



metroplan orlando  
A REGIONAL TRANSPORTATION PARTNERSHIP

# **TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD AGENDA**

**August 8, 2019 @ 10:00 a.m.**

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

**DATE:** Thursday, August 8, 2019  
**TIME:** 10:00 a.m.  
**LOCATION:** David L. Grovdahl Board Room  
250 S. Orange Avenue, Suite 200  
Orlando, Florida 32801



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## **AGENDA**

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**Mayor Jose Alvarez, Chairman, Presiding**

- I. CALL TO ORDER – Mayor Jose Alvarez**
- II. PLEDGE OF ALLEGIANCE**
- III. INTRODUCTIONS**
- IV. CONFIRMATION OF QUORUM – Ms. Lisa Smith**
- 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. AGENDA REVIEW & ANNOUNCEMENTS– Ms. Virginia Whittington**
  - Community Outreach Event – Dr. Linda Silverman
- VII. QUALITY ASSURANCE TASK FORCE (QATF) Report**  
  
Ms. Marilyn Baldwin, Chair of the QATF, will provide a report from the July 23, 2019 QATF meeting.

## **VIII. AGENDA ITEMS**

### **A. Approval of minutes of previous meeting minutes (May 9, 2019)**

**TAB 1**

The minutes of the May 9, 2019 Transportation Disadvantaged Local Coordinating Board meeting are included at Tab 1 for approval.

### **B. Approval of Recommendation of new TDLCB Member**

**TAB 2**

The QATF meet July 23, 2019 to review and recommend a new LCB member to fill a vacancy created by the resignation of Ms. Jane Tkach who accepted a position with LYNX. The QATF recommends Ms. Neika Berry as the Citizen Advocate (Non-system User) representative.

### **C. Approval of LYNX Human Services Transportation Plan (HSTP)**

**TAB 3**

ACCESS LYNX will provide an overview of the updated Human Services Transportation Plan. This plan will be incorporated into the Transportation Disadvantaged Service Plan, (TDSP). Approval of the HSTP is requested.

## **IX. PRESENTATIONS & STATUS REPORTS**

### **A. Request for Input on 2020 Legislative Priorities**

Ms. Virginia Whittington, MetroPlan Orlando, will seek guidance from the LCB on any potential legislative priorities to be recommended to the MetroPlan Orlando board for the 2020 legislative session.

### **B. Request for Input on MetroPlan Orlando Public Participation Plans**

Ms. Cynthia Lambert, MetroPlan Orlando Public Information Manager, will provide a brief overview and solicit input on the 2019 Public Participation Plan and the 2045 MTP Public Participation Plan. A link to the draft documents will be provided once they are available on our website.

### **C. Mobility Management Services Update**

Mr. Norm Hickling, Director of Mobility Services LYNX, will provide an update on ACCESS LYNX Mobility Management Services. This update will include a Community Transportation Coordinator status report, a presentation of proposed paratransit operations improvements, and a report on the results of a June customer satisfaction survey conducted by ACCESS LYNX.

### **D. CTC Evaluation Criteria Overview – Part 1**

**TAB 4**

MetroPlan Orlando (the Designated Official Planning Agency (DOPA), for Orange, Osceola, and Seminole counties) is responsible for conducting an annual evaluation of ACCESS LYNX (the Community Transportation Coordinator (CTC)). However, due to a conflict created by the Florida Legislature an evaluation was not conducted last year. The conflict was remedied during the 2019 legislative session and we are now able to complete the required annual evaluations. Leading up to the next evaluation, scheduled for February 2020, MetroPlan Orlando and the ACCESS LYNX staff will conduct a series of workshops to help TDLCB members better understand each evaluation criteria. This overview will cover the first two criteria: Coordination (including Operations and Administrative) and Cost Effectiveness/ Efficiency. A copy of the full evaluation workbook is provided for use and information.

## X. GENERAL INFORMATION

TAB 5

### A. Planning Grant Update

A copy of the 4<sup>th</sup> Quarter planning grant update is provided for use and information. Quarterly progress reports, as outlined in the planning grant agreement, are provided as they are completed.

### B. Blind Americans Equality Day

In 1964, Congress passed a resolution allowing former President Lyndon Johnson to proclaim October 15 to be “White Cane Safety Day”. Besides serving as a national observance in the United States, it enables us to celebrate the achievements of people who are blind or visually impaired and the important symbol of blindness and a tool of independence, the white cane. In 2011, “White Cane Safety Day” was named “Blind Americans Equality Day” by President Barack Obama. A resolution declaring October 15, 2019 as “Blind Americans Equality Day” will be presented to the MetroPlan Orlando Board at the September 11<sup>th</sup> meeting for their approval. A copy of the draft resolution is provided for information.

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

Report on current and ongoing operations.

### D. Report of Operator Payments

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

## XI. UPCOMING MEETINGS AND EVENTS OF INTEREST

- MetroPlan Orlando Board meeting – September 11 at 9:00 a.m.
- 27<sup>th</sup> Annual Transportation Disadvantaged Best Practices & Training Workshop/EXPO; September 15-18, 2019; Omni Champions Gate (*Commission Business Meeting to be held September 17<sup>th</sup> at same location*)
- Quality Assurance Task Force – October 29 at 10:00 a.m. (Tentative)

## XII. MEMBER COMMENTS

## XIII. PUBLIC COMMENTS (GENERAL)

## XIV. ADJOURNMENT – Next meeting: November 14, 2019 – Annual Public Meeting (NOTE: *This meeting will be held off site. Location TBD.*)

Public participation is conducted without regard to race, color, national origin, sex, age, disability, religion, or family status. Persons wishing to express concerns, who require special assistance under the Americans with Disabilities Act, or who require language services (free of charge) should contact MetroPlan Orlando by phone at (407) 481-5672 or by email at [info@metroplanorlando.org](mailto:info@metroplanorlando.org) at least three business days prior to the event.

La participación pública se lleva a cabo sin distinción de raza, color, origen nacional, sexo, edad, discapacidad, religión o estado familiar. Las personas que deseen expresar inquietudes, que requieran asistencia especial bajo la Ley de Americanos con Discapacidad (ADA) o que requieran servicios de traducción (sin cargo) deben ponerse en contacto con MetroPlan Orlando por teléfono (407) 481-5672 (marcar 0) o por correo electrónico [info@metroplanorlando.org](mailto:info@metroplanorlando.org) por lo menos tres días antes del evento.



**TAB 1**





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

DATE: Thursday, May 9, 2019

TIME: 10:00 a.m.

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

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Mayor Jose Alvarez, Chairman, Presiding

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**Members in attendance were:**

Mayor Jose Alvarez, City of Kissimmee, Osceola County, **Chairman**  
Commissioner Mayra Uribe, Orange County  
Dr. Linda Levine-Silverman, Representing the Elderly  
Mr. Wayne Olson, Dept. of Education & Vocational Rehabilitation  
Ms. Marilyn Baldwin, Representing the Disabled  
Ms. Jane Tkach, Citizen Advocate  
Mr. Adam Zubritsky, Public Education  
Ms. Janeé Olds, CareerSource Central Florida  
Ms. Sharon Jennings, Agency for Persons with Disabilities  
Mr. Carlos Colon for Ms. Jo Santiago, FDOT, District 5  
Mr. Chris York, For-Profit Operator  
Mr. Calvin Smith, AHCA/Medicaid  
Mr. Wilfredo Raices, State Coordinating Council of Early Childhood  
Ms. Crystal Ford, Orange County EMS (*non-voting*)

**Members not in attendance were:**

Mayor Pat Bates, City of Altamonte Springs, Seminole County  
Mr. Robert Melia, Citizen Advocate, System User  
Ms. Alnita Whitt, Representing Veterans  
Ms. Dianne Arnold, Representing the Economically Disadvantaged

Mr. Randall Hunt, Senior Resource Alliance  
Ms. Evelyn Diaz, Medical Community

**Others in attendance were:**

Mr. Gary Huttman, MetroPlan Orlando  
Ms. Virginia Whittington, MetroPlan Orlando  
Ms. Lisa Smith, MetroPlan Orlando  
Ms. Mary Ann Horne, MetroPlan Orlando  
Mr. William Slot, Interim COO, LYNX  
Mr. Norman Hickling, Director of Mobility Services, ACCESS LYNX  
Ms. Selita Stubbs, ACCESS LYNX  
Ms. Nannette Stephens, ACCESS LYNX  
Mr. Benjamin Gonzalez, ACCESS LYNX

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

**I. CALL TO ORDER**

Mayor Jose Alvarez called the meeting to order at 10:00 a.m.

**II. PLEDGE OF ALLEGIANCE**

Mayor Alvarez led attendees in the Pledge of Allegiance, and gave TDLCB members an opportunity to introduce themselves.

**III. CONFIRMATION OF A QUORUM**

Ms. Lisa Smith confirmed that a quorum was present.

**IV. AGENDA REVIEW AND ANNOUNCEMENTS**

Ms. Whittington stated that there are no changes. She welcomed Ms. Janee Olds, new appointee for CareerSource CF, and Mr. Norm Hickling, Director of Mobility Services, ACCESS LYNX, and Mr. John Wayne Smith.

**V. PUBLIC COMMENTS ON ACTION ITEMS**

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

**VI. TD DAY AND QUALITY ASSURANCE TASK FORCE (QATF) REPORTS**

Ms. Crystal Ford reported on TD Day activities. Ms. Ford reported that she attended Transportation Disadvantaged Day in Tallahassee on March 19<sup>th</sup> along with Mr. Huttman and Ms. Whittington. She stated that they met with members of the legislature that represent the MetroPlan Orlando region, and

that they had the opportunity to attend an Appropriations Subcommittee on Transportation, Tourism, and Economic Development meeting.

Ms. Baldwin reported on the April 23<sup>rd</sup> QATF meeting. She stated that the QATF reviewed the Draft TDSP and the FY 2019-2020 Rate Calculation worksheet and are recommending approval of both. Ms. Baldwin stated that QATF members were concerned with rates 21%, however ACCESS LYNX staff provided a thorough explanation of the increase. Ms. Baldwin stated that the QATF received an update on a bill that was advancing through the 2019 Legislative Session, and some recommendations were made on the bill which will be discussed later in today's meeting.

## **VII. ACTION ITEMS**

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

Staff requested approval of the minutes of the February 14, 2019 Transportation Disadvantaged Local Coordinating Board meeting.

**MOTION:** Commissioner Uribe motioned to approve the February 14, 2019 meeting minutes. Ms. Baldwin seconded the motion, which passed unanimously.

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

Ms. Nanette Stephens, LYNX, presented minor updates to 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 TDSP at their April 23, 2019 meeting, and there were no recommended changes. Ms. Stephens provided a detailed review of those changes and modifications with a red-lined version of the document.

**MOTION:** Commissioner Uribe motioned to approve the 2019 TDSP Update. Mr. Olson seconded the motion, which passed unanimously.

### **C. Approval of the FY 2019-2020 Rate Calculation Worksheet**

Mr. Norman Hickling, explained that each year, the Florida Commission for the Transportation Disadvantaged (CTD) reviews and approves prices charged by transportation operators for rides purchased in the Coordinated Transportation System. The rate approval process begins with completion of the rate model spreadsheet. The information put into the spreadsheet considers past, current, and projected costs and revenues associated with the area's transportation services. He said that the rate model spreadsheet is updated each year to adjust for continuously changing factors related to capital equipment and replacement; local, state and federal subsidies that offset the cost of services; service demand changes; expenses that experience large changes, such as fuel; and anticipated or actual profits or losses.

The following is ACCESS LYNX's TD rates per trip for FY 2019-2020. At the request of the CTD, these rates do not include ADA expenses.

<b>ACCESS LYNX TD RATES</b>			
Type of Trip	FY 2018-19 Rates	FY 2019-20 Rates	Percentage Change
Ambulatory	\$32.15	\$38.81	21%+
Wheelchair	\$55.12	\$66.53	21%+

**MOTION:** Ms. Baldwin motioned to approve the FY 2019/2020 Rate Calculation Sheet. Mr. Smith seconded the motion, which passed unanimously.

#### **D. Shirley Conroy Rural Area Capital Assistance Support Grant Submission**

On April 1, 2019, the Florida Commission for the Transportation Disadvantaged (TD) released a Notice of Funding Availability under the Shirley Conroy Rural Area Capital Assistance Support Grant Program available to all Florida TD service providers. As the CTC, LYNX will be submitting an application for paratransit electronic fare validators (Smart Card Reader, Barcode Reader, Magnetic Swipe Card Reader, Operator Control Unit, Wireless Data Transmission) requesting 70 units in the amount of \$192,220. The LYNX Board is expected to take action at its April 25<sup>th</sup> agenda after which, the LCB Board Chairman will execute the grant application in order to meet the April 30<sup>th</sup> submission deadline. Staff requests the LCB acknowledgment of the grant application and submission. A copy of the grant application was provided.

**MOTION:** Ms. Baldwin motioned to support the Shirley Conroy Rural Area Capital Assistance Support Grant submission. Mr. Olson seconded the motion, which passed unanimously.

### **VIII. PRESENTATIONS AND STATUS REPORTS**

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

Mr. Norm Hickling, ACCESS LYNX, gave a report on current and ongoing ACCESS LYNX operations, including a mobility services update. Since the last TDLCB meeting, Mr. Edward Johnson resigned his position as the LYNX Chief Executive Officer (CEO). Mr. Jim Harrison, is currently serving as the LYNX CEO. Mr. Norman Hickling has been hired as the new Director of Mobility Services. ACCESS LYNX participated in the Florida Triple Crown Rodeo in Jacksonville, FL. Hosted by Jacksonville Transit Authority (JTA). The Access LYNX team won the 2019 Grand Champion Award. Notification letters were mailed to all ACCESS LYNX customers regarding the updated No-Show policy that went into effect December 1, 2018. Since the new policy went into effect, there has been a steady declining month after month. In March 2019 3,361 No- Shows were recorded.

## **B. 2019 Legislative Session Report**

Mr. John Wayne Smith provided a brief report of transportation-related items from the 2019 Legislative session. Mr. Smith reported that the 2019 legislative session had wrapped up. He provided an update on legislation related to MetroPlan Orlando's legislative priorities which included bicycle and pedestrian safety, texting while driving, funding for Phase II South quiet zones and local option surtax flexibility. He informed Committee members that there was no action on bicycle/pedestrian safety legislation, the texting while driving bill passed and included requiring hands free use in school and work zones and no funding for Phase II quiet zones was included in the budget. House Bill 5 dealing with local option surtax, he added, will implement new guidelines for referendums requiring them to be held during a general election, notification requirements of 180 days, and a resolution submission to the Office of Program Policy Analysis and Government Accountability (OPPAGA) all of which are slated to begin in 2020. Mr. Smith noted that in terms of items that were being monitored, House Bill 311 authorizes operation of autonomous vehicles without an operator and House Bill 385 abolished the Miami Dade Expressway Authority and the Osceola Expressway Authority. He called attention to a multiuse corridor bill which passed and would establish three new expressways and included \$10 million for a competitive TD grant program. Mr. Smith noted that the legislative session is scheduled to begin early next year.

## **C. Partner Highlight – ACHA**

Mr. Calvin Smith, Agency for Health Care Administration (ACHA), gave a brief presentation on ACHA's role in providing transportation to the transportation disadvantaged.

## **IX. 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.

### **B. 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 12, 2019*
- *Quality Assurance Task Force – July 23, 2019 (TENT)*

## **XI. MEMBER COMMENTS**

None.

**XII. PUBLIC COMMENTS (GENERAL)**

None.

**XIII. ADJOURNMENT**

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

Respectfully transcribed and submitted by Ms. Lisa Smith.

Approved this 9<sup>th</sup> day of May 2019.

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Chairperson

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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**





**Your Contact Information****Name**

Neika Berry

**Email**Neika1913@gmail.com**Phone****Home Address**

P O Box 902  
Apopka, Florida 32704  
United States

**Employer**

Nehemiah Community Restoration Project, Inc.

**Work Address**

611 N. Wymore Road Suite, 203  
Winter Park, Florida 32789  
United States

**County**

Orange County

**Date**

09/01/1997

**Your Transportation Interests**

Tell us about your transportation interests and habits.

**How often do you use the LYNX bus system?**

Not at all

**How often do you use SunRail?**

Not at all

**How often do you drive a car?**

Regularly

**Do you have a passion for advocacy in any of the following areas (choose all that apply):**

- persons with disabilities
- seniors (over age 65)

**Select seats you are qualified for and interested in filling (choose all that apply):**

- Representing the elderly (over age 60)
- Representing the disabled
- ACCESS LYNX system user
- Citizen advocate

## Demographics

The following information will be used to satisfy Equal Opportunity Act reporting and research requirements. These questions are voluntary.

### Gender

Female

### Race

Black

### Do you have a physical disability?

No

### Your age range:

45-54

### Is your household income at or below U.S. Department of Health and Human Services poverty guidelines?

No

### Are you a student?

No

## Your Ability to Serve

### The TDLCB meetings are generally held four times a year on the second Thursday of the month at 10:00 a.m. Can you regularly attend meetings?

Yes

### Can you serve a four-year term?

Yes

### Are you willing to abide by Florida's Government-in-the-Sunshine laws and ethical guidelines?

Yes

### Have you previously served on a MetroPlan Orlando board or committee?

No

### Do you have any potential conflicts of interest that might occur if you are appointed?

No

### Do you work in the transportation industry?

No

### Are you an elected official?

No

## Statement of Interest

I would play the role of being an advocate for the disadvantaged and I am able to represent their needs. My passion for service, meaningful community engagement and fair treatment of those who are disadvantaged is what drives me. I must credit this to my 18 year history as a Child Welfare advocate and working with disadvantaged persons. I can clearly express the needs for improving/coordinating service for the clients. I would take advantage of information sharing at community events. I have experience working with disadvantaged individuals through my employer and at church

By submitting this form, I attest that the information in this application is true to the best of my knowledge.

**TAB 3**





## LYNX Human Services Transportation Plan Update

### Final Report

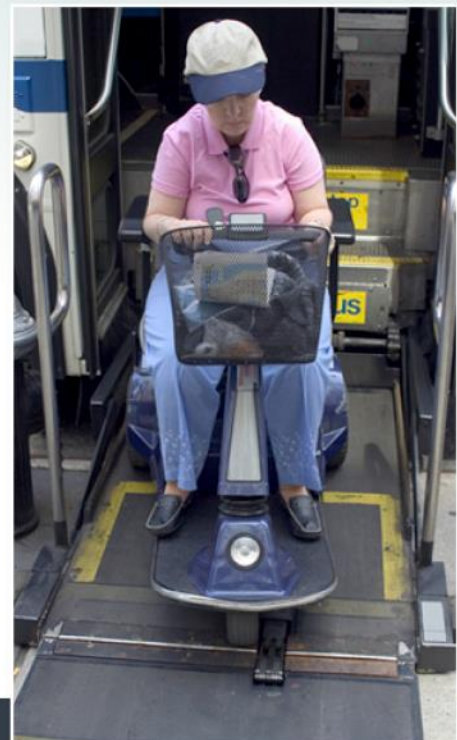
Prepared for:

**LYNX**

Prepared by:

**WSP USA Inc.**

June 2019



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## 1.0 Introduction

This document is an update to the Central Florida Regional Transportation Authority (d.ba. LYNX) Human Service Transportation Plan (HSTP). LYNX initiates updates to this plan as required to reflect any changes under the Federal Transit Administration (FTA) Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities program, the new transportation funding and authorization bill - Fixing America's Surface Transportation (FAST) Act, and to include the most current local conditions including changes in population, and local service gaps and needs. This plan update and the priorities established within this plan supersede those included in the Community Connector Plan (CCP) update completed in 2016.

The following elements are included in this HSTP Update and are supported by a series of technical memorandums with information that support the plan findings.

- Technical Memorandum #1 - Existing Conditions
- Technical Memorandum #2 - Public Involvement
- Technical Memorandum #3 - Peer Review



## 2.0 Background

This section includes background information on the FTA Section 5310 program, LYNX as the designated Community Transportation Coordinator (CTC) for Orange, Osceola, and Seminole counties, and LYNX's ongoing coordination activities.

### 2.1 Section 5310 Program

The goal of the Federal Transit Administration (FTA)'s Section 5310 program is to improve mobility for seniors and individuals with disabilities throughout the country by removing barriers to transportation services and expanding the transportation mobility options available. Under Moving Ahead for Progress in the 21st Century Act (MAP-21), the Section 5310 program apportions funds among large urbanized areas (UZAs), small UZAs and rural areas, based on the population of seniors and individuals with disabilities in each area. LYNX is the designated recipient of Section 5310 program funds for the Orlando and Kissimmee urbanized areas, while the Florida Department of Transportation (FDOT) administers the rural funding.

Under the changes enacted by MAP-21, Section 5310 is the only program that requires that projects funded be derived from a locally developed, coordinated public transit-human service transportation plan (referred to as the Human Services Transportation Plan or HSTP). LYNX, as the designated recipient for the Orlando and Kissimmee urbanized areas, is responsible for developing the HSTP through a process that includes participation by seniors, individuals with disabilities, representatives of public, private, and nonprofit transportation and human service providers, and other members of the public. LYNX must also certify that projects funded under Section 5310 are derived from the approved HSTP.

Projects that may be eligible for funding include:

#### **Traditional Projects (At least 55 percent of the apportionment)**

- Vehicles
- Related Vehicle Equipment
- Mobility Management
- Contracted Operating Services

#### **Non-Traditional Projects (Up to 45 percent of the apportionment)**

- Travel Training
- Volunteer Driver Programs
- Accessible bus stop paths, including curb-cuts, sidewalks, accessible pedestrian signals, or other accessible features
- Improve signage, or way-finding technology
- Incremental cost of providing same day service or door-to-door service
- Purchase vehicles to support new accessible taxi ride sharing
- Mobility Management Programs

In addition, all eligible Section 5310 capital projects require a 20 percent local match and the local share for eligible operating projects shall be not less than 50 percent.

#### **Fixing America's Surface Transportation Act**

The Fixing America's Surface Transportation Act (FAST Act) was signed into law in December 2015, and created a new discretionary pilot program for innovative coordinated access and mobility. The goal of the pilot program is to improve the coordination of transportation services that link with non-emergency



medical care. This grant program is open to Section 5310 recipients (such as LYNX) and sub-recipients, for the funding of innovative projects, including the deployment of coordination technology, projects that create or increase access to community One-Call/One-Click Centers, etc.

## 2.2 LYNX Background

In 1989, the Florida Commission for the Transportation Disadvantaged (CTD) created the concept of CTCs, who would be responsible for administering state Transportation Disadvantaged Trust Funds to transportation providers within their service area. Since 1992, LYNX has been the designated CTC for Orange, Osceola and Seminole counties. As the CTC, LYNX is responsible for the accomplishment of certain requirements regarding the arrangement of cost-effective, efficient, unduplicated, and unfragmented transportation disadvantaged (TD) services within its service area.

ACCESS LYNX is LYNX's ADA complimentary paratransit service, which provides transportation to individuals who cannot navigate LYNX's fixed route bus service due to physical or cognitive disability. Individuals must be certified as eligible for ACCESS LYNX service through an application process. If the individual is approved for ACCESS LYNX, then a determination is made through an additional certification process as to the funding source that will be subsidizing the trip. Several state agencies offer transportation through their local contracting agencies, which then administer the agency program funding to LYNX for providing transportation to their clients. Those individuals who do not qualify for any other public agency program may be eligible for the state's TD program.

The MetroPlan Orlando Transportation Disadvantaged Local Coordination Board (TDLCB) serves to identify local service needs and provide information, advice and direction to LYNX on the coordination of services to be provided to the TD program. The MetroPlan Orlando TDLCB focuses on compliance with state requirements for TD planning and ensuring that public transportation is accessible to everyone, including the transportation disadvantaged. TDLCB membership is composed of several representatives such as health and human services agencies, the elderly and disabled, citizens, and the private transportation industry.

### LYNX 2016 HSTP Update - Section 5310 Project Priorities

In its role as the CTC, LYNX has an extensive list of partners that the agency has worked with on Section 5310 projects. LYNX currently accepts applications on a higher priority for Section 5310 program van operations. All other requests are of lower priority and depending on rating, are referred for further review by the CTC. LYNX purchases the vehicles and then leases them to human services agencies so that they can transport their own agency clients at a lower cost than ACCESS LYNX service. LYNX also provides some operating support from Section 5310 funding to agencies that already have vehicles; however, no less than 55 percent of the Section 5310 apportionment can be spent on capital purchases (e.g., vehicles and other vehicle related costs). Additional LYNX priorities for the Section 5310 Program include:

- Maximize transportation resources to safely and efficiently transport the urbanized Orlando and Kissimmee seniors and individuals with disabilities, by leveraging available techniques, tools, and technologies; to include the LYNX agency van program.
- Increase the mobility options for seniors and persons with disabilities across the urbanized portions of the LYNX service area, in a fiscally sustainable manner.
- Continue to provide for the special needs of elderly and persons with disabilities for which transportation services are unavailable, insufficient or inappropriate.



## Evaluation and Selection of Section 5310 Grant Projects

Upon notice of the annual federal appropriation, LYNX notifies all eligible Section 5310 grant program sub-recipients, including Disadvantaged Business Enterprises (DBEs), via U.S. postal mail, e-mail, and/or public notice regarding the availability of funding and the associated grant application(s). LYNX's multi-agency project evaluation team is made up of individuals that represent the interests of the older adults and individuals with disabilities, as well as mobility across the region. Proposals are screened and ranked by the LYNX project evaluation and selection team. All applicants are notified of project funding recommendations from the evaluation committee. LYNX evaluators review the applications and score them based on the following criteria:

**Table 1: Section 5310 Project Scoring Criteria**

Scoring Criteria	Points
Documents	15
Budget	25
System Description	14
Proposed Project Description	30
Overall Impression	16
<b>Maximum Points</b>	<b>100</b>

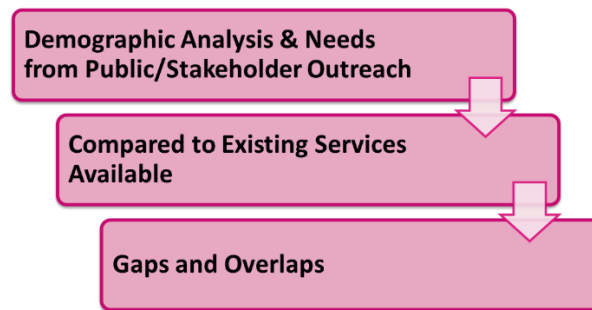
The maximum score is 100 points. Internal LYNX staff is responsible for two rankings; prior sub-recipient Risk Assessment and application Fact Sheet. The LYNX Board of Directors receives the funding recommendations from the evaluation and selection team and formally adopts the project list. Successful applicants receive a letter that describes the process they will need to follow and the forms to complete in order to access FTA funds and the list of projects awarded are published.



### 3.0 Plan Update Methodology

The gaps and potential priorities identified in this HSTP Update were established through a process that included extensive public outreach to identify local transportation needs and a review of local conditions, including demographics and where higher concentrations of the target populations are residing and traveling in comparison to the existing transportation system. Current transportation providers (public, private, and non-profit) were reviewed for availability, eligibility requirements, and any other barriers to accessing the services. During the public outreach process, stakeholders and the general public were asked to provide input on potential projects and strategies that might help to address the identified needs and gaps. Using this information paired with a technical analysis of the needs, priorities for implementation were established and reviewed by the stakeholder group.

**Figure 1: Plan Update Process**



The overall purpose of the HSTP Update is to establish future transportation needs for projects that improve coordination and mobility for older adults and individuals with disabilities, if funding is available and eligible applications are submitted.



## 4.0 Review of Existing Plans/Programs

This chapter presents a review of existing plans/programs related to human services transportation including the 2016 Community Connector Plan (CCP), 2018 LYNX Transit Development Plan (TDP) Major Update, the 2018-2023 Transportation Disadvantaged Service Plan (TDSP), and other relevant plans and reports identified by LYNX and the stakeholder group.

### 4.1 2018-2023 Transportation Disadvantaged Service Plan (TDSP)

As the CTC for Orange, Osceola, and Seminole counties, LYNX is responsible for developing the Transportation Disadvantaged Service Plan (TDSP) and coordinates services required by the Americans with Disabilities Act of 1990 (ADA) and Medicaid services with Transportation Disadvantaged (TD) services to increase efficiencies and opportunities for multi-loading. The needs assessment and barriers to coordination analysis completed in the 2018 TDSP identified the following needs for the tri-county area:

- There is a need to continue transitioning customers off the costlier paratransit service to the fixed-route bus service and Transportation Network Company (TNC) trips, when appropriate and efficient.
- Transitioning passengers who are able to use other services, will be accomplished through incentive programs, needs assessments, and travel training efforts.
- There is a need for consistent and enforceable legislation and policies to ensure that all agencies mandated to purchase transportation through the coordinated transportation systems are doing so.

### 4.2 2018-2027 Transit Development Plan (TDP) Major Update

The most recent LYNX Transit Development Plan (TDP) Major Update was completed in 2018, and guides public transportation services over a ten-year period. The TDP is a requirement of the Florida Department of Transportation and serves as the strategic guide for public transportation service across the LYNX three-county region of Orange, Osceola, and Seminole counties. During the development of the TDP major update, LYNX also initiated a Route Optimization Study (ROS) to review the entire LYNX fixed-route network looking at service performance, travel patterns, and local and regional travel markets. LYNX initiated the (ROS) study to improve regional mobility and allocate resources in the most efficient and effective way.

The ten-year alternatives that were developed as part of the TDP planning effort, include both operating and capital priorities to be implemented as funding is available. The service improvements categories identified in the document are listed below:<sup>1</sup>

- **Maintain Existing Service:** No change to existing alignment or service levels for fixed route, on-demand, or ADA services.
- **Extend Service:** Route alignment extended to serve area(s) beyond existing terminus.
- **Route Realignment:** Route alignment modified to serve new area(s) / corridor(s).
- **Add New Service:** New fixed route or other service type (e.g. NeighborLink).
- **Increase Frequency:** Additional trips added to existing fixed route (e.g. service headways reduced from 30 minutes to 15 minutes).
- **Increase Hours of Service:** Additional service hours added to existing route (e.g. service extended from 10:00 p.m. to midnight).

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<sup>1</sup> <http://lynxforward.com/tdp-major-update/>



- **ADA Service for New/Expanded Service:** ADA paratransit service required due to changes in existing routes or implementation of new routes.
- **TD and Medicaid Paratransit Service:** New demand response paratransit service.

Some of the relevant capital projects identified in the TDP include:

- New and replacement paratransit vehicles
- Installation of bus shelters at passenger facilities
- Installation of signage at LYNX Central Station
- Mobility management concept
- Retrofit bus stops with ADA compliant boarding and alighting areas

#### 4.3 2018 ACCESS LYNX Efficiency Study

In 2018, LYNX completed a comprehensive efficiency study of the ACCESS LYNX paratransit system. This study focused on service delivery approach, service management processes and procedures, customer experience, and performance monitoring and reporting. As part of the study, an origin and destination analysis was completed to review dialysis, medical, and employment trips. The results indicated that general medical trips primarily occurred between the Orlando and Winter Park areas, while employment trips were spread throughout the region. Other needs that were identified through the analysis included:

- Inconsistent operation of Mobile Data Terminals.
- At times, there could be more than 100 unscheduled trips on the system each day.
- Additional vehicles needed to expand the fleet and reduce the average trip length.
- Need to develop a plan in coordination with service providers to provide LYNX with notification of safety and rules violations by service provider drivers.
- Customer hold times were lengthy and needed improvement.

#### 4.4 2016 Community Connector Plan Update

LYNX updated its Human Services Transportation Plan (Community Connector Plan (CCP)) in 2016 to reflect changes from MAP-21, the updated Section 5310 federal funding circular in 2014, and changes in the local operating environment. The updated near-term, intermediate-term, and long-term strategies identified in the 2016 CCP are listed below:

##### Near-Term Strategies

- Improved Coordination & reThink Coordination – Recommendation to continue and enhance coordination between the region’s transportation providers.
- Mobile App for Trip Reservation – Implementation of a mobile application such as the DoubleMap app for NeighborLink service within the next 12 months and expanded to paratransit vehicles thereafter.
- Driver Training & Improved Dispatch and Driver Coordination – Review and modify the existing procedures for driver training, especially for ACCESS LYNX to improve customer service. The same approach should be taken with the coordination between dispatch and drivers to improve the customer experience.
- Phases 1, 2, and 3 of Smart Card / Mobile App Fare Payment Implementation – ACCESS LYNX, the NeighborLinks, and the Downtown Kissimmee Xpress service (Link 208).



### Intermediate-Term Strategies

- Trip Vehicle Tracking and Arrival Notification (mobile app) – This mobile application is dependent upon Automatic Vehicle Location (AVL) hardware and software compatibility on the ACCESS LYNX vehicles and fixed-route buses.
- High Concentration of Clients, getting to and from Work in Off-Peak Hours, Inconsistency of Trip Times, and Varying Work Locations and Schedules – Review the level of service for fixed-route and NeighborLink in the high concentration target population areas. Also, review the ACCESS LYNX performance, and identify and implement appropriate modifications.
- Phase 4 of Smart Card / Mobile App Fare Payment – Implementation within the four FastLink services:
  - Link 406 – Downtown Orlando/Lake Nona/VA Hospital
  - Link 407 – Kissimmee/Lake Nona/VA Hospital/OIA
  - Link 418 – Meadow Woods/Lake Nona/Florida Mall
  - Link 441 – Kissimmee/Orlando
- Phase 5 of Smart Card / Mobile App Fare Payment – Implementation throughout all fixed route Links.

### Long-Term Strategies

- Phase 6 of Smart Card / Mobile App Fare Payment – Develop a card payment system compatible with SunRail.

## 4.5 2018 TDLCB Public Meeting

Below is a list of transportation needs that were identified through the public comment process at the MetroPlan Orlando Transportation Disadvantaged Local Coordinating Board (TDLCB) annual public meeting held in November 2018.

- OWL Vehicles
  - OWL vehicles are unsafe and too small.
  - OWL Transportation vehicles that he has rode on are too small to accommodate his wheelchair and that the vehicles are unsafe
  - Dissatisfaction with late pickups on OWL Transportation, up to two hours late.
  - Unhappy with the timeliness and safety of OWL vehicles.
- ACCESS LYNX
  - User of ACCESS LYNX going to Lighthouse Central Florida twice per week commented that the experiences with the service have all been pleasant and suggested adding a voicemail prompt to the customer service number in an effort to alleviate long call hold times.
  - ACCESS LYNX drivers do not go through the steps to secure this person's walker. This person also thinks that GPS in the vehicles needs to be updated and the tracking app should be brought back. This person also experiences long hold times when calling the customer service number.
- General Customer Service
  - Concern with the timeliness of pickups and excessive call hold time when calling customer service.
  - Issues with vehicles being late, long call hold times for customer service, rude dispatchers, and the tracking app has been disabled so this person is no longer able to track the vehicle.





- GPS systems are inaccurate and need to be updated causing this person to be late when the drivers cannot locate the pickup.
- Concern with call hold times when calling customer service and pertinent information not always being relayed from customer service to the driver such as pick up and drop off locations.
- Shorter connection times for LYNX fixed route buses are needed and better opportunities for the buses to connect with SunRail.
- Concern with the long call hold times for customer service and the numerous street corners in the City of Orlando that are not ADA compliant for wheelchairs and scooters.
- There needs to be 24/7 service for LYNX fixed route buses and SunRail.

#### 4.6 Summary

The needs identified as part of the plan review were used to complete the gap analysis. Potential projects and strategies that have been devised through previous planning efforts were also considered in the development of the strategies for implementation in this HSTP plan update. The plan review was cross-referenced with the strategies developed to reduce duplicate project planning and give higher prioritization to projects/strategies that have been identified multiple times through various planning efforts, as funding becomes available through the Section 5310 program or other federal and state funding programs.



