola Campus
Keiser University
Anthem College
Florida Technical College
Mid Florida Tech
Seminole State College, Altamonte Springs Campus
Seminole State College, Heathrow Campus
Seminole State College, Oviedo Campus
Seminole State College, Sanford/Lake Mary Campus
University of Central Florida

TABLE 3: COMMUNITY CENTERS

Senior Services and Community Centers	
Taft Community Center	Lake Mary Senior Center
Pine Hills Center	City Hall
Holden Heights Community Center	City of Oviedo
Hal P. Martson Community Center	Sanford Senior Center
East Orange Community Center	City of Winter Springs o City Hall
Citizen Resource & Outreach Office (Veterans)	Osceola County Council on Aging
Community Services	Osceola City Council on Aging
Prosecution Alternatives for Youth (P.A.Y.)	Osceola County Council on Aging
Altamonte Springs Recreation	Osceola County Council on Aging
City of Casselberry Senior Programs	St. Cloud Senior Center

TABLE 4: HOSPITALS

Hospital	Beds	Type	City	Zip
Orange				
Arnold Palmer Hosp for Children & Women	158	Acute Care	Orlando	32806
Central Florida Behavioral Hospital	120	Psychiatric	Orlando	32821
Dr. P. Phillips Hospital	161	Acute Care	Orlando	32819
Florida Hospital Apopka	50	Acute Care	Apopka	32703
Florida Hospital East Orlando	225	Acute Care	Orlando	32822
Florida Hospital Orlando	896	Acute Care	Orlando	32803
Florida Hospital Winter Park	297	Acute Care	Winter Park	32792
Health Central	171	Acute Care	Ocoee	34761
La Amistad Residential Treatment Center	40	Psychiatric	Maitland	32751
Lakeside Alternatives at Princeton Plaza	56	Psychiatric	Orlando	32808
Orlando Regional Lucerne Hospital	209	Acute Care	Orlando	32801
Orlando Regional Medical Center	581	Acute Care	Orlando	32806
Select Specialty Hospital - Orlando-South	40	Acute Care	Edgewood	32809
Select Specialty Hospital - Orlando	35	Acute Care	Orlando	32803
University Behavioral Center	104	Psychiatric	Orlando	32826
Winnie Palmer Hospital for Women & Babies	285	Acute Care	Orlando	32806
TOTAL	3,428			
Seminole				
Central Florida Regional Hospital	226	Acute Care	Sanford	32771
Florida Hospital Altamonte Springs	341	Acute Care	Altamonte Springs	32701
Orlando Regional South Seminole Hospital	206	Acute Care	Longwood	32752
TOTAL	773			
Osceola				
Florida Hospital Celebration Health	112	Acute Care	Celebration	34747
Florida Hospital Kissimmee	83	Acute Care	Kissimmee	34744
Osceola Regional Medical Center	235	Acute Care	Kissimmee	34741
St. Cloud Hospital	84	Acute Care	St. Cloud	34769
TOTAL	514			

Source: Florida Hospital Association and Individual Healthcare Websites, Compiled February 2009

Map 6 shows that the majority of employers are located along fixed-routes within the same distance buffers of ¼-mile and ¾-mile. Table 5 presents the major employers shown on Map 6 along with the total number of employees for each company. Airtran Airways is located outside of the airport property and is not within ¼-mile of the fixed-route bus. Other major employers without fixed-route service include Science Applications International Corp (SAIC), Northrop Grumman Corp., and United Parcel Service, Inc. In addition, Gaylord Palms Resort is located along the Disney 3D Route 306, but this route does not stop at the resort. Progress Energy is not in proximity to fixed-route bus service; however, the offices are located within the NeighborLink 612 service area.

MAP 6: MAJOR EMPLOYERS

While many of the major destinations are proximate to transit, Maps 2, 3, and 4 would suggest that there are areas within the tri-county region where target populations do not live within walking distance to transit routes. In these areas, persons cannot reach their desired destinations in a convenient and reliable way. Thus, this finding supports the many public comments noted in Section 2 that improvements in service delivery are necessary. While extending existing service closer to target populations may provide greater mobility, making adjustments to existing routes must be considered against the productivity of those routes and overall system connectivity. While maintaining existing service levels for employment and mobility purposes is key to the tri-county area there is also great desire for the provision of new service to reach transit deprived users in more remote locations.

TABLE 5: MAJOR EMPLOYERS

Company	City	County	Employment
Walt Disney Co. (Walt Disney World Resort)	Lake Buena Vista	Orange	58,000
Publix Super Markets Inc.	MSA		17,521
Adventist Health System (Florida Hospital)	Orlando	Orange	16,700
Orlando Health	Orlando	Orange	14,000
Universal Orlando Resort	Orlando	Orange	13,000
Lockheed Martin Corporation	Orlando	Orange	13,000
SeaWorld Parks & Entertainment	Orlando	Orange	7,000
Marriott International Inc.	Orlando	Orange	6,312
Starwood Hotels & Resorts Worldwide Inc.	Orlando	Orange	5,369
Walgreen Co.	MSA	MSA	5,004
Darden Restaurants Inc.	Orlando	Orange	4,800
Central Florida Investments (Westgate Resorts)	Orlando	Orange	3,861
Siemens	Orlando	Orange	3,500
AT&T Corp.	Lake Mary	Seminole	3,210
FedEx Corp.	Orlando	Orange	3,000
Space Gateway Support	Orlando	Orange	2,886
Lowes Cos. Inc.	MSA		2,872
Wyndham Worldwide Corp.	Orlando	Orange	2,790
Mears Transportation Group	Orlando	Orange	2,776
Wachovia Corp.	Orlando	Orange	2,765
Rosen Hotels & Resorts	Orlando	Orange	2,667
SunTrust Banks Inc.	Orlando	Orange	2,644
CVS Corp.	Orlando		2,500
Orange Lake Resort & Country Club	Kissimmee	Osceola	2,500
Central Florida Health Alliance (Leesburg Regional)	Leesburg	Lake	2,480
Southwest Airlines Co.	Orlando	Orange	2,332
Subway Restaurants	MSA	MSA	2,320
Loews Hotels Corp.	Orlando	Orange	2,300
CenturyLink	Apopka	Orange	2,253
Hilton Hotels Corp.	Altamonte Springs	Seminole	2,100
Northrop Grumman Corp.	Orlando	Orange	2,081
Bank of America Corp.	Orlando	Orange	1,775
HCA Inc.	Orlando	Orange	1,761
Bright House Networks	Orlando	Orange	1,724
Rockwell Collins Inc.	Orlando	Orange	1,378
Delta Air Lines Inc.	Orlando	Orange	1,375
Convergys Corp.	Lake Mary	Seminole	1,355
HD Supply	Orlando	Orange	1,332
Orlando Sentinel Communications	Orlando	Orange	1,316
Health Central	Ocoee	Orange	1,301
United Parcel Service Inc.	Orlando	Orange	1,300
Progress Energy Inc.	Winter Garden	Orange	1,103
CNL Financial Group	Orlando	Orange	1,078
American Automobile Association (AAA)	Lake Mary	Seminole	946
SAIC (Science Applications International Corp.)	Orlando	Orange	926
Gaylord Palms Resort & Convention Center	Kissimmee	Osceola	900
Hyatt Corp.	Orlando	Orange	832
Boeing Co.	Orlando	Orange	800
BB&T Corp. (Branch Banking & Trust)	Orlando	Orange	787
Fiserv Inc.	Lake Mary	Seminole	787
HMSHost Corp. (Autogrill S.p.A.)	MSA	MSA	744
AirTran Airways	Orlando	Orange	690

