



metroplan orlando

A REGIONAL TRANSPORTATION PARTNERSHIP

TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD AGENDA

May 12, 2022 @ 10:00 a.m.



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

DATE: Thursday, May 12, 2022

TIME: 10:00 a.m.

LOCATION: MetroPlan Orlando
David L. Grovdahl Board Room
250 South Orange Avenue, Suite 200
Orlando, FL 32801

**Welcome back to in-person
meetings at MetroPlan Orlando!**
This meeting is taking place
at our office. Please plan your
participation accordingly.

PUBLIC ACCESS: To join the meeting from your computer, tablet or smartphone, please use this link:

<https://us02web.zoom.us/j/83913630711?pwd=YmFyR2lrQWpZeWMrRG1CdFluUFJLdz09>

Passcode: 227650

Commissioner Jim Fisher, Vice Chairperson, Presiding

AGENDA

- I. CALL TO ORDER** – Commissioner Jim Fisher
- II. PLEDGE OF ALLEGIANCE**
- III. ROLL CALL AND CONFIRMATION OF QUORUM** – Ms. Lisa Smith
- IV. AGENDA REVIEW & ANNOUNCEMENTS**– Ms. Virginia Whittington
- V. PUBLIC COMMENTS ON ACTION ITEMS**

Comments from the public pertaining to Action Items on this agenda will be heard at this time. People wishing to comment virtually should use the Raise Hand feature on the Zoom platform, and a meeting host will prompt you to unmute your microphone to speak. Each

speaker should state his or her name and address for the record. People wishing to speak in person must complete an Electronic Speakers Introduction Card. Each speaker is limited to two minutes. People wishing to speak on items of a general nature will be acknowledged in the same way, under Agenda Item X.

VI. Quality Assurance Task Force (QATF) Report

Ms. Marilyn Baldwin, Chairperson of the QATF, will provide a brief report from their April 26, 2022 meeting.

VII. ACTION ITEMS

A. Approval of minutes of previous meeting

TAB 1

The minutes of the February 12, 2022 Transportation Disadvantaged Local Coordinating Board meeting are included at Tab 1 for approval.

B. Approval of Draft TDSP Minor Updates

TAB 2

Presenter: Ms. Trish Whitton, LYNX

Ms. Trish Whitton will review the proposed minor updates to the 2020-2025 Transit Development Services Plan (TDSP) and request TDLCB approval. The draft TDSP, along with an overview of the proposed changes are at Tab 2.

C. Approval of Draft Human Services Transportation Plan (HSTP)

Presenter: Ms. Laura Minns

Ms. Laura Minns, WSP, will review the proposed updates to the 2022 Draft Human Services Transportation Plan (HSTP) and request TDLCB approval. The draft HSTP was transmitted to the TDLCB in advance of the meeting by email on March 17, 2022. The Draft HSTP can be accessed at: https://metroplanorlando.org/wp-content/uploads/2-LYNX-HSTP-2022-Update-as-of-3.15.22_Draft.pdf.

D. Approval of FY 2022-23 Rate Calculations

TAB 3

Presenter: Mr. Norm Hickling, LYNX

Mr. Norm Hickling, ACCESS LYNX, will review the 2022-23 Rate Calculation worksheet and request approval of the rate calculations by the TDLCB. The Commission for Transportation Disadvantaged has reviewed the rates and determined its readiness to advance the spreadsheet to the LCB for approval and inclusion in the TDSP update.

ACCESS LYNX TD RATES			
Type of Trip	FY 2021-22 Rates	FY 2022-23 Rates	Percentage Change
Ambulatory	\$41.94	\$40.90	(.025%)
Wheelchair	\$71.90	\$70.11	(.025%)

VIII. PRESENTATIONS & STATUS REPORTS

A. LYNX/Community Transportation Coordinator (CTC) Update

TAB 4

Mr. Norm Hickling will provide an Access Lynx Mobility Services Update.

B. CTC Evaluation Results

Ms. Virginia Whittington, MetroPlan Orlando, will share the results of the 2020-2021 CTC Evaluation.

IX. GENERAL INFORMATION

A. Planning Grant Update Report

TAB 5

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

B. Report of Operator Payments

TAB 6

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.

X. UPCOMING MEETINGS AND EVENTS OF INTEREST

A. Quality Assurance Task Force – July 26, 2022 at 10:00 a.m.

B. TDLCB Meeting Dates for 2022

- August 11, 2022
- November 10, 2022 (Annual Public Workshop, followed by the regular quarterly meeting)

XI. MEMBER COMMENTS

XII. PUBLIC COMMENTS (GENERAL)

Comments from the public of a general nature will be heard at this time. People wishing to comment virtually should use the Raise Hand feature on the Zoom platform, and a meeting host will prompt you to unmute your microphone to speak. Each speaker should state his or her name and address for the record. People wishing to speak in person must complete an Electronic Speakers Introduction Card. Each speaker is limited to two minutes.

XIII. ADJOURNMENT – Next meeting: August 11, 2022

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 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 por lo menos tres días antes del evento.

TAB 1





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

DATE: Thursday, February 10, 2022

TIME: 10:00 a.m.

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

Commissioner Mayra Uribe, Chair, Presiding

Members in attendance were:

Commissioner Mayra Uribe, Orange County
Ms. Dianne Arnold, Economically Disadvantaged
Ms. Marilyn Baldwin, Disabled
Mr. Chad Ballard, Medical Community
Ms. Neika Berry, Citizen Advocate (Non-system User)
Mr. Norm Hickling ACCESS LYNX
Ms. Sharon Jennings, Agency for Persons with Disabilities
Mr. Bob Melia, Citizen Advocate (System User)
Mr. Wayne Olson, Division of Vocational Rehabilitation
Ms. Karla Radka, Senior Resource Alliance
Ms. Jo Santiago, FDOT
Mr. Calvin Smith, AHCA
Ms. Alnita Whitt, Veterans
Mr. Adam Zubritsky, OCPS

Members not in attendance:

Mayor Pat Bates, Seminole County
Commissioner Jim Fisher, Osceola County
Mr. James Grzesik, SunRail CAC
Ms. Janee Olds, Career Source CF
Mr. Wilfredo Raices, State Coordinating Council of Early Childhood
Vacant, Elderly

Staff in Attendance

Ms. Virginia Whittington, MetroPlan Orlando
Ms. Lisa Smith, MetroPlan Orlando
Ms. Cathy Goldfarb, MetroPlan Orlando
Ms. Mary Ann Horne, MetroPlan Orlando

Ms. Leilani Vaiaoga, MetroPlan Orlando
Ms. Jasmine Blais, MetroPlan Orlando
Ms. Selita Stubbs, ACCESS LYNX
Mr. Benjamin Gonzalez, ACCESS LYNX

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

I. CALL TO ORDER – Commissioner Mayra Uribe called the meeting to order at 10: 04 a.m.

II. PLEDGE OF ALLEGIANCE - Commissioner Mayra Uribe led the pledge of allegiance.

III. ROLL CALL AND CONFIRMATION OF QUORUM

Ms. Lisa Smith conducted the roll call and confirmed a quorum was present

IV. AGENDA REVIEW & ANNOUNCEMENTS–Ms. Virginia Whittington thanked Chair Uribe and called attention to two online participants, Ms. Crystal Ford and Mr. Bob Melia. She noted that all TDLCB officers were reappointed, and Mayor Bates was the Chair for 2022. Ms. Whittington reported that there was one change to the agenda, agenda item IX.B., which was a Best Foot Forward Update by Ms. Emily Hanna.

MOTION: Ms. Marilyn Baldwin moved approval of adding agenda item IX.B, Best Foot Forward Update to the agenda. Mr. Wayne Olson seconded the motion, which passed unanimously.

V. PUBLIC COMMENTS ON ACTION ITEMS

None.

VI. Quality Assurance Task Force (QATF) Report

Ms. Marilyn Baldwin, Chairperson of the QATF, provided a brief report from their January 25, 2022 meeting. Ms. Baldwin told TDLCB members that after discussion it was decided that she would remain QATF Chair and Ms. Crystal Ford would be Vice Chair. She noted that QATF members reviewed applications for two vacancies and one alternate on TDLCB. QATF members, she added, reviewed TDLCB bylaws and Grievance procedures and did not recommend any changes. Ms. Baldwin reported that a discussion took place regarding signature requirements for the TD application. Staff will work together for a resolution to the issue. Additionally, Ms. Baldwin told committee members that QATF received an overview of the CTC evaluation process and an update on ACCESS LYNX mobility service. The next QATF meeting, she noted, was April 26, 2022.

VII. CONSENT AGENDA

A. Approval of minutes of previous meeting

The minutes of the November 18, 2021 Transportation Disadvantaged Local Coordinating Board meeting were provided for approval.

B. Acknowledgement of public meeting comments

Staff requested acknowledgement of a summary of the public comments received during the annual public meeting November 18, 2021. The summary was provided.

MOTION: Ms. Diane Arnold moved approval of the consent agenda. Ms. Jo Santiago seconded the motion, which passed unanimously.

VIII. ACTION ITEMS

A. Election of TDLCB Vice-Chair

Ms. Whittington told TDLCB members that the TDLCB Chair is appointed by the MetroPlan Orlando Board. The Vice Chair she noted, was elected by TDLCB members from one of the two remaining elected officials on the committee.

MOTION: Ms. Marilyn Baldwin made a motion to nominate Commissioner Jim Fisher for Vice Chair. Commissioner Mayra Uribe seconded the motion, which passed unanimously.

B. Approval of New TDLCB Members

The Quality Assurance Task Force met January 25, 2022 and reviewed applications received from parties interested in filling two vacancies on the TDLCB. Based on the consensus of the QATF, staff recommended approval of the following new TDLCB members:

Applicant	Position	Term
Ms. Cheryl Stone	Representing the Elderly (over 60)	Three Years
Ms. Marycell Rodriguez-Mabry	For-Profit Operator	-
Ms. Charlotte Campbell	At-Large Alternate	Three Years

MOTION: Ms. Alnita Whitt moved approval of the recommended new TDLCB members. Ms. Diane Arnold seconded the motion, which passed unanimously.

C. Approval of 2022 TDLCB Membership Certification

Pursuant to Rule 41-2.012(3), FAC, the MetroPlan Orlando Board was asked to certify the membership of the Local Coordinating Board at its March 9, 2022 meeting. Action was requested to recommend approval of the TDLCB membership, which verifies compliance with the Commission for the Transportation Disadvantaged Local Coordinating Board and Planning Agency guidelines. Staff will update the certification document to include new members contingent upon Action Item VIII. B prior to submission to the MetroPlan Board.

MOTION: Mr. Wayne Olson moved approval of the 2022 TDLCB Membership Certification. Mr. Calvin Smith seconded the motion, which passed unanimously.

D. 2022 Quality Assurance Task Force Membership

Staff requested confirmation of the recommended 2022 QATF membership as follows:

Ms. Marilyn Baldwin, representing the Disabled
Mr. Chad Ballard, representing the Medical Community
Ms. Crystal Ford, Orange County EMS
Mr. Wayne Olson, Florida Department of Education and Vocational Rehabilitation
Mr. Bob Melia, Citizen Advocate (System User)
Ms. Neika Berry, Citizen Advocate (Non-System User)
Mr. Adam Zubritsky, Public Education/Orange County Public Schools
Ms. Sharon Jennings, Agency for Persons with Disabilities, Alternate

MOTION: Ms. Diane Arnold moved approval of the 2022 QATF Membership. Mr. Wayne Olson seconded the motion, which passed unanimously.

E. Approval of 2022 TDLCB Bylaws

Pursuant to the CTD operating guidelines, the TDLCB is required to review their bylaws each year and recommend any necessary changes for approval. A preliminary review was conducted by the QATF at their meeting on January 25th. No changes were recommended by staff or members of the QATF. The bylaws were provided. Staff requested approval of the bylaws as presented.

MOTION: Ms. Alnita Whitt moved approval of the 2022 TDLCB Bylaws. Ms. Jo Santiago seconded the motion, which passed unanimously.

F. Approval of 2022 Grievance Procedures

Pursuant to the CTD operating guidelines, annually, the TDLCB must review and update its grievance procedures, if necessary. The grievance procedures were reviewed by the QATF at their January 25, 2022 meeting. No changes were recommended. Staff requested approval of the Grievance Procedures which were provided.

MOTION: Mr. Chad Ballard moved approval of the 2022 Grievance Procedures. Ms. Marilyn Baldwin seconded the motion, which passed unanimously.

G. Appointment of 2022 Grievance Committee

Pursuant to the TDLCB Grievance Procedure, a Grievance Committee shall be appointed by the Transportation Disadvantaged Local Coordinating Board Chair and shall consist of at least five (5) voting members of the TDLCB. Staff recommended that previously appointed members continue as the 2022 Grievance Committee:

Ms. Diane Arnold, representing the Economically Disadvantaged
Mr. Wilfredo Raices, representing Early Childhood Development
Ms. Janeé Olds, representing Regional Workforce Development
Ms. Alnita Whitt, representing Veterans
Mr. Adam Zubritsky, representing Public Education
Ms. Neika Berry, Citizen Advocate (Non-System User), Alternate

The Grievance Committee will only convene in the event an irreconcilable complaint is filed.

MOTION: Mr. Adam Zubritsky moved approval of the 2022 Grievance Committee. Ms. Sharon Jennings seconded the motion, which passed unanimously.

H. Community Transportation Coordinator Evaluation

Pursuant to Florida Statutes 427.15 the performance of the Community Transportation Coordinator (CTC) shall be evaluated annually by the local coordinating board based on the CTD approved evaluation criteria. A copy of the completed evaluation shall be submitted to the metropolitan planning agency and the Commission. The recommendation or termination of any CTC shall be subject to approval by the Commission.

Ms. Whittington provided an overview of the process being recommended to conduct the 2022 evaluation electronically. Staff requested approval of the proposed process and feedback on potential evaluation subcategories. Ms. Whittington reviewed the two main categories along with the 2 added categories. She noted that the survey date had been moved to start March 7th. The final CTC report would be presented at the May 12 TDLCB meeting.

MOTION: Ms. Jo Santiago moved approval of the Community Transportation Coordinator Evaluation process. Mr. Bob Melia seconded the motion, which passed unanimously.