## 5.0 Best Practices and Peer Review

A peer review was completed to assess transportation providers both in the state of Florida and throughout the U.S. that have successful and/or innovative coordination programs, specifically related to the Section 5310 program. Key highlights from the review and interviews with agency staff as well as the best practices are included in this section. The peer review is documented in ***Technical Memorandum #3 – Peer Review***.

Of the eight peer agencies reviewed, four agencies are recipients of the FTA’s Mobility on Demand (MOD) Pilot Program (PSTA, JTA, VIA, and DART). Many of the peers also have Vanpool programs that included not-for-profit agency operators using Section 5310 funds. Listed below are the peer agencies that were reviewed:

- Pinellas Suncoast Transit Authority (PSTA), St. Petersburg, Florida
- Jacksonville Transportation Authority (JTA), Jacksonville, Florida
- Miami-Dade Transit (MDT), Miami, Florida
- Broward County Transit (BCT), Plantation, Florida
- Regional Transportation Commission (RTC), Washoe County, Reno, Nevada
- VIA Metropolitan Transit (VIA), San Antonio, Texas
- New Jersey Transit (NJ Transit), Newark, New Jersey
- Dallas Area Rapid Transit (DART), Dallas, Texas

The peer review identified several innovative pilot projects and practices that LYNX may consider implementing to improve mobility. The review also indicated that LYNX has been proactive in establishing processes using technology and other requirements to help improve the overall customer experience. Some of the other key findings that LYNX has already initiated include offering customers mobile fare payment options through smart phone and computer applications, the ability to reserve trips online through the mobile app, establishing zones and on-demand services similar to NeighborLink flex routes and mobile apps, using ridesharing vehicles as alternatives to the fixed route bus, and providing the required oversight and maintenance of the vanpool program.

The review makes it evident that transit agencies will need to move toward technology solutions to improve coordination among various providers. Many transit agencies have been awarded grants to improve trip scheduling with healthcare providers. Moving forward LYNX should pursue grant opportunities to use on-demand information and real-time data for transportation solutions. Maximizing transportation resources and improving coordination may be a result of software interface or improvements to scheduling software and phone systems.

**Table 2** presents the key findings for each of the agencies interviewed.



Table 2: Peer Review and Assessment

Assessment of Technologies and Innovative Practices	
Peer Agency	Technology and Innovative Practices
State of Florida Peer Agencies	
1. Pinellas Suncoast Transit Agency (PSTA), St. Petersburg, FL	<p><b>TD Late Shift Program</b> - Helps low-income residents travel to and from work when bus service is not available. Created with private partners Uber and United Taxi, and Care Ride (wheelchair provider). Launched in August 2016, the program provides fully-subsidized ride hail and taxi trips to or from a place of work during nighttime hours.</p> <p><b>FTA Mobility on Demand Sandbox Grant</b> - PSTA was awarded \$500,000 to demonstrate the use of on-demand transportation for paratransit services. The funds are being used for an internal customer service facing software platform that allows PSTA staff to select the most efficient transportation service for a given paratransit customer based on response time and cost to PSTA.</p> <p><b>Direct Connect</b> - Provides low-cost Uber, Lyft or taxi rides to designated bus stops to allow more citizens access to PSTA's fixed routes.</p> <p><b>Mobile Application Fare Payment Option (Flamingo Fares Tampa Bay)</b> - In 2019, this electronic fare payment system will be deployed region-wide in Pinellas, Hillsborough, Sarasota, Pasco and Hernando counties. It will use third-party produced and distributed prepaid cards and contactless devices such as smart cards, mobile applications, credit and debit cards that will make it easier to ride transit within the region.</p>
2. Jacksonville Transportation Authority (JTA), Jacksonville, FL	<p><b>Rides to Wellness Initiative</b> - Under the FTA's Innovative Coordinated Access and Mobility Grants Program, on September 22, 2016, JTA was awarded a \$399,200 grant from the FTA. The project includes developing an interface between the medical systems' software and JTA's <i>TransPortal, the One Call/One Click Transportation Resource Center</i>. With one click, the interface will provide the appointment scheduler with public transit travel times and costs that best fit each of the available appointments.</p> <p><b>Mobility Optimization through Vision and Excellence (MOVE)</b> - This plan will guide the agency's response to these changes and increasing demand for regional connections. The plan will advance a seamless transition to and from other modes, enhance JTA's high frequency network and act as a regional mobility integrator. It will better connect different and technologically complex modes of transportation and enable Northeast Florida customers to customize multimodal trips. These options include traditional public transit, innovative service options like micro transit, and shared mobility options from a mobile device.</p> <p><b>Ultimate Urban Circulator or U2C Program (Bay Street Innovation Corridor)</b> - On February 8, 2019, USDOT awarded a \$25 million BUILD Grant to JTA and the City of Jacksonville. This partnership with the state of Florida, the City of</p>



	<p>Jacksonville, and JTA paves the way for two important projects to revitalize transportation and commerce in the heart of the city.<sup>2</sup></p> <p>JTA will use its \$12.5 million portion of the grant to implement the first phase of the Ultimate Urban Circulator (U2C) program, called the Bay Street Innovation Corridor. This project will deploy a transportation network of autonomous vehicles and incorporate smart technologies such as pedestrian sensors, dynamic traffic signaling and an integrated data exchange; from the Jacksonville Regional Transportation Center at LaVilla, to the City's Entertainment District along the Bay Street Corridor. This cutting-edge project, combined with the City of Jacksonville's Bay Street Revitalization project, will lead to improved mobility and greater economic development. JTA is partnering with the FDOT, the City of Jacksonville, North Florida TPO, the JEA and the Jacksonville Regional Chamber of Commerce on the Innovation Corridor project.</p>
3. Broward County Transit (BCT), Plantation, FL	<p>Broward's 211's 1-Click trip planning tool at <a href="http://211-broward.org/1-click-south-florida/">http://211-broward.org/1-click-south-florida/</a>. 1-Click Florida's trip planner shows customers a range of options that include bus, taxi, rail, shared ride and volunteer services. Customers create an account, which saves trip information and trip plans. BCT monitors shift of trips to non-profit agencies who utilize the vans to transport their clients. BCT pays the van operators \$14 per trip, which is less than half the cost of BCT's \$30 paratransit trip cost. The 5310 van operation productivity is three passengers per hour (PPH), which is a higher efficiency rate than paratransit due to group trips in which all passengers on a van travel to and from the same destination at the same time.</p>
<b>Out-of-State Peer Agencies</b>	
4. VIA Metropolitan Transit, San Antonio, TX	<p><b>FTA Mobility on Demand Sandbox Grant</b> - In January 2019, the VIA Board of Trustees approved the "Mobility on Demand (MOD) Sandbox Grant" pilot program, which will replace fixed bus routes with vans that riders can summon as needed through a mobile app, similar to rideshare companies Lyft and Uber. Those vans will then take passengers to larger bus hubs with more frequent lines. VIA identified areas with low ridership when it planned the pilot program. VIA selected two zones where it will test the pilot program. The program will deploy up to seven vans, depending on demand. VIA will contain the pilot program within the first zone before expanding. If the program succeeds in efficiently transporting people from Point A to Point B, decreasing wait times from 60 minutes to 30 minutes, and increasing ridership, VIA will consider it successful. The agency would then extend the pilot program to a second zone in Northwest San Antonio. The contract for the pilot program went to RideCo, a Canadian transportation software company that will build the app; however, vehicles used will be owned and operated by Yellow Cab.</p> <p><b>VIA Link Pilot Program</b> - Riders in the on-demand service zone can use the VIA Link app to book a ride for pick up at designated locations, which may be at a current stop within the VIA Link zone. Most riders within the zone will be within a 4- to 8-minute walk from a stop. In some cases, particularly for approved VIAtrans customers, door-to-door service may be provided. Riders will have the option to pay using their VIA goMobile app, a credit card, or pay in cash when their ride arrives. All fares in the zone will be the same price as VIA's current fares. VIA passes also will</p>



	<p>be accepted. When VIA Link arrives, riders will be taken to their specified destination within the zone. A bus transfer can be provided at that time if the rider plans to transfer to a VIA bus route. A bus rider traveling into the zone may transfer to VIA Link to complete their trip. The VIA Link Pilot Project is expected to improve reliability and shorten wait times in areas where traditional bus service does not fit the unique demands of the area. Trips are booked on the VIA web site or the free VIA Link mobile app which will be available on the Apple Store or Google Play. In addition, riders will also be able to book trips on the web and VIA telephone and trips can be scheduled from 30 minutes up to 24 hours in advance. VIA Link will be available from 5:30 a.m. to 9:30 p.m. seven days a week.</p>
5. Dallas Area Rapid Transit (DART), Dallas, TX	<p><b>Lyft Pilot Program</b> - DART, in partnership with MV Transportation, began the pilot program in May 2017 to explore the use of this Transportation Network Company (TNC) to perform certain trips for eligible customers, in an effort to provide a more flexible and personalized service. DART identifies the suitable candidates for the Lyft service, and contact is made with the customer to determine if they are interested and agree to become a participant. After the first eight weeks of the pilot, almost 2,000 trips have been performed with 74 participants. As of the end of May 2018, over 40,000 trips have been conducted by over 100 participants on the pilot program. The pilot is anticipated to continue through the end of the current contract on September 30, 2019.</p> <p>DART foresees incorporating TNCs into the new RFP and researching possible cost savings opportunities that this service could provide going forward.</p> <p><b>FTA Mobility on Demand (MOD) Sandbox Grant</b> - GoLink Mobility on Demand pilot service was introduced in five zones in February and March 2017, including Legacy and North Central Plano in Plano, and Rylie, Kleberg, and Inland Port in Dallas. GoLink offers direct-request, demand-responsive service with connections to other DART routes and most passengers are picked up within 10 minutes of request. Rowlett received expanded GoLink service in June 2018 and Far North Plano service began in August 2018. In March 2017, DART collaborated with Uber, Lyft, and Irving Holdings, for the pilot program, <i>First and Last Mile Solution</i>. This project will combine traveler applications to create an integrated, multimodal application that leverages ride-sharing services. The project will also improve ease of access to DART stations, particularly in non-walkable areas not well served by transit.</p> <p><b>Flex (Fixed Route)</b> - Flex, a variation of the on-call approach, has been in operation for several years. Flex combines aspects of conventional fixed-route service with the demand-response characteristics of on-call. Passengers may choose to board Flex buses at regular stops along a designated path. Passengers also have the option of requesting pick-ups and drop-offs in a zone around the designated path. Flex has been incorporated into the expanded service delivery modifications and is operated by DART personnel. On-call service will continue to be operated by MV Transportation, who will also schedule customer-requested deviations for the Flex trips.</p> <p><b>DART On-Call (Fixed-Route)</b> - These On-Call services will be an integral component of the DART <i>Federal Shared Mobility Technology Grant</i> and pilot test that was implemented in FY 2018. The Shared Mobility Grant pilot test uses the <i>GoPass 2.0</i> Mobile apps to integrate non-traditional transit services like Uber and Lyft, as well as taxi and bike share into areas without significant traditional transit service.</p>



6. New Jersey (NJ) Transit, Newark, NJ	NJ Transit sub-recipients submit grant applications and reports to NJ Transit through the S-Rides website, which automatically scores applications. This eliminates subjectivity in the scoring process. NJ Transit provides the 20 percent local match required for mobility management awards of equipment.
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<sup>2</sup> The Federal Transit Administration website <https://www.transit.dot.gov/regulations-and-guidance/shared-mobility-definitions> defines microtransit as IT-enabled private multi-passenger transportation services that serve passengers using dynamically generated routes, and may expect passengers to make their way to and from common pick-up or drop-off points. Vehicles can range from large SUVs to vans to shuttle buses. Because they provide transit-like service but on a smaller, more flexible scale, these new services have been referred to as micro transit. [TCRP Research Report 188]

Assessment of Existing 5310 Van Program		
Peer Agency	Existing 5310 Van Operation	Program Highlights
State of Florida Peer Agencies		
1. Pinellas Suncoast Transit Agency (PSTA), St. Petersburg, FL	PSTA maintains operator and coordination contracts. Operator contractors receive funds through the TD Program. Coordination contractors are those agencies that do not receive TD Program funding but coordinate services with the CTC. Each year, the LCB reviews and approves the list of operator and coordination contract agreements. All agencies receiving FTA Section 5310 Program funding in Pinellas County are required to have a contract with the coordination contractors, along with information on these agencies' transportation services.	PSTA implemented several changes to the van program to increase efficiencies and better serve TD customers. These include working with select social service agencies to submit and quickly review TD applications and exploring innovative ways to serve TD customers. The coordinated system includes nonprofit providers who provide transportation services. Agencies receiving TD funding and FTA Section 5310 funding are a part of this system.
2. Broward County Transit (BCT), Plantation, FL	Currently 22 agencies participate in the coordination contract non-reimbursed transportation program. BCT's current 5310 appropriation is \$1.28 million, which enables provision of 18 vehicles. FDOT awards any remaining funds in the district to BCT and Palm Tran.	FDOT is the recipient and administrator of the Section 5310 funds, and purchases vehicles for the van operation. The 5310 van operation program resulted in a shift of 140,000 trips to non-profit agencies who utilize the vans to transport their clients. BCT pays the operators \$14 per trip, which is half the cost of BCT's \$30 paratransit trip cost. Productivity is 3 passengers per hour (PPH), which is a higher efficiency rate than paratransit due to group trips in which all passengers on a van travel to and from the same destination at the same time.



New Jersey (NJ) Transit, Newark, NJ	<p>Section 5310 sub-recipients are permitted to provide charter service if they comply with 49 CFR Part 604; the most up-to-date rules for charter service were issued by the FTA in 2008.</p> <p>Agencies can apply for up to 12 vehicles. ADA compliant vehicles include min-vans, small cut-a-ways, extended cut-ways and medium duty vehicles.</p>	<p>Since the 5310 grant program began in 1975, over 1,900 vehicles have been provided to eligible agencies throughout the state. A sub-recipient may lease or share the use of a vehicle to another a-agency as described in the application. When vehicles are leased or shared with another agency other than the direct sub-recipient named in the grant application, there must be a written contract, agreement or lease between the two parties. For vehicle awards, no match is required from the sub-recipient. NJ Transit provides the 20 percent local match requirement for capital costs of vehicles and equipment (subject to the availability of funds); therefore, any agency approved for a vehicle or equipment will be covered at 100 percent. Sub-recipients of vans provide their own insurance.</p>
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### Recommended Best Practices

Peer Agency	Recommended Best Practice That May Be Appropriate for LYNX
<b>State of Florida Peer Agencies</b>	
1. Pinellas Suncoast Transit Agency (PSTA), St. Petersburg, FL	<ul style="list-style-type: none"> <li>LYNX may consider implementation of a program similar to PSTA's TD Late Shift Program. Like LYNX, PSTA's service environment is comprised of customers who work in service industries such as hotels and restaurants that require late night transportation when buses may not be operating. LYNX may choose to use taxi or van service to provide connections rather than TNCs based on contract provider compliance regulations.</li> </ul>
2. Miami-Dade Transit (MDT), Miami, FL	<ul style="list-style-type: none"> <li>MDT has implemented a "Freedom Navigator App" that uses visual and voice recognition. Upgrading the existing LYNX app to include these features coupled with the existing travel training program may help individuals with disabilities transition to using the fixed route system.</li> </ul>
3. Jacksonville Transportation Authority (JTA), Jacksonville, FL	<ul style="list-style-type: none"> <li>LYNX may consider applying for an Innovative Coordinated Access and Mobility Grant, similar to JTA, to explore the possibilities of interfacing between medical system software and the one call/one click center to offer the best transportation option for medical appointments.</li> </ul>



<p>4. Broward County Transit (BCT), Plantation, FL</p>	<ul style="list-style-type: none"> <li>LYNX currently tracks and monitors data for the number of 5310 trips provided by agencies. An analysis of the cost of the 5310 services in comparison to the trips being provided on the paratransit system should be completed to determine any potential cost savings that could result from additional vanpools. In addition, this analysis would help to establish a performance standard goal of productivity for the van operation.</li> <li>Efforts should be made to move towards dedicated tax revenue similar to Broward County's "Penny for Transportation" local one cent 30-year surtax that will generate \$350 million annually for 30 years to address mobility challenges.</li> <li>Consider the implementation of taxi vouchers similar to BCT's program that provides qualifying paratransit riders with a payment card that pays up to \$15 of the trip metered fare when traveling with an authorized taxi company in the designated service area. BCT limits these trips to two one-way taxi trips per day.</li> </ul>
<p><b>Out-of-State Peer Agencies</b></p>	
<p>4. Regional Transportation Commission (RTC) Washoe County, Reno, NV</p>	<ul style="list-style-type: none"> <li>LYNX should consider modifying its existing FTA 5310 program selection criteria to include to what extent the project demonstrates a new or innovative idea that cannot be replicated elsewhere in the region, and the extent the project demonstrates coordination among various entities.</li> <li>RTC conducts its call for projects every two years for projects with capital and operating expenses exceeding \$50,000 or more per fiscal year. Modifying the current call for projects to a process similar to RTC may reduce some of the administrative burden for both LYNX and the sub-recipients.</li> </ul>
<p>5. VIA Metropolitan Transit, San Antonio, TX</p>	<ul style="list-style-type: none"> <li>While LYNX operates the NeighborLink service with the NeighborLink app, expansion of these services may benefit LYNX riders. LYNX may review the viability of establishing additional on-demand service zones throughout the service area where riders can schedule rides at designated locations using the app and pay either through the mobile app, accept an applicable pass, or cash fare when their ride arrives.</li> </ul>
<p>6. New Jersey (NJ) Transit, Newark, NJ</p>	<ul style="list-style-type: none"> <li>LYNX may consider automating its Section 5310 application process (Call for Projects) including scoring and ongoing reporting required from agencies such as NJ Transit and DART. NJ Transit sub-recipients submit grant applications and reports to NJ Transit through the S-Rides website, which automatically scores applications. This eliminates subjectivity in the scoring process.</li> </ul>
<p>7. Dallas Area Rapid Transit (DART), Dallas, TX</p>	<ul style="list-style-type: none"> <li>DART's 5310 applications are automated and are submitted via the Public Transportation Division's eGrants system; which is administered by TxDOT. The system allows applicants to create and submit grant proposals, manage grant projects, and submit performance reports and requests for reimbursement. LYNX may consider establishing a similar automated grant application and reporting process.</li> </ul>





<p>8. Los Angeles County Metropolitan Transportation Authority (Metro), Los Angeles, CA</p>	<ul style="list-style-type: none"> <li>• Pilot zones for transportation to and from transit hubs using taxis or on-demand car service. This project was designed to explore how on-demand technology can help improve mobility. There may be areas within the Orlando or Kissimmee urbanized areas that have insufficient transportation services and could benefit from a similar pilot project.</li> <li>• Metro requires that Section 5310 vehicles awarded are operated a minimum of 20 service hours per week. It is recommended that LYNX add a similar performance measure to the sub recipient review process to ensure that awarded vehicles are being used to provide transportation service to the target populations and the projects receiving funding maximize the resources available.</li> </ul>
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## 6.0 Existing Conditions

This section provides a demographic analysis of the target populations within the LYNX service area including seniors, persons with disabilities, veterans, minority populations, and people living in poverty as well as an analysis of major employers and activity centers. The mapping presented in this section has been developed to identify any gap in transportation services based on the locations of the target populations and the places that they may access for services or employment. Existing conditions are documented in **Technical Memorandum #1 – Existing Conditions**.

The State of Florida attracts a wide variety of population groups, most notable a large elderly population (residents 65 years and older) compared to the national average. According to the 2017 American Community Survey (ACS), the state of Florida has a higher average of elderly population (19.4 percent) than the national average of 14.9 percent. The state of Florida also has a slightly higher population of individuals with disabilities and veterans than the national average. Public transportation services offer individuals with disabilities and veterans reliable and efficient mobility service since many are not able to drive themselves.

### 6.1 Demographic Mapping Results

**Elderly Population** - In the LYNX service area, roughly 11.4 percent of the census tracts have higher percentages of elderly populations (over 65 years of age) than the state of Florida average of 19.4 percent. The highest density of elderly populations within the LYNX service area is in a few areas along E. Colonial Drive by UCF, along SR 434 in Altamonte Springs just south of the Altamonte Mall, and in Zellwood north of US 441. The highest percentage by census tract (34.5 percent) is in Census Tract 165.09, in east Central Florida along E. Colonial Drive just southeast of UCF and the Central Florida Research Park. The distribution of elderly populations within the LYNX service area based on the ACS census tract data is illustrated in **Figure 2**.

**Individuals with Disabilities** - In the LYNX service area, roughly 32 percent of the census tracts have higher percentages of individuals with disabilities than the state of Florida average of 13.2 percent. Osceola County has a higher percentage of individuals with disabilities (14.4 percent) than the state of Florida average (13.2 percent). Overall, the density of individuals with disabilities within the LYNX service area is somewhat scattered, with some high density near the Orlovista/John Young Parkway area and other densities in downtown Kissimmee and downtown St. Cloud. The highest percentage by census tract (26.1 percent) is in Census Tract 201.01, located in northeast Central Florida in the central part of downtown Sanford. The distribution of individuals with disabilities within the LYNX service area is illustrated in **Figure 3**.

**Veteran Population** - In the LYNX service area, roughly 19.5 percent of the census tracts have higher percentages of veteran populations than the state of Florida average of 7.2 percent. The highest density of veteran populations within the LYNX service area is in east Central Florida, along E. Colonial Drive near the Orlando Executive Airport, to the west of SR 436 just south of SR 417, and in Conway. The highest percentages by census tract (12.8 percent) is in Census Tract 165.09, in east Central Florida along E. Colonial Drive just southeast of UCF and the Central Florida Research Park. The distribution of veteran populations within the LYNX service area is illustrated in **Figure 4**.

**Low-Income Population** - In the LYNX service area, roughly 46.7 percent of the census tracts have higher percentages of low-income populations than the state of Florida average of 11.1 percent. Both Orange and Osceola Counties have a higher percentage of low-income populations (12.8 percent and 14.7 percent respectively) than the state of Florida average (11.1 percent). The highest density of low-income populations within the LYNX service area are in west downtown Orlando in the Parramore and Callahan



neighborhoods, and to the north of W. Colonial Drive in east Pine Hills. The highest percentages by census tract (46.4 percent) are in Census Tract 205, and in northeast Central Florida in the west side of downtown Sanford. The distribution of low-income populations within the LYNX service area is illustrated in **Figure 5**.

**Minority Population** - In the LYNX service area, roughly 51.5 percent of the census tracts have higher percentages of minority populations than the state of Florida average of 24.3 percent. Both Orange and Osceola Counties have a higher percentage of minority populations (36.3 percent and 25.6 percent respectively) than the state of Florida average (24.3 percent). The highest density of minority populations within the LYNX service area is in west Orlando, along the north side of W. Colonial Drive in the Pine Hills area, and in the Orlovista area along John Young Parkway, Bruton Boulevard and Old Winter Garden Road. The highest percentages by census tract (98.1 percent) are in Census Tract 117.02, in the City of Orlando along Bruton Boulevard, just west of John Young Parkway and northwest of First Baptist Church of Orlando. The distribution of minority populations within the LYNX service area is illustrated in **Figure 6**.

**Table 3** presents the percentages of demographics for Orange County, Osceola County, Seminole County and the State of Florida based on the 2017 ACS 5-Year Estimates. Of the three counties, Seminole County has the highest percentage of older adults and veterans, while Osceola County has the highest percentage of individuals with disabilities and lower income persons.

**Table 3: Demographics Percentages for Orange, Osceola, and Seminole County**

Demographic	Orange	Osceola	Seminole	Florida
Older Adults	11.1 %	12.5 %	14.4 %	19.4 %
Individuals with Disabilities	10.6 %	14.4 %	10.1 %	13.2 %
Veterans	4.8 %	4.7 %	5.9 %	7.2 %
Low Income	12.8 %	14.7 %	8.2 %	11.1 %
Minority	36.3 %	25.6 %	21.7 %	24.3 %