Source: OBJ Book of Lists 2011, Orlando Sentinel Top 100 Employers, Primary Research

Veterans Administration

The new Orlando Veterans Administration (VA) Medical Center will be located on a 65-acre campus in southeast Orange County. The 1.2 million square foot facility will cost \$665 million to construct. The medical center will have a large multi-specialty outpatient clinic, 134-inpatient beds, 120-community living center beds, a 60-bed domiciliary, and an administrative and support services. The VA will be co-located with the University of Central Florida College of Medicine, the Burnham Institute, the University of Florida Academic and Research Center, and Nemours Children's Hospital in the Lake Nona area known as the "Medical City." However, there is currently no public transportation available to the Lake Nona/Medical City area, and VA administrative staff has inquired about the possibility of working with LYNX and other transit providers to develop a regional, interagency transit network connecting veterans, service members, and military families in the Volusia and Brevard County areas to the VA resources in Orlando and the new VA Medical Center. The VA has submitted a grant application for federal dollars to develop its own transportation system to provide service to its customer base and has expressed a willingness to coordinate with LYNX, Space Coast Area Transit, and Votran to develop an interregional and seamless public transportation network to provide specialized service to meet the transportation needs of its veterans, service members, and military families.

Section 4 | Existing Transportation Services

This section provides an overview of existing transportation services within Orange, Osceola, and Seminole counties.

Existing Provider Capabilities and Services

As the Central Florida Region's Transportation Authority, LYNX provides a full array of public transportation services for Orange, Seminole, and Osceola counties so that customers can access the mode of transportation best suited for their needs.

Public Transit Service

LYNX operates a total of 66 local fixed-routes, nine NeighborLinks, one bus rapid transit (BRT) referred to as LYMMO, two FastLinks, complementary Americans with Disabilities (ADA) paratransit service, Transportation Disadvantaged (TD) services, and commuter assistance vanpools within the three county region comprised of Orange, Osceola, and Seminole counties. LYNX also operates two Xpress bus routes, one providing access to Volusia County via Interstate 4 and the other serving Lake County via State Road (SR) 408. These routes are referred to as links throughout the region.

The earliest LYNX service begins at 4:30 a.m. and the last bus leaves LCS at 12:15 a.m. Peak frequency is every 15 minutes on heavily used Links and the average frequency in urban areas is every 30 minutes. Outlying areas receive hourly transit service, with some of the more rural areas also having NeighborLink service. Fixed-route bus service operates seven days per week and on holidays.

The LYNX fixed-route, FastLink, and NeighborLink fare is \$2.00 for a one-way trip and \$1.00 for the discounted rate that is available to those who qualify under the Youth and AdvantAge Discount policy. Xpress Links are \$3.50 for a regular one-way trip and \$1.75 for a discounted trip. LYNX also offers savings through the purchase of passes for those who use the system more regularly. The existing LYNX transit services are described below in more detail.

Fixed-route Links –Local bus service with frequencies ranging from 15 minutes to an hour providing frequent stops typically spaced every two blocks.

FastLink – Commuter service operating Monday through Friday morning and afternoon to provide quicker service by reducing stops along specific corridors. FastLinks are available along US 17-92 between Seminole Center and LYNX Central Station in Downtown Orlando and along Orange Blossom Trail (OBT) between Osceola Square Mall in Osceola County and LYNX Central Station (LCS) in downtown Orlando.

Xpress Bus Service –Express bus service with limited stops from Lake and Volusia counties connecting with Park N Ride locations.

LYMMO – Free Downtown Orlando circulator with designated lanes and signal priority controls for traffic signals along the 2.5 mile route. LYMMO operates Monday through Sunday every five minutes during the peak hours for downtown travel and every 10 minutes in the evening.

NeighborLink – Community circulators operating within designated service boundaries in less-populated areas. The service provides transportation anywhere within the designated area or to a LYNX local bus stop. Most NeighborLinks operate Monday through Saturday from approximately 5:30 a.m. to 8 p.m. Residents in the designated areas must call at least two hours before they want to leave their home and schedule a pickup time or access the service from the scheduled fixed point connection.

ACCESS LYNX – This is a shared ride paratransit, door-to-door transportation service provided by MV Transportation under the supervision of LYNX. The program provides complementary service for eligible individuals who are not able to use the regular fixed-route bus service because of a disability or other limitations. Currently, the ACCESS LYNX paratransit service provides more than 2,000 scheduled trips per day, using a variety of vehicles specially equipped for individuals with various disabilities. LYNX goes beyond the required ADA ¾-mile service area and provides paratransit service to qualifying individuals throughout Orange, Osceola, and Seminole counties.

Individuals interested in using ACCESS LYNX paratransit service must apply through a written application process. Program determination is based on verification of the application and may also include a functional assessment. One-on-one travel training is also provided to those who can access the fixed-route system at no cost to the customer. All programs have a two year certification period. ACCESS LYNX services are available any time the fixed-route bus is in operation. Fares vary depending on program and proximity to the LYNX service area. Medicaid trips cost \$1.00 each way regardless of distance. ADA trips within the ¾-mile radius cost \$4.00 each way and ADA trips outside of the ¾-mile

radius cost \$7.00. The cost for Transportation Disadvantaged (TD) trips is based on mileage. TD trips within 0 to 5 miles cost \$2.00, 5 to 9.99 miles cost \$3.50, and 10 miles or more costs \$4.50 each way.

In 2012, ACCESS LYNX made it easier for customers to make service requests by allowing for online reservations. Online reservations provide an alternative option for those in need of paratransit service to the previous phone only service requests process.

Private and Non-Profit Transportation Providers

There are a number of private transportation providers that offer services to the target populations. A listing of transportation providers in Orange, Seminole, and Osceola counties including contact information is presented as Appendix B. A number of non-profit and private providers were contacted to participate in a brief survey; however, only a few were willing to complete the questionnaire and provide information relating to their services and fares. Since the completion of the previous Community Connector Plan, a number of private providers have discontinued services. The decrease in providers may likely be a result of the economic conditions since the first plan was completed in 2008.