IX. PRESENTATIONS & STATUS REPORTS

A. LYNX/Community Transportation Coordinator (CTC) Update

Mr. Norm Hickling provided an Access Lynx Mobility Services Update. Mr. Hickling first addressed the issue discussed earlier regarding the signature requirements for the TD application. He noted that after the team reviewed the issue it was decided to return to the old language requiring a licensed professional sign the medical form for the application, not solely a medical doctor. Mr. Hickling provided an overview which included opportunities for improvement, ongoing COVID challenges, dialysis trip challenges and staffing challenges due to COVID. He reported that ridership remains below pre-pandemic levels and trips were flat for October, November and December. As a result of the lower demand, Uzurv will not be used for trips. Mr. Hickling reviewed customer service performance data. He called attention to ongoing initiatives including MV fully staffed, 19 new vehicles, a trapeze upgrade, new phone system and a new provider RFP. Discussion ensued regarding notifying customers regarding Uzurv rides, RFP selection process, decreasing calls, online reservation use, and subscription change rules.

B. Best Foot Forward Update

Ms. Emily Hanna, the Executive Director of Bike/Walk Central Florida, presented an annual report on the activities of the Best Foot Forward Pedestrian Safety program. Ms. Hanna reviewed the changes from the past year including new partners and data available on the website, including an interactive map. She called attention to a new collaboration with Healthy West Orange which had led to an expansion of staff. Ms. Hanna provided a region-wide summary of enforcement, events and education outreach efforts and progress to date. She also provided information on who is

included in the Best Foot Forward Coalition. Discussion ensued regarding issues with walk signals on roadways.

X. 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 was provided.

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. A copy of the report was provided at the meeting.

C. 2021 Attendance Records

A spreadsheet showing the attendance records for the TDLCB meetings during 2021 was provided for information purposes. Ms. Whittington noted that policy was that if a member had three absences they would be removed.

XI. UPCOMING MEETINGS AND EVENTS OF INTEREST

A. Annual CTD/FPTA Transportation Disadvantaged (TD) Day in Tallahassee - February 16, 2022

B. MetroPlan Orlando Board meeting – March 9, 2022 at 9:00 a.m.

C. Quality Assurance Task Force – April 26, 2022 at 10:00 a.m.

XII. MEMBER COMMENTS

None.

XIII. PUBLIC COMMENTS (GENERAL)

Ms. Joanne Counelis commented that she wants 24-hour bus service 7 days a week, nights, holidays, and weekends. In addition, she would like bus stops at Country Club Road and Estella, Lake Mary Prep and Oviedo Blvd. at the Big Kahuna pool. She would like service to be every half hour, so nobody gets stranded.

Ms. Marsha Bucala, Orlando, commented that she was denied a ride by a third-party provider because of her service dog. She noted that LYNX staff investigated the issue quickly and she received a call the next day. Ms. Bucala added that information regarding vehicle color and drivers name would be helpful with third party vendors.

Supervisor Karolyn Campbell commented that she is an ACCESS LYNX rider with multiple subscriptions. She wanted clarification on the subscription change policy and whether it was one change to a particular subscription, or one change allowed for all subscriptions. In addition, she commented that she has had to ask drivers to put on masks despite there being a mandatory mask mandate.

XIV. ADJOURNMENT

There being no further business the meeting adjourned at 11:20 a.m.

Respectfully transcribed and submitted by Ms. Cathy Goldfarb.

Approved this 12th day of May 2022.

Chairperson

Cathy Goldfarb
Senior Board Services Coordinator

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

TAB 2



Central Florida Regional Transportation Authority dba LYNX

Transportation Disadvantaged Service Plan (TDSP)

2022 Annual Update Plan Revisions

Listed below are the revisions to the TDSP Annual Update, including a brief description of the modification and the associated page number. In addition to the revisions listed below, the document was also revised to reflect minor formatting changes.

- Development Plan
 - Updated TDSP Certification Chairperson Signature page (page 1)
 - TDLCB Roster updated to most recent February 2022 version (pages 2 – 5)
 - Introduction – updated COVID vaccination and testing trips (page 8)
 - Revised Human Services Transportation Plan year to reflect current update (page 11)
 - Updated LYNX Org Charts (pages 17-18)
 - Updated Figure 4 – Service Area map (page 19)
 - Consistency Review of other plans section updated (pages 20-22)
 - TDLCB certification updated to most recent March 2022 version (pages 23-24)

- LYNX Service area demographics and associated text and tables updated (pages 25-31)
- Labor Force and unemployment section and associated table updated (pages 32-33)
- Table 4 - Major trip generators updated to reflect 2021 (pages 34-35)
- Needs Assessment section updated to reflect deployment of the new bus stop accessibility technology (page 46)
- Goal, Objectives, Strategies – Status update on progress – (pages 49-53)
- Implementation Plan
 - Revised implementation schedule (pages 54-58)
- Service Plan
 - ADA program eligibility section updated to include permanent (continued) eligibility and certification by licensed professional – (pages 67-68)
 - Trip prioritization breakdown of subscription and demand response trips to show 2021 breakdown for TD trips only - (page 73)
 - Taxi trips removed (page 74)
 - Number of replacement vehicles updated (page 75)
 - Table 10 – most recent provider information updated (pages 79-80)
 - Table 11 and 12 – Paratransit and NeighborLink vehicle inventories updated (pages 82-89)
 - System Safety Program Plan certification updated – (page 92)

- Service Standards - call hold time discussion updated – (page 109)
 - MyACCESS text messaging capabilities added (page 110)
- Cost/Revenue Allocation
 - Table 14 – CTD calculated rates updated for FY22/23 (page 112)
- Quality Assurance
 - CTC and Planning Agency Evaluation Process (pages 113-114)
 - Attachment 2 – New ACCESS LYNX ADA application added (pages 149-152)
 - Attachment 5 – Most recent Grievance Procedures included (pages 164-172)

Transportation Disadvantaged Service Plan Orange, Osceola, and Seminole Counties Minor Update 2022



Central Florida Regional Transportation Authority



Prepared by:
Norman Hickling, Director of Mobility Services
Selita Stubbs, Senior Manager of Mobility Services
April 2022

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TDSP Certification

The Transportation Disadvantaged Service Plan (TDSP) and rates were reviewed and evaluated. The Transportation Disadvantaged Local Coordinating Board approved the TDSP and rates at the meeting held on May 12, 2022.

Honorable Pat Bates,
Local Coordinating Board Chairperson

Date

ROSTER TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD



CHAIRMAN: Honorable Pat Bates, City of Altamonte Springs

VICE CHAIRMAN: Honorable Jim Fisher, City of Kissimmee

ORANGE COUNTY

Commissioner Mayra Uribe

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OSCEOLA COUNTY

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CITIZEN ADVOCATE

Neika Berry

CITIZEN ADVOCATE (SYSTEM USER)

Bob Melia

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metropolitan orlando
A REGIONAL TRANSPORTATION PARTNER

Updated: February 2022

ROSTER TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD



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ROSTER TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD



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REPRESENTATIVE FOR PERSONS WITH DISABILITIES

Marilyn Baldwin

REPRESENTATIVE FOR THE ELDERLY (OVER 60)

Cheryl Stone

:

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Wilfredo Raices

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Alternate: Kevin Paulin

ROSTER TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD



VETERANS Alnita Whitt

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PH: (407) 836-8990

Alternate:

ORANGE COUNTY EMS Crystal Ford, Non-voting Member

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Alternate: Tom Daniels

LYNX Mr. Norman Hickling, Director of Mobility Services

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Ms. Dana Baker, Chief Operating Officer PH: (407) 254-6161

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LYNX – TAC REPRESENTATIVE VACANT, Non-voting Member

Alternate:

SUNRAIL CAC REPRESENTATIVE James Grzesik

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AT LARGE ALTERNATE Charlotte Campbell

Insert Roll Call Voting Sheet

INTRODUCTION

The Transportation Disadvantaged Service Plan (TDSP) reflects LYNX's commitment to maintain and improve transportation services for the Transportation Disadvantaged (TD) and serves as a framework for transit service performance evaluation.

As the Community Transportation Coordinator (CTC) for Orange, Osceola, and Seminole counties, LYNX is responsible for meeting the transportation needs of older adults, individuals with lower incomes, and individuals with disabilities through the arrangement of quality, cost-effective and efficient, transportation services within its service area. The TDSP is required by the State of Florida Commission for the Transportation Disadvantaged (CTD) and approved by the Transportation Disadvantaged Local Coordinating Board (TDLCB). The TDSP outlines a strategy for meeting the state of Florida requirements through service planning, development and implementation of transportation resources and includes the following sections.

- Development Plan
- Service Plan
- Quality Assurance Section
- Cost/Revenue Allocation and Rate Structure Justification

As part of this TDSP annual update, the Development Plan has been revised to include the latest needs assessment relating to TD services and progress updates for the goals, objectives, and strategies as well as the implementation plan. The rate model summary and worksheets have also been updated and included to reflect FY 2022.

This annual update also highlights some of the progress and accomplishments over the last year while providing transportation services during the COVID-19 pandemic. In the role of the CTC, LYNX staff provided over 1,000 COVID-19 vaccination and testing trips in support of Orange and Osceola Counties.

I. Development Plan

The Development Plan component of the TDSP outlines the goals and objectives for delivery of the TD services in Orange, Osceola, and Seminole Counties. The data presented herein reviews the history, current programming, and plans for the continued delivery of quality TD services.

A. Introduction to Service Area

1. Background of the Transportation Disadvantaged Program

The purpose of the Transportation Disadvantaged Program is to ensure the availability of efficient, cost-effective, and quality transportation services for the transportation disadvantaged population throughout the State of Florida. The program was established

shortly after FDOT and the Department of Health and Rehabilitation Services (HRS) entered into an interagency agreement in the mid-1970's to address concerns about duplication and fragmentation of transportation services. The mandate to coordinate transportation services designed to meet the needs of the transportation disadvantaged was enacted in 1979 as Florida Statute Chapter 427. This statute defines the transportation disadvantaged as:

"...those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or children who are handicapped or high-risk or at-risk as defined in Section 411.202, Florida Statutes."

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

Federal Level Roles and Responsibilities

As a federally funded fixed route transit system, and in accordance with the 1964 Civil Rights Act, LYNX is required to offer complementary transit service to persons with disabilities who live within $\frac{3}{4}$ mile of the fixed route system and are unable to use the service due to a disability. Transportation Disadvantaged efforts were significantly strengthened by Executive Order (EO) 13330 on the Coordination of Human Service Programs issued by President George W. Bush on February 24, 2004. This EO created an interdepartmental Federal Council on Access and Mobility to reduce duplication among federally-funded human service transportation services, increase the efficient delivery of such services, and expand transportation access for older individuals, persons with disabilities, and persons with low-income within their own communities.

In August 2005, the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU), created a requirement for a locally-developed, coordinated public transit/human services transportation planning process. Starting in Federal Fiscal Year 2007, projects funded under three Federal Transit Administration (FTA) programs must be derived from a locally developed coordinated public transit-human services transportation plan. The minimum required plan contents include:

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

In July 2012, Congress authorized the Moving Ahead for Progress in the 21st Century Act (MAP-21); with its provisions taking effect October 1, 2012. One of the impacts of MAP-21 was the consolidation of the Section 5316 Job Access and Reverse Commute (JARC) into the Urbanized Mass Transit Formula Program (section 5307) and the Rural Transit Formula Funding Program (Section 5311). The New Freedom (Section 5317) grant program was incorporated into the Section 5310 grant program. MAP-21 continues the provision that projects selected for funding must be included in the Locally Developed and Coordinated Human Services Transportation Plan.

LYNX completed an update to its Human Services Transportation Plan concurrently with this annual update to the TDSP. The 2022 LYNX Human Services Transportation Plan has been incorporated into this TDSP as Attachment 6.

Local Level Roles and Responsibilities

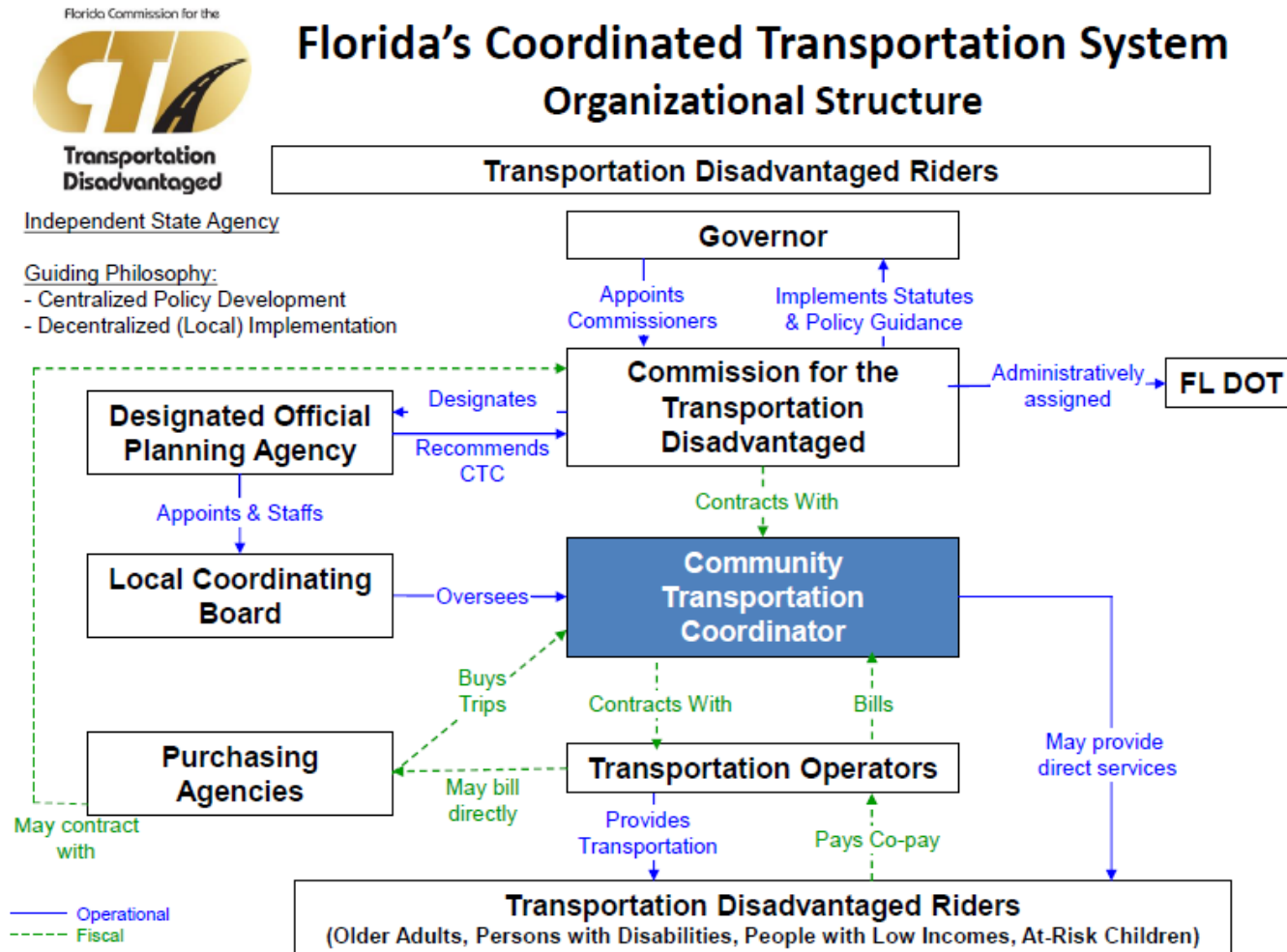
MetroPlan Orlando, the local Metropolitan Planning Organization (MPO) is the Designated Official Planning Agency (DOPA) appointed by the Commission. MetroPlan Orlando is required to establish the TDLCB to provide information, advice, and direction to the CTC. MetroPlan Orlando performs this role with its TDLCB which reviews and makes recommendations on the delivery of TD services for Orange, Osceola, and Seminole counties. The TDLCB meets quarterly, at a minimum, to review and provide recommendations on service, safety, eligibility, and grievances which may be brought to them regarding the service delivery. The TDLCB is also responsible for reviewing and approving the five-year TDSP and the associated annual updates at the local level. After TDLCB approval, the CTC completes the TDSP review and approval process.