Figure 2: Existing Share of Elderly Residents in Service Area

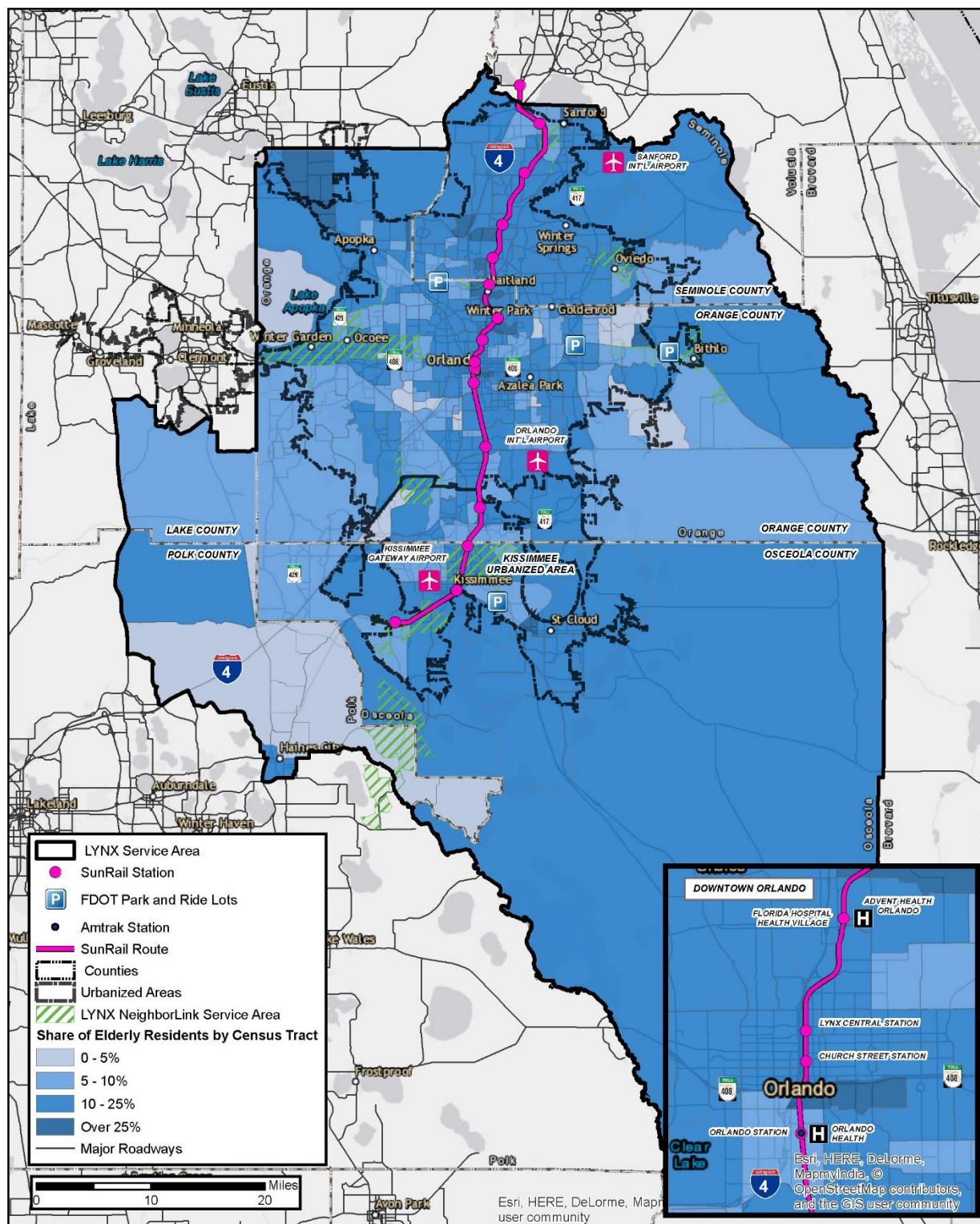




Figure 3: Existing Share of Disabled Residents in Service Area

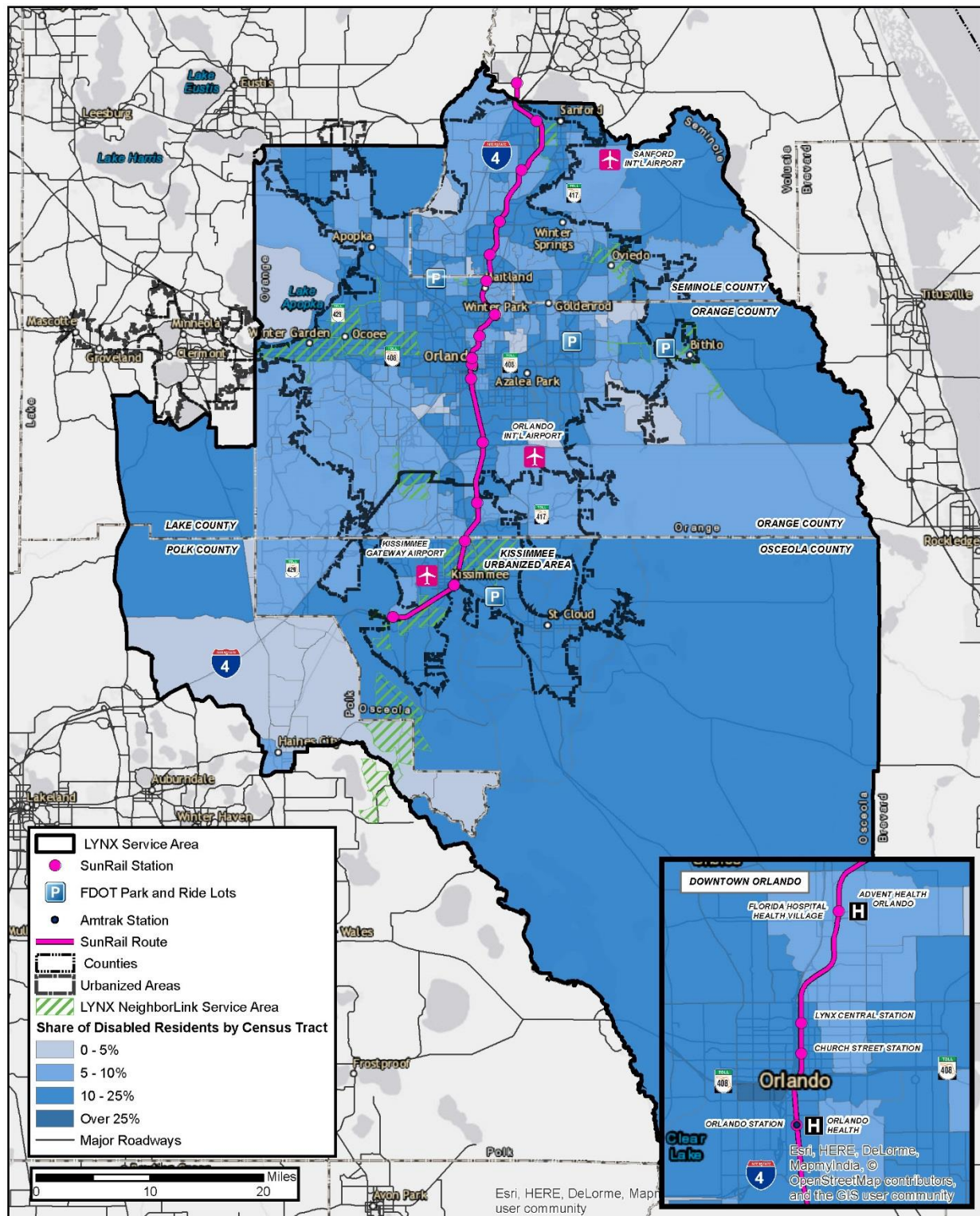


Figure 4: Existing Share of Veterans in Service Area

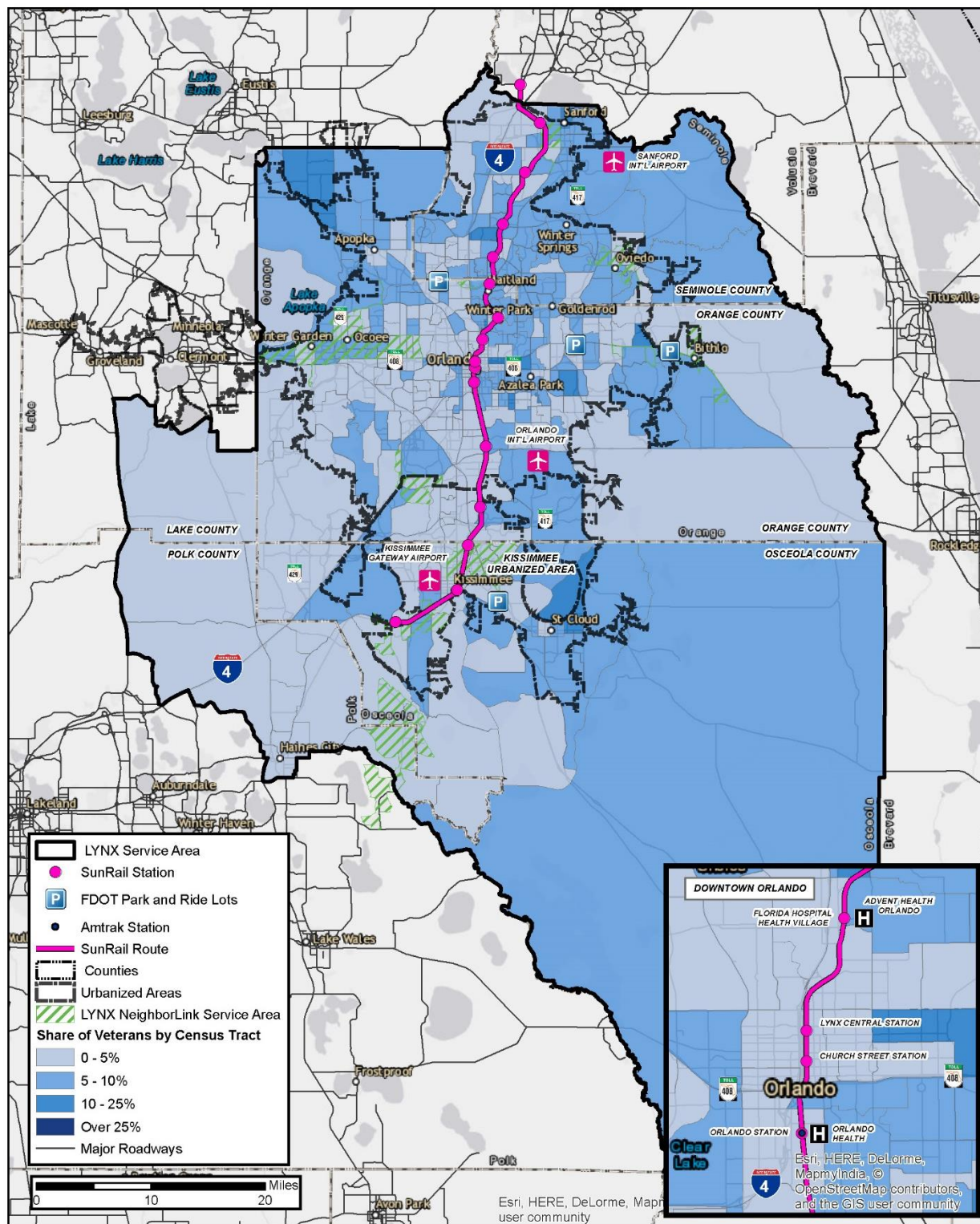




Figure 5: Existing Share of Low-Income Residents in Service Area

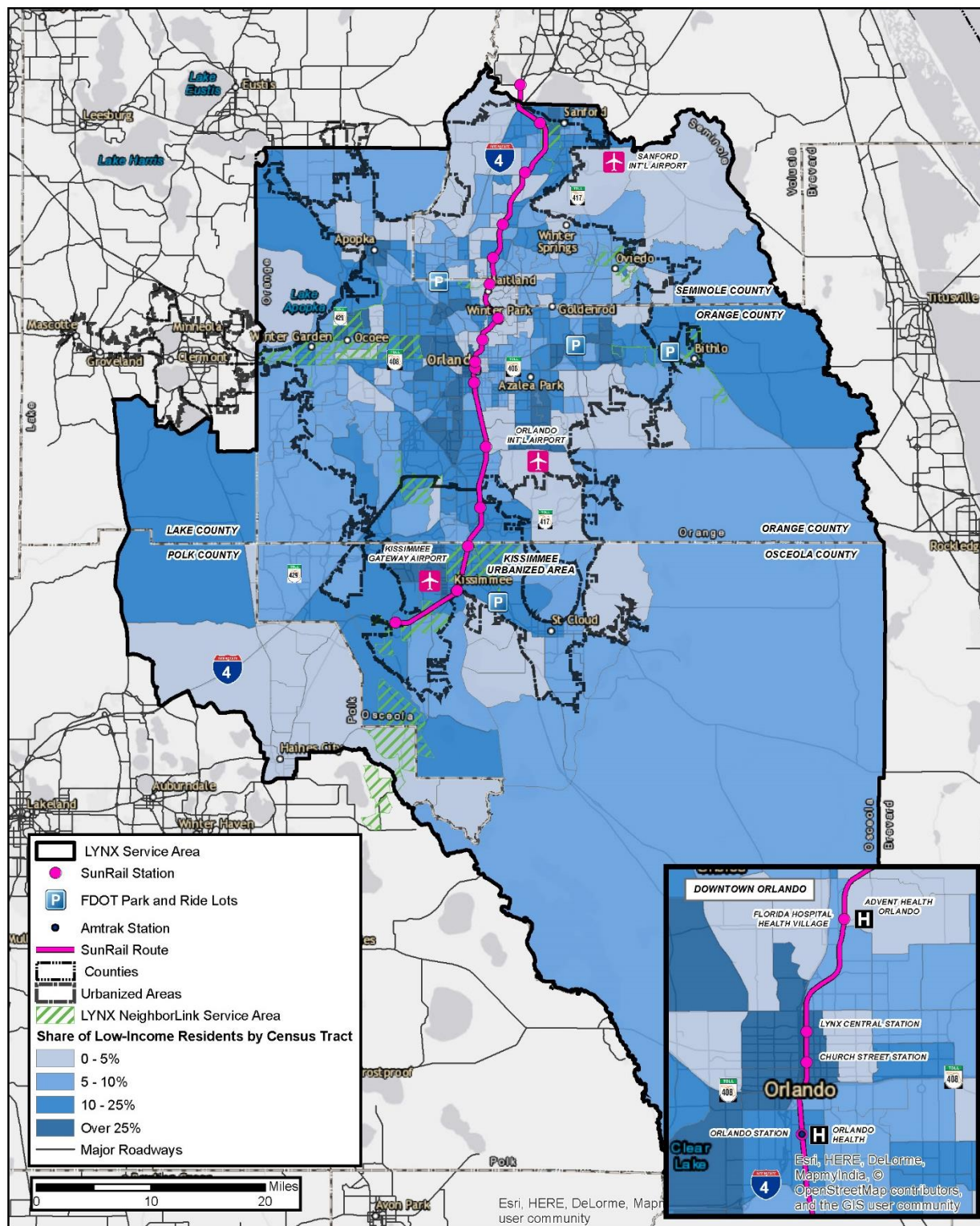
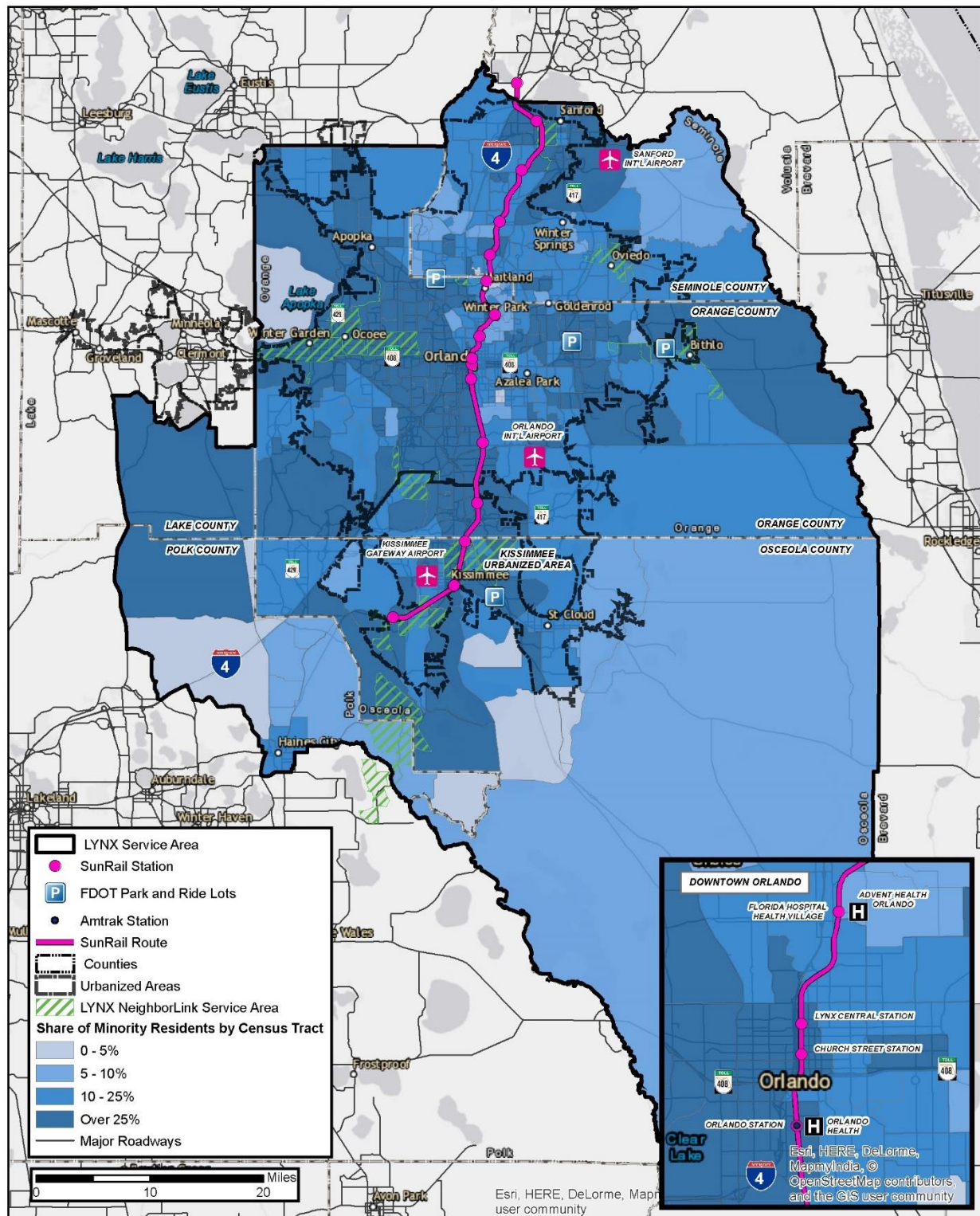


Figure 6: Existing Share of Minority Residents in Service Area







## 6.2 Hot Spot Mapping Results

Key client demographics (based on 2017 ACS estimates developed from Census data) were further analyzed to determine higher densities of existing and potential human services transportation customers. Five “heat mapping” analyses were conducted to assess the locational intensity of different demographics – for elderly populations, individuals with disabilities, veterans, minority, and low-income populations. Heat mapping is a method of showing the geographic clustering of a phenomenon. Our analyses show the locations of higher densities of the five selected demographic characteristics. The objective of these hot spot maps is to gain knowledge of the residential location of our target clients for human services transportation assistance. **Figures 7 through 11** illustrate this analysis on the following pages. The red areas indicate significantly high concentrations of the population or “hot spots,” while the blue areas indicated significantly low concentrations of the populations.

Summarized below are the key findings as they relate to the ACS Census data compared to the heat mapping analysis that also used ACS data but illustrates the geographic clustering of statistically significant patterns.

**Elderly Population** – The ACS maps and hot spot maps display high concentrations of older adults residing in North Orange County from the Winter Park, Goldenrod, and Ocoee north to Apopka. This area includes Maitland, Oviedo, Winter Springs, and Sanford. The hot spot analysis includes areas outside of the urbanized area in North Seminole and Orange counties. The ACS mapping analysis differs slightly and includes Census tracts with higher percentages of older adults in St. Cloud, rural Osceola County, downtown Orlando, and east of Bithlo to the Orange County line.

**Individuals with Disabilities** – The ACS maps and hot spot maps display high concentrations of individuals with disabilities residing in south Orange County near the Orlando International Airport extending to Osceola County, including Kissimmee, St. Cloud, and areas outside of the urbanized area. The ACS map differs from the hot spot map showing areas with higher concentrations of individuals with disabilities in northeast Seminole County near the airport and outside of the urbanized area, downtown Sanford, and east Orange County from east of Bithlo to the county line.

**Veteran Population** – The ACS maps and hot spot maps display higher concentrations of veterans residing in the rural areas of Osceola County and Seminole County extending beyond the urbanized area boundary. In addition, there are hot spots from the Avalon Park area west of Bithlo extending north to Goldenrod, Winter Park, Maitland, Winter Springs, Altamonte Springs, Longwood, Oviedo to Sanford. However, the ACS map shows high propensity Census tracts in St. Cloud, Azalea Park, Conway, near UCF, and north east of Apopka.

**Low-Income Population** – The ACS maps and hot spot maps display low income populations in the west Orlando area from the Orlando International Airport west to the county line and south into Osceola County, extending outside of the urbanized area in both counties. This hot spot includes the area just south of Ocoee, including Pine Hills, Orlovista, Metrowest, Oakridge, Lake Buena Vista, Meadow Woods, Kissimmee Gateway Airport area, and the City of Kissimmee. There are also a couple hot spots to the north just west of I-4 in Altamonte Springs. The ACS mapping analysis includes much of the area mentioned in the hot spot analysis and a few additional areas, including downtown Sanford, Apopka, an area west of Winter Park, and the Clarcona area.

**Minority Population** – The ACS maps and hot spot maps display a large hot spot in the west Orange County area, including the entire area west from Winter Springs, Goldenrod, Azalea Park, the Orlando International Airport, and Mead Woods to the Orange County line and a small area surrounding the Kissimmee Gateway Airport. The ACS map is similar with additional high propensity Census tracts located



in Kissimmee, Osceola County to the Polk County line, Sanford, Oviedo, Bithlo east to the Orange County line, and the area to the west of the Orlando International Airport along SR 528 extending outside of the urbanized area.

The hot spot maps provide the general location of persons who may have need for human services transportation assistance based on their demographic characteristics. **Table 4** summarizes the locations where higher concentrations of persons with the noted demographic characteristics reside.

**Table 4: Demographic Characteristics – Areas of Concentration**

Area	Elderly	Disabled	Veteran	Low-Income	Minority
Pine Hills	•			•	•
Ocoee	•				•
Winter Park	•		•		•
Apopka	•				•
West Maitland	•		•	•	•
MetroWest				•	•
Kissimmee		•		•	•
Winter Springs	•		•		
Oviedo	•		•		

Figure 7: Hot Spot Map – Elderly Population

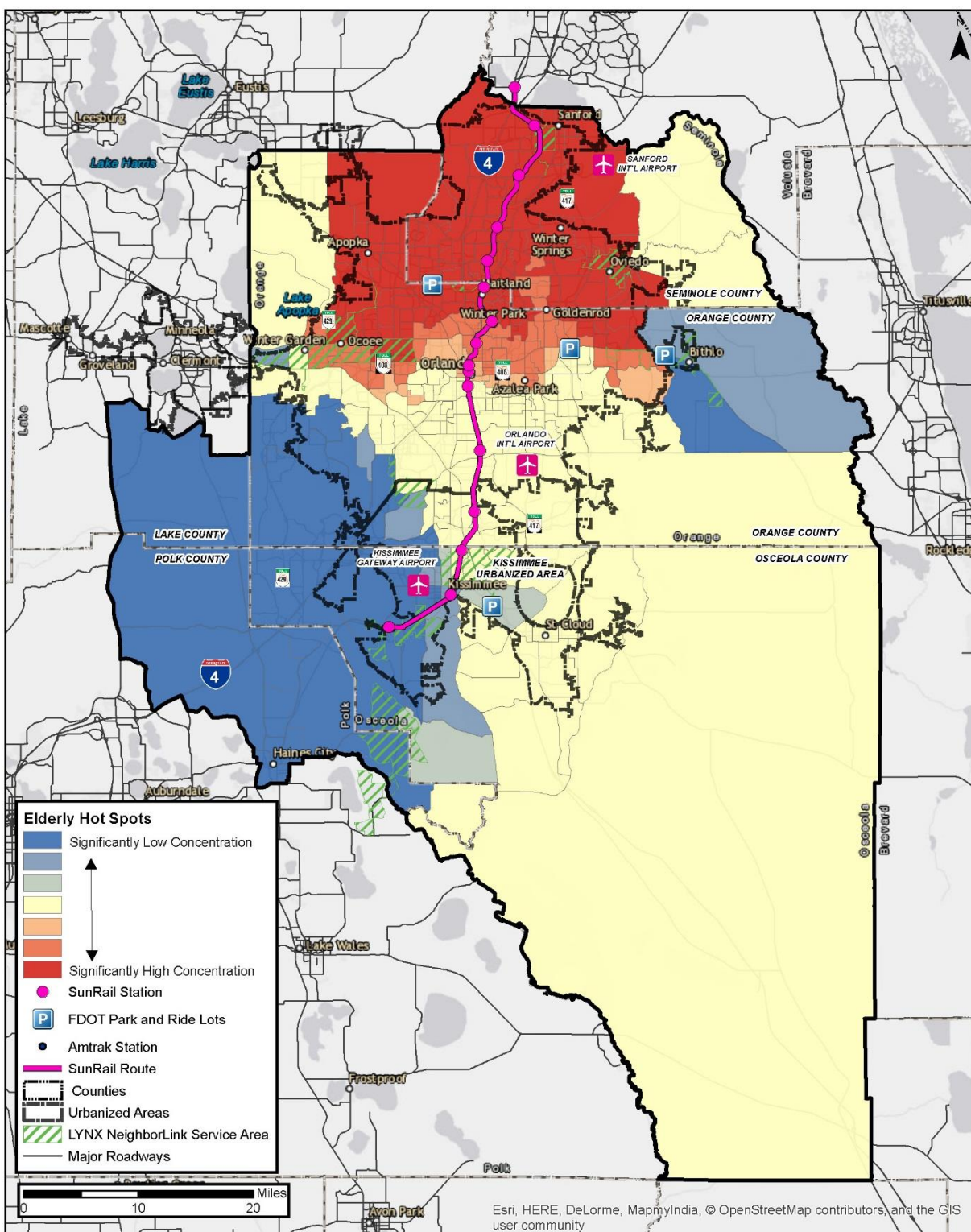




Figure 8: Hot Spot Map – Disabled Population

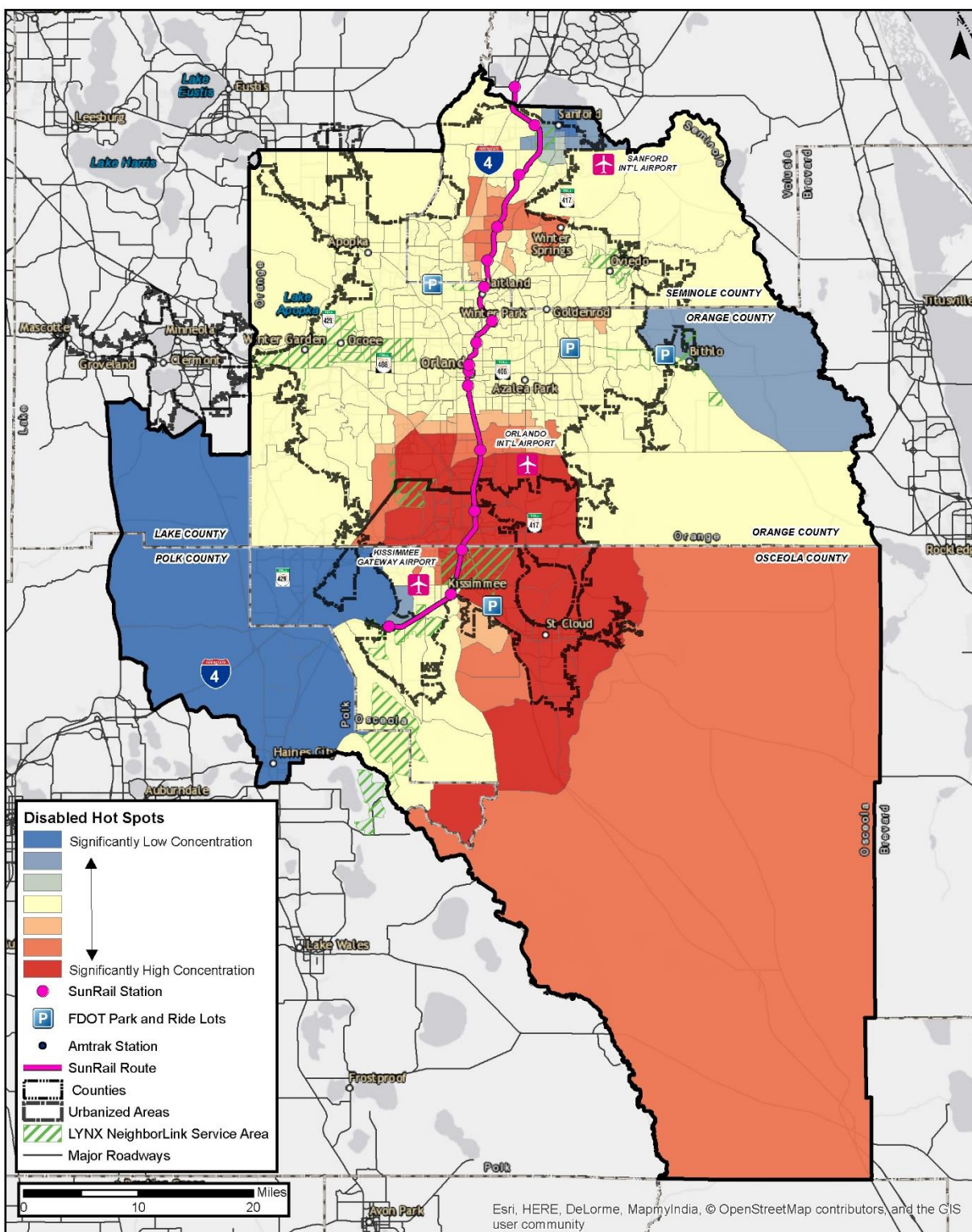


Figure 9: Hot Spot Map – Veteran Population

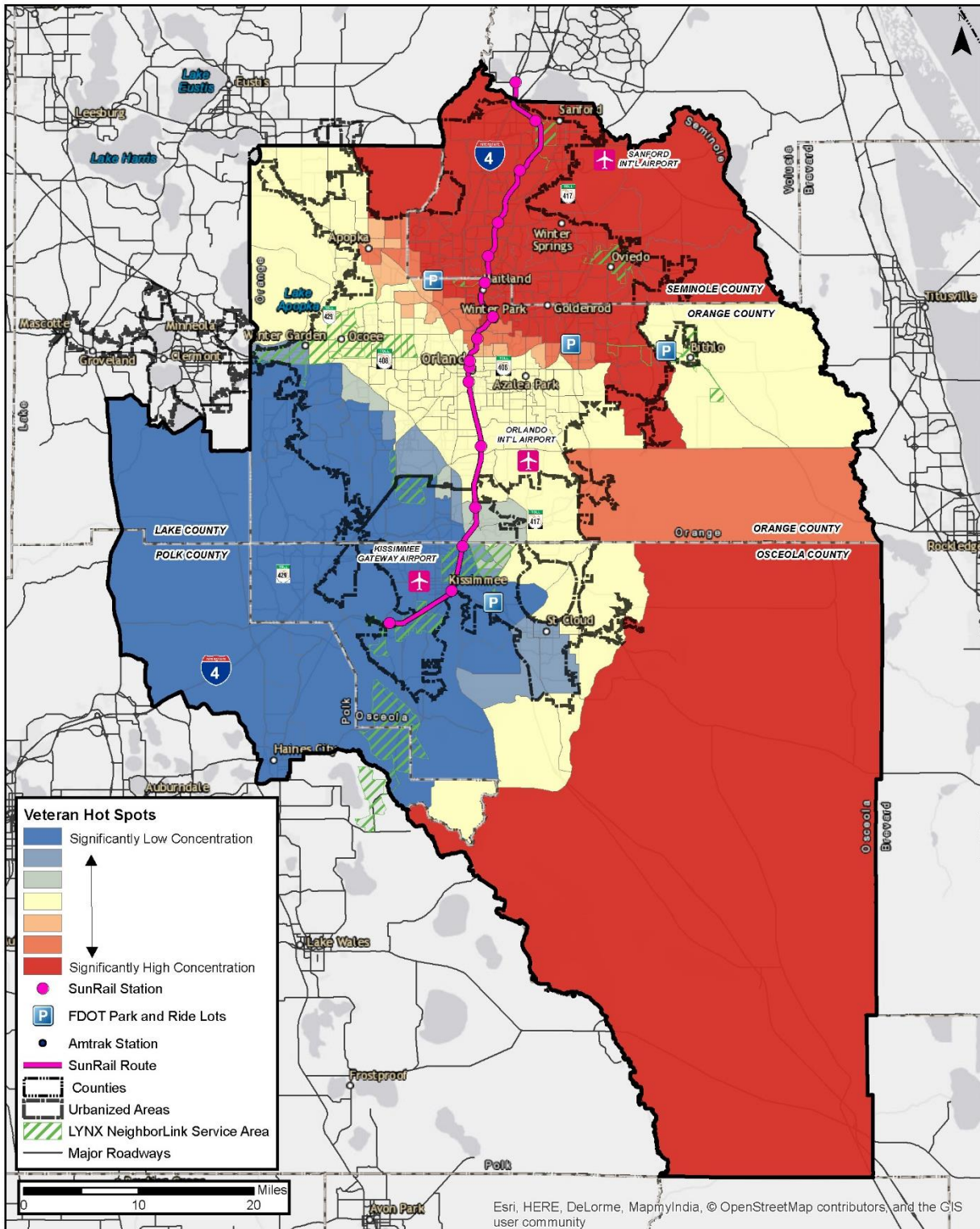




Figure 10: Hot Spot Map – Low-Income Population

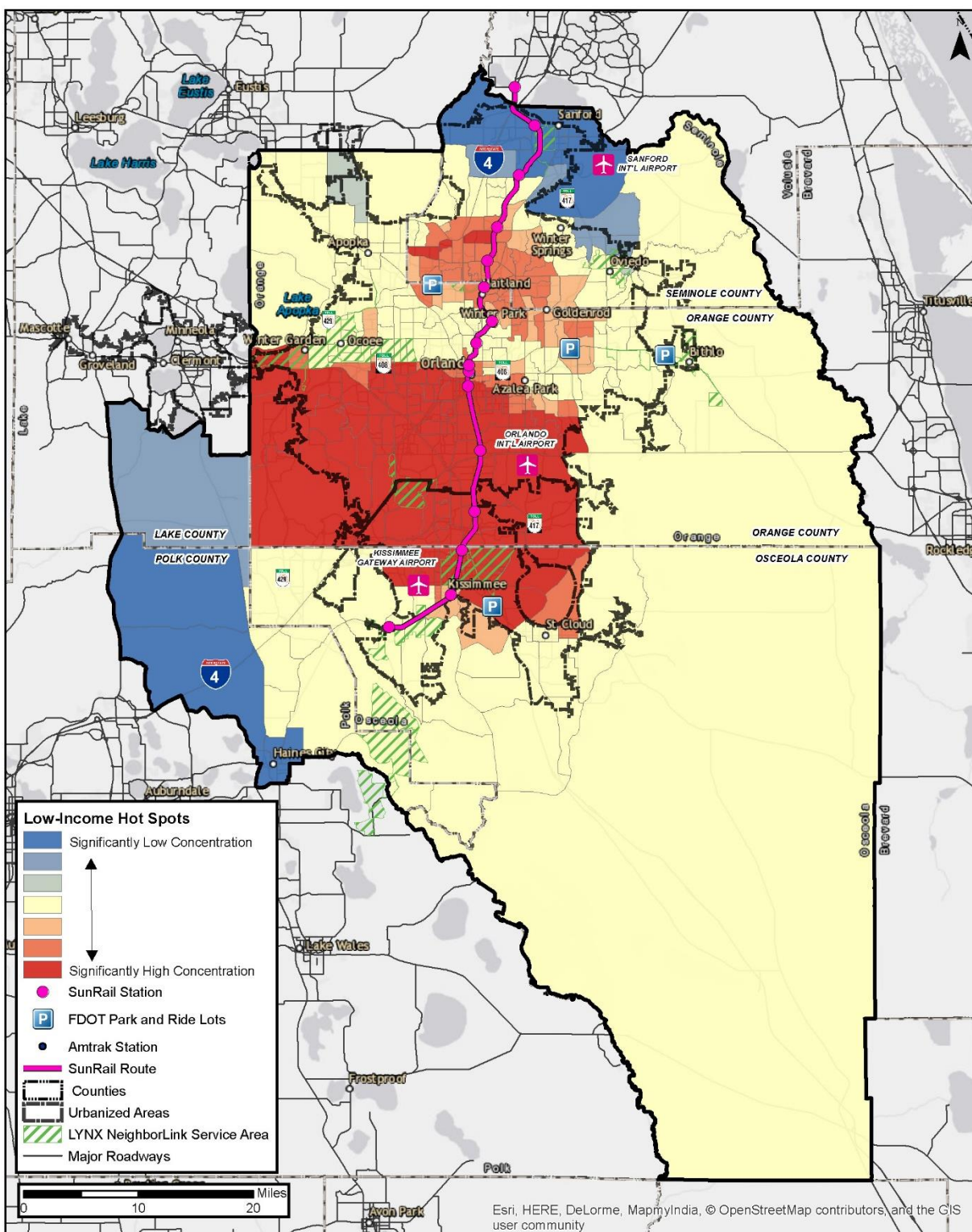
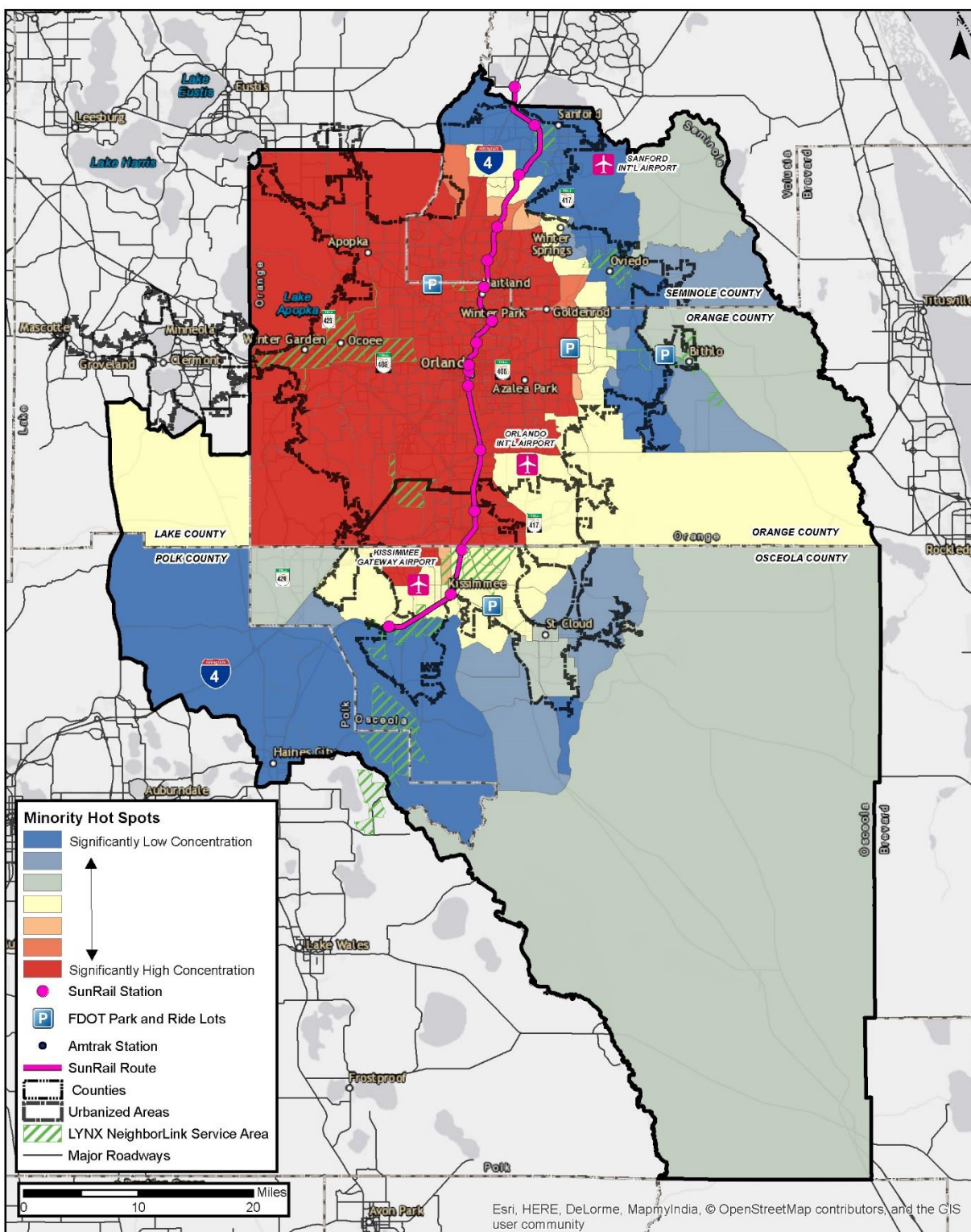


Figure 11: Hot Spot Map – Minority Population





### 6.3 Urban/Rural Mapping Results

In addition to general demographic mapping and hot spot mapping, an analysis comparing urban/rural areas within the three counties was undertaken. As part of this analysis, a Census Tract was classified as “urban” if over 50 percent of housing units in the tract were classified as urban by the Census<sup>2</sup>, and a census tract was classified as “rural” if over 50 percent of housing units in the tract were classified as rural by the Census<sup>3</sup>. The number of urban/rural Census Tracts in each county is listed in **Table 5** below.

**Table 5: Census Tract Split for Orange, Osceola, and Seminole County**

County	Orange		Seminole		Osceola	
Classification	Urban	Rural	Urban	Rural	Urban	Rural
Census Tracts	206	0	85	1	34	7

**Elderly Population** – In the LYNX service area, rural Seminole County has the highest share of elderly population, with 17.5 percent (specifically, Census Tract 212.01 – the Geneva area). The lowest share of elderly population is located in urban Orange County. The urban/rural distribution of elderly populations within the LYNX service area is illustrated in **Figure 12**.

**Individuals with Disabilities** – In the LYNX service area, rural Osceola County has the highest share of disabled population, with 15.2 percent. The lowest share of disabled population is located in urban Seminole County. The urban/rural distribution of disabled populations within the LYNX service area is illustrated in **Figure 13**.

**Veteran Population** – In the LYNX service area, rural Seminole County has the highest share of veteran population, with 9.3 percent (specifically, Census Tract 212.01 - the Geneva area). The lowest share of veteran population is located in urban Osceola County. The urban/rural distribution of veteran populations within the LYNX service area is illustrated in **Figure 14**.

**Low-Income Population** – In the LYNX service area, urban Osceola County has the highest share of low-income population, with 15.8 percent. The lowest share of low-income population is located in rural Seminole County (specifically, Census Tract 212.01 - the Geneva area). The urban/rural distribution of low-income population within the LYNX service area is illustrated in **Figure 15**.

**Minority Population** – In the LYNX service area, urban Orange County has the highest share of minority population, with 35.7 percent. The lowest share of minority population is located in rural Seminole County (specifically, Census Tract 212.01 - the Geneva area). The urban/rural distribution of minority populations within the LYNX service area is illustrated in **Figure 16**.

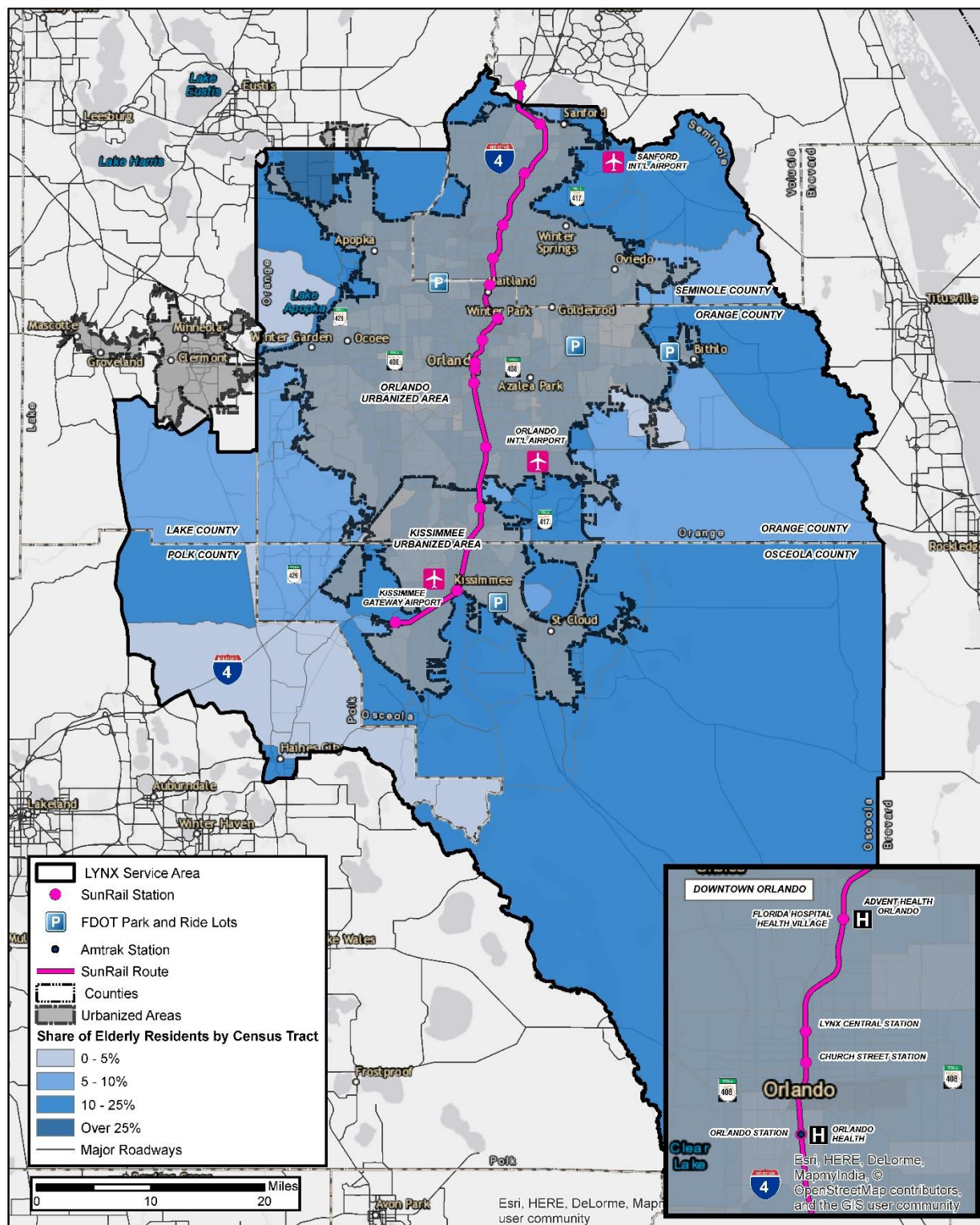
**Table 6: Demographics Percentages for Orange, Osceola, and Seminole County**

Demographic	Orange		Seminole		Osceola	
	Urban	Rural	Urban	Rural	Urban	Rural
Elderly Population	12.5%	N/A	15.0%	17.5%	13.4%	15.4%
Disabled Population	11.4%	N/A	10.4%	13.9%	14.7%	15.2%
Veteran Population	5.1%	N/A	6.1%	9.3%	4.6%	7.5%
Low-Income Population	14.0%	N/A	9.1%	4.2%	15.8%	7.0%
Minority	35.7%	N/A	23.3%	6.3%	23.9%	11.5%

<sup>2</sup> U.S. Census American Community Survey (2010). Table H2: Urban and Rural.