As shown in Appendix B, and described in greater detail below, other transportation services are available in Orange, Seminole, and Osceola counties. Many of these services only serve those people or trip purposes that are eligible based on some sort of criteria. For example, many of the human services agencies only provide transportation services to clients of their agency. Those agencies have eligibility requirements based on the target populations served. The private transportation providers provide transportation service to all persons, but at a higher cost. For-profit transportation services are typically not affordable services for daily transportation needs by the target populations due to fixed- or low-incomes and vehicle accessibility issues for the disabled.

Characteristics and limitations of the providers that participated in the survey are described below. As private provider services may change according to their needs, persons interested in getting additional details on the types of services and the eligibility requirements of each provider may need to call them directly or visit their websites.

- Most of the group homes and human services agencies offer transportation services Monday through Friday from 8:00am to 5:00pm.
- Most of the group homes and human services agencies charge rates based on Medicaid vouchers and require clients to be Medicaid qualified.
- Most of the group homes and human services agencies require advance notice for transportation services.
- Most private providers offer service year-round, 24 hours a day, 7 days per week.
- Most private providers operating charters and luxury vehicles charge flat rates based on type of vehicle.
- Most private providers operating cab service charge rates per mile and some additional fees per passenger.

Section 5 | Identification of Unmet Needs

This section presents a review and evaluation of Orange, Seminole, and Osceola County's unmet transportation needs and barriers to coordination. The evaluation was completed by reviewing the area's transportation policies and plans, demographic data, existing transportation services, and input from the public.

Identification of Service Overlap, Gaps, and Deficiencies (Unmet Needs)

As extensive as LYNX's coverage area is and the many options provided, the update reveals that there continues to be gaps and deficiencies in the provision of public transportation services to meet the needs of the transportation disadvantaged. Based on the analysis, the following transportation needs have been identified.

Funding – Transportation funding has been cited as one of the major barriers to providing transportation access, making this one of the greatest unmet needs.

Service Maintenance and Reliability – The ability of buses to arrive at the designated stops at scheduled times so that customers will be able to make connections between Links and avoid long waiting periods, particularly during inclement weather. More reliable service allows customers to appropriately plan their trips to medical appointments, grocery shopping/entertainment, picking up children from school/daycare, etc. Most importantly, reliable service has been identified as essential for successful job placement because customers are able to get to work on time. Buses that arrive on time also must have the capacity to pick-up all waiting patrons to effectively provide transportation to employment.

Frequency of Service – Improved frequencies of 30-minutes or less are needed. Some routes have 60 minute frequencies. Depending on the number of required transfers to complete a one-way trip, passengers may be required to wait at several stops resulting in lengthy travel times. Routes continuously and specifically identified by the public as needing improved frequencies included Links 20, 26, 41, 51, and 57. It was also commented that more express type service is needed at greater frequencies for work related trips.

Expansion of Service – There is a need for new bus routes and shelters to meet the mobility needs of the target populations in areas including Osceola County, Dr. Phillips area, Lake Nona, Winter Garden, Windermere, Bithlo, Christmas, and East Orlando. The need for Sunday service and later evening hours was also identified on a number of routes.

Safety – Improved mobility and accessibility are needed throughout Orange, Seminole, and Osceola counties. Customers have expressed safety concerns both from the perspective of being on the bus and from curbside while waiting for the bus. From the on-board perspective, elderly and disabled customers have expressed that there are not a sufficient number of designated seats to accommodate the number of elderly and disabled persons boarding the bus. Often times, the ADA-accessible seats located near the front entrance of the fixed-route bus are taken by young people or other able-bodied adults. Many bus stops are without appropriate ADA-accessible boarding and alighting areas and without needed connectivity to sidewalks. Frequently, persons with disabilities have a difficult time accessing sidewalks to get to their destinations and may be forced to travel along driving lanes to get to the sidewalk.

Customer Service and Driver Training – Elderly persons have indicated that some of the operators are in need of “re-training” because they are exhibiting poor customer service.

Education – Social service agencies have expressed that LYNX needs additional travel training opportunities on the availability of services and modes of public transportation offered by LYNX. Social service agencies have commented that their clients may use the LYNX services rather than relying on agency transportation if they had a better understanding of how the transit system works. In addition, if customers better understood the transit system including funding and logistical challenges, those customers may be more satisfied with the services that LYNX provides. It was also expressed that programs should be developed to encourage school- and college-aged students to use public transit.

Technology – It was viewed that technology improvements could assist in reducing or removing several of the identified barriers from educational opportunities to increased passenger safety. While the public wanted funding to be focused primarily around service and accessibility improvements they recognized that investments in technology could lead to service improvement and ultimately enhanced service delivery.

Target Areas for Increases to Existing Service

The following areas have high target populations and most have existing public transportation. These areas should be considered for premium services once underserved areas with concentrations of target populations are provided mobility options through JARC/NF funding:

- Osceola County – There are high percentages of disabled persons, lower income, and veterans in Osceola County, particularly south of Kissimmee, surrounding St. Cloud, and in the Poinciana area. These areas have some transit service available or nearby, but

could benefit from expanded services, improved frequencies, and additional Sunday service.

- North Orange County – There are high percentages of disabled persons, low-income persons, and veterans in the northern portion of Orange County near Apopka. Links 405 and 44 operate in this area; however, the 44 does not operate on Sundays and both routes have 60 minute frequencies. This area could benefit from expanded service, improved frequencies, and Sunday service.
- West Orange County – In the western portion of Orange County near the Lake County line, there are higher percentages of lower income persons and veterans. The census tract in this area with higher than average target populations does not have existing transit service. The Link 204 operates to the north of the census tract along the Turnpike; however, as an express service this route does not provide local stops between LYNX Central Station and the Lake County Park-N-Ride.
- Bithlo – The Bithlo area located in East Orange County has higher populations of lower income persons and veterans. Individuals residing in this area have access to the Bithlo NeighborLink but may benefit from additional transit services.
- North Seminole County – Higher percentages of lower income persons and veterans reside in northern Seminole County just north of Lake Mary. Many parts of the higher target population census tract are without transit service. There is limited transit service available along Interstate 4 and SR 46. The Link 200 (along Interstate 4) operates only on Weekdays with a limited number of trips and stops.

Recommendations and Potential Solutions

Based on the unmet needs, the following recommendations and solutions were identified to achieve the JARC, NF, and VTCLI goals. During the future project selection processes, the following recommendations will be considered the priorities for awarding funding. Projects submitted for JARC and NF funding that address the Community Connector Plan Update priorities will receive additional consideration during the project selection process.