Upon approval by the TDLCB, as CTC, LYNX may subcontract or broker transportation services to private transportation operators. LYNX is also responsible for short-range operational planning, administration, monitoring, coordination, arrangement, and delivery of transportation disadvantaged services originating within their designated service area. The CTC reviews all Transportation Operator contracts annually before renewal, to ensure the effectiveness and efficiency of the operator and to determine compliance with the standards of the Commission. Community

Transportation Coordinators also have the following powers and duties:

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

Figure 1: Transportation Disadvantaged Program Concept Chart



2. Community Transportation Coordinator Designation Date and History

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

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

LYNX provides TD trips using the ACCESS LYNX paratransit service. ACCESS LYNX operates under the Mobility Services Division of LYNX. Passenger trips are provided using LYNX paratransit vehicles. However, individuals who can utilize non-ACCESS LYNX vehicles may be offered trips through Transportation Network Companies (TNCs) or taxi services in an effort to provide passengers with various mobility options.

3. Organizational Charts

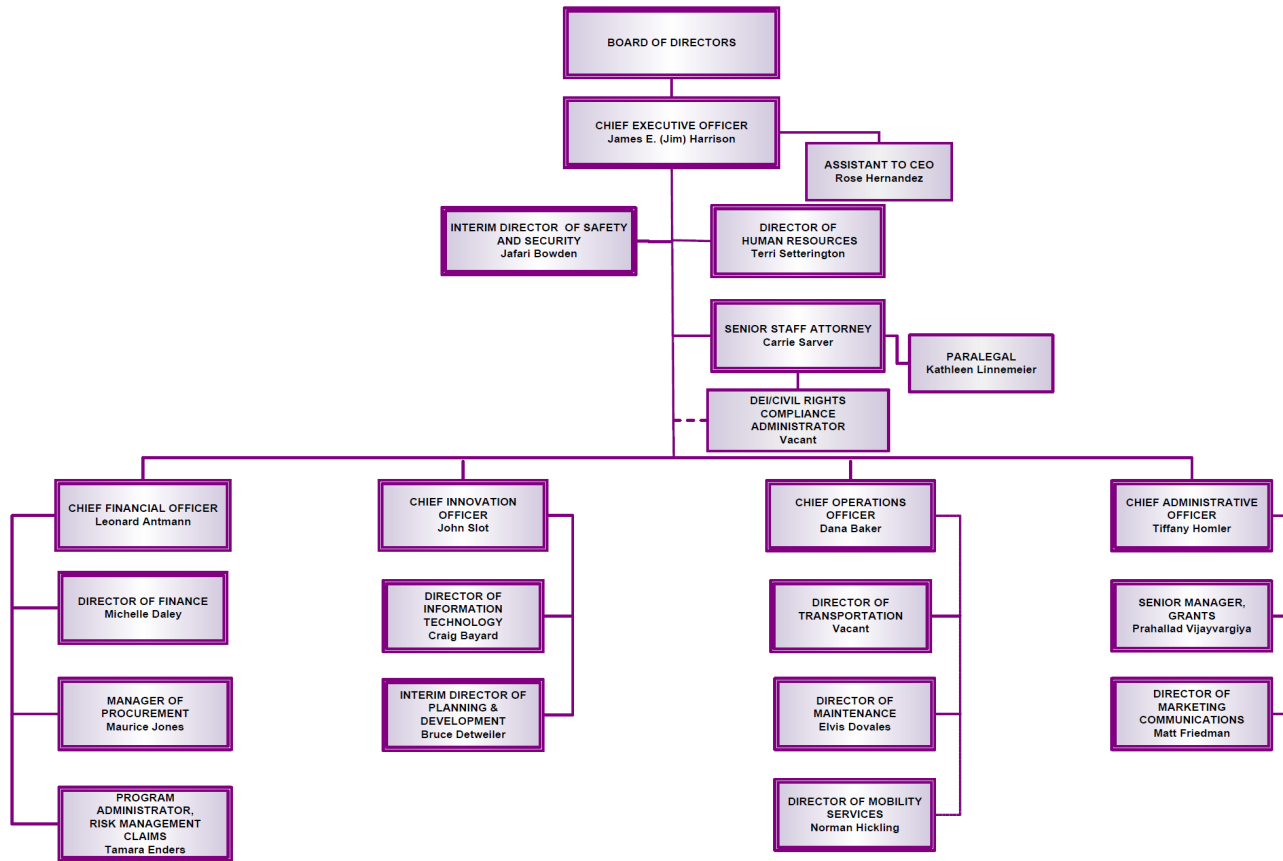
LYNX's paratransit partnership is the result of a cooperative effort among LYNX, funding partners, advocates, system users, and elected officials from throughout the three-county area.

Following are organizational charts for the LYNX and LYNX's Mobility Services Division.

In addition to the Mobility Services Division organizational chart, all service providers report to the Director of Mobility Services.

Figure 4 presents the LYNX service area.

Figure 2: LYNX Organizational Chart



LYNX ORGANIZATIONAL CHART
March 21, 2022

Figure 3: Mobility Services Organizational Chart

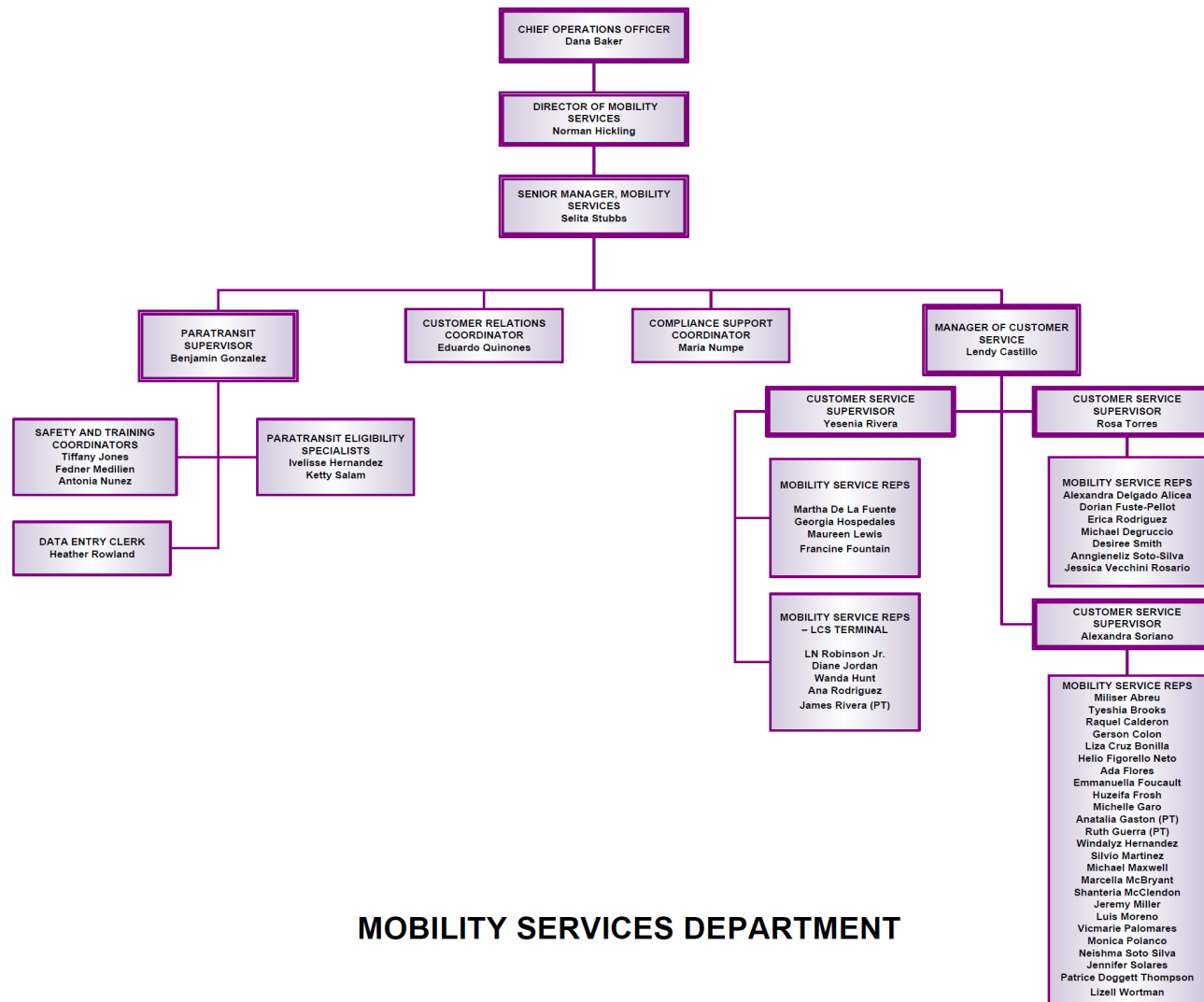
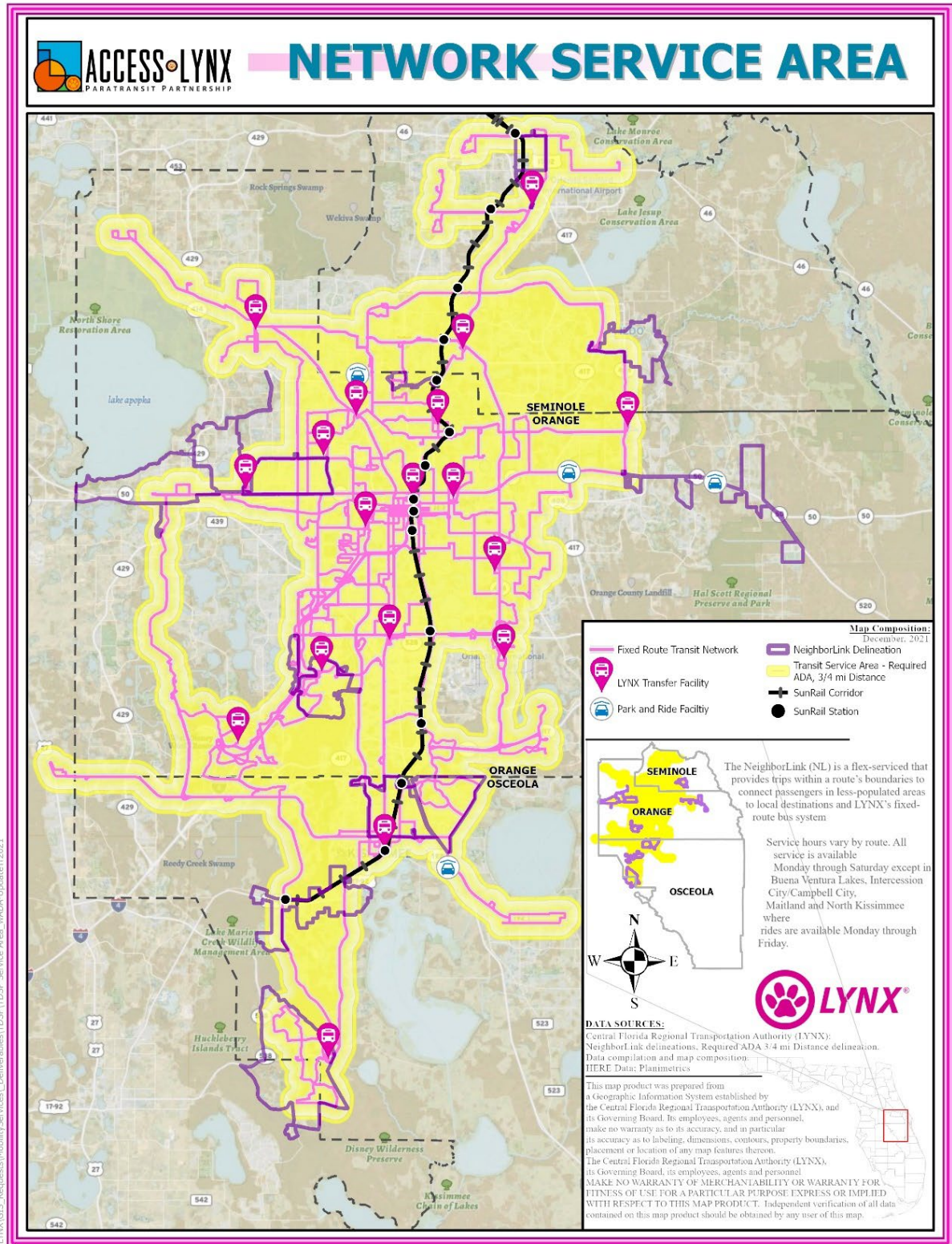


Figure 4: Service Area



4. Consistency Review of Other Plans

As required for the TDSP, LYNX has reviewed various local planning documents to ensure consistency among the planning processes and collaborative efforts of LYNX and MetroPlan Orlando (the DOPA/MPO for Orange, Osceola, and Seminole counties). This section documents the review of the following documents:

- LYNX Transit Development Plan Major Update 2018-2027. As a major component of this document, a Route Optimization Study (ROS) was completed to identify recommendations to restructure the LYNX fixed route and NeighborLink services. Some of these recommendations included route realignments, new service (including NeighborLink expansion), expanded service, increased frequencies, increased hours of service, and related new and expanded paratransit and TD service. Capital project types include fleet replacement, passenger facility upgrade/expansion, ADA facility upgrades, maintenance/support facility upgrade/expansion, and technology/software systems deployment.