Figure 12: Rural vs. Urban Map – Elderly Population



**Figure 13: Rural vs. Urban Map – Disabled Population**

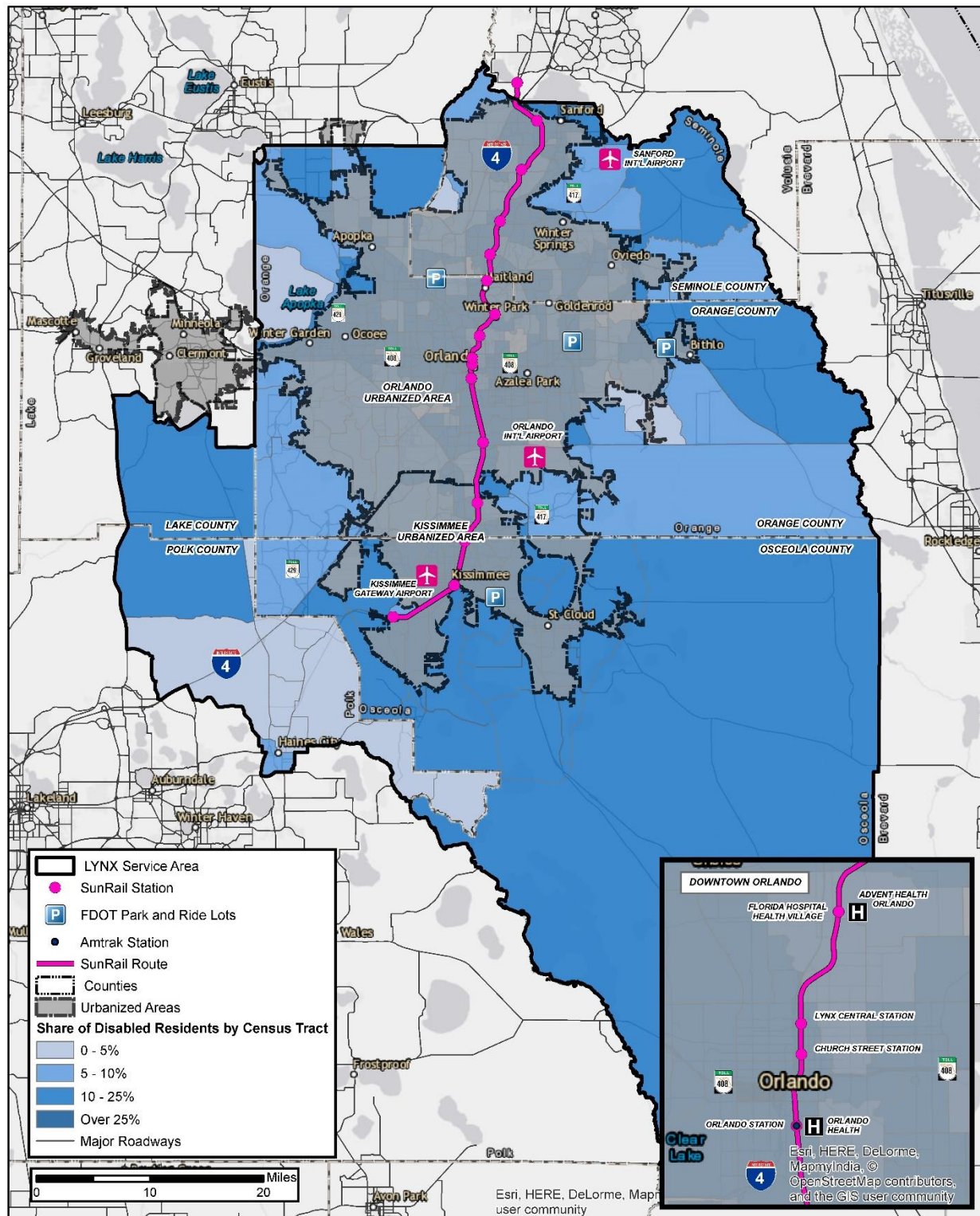




Figure 14: Rural vs. Urban Map – Veteran Population

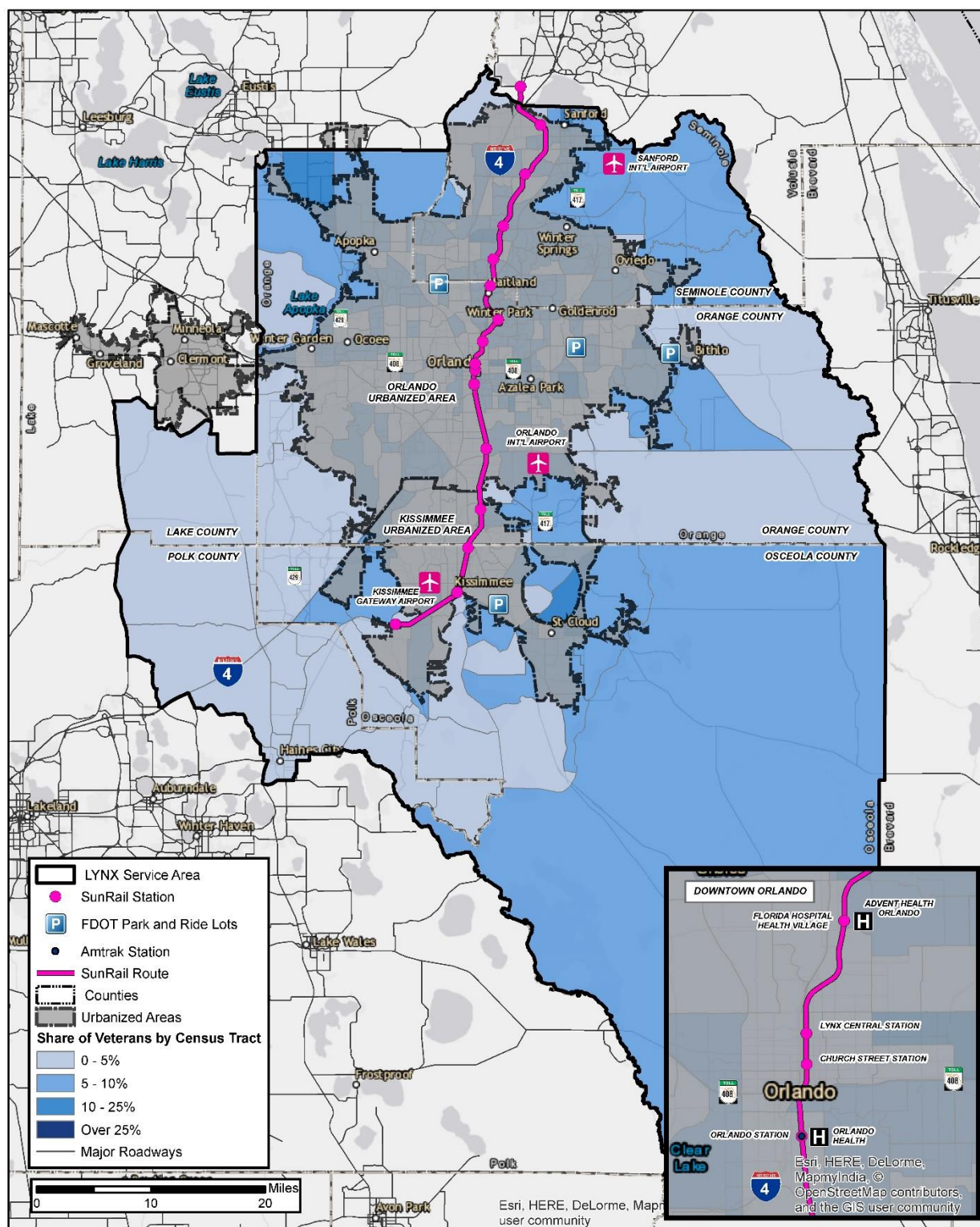
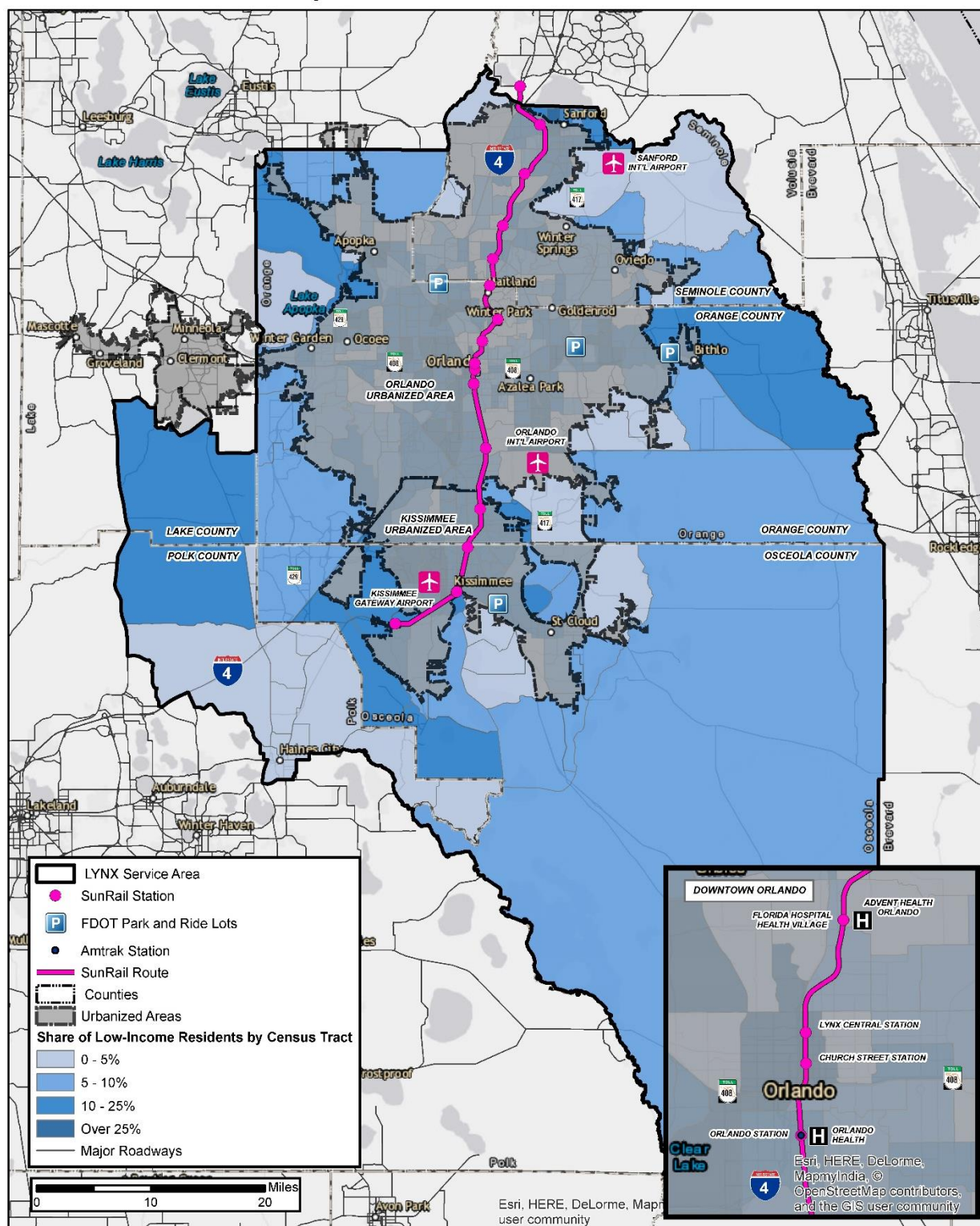
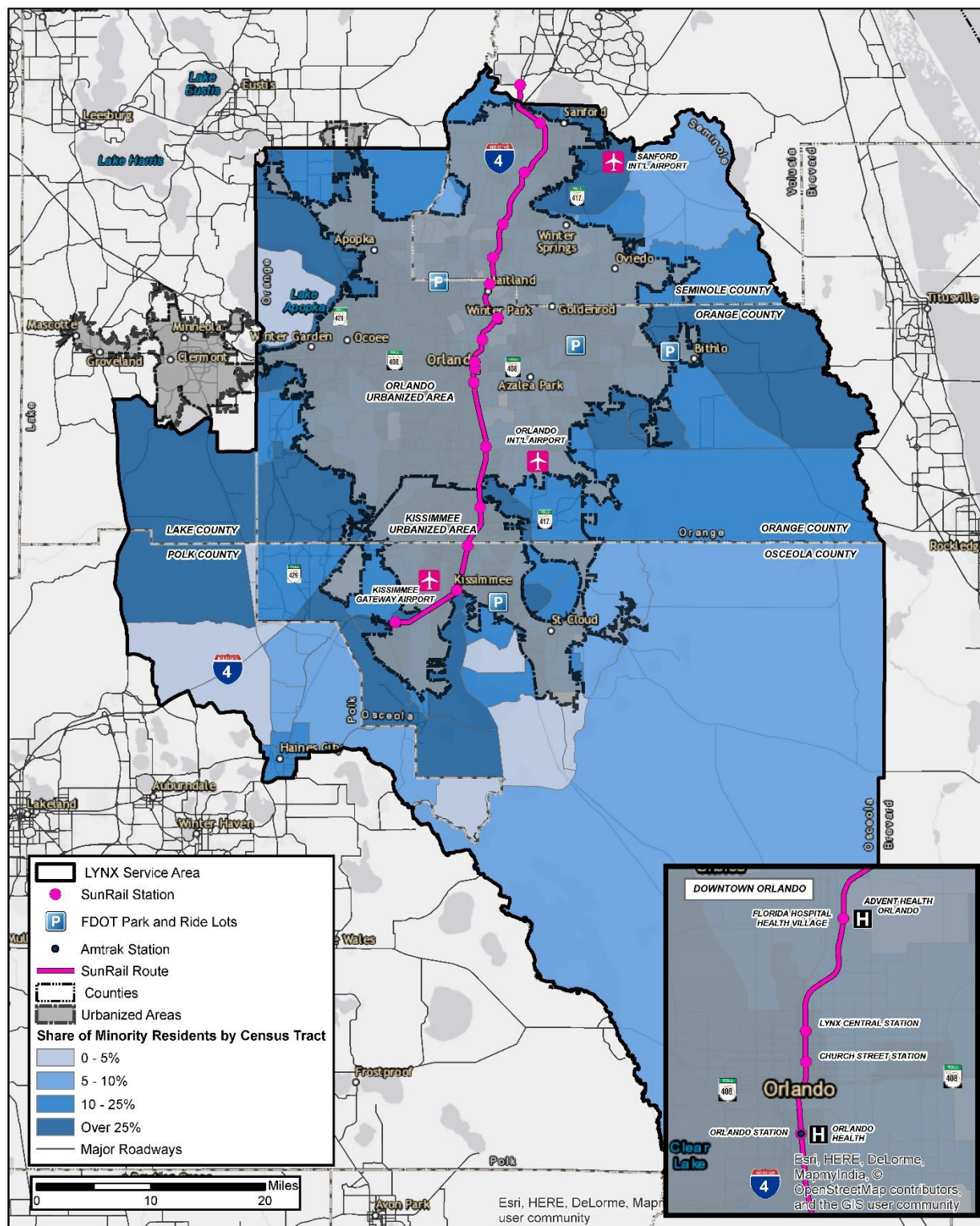


Figure 15: Rural vs. Urban Map – Low-Income Population





**Figure 16: Rural vs. Urban Map – Minority Population**





## 6.6 Major Employers

The largest twenty employers in Central Florida, in terms of 2017 employees, are listed in **Table 7** and location is displayed in **Figure 17**. Evaluating where these major employers are located helps evaluate if employees can access their workplace using fixed-route bus routes or other LYNX services. As shown on the map, most major employers are within proximity to some type of LYNX public transportation service, whether they are in an area with greater coverage and frequency or an area with limited access. Employers with limited access to transportation options include Advent Health Hospital in east Orlando (Route 15) and AT&T in Lake Mary (Route 45). Lockheed Martin is in close proximity to the transit services at the Waterford Lakes Town Center; however, there is no direct transit service to the Lockheed Martin offices. Due to security at the Lockheed Martin facility, vanpool and carpool options may provide better access to the facility than a fixed-route service along Lake Underhill Road.

**Table 7: Major Employers**

Company	City	County	Employment
Walt Disney World Resort	Lake Buena Vista	Orange	74,200
Universal Orlando Resort	Orlando	Orange	20,000
Advent Health	Orlando	Orange	19,000
Orlando Health	Orlando	Orange	14,000
Lockheed Martin	Orlando	Orange	7,000
Westgate Resorts	Orlando	Orange	6,500
SeaWorld Parks & Entertainment	Orlando	Orange	6,000
Darden Restaurants	Orlando	Orange	5,200
Siemens	Orlando	Orange	4,500
Rosen Hotels & Resorts	Orlando	Orange	4,300
Wyndham Worldwide	Orlando	Orange	3,500
AT&T	Lake Mary	Seminole	3,000
JP Morgan Chase	Orlando	Orange	3,000
Bright House Networks	Orlando	Orange	3,000
Hospital Corporation of America	Orlando	Orange	2,950
Mears Transportation	Orlando	Orange	2,800
FedEx Corporation	Orlando	Orange	2,800
Loews Hotels	Orlando	Orange	2,750
Central Florida Health Alliance	Orlando	Orange	2,700
SunTrust Bank	Orlando	Orange	2,650

## 6.7 Activity Centers

Within the Central Florida region, there are several activity centers that many individuals with disabilities or the elderly wish to visit using public transportation. These are listed in the next following tables, including colleges/universities in **Table 8**, community centers in **Table 9**, senior centers in **Table 10**, and hospitals in **Table 11**. All of these activity centers are illustrated in **Figure 18**, and evaluating their locations helps evaluate if users of these activity centers are able to access these using fixed-route bus routes or other LYNX services. As shown on the mapping analysis, many of the activity centers are located within the LYNX service area while some may have limited transit coverage. Activity centers with limited or no transit options include:

- St. Cloud Regional Medical Center and the St. Cloud Senior Center (Route 10)
- Osceola County Council on Aging (Route 10 and park and ride access)
- Southport Community Center (Approximately ½ mile proximity to Route 11)



- Renaissance Community Center (Approximately ½ mile proximity to Route 3)
- Casselberry Recreation Center (Approximately 1 mile proximity to Route 103)
- Clarcona Community Center (Approximately ½ mile proximity to NeighborLink 611 north service area)

**Table 8: Colleges/Universities**

College/University	City	County
Barry University – Orlando East Location	Orlando	Orange
Barry University – Orlando South Location	Orlando	Orange
City College	Altamonte Springs	Seminole
DeVry University	Orlando	Orange
Florida Christian College	Kissimmee	Osceola
Florida College of Natural Health	Maitland	Orange
Advent Health College of Health Sciences	Orlando	Orange
Full Sail University	Winter Park	Seminole
Herzing College	Winter Park	Orange
Reformed Theological Seminary	Oviedo	Seminole
Rollins College	Winter Park	Orange
Seminole State College	Sanford	Seminole
University of Central Florida	Orlando	Orange
University of Phoenix	Maitland	Orange
Valencia Community College	Orlando	Orange



Table 9: Community Centers

Community Centers	City	County
Arab American Community Center	Orlando	Orange
Camp David Community Center	Orlando	Orange
Callahan Neighborhood Center	Orlando	Orange
Citrus Square Neighborhood Center	Orlando	Orange
Clarcona Community Center	Orlando	Orange
College Park Neighborhood Center	Orlando	Orange
Colonialtown Neighborhood Center	Orlando	Orange
Denton Johnson Center	Eatonville	Orange
Dover Shores Neighborhood Center	Orlando	Orange
Downtown Recreation Complex	Orlando	Orange
East Orange Community Center	Orlando	Orange
Engelwood Neighborhood Center	Orlando	Orange
Hannibal Community Center	Winter Park	Orange
Hankins Park Neighborhood Center	Orlando	Orange
Hope Community Center	Apopka	Orange
Italian American Community Center	Orlando	Orange
Ivey Lane Neighborhood Center	Orlando	Orange
Jackson Neighborhood Center	Orlando	Orange
Jewish Community Center of Central Florida	Winter Park	Orange
Jewish Community Center South	Orlando	Orange
Langford Park Neighborhood Center	Orlando	Orange
Lesbian, Gay, Bisexual, Transgender Community Center	Orlando	Orange
Northwest Neighborhood Center	Orlando	Orange
Orange County – Barnett Park & Gym	Orlando	Orange
Orange County – West Orange Recreation Center	Orlando	Orange
Reeves Terrace Neighborhood Center	Orlando	Orange
Rock Lake Neighborhood Center	Orlando	Orange
Rosemont Neighborhood Center	Orlando	Orange
Smith Neighborhood Center	Orlando	Orange
Wadeview Neighborhood Center	Orlando	Orange
YMCA of Central Florida (22 locations)	Multiple	Multiple





Table 10: Senior Centers

Senior Center	City	County
Casselberry Multi-Purpose Senior Center	Casselberry	Seminole
L. Claudia Allen Senior Center	Orlando	Orange
Maitland Senior Center	Maitland	Orange
Marks Street Senior Recreation Complex	Orlando	Orange
Orange County – Renaissance Senior Center	Orlando	Orange
Osceola County COA	Kissimmee	Osceola
Sanford Senior Center	Sanford	Seminole
St. Cloud Senior Center	St. Cloud	Osceola
William Beardall Senior Center	Orlando	Orange
Winter Springs Senior Center	Winter Springs	Seminole

Table 11: Hospitals

Hospital	City	County
Central Florida Regional Hospital	Sanford	Seminole
Doctor Phillips Hospital	Orlando	Orange
Advent Health – Altamonte	Altamonte Springs	Seminole
Advent Health - Apopka	Apopka	Orange
Advent Health – Celebration Health	Celebration	Osceola
Advent Health – East Orlando	Orlando	Orange
Advent Health – Kissimmee	Kissimmee	Osceola
Advent Health – Orlando	Orlando	Orange
Advent Health – Winter Park Memorial Hospital	Winter Park	Orange
Health Central	Ocoee	Orange
Lakeside Alternatives – Central Plaza	Orlando	Orange
Lakeside Alternatives – Princeton Plaza	Orlando	Orange
M.D. Anderson Cancer Center	Orlando	Orange
Orlando Regional – Arnold Palmer Hospital	Orlando	Orange
Orlando Regional – Lucerne Hospital	Orlando	Orange
Orlando Regional – Medical Center	Orlando	Orange
Orlando Regional – South Seminole Hospital	Longwood	Seminole
Osceola Regional Medical Center	Kissimmee	Osceola
St. Cloud Regional Medical Center	St. Cloud	Osceola
University Behavioral Center	Orlando	Orange

Figure 17: Major Employers in Service Area

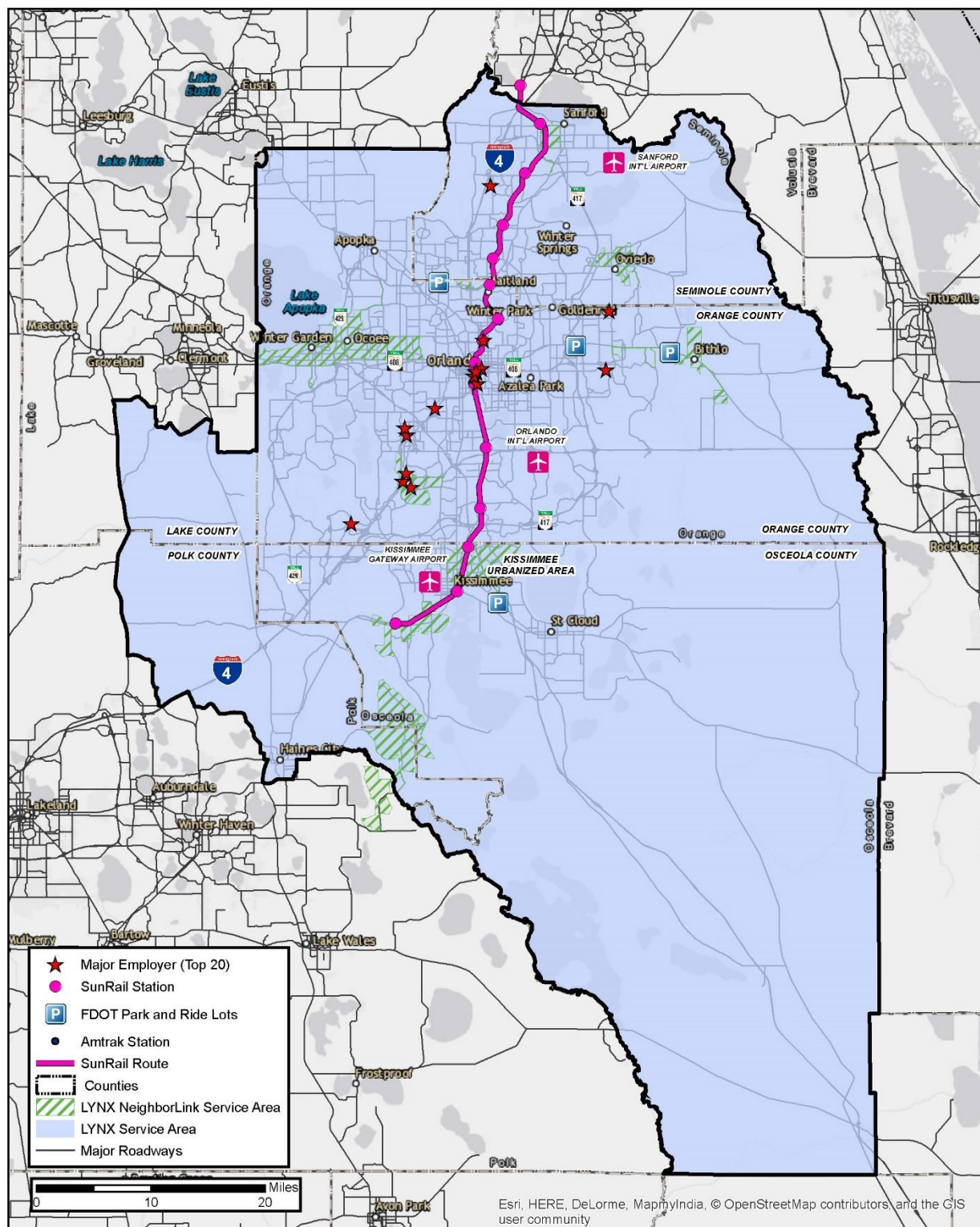
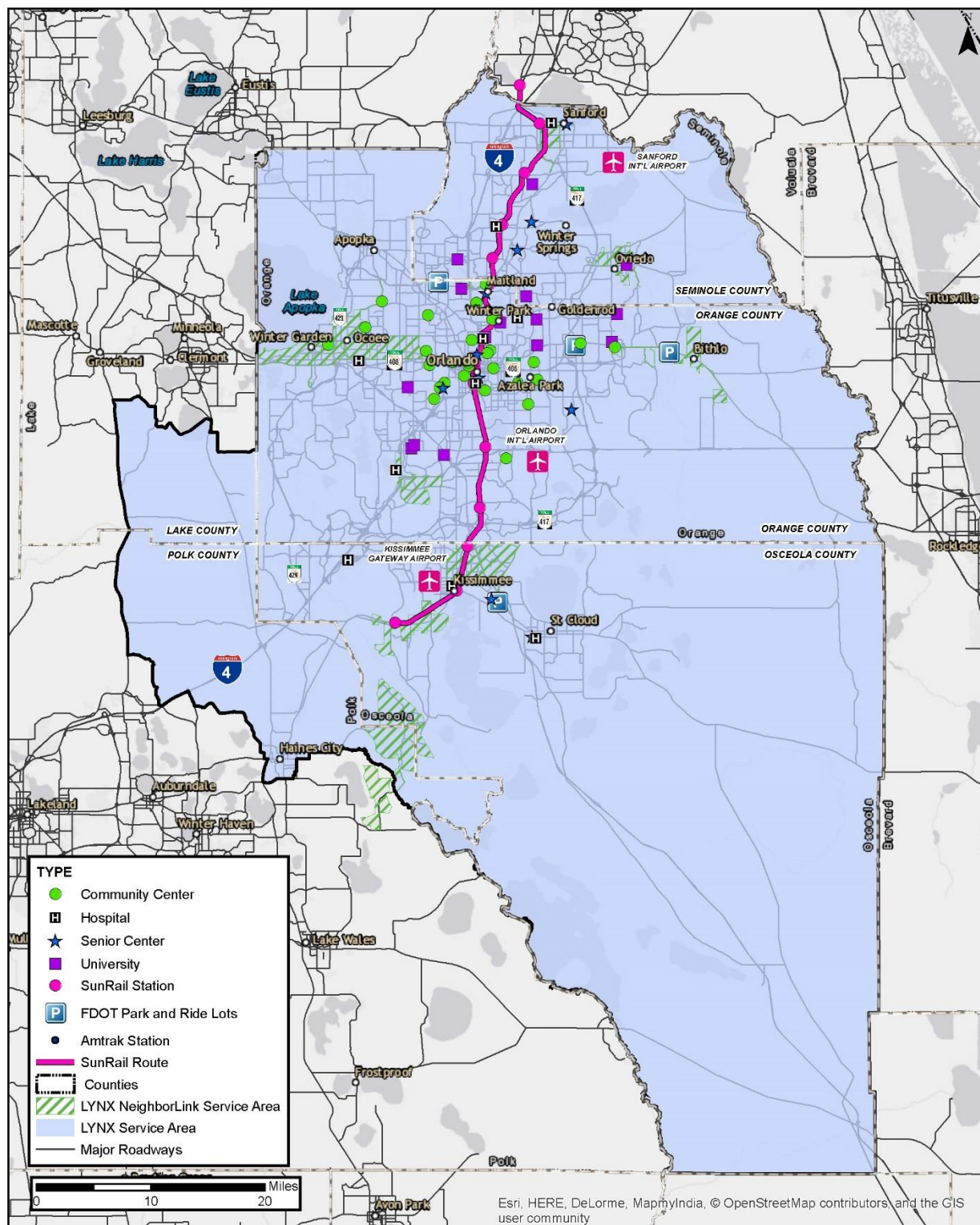


Figure 18: Activity Centers in Service Area







## 7.0 Review of Existing Transportation Services

This section presents a review of existing services offered by LYNX including Fixed Route, ACCESS LYNX, NeighborLink, Vanpool and LYMMO. As a system, LYNX provides more than 83,000 rides each weekday, and served over 26 million passenger trips in Fiscal Year (FY) 2017 (from October 1, 2016 through September 30, 2017). Also, included in this section are other transportation services that may be available through public, private, or non-profit transportation providers.

### 7.1 Fixed-Route Bus

LYNX operates a total of 77 routes (known as “Links”) across the Central Florida region, within Orange County, Osceola County and Seminole County as well as routes in partnership with Polk and Lake counties. The earliest LYNX service begins at 3:50 AM and the last bus leaves the downtown station at 12:15AM. The average bus frequency in the urban area is 30 minutes and frequencies in the outlying areas operate every hour. LYNX fixed-route buses can hold up to two (2) wheelchairs per vehicle. Fare for a LYNX fixed route trip is \$2.00 for one ride, and \$4.50 for an all-day pass. The reduced fare for the fixed route service is \$1.00 for one ride, and \$2.25 for an all-day pass.

### 7.2 Bus Rapid Transit (LYMMO)

LYNX operates LYMMO, a fare-free downtown Orlando bus rapid transit (BRT) service using hybrid-electric buses. LYMMO provides a quick and easy way for downtown residents and commuters to move around downtown on exclusive bus lanes. LYMMO operates on four routes:

- Route 60 – Orange/Downtown Line (2.58 miles)
- Route 61 – Lime Line (1.88 miles)
- Route 62 - Grapefruit Line (3.61 miles)
- Route 63 – Orange/North Quarter Line (1.81 miles)

### 7.3 Express Bus (FastLink)

LYNX operates several FastLink routes, designed to provide a quicker trip for commuters than traditional routes along the same corridors. FastLink routes often overlap with fixed routes, but stop fewer times to provide faster service. The fare for a FastLink trip is \$3.50 for one ride, and \$6.50 for an all-day pass and the discounted fare is \$1.75 for one ride, and \$3.25 for an all-day pass. LYNX offers three (3) FastLink routes:

- Route 407 – Kissimmee/Lake Nona/VA Hospital/Orlando International Airport
- Route 418 – Meadow Woods/Lake Nona/Florida Mall
- Route 441 – Kissimmee/Orlando

### 7.4 University Service (KnightLYNX)

On and near the University of Central Florida (UCF) campus, LYNX operates KnightLYNX on weekend evenings during the UCF school year. KnightLYNX runs fare-free around the UCF campus, Alafaya Trail, E. Colonial Drive, and to the Waterford Lakes shopping area.

### 7.5 NeighborLink (Flex Service)

LYNX operates thirteen (13) NeighborLink routes, on-demand service for select neighborhood areas connecting to destinations within the neighborhood area or fixed-route bus stops. To use NeighborLink, eligible passengers need to schedule their ride two (2) hours in advance either via phone or the NeighborLink mobile application. NeighborLink vehicles can hold up to 14 passengers and two (2)



wheelchairs per vehicle. Fare for a LYNX NeighborLink trip is \$2.00 for one ride, and \$4.50 for an all-day pass.

- NeighborLink 601 – Poinciana
- NeighborLink 603 – Southwest Poinciana
- NeighborLink 604 – Intercession City
- NeighborLink 611 – Ocoee
- NeighborLink 612 – Winter Garden
- NeighborLink 613 – Pine Hills
- NeighborLink 621 – Bithlo
- NeighborLink 622 – Oviedo
- NeighborLink 631 – Buena Ventura Lakes
- NeighborLink 632 – North Kissimmee
- NeighborLink 641 – Williamsburg
- NeighborLink 651 – Goldsboro
- NeighborLink 652 – Maitland

## 7.6 Paratransit (ACCESS LYNX)

LYNX operates ACCESS LYNX, a door-to-door paratransit service for eligible customers that are unable to use regular fixed route service, due to a disability or other limitations. ACCESS LYNX service is available at any time the fixed route bus is in operation, and fares range from \$4.00 - \$7.00 per ride, depending on program and proximity to the LYNX service area.

To use ACCESS LYNX, eligible passengers must apply through a written application process to participate in the program – determination is based on verification of the application and may also include a functional assessment and is valid for two years. Once approved, ACCESS LYNX users must schedule their ride at least one (1) day in advance. Bus passes for ACCESS LYNX users are available at a discounted rate through the AdvantAGE program. In 2018, the ACCESS LYNX program provided 2,100 scheduled passengers trips each weekday, using a variety of vehicles. ACCESS LYNX vehicles vary in size and accommodations, and the largest vehicles can hold up to 14 passengers and two (2) wheelchairs per vehicle.