- Ensure that all existing services are continued.
- Implement new fixed-route and premium transit services in the areas with unmet transportation needs as identified earlier in this document.
- Implement new and expanded transportation services that connect rural and urban areas.
- Implement new NeighborLinks connecting less urban communities with unmet mobility needs to existing fixed-route services.
- Expand fixed-route service to later evening hours, increased frequencies, and Sunday service to accommodate the expressed needs of the Community Connector Plan Update.

- Purchase additional vehicles for expanded services.
- Create employee vanpools/carpools for improved access to jobs. Potential areas for consideration includes the Waterford Lakes and Avalon Park areas, major employers located in east Orange County near Alafaya Trail, and major employers located in north Osceola County without transit access.
- Develop an educational program to promote mobility and teach unfamiliar persons how to ride the bus. Potential candidates for the program include Orange County Public Schools. Many disabled students are in need of transportation access to employment opportunities and other activities. An educational program may help to ease student and parent fears of public transit. Educational programs can also benefit persons that have just moved to the region, those who have never used transit service, the elderly and the disabled. By increased education on transit, more support for transit funding can be gained as the community begins to understand the need and/or viability of public transportation. The community can also understand the variation in transit services and programs. There exists in the community confusion between various program eligibility requirements and on the type of rail that will be coming to the area.
- Establish an easy to use, centralized location for information, training opportunities, and other materials explaining the available transportation services. Simplify customer use of any one-call/one-click information systems. Potential recommendations for the veterans' one-call /one-click center is for live persons to answer the phone lines in the call center and to make the website user-friendly with a limited number of pictures and graphics. In addition, provide information on all veterans' services not just transportation. Of particular need is information on housing, assistance with qualifying for veterans and other governmental benefits, nutritional assistance, and healthcare services.
- Provide additional travel training opportunities for developmentally disabled persons learning to use the bus system. Potential recommendations for the additional travel training programs include coordinating with agencies serving developmentally disabled persons to have representative at bus stops when passengers depart and arrive.
- Consider using a photo bus pass with smart card capabilities. This pass would help reduce the number of free agency bus passes that are sold by the persons receiving assistance. In addition, the smart card technology may allow the agencies, in coordination with LYNX, to add additional funds to the cards without having to purchase and distribute new bus passes to veterans and other agency clients.
- Implement sensitivity training programs for public transportation and paratransit drivers.
- Improve and provide more transit infrastructure for improved safety and accessibility at bus stops.

Technical Evaluation

The recommendations and potential projects identified previously in this section were developed based on public input and a technical analysis of the target population maps, including the major attractors and employment centers. The analysis included a review of proximity to existing public transportation services and identified existing gaps between the target populations, facilities, and fixed-route transit service. ACCESS LYNX service is provided within the entire study area and provides additional mobility options beyond the existing fixed-route service to the disabled, elderly, and transportation disadvantaged. However, these services are limited in span and frequency of service based on comparability to fixed-route service, funding constraints, and program qualification criteria.

A technical prioritization project matrix was developed to assess the publicly recommended projects and the projects that were included based on the assessment of demographic data, maps, and existing planning documents. The matrix was used to rank each of the projects based on the project's ability to serve large portions of the targeted populations, meet the identified barriers to transportation, the feasibility of implementation within limited funding parameters, and the consistency of the projects with related plans and funding programs. The points were totaled for each project, and in most cases the priority ranking was set by the totals coupled with other analysis of projects discussed below. The major factor reducing a projects priority rating was the ability to implement the project utilizing the estimated funding identified through these grant programs, staffing capabilities, ability for long--term sustainability, and availability of other resources providing similar access. It was considered undesirable to allocate funds towards projects that could not be completed due to financial limitations. The prioritization project matrix is presented as Appendix C.

Technically Prioritized Projects

All of the projects included in this section are important projects for improving mobility in Central Florida and therefore should be progressed as funding becomes available; however, based on the project matrix, existing mobility options, the demographics of the area, and limited funding it is important to prioritize projects. Maintaining the existing LYNX service is key to the region's mobility and in order to adequately serve the target populations existing services need to be continued and improved. Making service improvements at the risk of losing existing service will benefit one population while potentially disenfranchising another. Therefore the most important priority for LYNX is to maintain existing service despite the lack dedicated funding. Because having the existing service as a base system prior to any improvements to service, the maintenance of existing service is the greatest priority and was not included in the

prioritization of improvements. Following a review of the LYNX service area, a technical analysis of demographic data and major activity centers, and consideration of public input, a technical project prioritization was developed, as outlined below.

High Priority Projects

- Education Programs - Due to the need for additional education regarding LYNX's wide array of transportation modes, proposed modes of transit, and diverse demographics in the service area a high priority is given to education programs in order to ensure that the existing services are fully utilized prior to adding additional services. Through education, LYNX can reduce perceived overlaps or duplications in services, and foster a better understanding of LYNX's limitations to meet all customer transportation needs. Education will also inform the general public and local agencies of current mobility options. Education programs should be easier to implement. Since education is such a broad category, the following subcategories are listed below in priority order:
 - Agency Training and Education Programs – Efforts should be focused on educating agencies on the process and importance of coordination, particularly with regards to the provision of transportation service to veterans through connections in service between urbanized and non-urbanized areas. An education and training program may help identify funding opportunities for agency transportation. If agencies participate in Florida's coordinated system and provide transportation services to their clients, existing transit services would have more resources available to address unmet needs and gaps.
 - Travel Training Programs – Additional steps should be taken to provide travel training on-site at various locations (primarily schools designed to assist the disabled, as well as GED programs, technical schools, and high schools).
 - Employer Training – Additional efforts should be focused on providing employers with information regarding matching shift work with existing transit schedules, carpool matching services, and vanpools, as well as a re-education of bus drivers on the need to ensure that ADA-accessible seating are to be made available to disabled persons.
 - Senior Center Programs – Transit knowledgeable staff should conduct informal discussion group programs periodically at the major senior centers identified for each county. The discussion group should cover paratransit and fixed-route services and recommend available travel training programs to interested seniors.
 - Bi-annual Joint Transportation Forums – These forums should be held at transit/ADA accessible facilities and encompass both public and private transit providers within the service area. These forums should focus on existing transit services and planned services for the area and the status of those plans. Coordination for these forums should occur with other transportation agencies

(MPO, RPC, and FDOT). Efforts should be undertaken to encourage typically disenfranchised groups to attend the forums.