In addition, transit policies from the Orange, Osceola, and Seminole County comprehensive plans were reviewed and summarized as part of the development of the LYNX TDP to ensure consistency.

- LYNX Transit Development Plan (Annual Update completed in August 2021), which presents LYNX's operating and associated capital improvement plan for the next ten-year period and is intended to guide the activities, priorities, and budgets of the organization. The current TDP annual update covers fiscal years 2022 through 2031. This plan reviews the past year's accomplishments and includes any necessary revisions as well as the addition of a new 10th year.
- Commission for the Transportation Disadvantaged Five (5) Year / 20 Year Plan, which sets forth the goals and objectives of the state in administering the TD Program.
- MetroPlan Orlando's Long Range Transportation Plan (LRTP), 20-year plan, developed with LYNX, FDOT, and other regional partners. The 2045 LRTP was adopted in December 2020. The 2045 Plan will be guided by five overarching goals that together advance the vision for a regional transportation system that safely and efficiently moves people and goods through a variety of options that support the region's vitality.
 - Safety & Security - Provide a safe and secure transportation system for all users.
 - Reliability & Performance - Leverage innovative solutions to optimize system performance.

- Access & Connectivity - Enhance communities and lives through improved access to opportunities.
- Health & Environment - Protect and preserve our region's public health and environmentally sensitive areas.
- Investment & Economy - Support economic prosperity through strategic transportation investment.
- MetroPlan Orlando's Transportation Improvement Program (TIP), the five-year implementation plan for the region to support transportation projects. Projects included in the FY2021/22-2025/26 TIP were reviewed to ensure consistency with this TDSP annual update.

5. Local Coordinating Board Certification



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

Date: March 9, 2022

Name (DOPA): MetroPlan Orlando

Address: 250 S. Orange Avenue
Suite 200
Orlando, Florida 32801

APPROVED BY
METROPLAN ORLANDO
3/9/2022

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

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

Signature: Mayra Uribe
Honorable Mayra Uribe

Title: Chairperson of MetroPlan Orlando

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

<u>POSITION</u>	<u>MEMBER</u>	<u>TERM</u>
ELECTED OFFICIALS	Hon. Mayra Uribe (Orange) Hon. Jim Fisher (Osceola) Hon. Pat Bates (Seminole)	- - -
FLORIDA DEPT. OF TRANSPORTATION	Jo Santiago	-
AGENCY FOR PERSONS WITH DISABILITIES	Sharon Jennings	-
MEDICAL COMMUNITY	Chad Ballard	-
FLORIDA DEPT. OF EDUCATION & VOCATIONAL	Wayne Olson	-

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

ECONOMICALLY DISADVANTAGED	Dianne Arnold	-
STATE COOR. COUNCIL EARLY CHILD.DEV. (4C)	Wilfredo Raices	-
REGIONAL WORKFORCE DEVELOPMENT	Janeé Olds	-
PUBLIC EDUCATION	Adam Zubritsky	-
VETERANS	Alnita Whitt	-
MEDICAID (AHCA)	Calvin Smith	-
FLORIDA DEPT. OF ELDER AFFAIRS	Karla Radka	-
REPRESENTING THE ELDERLY (OVER SIXTY)	Cheryl Stone	Three Years
REPRESENTING THE DISABLED	Marilyn Baldwin	One Year
CITIZEN ADVOCATE	Neika Berry	Two Years
CITIZENS ADVOCATE (SYSTEM USER)	Bob Melia	One Year
FOR-PROFIT OPERATOR	Marycell Rodriguez-Mabry	-
NON-VOTING MEMBERS	Norm Hickling, ACCESS LYNX Alt: Selita Stubbs	-
	Crystal Ford, Orange County EMS Alt: Tom Daniels	-
	Jim Greszik, SunRail CAC	-
	Charlotte Campbell At Large Alternate	Three Years

B. Service Area Profile and Demographics

1. Service Area Description

The TD service area for LYNX consists of three counties: Orange, Osceola, and Seminole. Together they constitute approximately 2,574 square miles in the Central Florida area. Orange County accounts for 908 square miles; Osceola County is 1,322 square miles; and Seminole County 344 square miles. Service is provided throughout the tri-county area and includes the communities of Orlando, Kissimmee, Sanford, Altamonte Springs, Lake Mary, Apopka, Ocoee, Winter Park, Maitland, Longwood, Oviedo, St. Cloud, Winter Springs, Winter Garden, Walt Disney World and other area attractions.

2. Demographics

Land Use

The Central Florida region has been moving towards a renewed emphasis on the use of transit and pedestrian supportive land use mixes in new projects on key corridors as well as an improved jobs-to-housing balance. Local municipalities have begun implementing smart growth best practices and are encouraging transit-oriented development, redevelopment, and mixed-use neighborhood development.

More recently, Florida is experiencing a housing crisis that has worsened due to the COVID-19 pandemic. According to the Florida Housing Coalition 2021 Home

Matters report, rural areas in Florida are the most affordable places to live. However, when the cost of transportation in those areas is considered, some of the rural areas have the highest living costs in the state. The maximum share of income that can be affordably allocated for housing costs is considered to be 30 percent. According to the Florida Housing Coalition, over 70 percent of Florida low-income renter households are cost burdened and 45 percent are severely cost burdened. There are not enough affordable to low-income rental units to meet demand, with only 25 affordable and available units per every 100 extremely low income renters.

Population and Composition

There is no one-size-fits-all transit approach that can be applied in every metropolitan area across the country. Therefore, it is important to understand the make-up and demographics of the community that transit intends to serve. This includes understanding the makeup and location of underserved populations, minorities, elderly and younger groups, and income levels. Table 1 includes the demographic summary of the LYNX service area by county.

The demographic summary was developed using the most recently completed demographic dataset provided by the U.S. Census Bureau, the 2016-2020 American Community Survey (ACS) 5-Year Estimates. The 2020 Census data will be released imminently and

used to develop the demographic review included in the TDSP Major Update next year.

Table 1: LYNX Service Area Demographic Summary

	Orange County		Osceola County		Seminole County		Total Service Area	
Total Population	1,373,784		363,666		466,695		2,204,145	
Population as a percent of the service area	62%		17%		21%		100%	
	Persons	% of Total Pop.	Persons	% of Total Pop	Persons	% of Total Pop	Persons	% of Total Pop
Female	700,328	51%	184,334	51%	241,042	52%	1,125,704	51%
Male	673,456	49%	179,332	49%	225,653	48%	1,078,441	49%
Hispanic or Latino	441,234	32%	198,952	55%	102,310	22%	742,496	34%
Non-Hispanic or Latino	932,550	68%	164,714	45%	364,385	78%	1,461,649	66%
Under 18 Years Old	304,105	22.1%	88,829	24%	98,092	21%	491,026	22%
18 to 24 years	143,606	10.5%	34,077	9%	38,180	8%	215,863	10%
25 to 34 Years	231,605	16.9%	52,505	14%	68,541	15%	352,651	16%
35 to 44 Years	196,613	14.3%	52,825	15%	64,319	14%	313,757	14%
45 to 54 Years	180,224	13.1%	48,203	13%	64,399	14%	292,826	13%

LYNX TDSP - MINOR UPDATE 2022

	Orange County		Osceola County		Seminole County		Total Service Area	
55 to 64 Years	153,921	11.2%	39,639	11%	60,683	13%	254,243	12%
65 and Older	163,710	11.9%	47,588	13%	72,481	16%	283,779	13%
African American	288,370	21.0%	39,470	10.9%	55,780	12.0%	383,620	17.4%
American Indian & Alaska Native	2780	0.2%	1264	0.3%	1,120	0.2%	5,164	0.2%
Asian	72,469	5.3%	10,055	2.8%	22,063	4.7%	104,587	4.7%
Native Hawaiian and Pacific Islander	969	0.1%	94	0.0%	209	0.0%	1272	0.1%
White	822,463	59.9%	241,619	66.4%	339,282	72.7%	1,403,364	63.7%
Other	84,227	6.1%	38,647	10.6%	21,650	4.6%	144,524	6.6%
Identified by Two or More	102,506	7.5%	32,517	8.9%	26,591	5.7%	161,614	7.3%
	Housing Units	% of Total Units	Housing Units	% of Total Units	Housing Units	% of Total Units	Housing Units	% of Total Units
Total Units	545,974	100%	155,925	100%	192,073	100%	893,972	100%
Occupied Units	468,075	86%	109,642	70%	178,094	93%	755,811	85%
Owner-Occupied Units	262,241	56%	70,613	64%	117,211	66%	450,065	60%
Renter-Occupied Units	205,834	44%	39,029	36%	60,883	34%	305,746	40%

Note: 2016-2020 American Community Survey

As shown in Table 1, the total estimated population for the three counties is 2,204,145, a decrease of 2 percent from the demographics included in the 2021 TDSP annual update that was based on 2019 ACS estimates. The total number of housing units also decreased by 2 percent while the number of occupied units and renter-occupied units slightly increased.

When comparing the results of the population distribution by age group from the previous TDSP to the demographic summary included in Table 1, the distribution remains consistent.

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

Population below poverty is one of the primary components in determining underserved populations.

The concentrations of residents in this situation are consistent with the underserved population. Income by itself is one of the leading influencers in travel decisions. Thirty-five percent of renter households with incomes below 30% of the average median income (extremely low-income, or ELI) have no vehicle at home, including 58% of ELI renters age 75 and older. Due to less disposable income available, research shows that low income households are less likely to own one vehicle per licensed driver or able to make fewer discretionary trips, and therefore, may be more dependent on public transit, particularly for non-essential or recreational trips.

According to the Bureau of Economic and Business Research (BEBR), Florida continues to be one of the fastest growing states in the nation. Over the past decade, Florida's population increase was the second largest, with Texas having the largest population growth. There has been a continuing population shift to the South and West regions of the United States.

According to BEBR, Osceola County was one of four Florida counties that grew by more than 30 percent and is ranked highest, among all Florida counties, for growth from 2010 to 2020, with an increase of 44.7 percent. Orange County was one of nine counties that grew by 20 to 30 percent. More than half of the state's population growth occurred within nine counties, including both Orange and Osceola Counties.

The projections shown in this section start with the County population estimate constructed by BEBR for April 1, 2021. Projections were made for each county using five different techniques. After 2021, the projections were made in five-year increments using five different techniques (linear, exponential, share-of-growth, shift-share, and constant population) and three historical base periods.

More detail on the methodology can be found in “Projections of Florida Population by County, 2025-2050, with estimates for 2021” by Stefan Rayer and Ying Wang in Florida Populations Studies, Volume 55, Bulletin 192 (February 2022).

Table 2: Population Projections (BEBR Medium Series)

Census				Projected					
County	2010	2021	% Change between 2010 and 2021	2025	2030	2035	2040	2045	% Change between 2021 and 2045
Orange	1,145,956	1,373,784	19.88%	1,577,700	1,704,700	1,807,000	1,893,400	1,969,000	43.33%
Osceola	268,685	363,666	35.35%	463,500	525,500	575,000	618,200	657,100	80.69%
Seminole	422,718	466,695	10.40%	499,100	520,900	539,000	554,400	567,300	21.56%
Total	1,837,359	2,204,145	19.96%	2,540,300	2,751,100	2,921,000	3,066,000	3,193,400	44.88%

Note: BEBR Projections of Florida Population by County, 2025–2050, with Estimates for 2021

As reported in the last year’s TDSP annual update, Osceola County continues to have the highest

projected growth in comparison to Orange and Seminole counties.

Labor Force and Employment

In the past years, the Central Florida labor market has continued to improve from an unemployment rate of 9.1 percent in 2014 decreasing to 3.8 percent in 2022. The most recent data available is from the January 2022 U.S. Bureau of Labor Statistics reporting for the Orlando-Kissimmee-Sanford Metropolitan Area. The unemployment rate decreased from 4.1 percent in 2019 as reported in the previous TDSP update.

Another factor impacting the labor force in Osceola, Orange and Seminole Counties is the availability of affordable housing units. According to the National Association of Builders Housing Opportunity Index 2020 Q3 report, the Orlando-Kissimmee-Sanford Metropolitan Area ranked 162 for affordability when compared to 237 metro areas nationwide.

The importance of public transit and transportation for low-income, elderly and disabled clients is compounded due to the lack of affordable housing located near transit routes and facilities. It is estimated that low-income workers spend more than 30 percent of their income on transportation costs. Given the reality of the Orlando metropolitan region housing-to-jobs mismatch, the critical services provided by

ACCESS LYNX and other LYNX transit services are even more essential today, than in past years.

Table 3 shows the January 2022 labor force and unemployment rates for the State of Florida and the Orlando-Kissimmee-Sanford Metropolitan Area.

Table 3: Labor Force and Unemployment

Civilian Labor Force and Unemployment (January 2022)			
Area	Civilian Labor Force	Number Unemployed	Unemployment Rate
Orlando-Kissimmee-Sanford Metropolitan Area	1,369,200	52,500	3.8%
State of Florida	10,448,500	363,800	3.5%

Source: Bureau of Labor Statistics, January 2022

3. Major Trip Generators

Prior to the COVID-19 pandemic, many major tourist attractions, shopping centers, and the Orlando International Airport were major trip generators on the LYNX system and reported in the TDSP. Some of the major destinations are listed below.