## 7.7 Vanpool

LYNX operates three Vanpool programs, including commuter-based, employer-based, or the human services agency program. Through these programs, LYNX provides the vehicle that typically accommodates up to 15 passengers, vehicle maintenance, and insurance for a monthly fee. The Vanpool participant is responsible for the monthly lease fee as well as gas and tolls. The route, schedule, and pick-up/drop-off locations are determined by the driver and the other Vanpool participants.

Each program is different and has different requirements. A brief description of each program is provided below.

- **Commuter Vanpool** – A LYNX commuter vanpool is a group of people who live and work near one another, have similar work schedules and commute to work at the same time each day using a van provided by LYNX. Typically, one person from the group volunteers as the primary driver and is not hired to operate the vehicle. However, LYNX usually requires that more than one participant become an authorized driver so that several or all the participants may share the driving.
- **Agency Vanpool** – This is a separate, employer-based vanpool service provided by LYNX. The cost is a single monthly rate and is usually subsidized by the company interested in providing this



service to their employees or clients. The pricing for a 10, 12, or 15 passenger van is \$690 per month (\$525 if lessee provides insurance).

- **LYNX Human Services Agency Vanpool** – This program allows human services agencies to apply for funding under the Section 5310 grant program during the application cycle competitive selection process. Agencies that are awarded vans may operate the vehicles for the provision of agency client trips. Vanpools under this program must be operated to improve mobility for seniors and individuals with disabilities by removing barriers to transportation service and expanding transportation options.

Based on the program funds apportionment, vanpools under this program must operate within the Orlando and Kissimmee urbanized area. If the vanpool will operate outside of the urbanized area, the agency is responsible for providing a methodology to account for the trip split outside of the allowed area, with LYNX approval.

The cost of this program is the same as the agency vanpool previously defined; however, under this program, the sub-recipient pays 100 percent of the vanpool lease and bills LYNX for 50 percent reimbursement, if the agency has been awarded funding under the Section 5310 grant selection process.

**Figure 19** presents the Orlando and Kissimmee urbanized area along with the SunRail route and stops and **Figure 20** presents the urbanized area with the existing LYNX fixed-route service and NeighborLink service areas.

Figure 19: LYNX Service Area

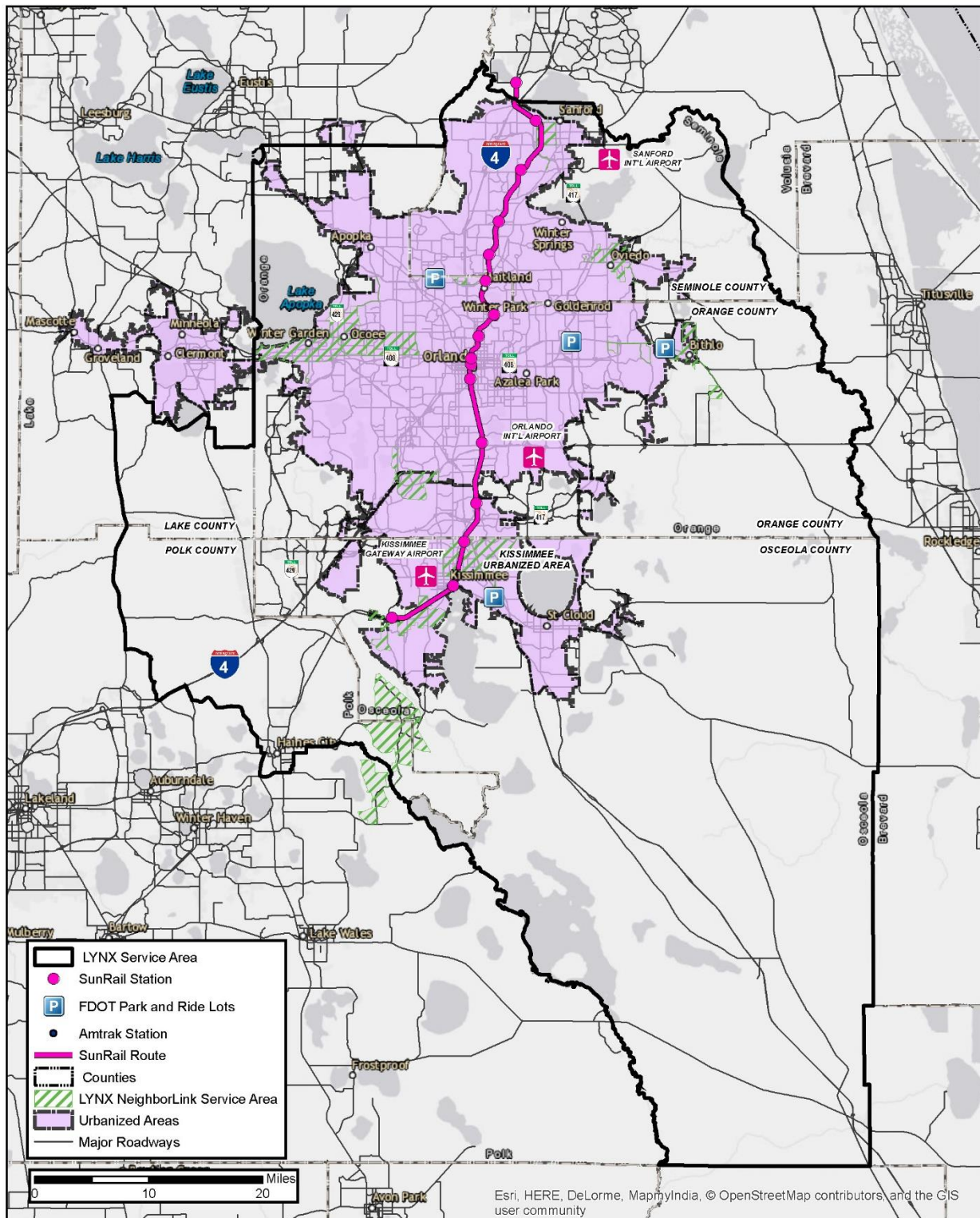
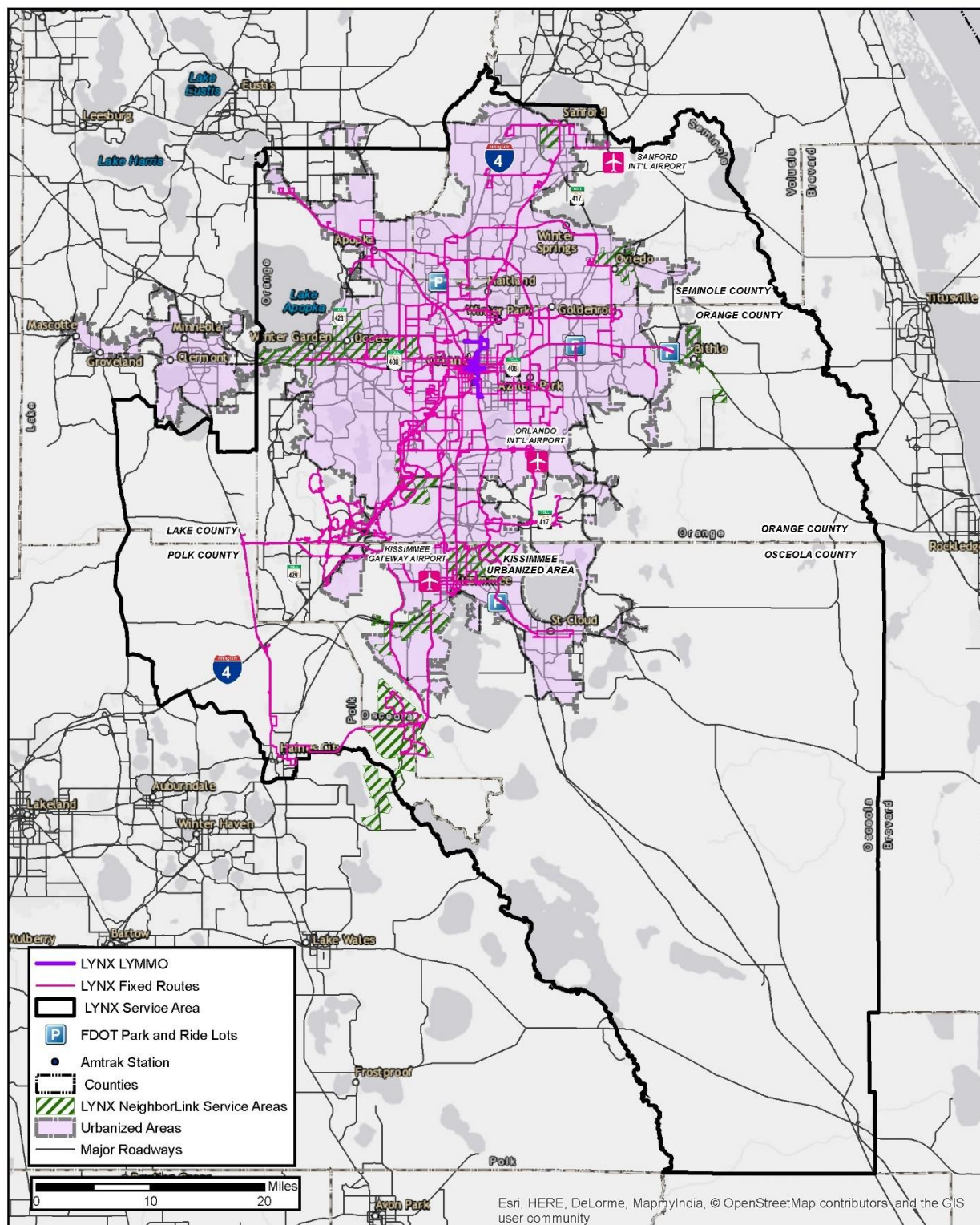




Figure 20: LYNX Existing Service







## 7.8 Review of Existing CTC Providers

This chapter presents an inventory of existing Community Transportation Coordinator (CTC) providers partnered with LYNX.

LYNX has approximately 25 CTC providers that transport their own clients but are partnered with LYNX as part of a larger coordinated effort. Approximately six of the transportation providers in **Table 12** are sub-recipients under the Section 5310 program and have either been awarded funding to lease an agency Vanpool from LYNX to provide or expand their capacity to provide transportation services to their clients or have been awarded operating funds that can only be used to support transportation services.

**Table 12: LYNX CTC Providers**

Organization	Service Area	Number of Vehicles	Annual Miles Traveled	Type of Service	Accommodations
Ambitious Care Services of Florida, LLC	N/A	N/A	N/A	N/A	N/A
Aspire Health Partners, Inc.	Orange Osceola Seminole	17	259,487	Medical	Ambulatory Accessible
Attain, Inc.	Orange Seminole	27	31,497	Education, Training, Daycare	Ambulatory Accessible
Elquanah Group Home, Inc.	Orange	2	33,208	Medical, Education Training, Daycare, Personal, Business Other	Wheelchair Accessible
BrightStart Pediatrics	Orange Osceola Seminole	9	66,490	Medical	Wheelchair Accessible
Central Florida Group Homes, LLC	Orange Seminole	13	119,436	Education, Training, Daycare	Ambulatory Accessible
Creative Living Services, LLC	Orange	1	23,216	Education, Training, Daycare	Ambulatory Accessible
Nation Mentor Health Care - Florida Mentor	Orange Seminole	10	165,049	Education, Training, Daycare	Wheelchair Accessible
Giyo Services, LLC	Not provided	1	4,992	Not provided	No Information provided
Good Samaritan Society - Kissimmee Village	Orange Osceola	2	183,963	Medical	Wheelchair Accessible
Kinneret Incorporated	Orange Osceola Seminole	1	9,153	Nutritional, Personal Business, Other	Wheelchair Accessible
Lil's Non-Emergency Medical Transport, LLC	Not provided	N/A	N/A	N/A	N/A
Meals on Wheels, Etc.	Seminole	10	107,294	Medical, Nutritional, Personal, Other	Ambulatory Accessible



Organization	Service Area	Number of Vehicles	Annual Miles Traveled	Type of Service	Accommodations
Osceola Council on Aging	Osceola	17	107,517	Medical, Education Training, Daycare Nutritional, Personal, Other	Wheelchair Accessible
Pachot Group Home, Inc.	Orange	1	15,298	Education, Training, Daycare	Ambulatory Accessible
Primrose Center, Inc.	Orange Seminole	12	77,290	Education, Training, Daycare	Wheelchair Accessible
Quest, Inc.	Orange Seminole	35	39,590	Medical Education Training, Daycare, Nutritional, Personal, Other	Wheelchair Accessible
Rainbow Group Inc.	Orange Seminole	2	12,227	Education, Training, Daycare	Ambulatory Accessible
Renewed Hope Group Home Inc.	Osceola	1	16,950	Education, Training, Daycare	Ambulatory Accessible
Seniors First Inc.	Orange	11	N/A	Nutritional	Wheelchair Accessible
The Opportunity Center, Inc., aka Osceola ARC, Inc.	Orange Osceola	13	107,655	Education, Training, Daycare	Wheelchair Accessible
Trinity Home Care Facility, Inc.	Orange Osceola Seminole	22	33,362	Education, Training, Daycare	Ambulatory Accessible
Independent Mobility Transport	Not provided	N/A	N/A	N/A	N/A

## 7.9 Sub-Recipient Providers

There are six (6) sub-recipient providers receiving \$260,978 in FTA funds through the Section 5310 program to provide human services transportation services, including the Primrose Center, Seniors First, BrightStart Pediatrics, Osceola ARC, Meals on Wheels, and the Osceola Council on Aging. These six (6) sub-recipients were selected through a competitive process for Fiscal Year (FY) 2017 FTA funds allocated to the Orlando and Kissimmee urbanized area, with projects that began in 2018. Project proposals were evaluated and selected by a multi-agency committee from FDOT, MetroPlan Orlando, and ACCESS LYNX. Descriptions of each of the selected sub-recipient providers for 2017-2018 are provided below.

### *Primrose Center, Inc.*

Primrose Center, Inc. is a non-profit, 501(c) (3) service organization whose mission is to *“transform the lives of people with developmental disabilities by providing opportunities to reach their fullest potential.”* The Primrose Center programs and services include an Adult Day Training program where guests learn employable skills and daily life skills; Residential Support which provides clients a safe and fulfilled life in their own home; and Employment Services which teaches job development skills and provides job placement support.

The Primrose Center provides transportation services that would otherwise not be available to seniors and people with disabilities, as most of this population cannot utilize the regular LYNX fixed-route service



or ACCESS LYNX due to cognitive, physical and developmental disabilities and challenging behaviors. As a Section 5310 sub-recipient, the organization is better able to enhance the mobility of low-income seniors and individuals with disabilities safely and efficiently. Coordinating with ACCESS LYNX on the agency's projects and the unmet transportation needs of their clients helps to close existing transportation service gaps in the Orlando and Kissimmee urbanized areas.

Primrose Center currently leases a total of eleven (11) Vanpool vehicles to help provide services to their clients. As a Section 5310 sub-recipient, Primrose can: 1) expand service to its wheelchair-bound clients, 2) increase mobility for seniors and disabled persons living in Primrose Residential Group Homes and the community; 3) provide daily service for its 100+ disabled and senior clients; 4) consolidate and expand its transportation routes to realize efficiencies by reducing travel time, maintenance and overtime costs; and 5) retire costly private vehicle leases.

**Service Area:** Primrose Center, Inc. serves the population in the urbanized area of Orange County - providing transportation within the guidelines required by the Section 5310 program.

**Operating Hours/Days:** Primrose Center, Inc. operates seven (7) days a week, and for use on an emergency in the Residential Group Homes; and Monday through Friday from 6:30 AM – 5:00 PM in the Adult Training Center and Employment Services.

### **Seniors First, Inc.**

Seniors First, Inc., a 501(c) (3) nonprofit, governed by a 19 - member Board of Directors. The mission of the agency, is to enhance the quality of life of seniors by maintaining their independence and dignity. Seniors First offers a vital support system to vulnerable, older adults aged 60 years and up and adults of all ages living with disabilities. The agency has a nutrition and transportation program, in addition to providing in-home care, medical equipment, and public guardianship to help individuals age in place.

Seniors First's Transportation Program serves two (2) functions: 1) to transport senior clients to and from our Orange County Neighborhood Lunch Program (NLP) sites, and 2) to transport seniors living in downtown Orlando with the Senior Tran bus service while they run errands and shop for groceries. Transportation is provided at no cost to clients who live on low incomes and who often live with one (1) or more disabilities, can no longer drive, and lack reliable alternatives (e.g. nearby public transportation, money for taxis, friends or family who can drive them).

Orange County seniors participating in Seniors First's lunch program, which provides hot meals and socialization activities (e.g. exercise, games) at donated sites are provided roundtrip transportation to eight (8) of the 14 NLP sites; the remaining sites are located within senior high-rises that allow clients to simply ride the elevator down to lunch. The Transportation Program also provides grocery-shopping trips once or twice a week, depending on the needs of clients at each site. Additional transportation is provided for socialization events such as: picnics, special events, and trips to shopping centers and restaurants.

The Senior Transportation Service - Senior Tran - addresses the transportation needs of Downtown Orlando elderly residents. The City of Orlando Community Redevelopment Agency contracts with Seniors First to provide this service, four (4) roundtrips on each service day. Bus service is available to residents of 11 downtown residential buildings, traveling on a fixed route that includes grocery stores, shopping centers, pharmacies, quick service restaurants, and the public library.

**Service Area:** Seniors First, Inc. serves the population in the urbanized area of Orange County - providing transportation within the guidelines required by this funding source.



**Operating Hours/Days:** The agency will provide services to clients under the Neighborhood Lunch Program Monday through Friday 7 AM to 3 PM, and under the Senior Trans, Monday, Wednesday, and Friday from 10 AM to 2 PM.

### **BrightStart Pediatrics, LLC**

BrightStart Pediatrics is organized as an LLC and operates Prescribed Pediatric Extended Care (PPEC) Centers in the Central Florida area. A PPEC is licensed as a skilled nursing service under the Long-Term Care Unit of AHCA. The organization provides nursing care and therapy services for infants and children in a dynamic day treatment environment. The children are brought to the center each morning to receive the care prescribed by their doctors and return home each evening to their families. BrightStart cares for newborns up to 18 years of age, though most of the children are age 5 and under.

BrightStart Pediatrics provides transportation services for medically fragile children to three (3) licensed PPEC centers in the Central Florida area to provide nursing and therapy services. The children require unique and specialized services to be transported safely to and from the center, as well as to and from community engagement activities. Reliable, flexible, specialized transportation with the supervision of a Medical Escort is one of the keys to achieving the goals for the children. The medically fragile children served by BrightStart Pediatrics experience many barriers to transportation. Children require supervision in transit, yet parents cannot bring other children along if they do not have an appointment. Supervision for clients must be qualified to manage their medical needs in the event a complication arises, making it difficult for parents to find a suitable person to assume this responsibility for them. Providing transportation to and from the three (3) PPEC's is a safer and more efficient way to remove transportation barriers and improve access to needed care.

**Service Area:** BrightStart Pediatrics, LLC has three (3) centers serving the medically fragile children in the urbanized areas of Orlando and Kissimmee, providing transportation within the guidelines required by the Section 5310 program.

**Operating Hours/Days:** The agency provides transportation Monday through Friday between the hours of 7:00am and 7:00pm.

### **Osceola ARC d.b.a. The Opportunity Center**

The Opportunity Center, a 501 (c) (3), non-profit, private charitable organization, is a year-round day program for adults with developmental disabilities. The program currently serves approximately 25 clients who represent a broad range of mental and physical disabilities including autism, Down Syndrome and Cerebral Palsy.

The Opportunity Center provides transportation to adults with developmental disabilities, most of whom are unable to ride public transportation due to lack of ability or unavailable public transportation service in their area. The agency was previously awarded a Section 5310 grant to provide two Vanpool vehicles to the urbanized area of Kissimmee and Saint Cloud, FL. These vehicles allowed the organization to increase their ridership from eleven (11) passengers per vehicle to fourteen (14) per vehicle. For the 2017 grant award, operating assistance is provided to support transportation services to adults with special needs in urbanized Osceola and Orange counties. The operating funds are used to support driver's wages, fuel, administrative costs, insurance and the maintenance of the vehicles. The agency currently operates ten (10) routes Monday through Friday serving 100 individuals with disabilities. Of the ten (10) routes currently in operation, seven (7) serve urbanized Osceola and Orange counties.



**Service Area:** The Opportunity Center provides services to clients in the urbanized Kissimmee area, specifically the entirety of Osceola County and neighboring Orange County, providing transportation within the guidelines of the Section 5310 program.

**Operating Hours/Days:** The agency will provide door to door transportation on fixed route Monday through Friday 6:30am to 4:30pm.

### *Meals on Wheels, Etc.*

Meals on Wheels, Etc., a 501 (c) (3), non-profit, private charitable organization, is dedicated to enhancing the quality of life of disadvantaged populations by providing appetizing and nutritious meals as well as support services for seniors which enable them to maintain their independence and dignity.

Meals on Wheels, Etc., Inc. provides trips to disadvantaged seniors and disabled adults who are low income and cannot access traditional transportation. The transportation service is door-to-door for ambulatory and wheelchair residents. Section 5310 funds are used to support the organization's transportation operations. Door-to-Door trips are provided to medical appointments (including dialysis), Seminole Work Opportunity Program, pharmacies, congregate dining sites, grocery stores, and other essential errands. Meals on Wheels clients cannot afford private fare and are not physically able to use a fixed-route bus. The operating funds allow the organization to provide additional trips within the current operating hours. An additional part-time driver was hired in 2018 using the funds and the OPS system will be utilized for efficient routing as well as grouping clients together to the greatest extent possible.

**Service Area:** Meals on Wheels, Etc. serves the population in the Orlando urbanized area, specifically in Seminole County, providing transportation within the guidelines required by the Section 5310 program.

**Operating Hours/Days:** The agency provides service to clients Monday through Friday between the hours of 6:00am and 3:00pm.

### *Osceola Council on Aging*

The Osceola Council on Aging, Inc. is a 501 (c) 3, non-profit, private charitable organization dedicated to providing services to enable independence and self-sufficiency for seniors, disabled adults, the disadvantaged and families in poverty.

The Osceola County Council on Aging supports disabled and elderly individuals with transportation service that allows them to meet their basic needs, to be self-sufficient and live independently. All the residents utilize the Council's Transportation Service Department to some extent, with many who are exclusively dependent on the service. In addition to the Council's housing clients, the Transportation Program serves clients that attend five different congregate dining sites casually known as the Dining Clubs located in Kissimmee, St. Cloud and the community of Buena Ventura Lakes.

**Service Area:** Osceola Council on Aging serves the population in the urbanized Kissimmee area and the entirety of Osceola County, providing transportation within the guidelines required by the Section 5310 program.

**Operating Hours/Days:** The agency provides services to clients Monday through Friday between the hours of 7:00am and 5:00pm.

## **7.10 Other Transportation Providers**

There are many other non-profit and private transportation operators in the LYNX service area that provide transportation services and do not coordinate their services with LYNX. These services may





include private shuttles, taxis, and limousine services that are available to the public but more costly than public transportation. Other providers include transportation services that are limited to agency clients or may have eligibility requirements.

Additional private transportation providers are included in **Table 13**. The providers shown in the table were found through internet research and the list is not exhaustive of all transportation services that might be available in the Central Florida area; however, not being able to locate information on any additional transportation options is a barrier to using the services. While the private transportation providers may be available to provide additional transportation options both inside and outside of the urbanized areas, research has indicated that the cost varies and is typically based on a metered rate. The cost of these service per one-way trip may create a barrier for lower income individuals in need of transportation services.

**Table 13: Private Transportation Providers**

Company	Services Provided / Service Area	Type/ Hours/ Fare	Contact
<b>Comfort Ride Transportation</b>	Wheelchair transportation service within Orlando, Sanford, Winter Park, Lake Mary, Longwood, Maitland, Apopka, Casselberry, Goldenrod, Altamonte Springs, Sanford, DeLand, Debary, Orange City, Leesburg, Mt. Dora, Eustis, Daytona Beach, New Smyrna Beach and Titusville	Taxi or Shuttle  Operates 24/7  Metered Rates	321.804.5233
<b>Mears Shuttle Van Service</b>	Central Florida Taxi, Airport Shuttle, Luxury Transportation, Car Services & Bus Transportation To and from Orlando International Airport and hotels, Mears offers shuttle vans seat up to 11 people and are wheelchair-accessible to accommodate passengers with special needs	Taxi, Shuttle, or Van Operates 24/7 Metered Rates	407.423.5566 <a href="mailto:esales@mearstransportation.com">esales@mearstransportation.com</a>
<b>MCO Luxury Transportation</b>	Orlando, Osceola County, Airport, and Port Canaveral	Luxury Cars, SUV, Vans, or Buses 24/7 Varies	561.777.5107 <a href="mailto:mcouluxury@gmail.com">mcouluxury@gmail.com</a>
<b>Maya's Carpool</b>	Greater Orlando, school bus service, door-to-door daily transportation and school trips	Bus  Varies	407.485.0473 <a href="mailto:maya@mayascarpool.com">maya@mayascarpool.com</a>
<b>Mystic School Bus</b>	South Orlando and parts of Kissimmee, door-to-door student transportation	Bus  Varies	407.888.0013 <a href="mailto:mysticbus@yahoo.com">mysticbus@yahoo.com</a>
<b>Kiddie Kab Child Transportation</b>	Central Florida	Regular business hours are 6 AM through 5 PM Monday through Friday  Varies from \$7 per one way trip	407.490.3413 <a href="mailto:kiddiekab12@gmail.com">kiddiekab12@gmail.com</a>
<b>Silver Star Transportation</b>	Unavailable	Unavailable	407.308.7005
<b>E&amp;J Medical Transportation Services</b>	Ambulatory (Car) Services: • Wheelchair • Medi-chair • Stretcher	Unavailable	407.223.8829



Company	Services Provided / Service Area	Type/ Hours/ Fare	Contact
	<ul style="list-style-type: none"> <li>Automated Defibrillator</li> <li>Basic Life Support Ambulance</li> </ul>		
<b>Turbo Transport Services, LLC</b>	Non-emergency transportation using their privately owned/leased vehicle	Unavailable	772.332.0293 <a href="mailto:info@nonemer.com">info@nonemer.com</a>
<b>Uber</b>	<p>Available throughout the three-county service area, private vehicle service.</p> <p>Individuals with folding wheelchairs may use any vehicle; however, those with wheelchairs that do not fold may not be able to use the Uber vehicle. Uber has launched UberWAV in several cities outside of Florida. The UberWAV program has wheelchair accessible vehicles.</p> <p>With VoiceOver iOS, Android TalkBack, and wireless braille display compatibility, the Uber app makes it easier for riders who are blind to get from A to B at the push of a button.</p>	<p>24/7</p> <p>Fare varies and requires computer or smart phone application for cashless payment</p>	<p><a href="https://www.uber.com/">https://www.uber.com/</a></p> <p><i>For riders who are blind or low-vision and may be traveling with service animals, Uber's Code of Conduct and Service Animal Policy clearly requires driver-partners to comply with all applicable laws regarding the transportation of service animals.</i></p>
<b>LYFT</b>	<p>Available throughout the three-county service area, private vehicle service.</p> <p>Lyft's policy is that passengers who use wheelchairs that can safely and securely fit in the car's trunk or backseat without obstructing the driver's view should be reasonably accommodated by drivers on the Lyft platform. Drivers should make every reasonable effort to transport the passenger and their wheelchair.</p>	<p>24/7</p> <p>Fare varies and requires computer or smart phone application for cashless payment</p>	<p><a href="https://www.lyft.com/">https://www.lyft.com/</a></p>
<b>Eustis Taxi</b>	<p>Lake County to the resorts, theme parks, beaches and Orlando International Airport and City of Orlando to any destination in the State of Florida.</p> <p>Specializing in catering to the needs of seniors, children who may be travelling alone and who need ground transportation assistance.</p>	<p>24/7</p> <p>\$3.00 pickup \$1.50 per mile \$6.00 minimum Delivery \$8.00 + cost of item.</p> <p>Special rates also available when your complete itinerary is known in advance</p>	<p><a href="http://www.eustistaxi.com">http://www.eustistaxi.com</a></p> <p>Phone: 352.357.3671 Phone: 352.357.5270 Fax: 352.669.9672</p>
<b>Taxi Orlando</b>	<p>Sedans, SUVs, and vans</p> <p>Flat rate fees to and from the Orlando International Airport and attractions and hourly charter service available.</p>	<p>24/7 dispatch</p> <p>Hourly charter starting at \$55 per</p>	<p>Phone: 407.860.7564</p>



Company	Services Provided / Service Area	Type/ Hours/ Fare	Contact
		hour, depending on vehicle  Flat rates starting at \$39	<a href="https://www.taxiorlandoservice.com/contact-us">https://www.taxiorlandoservice.com/contact-us</a>
<b>Yellow Car Orlando at Atlas Transportation</b>	Serving greater Central Florida area, South Florida, and Orlando International Airport.  Sedans, buses, shuttles, and vans are available.	24/7  Fixed rate airport service and daily rates  Metered rates vary	Phone: 407.900.5207  <a href="http://www.atlascitycab.com/services.html">http://www.atlascitycab.com/services.html</a>
<b>Ace Metro Cab</b>	Sedan and van service originating at the Orlando International Airport as well as the Orlando Metro Area.	24/7  Varies	Phone: 407.855.1111 Email: <a href="mailto:info@AceMetroCab.com">info@AceMetroCab.com</a>

### Summary

Key findings from the review of transportation providers are listed in this section.

- Many of the private transportation providers as well as the new PawPass program may not be a good option for individuals who do not have access to credit cards or are unable to use smart phone devices and computers.
- Many of the transportation providers that were found through internet research have both websites and/or telephone numbers that are no longer in service, including private taxi services.
- Many of the private transportation provider websites are focused on travel to and from the Orlando International Airport as well as transportation to the Orlando area attractions.
- Few of the private transportation providers advertise the ability to accommodate wheelchairs and most that do mention wheelchair accessibility require that the device can be folded.
- ACCESS LYNX and TD services are available throughout the three-county service area and require an eligibility and approval process.
- The human services agencies that provide transportation service directly to their clients are improving options available to the target populations; however, these services are limited to clients of those agencies accessing agency programs.
- In rural areas, available private transportation options cost more than urban areas.
- Several of the human services agencies have indicated that they are at capacity and have individuals on a waitlist based on the availability of vehicles, vehicle capacity, and the need to hire additional drivers.



## 8.0 Public Outreach

The plan update process included several methods of public involvement and outreach activities as described in this section. Two stakeholder workshops were held – one at the beginning of the process to identify existing needs and priorities and another during the plan development process to update stakeholders of technical findings and public comments as well as obtain input on plan recommendations.

Three (3) public meetings were held, one in each of the LYNX service counties to obtain input from users of the system regarding existing service gaps and needs and mobility service improvements. Individual one-on-one stakeholder interviews were also conducted as part of the public involvement process to obtain specific comments from human service agencies regarding their specific needs. Lastly, an online and paper survey instrument was developed and distributed to collect detailed information on existing system users and input on existing gaps and recommended priorities. The input received through the public involvement process are summarized in the following sections.

### 8.1 Stakeholder Outreach and Coordination

A stakeholder database was created at the initiation of the HSTP update process that included representatives and advocates for older adults and individuals with disabilities. This list was developed in coordination with LYNX and consists of stakeholders from outreach efforts as well as a broad range of human services agencies that serve the affected populations, and representatives of public, private, and nonprofit transportation service providers. A list of the project stakeholders is included in ***Technical Memorandum #2 – Public Involvement***.

The preliminary stakeholder list presented in the Public Involvement Plan (PIP) was expanded to include additional stakeholders that were identified after the PIP was developed. Two (2) stakeholder meetings and three (3) one-on-one stakeholder interviews were conducted as part of the study.

#### *Stakeholder Meeting 1*

The first stakeholder meeting was held on March 8, 2019 at the LYNX Administrative Offices at Central Station from 10 a.m. to 12 p.m. and served as the project initiation meeting to introduce the plan update process and gather stakeholder input. A total of 19 people attended the first stakeholder meeting, including the project team. After the introduction and a brief presentation by the project team, the attendees were divided into two groups. The stakeholders in each group participated in an interactive activity facilitated by a moderator. They were asked to identify issues and gaps in the existing system as well as propose potential solutions to address those gaps. At the end of the interactive activity, each stakeholder was given two (2) green dots and asked to assign priorities to the needs and preliminary solutions identified in their group. The needs identified by the first stakeholder group and the priority votes are summarized in **Table 14**. All needs identified throughout the outreach process were grouped into one of the five categories listed below.

- Category 1: Service Coverage
- Category 2: Infrastructure
- Category 3: Technology
- Category 4: Mobility Management/Regional Coordination
- Category 5: Service Quality/Operations

**Table 14: Group 1 Needs and Priorities – Stakeholder Meeting #1**

Need	Category	Priority Vote
Replacement Vehicles	Service Coverage	4
Technology (App) Development to Identify Number of Wheelchairs/Buses on Next Bus Arriving	Technology	1
Bus Stop Accessibility for Wheelchairs	Infrastructure	1
Develop ACCESS LYNX Vehicle Arrival Application	Technology	1
Additional Training on Trip Reservation/Cancellations	Service Quality / Operations	1
Braille Signage at Bus Stops	Infrastructure	0
Improvements to ACCESS LYNX Call Hold Times	Service Quality / Operations	0

Stakeholder Group 1 included representatives from human services agencies including: Attain, Inc.; AMAC; Seniors First, Inc.; Quest, Inc.; and Orange County government. Based on the discussions that occurred, this group ranked the purchase or replacement of wheelchair accessible vehicles to transport their individual clients as the highest priority. Discussion occurred on the existing agency Vanpool program and the differences between transporting clients through the Vanpool lease and vehicle versus the process of applying for an agency vehicle. Some of the concerns identified were the size of the Vanpool vehicle and duplication in the oversight processes conducted by Enterprise, the Vanpool administrator.

In addition to the needs identification, the following additional strategies were proposed by Stakeholder Group 1:

- Coordinate FDOT (FDOT)/LYNX/Community Transportation Coordinator (CTC) reviews, requirements, and oversight process
- Prioritize optimization on highest ridership routes and areas
- Evaluate future transportation needs based on changing technology and telecommuting
- Review number of wheelchair boardings by stop for accessibility improvements prioritization

Stakeholder Group 2 included transportation provider representatives from: Mears; Lil's Non-Emergency Medical Transport, LLC.; Orange County Veterans Services; Devereux; Lighthouse Central Florida; and Career Source Central Florida. Based on the composition of the groups, the needs discussed varied by the stakeholder group and the agencies being represented. The needs identified by the second stakeholder group and the priority votes are summarized in **Table 15**.

**Table 15: Group 2 Needs and Priorities – Stakeholder Meeting #1**

Need	Category	Priority Vote
More information and training on transportation services available other than fixed-route	Service Quality / Operations	5
Education on transportation services at major transit generators, including the Veterans Administration	Service Quality / Operations	2
Extended service hours for access to tourism related jobs in Osceola County	Service Coverage	2
Allow extra person to accompany ACCESS LYNX riders	Service Quality / Operations	2
More accessible recertification process to accommodate the needs of the visually impaired	Service Quality / Operations	1
Improved access to Veterans Administration facilities in Baldwin Park and Lake Nona	Service Coverage	0





Need	Category	Priority Vote
Improved on-time performance for ACCESS LYNX and fixed-route	Service Quality / Operations	0
Additional sensitivity training for drivers on providing customer service for visually impaired persons	Service Quality / Operations	0
Improve security, safety and accessibility at bus stops, cross walks and sidewalks	Infrastructure	0
Voucher program for access to healthcare and jobs	Mobility Management/ Regional Coordination	0
Increase taxi coverage in outlying areas	Service Coverage	0
Better accommodation by ACCESS LYNX system on delays caused for pick up times that are outside the control of the rider (e.g.: medical appointments)	Service Quality / Operations	0

During the interactive activity, stakeholders were asked to share input from their agency's perspective to help the project team gauge the current conditions and needs. The highest priority from Stakeholder Group 2 focused on the need for more training, education, and information on the transportation services that are available and how to use those services. This group's focus was how to educate their clients and obtain access to additional transportation options. Extended service and hours to provide access to tourism related employment also received votes. It was also noted that there are fewer private taxi options available in the outlying areas where transit service is limited.