- Centralized Information – Persons in need of transportation have so many concerns that how to access mobility options should not create additional problems; therefore, having information on all available services in the area and the requirements of those services will be a tremendous benefit. While we have become a more technologically savvy population, many transit users do not have continual access to internet services or some populations may not have the capacity to understand all electronically displayed information so it is important that transportation information is centrally located in various formats. Mobility information should be accessible in-person, by phone, via the internet, or by mail. The information available should cover the full array of services available and should be updated regularly to reflect actual operating conditions. LYNX should consider hosting such a service as the public transportation agency in Central Florida and should charge a fee to other service providers to host information on their services. By charging a fee or requiring transportation agencies to register to participate, LYNX can have more assurance that the information supplied by the service provider is updated and accurate. Centralized storage and dissemination of information should be supported as a regional goal.
- Increase Frequency of Current Fixed-route Services - Increasing frequencies on existing bus routes has the potential of improving the efficiency of the service and providing greater access to employment, housing and human services. Increases in existing service frequencies will not provide access to areas currently without transit; however, it allows greater mobility to customers by reducing long waiting periods between connections – thus reducing their commutes to their destinations, particularly work commutes. Increased frequency also benefits the elderly and disabled as their time waiting for service could prevent their regular use of service due to weather conditions, health factors, and/or perceived personal safety concerns related to extended waiting periods. Transit service becomes more attractive as frequencies are improved. Many routes in the LYNX system have hourly frequencies, which provide a poor level of service to customers. Funding improved frequencies will benefit users and perhaps encourage non-users to try transit.
- Increase Circulator/Flex Routes - Because many areas of LYNX's service contain high concentrations of disabled and low-income populations significantly removed from fixed-routes due to community design, roadway geometrics, and/or natural barriers, there becomes a greater need to provide circulators/flex services. Circulator and flexible services can utilize smaller vehicles to circulate throughout the community or large development areas and connect with mainline fixed-route services, to increase mobility options for these populations/areas. In addition, routes experiencing moderate to low ridership and with time in their existing schedules could be deviated to serve residents

within pocket communities. While typical circulator services do not provide the capacity of fixed-route options, they can be easier to implement due to their lower costs, the availability of private or non-profit providers to carry out this type of service through enhanced coordination and funding with LYNX, and can allow fixed-route service to perform more efficient and effectively. In addition, administrative costs to provide these services should be minimal, as current agency staff may be able to absorb supervisory, accounting, procurement, safety, and human resource functions of implementing circulator or flexible route services. Some agency or organizational (social service agencies, churches, hotels) vehicles utilized during peak periods to provide direct transportation for the agency may be engaged in providing circulator service in their respective service areas during non-peak times for their agencies

Medium Priority Projects

- New Transit Service – There are some areas in Orange, Osceola, and Seminole Counties that would benefit from new fixed-route service. While securing the match for new service may be difficult in the current economy it is an important endeavor for LYNX to expand service to all areas of the tri-county region with sufficient demand. New transit service should focus on regional connections through a greater express service menu, more direct service options to major employers, and new fixed-routes.
- Transit Infrastructure and Customer Amenities - Transit infrastructure is an important part of any successful transit system. Amenities encourage the use of public transit for choice riders and provide a better service experience for dependent transit users. Proper infrastructure can also reduce transit expenses by allowing customers to transition from the more costly paratransit services, reduce liability issues, and increase efficiency and effectiveness of transit service delivery. Florida's weather is sometimes unforgiving, elderly populations and social services agencies providing service to the elderly have expressed that elderly persons are severely challenged by the hot and rainy weather in Florida because they are less able to cope with such climate conditions. Passenger infrastructure was not only the specific stop, but also the connecting sidewalk, crosswalks, and technology to assist with street crossing. Adequate infrastructure coupled with passenger amenities that provide up-to-date and reliable information on when services will be available are sought by customers in the area. Customer information can reduce wait times because customers can leave their origins to access service closer to when that service is available.
 - In addition, some customers would like to pay for services with their smart phones or without having to go to specific locations. Of mention, was that paratransit passes or payment accounts could be beneficial in addition to the discount ticket books currently sold. Payment accounts would allow users to deposit money for their trips when they have money available and deduct from

those accounts as they take trips. While payment accounts were mentioned, smart cards could provide this same functionality.

- Paratransit customers would also like some type of notification of their trip arrival time. A phone call or text message stating your vehicle will be outside in five minutes. This type of service could help the paratransit system operate more efficiently, assist agency staff assisting customers, and reduce no-shows and missed/rescheduled trips.
- Increase Later Evening and Weekend Services - Due to the lower cost of extending service hours and/or the span of service on existing routes versus creating new routes or programs, this project type may be more feasible to implement with the current JARC and NF funding. Adding time to existing routes and additional days of service requires less funding, meaning more transit service for residents from the available funding. The increase in existing service does not provide service for areas currently un-served, but does increase service for those currently underserved. Having later evening and more weekend service would greatly expand employment opportunities for those dependent on transit service. Many jobs in the area are service or hospitality industry related and could require night-shift and weekend hours. During this public involvement process, citizens have indicated that the limited hours and days on existing lines are impeding their ability to secure and keep their jobs. While this priority is operational in nature, capital funds may also be needed to provide additional vehicles for the extended service hours or days that relates to the vehicle expansion priority.
 - Span of service increases and service hour extensions utilizing these funds should occur on routes serving areas with the highest percentage of target populations, large employers offering shift work, and major medical facilities.
 - It is noted that increasing the span of fixed-route service would also require an increase in the ADA paratransit service to provide comparable levels to those individuals who can no longer access the fixed-route because of disability, which would not be funded under these programs because it is necessary to meet the ADA requirements.
- Additional Vehicles – Expansion of services cannot move forward without adequate funding for vehicle purchases to support such service. In addition, many of the agency participants commented that if they could secure funding for a vehicle and for supporting the operation of that vehicle they may be able to provide more direct and lower-costing service to their clients. Also, some agencies commented that they have previously received vehicle funding under the 5310 grant program and they would like to ensure that those funds are available in the future. Funding capital is typically more efficient for sub-recipient projects than the provision of funding operations; therefore, based on need, match availability, and ease of implementation this project was a medium priority for the region.

Low Priority Projects

- Travel Companion Program – It was recommended that in addition to the personal care attendant rule on paratransit service, that LYNX consider a travel companion program on fixed-route service that would allow anyone qualified for paratransit service to ride the bus with a companion and the companion travel for free. The addition of a companion would allow many elderly or disabled persons the perception of more safety and alleviate concerns regarding route confusion that they do not have on paratransit service. This was thought to be beneficial to many families that may have an older child and a child with a disability, older adults, and adults with disabilities.
- Subsidized Vanpools - Subsidizing vanpool service dedicated to shuttling employees from their residences to workplaces is desirable; however, since this option serves those currently employed and at a lower capacity than other service modes it rated lower in the technical prioritization process. Subsidized vanpools would benefit areas with limited or no existing transit that do not have the population necessary to support a neighborhood circulator or fixed bus route. Subsidized vanpools are also a great option for persons residing and/or working in close proximity that work on days or during hours when fixed-route service is limited.
- Operator Sensitivity Training – It was mentioned during the public involvement efforts that LYNX has some great operators, but that one bad operator can damage the agency's image. Comments regarding some operators having a lack of patience with disabled users (wheelchair lift boardings, annoyance with securing a wheelchair, and multiple questions on use of system or the area by some mentally challenged riders) can detract from their use of the system. Because LYNX already provides sensitivity training this is a lower ranked priority, but it is suggested that LYNX conduct refresher courses and monitor complaints to ensure all customers regardless of disability are provided a professional trip experience.