- Walt Disney World
- Sea World
- Universal Studios

- International Drive
- Downtown Orlando
- Mall at Millenia
- Fashion Square Mall
- Altamonte Mall
- Florida Mall
- Oviedo Crossings
- Seminole Town Center
- West Oaks Mall
- Colonial Mall
- Winter Park Village
- Winter Garden Village at Fowler Groves

Major non-work related trip generators include dialysis, medical, personal / recreational, education / training / adult daycare, and shopping. Dialysis trips account for approximately 80 percent of all transportation disadvantaged trips provided by ACCESS LYNX. Currently, LYNX provides service to 47 renal dialysis centers in the tri-county region. Table 4 contains a list of the major trip generators for TD trips provided in the tri-county region. Shown is the name of the facility and the number of annual trips for that destination in the most recent 12-month period. While not typical, the number of trips to the dialysis centers slightly declined from 2019 to 2020 due to COVID-19. This annual TDSP update reporting period shows an increase in dialysis trips from 75 percent to 80 percent.

Table 4: Major Trip Generators by Location (2021)

Facility	Count
Dialysis Kissimmee	3,033
Dialysis Poinciana	2,357
Dialysis Davita East	2,312
Advent Health Hospital South Rollins St	2,304
Dialysis W Colonial	2,203
Dialysis Davita Central Orlando	2,054
Dialysis DSCF East	1,922
Dialysis Sturtevant	1,785
Dialysis Florida Center	1,659
Dialysis Winter Park	1,592
Dialysis Buena Ventura	1,556
Dialysis West Orange Winter Garden	1,555
Dialysis Oviedo	1,456
Dialysis Davita Ocoee	1,455
Dialysis E Colonial	1,431
Dialysis Town Loop	1,209
Dialysis Davita Airport	1,047
Dialysis Central FL Kidney Ernestine	947
Orlando Health & Rehab	905
Dialysis Central FL Kidney Chickasaw	947

Service Analysis

Forecasts of TD Population

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

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

Tables 5 through 7 are the projected TD population figures developed by CUTR through the Methodology Guidelines for Forecasting TD Transportation Demand at the County Level, and reported in the Florida Statewide Transportation Disadvantaged Plan Population Demand and Forecasts. Table 5 presents *potential* TD population forecasts by market segment

by county. Table 6 presents TD population forecasts by market segment by county. Table 7 forecasts, by county, the number of trips that will be demanded and supplied.

Table 5: Forecast of Potential Transportation Disadvantaged by County (2018)

County	Disabled Non-Eld. Low Inc.	Disabled Non-Eld. Non-Low Inc.	Disabled Elderly Low Inc.	Disabled Elderly Non-Low Inc.	Non-Dis. Elderly Low Inc.	Non-Dis. Elderly Non-Low Inc.	Non-Dis. Non-Eld. Low Inc.	Total
2018								
Orange	25,277	69,435	8,280	51,935	10,590	91,045	146,579	403,141
Osceola	9,512	28,893	2,429	16,847	2,166	26,391	35,205	121,443
Seminole	5,935	20,578	1,339	20,403	2,942	48,050	35,723	134,970
Total	40,724	118,906	12,048	89,185	15,698	165,486	217,507	659,554

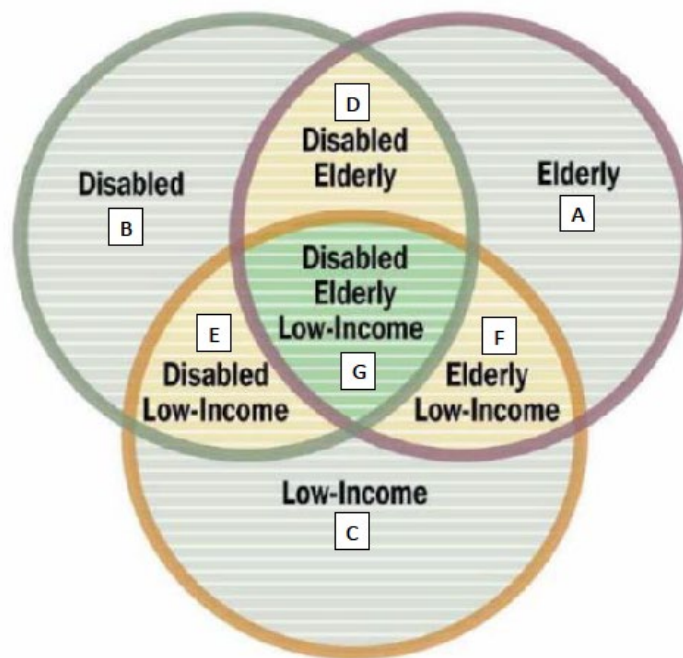


Table 6: Forecast of Transportation Disadvantaged Population by County (2018)

Orange County

County Pop. By Age	Total Pop by Age	% of Total Pop	Population Below Poverty Level by Age	% of Total Pop Below Poverty Level by Age	Total Population with a Disability by Age	% of Total Pop with a Disability by Age	Total Pop with Disability and Below Poverty Level by Age	% Total Pop with a Disability and Below Poverty Level by Age
< 5 Years of Age	83,836	6.1%	20,617	1.5%	1,366	0.9%	1,072	3.19%
5-17	221,118	16.1%	26,881	2.0%	11,896	0.9%	3,829	0.28%
18-34	374,121	27.3%	62,402	4.6%	20,810	1.5%	4,569	0.33%
35-64	528,446	38.6%	61,956	4.5%	60,640	4.4%	15,807	1.15%
Total Non Elderly	1,207,521	88.2%	171,856	12.5%	94,712	6.9%	25,277	1.85%
65-74	98,926	7.2%	10,570	0.8%	25,433	1.9%	2,987	0.22%
75+	62,924	4.6%	8,300	0.6%	34,782	2.5%	5,293	0.39%
Total Elderly	161,850	11.8%	18,870	1.4%	60,215	4.4%	8,280	0.60%
Total	1,369,371	100%	190,726	13.9%	154,927	11.3%	33,557	2.45%
Double Counts Calculations								
E - Estimate non-elderly/disabled/ low income					From Base Data (I11)		25,277	
B - Estimate non-elderly/ disabled/not low income					Subtract I11 from G11		69,435	
G - Estimate elderly/disabled/low income					From Base Data (I14)		8,280	
D- Estimate elderly/ disabled/not low income					Subtract I14 from G14		51,935	
F - Estimate elderly/non-disabled/low income					Subtract I14 from E14		10,590	
A - Estimate elderly/non-disabled/not low income					Subtract sum of J17, J18 and J19 from C14		91,045	
C - Estimate low income/not elderly/not disabled					Subtract I11 from E11		146,579	
Total - Non-Duplicated							403,141	
General TD Population				% of Total				
Non-Duplicated General TD Population Estimate		403,141	29.4%					

Osceola County

County Pop. By Age	Total Pop by Age	% of Total Pop	Population Below Poverty Level by Age	% of Total Pop Below Poverty Level by Age	Total Population with a Disability by Age	% of Total Pop with a Disability by Age	Total Pop with Disability and Below Poverty Level by Age	% Total Pop with a Disability and Below Poverty Level by Age
< 5 Years of Age	23,107	6.3%	2,868	0.8%	430	0.7%	430	3.60%
5-17	65,662	18.0%	13,570	3.7%	8,608	2.4%	2,960	0.81%
18-34	86,917	23.8%	10,867	3.0%	6,644	1.8%	2,338	0.64%
35-64	141,985	38.8%	17,412	4.8%	22,723	6.2%	3,784	1.04%
Total Non Elderly	317,671	86.9%	44,717	12.2%	38,405	10.5%	9,512	2.60%
65-74	30,002	8.2%	3,351	0.9%	8,393	2.3%	1,508	0.41%
75+	17,831	4.9%	1,244	0.3%	10,883	3.0%	921	0.25%
Total Elderly	47,833	13.1%	4,595	1.3%	19,276	5.3%	2,429	0.66%
Total	365,504	100%	49,312	13.5%	57,681	15.8%	11,941	3.27%
Double Counts Calculations								
E - Estimate non-elderly/disabled/ low income					From Base Data (I11)		9,512	
B - Estimate non-elderly/ disabled/not low income					Subtract I11 from G11		28,893	
G - Estimate elderly/disabled/low income					From Base Data (I14)		2,429	
D- Estimate elderly/ disabled/not low income					Subtract I14 from G14		16,847	
F - Estimate elderly/non-disabled/low income					Subtract I14 from E14		2,166	
A - Estimate elderly/non-disabled/not low income					Subtract sum of J17, J18 and J19 from C14		26,391	
C - Estimate low income/not elderly/not disabled					Subtract I11 from E11		35,205	
Total - Non-Duplicated							121,443	
General TD Population				% of Total				
Non-Duplicated General TD Population Estimate		121,443	33.2%					

Seminole County

County Pop. By Age	Total Pop by Age	% of Total Pop	Population Below Poverty Level by Age	% of Total Pop Below Poverty Level by Age	Total Population with a Disability by Age	% of Total Pop with a Disability by Age	Total Pop with Disability and Below Poverty Level by Age	% Total Pop with a Disability and Below Poverty Level by Age
< 5 Years of Age	24,699	5.3%	3,827	0.8%	0	0.0%	0	0.00%
5-17	83,954	17.9%	9,156	2.0%	4,682	1.0%	1,126	0.24%
18-34	96,268	20.6%	12,014	2.6%	5,231	1.1%	4,809	1.03%
35-64	190,177	40.7%	16,661	3.6%	16,600	3.5%	0	0.00%
Total Non Elderly	395,098	84.5%	41,658	8.9%	26,513	5.7%	5,935	1.27%
65-74	42,822	9.2%	2,774	0.6%	9,568	2.0%	1,339	0.29%
75+	29,912	6.4%	1,507	0.3%	12,174	2.6%	0	0.00%
Total Elderly	72,734	15.5%	4,281	0.9%	21,742	4.6%	1,339	0.29%
Total	467,832	100%	45,939	9.8%	48,255	10.3%	7,274	1.55%
Double Counts Calculations								
E - Estimate non-elderly/disabled/ low income					From Base Data (I11)		5,935	
B - Estimate non-elderly/ disabled/not low income					Subtract I11 from G11		20,578	
G - Estimate elderly/disabled/low income					From Base Data (I14)		1,339	
D- Estimate elderly/ disabled/not low income					Subtract I14 from G14		20,403	
F - Estimate elderly/non-disabled/low income					Subtract I14 from E14		2,942	
A - Estimate elderly/non-disabled/not low income					Subtract sum of J17, J18 and J19 from C14		48,050	
C - Estimate low income/not elderly/not disabled					Subtract I11 from E11		35,723	
Total - Non-Duplicated							134,970	
General TD Population				% of Total				
Non-Duplicated General TD Population Estimate		134,970	28.9%					

Table 7: Forecast of General and Critical Need Transportation Disadvantaged Populations (2018-2028)

Orange County

General TD Population Forecast	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028
Overlapping Circle Component											
E - Estimate non-elderly/disabled/ low income	25,277	25,826	26,387	26,960	27,546	28,144	28,755	29,380	30,018	30,670	31,336
B - Estimate non-elderly/ disabled/not low income	69,435	70,943	72,484	74,059	75,667	77,311	78,990	80,706	82,459	84,250	86,080
G - Estimate elderly/disabled/low income	8,280	8,460	8,644	8,831	9,023	9,219	9,419	9,624	9,833	10,047	10,265
D- Estimate elderly/ disabled/not low income	51,935	53,063	54,216	55,393	56,596	57,826	59,082	60,365	61,676	63,016	64,385
F - Estimate elderly/non-disabled/low income	10,590	10,820	11,055	11,295	11,541	11,791	12,047	12,309	12,576	12,850	13,129
A - Estimate elderly/non-disabled/not low income	91,045	93,023	95,043	97,108	99,217	101,372	103,574	105,824	108,122	110,471	112,870
C - Estimate low income/not elderly/not disabled	146,579	149,763	153,016	156,340	159,735	163,205	166,750	170,372	174,073	177,854	181,717
TOTAL GENERAL TD POPULATION	403,141	411,898	420,844	429,986	439,325	448,868	458,618	468,580	478,758	489,157	499,782
TOTAL POPULATION	1,369,371	1,399,115	1,429,505	1,460,556	1,492,281	1,524,695	1,557,812	1,591,650	1,626,222	1,661,545	1,697,636

Critical Need TD Population Forecast	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028
Total Critical TD Population											
Disabled	33,349	34,073	34,814	35,570	36,342	37,132	37,938	38,762	39,604	40,465	41,343
Low Income Not Disabled No Auto/Transit	15,304	15,637	15,977	16,324	16,678	17,040	17,411	17,789	18,175	18,570	18,973
Total Critical Need TD Population	48,654	49,710	50,790	51,893	53,021	54,172	55,349	56,551	57,779	59,034	60,317
Daily Trips - Critical Need TD Population											
Severely Disabled	1,634	1,670	1,706	1,743	1,781	1,819	1,859	1,899	1,941	1,983	2,026
Low Income - Not Disabled - No Access	29,063	29,695	30,340	30,999	31,672	32,360	33,063	33,781	34,515	35,264	36,030
Total Daily Trips Critical Need TD Population	30,697	31,216	31,744	32,280	32,826	33,407	33,998	34,600	35,212	35,835	36,398
Annual Trips	11,204,525	11,393,881	11,586,438	11,782,248	11,981,368	12,193,439	12,409,263	12,628,907	12,852,438	13,079,926	13,285,281