Comment cards were made available for those who preferred to provide written comments. Stakeholders were also encouraged to take comment cards and paper surveys back with them for distribution to their constituents. Comments were collected throughout the plan update process and summarized within the plan update. The information collected during the first stakeholder meeting was coupled with technical analysis of the updated demographics in the urbanized areas to create baseline conditions. A detailed summary of the meeting discussions by group is included in **Technical Memorandum #2 – Public Involvement**.



### Stakeholder Meeting 2

The second stakeholder meeting was held on March 25, 2019 at the LYNX Administrative Offices at Central Station from 10 a.m. to 12 p.m. and served as the forum to convey the results from the first stakeholder meetings, share input from the three public meetings and comments, provide a summary of the technical analysis, and ask for input on the development of priorities and recommendations for inclusion in the plan. The second meeting provided stakeholders an opportunity to review the preliminary findings and provide additional input on strategies for implementation as well as input on the

project prioritization process. A total of nine (9) stakeholders were present at the second meeting, including the project team.

The project team presented the summary of the demographic analysis and the data needs identified from the public meetings and through the outreach process. This information was overlaid on the existing transit services to develop gaps and overlaps that need to be addressed. The mapping analysis included



hotspot locations of people with disabilities, older adults, veterans, lower income populations and minority populations.

Using input from the first stakeholder meeting and the comments that had been received during the round of public meetings that were held across the three-county region, a preliminary list of potential projects was developed for the stakeholders to comment on and prioritize. The stakeholders were given the initial list of recommendations grouped by category and asked to add any additional projects and/or strategies that thought should be included in the prioritization activity and then asked to rank their top five priorities, with 1 being the highest and 5 being the lowest. A total of three (3) stakeholder participants completed the priority ranking exercise. The preliminary list and results of the activity are presented in **Table 16**.

**Table 16: Stakeholder #2 Meeting Priorities**

Potential HSTP Projects/Strategies	Highest (3 pts)	Medium (2 pts)	Lowest (1 pts)	Total
Voucher Programs for Human Services Agencies		6		12
Mobility Management for the coordination of Transportation Services among Non-Profits, Police, Fire Department, LYNX, Mears, Uber and Lyft		5		10
Develop Smart Phone Application for ACCESS LYNX Vehicle Arrival Notifications	1	4	1	10
Expanded Service Hours on the Fixed-Route System	2	2		10
Automatic Phone Call for ACCESS LYNX Vehicle Arrival Notification		4	1	9
New Vehicles (without stairs) on the NeighborLink Service	3			9
Vehicle Acquisition for expansion or replacement	2			6
New and Expanded NeighborLink Service	2			6
Operating Assistance to Support Non-Profit Transportation Providers	2			6
Increased Frequency on the Fixed Route System	1	1		5
Continue the Vanpool Program	1			3
Installation of Additional Bus Shelters and Benches	1			3
Bus Stop Accessibility Improvements to Sidewalks, Curb cuts, Signals, etc.	1			3
Develop and Provide Easy-to-Read Schedules/Travel Tips at Major Fixed-Route Stops			2	2
Accessible Features for ACCESS LYNX recertification process			1	1
Infrastructure				0
Service Coverage				0
Technology				0
Develop Public Service Announcements on Transportation Options for Seniors and Individuals with Disabilities				0
Mobility Management/Regional Coordination				0
Service Quality/Operations				0
Sensitivity Training for Operators				0

Based on the ranking, the projects that received priority rankings were expanded service hours, increased frequency, developing Smart Phone Application for ACCESS LYNX vehicle arrival and automatic phone call



notifications for ACCESS LYNX arrivals. Some additional solutions that were suggested by stakeholders in addition to the ones listed in **Table 16** included:

- Provide reliable LYNX/SunRail connections
- Increase safety at the Rosemont SuperStop
- Provide better education and maintain better communications with clients
- Email paratransit ridership or specific rider groups to improve communications such as disseminating information and obtain input
- Hire independent quality control riders to improve transparency and trust
- While issuing Request for Proposals to hire providers, include “Pay for Performance” conditions to encourage use of technology for routing, scheduling and real-time changes versus paying for service hours and miles
- Maintain records on mobility needs for paratransit riders and use technology to determine the best vehicle to deploy to the users.
- Customize rider Smart Applications to show vehicle locations and arrival time and include ability of rider to inform LYNX, if the rider is delayed at medical appointments.

A detailed summary of Stakeholder Meeting 2 is included in ***Technical Memorandum #2 – Public Involvement***.

### ***Stakeholder Interviews***

To gain additional perspective from a wide range of participants that are familiar with the transportation options that are available as well as the coordinated planning process, three (3) stakeholder interviews were scheduled with participants representing different groups. Stakeholder interview representatives included the executive director of an agency that provides training services to individuals with disabilities and operates transportation services for their clients, a citizen advocate and user of the paratransit system who is also a member of the TDLCB for the Orange, Osceola, and Seminole County area, and a representative for persons with disabilities who is also a member of the TDLCB.

The selected stakeholder representatives were asked to provide input on mobility needs, gaps and overlaps in existing transportation services and to identify any potential ideas for improvements or solutions to address the mobility needs that they discussed. A summary of the discussions that occurred with the stakeholders during the interview process is included in the remainder of this section.

#### ***Transit User Representative - Mobility Needs***

From the perspective of the transit user stakeholder, the biggest mobility needs facing older adults and individuals with disabilities relate to accessing bus stops and crossing intersections. The transit user stakeholder commented that often the crosswalk buttons are not functional or have been placed at a level that is not reachable by someone using a wheelchair. Also, the curb cuts and angles along the sidewalks make it difficult to maneuver in a wheelchair.

In addition, there is a new pedestrian crossing signal and button at Orange Avenue and Lucerne Terrace associated with a new parking garage being constructed; however, drivers are not paying attention to the crossing signal and this has become a more dangerous place to cross the street. Orlando Health employees have been logging incidents at the crosswalk.

Also noted was that the ACCESS LYNX application process takes between two to three weeks from completing the application to being able to access the transportation service. This stakeholder thinks there should be a way to “green light” the process for some of the riders, specifically those with more severe diagnosis.



When using the NeighborLink service, the design of the vehicles is difficult for individuals using a wheelchair to go up and down the ramp due to the steepness of the ramp. The taxi and Owl transportation services have been helpful in providing additional options, but people who need the service are not able to use the Lyft vehicles.

The scheduling and dispatch process should be updated for efficiency and better scheduling to avoid passengers having to stay on the vehicle for extended travel times. As part of this process, the reservation process should also be updated to avoid asking individuals if they are still using wheelchairs during each trip reservation.

**Potential Solution** - Potential solutions mentioned during the interview with the transit user stakeholder are listed below.

- A large push to correct all of the crosswalk buttons and make the button heights accessible.
- Law enforcement should monitor the crosswalk and write tickets until vehicles recognize and comply with the new pedestrian crossing signal.
- Accessibility in all areas should be considered not just around higher use commercial areas. If a bus stop near apartments where potential transit users live is not accessible, then those persons will not be able to use the system.
- Reword how questions are asked during the reservation process for sensitivity purposes.
- Better frequency and extended operating hours on the fixed-route system could help to improve overall mobility.
- LYMMO service expansion to beyond SR 50 would provide more mobility options to the areas building up on the other side of SR 50 from downtown.

#### *Agency Transportation Provider – Mobility Needs*

Discussion with the agency representative that provides transportation services under the existing LYNX Section 5310 Vanpool program revealed a different perspective on mobility needs in comparison to the transit user perspective. For the agency, the biggest mobility need is sufficient access to vehicles to transport clients to and from agency training. At the current time, the agency needs additional Vanpools or vehicles to provide transportation services to the existing clients and the growing number of requests from the rural portion of Osceola County.

Having the vehicles and drivers necessary to provide transportation service to Poinciana is an issue for this agency. The agency is currently operating two routes to Poinciana and they are completely full. There are people waiting to access the transportation service.

In addition to needing more vehicles to provide service, there is also a need for additional Vanpool vehicles that could be provided as backups when the agency Vanpool goes in for service or has mechanical issues. Currently, there are no Vanpool backups available; therefore, when the vehicle is out of service, the agency is unable to provide trips or must use an older reserve vehicle owned by the agency. There is also a need for spare Vanpool vehicles when the wheelchair lifts malfunction on the vehicles and the vehicle must be taken to the Orlando area for service. The trip typically takes all day and results in the vehicle and driver being unavailable.

When asked about the Vanpool oversight process, this stakeholder thinks the Enterprise process has some duplication with the other oversight processes that are conducted by FDOT and the CTC, particularly with drug testing, but overall the monitoring is not terrible.

Discussion also occurred on the potential to share vehicles to leverage resources under the Section 5310 grant funds and improve coordination. The agency representative mentioned that these types of



discussions have occurred in the past and she is not opposed to the sharing of vehicles; however, the processes for coordinating vehicles among agencies is complicated. The drivers are not available to go with the vehicle based on their other duties at the facility when the vehicle is not in use. Therefore, for agencies to share vehicles, each agency would need its own drivers and coordinate hours of operation. This process will require detailed scheduling, coordination, and oversight.

**Potential Solution** - Potential solutions mentioned during the interview with the agency transportation provider stakeholder are listed below.

- Purchase additional Vanpool vehicles or other vehicles for the agency to apply for to provide transportation service to the existing clients and clients that are waiting for expanded service.
- Purchase additional Vanpool vehicles for Enterprise to assign to agencies for use when vehicles are being serviced or repaired.
- Enterprise should locate and certify wheelchair lift mechanics in the Osceola County area to reduce trip travel time for repairs.

#### *Individuals with Disabilities Representative – Mobility Needs*

The discussion with the stakeholder representing individuals with disabilities focused on improving the customer experience while using transportation services, including better scheduling and coordination and improved frequency and on-time performance. This stakeholder mentioned that she is appreciative of the paratransit service extending beyond the required  $\frac{3}{4}$ -mile boundary but recognizes that riders using the service beyond  $\frac{3}{4}$ -mile pay \$7.00 each way and the cost could be a burden to lower income persons. She also recognizes that they are traveling greater distances that cost LYNX additional money to operate.

This stakeholder commented that PawPass<sup>3</sup> fare payment application is a great tool, but not helpful to those who do not use smartphones or computers. She also thinks that before paratransit mobile applications are released it would be good to establish a working group of individuals with disabilities and older adults to test the technology and receive training on how to use the application. This stakeholder commented that there will be trust issues with the technology.

Discussion also related to the infrequency of the bus and she commented that those who are able to use fixed-route service may not because it is not timely. Transit users also need to know if the vehicle is running late for employment purposes and so that they have time to make other arrangements. This stakeholder commented that Lyft seemed to be helping with improving vehicle on-time performance.

This stakeholder also mentioned the following needs:

- There is also a need for more transportation service in rural Orange and Osceola counties.
- Scheduling needs improvement. There are sometimes three vehicles going to the same place.
- Better coordination between healthcare providers and transportation providers is needed. Riders unknowingly get put into will call when the doctor's office is running late.

Call hold times have been improved but could still be decreased and there needs to be an effort to do a better job of informing riders of changes. Better community outreach and listening to the needs of the riders can help improve the customer experience. By involving the riders in the decision process, they will compromise if it will make the overall system better.

**Potential Solution** - Potential solutions mentioned during the interview with the individual with disabilities stakeholder are listed below.

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<sup>3</sup> PawPass is the official LYNX mobile ticketing app. Passengers may purchase and use tickets instantly from their smartphones using the LYNX PawPass after downloading the free app and registering their debit/credit card.





- Reloadable smart card option for fare payment for riders who do not use smartphone technology.
- Implement texts with the vehicle arrival time or notification of delays would be helpful and improve the overall experience.
- More transportation services in rural Orange and Osceola counties.
- Provide better scheduling to reduce the trip travel times, particularly for cancer and dialysis patients.
- More cameras are needed on the vehicles to run continuously for the protection of riders and operators.
- To improve the accessibility of the recertification process, provide online recertification for those who are permanently disabled.
- Review the best practices of scheduling and communication in other areas.

A summary of comments was also received from representatives at Lighthouse Central Florida, including staff members and clients. Below is a summary of the needs:

- **Scheduling of Routes – both planning and coordination**
  - In Osceola County, clients get picked up 4 to 5 hours before their appointments and get dropped off very late causing inconvenience of being seated long hours on the bus. This issue was mentioned by five individuals.
  - Buses go from Osceola County to Seminole County without dropping people off at Orange County until everyone gets picked up.
  - Scheduling and time on the bus has been improved when using the Mears service, but still continues to be an issue.
  - Challenges with the trip reservation process, include checking and/or canceling rides, hold times, difficulty getting through, and challenges reaching a Spanish-speaking agent.
- **Service Quality/Operations**
  - Drivers need sensitivity and sighted guide training. This issue was mentioned by three individuals.
  - Drivers arrive earlier than the scheduled time and leave clients behind if they are not ready.
  - Drivers sometimes demand the co-pay from the rider although they are authorized for co-pay from Lighthouse Central Florida.

For Lighthouse of Central Florida, the biggest mobility need that was mentioned several times is the length of time passengers are on the vehicle and the need to reduce trip travel times as well as the need for driver sensitivity training.

## 8.2 Public Workshops

Three (3) public workshops were held at locations throughout the LYNX service area, with a focus on the Orlando and Kissimmee urbanized areas. Each of the workshops focused on gathering input from the public and transit users on the existing mobility needs, gaps and/or overlaps in service, and potential short- and long-term strategies to meet mobility needs. The meeting notices were advertised in both English and Spanish on the LYNX website and in the *Orlando Sentinel* newspaper. In addition, notification of the workshops was disseminated to the stakeholder groups and agencies that represent the target populations. To gather the greatest input at the workshops, they were held in coordination with other outreach efforts to attract interested members of the public.

The following public workshops were scheduled:



Monday, March 11, 2019  
3:30 p.m. - 6 p.m.  
Kissimmee Intermodal Station  
401 Pleasant Street  
Kissimmee, FL 34741

Tuesday, March 12, 2019  
3:30 p.m. - 6 p.m.  
LYNX Central Station  
Main Terminal  
455 North Garland Ave.  
Orlando, FL 32801

Wednesday, March 13, 2019  
3:30 p.m. - 6 p.m.  
LYNX Sanford Seminole Centre  
SuperStop  
3717 S Orlando Drive  
Sanford, FL 32773

The meetings were conducted in an open-house style format with thematic materials including service maps, project factsheet, handouts, comment forms and surveys. The project team members talked to attendees and patrons one-on-one and obtained their input and comments. Survey and comment forms were also distributed to attendees that felt more comfortable submitting written comments at their convenience.

The meeting attendees were asked to share their input regarding transportation needs and their thoughts on how to best address the needs of older adults and people with disabilities through the implementation of potential projects and strategies. Comments were received and evaluated throughout the course of the plan update process. The detailed comments from each of the three public meeting locations are included in **Technical Memorandum #2 - Public Involvement**.



### Public Meeting Comments

**Table 17** provides a summary of comments from each of the three locations grouped into the following categories:

- Category 1: Service Coverage
- Category 2: Infrastructure
- Category 3: Technology
- Category 4: Mobility Management/Regional Coordination
- Category 5: Service Quality/Operations

#### *Kissimmee Intermodal Center – Osceola County*

The comments received at the Kissimmee Intermodal Center are categorized below and, if the comment was mentioned more than once, the number comments received is shown in parenthesis. The most commonly mentioned needs at the Kissimmee Intermodal Center were the need for a bathroom and improved headways/frequencies on the routes.

##### Category 1: Service Coverage

- Shorter headways of 30 minutes or less on Link 18 (3)
- Need direct route from Florida Mall to Disney via Osceola Parkway or increase buses (2)
- Routes are too long and need to be further split - Link 18 (2) and Link 441
- Extend service hours on Links 26 and 57 to accommodate late shifts
- More door to door service is required to accommodate needs

##### Category 2: Infrastructure

- Need restrooms for drivers and passengers at the Kissimmee Intermodal Center (4)



- Kissimmee Connector bus has very high steps and is inaccessible for older adults and disabled (2)
- Buses cramped with more than two wheelchairs and no standing space
- Provide double decker buses to accommodate excess capacity

#### Category 3: Technology

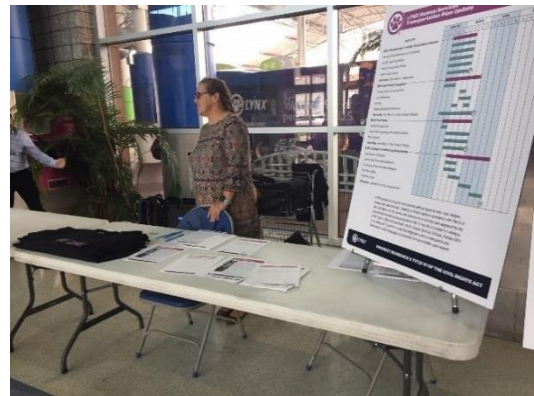
- Ability to purchase weekly or monthly passes on the bus (2)
- Improve information provided in the App to consider all possible routes to complete the trip

#### Category 4: Mobility Management/Regional Coordination

- Provide better route connections for the visually impaired

#### Category 5: Service Quality/Operations

- Reasonable service and happy with drivers (5)
- Buses are late (3) – Links 10 and 55
- Bus stops need shelter, trash cans and lights
- Make route books available to passengers
- Make ADA announcements early to allow enough time for visually impaired passengers
- Children sleeping in strollers should be allowed to remain



#### *LYNX Central Station – Orange County*

The comments received at LYNX Central Station are categorized below and, if the comment was mentioned more than once, the number comments received is shown in parenthesis. The most commonly mentioned need at the LYNX Central Station workshop was the need for more seating on the buses for the elderly.

#### Category 1: Service Coverage

- Extend service hours on I-Drive till 4 a.m. to accommodate later shifts
- Extend service hours on weekend
- Need service on Pine Hill Road to Old Winter Garden Road to Good Homes Road, back to West Oaks

#### Category 2: Infrastructure

- Provide more stops on Gore Street.

#### Category 3: Technology

- None

#### Category 4: Mobility Management/Regional Coordination

- None

#### Category 5: Service Quality/Operations

- More accommodations for elderly – don't pull out before they sit down, front row seats (3)
- Happy with service and drivers (2)
- Transfers should work for any bus (2)



- Provide change back to rider
- Bus stops need benches
- Buses need to wait for incoming buses to enable transfer. In Winter Park Village, routes 1, 9 and 443 need to wait when they see 102 arriving at bus stop.

In addition to the comment forms, a short three-question survey was also distributed to interested participants at LYNX Central Station. The survey included the following three questions:

- Q1. Do you have any transportation needs that are not currently being met by LYNX services?
- Q2. What do you think are the biggest transportation needs of seniors and individuals with disabilities in Orange, Osceola and Seminole Counties?
- Q3. Please list any specific improvements/projects that would improve your mobility (projects may focus on technology, service area coverage, service efficiency, etc.)

These three questions are part of the longer survey that is summarized in the next section. At the public meeting held at LYNX Central Station, a total of 19 short form surveys were filled out. The survey results were evaluated and included in the next section.

#### *Sanford Seminole Center SuperStop – Seminole County*

The comments received at the Sanford Seminole Center SuperStop are categorized below and, if the comment was mentioned more than once, the number comments received is shown in parenthesis. The most commonly mentioned need at the Sanford meeting was improvements to on-time performance, shorter headways, and extended service hours.

##### Category 1: Service Coverage

- Shorter headways on Link 45 (5)
- Extend service hours on Links 34, 45 and NeighborLink 103 to accommodate late shifts (5)
- Oviedo via 436 or UCF – provide stops on HE Thomas Blvd.

##### Category 2: Infrastructure

- Need restrooms for drivers and passengers
- Need service along Rinehart Road, Lake Mary to Premier Road, and Sanford Airport
- Need more bus stops in Greenwood

##### Category 3: Technology

- Real-time information is awesome compared to other system
- Improve ACCESS LYNX reservation process
- Improve fare collection technology using best practices

##### Category 4: Mobility Management/Regional Coordination

- None

##### Category 5: Service Quality/Operations

- Happy with service and drivers (5)
- Buses are either too early or late – Links 34 (5), 102 (1), 103 (1)
- Bus stops need information on schedules and routes
- Drivers don't stop at all stops and sometimes unaware of stop locations (2)
- Drivers are not courteous (2) – NeighborLink 651 does not stop at Health Department
- Drivers need training on transfers and how they work


**Table 17: Summary of Public Meeting Comments by Category**

Public Meeting Location	Category 1: Service Coverage	Category 2: Infrastructure	Category 3: Technology	Category 4: Mobility Management/Regional Coordination	Category 5: Service Quality/Operations
<b>Kissimmee Intermodal Center</b>	<p>Shorter headways of 30 minutes or less on Route 18 (3)</p> <p>Need direct route from Florida Mall to Disney via Osceola Parkway or increase buses (2)</p> <p>Routes are too long and need to be further split - Route 18 (2) and Route 441</p> <p>Extend service hours on Routes 26 and 57 to accommodate late shifts</p> <p>More door to door service is required to accommodate needs</p>	<p>Need restrooms for drivers and passengers at the Kissimmee Intermodal Center (4)</p> <p>Kissimmee Connector bus has very high steps and inaccessible for older adults and disabled (2)</p> <p>Buses cramped with more than two wheelchairs and no standing space</p> <p>Provide double decker buses to accommodate excess capacity</p>	<p>Ability to purchase weekly or monthly passes on the bus (2)</p> <p>Improve information provided in the App to consider all possible routes to complete the trip.</p>	<p>Provide better route connections for the visually impaired</p>	<p>Reasonable service and happy with drivers (5)</p> <p>Buses are late (3) – Routes 10 and 55</p> <p>Bus stops need shelter, trash cans and lights</p> <p>Make route books available to passengers</p> <p>Make ADA announcements early to allow enough time for visually impaired passengers</p> <p>Children sleeping in strollers should be allowed to remain</p>
<b>LYNX Central Station</b>	<p>Extend service hours on I-Drive till 4 a.m. to accommodate later shifts</p> <p>Extend service hours on weekend</p> <p>Need service on Pine Hill Rd. to Old Winter Garden Rd. to Good Homes Rd., back to West Oaks.</p>	<p>Provide more stops on Gore Street.</p>	<p>None</p>	<p>None</p>	<p>More accommodations for elderly – don't pull out before they sit down, front row seats (3)</p> <p>Happy with service and drivers (2)</p> <p>Transfers should work for any bus (2)</p> <p>Provide change back to rider.</p> <p>Bus stops need benches.</p> <p>Buses need to wait for incoming buses to enable transfer. In Winter Park Village, Links 1, 9 and 443</p>





Public Meeting Location	Category 1: Service Coverage	Category 2: Infrastructure	Category 3: Technology	Category 4: Mobility Management/Regional Coordination	Category 5: Service Quality/Operations
					need to wait when they see Link 102 arriving at bus stop
<b>Sanford Seminole Center Superstop</b>	Shorter headways on route 45 (5) Extend service hours on Routes 34, 45 and 103 to accommodate late shifts (5) Oviedo via 436 or UCF – provide stops on HE Thomas Blvd	Need restrooms for drivers and passengers Need service along Rinehart Road, Lake Mary to Premier Road, and Sanford Airport Need more bus stops in Greenwood	Real-time information is awesome compared to other system Improve ACCESS LYNX reservation process Improve fare collection technology using best practices	None	Happy with service and drivers (5) Buses are either too early or late – Links 34 (5), 102 (1), 103 (1) Bus stops need information on schedules and routes Drivers don't stop at all stops and sometimes unaware of stop locations (2) Drivers are not courteous (2) NeighborLink 651 does not stop at Health Department Drivers need training on transfers and how they work



### 8.3 Public Outreach Survey

As part of the needs assessment, an online and paper survey instrument was developed for use by transit users and human services agency clients. Representatives of human services agencies were provided with the link to the survey where staff members and clients may take the survey online or in printed format. Agency staff members were asked to provide assistance for any person wanting to participate in this effort and in need of assistance to provide input. The survey was also disseminated by the Orange County's Commission on Aging during an older adult event at the Pine Hills Community Center and an LIFE Information Elder Seminar at the Downtown Orlando library.

Based on the combined survey responses, the highest priorities resulting from the survey responses, include increasing fixed-route bus frequency (with specific routes noted), followed by the need to improve accommodations in buses for individuals with disabilities, and increase and extend transportation coverage in Lake Mary and to the Sanford Airport. The results of the survey are presented in **Appendix A: Public Outreach Survey**.

#### Summary

The public involvement activities associated with the HSTP Plan Update included perspectives from the target audience of seniors and individuals with disabilities, general public, human services agency providers, transportation providers, and advocacy groups. The many outreach activities that were conducted are combined in this section to identify common themes and areas that are considered a higher priority through the public outreach process. These needs will be compared to the needs resulting from the gap analysis to develop the overall needs assessment. The comprehensive needs assessment along with a set of priorities and strategies to address those needs will be included in the draft plan.

**Table 18** presents these needs, then identifies a classification category to help focus implementation. As shown in this table, the needs varied among the different public outreach groups and activities. The common needs that emerged when compiling all of the results, include:

- Expanded service hours on the fixed-route service are needed
- Increased frequency on the fixed-route is needed
- Improved customer service in the ACCESS LYNX reservation process, including sensitivity and call hold times
- Better route planning / scheduling for ACCESS LYNX trips to reduce wait times and amount of travel time

The majority of survey respondents were not LYNX users; therefore, the needs were also reviewed to identify common themes among the agency representatives, transportation providers, and transit users. When reviewing the data from only the stakeholder meetings, stakeholder interviews, and public meetings, several common themes were identified that relate to the ease of using the transportation system.

- New vehicles on the NeighborLink service with lower stairs and different ramps
- Reliability and on-time performance of service on fixed route and ACCESS LYNX
- Installation of additional bus shelters and benches
- Bus stop accessibility improvements to sidewalks, curb cuts, signals, etc.

Many respondents also indicated that they are overall happy with the LYNX service and glad to have the buses available.

Table 18: Summary of Needs

Category	Service Needs	Stakeholder Meetings	Stakeholder Interviews	Public Meetings	Comments / Surveys	Total Score
Service Coverage	Expanded Service Hours on the Fixed-Route System	•	•	•	•	4
	Increased Frequency on the Fixed-Route System	•	•	•	•	4
	New Vehicles (without stairs and less steep ramps) on the Neighbor Link Service	•	•	•		3
	Vehicle Acquisition for expansion or replacement	•	•			2
	Continue Vanpool Program	•	•			2
	New and expanded service to rural Osceola County	•	•			2
	New and Expanded Neighbor Link Service	•		•		2
	Need larger vehicles with more wheelchair space			•	•	2
	Operating Assistance to Support Non-Profit Transportation Providers	•				1
	New and expanded service to rural Orange County		•			1
	New and expanded service to VA facilities in Baldwin Park and Lake Nona	•				1
	New and expanded service along Pine Hills Rd, Old Winter Garden Rd, Good Homes Rd, and back to West Oaks			•		1
	New and expanded service to Oviedo, with stops along HE Thomas Blvd			•		1
	New and expanded service along Rinehart Rd, Lake Mary, Sanford Airport				•	1
	Expanded taxi service in outlying areas	•				1
Infrastructure	Installation of Additional Bus Shelters and Benches	•	•	•		3
	Bus Stop Accessibility Improvements to Sidewalks, Curb cuts, Signals, etc.	•	•	•		3
	Add more bus stops closer together (Gore Street, Greenwood, and more general areas)			•	•	2
	Repair and make accessible crosswalk buttons at intersections		•			1
	Restrooms for drivers and passengers at transfer stations			•		1

Table 18 (continued): Summary of Needs

Category	Service Needs	Stakeholder Meetings	Stakeholder Interviews	Public Meetings	Comments / Surveys	Total Score
Technology	Develop Smart Phone Application for ACCESS LYNX Vehicle Arrival Notifications	•	•			2
	Improve the fixed-route app to show all available route options			•	•	2
	Automatic Phone Call for ACCESS LYNX Vehicle Arrival Notification	•	•			2
	Improve the fare collection technology			•		1
	Accessible Features for ACCESS LYNX recertification process	•				1
	Need a reloadable fare payment smart card for those who do not use smartphones or computers		•			1
	More cameras are needed on the buses		•			1
	Need to be able to purchase monthly and weekly passes on the bus			•		1
	Develop Public Service Announcements on Transportation Options for Seniors and Individuals with Disabilities					0
Mobility Management	Mobility Management for the coordination of Transportation Services among Non-Profits, Police, Fire Department, LYNX, Mears, Uber and Lyft	•				1
	Voucher Programs for Human Services Agencies	•				1
	Coordination between healthcare and transportation providers to avoid long wait times and will call status for patients		•			1
Service Quality/Operations	Better route planning / scheduling for ACCESS LYNX trips to reduce wait times and amount of travel time	•	•	•	•	4
	Improved customer service in the ACCESS LYNX reservation process, including sensitivity and call hold times	•	•	•	•	4
	More accessible recertification process, specifically for the visually impaired and for those with permanent disabilities	•	•		•	3
	Develop and provide easy-to-read schedules / travel tips at major fixed-route stops / signage on buses	•		•	•	3
	Reliability and on-time performance of service on fixed route and ACCESS LYNX	•	•	•		3
	Sensitivity training for operators	•		•	•	3
	Improved safety and security at bus stops	•			•	2

Table 18 (continued): Summary of Needs

Category	Service Needs	Stakeholder Meetings	Stakeholder Interviews	Public Meetings	Comments / Surveys	Total Score
Service Quality/Operations	Companion should ride free with paying ACCESS LYNX customer	•			•	2
	More information and training on transportation services available other than fixed-route	•				1
	ADA announcements should be made earlier to allow enough time			•		1





## 9.0 Gap Analysis

This section provides a summary of the gap analysis that was developed through an assessment of existing services and local demographics combined with the comments and input provided by stakeholders and the public. Through technical analysis and input, the process led to the identification of a combined listing of gaps in transportation service as well as a listing of overall service needs for the target populations. Potential strategies to address these needs are also identified and prioritized for implementation, as funding is available and viable projects are submitted for consideration. This plan update and process has been completed to determine the best use of the Section 5310 funds to meet the needs of older adults and individuals with disabilities in the Orlando and Kissimmee urbanized area.

### 9.1 Assessment of Transportation Gaps and Needs

This section highlights the potential geographic gaps and needs that derived from the mapping analysis. These areas may have public transportation that is insufficient, unavailable, or inappropriate or only have access to the LYNX TD services available in the rural area. The rural area is shown as a need resulting from the analysis; however, the funding for these areas is not administered by LYNX and will go through the process completed by FDOT. No duplications in service were identified outside of comments during the public outreach process that better scheduling is needed on the ACCESS LYNX system to reduce duplication in vehicles arriving to the same location or passengers having to travel longer distances than needed based on the operator manifest.

The geographic areas shown in **Table 19** were identified as needs through the technical mapping analysis of the target populations, major employers, and activity centers. The areas identified in the table have limited transportation service available or other options that may create barriers for older adults, individuals with disabilities, or lower income individuals to access those services due to mobility or cost. Other areas where there were higher percentages of target populations and multiple transportation options were not included in this table but are discussed in the previous demographics section. However, those areas previously noted as having hot spots of target populations could benefit from any increases in transportation coverage, frequency, or service hours. The geographic areas in **Table 19** are identified as having gaps or barriers to accessing transportation services and considered the highest geographic needs in this plan update.

In addition to the areas identified in **Table 19**, other geographic areas include:

- **Orange County - Renaissance Community Center** in East Orlando is operated by Orange County Parks and Recreation and facilitates activities for seniors. This location is located approximately ½-mile to the nearest fixed-route transit service. While paratransit and/or TD services as well as private transportation options may be available for qualifying older adults, this area may benefit from additional transit options or realigning the nearby transit service. Being within close proximity to Advent Health East Orlando and an area with higher percentages of lower income and minority residents, may also increase the need for additional transit options.
- **Seminole County** has many senior centers, including Sanford, Casselberry, Winter Springs, Lake Mary, Longwood, and others. While paratransit and/or TD services as well as private transportation options may be available for qualifying older adults, these areas may benefit from additional transit options or realigning the nearby transit service.
- **Osceola County – Aging Senior Center** is located off of U.S. 192, and is more than 1 mile to the nearest fixed-route transit service (LYNX Route 10). While paratransit and/or TD services as well as private transportation options may be available for qualifying older adults, these areas may benefit from additional transit options or realigning the nearby transit service.



Table 19: Geographic Assessment

Geographic Area	High Propensity of Target Populations	Major Destinations with Limited Transportation Service	Transportation Service Available	Need
St. Cloud	Older adults/ individuals with disabilities/ veterans	St. Cloud Regional Medical Center/ St. Cloud Senior Center	Route 10, private transportation providers, and ACCESS LYNX paratransit and TD services	Limited transportation options are available/ more transportation options may be needed south of 17 <sup>th</sup> Street
Longwood Area	Older adults/ individuals with disabilities/ veterans/ lower income		Routes 434 and 103, private transportation providers, ACCESS LYNX and TD services, SunRail service	The area near I-4 may benefit from additional transportation options
Forest City	Lower income		Route 23, private transportation providers, ACCESS LYNX paratransit, and TD service	Potential need for more transit service
Clarcona	Lower income	Clarcona Community Center	NeighborLink 611, private transportation providers, ACCESS LYNX paratransit, and TD service	Potential need for more transit service
Ocoee/ Winter Garden/ Oakland	Older adults/ minority/ lower income		Oakland and Winter Garden have access to the NeighborLink 612 and Route 105 that connects to the West Oaks Mall SuperStop and with LakeXpress Route 50 to Lake County. The City of Ocoee has access to multiple routes (125, 105, 54) and NeighborLink 611.	The Winter Garden and Oakland areas have NeighborLink circulator service and limited fixed-route service.
North Apopka/Wekiva Springs	Older adults/ minority		Multiple routes in the City of Apopka (Routes 436N, 106, 44, and 405) connecting at the Apopka SuperStop and to Zellwood connecting with LakeXpress Route 4.	The area north of Apopka, including Wekiva Springs may be in need of additional transportation options.
Kissimmee	Individuals with disabilities/ lower income/ minority	Kissimmee Gateway Airport/ Osceola Council on Aging (Route 10)	NeighborLink 631 and 632, Routes 155, 18, 407, 10, 108, 441, 55, 709, 26, 57, 56, private transportation providers, ACCESS LYNX paratransit, and TD service, SunRail service	There are multiple transit routes in the Kissimmee area; the airport and surrounding area may benefit from additional transportation options.