Other Project Recommendations Not Technically Rated

- Seek Private Partnerships and Dedicated Funding for More Service - While dedicated funding and increased private partnerships would advance many transit priorities specific eligible activities to secure these revenue sources were not identified.
- Extend Transit Service to the Lake Nona Area - While adding transit in this area has been given a high priority by the VA and veterans, the Lake Nona area is not densely populated by the target population. Rather, it is a destination center for medical services for veterans. In addition, many of the transit generators are planned versus constructed. When these services are operational transit service will be needed in this area, but the service will need to be tailored to the needs of this specific area. Additionally, the type of employment offered or available within this area is high-tech, high-skilled, and high-

paying industry jobs, so it is unlikely that extending hourly fixed-route transit service to this area will support the transportation needs of low-income populations to get to work. Once plans are developed to increase mobility in Lake Nona, the priorities of new transit service, vanpool service, and new circulators could support connectivity for this area.

- Cross-county Connectivity in Coordination with other Transit Authorities and Service Providers - This service would provide area connectivity between LYNX and Space Coast Area Transit and Votran in order to better serve the needs of veterans, especially disabled and elderly veterans, who live in Volusia or Brevard County but must travel to Orange County for VA services. While the existing Link 200 connects Volusia County to the LYNX service area the limited availability of this service is sometimes problematic for potential users. With the operation of the planned SunRail system additional connections to Volusia will exist; however, there are no current plans to connect to Brevard similar to the connections for Lake and Volusia.
- Enhanced shelters along existing routes with longer headways – This recommendation was related to comfort versus access as customers commented that enhanced shelters providing better rain protection and perhaps air-conditioning during summer months might attract more choice users. Enhanced shelters could also feature some electronic or internet connections for waiting passengers. While this project may have merit based on environmental conditions it was not prioritized based on the level of funding available and the greater need for other suggested projects.
- Redesign the LYNX Fixed-Route System to Serve Only Major Activity Centers/Destinations – Designing a transit system that gets elderly, disabled, and veteran populations to their destinations would seem to aid in meeting their transportation needs; however, it may be inefficient in the delivery of service to other populations, such as low-income populations due to the diversity of their destinations. There are limited resources and LYNX should focus on getting the greatest impact; therefore, services to rural areas and areas without major destinations for the majority of the riding public should be eliminated to focus resources on providing higher level service to downtowns and major employers. This recommendation to redesign the system for higher effectiveness near employment and urban cores may support some JARC goals, but ultimately decreases mobility for many persons that for various reasons cannot live within the urban core.

Section 6 | Project Application and Prioritization Process

Pursuant to federal grant program requirements, only projects identified in the LDCPTHSTP will be eligible for funding. Projects must also undergo a competitive selection process. This section documents the project scoring criteria and the process that will be used to award JARC, NF, and/or E&D funding.

Project Application Process

To solicit for project applications that may meet the needs identified in this plan, LYNX will decide the most efficient and effective course of action to provide the greatest opportunity for agencies to compete for available funding. LYNX will either release a Request for Proposal (RFP) and seat an independent committee to select projects for funding or coordinate with METROPLAN Orlando, the area's metropolitan planning organization (MPO), or the Florida DOT District Five (FDOT D-5) to release an RFP or Call for Projects through one of their procurement processes. By identifying several options for the competitive selection process, LYNX provides the community with the ability to move forward with awarding funding for eligible projects in a timely manner for urban and small urban area JARC and NF funding. Projects seeking rural area JARC and NF funding, and any 5310 funding will be solicited by FDOT D-5's competitive selection process. The RFP will be released by the MPO or FDOT D-5 to ensure an equitable and transparent process since LYNX is the Central Florida transit provider and may submit an application for program funding. The RFP will include the project selection criteria, submittal requirements, and links to the priorities established in the Community Connector Plan Update. All applications and/or proposals will be received by the MPO or FDOT D-5 for evaluation.

Project proposals will be reviewed by FDOT D-5 staff or an independent selection committee comprised of representatives from the MPO, the local CTAA committee, and a local transportation expert. LYNX as a potential project funding recipient will not be a part of the selection and evaluation committee. The selection committee will review the proposals and make project funding recommendations. For the upcoming RFP cycle, it is anticipated that project funding recommendations will be announced and approved by the LYNX Board of Directors in January 2013.

Following the next planned funding cycle, upcoming RFPs will be advertised as funding is available. LYNX will award future funding using the process established in this plan. While LYNX will not participate in the project ranking and selection process, LYNX as the designated

recipient is required to ensure that funding is awarded through a fair and equitable competitive procurement process and that the selected projects are derived from the Community Connector Plan Update.

Project Prioritization Process

Proposed projects should address needs identified in the Community Connector Plan Update and should clearly state program goals and objectives. The project scoring and ranking criteria presented in this section was established and presented to the public during the development of the initial Community Connector Plan in 2008. Submitted projects will be rated by the selection committee based upon point accumulation from the scoring criteria. Each project must demonstrate how it will meet the specified need and must address the following factors in their proposal:

Project Description (Total 40 Points):

- ✓ The proposed project meets one of the identified needs in the plan. The score should be based upon which category of need (High, Medium, or Low)
- ✓ The proposed project enhances or expands existing service
- ✓ The proposed project addresses a need in more than one service area or addresses a need for more than one target population group
- ✓ Project includes partnership with the private sector

Financing (Total 40 Points):

- ✓ Proposing organization has demonstrated financial capability to carry out the proposed activities. Matching funds have been identified and committed to the project
- ✓ Able to quantify clear and measurable outcomes. Units of service delivered compared to cost, number of people benefiting from outcome of service compared to total cost
- ✓ The proposed project is sustainable beyond the grant period

Implementation (Total 20 Points):

- ✓ Proposing organization has the necessary operational and technical capability to carry out tasks outlined in the proposal
- ✓ The proposal contains a well defined and timely implementation plan
- ✓ Outcomes are specific and measurable
- ✓ Timeliness of implementation plan

Section 7 | Conclusion

This plan will be updated as necessary to ensure that the funding available under these federal grant programs is used in a manner that meets the changing needs of the LYNX service area and the target populations. In addition, through various LYNX public involvement activities staff will continue to monitor whether funded services are meeting the needs of the target populations and whether the public has identified additional gaps and overlaps in services. The ongoing public involvement will assist in identifying when LDCPTHSTP updates may be warranted.