Osceola County

General TD Population Forecast	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028
Overlapping Circle Component											
E - Estimate non-elderly/disabled/ low income	9,512	9,845	10,189	10,545	10,914	11,296	11,691	12,100	12,523	12,962	13,415
B - Estimate non-elderly/ disabled/not low income	28,893	29,904	30,950	32,032	33,153	34,312	35,513	36,755	38,040	39,371	40,748
G - Estimate elderly/disabled/low income	2,429	2,514	2,602	2,693	2,787	2,885	2,986	3,090	3,198	3,310	3,426
D - Estimate elderly/ disabled/not low income	16,847	17,436	18,046	18,677	19,331	20,007	20,707	21,431	22,181	22,957	23,760
F - Estimate elderly/non-disabled/low income	2,166	2,242	2,320	2,401	2,485	2,572	2,662	2,755	2,852	2,952	3,055
A - Estimate elderly/non-disabled/not low income	26,391	27,314	28,270	29,258	30,282	31,341	32,437	33,572	34,746	35,962	37,220
C - Estimate low income/not elderly/not disabled	35,205	36,436	37,711	39,030	40,395	41,808	43,271	44,784	46,351	47,972	49,650
TOTAL GENERAL TD POPULATION	121,443	125,691	130,088	134,638	139,347	144,222	149,266	154,488	159,892	165,484	171,273
TOTAL POPULATION	365,504	378,289	391,521	405,216	419,391	434,060	449,244	464,958	481,222	498,054	515,476

Critical Need TD Population Forecast	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028
Total Critical TD Population											
Disabled	11,285	11,680	12,089	12,511	12,949	13,402	13,871	14,356	14,858	15,378	15,916
Low Income Not Disabled No Auto/Transit	4,330	4,482	4,638	4,801	4,969	5,142	5,322	5,509	5,701	5,901	6,107
Total Critical Need TD Population	15,616	16,162	16,727	17,312	17,918	18,544	19,193	19,864	20,559	21,278	22,023
Daily Trips - Critical Need TD Population											
Severely Disabled	553	572	592	613	635	657	680	703	728	754	780
Low Income - Not Disabled - No Access	8,223	8,511	8,808	9,117	9,435	9,766	10,107	10,461	10,827	11,205	11,597
Total Daily Trips Critical Need TD Population	8,776	8,924	9,075	9,229	9,385	9,551	9,720	9,892	10,067	10,245	10,406
Annual Trips	3,203,286	3,257,422	3,312,472	3,368,453	3,425,380	3,486,009	3,547,711	3,610,506	3,674,412	3,739,449	3,798,158

Seminole County

General TD Population Forecast	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028
Overlapping Circle Component											
E - Estimate non-elderly/disabled/ low income	5,935	6,014	6,094	6,175	6,258	6,341	6,426	6,511	6,598	6,686	6,775
B - Estimate non-elderly/ disabled/not low income	20,578	20,852	21,130	21,412	21,697	21,986	22,279	22,576	22,877	23,182	23,490
G - Estimate elderly/disabled/low income	1,339	1,357	1,375	1,393	1,412	1,431	1,450	1,469	1,489	1,508	1,529
D - Estimate elderly/ disabled/not low income	20,403	20,675	20,950	21,230	21,512	21,799	22,090	22,384	22,682	22,984	23,291
F - Estimate elderly/non-disabled/low income	2,942	2,981	3,021	3,061	3,102	3,143	3,185	3,228	3,271	3,314	3,358
A - Estimate elderly/non-disabled/not low income	48,050	48,690	49,339	49,997	50,663	51,338	52,022	52,715	53,417	54,129	54,851
C - Estimate low income/not elderly/not disabled	35,723	36,199	36,681	37,170	37,665	38,167	38,676	39,191	39,713	40,243	40,779
TOTAL GENERAL TD POPULATION	134,970	136,768	138,591	140,438	142,309	144,205	146,127	148,074	150,047	152,046	154,072
TOTAL POPULATION	467,832	474,066	480,383	486,784	493,270	499,843	506,503	513,253	520,092	527,022	534,044

Critical Need TD Population Forecast	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028
Total Critical TD Population											
Disabled	11,085	11,233	11,383	11,535	11,688	11,844	12,002	12,162	12,324	12,488	12,654
Low Income Not Disabled No Auto/Transit	4,659	4,721	4,784	4,848	4,912	4,978	5,044	5,111	5,179	5,248	5,318
Total Critical Need TD Population	15,744	15,954	16,167	16,382	16,601	16,822	17,046	17,273	17,503	17,736	17,973
Daily Trips - Critical Need TD Population											
Severely Disabled	543	550	558	565	573	580	588	596	604	612	620
Low Income - Not Disabled - No Access	8,847	8,965	9,085	9,206	9,328	9,453	9,579	9,706	9,836	9,967	10,100
Total Daily Trips Critical Need TD Population	9,391	9,549	9,711	9,875	10,042	10,219	10,400	10,584	10,772	10,962	11,134
Annual Trips	3,427,564	3,485,490	3,544,395	3,604,295	3,665,208	3,730,082	3,796,104	3,863,296	3,931,676	4,001,266	4,064,086

Summary

The tables presented in this section displays the forecasts of the general and critical need TD population for Orange, Osceola, and Seminole counties. The projections are based on BEBR data. As shown in the tables using pre-pandemic population projections, trip demand is expected to increase over the projected period for all three counties.

Needs Assessment

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

As LYNX expands its portfolio of transportation providers, customers have access to modes of transportation best suited for their needs. LYNX offers a demand response program to those TD customers who cannot provide for their own transportation and are not able to access fixed-route service.

The transportation needs among all segments of the Transportation Disadvantaged population are constantly growing and are anticipated to grow even more. This growth rate is occurring at a much higher rate than the growth of funding for these services. For these reasons, LYNX in collaboration with the TDLCB and the TD application review working group, updated the TD program eligibility process for screening customers. After researching and reviewing eligibility processes from other agencies, the working group established that TD eligibility will be based on meeting **two of the three** following criteria.

- Have no access to a fixed route.
- Have a disability.
- Have an income level at or below 185 percent of the Federal Poverty level.

LYNX will also continue efforts to transition customers off of the costlier paratransit service to fixed-route bus service and TNC trips, when appropriate and efficient. This is accomplished through incentive programs, needs assessments, and travel training efforts which will continue to be engaged by LYNX staff in response to the shift from a traditional paratransit model to the mobility management model.

As the CTC, LYNX coordinates services required by the Americans with Disabilities Act of 1990 (ADA) with TD services to increase efficiencies and opportunities for multi-loading. LYNX has expanded the ADA paratransit eligibility process to include an assessment

of an individual's capacity to make use of the fixed-route bus service as well. This decision is critical for containing costs by ensuring that individuals take advantage of the flexibility that fixed-route bus service offers to the maximum extent possible. Through a critical evaluation of services, LYNX determined that this assessment would be best provided by a qualified organization, experienced in physical rehabilitation, patient evaluation and transit services. Accordingly, LYNX contracts with ADARide.com, which utilizes Select Physical Therapy to provide eligibility assessments for clients.

LYNX also developed a General Transit Feed Specification (GTFS) that provides real time and static feeds of bus stop accessibility information to outside vendors, such as Google. The GTFS also provides passengers with data on sidewalk available and any changes to wheelchair accessibility at the bus stops ahead of their trip.

In addition to the needs identified above, in coordination with the TDSP major update process, LYNX updates its Human Services Transportation Plan to identify the needs of older adults and individuals with disabilities. This plan is based on a comprehensive public outreach process and derived from public input relating to the coordination of transportation services. The plan development process provides an opportunity to identify the needs and develop potential solutions/projects that may be considered as funding

becomes available through the Section 5310 grant. The plan and public participation documentation were updated consistent with this TDSP minor update and are included as Attachment 6. A listing of needs and comments resulting from the public participation process can be found in the report.

Barriers to Coordination

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

Goals, Objectives, and Strategies

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

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

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

Objectives provide the specific actions that will be taken by LYNX to achieve the goals while the strategies identify the tasks to be completed to meet the objectives. The goals and objectives have established targets based on measures which are quantifiable and qualified through regular review and analysis. The strategies in this section are the quality assurance measures listed in Section III of this document. In this section, the goals, objectives and strategies for the ACCESS LYNX program are presented in brief form. Annual progress towards achieving each goal is also shown in this section.

Goal 1: Transition Transportation Disadvantaged (TD) customers to the most appropriate mode of transportation.

Objective: Identify eligible TD riders for best transportation solution.

Strategy: Analyze eligibility database for potential candidates, i.e. ACCESS Plus+ program. Provide information for ACCESS Plus+ program by sending letters, emails, and calls to TD clients.

Target: Increase number of TD clients enrolled in ACCESS Plus+ program.

Measure: Number of ACCESS Plus+ Trips provided each month.

Status: The LYNX Mobility Management model helps to identify the most appropriate mode of transportation for each passenger. LYNX has also implemented the ACCESS Plus+ program to help assist those able to use the fixed route system with learning how to access and navigate the routes. This program allows both the rider and a companion to ride the fixed route for free. The ACCESS Plus+ program has been successful and migrated many trips to fixed route services. On average, there are approximately 916 ACCESS Plus+ trips provided each month.

Goal 2: Customer outreach and education.

Objective: Increase customer awareness of fixed route and accessibility on fixed routes.

Strategy: Provide educational sessions/webinars and in-person events to show TD users how to use fixed route services, download and use apps.

Target: Participate in at least two community events each quarter to educate Transportation Disadvantaged region on mobility resources.

Measure: Number of sessions/webinars/events and Perform survey of participants at community events who learn about mobility management.

Status: Many in person events continued to be postponed through 2021 due to safety concerns affecting LYNX's ability to participate. LYNX was able to participate in one virtual event since the last minor update. Attendance at various community events to provide information and training on the ACCESS LYNX system will remain a top priority for the Mobility Services department. LYNX will continue to look for opportunities to participate in events and sessions as in person events return.

Goal 3: Improve community perception of public transportation.

Objective: Reduce the number of customer concerns for Transportation Disadvantaged service.

Strategy: Reduce turnaround time for concern resolution.

Target: Respond and close out all TD complaints within 14 days of original concern.

Measure: Average Number of days to close out (annual average).

Status: The review of annual data indicates that on average complaints/cases were closed out within 10.58 days. This is a slight increase from the average reported last TDSP minor update. Over the past year, LYNX has experienced an operator manpower shortage and has implemented corrective actions to fully staff operations as well as new technology with texting capabilities to notify passengers when the operator is on the way.

Goal 4: Adopt service guidelines, standards, and processes and procedures for mobility services in Central Florida.

Objective: Standardize Transportation
Disadvantaged Procedures for the
Mobility Services Division.

Strategy: Document all TD service guidelines,
standards, processes and procedures.

Target: Create basic Guidelines Documentation
for Mobility Service Division

Measure: Complete project by August 2021

*Status: LYNX will continue the process of updating its
How to Ride Guide.*

Goal 5 **Provide transit services that support regional mobility options and changing travel demands.**

Strategy: Ensure that all TD requests received by Mobility Services Division are communicated with Service Planning and considered in service changes planning.

Target: On-Going meetings with the Planning and Development department to ensure communication.

Measure: Completed Communications meeting.

Status: The LYNX Mobility Services and Planning Departments communicate regularly in the planning of future services to ensure that coordination is considered across the departments and modes. The departments will continue to meet, as needed, to discuss mobility options and transportation disadvantaged planning efforts.

Implementation Plan

1. Five-Year Transportation Disadvantaged Improvement Program

LYNX, as the CTC for the tri-county region, uses Trapeze PASS transportation management software

application. This product has allowed LYNX to create significantly more effective schedules with map-based geocoding of origins and destinations. The PASS system has also allowed LYNX to pinpoint passengers' who reside within reasonable distance of the fixed-route services to promote more use of that option.

Table 8: Implementation Schedule

Goal 1: Transition Transportation Disadvantaged (TD) customers to the most appropriate mode of transportation.			
Action	Begin	End	Individual Responsible
Study and improve ways to evaluate customer eligibility.	June 2020	Ongoing	Supervisor of Mobility Services
Implement new ACCESS Plus+ program for TD clients	June 2020	Ongoing	Manager of Mobility Services
Add TD procedures to existing ACCESS Plus+ program	June 2020	Ongoing	Mobility Services Leadership Team

Goal 2: Customer outreach and education.			
Identify target audiences (human service agencies, customers, other stakeholders)	July 2018	Ongoing	Senior Manager of Mobility Services
Develop a standardized presentation package to include TD program	July 2020	Complete	Mobility Service staff and Marketing
Schedule presentation opportunities	September 2018	Ongoing	Customer Service Manager

Goal 3: Improve community perception of public transportation.			
Obtain baseline status of key performance indicators	July 2018	Ongoing	Supervisor – Mobility Services
Review trends of prior month TD customer concerns based on category volume	June 2020	Ongoing	Manager of Mobility Services/ Manager of Customer Service
Develop a corrective action plan for recording TD concerns and timeline for implementation	April 2020	Ongoing	Senior Manager of Mobility Services

Goal 4: Adopt service guidelines, standards, and processes and procedures for mobility services in Central Florida.

Identify which service guidelines, standards, and processes and procedures are needed.	July 2018	Complete	Mobility Services Leadership Team
Document TD service guidelines, standards, processes and procedures.	August 2018	Complete	Mobility Services Leadership Team
Create a Mobility Services Division operating manual	September 2018	Complete	Mobility Services Leadership Team

Goal 5: Provide transit services that support regional mobility options and changing travel demands.

On Going meetings with Mobility Services Leadership Team and the Service Planning Division	July 2018	Ongoing	Senior Manager of Mobility Services/ Director of Mobility Services
Share TD requests with Service Planning	July 2020	Ongoing	Senior Management Team

II. SERVICE PLAN

A. Operations

Types, Hours, and Days of Service

The ACCESS LYNX Consolidated System offers demand response, subscription, fixed-route paratransit, group trips, and special care services to ambulatory and non-ambulatory persons. These

services are designed to meet the needs of any sponsor approaching LYNX for services.

ACCESS LYNX paratransit and TD services are available to customers twenty-four hours a day, seven days a week.

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

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

Agencies that have coordination agreements with LYNX to provide services to their own clients are listed in Table 10.

Due to traffic conditions in Central Florida, customers are encouraged to travel during off-peak times of 10:00 a.m. to 2:00 p.m.

In determining the pick-up time for a trip, the customer provides the time they need to arrive at their

appointment. They will be given a pick-up window based on the trip length, time of day, vehicle availability, and multi-load factors. The customer will then be given a window of time that the vehicle should arrive to get them to their appointment on time.

“Will calls” are discouraged, but accepted. A will call is defined as a trip in which the customer did not specify a return time, but he/she plans on calling when ready. ACCESS LYNX’s policy requires a will call trip be picked up within ninety minutes of the call requesting the return.

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

Accessing Services

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

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

Customers may also request, change, confirm, and cancel trip reservations through the WebACCESS system. The WebACCESS system allows customers to access and edit their information 24 hour a day, 7 days a week.