Table 19 (continued): Geographic Assessment

Geographic Area	High Propensity of Target Populations	Major Destinations with Limited Transportation Service	Transportation Service Available	Need
Winter Springs	Older adults/ individuals with disabilities		Route 434, private transportation providers, ACCESS LYNX paratransit, and TD service.	Higher proportions of both target populations are shown in this area with limited fixed route transit service. Fixed-route or other transportation options may be needed.
Oviedo	Older adults/ veterans/ minority		NeighborLink 622 and Route 434. Route 434 connects at the UCF SuperStop providing additional access to other transit routes and areas.	Based on the target population hot spots identified in this area, there may be a need for additional transportation options.
Rural Seminole County (including airport)	Older adults/ veterans/ minority		LYNX provides some NeighborLink fixed route transit service outside of the urbanized area within the three-county service area, limited private and non-profit transportation options, ACCESS LYNX, and TD service are also available.	This area is outside of the urbanized area and may need additional transportation services that could be prioritized though the rural funding portion of Section 5310.
Rural Osceola County	Older adults/ individuals with disabilities/ veterans/ minority		LYNX provides some NeighborLink fixed route transit service outside of the urbanized area within the three-county service area, limited private and non-profit transportation options, ACCESS LYNX, and TD service are also available.	This area is outside of the urbanized area and may need additional transportation services that could be prioritized though the rural funding portion of Section 5310.
Rural East Orange County	Older adults/ individuals with disabilities/ veterans/ minority		LYNX provides some NeighborLink fixed route transit service outside of the urbanized area within the three-county service area, limited private and non-profit transportation options, ACCESS LYNX, and TD service are also available.	This area is outside of the urbanized area and may need additional transportation services that could be prioritized though the rural funding portion of Section 5310.



## 9.2 Prioritization of Service Needs

All service needs documented in this plan may be considered a need for purposes of identifying future potential projects for implementation through the Section 5310 program. Particularly, the needs that were mentioned frequently during the public outreach process and documented in the previous section. However, to further prioritize the service needs based on the Section 5310 program goals and requirements, the needs were reviewed and ranked based on the following criteria.

- Maximize transportation resources for older adults and individuals with disabilities in the urbanized Orlando and Kissimmee areas
- Increase the mobility options for seniors and persons with disabilities across the urbanized portions of the LYNX service area
- Continue to provide for the special needs of elderly and persons with disabilities for whom transportation services are unavailable, insufficient or inappropriate;
- Public transportation projects that exceed the requirements of the ADA
- Public transportation projects that improve access to fixed route service and decrease reliance by individuals with disabilities on ADA complementary paratransit service
- Alternatives to public transportation that assist seniors and individuals with disabilities with transportation
- Service need mentioned during two or more public outreach activities
- Geographic area identified as a need through the geographic mapping analysis
- Service need meets the program requirements and goals of the Section 5310 program

Service needs grouped by category (service coverage, infrastructure, technology, mobility management/ regional coordination, and service quality operations) are presented in **Table 20**, and further prioritized to determine how best to leverage the resources that are available within the parameters of the program. The top needs that resulted from the prioritization process are identified and may be given higher priority during the project ranking process. Other projects that meet the needs identified in this plan will still be considered but at a lower priority.



Table 20: Service Needs Prioritization

Potential Project/ Strategy	Maximizes transportation resources for older adults and individuals with disabilities in the urbanized Orlando and Kissimmee area	Increases mobility options for older adults and individuals with disabilities	Continues to provide for the special needs of older adults and individuals with disabilities for whom transportation services are unavailable	Public transportation project exceeds the requirements of the ADA	Public transportation project improves access to fixed-route service and decreases reliance by individuals on the ADA paratransit	Alternatives to public transportation that assist older adults and individuals with disabilities with transportation	Need mentioned during two or more public outreach activities	Area resulted as a need from the geographic mapping analysis	Meets program requirements and goals of the Section 5310 program	Total
Service Coverage										
Continue agency vanpool program (lease program and vehicle purchases for use in program and spares)	•	•	•			•	•		•	6
New and expanded NeighborLink service areas	•	•		•	•		•		•	6
Vehicle acquisition for expansion or replacement (transit agency or human services agencies)		•	•			•	•		•	5
Operating assistance to support non-profit transportation providers	•	•	•			•			•	5
New and more accessible vehicle model for NeighborLink		•			•		•		•	4
Larger vehicles with more wheelchair seating		•			•		•		•	4
More wheelchair accessible taxis in outlying areas		•				•			•	3
New and expanded transportation options along Pine Hills Road, Old Winter Garden Road, Good Homes Road, and West Oaks		•				Depends on type of service proposed		•	•	3
New and expanded transportation options to Oviedo, with stops along HE Thomas Boulevard		•				Depends on type of service proposed		•	•	3
New and expanded transportation options along Rinehart Road, Lake Mary, and Sanford Airport		•				Depends on type of service proposed		•	Partial Rural	3
Expanded service hours on the fixed-route system		•					•			2
Increased frequency on the fixed-route system		•					•			2
New and expanded transportation services to the VA facilities in Baldwin Park and Lake Nona		•				Depends on type of service proposed			•	2
New and expanded transportation options to rural Osceola County		•		•		Depends on type of service proposed	•	•	Rural	Rural
New and expanded transportation options to rural Orange County (east and north)		•		•		Depends on type of service proposed		•	Rural	Rural
Infrastructure										
Installation of bus shelters and benches		•			•		•		•	4
Bus stop accessibility improvements to sidewalks and curb cuts, signals, etc.		•			•		•		•	4
Repair and make accessible crosswalk buttons at intersections		•			•				At Station Locations	3
Add additional bus stops along routes		•			•		•			3
Restrooms for operators and passengers at transfer stations										0
Technology										
Smart phone application for ACCESS LYNX vehicle arrival notifications							•		•	2
Automatic phone call technology for ACCESS LYNX vehicle arrival notifications							•		•	2



Table 20 (continued): Service Needs Prioritization

Potential Project/ Strategy	Maximizes transportation resources for older adults and individuals with disabilities in the urbanized Orlando and Kissimmee area	Increases mobility options for older adults and individuals with disabilities	Continues to provide for the special needs of older adults and individuals with disabilities for whom transportation services are unavailable	Public transportation project exceeds the requirements of the ADA	Public transportation project improves access to fixed-route service and decreases reliance by individuals on the ADA paratransit	Alternatives to public transportation that assist older adults and individuals with disabilities with transportation	Need mentioned during two or more public outreach activities	Area resulted as a need from the geographic mapping analysis	Meets program requirements and goals of the Section 5310 program	Total
Service Coverage										
Develop public service announcements with transportation options for older adults and individuals with disabilities									•	1
Develop an accessible format ACCESS LYNX recertification process and application									•	1
Develop reloadable fare payment card									•	1
Cameras on buses (Section 5310 vehicles)									•	1
Upgrades to fixed route app to show all available route options							•			1
Upgrade fare payment system to purchase weekly and monthly passes on the bus										0
Mobility Management/Regional Coordination										
Mobility management software/ staff to coordinate transportation among all providers, including healthcare	•	•	•			•			•	5
Taxi vouchers for human services agencies	•	•	•			•			•	5
Service Quality / Operations										
Develop easy to read schedules, travel tips, and signage		•					•		•	3
ACCESS LYNX policy changes (i.e., announcements and companion free fare)				•			•		•	3
Update scheduling software and process for ACCESS LYNX to reduce travel and wait times	•						•		•	3
Sensitivity and customer service training for ACCESS LYNX employees							•		•	2
Increase security at bus stops							•			1



The highest-ranking needs from the technical prioritization process met at least five of the prioritization criteria and are all eligible projects under the Section 5310 program. Increased frequencies on the fixed route service, improved on time performance, and earlier or later service hours were all mentioned frequently at public outreach activities. These projects are not viable under the Section 5310 program because they are not specific to the improving transportation for older adults and individuals with disabilities. However, while not viable for funding under the Section 5310 program, these improvements would also benefit the target populations and may make the fixed-route service a more practical option for older adults and individuals with disabilities by reducing the amount of wait time. Greater frequencies would provide more vehicle availability when wheelchair securement devices on the buses are at capacity and shorter wait times for individuals with impairments that preclude their ability to wait for extended periods. The top needs are listed below. Needs 1 and 2 both scored six points, while needs 3 through 6 each scored a total of five points. The listing below is not in ordinal ranking order. Potential strategies to improve coordination and assist with potential implementation are presented in the next section and listed by category.

- **Need #1** - Continue Vanpool program (lease program and vehicle purchase for use in the program and to acquire spares)
- **Need #2** - New and expanded NeighborLink service areas
- **Need #3** - Vehicle acquisition for expansion or replacement (transit agency or human services agencies)
- **Need #4** - Taxi vouchers for Human Services Agencies
- **Need #5** - Operating assistance to support non-profit transportation providers
- **Need #6** - Mobility management software/ staff to coordinate transportation among all providers, including healthcare providers

While an application may be submitted for a top priority project, the proposed strategies and projects must meet the program and sub-recipient requirements and demonstrate how the project can be financially sustained and avoid duplication or fragmentation of transportation services. Sub-recipients that apply for funds to implement a priority project must participate in the planning process and support the coordination strategies within this plan update. Other needs identified in this plan will also be considered for funding at a lower priority.

### 9.3 Strategies for Addressing Service and Coverage Gaps

The strategies to address the transportation gaps and needs were developed through discussion with the stakeholder group and consideration of the Section 5310 program requirements. Funding is not available to fund all potential projects identified in this plan; however, the strategies have been included for consideration as funding becomes available through other grants and programs administered by LYNX or other agencies that may submit applications for Section 5310 funding. Strategies have been identified as near-term (1-3 years), intermediate-term (4-6 years), and long-term (over 7 years) timeframes with regard to implementation.

#### Near-Term Strategies (1-3 Years):

- Planning
  - Continue coordination with FDOT on providing alternatives to public transportation across urbanized and rural area boundaries and using a methodology to split the trip expenses.
  - Form a stakeholder group that meets regularly to provide input and recommendations as they relate to better overall coordination of the system and how projects can maximize resources available.



- Mobility Services
  - Implement a weekly minimum service hour measure of at least 20 hours per week to ensure that vehicles are being operated to deliver the necessary services and funding is maximized.
  - Provide travel training information to human services agencies and notify the general public that the travel training service is available, if needed.
  - Increase coordination and communication between transportation and social service providers, through public forums.
  - Review vehicle type and size by route with wheelchair boarding data to determine opportunities for larger vehicles with additional wheelchair securement and other vehicle options on NeighborLink routes for passengers that require wheelchair lifts lower stairs.
- Operations
  - Review the capabilities of the ACCESS LYNX telephone system and how the existing system could be upgraded to provide robocalls with service update and policy change information, automatic vehicle arrival notification phone calls, and the capability for customers to leave trip cancellation messages.
  - Form a working group and provide travel training during the development of the ACCESS LYNX mobile application to receive comments and make revisions as necessary from the system users before the official release.
- Customer Service
  - Request updated email addresses from ACCESS LYNX clients to improve the availability of mobility device data and another way to deliver information updates.
  - Provide the planning department with the comments received on frequency and extended evening hours by route for review as part of other ongoing planning efforts.
  - Schedule a sensitivity training refresher course for ACCESS LYNX employees, with a focus on handling customer phone calls and boarding the bus.

#### **Intermediate-Term Strategies (4-6 Years):**

- Planning
  - Rebrand the agency Vanpool program to eliminate confusion between the requirements of the agency Vanpool and the commuter Vanpool programs and make the community aware of the Vanpool transportation option.
  - As new service areas are identified, consider the geographic service areas identified in this plan for future NeighborLink service or “feeder” service provided by taxis or Vanpools to assist target populations with the “first mile, last mile” to the fixed route stop.
  - Purchase additional Vanpool vehicles to increase the spare ratio and have alternatives available to Vanpool agencies when vehicles are out of service.
- Mobility Services
  - Submit a grant application for funding through the Pilot Program for Innovative Coordinated Access and Mobility (ICAM Pilot Program).
  - Coordinate with FDOT to identify passengers/agencies in need of transportation split between urban and rural and make use of taxi vouchers to offer an alternative to public transportation option.
  - Encourage the sharing of vehicles among sub-recipients to leverage the resources available.
  - Coordinate the FY20 sub-recipient review process with FDOT and the CTC to reduce the duplication in oversight and processes.



- Review the ACCESS LYNX recertification process and viability of revising the process extend the amount of time in between the required recertification process for individuals with permanent disabilities as well as how the process can be revised to be more accessible for the visually impaired.

#### Long Term Strategies (Over 7 Years):

- Mobility Services
  - Coordinate with other private and non-profit transportation providers and agencies to develop a system for the coordination of shared vehicles.
  - Form a working group of local jurisdictions and funding partners to discuss areas in need of accessibility improvements at transit stops and crosswalks to access those locations as well as funding options and future projects that may address those needs.
- Operations
  - Make upgrades to ACCESS LYNX scheduling software and phone system to improve overall customer experience.

#### 9.4 Project Progress Measures

LYNX will continue to monitor its sub-recipients and measure the success of the projects that were awarded funding using the project progress measures listed below. This information will be reported and used to evaluate the accomplishments of the program.

- Gaps in service filled
- Actual or estimated number of one-way passenger trips provided to individuals with disabilities or older adults
- Increases or enhancements related to geographic coverage, service quality, or service times
- Additions or changes to physical infrastructure, technology, or vehicles

#### 9.5 Project Selection Process

The project selection process and sample FY 2019 application are included as **Appendix B: FY 2019 Application Manual** for reference. The following general scoring criteria are used to evaluate applications that are submitted. Applications that address the top priority needs and strategies will be scored higher than proposed projects of a lower priority. It is recommended that the project scoring criteria add the additional two criteria listed in bold below to give additional points to projects that demonstrate a new or innovative idea and demonstrate coordination among various entities.

##### Scoring Criteria

- Demonstrates a new idea or innovation
- Coordination with other entities, including the private sector and/or other sub-recipients
- Service efficiency and effectiveness
- Extent to which the community at large is served
- Extent to which eligible recipients are served
- Fiscal and managerial capability
- Prior performance



## 10.0 Summary

The development of this LYNX Human Services Transportation Plan Update was derived from an extensive public outreach process that included older adults, individuals with disabilities, human services representatives, transportation providers, and the public. Meetings, as well as one-on-one discussions and interviews, were conducted to ensure that all needs were heard and documented. This HSTP update considers each need and how that need may be addressed through the Section 5310 program or other strategies to be considered through other planning efforts. The stakeholders and participants helped to draft a plan that identifies the most current local service needs. Through a technical mapping analysis, areas without transportation service or with insufficient or inappropriate transportation service were also identified for further consideration of enhanced transportation options.

As federal and state regulations are updated and in coordination with the local metropolitan planning process, this plan will be updated to reflect those changes and assess the needs of the most current local conditions and technologies that are available. All priorities considered for Section 5310 funding must meet one of the needs identified through this plan update process.





## Appendix A: Public Outreach Survey

As part of the needs assessment, an online and paper survey instrument was developed for use by transit users and human services agency clients. Representatives of human services agencies were provided with the link to the survey where staff members and clients may take the survey online or in printed format. Agency staff members were asked to provide assistance for any person wanting to participate in this effort and in need of assistance to provide input.

The survey was also disseminated by the Orange County's Commission on Aging during an older adult event at the Pine Hills Community Center and an LIFE Information Elder Seminar at the Downtown Orlando library.

### Survey Questions

The public outreach survey included 24 questions designed to identify origins and destinations for trips, frequency and time of day for trips, human services benefits received for transportation, specific travel modes and services used daily, the use of any mobility devices, demographic data, input on any existing transportation needs, as well as desired improvements to the transportation system and/or ideas for new proposed solutions. No personal information which could identify the respondent was collected.

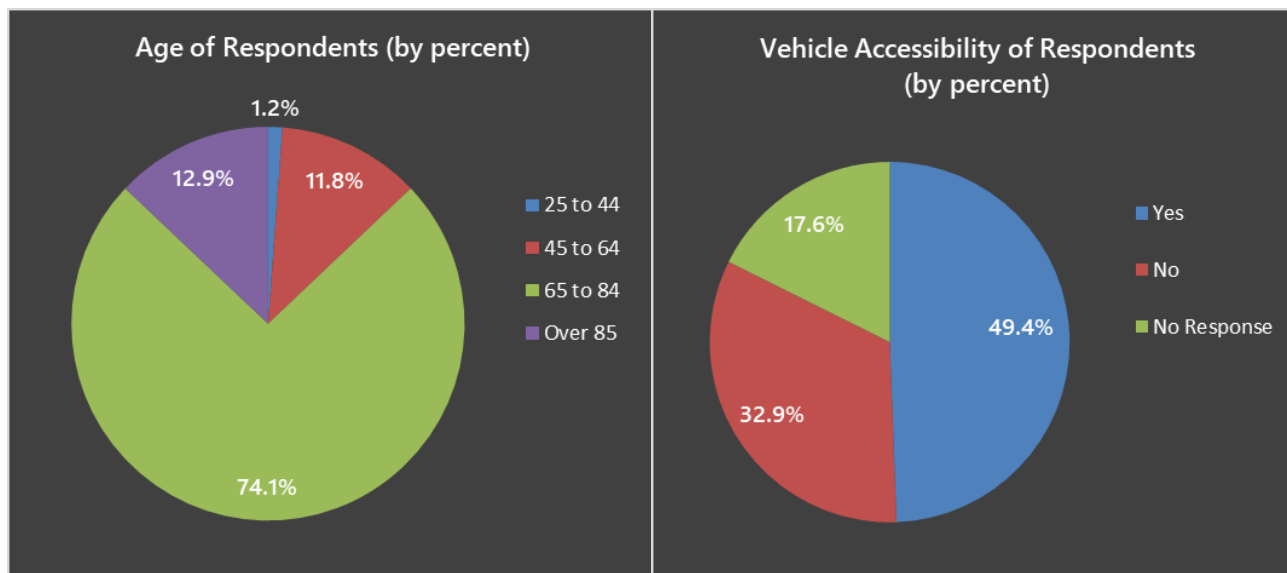
Two online survey responses and 83 paper surveys were collected as part of the project. The 19 responses received from the short 3-question survey discussed in the previous section were also included as part of the survey analysis. The short survey included Questions #19, 22 and 23 of the longer surveys. The completed surveys collected are included in ***Technical Memorandum #2 – Public Involvement***.

### Summary of Responses

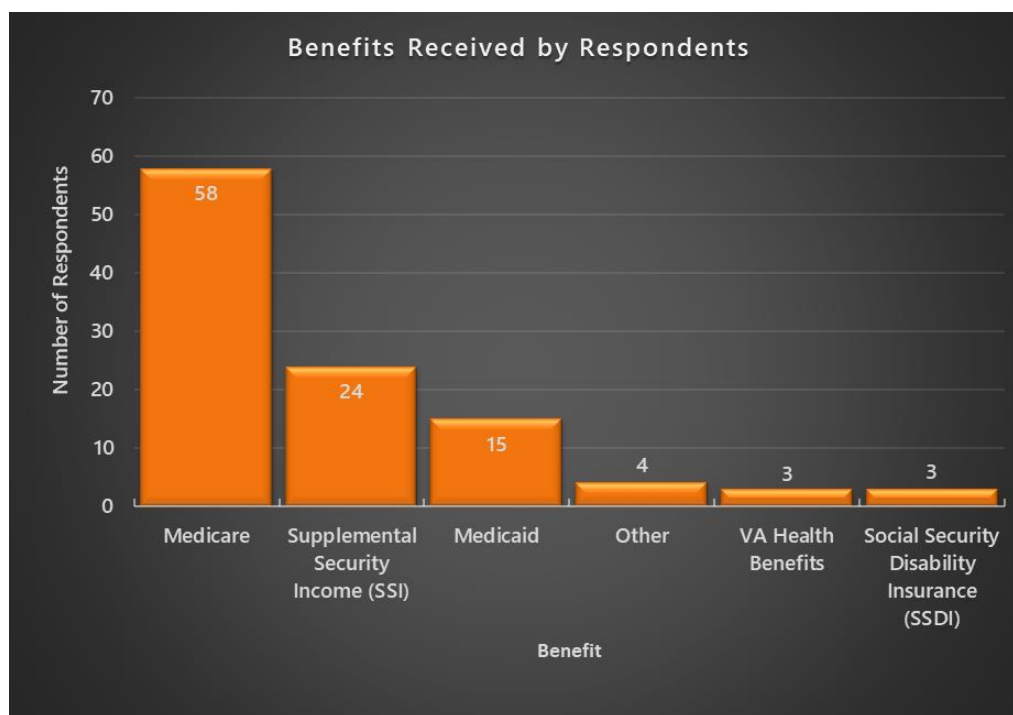
The results of the public outreach surveys provide insight into the demographics and the use of transit services among the target audience. Survey tabulations and summaries have been prepared for many of the questions that provide categorization of answers. Other questions which are open-ended questions (allowing free responses) are summarized to identify common themes. It should be noted that several survey questions allowed more than one answer (i.e. benefits received) and thus the percentage reporting statistics do not add up to 100 percent. For instance, a respondent may be receiving both Medicare and Social Security Disability Insurance benefits.



Almost three quarters of the survey respondents were between the ages of 65 and 84 (Q #2). More than a third of the respondents did not have access to a vehicle (Q #4).



A total of 31 out of the 86 respondents (36 percent) use a mobility device such as a cane, walker, wheelchair or a personal attendant (Q #5). The percentage of survey respondents that receive some health care benefit is significant, with 67 percent receiving Medicare, 28 percent receiving Social Security Income and 17 percent receiving Medicaid assistance (Q #6).

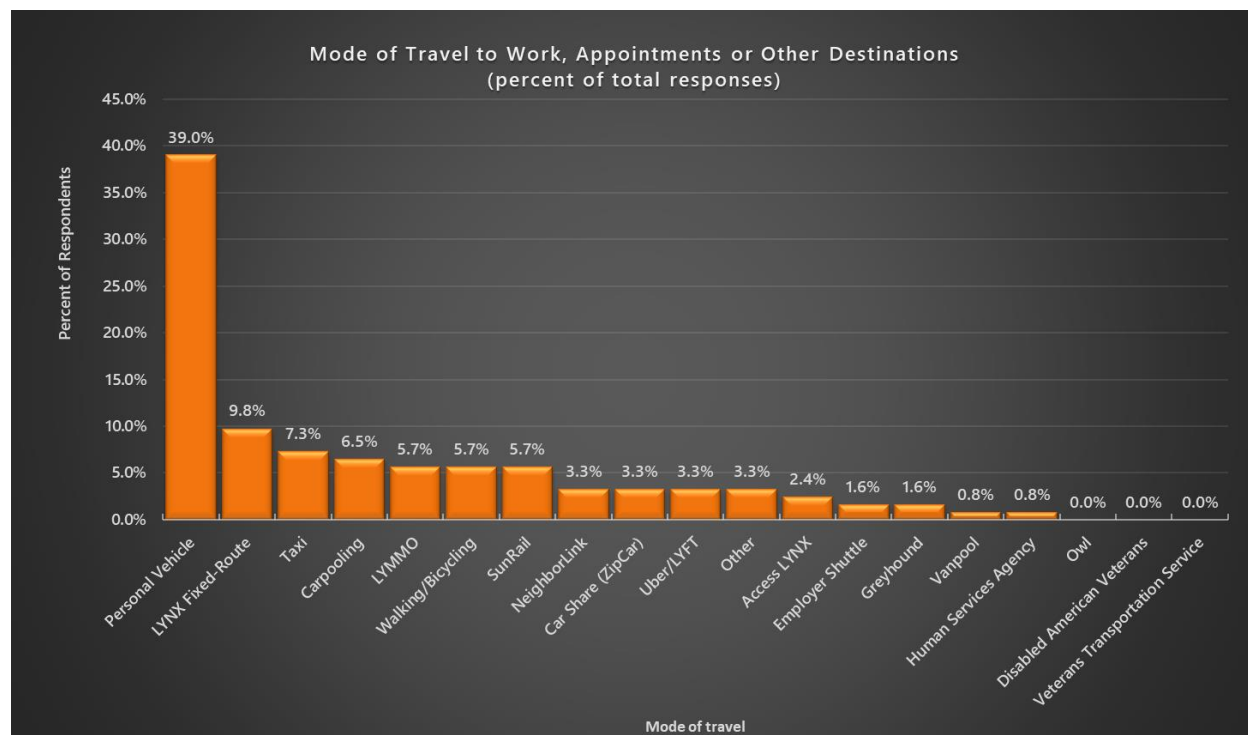
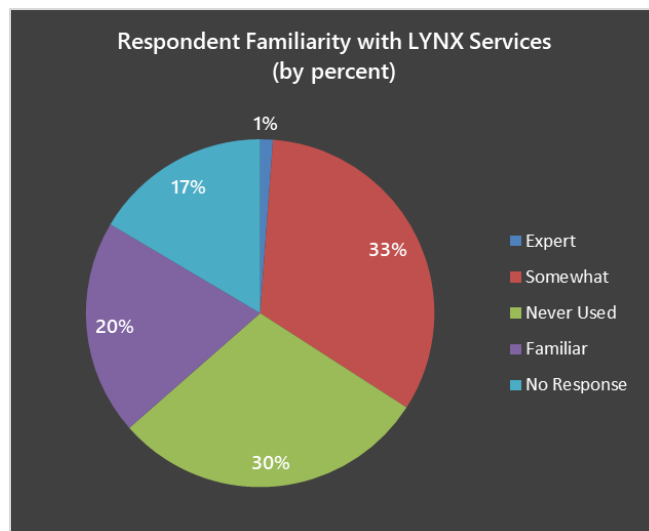




With regard to receipt of transportation funding assistance from employers (Q #7), a majority of the respondents received no funding assistance. Of the 20 recorded responses, the respondents received bus passes, taxi vouchers, reimbursement, or a stipend.

A total of 20 percent of respondents were familiar with the LYNX services and another 33 percent were somewhat familiar (Q #8). Nearly a third of the respondents have never used LYNX services. This may be because a significant portion of the survey respondents were not LYNX users and were completed by older adults at local events. It appears that many of the respondents primarily rely on their personal vehicle for mobility.

For the mode of travel to destinations (Q#9), 39 percent of the respondents use their personal vehicles as their primary mode of travel with another 19 percent that use the LYNX, LYMMO and NeighborLink services. Only 2.4 percent of the respondents indicated that they use ACCESS LYNX services.





With regard to frequency of usage of LYNX services (Q #10), almost 47 percent have never used LYNX services. Of the 33 percent that use LYNX services, the split is even between daily (8%), weekly (8%), monthly (8%) and annually (8%). Only 40 percent of the survey respondents chose a response for the mode used most frequently (Q#11). Of those who responded, 22 percent use fixed route services and there were four percent of respondents for each of the following categories: ACCESS LYNX, NeighborLink and Uber/Lyft.

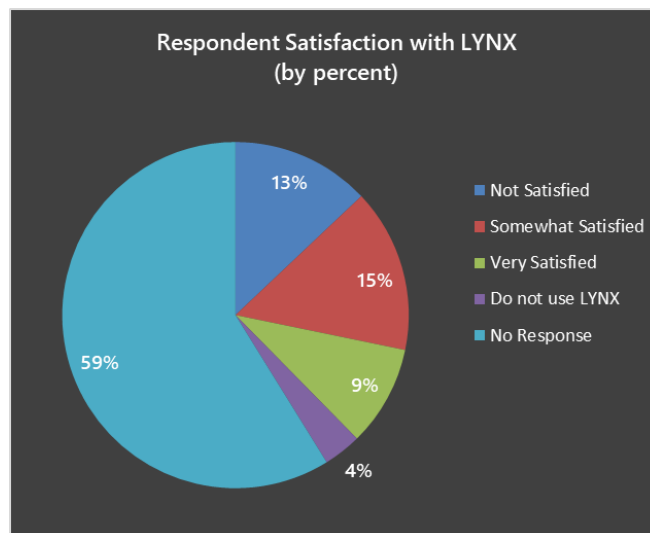
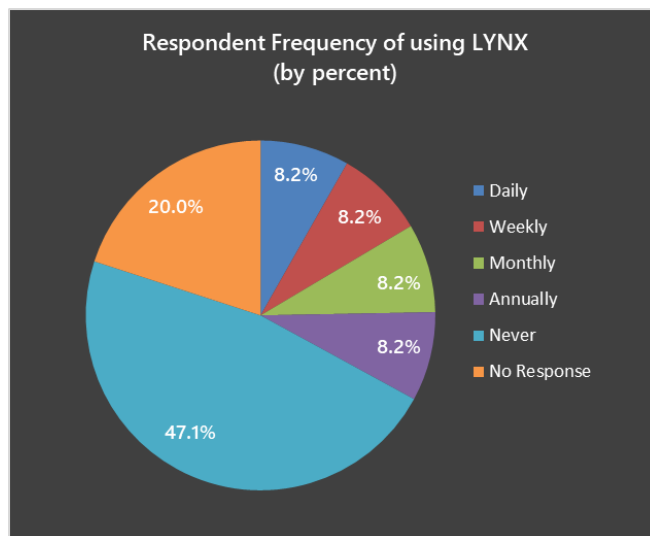
A total of 62 out of the 85 survey respondents answered the question regarding their most frequent origins and destinations (Q #12). Of those that responded, 32 percent chose medical appointments, 12 percent chose multiple stops, 6 percent chose work, and 4 percent each for services and events.

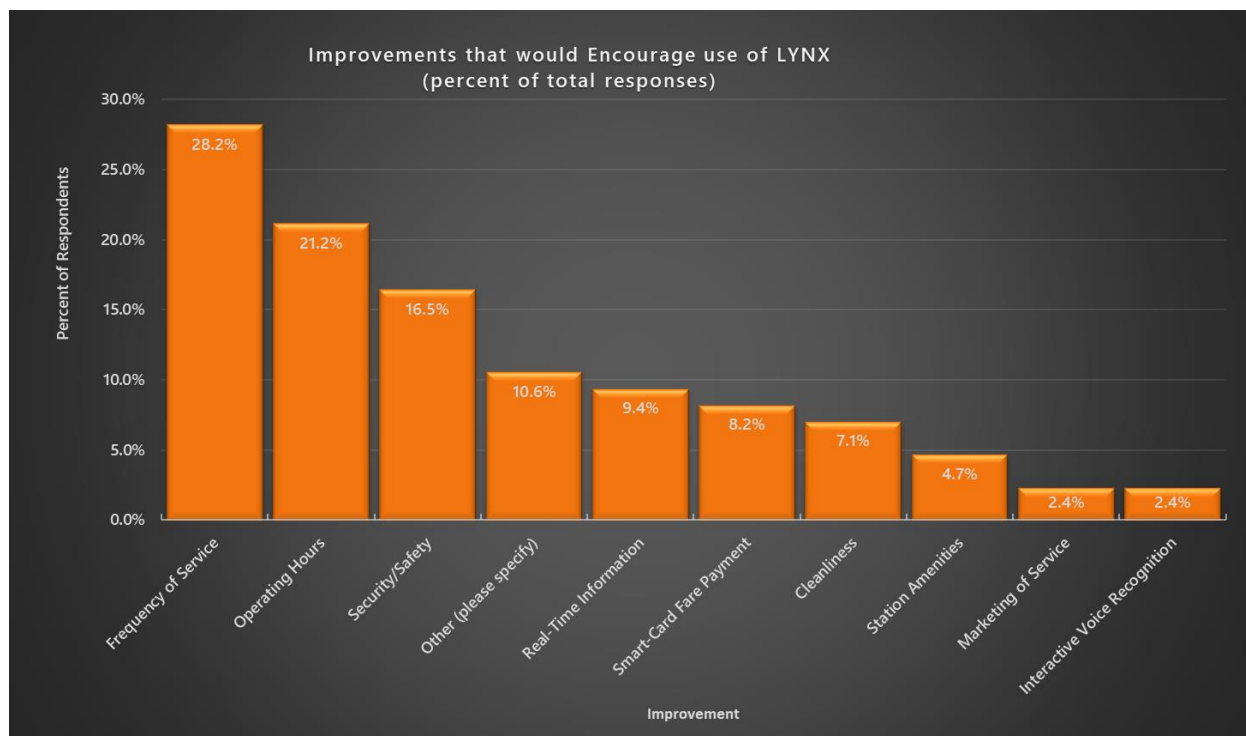
The following two questions were not evaluated due to the limited number of responses and for the inability to make statistically reasonable conclusions:

- Q #13 – What is the most frequent destination you typically travel to using each of the following transportation services? If you do not use a mode/service, please leave the comment field blank.
- Q #14 – If you use any of the following transportation services, please indicate what days of the week and hours of the day that you typically travel to and from your destinations. If you do not use a mode/service, please leave the comment field blank.

With regard to satisfaction with LYNX services, 9 percent are very satisfied, 15 percent are somewhat satisfied, and 13 percent are not satisfied (Q #15). The large number of non-responses are attributed to the number of survey respondents that do not use LYNX service on a regular basis.

The top three recommendations (Q #16) for improvement of services included frequency of service (28%), operating hours (21%) and safety and security (17%). The responses are illustrated in the chart below.

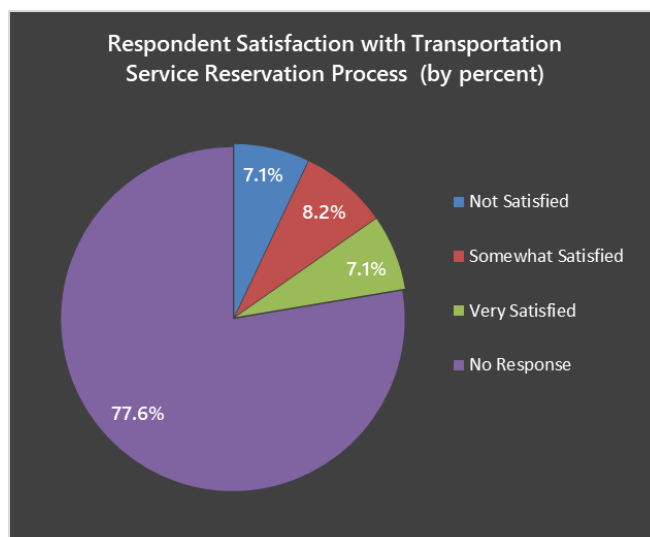




With regard to satisfaction with the current reservation process, 7 percent are very satisfied, 8 percent are somewhat satisfied, and 7 percent are not satisfied (Q #17). The large number of non-responses are attributed to the number of survey respondents that do not use LYNX service on a regular basis.

The following issues were identified for lack of satisfaction in the reservation process (Q #18). The number of times each issue was noted on a survey is indicated in parenthesis.

- Service not being on time (5)
- Long wait times between pick up and drop offs (3)
- Difficulty with the reservation process – customer service (2)



With regard to transportation needs that are not currently being met by existing LYNX services, the following responses were recorded (Q #19):

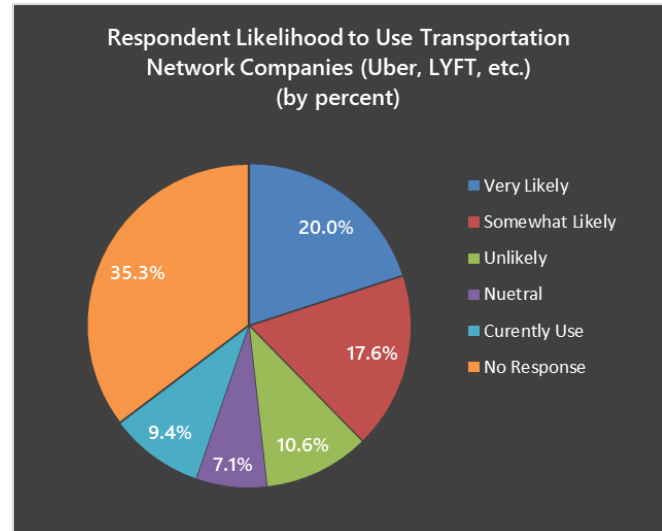
- Limited service hours on the evenings and weekends (3)
- Limited frequency of service and longer wait times (3)
- Limited coverage area or longer distance from stops (3)
- Reliability of service – being late (3)
- Lack of operator sensitivity (2)





When asked how likely they are to use Transportation Network Companies (TNC) like Uber and Lyft, approximately 9 percent currently use TNC services. Another 20 percent indicated that they are very likely to use TNCs and 18 percent were somewhat likely to use TNCs. A total of 11 percent of the respondents indicated that they are unlikely to use these services.

Of the respondents that provided an answer regarding having adequate access to healthcare services (Q #21) using existing transportation options, 70 percent answered that they had access to healthcare services while 30 percent did not have adequate access.