During the funding cycle for JARC, NF, E&D, and VTCLI funding, LYNX must review projects for their sustainability beyond the extent of SAFETEA-LU and their applicability to the service area mobility needs. LYNX has developed publicly-accepted project selection criteria, a plan that was produced through numerous public involvement opportunities, and a process for project selection that will provide the target populations with the best services available within the funding limits and scope of each program. In addition to the public input utilized to develop this plan, endorsement from the following boards and committees will be sought:

- ✓ LYNX Governing Board
- ✓ Local Coordinating Board
- ✓ METROPLAN ORLANDO BOARD

The final step for carrying out the grant programs criteria includes a competitive selection of project(s) or program(s) for funding. After funding is provided, recipients will be required to report on the success of their project(s) or program(s) in meeting the needs of the target populations and the goals and objectives of this plan. Monthly project updates, provided with request for reimbursement as requested in the competitive grant application are required from each funded sub-recipient. It is also recommended that periodic community updates be provided through written correspondence and public meetings to update the stakeholders on the success of funded projects as they are implemented. These updates will help maintain and potentially increase stakeholder engagement for future plan updates and provide a continuing forum for transportation and human services coordination.

Conclusion

LYNX, in coordination with FDOT and the MPO, conducted a successful public involvement process that included representation from diverse groups, including the general public, private transportation providers, transit users, and social service agencies. The feedback received from

these persons/agencies with regard to transportation deficiencies and how such deficiencies impact their daily activities was informative and comprehensive. There were no indications of direct duplications in transportation services.

In the process of this update, a clear and uniform message was expressed with regard to the need for additional transportation services and coordination of such service. As indicated in Section 5, the additional needs include locally and regionally coordinated transportation services, expansion and extensions of existing services, and improvements in passenger safety and accessibility. Education was another topic discussed in detail. Increased information sharing between agencies and the general public regarding existing services will heighten the community's (and transit users') awareness of why coordinated transportation planning needs to occur at increasing levels and will increase public awareness of their mobility choices while possibly ameliorating some of their frustrations.

Based on LYNX's geographic makeup, customer composition, and primary employment markets, expanding existing transportation services through JARC, NF, and E&D grant program funding will provide greater access to employment and other services for the elderly, low-income, disabled, and unemployed populations. Targeted populations and human services facilities can be positively impacted by innovative projects and programs selected for funding.

From the technical evaluation and public input received, it is recommended that the priority projects resulting from the technical ratings be given equal importance in their consideration for project funding. Review of previous documents/plans, an evaluation of Census data for target populations, and an assessment of access to employers, social services, and medical facilities provides a snapshot of LYNX's service area that has proven useful from a technical perspective. Nonetheless, public experience and perception can be just as critical in identifying the needs of target populations.

The major focus for funding within the near term should be placed on a project's ability to provide more immediate transportation access and mobility to the target populations. These include education/training programs and service extensions to later in the evening and weekends. This will serve to improve customers' employment opportunities and increase their abilities to provide for their families. Focusing on projects that provide regional access to target populations will enhance their ability to navigate throughout the three counties for employment, medical services, and recreational opportunities. Funding projects that provide regional interconnectivity accomplishes the legislative goals of increased coordination in the provisions of services. Projects funded through JARC, NF, and E&D should be new and innovative.

THE VCTLI one-stop/one-click resource was well received by the public and agencies representing veterans, military families, and reservists. It was also believed that while there may be features of the system specifically geared to the needs of this military-oriented population, the resource could be useful to the overall community in identifying existing transportation options and mobility resources.

TAB 3



Grant Schedule



Vendor Name
Central Florida Regional Trans Authority d/b/a LYNX
Vendor Address
455 North Garland Avenue
Vendor City/State, Zip
Orlando, FL 32801
Contract #
G0M69
TD Area Program Manager
Kyle Mills

Primary POC Name
Bill Hearndon
Primary POC Email
bhearndon@golynx.com
Primary POC Phone
407-254-6055
Supervisor POC Name
Supervisor POC Email
Supervisor POC Name Missing in Master
Supervisor POC Email Missing in Master

FY17-18 Trip & Equipment													
Schedule	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	TOTAL
CTD Monthly Allocation	381,439.00	380,683.00	380,683.00	380,683.00	380,683.00	380,683.00	380,683.00	380,683.00	380,683.00	380,683.00	380,683.00	380,683.00	4,568,952.00
10% Local Match	42,382.11	42,298.11	42,298.11	42,298.11	42,298.11	42,298.11	42,298.11	42,298.11	42,298.11	42,298.11	42,298.11	42,298.11	507,661.33
Maximum Monthly Invoice	423,821.11	422,981.11	422,981.11	422,981.11	422,981.11	422,981.11	422,981.11	422,981.11	422,981.11	422,981.11	422,981.11	422,981.11	5,076,613.33
Maximum YTD Monthly Invoice	423,821.11	846,802.22	1,269,783.33	1,692,764.44	2,115,745.56	2,538,726.67	2,961,707.78	3,384,688.89	3,807,670.00	4,230,651.11	4,653,632.22	5,076,613.33	5,076,613.33
B - Monthly CTD Allocation	381,439.00	380,683.00	380,683.00	380,683.00	380,683.00	380,683.00	380,683.00	380,683.00	380,683.00	380,683.00	380,683.00	380,683.00	4,568,952.00
Immutative CTC Allocation	381,439.00	762,122.00	1,142,805.00	1,523,488.00	1,904,171.00	2,284,854.00	2,665,537.00	3,046,220.00	3,426,903.00	3,807,586.00	4,188,269.00	4,568,952.00	\$ 4,568,952.00
Immutative CTC Invoice Paid	321,073.92	658,412.87	956,947.89	1,288,400.34	1,584,713.55	1,873,941.67	2,149,061.59	2,149,061.59	2,149,061.59	2,149,061.59	2,149,061.59	2,149,061.59	\$ 2,149,061.59
100% YTD CTC Invoiced	356,748.80	731,569.86	1,063,275.44	1,431,555.94	1,760,792.84	2,082,157.42	2,387,846.22	2,387,846.22	2,387,846.22	2,387,846.22	2,387,846.22	2,387,846.22	\$ 2,387,846.22
Invoice Overbill/Underbill	67,072.31	115,232.36	206,507.89	261,208.50	354,952.72	456,569.25	573,861.56	-	-	-	-	-	\$ -
Total 1st/2nd Monthly Paid	321,073.92	337,338.95	298,535.02	331,452.45	296,313.21	289,228.12	275,119.92	-	-	-	-	-	2,149,061.59
Balance Remaining	4,247,878.08	3,910,539.13	3,612,004.11	3,280,551.66	2,984,238.45	2,695,010.33	2,419,890.41	2,419,890.41	2,419,890.41	2,419,890.41	2,419,890.41	2,419,890.41	
Balance in FLAIR													
1st Invoice #	G0M6907	G0M6908	G0M6909	G0M6910	G0M6911	G0M6912	G0M6901						
oice Amount Total Project	356,748.80	374,821.06	331,705.58	368,280.50	329,236.90	321,364.58	305,688.80						\$ 2,387,846.22
Less: Amount over Exhibit B	-	-	-	-	-	-	-						-
Add Previous Month Underbill:	-	-	-	-	-	-	-						-
Subtotal	356,748.80	374,821.06	331,705.58	368,280.50	329,236.90	321,364.58	305,688.80						2,387,846.22
Less:10% Local Match	(35,674.88)	(37,482.11)	(33,170.56)	(36,828.05)	(32,923.69)	(32,136.46)	(30,568.88)						(238,784.63)
Total 1st Invoice Amount	321,073.92	337,338.95	298,535.02	331,452.45	296,313.21	289,228.12	275,119.92						2,149,061.59
Date Invoice Received	2/23/2018	2/23/2018	2/23/2018	2/23/2018	2/23/2018								
Date Approved by PM	2/23/2018	2/23/2018	2/23/2018	2/23/2018	2/26/2018								
Date Approved by FSM	2/26/2018	2/26/2018	2/26/2018	2/26/2018	2/26/2018								
Days to Process 1st Invoice	3	3	3	3	3	0	0	0	0	0	0	0	Average # Days = 1.25
2nd Invoice #													
oice Amount Total Project													
Less: Amount over Exhibit B	-	-	-	-	-	-	-						-
Justification/Explanation													-
Subtotal	-	-	-	-	-	-	-						-
Less:10% Local Match	-	-	-	-	-	-	-						-
Total 2nd Invoice Amount	-	-	-	-	-	-	-						-
Date Invoice Received													
Date Approved by PM													
Date Approved by FSM													
Days to Process 2nd Invoice	0	0	0	0	0	0	0	0	0	0	0	0	Average # Days = 0