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

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

ACCESS LYNX requests that a customer give twenty-four hour notice of cancellation, but will accept one hour notice. A "no show" is defined as a scheduled trip

that is not cancelled at least one hour prior to the scheduled pick-up time, driver is unable to locate customer, or customer cancels at the door. TD trips that are considered “no show” from the customer’s residence will automatically have the return trip cancelled unless otherwise notified by the customer.

ACCESS LYNX has begun to enforce a suspension policy for customers who engage in willful and chronic “no-show” habits. Upon review, “no show” occurrences for individuals can be reversed for missed trips that are beyond the rider’s control. Each offense is carefully investigated and verified by ACCESS LYNX on a monthly basis.

This rigorous process allows us to pinpoint patterns that affect service for all riders. For example, it is very important for customers to notify ACCESS LYNX when they go into the hospital for an extended period of time, move away from the service area, or no longer require transportation services. Often, customers have subscription service scheduled with ACCESS LYNX, therefore service will continue for these customers until we are notified that service is no longer needed. You may ask “why” ACCESS LYNX continues the service. Thousands of monthly trips, hundreds of individual drivers, and several service providers make it difficult to find a pattern of no show for each individual, therefore it is the customer’s responsibility to notify us as soon as they become aware they will not be able to ride.

ACCESS LYNX has taken a proactive approach to educate first and help customers avoid suspension by sending personal notification letters to those who have more than five occurrences each month. ACCESS LYNX reviews each customer's "no shows" on a case by case basis. The total number of "no shows" system-wide has seen a dramatic decrease, resulting in more efficient service for all ride-share customers.

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

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

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

Table 9: Operating Policies

	Transportation Disadvantaged	Americans with Disabilities Act
Maximum Advance Reservation	One (1) day	Seven (7) days
Limit on Subscription Service	Life Sustaining Medical, Other Medical, and Employment Trips Only	None
Same Day Service Allowed	No	No
Out of Service Area	No	No
Fare Structure	0-4.9 miles=\$2.50 5-9.9 miles=\$3.50 10+ miles =\$4.50	\$4.00 for ADA trips \$7.00 for premium trips
Attendant	No	Yes, one at no charge
Companion	Yes, same as for rider	Yes, same as for rider

Route and schedule information for LYNX fixed-route service can be obtained by calling LYNX Customer Service at 407-841-LYNX (5969) or on the LYNX website at <https://www.golynx.com/maps-schedules/routes-schedules.shtml>. Customers with

hearing impairments may use the 711 Florida Relay Service.

Eligibility

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

Transportation Disadvantaged (TD) Program

For customers to access the TD program, they must first be certified as eligible through the application process. The applicant must meet two of the three following categories to be eligible.

1. **Have no access to a fixed route.** All customers who are within three-quarters of a mile of LYNX fixed-route service will be required to use that service. Applicants who cannot access fixed-route bus system must demonstrate why through a functional assessment. For applicants outside the three-quarter mile radius, ACCESS LYNX demand

response service will be offered as a feeder service to fixed-route or as direct transport.

2. Have a disability. As necessary, a functional Assessment of the applicant's abilities may be performed. In addition, Travel Training may be offered if the applicant needs assistance in learning how to navigate the fixed-route system. Finally, if the applicant cannot use LYNX fixed-route, ACCESS LYNX demand response service will be offered.

3. Have an income level at or below 185 percent of the Federal Poverty Level based on the individual applicant's income – not household income. The current Federal Income Poverty Guidelines Table will be utilized. Documentation verifying income status will be requested. Acceptable forms of income verification are listed on the TD Program Application (presented in the appendices)

American with Disabilities Act of 1990 (ADA) Paratransit Service

LYNX maintains a certification and eligibility process for customers for ADA paratransit eligibility based on the relevant Federal Administrative Code. LYNX determines ADA eligibility by using a service area of $\frac{3}{4}$ of a mile proximity to fixed-route bus service and

categories of eligibility as described in federal statute. ACCESS LYNX also follows the guidelines in the Americans with Disabilities Act Paratransit Eligibility Manual. The eligibility categories are listed below. LYNX recently updated the categories to include permanent (continued) eligibility.

Permanent (Continued) Eligibility. Automatic recertification will be considered for individuals who cannot use LYNX bus service under any circumstances and/or whose disability is unlikely to improve. Customers who have been provided permanent eligibility will receive a verification document to update / recertify their information and note any changes in their travel abilities or needs every three years from the date of initial eligibility.

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

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

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

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

Medical information for eligibility must be certified by a licensed professional.

Functional Assessment and Travel Training for ADA

The ACCESS LYNX Eligibility Section is the “gatekeeper” for ADA paratransit entry.

A Functional Assessment is used and provides a detailed method to determine whether ADA applicants are capable of using conventional public transportation.

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

ACCESS LYNX contracts with a third party to administer the functional assessment in a fair and sophisticated manner. The assessment is currently provided by ADARide.com, an organization that partners with our community in assisting individuals to become self-sufficient through an existing assessment and through Travel Training. The Travel Training program portion assists those able to utilize the public bus system in maneuvering throughout our tri-county area. When determining eligibility for paratransit

service, ACCESS LYNX and ADARide.com will consider each client's physical and cognitive abilities and disabilities based on several factors such as, but not limited to, whether the client can stand at a bus stop alone for at least 10 minutes, if a certain weather condition affects physical ability, if a client can safely maneuver to and from a bus stop, if the client is easily confused, and ability to communicate. A licensed occupational therapist performs assessments and Travel Training is conducted one-on-one by a certified trainer. This assessment is a fair and equitable process for all. ACCESS LYNX also encourages those who are able to ride fixed-route bus to do so.

Appeals Process For ADA

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

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

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

Visitors (ADA customers visiting the area from another area)

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

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

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

Other Sponsors of Service

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

Trip Prioritization

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

- 40% Subscription trips are generated by the scheduling software the same day and time every week.
- 60% Demand response trips are random trips not automatically generated by the scheduling software.

LYNX does not currently prioritize demand response trips. If prioritization was necessary due to the availability of grant funds, the prioritization of Trust Fund trips within each category would be as follows:

Subscription Trips

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

Demand Response Trips

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

D. LYNX's Mobility Management Operating Model

Effective December 1, 2017, LYNX changed the way we deliver transportation services to our customers. We adopted a mobility management model of transportation service provision.

The following have or will take place:

- Call center functions are operated directly by LYNX for better ACCESS LYNX program management. Call center staff are cross trained on all LYNX services and anyone who answers an incoming call will be able to assist the customer directly, without transferring the call.
- For customers who are able to use other modes of transportation, we will be looking at trip origins and destinations to determine the most efficient mode of travel.
- Customers are offered free travel training to learn how to use the fixed route system.
- Reduced fare identification cards are available for ACCESS LYNX customers to use on LYNX's fixed route bus and NeighborLink programs.
- LYNX has developed a fare payment smart phone application which allows customers to pay their fare on a smart phone.

- LYNX developed a smart phone app exclusively for ACCESS LYNX customers.
- ACCESS LYNX replaced upgraded its fleet vehicles with 18 new paratransit vehicles.

Transportation Operators and Coordination Contractors

Operator Capability

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

Driver Training

The Access LYNX providers have comprehensive professional driver training programs in place to assure the consistent and effective training of all ACCESS LYNX drivers. These programs meet the requirements of FDOT and FTA.

In addition, before a driver is placed into service for the ACCESS LYNX program they must pass U.S. Department of Transportation physical and pre-employment drug screening. All drivers must have a valid Florida driver's license appropriate for the type

and size of vehicle they will be operating, acceptable motor vehicle operating record, and acceptable criminal background check. Drivers must be at least 21 years of age and speak, read, and write English.

Coordinated Providers

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

- Hours and days of service
- Vehicle standards for ambulatory and non-ambulatory customers
- Provide sources of transportation funding
- Passenger assistance
- Safety requirements
- System safety program plan
- Drug testing and drug free work place
- Insurance meeting CTD minimum requirements
- Reporting requirements:
 - Complaints
 - Accidents
 - Operating and financial data
 - Vehicle inventory

- Record keeping
- Monitoring and auditing

COORDINATION CONTRACT APPROVAL POLICY

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

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

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

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

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

Director of Mobility Services
LYNX
455 North Garland Avenue
Orlando, FL 32801-1518

A detailed summary of the services must be provided by the requestor, relative agency information, agency contact information and a summary of the transportation services to be provided under this Coordination Contract, which must address each of the above items. Agencies approved for a Coordination Contract must maintain a System Safety Program Plan as required by Chapter 14-90 FS and a drug testing program in compliance the Drug Free Work Place Act of 1991. Table 10 contains a list of providers within LYNX's coordinated system.

Table 10: Provider Information

Aspire Health Partners, Inc. 5151 Adanson Street Orlando, FL 32804	Crystal Lake Supportive Environments (Attain Inc.) 2710 Staten Ave Orlando, FL 32804
Brenda Greene – Elquanah Group Home, Inc. 10410 Westley Way Orlando, FL 32825	National Mentor Health Care, LLC 313 Congress Street, 5 th Floor Boston, MA 02210
Central Florida Group Homes, LLC 1890 S. R. 436, Suite # 300 Winter Park, FL 32792	Good Samaritan Society 1550 Aldersgate Dr. Kissimmee, FL 34743

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

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

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

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

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

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

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

Trinity Home Care
Facility, Inc.
2502 Greywall Ave.
Ocoee, FL 3476

Public Transit Utilization

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

School Bus Utilization

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

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

Table 11 presents the inventory of LYNX vehicles used to provide paratransit and NeighborLink services.

Table 11: Vehicle Inventory (Paratransit)

Year	Make	VIN	ADA Lift	Wheelchair Capacity	Seat Capacity
2014	FORD	1FDEE4FL8EDB10564	Yes	4	12
2014	FORD	1FDEE4FL0EDB10932	Yes	4	12
2014	FORD	1FDEE4FL3EDB10925	Yes	4	12
2015	FORD	1FDFE4FS4FDA28117	Yes	4	12
2015	FORD	1FDFE4FS5FDA28112	Yes	4	12
2015	FORD	1FDFE4FS6FDA28121	Yes	4	12
2015	FORD	1FDFE4FS3FDA28125	Yes	4	12
2015	FORD	1FDFE4FS8FDA28119	Yes	4	12
2015	FORD	1FDFE4FS2FDA28133	Yes	4	12
2015	FORD	1FDFE4FS0FDA28132	Yes	4	12
2015	FORD	1FDFE4FS7FDA28127	Yes	4	12
2015	FORD	1FDFE4FS1FDA28110	Yes	4	12
2015	FORD	1FDFE4FS8FDA28136	Yes	4	12
2016	FORD	1FDFE4FS6GDC57108	Yes	4	12
2016	FORD	1FDFE4FS4GDC57110	Yes	4	12
2016	FORD	1FDFE4FSXGDC57113	Yes	4	12
2016	FORD	1FDFE4FS8GDC57112	Yes	4	12
2016	FORD	1FDFE4FS6GDC57111	Yes	4	12
2016	FORD	1FDFE4FS8GDC57109	Yes	4	12
2018	FORD	1FDFE4FS8HDC39923	Yes	4	12
2018	FORD	1FDFE4FS0GDC55340	Yes	4	12
2018	FORD	1FDFE4FS9GDC57118	Yes	4	12
2018	FORD	1FDFE4FS4HDC57562	Yes	4	12
2018	FORD	1FDFE4FS0GDC57119	Yes	4	12
2018	FORD	1FDFE4FS1HDC41674	Yes	4	12
2018	FORD	1FDFE4FS5HDC58879	Yes	4	12
2018	FORD	1FDFE4FSXHDC57565	Yes	4	12
2018	FORD	1FDFE4FS7HDC58883	Yes	4	12
2018	FORD	1FDFE4FS1HDC58880	Yes	4	12

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Year	Make	VIN	ADA Lift	Wheelchair Capacity	Seat Capacity
2018	FORD	1FDFE4FS7HDC57569	Yes	4	12
2018	FORD	1FDFE4FS9HDC58884	Yes	4	12
2018	FORD	1FDFE4FS6HDC57563	Yes	4	12
2018	FORD	1FDFE4FS8HDC57564	Yes	4	12
2018	FORD	1FDFE4FS7GDC57117	Yes	4	12
2018	FORD	1FDFE4FS3HDC53051	Yes	4	12
2018	FORD	1FDFE4FS5HDC57568	Yes	4	12
2018	FORD	1FDFE4FS3HDC57567	Yes	4	12
2018	FORD	1FDFE4FSXHDC39924	Yes	4	12
2018	FORD	1FDFE4FS0HDC58885	Yes	4	12
2018	FORD	1FDFE4FS5HDC58882	Yes	4	12
2018	FORD	1FDFE4FS3HDC57570	Yes	4	12
2019	FORD	1FDFE4FS6KDC10038	Yes	4	12
2019	FORD	1FDFE4FS3JDC43464	Yes	4	12
2019	FORD	1FDFE4FS4KDC10037	Yes	4	12
2019	FORD	1FDFE4FS1JDC41891	Yes	4	12
2019	FORD	1FDFE4FS2KDC17357	Yes	4	12
2019	FORD	1FDFE4FS2KDC10036	Yes	4	12
2019	FORD	1FDFE4FS3JDC41875	Yes	4	12
2019	FORD	1FDFE4FS1JDC41874	Yes	4	12
2019	FORD	1FDFE4FS4JDC41884	Yes	4	12
2019	FORD	1FDFE4FSXJDC41887	Yes	4	12
2020	FORD	1FDFE4FSXKDC51384	Yes	4	12
2020	FORD	1FDFE4FS3KDC51386	Yes	4	12
2020	FORD	1FDFE4FS1KDC51385	Yes	4	12
2020	FORD	1FDWE3F69KDC72790	Yes	3	12
2020	FORD	1FDWE3F66KDC72763	Yes	3	12
2020	FORD	1FDWE3F68KDC72764	Yes	3	12
2020	FORD	1FDWE3F64KDC72776	Yes	3	12
2020	FORD	1FDWE3F64KDC72762	Yes	3	12