The responses to questions 22 and 23 were combined given the small number of respondents and the similarity in the nature of questions. The following comments were provided regarding improvements in the service that will improve overall mobility and assist older adults and people with disabilities. The number of times each response was noted is shown in parenthesis.

- Increased frequency of service – Routes 9, 40, 106, 443 (16)
- Improved accommodations in buses for special needs (7)
- Increase service coverage - Lake Mary and extend service to Sanford Airport (7)
- On time Reliability and coordination of routes (5)
- Extended service till midnight on weekdays and later hours on weekends – for fixed route and Access LYNX (5)
- Better customer services and availability of information (6)
- Modernize technology services for routing and app (3)
- Improved security at stops, including safety of roadway crossing (3)
- Larger buses to accommodate wheelchairs (2)
- More signage and space in the buses for them (2)
- Not charging family members accompanying ACCESS LYNX riders (2)
- Accessible (to visually impaired) way to renew or re-apply for ACCESS LYNX (1)
- Bus stops are placed too far apart (2)

**Based on the combined survey responses, the highest priorities resulting from the survey responses, include increasing fixed-route bus frequency (with specific routes noted), followed by the need to improve accommodations in buses for individuals with disabilities, and increase and extend transportation coverage in Lake Mary and to the Sanford Airport.** Regarding communication preferences, the top three included postal mail (37), telephone (21), and e-mail (18).



## Appendix B: FY 2019 Application Manual

**Fiscal Year 2019**

# **5310 GRANT APPLICATION**

49 U.S.C. Section 5310 | FAST Act Section 3006  
Enhanced Mobility of Seniors and Individuals with Disabilities

Central Florida Regional Transportation Authority



# Checklist for Application Assistance

Name of Applicant: \_\_\_\_\_

The following documents must be included in section 5310 Operating Assistance Applications in the order listed:

- \_\_\_\_\_ This Checklist
- \_\_\_\_\_ Applicant's Cover Letter (use LYNX cover letter, see Appendix A)
- \_\_\_\_\_ Applicant History
- \_\_\_\_\_ Application for Federal Assistance (Standard Form 424 – See Appendix F for sample)
- \_\_\_\_\_ Annual Operating Data (Excel Worksheet)
- \_\_\_\_\_ Budget (Excel Worksheet)
- \_\_\_\_\_ Local Match (Excel Worksheet)
- \_\_\_\_\_ Fact Sheet (Excel Worksheet)
- \_\_\_\_\_ Vehicle Inventory (Excel Worksheet)
- \_\_\_\_\_ Current System Description
- \_\_\_\_\_ Proposed Project Description
- \_\_\_\_\_ Service Area Maps (LYNX provided maps)
- \_\_\_\_\_ Federal Certifications and Assurances
- \_\_\_\_\_ Exhibit A: CTC Coordination Contract
- \_\_\_\_\_ Exhibit B: Single Audit Act, or Certification of Exemption from Single Audit Act, if applicable (See Appendix B for sample)
- \_\_\_\_\_ Exhibit C: Coordinated Public Transit – Human Services Transportation Plan (See Appendix C for sample)
- \_\_\_\_\_ Exhibit D: Copy of the Governing Board's Resolution (See Appendix D for sample)
- \_\_\_\_\_ Exhibit E: Certification of Equivalent Service (See Appendix E for sample)

## Applicant History

1. Type of Applicant (place X in box):

☐

New

☐

Existing

2. Have you had a Section 5310 project funded by LYNX (place X in box)?

☐

Yes

☐

No

3. If YES, briefly describe your previously funded Section 5310 project and summarize project outcomes for the clients/populations served by your agency:



## **Cover Letter**

Please complete the template form included in the Appendix. When application is submitted, please print and attach a copy of the completed form.

## **Standard Form 424**

Please complete Standard Form 424 as part of application. An editable pdf can be found at:

[Standard Form 424](#)

[Standard Form 424 Instructions](#)

Please see Example Standard Form 424 in **Appendix F**.

## **Required Excel Documents**

### **Annual Operating Data**

As support for the information provided on the Budget and in the Fact Sheet, please complete the Fact Sheet in the Excel Workbook provided on the thumb drive. When application is submitted, please print and attach a copy of the completed “Annual Operating Data” worksheet.

### **5310 Budget**

Please complete the 5310 Budget in the Excel Workbook provided on the thumb drive. When application is submitted, please print and attach a copy of the completed “Budget” worksheet.

### **Local Match**

Please complete the Local Match form in the Excel Workbook provided on the thumb drive.

Identify the specific sources of funds (public and private) to be used as local contribution.

Applicants may provide local match from other federal programs that are eligible to be expended for transportation, with the exception of USDOT/FTA programs. In addition, state the dollar amount associated with each local match funding source.

### **Fact Sheet**

Please complete the Fact Sheet in the Excel Workbook provided on the thumb drive. When application is submitted, please print and attach a copy of the completed “Fact Sheet” worksheet.

### **Vehicle Inventory**

Please complete the Vehicle Inventory in the Excel Workbook provided on the thumb drive.

When application is submitted, please print and attach a copy of the completed form.

## Current System Description

It is requested that applicants provide the System Description in a question/answer format. Please limit response to two pages. The following information shall be included in the narrative in a detailed manner:

1. An overview of the organization including its mission, program goals, and how transportation fits into the overall organization mission

2. Organizational structure, type of operation, number of employees, and other pertinent organizational information

A large, empty rectangular box with a thin black border, intended for providing organizational structure, type of operation, number of employees, and other pertinent organizational information.

3. Who is responsible for insurance, training and management, and administration of the agencies transportation programs

A large, empty rectangular box with a thin black border, intended for identifying who is responsible for insurance, training and management, and administration of the agency's transportation programs.

4. Who provides maintenance of the vehicles

A large, empty rectangular box with a thin black border, intended for identifying who provides maintenance of the vehicles.

5. Number of transportation related employees (drivers, schedulers, dispatchers, etc.)

--

6. Who will drive the vehicle, number of drivers, CDL certifications, etc.?

--

7. A detailed description of service routes/areas and ridership number

--

## Proposed Project Description

The proposed project description should be thorough as the evaluation committee will rely heavily on the narrative in reviewing and ranking a grant application. **It is required that all applicants provide the Project Description in a question/answer format.**

1. How will the project meet the purpose of the 5310 program, as outlined in the Application Manual?

2. How will the project address the priorities for the Urbanized Orlando and Kissimmee areas, as outlined in the “2019 Program Goals and Priorities” section of the Application Manual?



3. Will the project maintain existing services, expand existing services, or provide a new service?
- a. If maintaining existing services, will the quality or efficiency of service improve?
  - b. If an expansion of existing services, how does this project achieve that expansion (i.e. through increased service hours, increased number of vehicles in service, coordination with other transportation providers, expanded service area, etc.)?
  - c. If a new service, what is the demand for such a project (what factors led to this project's development; what analysis was conducted to verify need/demand)?

4. How does the proposed project fit into the coordinated transportation system in the LYNX service area? (The required conversation with CTC will help with answering this question)

5. Please explain the geographic location of your proposed service area. Will the service operate entirely within the urbanized areas of Orlando and/or Kissimmee, or will some of the services span both urban and non-urbanized areas?
- If services span both urban and non-urbanized areas, please explain the methodology used to determine this project will predominately serve the urbanized areas.
  - The maps provided by LYNX must be marked up clearly (in color please) to show the proposed service areas and included in the grant application.

6. What priorities does the project address in the LYNX TDSP?

- a. Are unmet needs or gaps (time-based or geographic) addressed by this project?  
Which? Please cite the pages and specific references from the TDSP for support.

7. If this project helps realize service (operational) efficiencies; what are those efficiencies?  
How does the project help realize those efficiencies?

8. What population(s) will the project serve (elderly, disabled, other transportation disadvantaged groups, general population)?

9. How does the project provide a service that the CTC cannot, or at a more efficient rate than the CTC?

10. Will the project be sustainable after initial award, or is it only feasible to provide the service(s) with the support of these funds?

a. If applicable, how will the project become sustainable?

## Single Audit Act, or Certification of Exemption from Single Audit Act

Applicants will provide their most recent Single Audit Report, with any findings and corrective actions; or, if the audit is not applicable, Applicants will provide a Certification of Exemption from Single Audit Act.

Please complete the template form included in **Appendix B**. When application is submitted, please print and attach a copy of the completed form.

## CTC Coordination Contract

A copy of the written coordination agreement between the applicant and the CTC in the appropriate service area should be identified as Attachment B and included in the application. The agreement must be specific as to how the services to be provided will be complimentary to the services the CTC provides, and how duplication and fragmentation of services will be avoided. If the applicant's service extends into areas covered by more than one CTC, copies of all applicable coordination agreements should be included in the application.

If agency does not have a current Coordination Contract with the CTC, a letter of intent to do so is required in place of the contract. Grant awards will not be made without an appropriate coordination agreement.

## Coordinated Public Transit – Human Services Transportation Plan

Please complete the template form included in the **Appendix C**. When application is submitted, please print and attach a copy of the completed form.

## Governing Board's Resolution

Please complete the template form included in the **Appendix D**. When application is submitted, please print and attach a copy of the completed form.

## Certifications and Assurances

All application must include the most recent signed copy of the FTA Certifications and Assurances. These can be found at the following link:

<https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/funding/grants/grantee-resources/114591/2018-certifications-and-assurances.pdf>



## Certificate of Equivalent Service

According to Circular 9070.iG providers of demand responsive service must utilize accessible vehicles, as defined at 49 CFR 37.7 or meet the applicable equivalent service standard. For private and public entities, the service must be equivalent in regard to schedules, response times, geographic areas of service, hours and days of service, availability of information, reservations capability, constraints on capacity or service availability, and restrictions based on trip purpose. If a sub-recipient does not have wheelchair accessible vehicles available, a Certificate of Equivalent Service must be on file with LYNX at time of application and should be submitted with the 5310 Application. A certification of Equivalent Service has been provided in **Appendix E**.

# APPENDIX

Appendix A: Cover Letter Template

Appendix B: Certification of Exemption from Single Audit Act

Appendix C: Coordinated Public Transit-Human Services Transportation Plan

Appendix D: Governing Board's Resolution

Appendix E: Certification of Equivalent Service

Appendix F: Example Standard Form 424

Appendix G: Glossary

## Appendix A: Cover Letter Template

### CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY GRANT APPLICATION

\_\_\_\_\_(agency name) submits this Application for the Section 5310 Program Grant and agrees to comply with all assurances and exhibits attached hereto and by this reference made a part thereof, as itemized in the Checklist for Application Completeness.

\_\_\_\_\_(agency name) further agrees, to the extent provided by law (in case of a government agency in accordance with Sections 129.07 and 768.28, Florida Statutes) to indemnify, defend and hold harmless LYNX and all of its officers, agents and employees from any claim, loss, damage, cost, charge, or expense arising out of the non-compliance by the Agency, its officers, agents or employees, with any of the assurances stated in this Application.

Sunshine Law - Please note: Florida has a very broad public records law. Following the evaluation and scoring of your application, it is subject to this law, and upon request, available for public disclosure.

This Application is submitted on this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_ with two (2) original resolutions or certified copies of the original resolution authorizing \_\_\_\_\_ (Name & Title) to sign this Application.

Agency Name

By \_\_\_\_\_ Date \_\_\_\_\_

Title \_\_\_\_\_

## Appendix B: Certification of Exemption from Single Audit Act

IT IS HEREBY CERTIFIED THAT the Applicant:

1. Will not receive \$750,000 or more for the current Fiscal Year from all federal sources combined, and is, therefore, exempt from the Single Audit Act as described in OMB A-133; and
2. In the event the applicant does receive \$750,000 or more in total from all federal sources during the current fiscal year, the applicant will comply with the Single Audit Act and submit LYNX a copy of its most recent audit conducted in compliance with the Act.

\_\_\_\_\_  
(Typed name and title of authorized individual)

\_\_\_\_\_  
(Signature of authorized individual)

\_\_\_\_\_  
(Date)

## Appendix C: Coordinated Public Transit-Human Services Transportation Plan

**To be completed and signed by an individual authorized by the governing board of the applicant agency and submitted with the grant application.**

The\_\_\_\_\_certifies and assures to the Central Florida Regional Transportation Authority (dba LYNX) in regard to its Application for Assistance under U.S.C. Section 5310 dated\_\_\_\_\_:

This grant request is derived from a coordinated plan compliant with Federal Transit Administration Circular 9070.1G.

1. The name of this coordinated plan is:

\_\_\_\_\_

2. The agency that adopted this coordinated plan was:

Central Florida Regional Transportation Authority dba LYNX

3. The date the coordinated plan was adopted was:

\_\_\_\_\_

4. The page number of the coordinated plan that this application supports:

\_\_\_\_\_

Date:\_\_\_\_\_ Signature: \_\_\_\_\_

\_\_\_\_\_  
Name and Title

## Appendix D: Governing Board's Resolution

A RESOLUTION of the \_\_\_\_\_ (Governing Body) \_\_\_\_\_ authorizing the signing and submission of a grant application and supporting documents and assurances to the Central Florida Regional Transportation Authority (dba LYNX), and the acceptance of a grant award from LYNX.

WHEREAS, \_\_\_\_\_ (Applicant) \_\_\_\_\_ has the authority to apply for and accept grant awards made by LYNX as authorized by Chapter 341, Florida Statutes and/or by the Federal Transit Administration Act of 1964, as amended; NOW, THEREFORE, BE IT RESOLVED BY THE \_\_\_\_\_ (Governing Body) \_\_\_\_\_

\_\_\_\_\_, FLORIDA:

1. This resolution applies to Federal Program(s) under U.S.C. Section(s) \_\_\_\_\_.
2. The submission of a grant application(s), supporting documents, and assurances to the CFRTA is approved.
3. (Authorized Individual by Name and Title) \_\_\_\_\_ is authorized to sign the application and accept a grant award, unless specifically rescinded.

DULY PASSED AND ADOPTED THIS \_\_\_\_\_, 20\_\_\_\_\_

By: \_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Typed name & title)

ATTEST:

\_\_\_\_\_ (seal)



## Appendix E: Certification of Equivalent Service

### CERTIFICATION OF EQUIVALENT SERVICE

(Agency Name) certifies that its demand responsive service offered to individuals with disabilities, including individuals who use wheelchairs, is equivalent to the level and quality of service offered to individuals without disabilities. Such service, when viewed in its entirety, is provided in the most integrated setting feasible and is equivalent with respect to:

1. Response time;
2. Fares;
3. Geographic service area;
4. Hours and days of service;
5. Restrictions on trip purpose;
6. Availability of information and reservation capability; and
7. Constraints on capacity or service availability.

In accordance with 49 CFR Part 37, public entities operating demand responsive systems for the general public which receive financial assistance under 49 U.S.C. 5310 and 5311 of the Federal Transit Administration (FTA) funds must file this certification with the appropriate state program office before procuring any inaccessible vehicle. Such public entities not receiving FTA funds shall also file the certification with the appropriate state office program. Such public entities receiving FTA funds under any other section of the FTA Programs must file the certification with the appropriate FTA regional office. This certification is valid for no longer than one year from its date of filing. Non-public transportation systems that serve their own clients, such as social service agencies, are required to complete this form.

Executed this Date day of Month, Year

---

(Name and title of authorized representative)

---

(Signature of authorized representative)

## Appendix F: Example Standard Form 424

View Burden Statement		OMB Number: 4040-0004 Expiration Date: 10/31/2019	
<b>Application for Federal Assistance SF-424</b>			
<b>* 1. Type of Submission:</b> <input type="checkbox"/> Preapplication <input type="checkbox"/> Application <input type="checkbox"/> Changed/Corrected Application		<b>* 2. Type of Application:</b> <input type="checkbox"/> New <input type="checkbox"/> Continuation <input type="checkbox"/> Revision	
		* If Revision, select appropriate letter(s): <input type="text"/> * Other (Specify): <input type="text"/>	
* 3. Date Received:		4. Applicant Identifier:	
<input type="text"/>		<input type="text"/>	
5a. Federal Entity Identifier:		5b. Federal Award Identifier:	
<input type="text"/>		<input type="text"/>	
<b>State Use Only:</b>			
6. Date Received by State:		7. State Application Identifier:	
<input type="text"/>		<input type="text"/>	
<b>8. APPLICANT INFORMATION:</b>			
* a. Legal Name: <input type="text"/>			
* b. Employer/Taxpayer Identification Number (EIN/TIN):		* c. Organizational DUNS:	
<input type="text"/>		<input type="text"/>	
<b>d. Address:</b>			
* Street1:		<input type="text"/>	
Street2:		<input type="text"/>	
* City:		<input type="text"/>	
County/Parish:		<input type="text"/>	
* State:		<input type="text"/>	
Province:		<input type="text"/>	
* Country:		USA: UNITED STATES <input type="text"/>	
* Zip / Postal Code:		<input type="text"/>	
<b>e. Organizational Unit:</b>			
Department Name:		Division Name:	
<input type="text"/>		<input type="text"/>	
<b>f. Name and contact information of person to be contacted on matters involving this application:</b>			
Prefix:	<input type="text"/>	* First Name:	<input type="text"/>
Middle Name:	<input type="text"/>		
* Last Name:	<input type="text"/>		
Suffix:	<input type="text"/>		
Title:	<input type="text"/>		
Organizational Affiliation:			
<input type="text"/>			
* Telephone Number:		Fax Number:	
<input type="text"/>		<input type="text"/>	
* Email: <input type="text"/>			

Application for Federal Assistance SF-424	
<p><b>* 9. Type of Applicant 1: Select Applicant Type:</b></p> <div style="border: 1px solid red; background-color: #d4e08d; height: 20px; width: 100%;"></div> <p>Type of Applicant 2: Select Applicant Type:</p> <div style="border: 1px solid #ccc; background-color: #d4e0ff; height: 20px; width: 100%;"></div> <p>Type of Applicant 3: Select Applicant Type:</p> <div style="border: 1px solid #ccc; background-color: #d4e0ff; height: 20px; width: 100%;"></div> <p>* Other (specify):</p> <div style="border: 1px solid #ccc; height: 20px; width: 30%;"></div>	
<p><b>* 10. Name of Federal Agency:</b></p> <div style="border: 1px solid red; background-color: #d4e08d; height: 20px; width: 80%;"></div>	
<p><b>11. Catalog of Federal Domestic Assistance Number:</b></p> <div style="border: 1px solid #ccc; background-color: #d4e0ff; height: 20px; width: 20%;"></div> <p>CFDA Title:</p> <div style="border: 1px solid #ccc; background-color: #d4e0ff; height: 20px; width: 80%;"></div>	
<p><b>* 12. Funding Opportunity Number:</b></p> <div style="border: 1px solid red; background-color: #d4e08d; height: 20px; width: 40%;"></div> <p>* Title:</p> <div style="border: 1px solid red; background-color: #d4e08d; height: 50px; width: 90%;"></div>	
<p><b>13. Competition Identification Number:</b></p> <div style="border: 1px solid #ccc; background-color: #d4e0ff; height: 20px; width: 40%;"></div> <p>Title:</p> <div style="border: 1px solid #ccc; background-color: #d4e0ff; height: 50px; width: 80%;"></div>	
<p><b>14. Areas Affected by Project (Cities, Counties, States, etc.):</b></p> <div style="border: 1px solid #ccc; height: 20px; width: 30%;"></div> <div style="display: flex; justify-content: flex-end; gap: 10px;"> <div>Add Attachment</div> <div>Delete Attachment</div> <div>View Attachment</div> </div>	
<p><b>* 15. Descriptive Title of Applicant's Project:</b></p> <div style="border: 1px solid red; background-color: #d4e08d; height: 40px; width: 90%;"></div>	
<p>Attach supporting documents as specified in agency instructions.</p> <div style="display: flex; justify-content: flex-start; gap: 10px;"> <div>Add Attachments</div> <div>Delete Attachments</div> <div>View Attachments</div> </div>	

<b>Application for Federal Assistance SF-424</b>	
<b>16. Congressional Districts Of:</b>	
* a. Applicant <input style="width: 100px;" type="text"/>	* b. Program/Project <input style="width: 100px;" type="text"/>
Attach an additional list of Program/Project Congressional Districts if needed.	
<input style="width: 150px;" type="text"/>	<input type="button" value="Add Attachment"/> <input type="button" value="Delete Attachment"/> <input type="button" value="View Attachment"/>
<b>17. Proposed Project:</b>	
* a. Start Date: <input style="width: 80px;" type="text"/>	* b. End Date: <input style="width: 80px;" type="text"/>
<b>18. Estimated Funding (\$):</b>	
* a. Federal	<input style="width: 150px;" type="text"/>
* b. Applicant	<input style="width: 150px;" type="text"/>
* c. State	<input style="width: 150px;" type="text"/>
* d. Local	<input style="width: 150px;" type="text"/>
* e. Other	<input style="width: 150px;" type="text"/>
* f. Program Income	<input style="width: 150px;" type="text"/>
* g. TOTAL	<input style="width: 150px;" type="text"/>
<b>* 19. Is Application Subject to Review By State Under Executive Order 12372 Process?</b>	
<input type="checkbox"/> a. This application was made available to the State under the Executive Order 12372 Process for review on <input style="width: 80px;" type="text"/> .	
<input type="checkbox"/> b. Program is subject to E.O. 12372 but has not been selected by the State for review.	
<input type="checkbox"/> c. Program is not covered by E.O. 12372.	
<b>* 20. Is the Applicant Delinquent On Any Federal Debt? (If "Yes," provide explanation in attachment.)</b>	
<input type="checkbox"/> Yes <input type="checkbox"/> No	
If "Yes", provide explanation and attach	
<input style="width: 150px;" type="text"/>	<input type="button" value="Add Attachment"/> <input type="button" value="Delete Attachment"/> <input type="button" value="View Attachment"/>
21. *By signing this application, I certify (1) to the statements contained in the list of certifications** and (2) that the statements herein are true, complete and accurate to the best of my knowledge. I also provide the required assurances** and agree to comply with any resulting terms if I accept an award. I am aware that any false, fictitious, or fraudulent statements or claims may subject me to criminal, civil, or administrative penalties. (U.S. Code, Title 218, Section 1001)	
<div style="border: 1px solid black; padding: 2px; display: inline-block;"><b>** I AGREE</b></div>	
** The list of certifications and assurances, or an internet site where you may obtain this list, is contained in the announcement or agency specific instructions.	
<b>Authorized Representative:</b>	
Prefix: <input style="width: 100px;" type="text"/>	* First Name: <input style="width: 250px;" type="text"/>
Middle Name: <input style="width: 150px;" type="text"/>	
* Last Name: <input style="width: 250px;" type="text"/>	
Suffix: <input style="width: 100px;" type="text"/>	
* Title: <input style="width: 200px;" type="text"/>	
* Telephone Number: <input style="width: 150px;" type="text"/>	Fax Number: <input style="width: 150px;" type="text"/>
* Email: <input style="width: 250px;" type="text"/>	
* Signature of Authorized Representative: <input style="width: 200px;" type="text"/>	* Date Signed: <input style="width: 80px;" type="text"/>

## Appendix G: Glossary

**Community Transportation Coordinator (CTC)** - A transportation entity recommended by an MPO, or by the appropriate designated official planning agency, as provided for in Sections 427.015(1), Florida Statutes, in an area outside the purview of an MPO, to ensure that coordinated transportation services are provided to the transportation disadvantaged population in a designated service area.

**Disabled person** – See elderly individual and individual with disabilities.

**Elderly individual** – includes, at a minimum, all persons 65 years of age or older. Grantees may use a definition that extends eligibility for service to younger (e. g., 62 and older, 60 and over) persons.

**Individual with a disability** – means an individual who, because of illness, injury, age, congenital malfunction, or other incapacity or temporary or permanent disability (including an individual who is a wheelchair user or has semi-ambulatory capability), cannot use effectively, without special facilities, planning or design, public transportation service or a public transportation facility.

**Locally developed, coordinated public transit-human services transportation plan** – means a plan that identifies the transportation needs of individuals with disabilities, older adults, and people with low incomes, provide strategies for meeting those local needs, and prioritizes transportation services for funding and implementation. Projects considered for Section 5310 funding must serve identified needs of the disabled population. A locally developed Transportation Disadvantages Services Plan (TDSP) will qualify in most instances. All stakeholders identified in the circular must be included in the development of the TDSP.

**Non-urbanized area** - The area outside of an urbanized area, as defined by the U.S. Bureau of the Census.

**One-way passenger trips** - A one-way passenger trip is defined as a unit of service provided each time a passenger enters the vehicle, is transported, then exits the vehicle [i.e. If a passenger travels from home to the doctor, then to a store, then home, the total number of one-way passenger trips would be three (3)]. This number should not include personal care attendants or escorts.

**Public transportation** – shared ride surface transportation services.

**Unduplicated passenger headcount** – This is the actual number of individual persons who took a trip during the reporting period, regardless of how many trips the person took.

**Unrestricted Federal funds** – funds received by Section 5310 applicants pursuant to service agreements with state or local social service agencies or private social service organizations, and used to match Section 5310 funds, even though the original source of such funds may have been another Federal program.

**Urbanized area** – means an area encompassing a population of not less than 50,000 people that has been defined and designated in the most recent decennial census as an “urbanized area” by the Secretary of Commerce. Small urbanized areas as used in the context of Federal Transit Administration formula grant programs are urbanized areas with a population of at least 50,000 but less than 200,000.

**Vehicle Hour** – the total time spent operating vehicles; including in between passenger trips, travel to initial pick-up and from final drop-off.

**Vehicle Mile** - the total miles traveled while operating vehicles; including in between passenger trips, travel to initial pick-up and from final drop-off.

**Vehicle Revenue Hour** - the hours that passenger cars travel while in revenue service; revenue service begins when a passengers enters the vehicle and ends when a passenger exits the vehicle.

**Vehicle Revenue Mile** - the miles that passenger cars travel while in revenue service; revenue service begins when a passengers enters the vehicle and ends when a passenger exits the vehicle.

**TAB 4**







metroplan orlando  
A REGIONAL TRANSPORTATION PARTNERSHIP

# LYNX Community Transportation Coordinator

## Orange, Osceola and Seminole Counties

July 1, 2015 - June 30, 2016  
Evaluation Form

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## INTRODUCTION

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

Access LYNX is the designated CTC for Orange, Osceola, and Seminole counties and the evaluation period is July 1, 2015 through June 30, 2016.

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

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

## COORDINATION

### OPERATIONS

Please rate each Operations Standard as indicated below:

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

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

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

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

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

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

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

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

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

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

## ADMINISTRATIVE

Please rate each Administrative Standard as indicated below:

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

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

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

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

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

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

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

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

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

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SAMPLE

## **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	0.01%	166	0.03%	-1%

RATIOS:

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



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

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

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

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SAMPLE

## LOCAL PERFORMANCE MEASUREMENTS

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

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

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

### On-Time Performance

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

*The TDLCB established an on-time performance goal of 92% or higher. The average on-time performance between July 2015 to June 2016 was of 85%.*

SATISFACTORY	NEEDS IMPROVEMENT	UNSATISFACTORY

### Call Hold Time

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

*The TDLCB established an average call hold time goal of 2 minutes and 30 seconds. The average call hold time between July 2015 to June 2016 was of 2 minutes and 27 seconds.*

SATISFACTORY	NEEDS IMPROVEMENT	UNSATISFACTORY

### Commendations and Concerns

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

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

Measurement	(July - June) 2014/2015	(July - June) 2015/2016	% Change
Concerns	741	757	2%
Commendations	183	151	-17%

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

SATISFACTORY	NEEDS IMPROVEMENT	UNSATISFACTORY

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

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SAMPLE

## 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 2016/16, 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.gomn.com/WebACCESS](http://www.gomn.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:

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### 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 relationship 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 trip
5. Other trip purposes

**TAB 5**



## PLANNING RELATED GRANT AGREEMENT TASKS QUARTERLY PROGRESS REPORT

MetroPlan Orlando  
(Agency Name)

Invoice #	<u>Three</u>
FDOT FM #	<u>43202718401</u>
Contract #	<u>G0Y31</u>

Orange, Osceola and Seminole  
(County)

Reporting Period: April 1, 2019 to June 30, 2019

### **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). (Must be approved by the LCB no later than June 30<sup>th</sup> of the current grant cycle.)

**Deliverable:** TDSP update was approved by the LCB May 9, 2019. Copy of approved document is attached as a **Task 1 deliverable**.

#### **TASK 2:**

Organize and provide staff support and related resources for at least four (4) LCB meetings per year, holding one meeting during each quarter. Exceptions to reschedule meeting(s) outside of a quarter due to the imminent threat of a natural disaster may be granted by the Commission for the Transportation Disadvantaged. Provide staff support for committees of the LCB. Provide program orientation and training for newly appointed LCB members. Provide public notice of LCB meetings in accordance with the most recent LCB and Planning Agency Operating Guidelines.

LCB meetings will be held in accordance with the CTD's most recent LCB and Planning Agency Operating Guidelines and will include at least the following:

1. Agendas for LCB meetings. Agenda should include action items, informational items and an opportunity for public comment.
2. Official minutes of LCB meetings and committee meetings (regardless of a quorum). A copy will be submitted along with the quarterly report. Minutes will at least be in the form of a brief summary of basic points, discussions, decisions, and recommendations. Records of all meetings shall be kept for at least five years.
3. A current full and active membership of voting and non-voting members to the LCB. Any time there is a change in the membership, provide a current membership roster and mailing list of LCB members.
4. A report of the LCB membership's attendance at the LCB meeting held during this grant period. This would not include committee meetings.

**Deliverable:** Agenda for TDLCB meeting held May 9, 2019 as well as the April 23, 2019 QATF agendas along with draft meeting minutes and/or highlights are enclosed as a **Task 2** deliverables. The membership roster, attendance report and public notice of meeting, are also provide as deliverables for **Task 2**.

**TASK 3:**

Provide at least one public workshop annually by each LCB, and assist the CTD, as requested, in co-sponsoring public workshops. This public workshop must be held separately from the LCB meeting. It may, however, be held on the same day as the scheduled LCB meeting. It could be held immediately following or prior to the LCB meeting.

**Deliverable:** No action this reporting period. The next public workshop will be held in November 2019.

**TASK 4:**

Develop and annually update by-laws for LCB approval.

**Deliverable:** No action this reporting period.

**TASK 5:**

Develop, annually update, and implement LCB grievance procedures in accordance with the CTD'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 CTD's Ombudsman Program.

**Deliverable:** No action this reporting period.

**TASK 6:**

Review and comment on the Annual Operating Report (AOR) for submittal to the LCB, and forward comments/concerns to the CTD.

**Deliverable:** No action this reporting period. Cover Page of AOR, signed by CTC representative and LCB Chair.

**TASK 7:**

Research and complete the Actual Expenditures Report (AER) for direct federal and local government transportation funds to the CTD no later than September 15th. Complete the AER, using the CTD approved form.

**Deliverable:** No action this reporting period.

**TASK 8:**

Complete quarterly progress reports addressing local program administrative support accomplishments for the local transportation disadvantaged program as well as grant

deliverables; including but not limited to, consultant contracts, special studies, and marketing efforts.

**Deliverable:** Completed Quarterly Progress Reports provided as **deliverable for Task 8**.

**TASK 9:**

Planning Agency staff shall attend at least one CTD sponsored training, including but not limited to, the CTD's regional meetings or annual training workshop.

**Deliverable:** No action this reporting period.



Signature of Individual Submitting Report

07/8/2019

Date

Virginia L. Whittington

Typed name of Individual Submitting Report



## RESOLUTION NO. 19-XX

### SUBJECT:

### **Declaring October 15, 2019 as “Blind Americans Equality Day” in the Orlando Metropolitan Area**

**Whereas**, by joint resolution approved on October 6, 1964 (Public Law 88-628, as amended), Congress designated October 15 of each year as “White Cane Safety Day” to recognize the contributions of Americans who are blind or have impaired vision; and

**Whereas**, it is important that all residents in the Orlando Metropolitan Area that are blind or visually impaired have the opportunity to live active, independent lives; and

**Whereas**, approximately 32,000 residents in Central Florida are blind or visually impaired; and

**Whereas**, for Floridians who are blind or visually impaired, the white cane is an important tool for self-reliance and full participation and inclusion in our society; and

**Whereas**, the use of white canes, dog guides, and public and private transportation programs has ensured Floridians who are blind or visually impaired can travel efficiently and safely, breaking down barriers to success and independence; and

**Whereas**, in 2011 “White Cane Safety Day” was named “Blind Americans Equality Day” by President Barack Obama; and

**Whereas**, this proclamation called upon public officials, business and community leaders, educators, librarians, and Americans across the country to observe this day with appropriate ceremonies, activities, and programs to celebrate and recognize the accomplishments and contributions of blind and visually impaired Americans; and

**Whereas**, we recommit to forging ahead with the work of perfecting our Union and ensuring we remain a Nation where all our people, including those living with disabilities, have every opportunity to achieve their dreams.

**NOW, THEREFORE, BE IT RESOLVED** by the MetroPlan Orlando Board that October 15, 2019 is designated as

**“Blind Americans Equality Day”**

Passed and duly adopted at a regular meeting of the MetroPlan Orlando Board on the 11<sup>th</sup> day of September, 2019.

**CERTIFICATE**

The undersigned duly qualified serving as Chairwoman of the MetroPlan Orlando Board certifies that the foregoing is a true and correct copy of a Resolution adopted at a legally convened meeting of the MetroPlan Orlando Board.

---

Honorable Betsy VanderLey, Chairwoman

Attest:

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Cathy Goldfarb, Senior Board Services  
Coordinator and Recording Secretary





## **Community Transportation Coordinator Report**

**July 2019**

Since the last TDLCB meeting, Mr. Jim Harrison, who comes to us from Orange County, has been appointed by the Board of Directors as the Interim Chief Executive Officer at least until end of 2020. Mr. Harrison has provided a vision for the LYNX organization of focusing upon the core business of providing safe, effective, and efficient transit service for the community members of the LYNX service area.

With the new focus, the Mobility Services team have begun planning several initiatives that will help improve service and provide enhanced mobility options for our passengers. First, Mobility Services finalized the coordination with a new TNC service provider, UZRUV, Inc., which will provide a much needed curb-to-curb service. UZRUV replaces the Lyft concept that was originally demonstrated the beginning of the year. Next, Mobility Services is working on improving its Travel Training program to provide new information to our customers in regards to all of the transit options available for the community. Training will be focused upon how to safely and effectively use different modes of transit services provided by LYNX, such as fixed-route, NeighborLink, and Access Lynx. Mobility Services understands that different individuals have different transit needs and we are committed to providing information and services that meet those needs.

Mobility Services continues to reach out to the community for feedback and suggestions on how best to improve our services and make it easier for our community to utilize LYNX transit services. We have had the opportunity to work with senior citizen community organizations, meeting with residents at active living centers, and participate in community events. Each of the meetings and events provided an opportunity to share our focus and hear comments from the community. We have been especially proud of the development of a closer working relationship with MetroPlan, which will support our desire to reach out to a larger audience and group of stakeholders in our service area.

407-841-2279

[www.golynx.com](http://www.golynx.com)

455 North Garland Avenue  
Orlando, FL 32801-1518



July 25, 2019

Honorable Jose Alvarez, Chairman  
Transportation Disadvantaged Local Coordinating Board  
c/o MetroPlan Orlando  
250 South Orange Avenue, Suite 200  
Orlando, Florida 32801

Dear Chairman Alvarez,

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*

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*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 progress payment requirements to our contractor for the period of April 1, 2019 to June 30, 2019.

Sincerely,



Norman Hickling  
Director of Mobility Services

cc: Selita Stubbs, Deputy Director – LYNX Mobility Service  
The Joint Transportation Disadvantaged Local Coordinating Board of  
Orange, Osceola, and Seminole Counties (via MetroPlan Orlando)