Trips & Passenger Miles Invoiced	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	TOTAL
Amb Trips	8903	9604	8042	9551	9388	6656	6341						58485
Amb Passenger Miles	67412	73985	60744	74729	69631	56583	55526						458610
W/C Trips	5110	5223	4889	5065	5089	5399	5130						35905
W/C Passenger Miles	26860	26856	25715	29929	27334	29547	27981						194222
Stretcher Trips													0
Stretcher Passenger Miles													0
Group Trip													0
Group Passenger Miles													0

TAB 4



PLANNING RELATED GRANT AGREEMENT TASKS QUARTERLY PROGRESS REPORT

MetroPlan Orlando
(Agency Name)

Orange, Osceola and Seminole
(County)

Invoice #	<u>Three</u>
FDOT FM #	<u>4320291-14-01</u>
Contract #	<u>GON74</u>

Reporting Period: January 1, 2018 to March 31, 2018

Planning Grant Program Tasks

TASK 1:

Jointly develop and annually update the Transportation Disadvantaged Service Plan (TDSP) with the Community Transportation Coordinator (CTC) and the Local Coordinating Board (LCB).

Response: No action to report. Next TDSP Annual Update will be approved May, 2018.

TASK 2A:

When necessary and in cooperation with the LCB, solicit and recommend a CTC. The selection will be accomplished, to the maximum extent feasible, through public competitive bidding or proposals in accordance with applicable laws and rules. Such recommendation shall be presented to the Commission by the planning agency staff or their designee as needed.

Response: No action to report.

TASK 2B:

Provide staff support to the LCB in conducting an annual evaluation of the community transportation coordinator, including local developed standards as delineated in the adopted TDSP. Assist the Commission in joint reviews of the CTC.

Response: No action to report. The next Annual Evaluation will take place in February 2019.

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 LCB meetings in accordance with the most recent LCB and Planning Agency Operating Guidelines. Provide program orientation and training for newly appointed local coordinating board members.

Response: Agendas for TDLCB meeting held on February 15, 2018, as well as the January 23, 2018 QATF meeting, along with meeting minutes and/or highlights are

enclosed **as a Task 3 deliverable**. The membership roster, attendance report and public notice of meetings, are also provide as **deliverables for Task 3**.

Additionally, an agenda for a new member orientation held January 23, 2018 is provided.

TASK 4:

Provide at least one public workshop annually by each local coordinating board, and assist the Commission, as requested, in co-sponsoring public workshop.

Response: No action to report. The next public workshop will be held November 15, 2018.

TASK 5:

Annually develop and update by-laws for LCB approval.

Response: A review of the bylaws was conducted by the QATF Subcommittee January 23, 2018 and approved by the LCB at their February 15, 2018 meeting. A copy of the approved bylaws are provided as a **deliverable for Task 5**.

TASK 6:

Develop, annually update, and implement LCB grievance procedures in accordance with the Commission's most recent LCB 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 Subcommittee January 23, 2018 and approved by the LCB at their February 15, 2018 meeting. A copy of the approved grievance procedures are provided as a **deliverable for Task 6**.

TASK 7:

Review and comment on the Annual Operating Report (AOR) for submittal to the LCB, and forward comments/concerns to the Commission.

Response: No action to report. Next AOR submission due September 2018.

TASK 8:

Research and complete the Actual Expenditures Report (AER) for direct federal and local government transportation funds to the Commission no later than September 15th. Complete the AER, using the Commission approved forms.

Response: No action to report. Next AER submission due September 2018.

TASK 9:

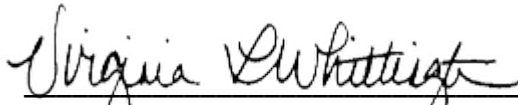
Complete quarterly progress reports addressing planning accomplishments for the local transportation disadvantaged program as well as planning grant deliverable; including but not limited to, consultant contracts, special studies, and marketing efforts.

Response: Information is included with each quarterly meeting agenda packet. The February 15, 2018, 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.


Signature of Individual Submitting Report

April 4, 2018
Date

Virginia L. Whittington
Typed name of Individual Submitting Report



May 10, 2018

Honorable Lee Constantine, Chairman
Transportation Disadvantaged Local Coordinating Board
c/o MetroPlan Orlando
250 South Orange Avenue, Suite 200
Orlando, Florida 32801

Dear Chairman Constantine,

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

407-841-2279
www.golynx.com

455 North Garland Avenue
Orlando, FL 32801-1518

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 January 1, 2018, to March 31, 2018.

Sincerely,

A handwritten signature in black ink, appearing to read 'W. E. Hearndon', with a stylized flourish at the end.

William E. "Bill" Hearndon
Deputy Director of Mobility Services

cc: The Joint Transportation Disadvantaged Local Coordinating Board of
Orange, Osceola, and Seminole Counties (via MetroPlan Orlando)