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Year	Make	VIN	ADA Lift	Wheelchair Capacity	Seat Capacity
2020	FORD	1FDWE3F62KDC72761	Yes	3	12
2020	FORD	1FDWE3F65KDC72768	Yes	3	12
2020	FORD	1FDWE3F62KDC72758	Yes	3	12
2020	FORD	1FDWE3F65KDC72785	Yes	3	12
2020	FORD	1FDWE3F61KDC72766	Yes	3	12
2020	FORD	1FDWE3F6XKDC72765	Yes	3	12
2020	FORD	1FDWE3F67KDC72786	Yes	3	12
2020	FORD	1FDWE3F61KDC72783	Yes	3	12
2020	FORD	1FDWE3F64KDC72759	Yes	3	12
2020	FORD	1FDWE3F69KDC72787	Yes	3	12
2020	FORD	1FDWE3F63KDC72784	Yes	3	12
2020	FORD	1FDWE3F62KDC72775	Yes	3	12
2020	FORD	1FDWE3F60KDC72760	Yes	3	12
2020	FORD	1FDWE3F67KDC72772	Yes	3	12
2020	FORD	1FDWE3F60KDC72774	Yes	3	12
2020	FORD	1FDWE3F66KDC72777	Yes	3	12
2020	FORD	1FDWE3F63KDC72770	Yes	3	12
2020	FORD	1FDWE3F69KDC72773	Yes	3	12
2020	FORD	1FDWE3F67KDC72769	Yes	3	12
2020	FORD	1FDWE3F66KDC72780	Yes	3	12
2020	FORD	1FDWE3F60KDC72788	Yes	3	12
2020	FORD	1FDWE3FN9MDC20750	Yes	3	12
2020	FORD	1FDWE3F68KDC72778	Yes	3	12
2020	FORD	1FDWE3F68KDC72781	Yes	3	12
2020	FORD	1FDWE3F6XKDC72782	Yes	3	12
2020	FORD	1FDWE3FN1MDC20774	Yes	3	12
2020	FORD	1FDWE3FN6MDC20771	Yes	3	12
2020	FORD	1FDWE3FN4MDC20770	Yes	3	12
2020	FORD	1FDWE3FN2MDC20766	Yes	3	12
2020	FORD	1FDWE3FN9MDC20764	Yes	3	12

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Year	Make	VIN	ADA Lift	Wheelchair Capacity	Seat Capacity
2020	FORD	1FDWE3FN7MDC20763	Yes	3	12
2020	FORD	1FDWE3FN3MDC20761	Yes	3	12
2020	FORD	1FDWE3FN2MDC20749	Yes	3	12
2020	FORD	1FDWE3F65KDC72771	Yes	3	12
2020	FORD	1FDWE3F63KDC72767	Yes	3	12
2020	FORD	1FDWE3FN2MDC20752	Yes	3	12
2020	FORD	1FDWE3FN0MDC20751	Yes	3	12
2020	FORD	1FDWE3FN3MDC20775	Yes	3	12
2020	FORD	1FDWE3FN6MDC20768	Yes	3	12
2020	FORD	1FDWE3FN3MDC20758	Yes	3	12
2020	FORD	1FDWE3FN1MDC20757	Yes	3	12
2020	FORD	1FDWE3FN3MDC20775	Yes	3	12
2020	FORD	1FDWE3FN6MDC20754	Yes	3	12
2020	FORD	1FDWE3FN4MDC20753	Yes	3	12
2021	FORD	1FDWE3FN0MDC20765	Yes	3	12
2021	FORD	1FDWE3FN5MDC20762	Yes	3	12
2021	FORD	1FDWE3FN8MDC20755	Yes	3	12
2021	FORD	1FDWE3FN8MDC20769	Yes	3	12
2021	FORD	1FDWE3FN5MDC20759	Yes	3	12
2021	FORD	1FDWE3FN8MDC20772	Yes	3	12
2021	FORD	1FDWE3FN5MDC20776	Yes	3	12
2021	FORD	1FDWE3FN0MDC20779	Yes	3	12
2021	FORD	1FDWE3FN7MDC20777	Yes	3	12
2021	FORD	1FDWE3FN9MDC20778	Yes	3	12
2021	FORD	1FDWE3FN4MDC20767	Yes	3	12
2021	FORD	1FDWE3FN1MDC20760	Yes	3	12
2021	FORD	1FDWE3FNXMDC20773	Yes	3	12
2021	FORD	1FDWE3FN9MDC36365	Yes	3	12
2015	FORD	1FDWE4FS6FDA35280	Yes	4	12
2021	FORD	1FDWE3FN7MDC41757	Yes	3	12

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Year	Make	VIN	ADA Lift	Wheelchair Capacity	Seat Capacity
2021	FORD	1FDWE3FN1MDC40832	Yes	3	12
2021	FORD	1FDWE3FN0MDC41759	Yes	3	12
2021	FORD	1FDWE3FN1MDC40829	Yes	3	12
2021	FORD	1FDWE3FN4MDC41764	Yes	3	12
2021	FORD	1FDWE3FN2MCD41763	Yes	3	12
2021	FORD	1FDWE3FN3MDC40833	Yes	3	12
2021	FORD	1FDWE3FN9MDC41761	Yes	3	12
2021	FORD	1FDWE3FN0MDC41762	Yes	3	12
2021	FORD	1FDWE3FN7MDC41760	Yes	3	12
2021	FORD	1FDWE3FN9MDC41758	Yes	3	12
2021	FORD	1FDWE3FNXNDC22766	Yes	4	12
2021	FORD	1FDWE3FNXMDC40831	Yes	3	12
2021	FORD	1FDWE3FN8MDC40830	Yes	3	12
2021	FORD	1FDWE3FN3NDC22768	Yes	4	12
2021	FORD	1FDWE3FN5MDC41756	Yes	3	12
2021	FORD	1FDWE3FN8NDC22765	Yes	4	12
2021	FORD	1FDWE3FNXMDC40828	Yes	3	12
2018	DODGE	2C7WDGCGXJR176581	Yes	1	4
2018	DODGE	2C7WDGCG5JR176584	Yes	1	4
2018	DODGE	2C7WDGCG4JR176592	Yes	1	4
2018	DODGE	2C7WDGCG6JR176593	Yes	1	4
2018	DODGE	2C7WDGCG6JR176576	Yes	1	4
2018	DODGE	2C7WDGCG7JR176585	Yes	1	4
2018	DODGE	2C7WDGCG4JR176589	Yes	1	4
2018	DODGE	2C7WDGCG1JR176579	Yes	1	4
2018	DODGE	2C7WDGCG8JR176577	Yes	1	4
2018	DODGE	2C7WDGCG0JR176587	Yes	1	4
2018	DODGE	2C7WDGCG9JR176572	Yes	1	4
2018	DODGE	2C7WDGCG0JR176573	Yes	1	4
2018	DODGE	2C7WDGCG8JR176594	Yes	1	4

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Year	Make	VIN	ADA Lift	Wheelchair Capacity	Seat Capacity
2018	DODGE	2C7WDGCGXJR176595	Yes	1	4
2018	DODGE	2C7WDGCG8JR176580	Yes	1	4
2018	DODGE	2C7WDGCG1JR176582	Yes	1	4
2018	DODGE	2C7WDGCG2JR176588	Yes	1	4
2018	DODGE	2C7WDGCG0JR176590	Yes	1	4
2018	DODGE	2C7WDGCG1JR176596	Yes	1	4
2018	DODGE	2C7WDGCG2JR176591	Yes	1	4
2018	DODGE	2C7WDGCG2JR176574	Yes	1	4
2018	DODGE	2C7WDGCG4JR176575	Yes	1	4
2018	DODGE	2C7WDGCGXJR176578	Yes	1	4
2018	DODGE	2C7WDGCG3JR176583	Yes	1	4
2018	DODGE	2C7WDGCGXJR337902	Yes	1	4
2018	DODGE	2C7WDGCG3JR337899	Yes	1	4
2018	DODGE	2C7WDGCG6JR337900	Yes	1	4
2018	DODGE	2C7WDGCG1JR337903	Yes	1	4
2018	DODGE	2C7WDGCG8JR337901	Yes	1	4
2018	DODGE	2C7WDGCG9JR337907	Yes	1	4
2018	DODGE	2C7WDGCG9JR337910	Yes	1	4
2018	DODGE	2C7WDGCG7JR337906	Yes	1	4
2018	DODGE	2C7WDGCG0JR337908	Yes	1	4
2018	DODGE	2C7WDGCG3JR337904	Yes	1	4
2018	DODGE	2C7WDGCG2JR337912	Yes	1	4
2018	DODGE	2C7WDGCG2JR337909	Yes	1	4
2018	DODGE	2C7WDGCG4JR337913	Yes	1	4
2018	DODGE	2C7WDGCG1JR337898	Yes	1	4
2018	DODGE	2C7WDGCG5JR337905	Yes	1	4
2018	DODGE	2C7WDGCG0JR337911	Yes	1	4
2018	DODGE	2C7WDGCG6JR337914	Yes	1	4
2018	DODGE	2C7WDGCG8JR337915	Yes	1	4
2018	DODGE	2C7WDGCG1JR337917	Yes	1	4

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Year	Make	VIN	ADA Lift	Wheelchair Capacity	Seat Capacity
2018	DODGE	2C7WDGCG5JR337919	Yes	1	4
2018	DODGE	2C7WDGCGXJR337916	Yes	1	4
2018	DODGE	2C7WDGCG3JR337918	Yes	1	4
2018	DODGE	2C7WDGCG1JR337920	Yes	1	4
2018	DODGE	2C7WDGCGXJR337897	Yes	1	4

Table 12: Vehicle Inventory (NeighborLink)

Year	Make	VIN	Wheelchair Lift or Ramp	Wheelchair Capacity	Seat Capacity
2020	FORD	1FDFE4FS0KDC75242	Lift	4	12
2020	FORD	1FDFE4FS4KDC75244	Lift	4	12
2020	FORD	1FDFE4FS8KDC75246	Lift	4	12
2020	FORD	1FDFE4FS9KDC75238	Lift	4	12
2020	FORD	1FDFE4FS9KDC75241	Lift	4	12
2020	FORD	1FDFE4FS7KDC75240	Lift	4	12
2020	FORD	1FDFE4FS6KDC75245	Lift	4	12
2020	FORD	1FDFE4FS3KDC75249	Lift	4	12
2020	FORD	1FDFE4FS1KDC75248	Lift	4	12
2020	FORD	1FDFE4FS0KDC75239	Lift	4	12
2020	FORD	1FDFE4FS2KDC75243	Lift	4	12
2020	FORD	1FDFE4FS1KDC75251	Lift	4	12
2020	FORD	1FDFE4FSXKDC75247	Lift	4	12
2020	FORD	1FDFE4FSXKDC75250	Lift	4	12
2020	FORD	1FDFE4FS3KDC75252	Lift	4	12
2018	FORD	1FDFE4FS3HDC58881	Lift	4	12
2018	FORD	1FDFE4FS1HDC57566	Lift	4	12
2018	FORD	1FDFE4FS9HDC53054	Lift	4	12

System Safety Program Plan

The Memorandum of Agreement (MOA) between the Community Transportation Coordinator and the Commission for the Transportation Disadvantaged requires the CTC to develop and implement a System Safety Program Plan (SSPP). The required SSPP has been submitted to and approved by the Florida Department of Transportation, as required by Chapter

14-90, Florida Administrative Code, Equipment and Operational Safety Standards Governing Public-Sector Bus Transit Systems. According to this rule, the plan assures compliance with the minimum standards established and includes safety considerations and guidelines for the following:

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

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

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

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

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

LYNX TDSP - MINOR UPDATE 2022

Revision History

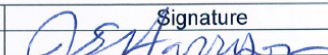
Revision Number	Revision Date	Summary of Changes	Author
Revision 20	3-25-2021	Updated the plan to reflect FDOT's recommendations from the Triennial Review.	Safety & Security
Revision 19	12-12-2019	Updated CEO's name	Safety & Security
Revision 18	1-11-2019	Updated appendix list	Safety & Security
Revision 17	7-18-2018	Updated the plan to reflect FDOT's recommendations from the Triennial Review.	Risk Management, Safety & Security
Revision 16	5-1-2018	Updated system description, positions and added criminal background checks-section 4.2.3	Risk Management, Safety & Security
Revision 15	12-01-2015	Update to include FOOT BSS requirements	Risk Management, Safety & Security
Revision 14	3-01-2014	Update to include Grapefruit LYMMO	Risk Management and Safety
Revision 13	8-1-2013	Plan Update and FOOT BSS Requirements	Risk Management and Safety
Revision 12	2-1-2010	Plan Update	Safety and Security
Revision 1	2-1-1993	Initial Version	Operations

Document Location

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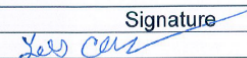
Adoption

This document requires the adoption by the CEO:

Name	Title	Signature
Jim Harrison	Chief Executive Officer	

Approvals

This document requires the following approvals:

Name	Title	Signature
Tellis Chandler	Director of Safety & Security	

Distribution

This document has been distributed to:

Name	System Safety Program Plan
File	Safety & Security Division
InLYNX	Safety & Security Division

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LYNX SSPP Rev. 20

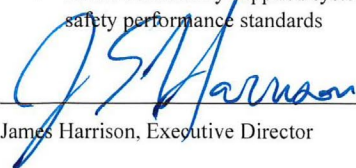
1 Safety Management Policy

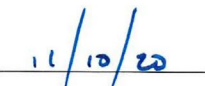
1.1 Mission and Policy Statement

All levels of LYNX management, employees, contractors, and partner agencies are accountable and responsible for upholding the best safety performance, starting with the Executive Director as the Accountable Executive, the Director of Risk Management Safety & Security is the agency's designated Chief Safety Officer (CSO), has the oversight authority and responsibility for implementation of the agency's safety management system (SMS) and reports directly to the Executive Director. The CSO is responsible for providing resources and executive-level safety advocacy and direction to the Safety Department for managing day-to-day implementation and operation of the agency's SMS.

LYNX commits to:

- **Support** the risk and safety management program through the provision of appropriate resources and visible top-level commitment to safety;
- **Foster** positive safety cultures and inserts best practices among the primary responsibilities of all managers and employees;
- **Clearly define** for all staff, managers and employees alike, their accountabilities and responsibilities for the delivery of the organization's safety performance and the performance of our safety management system;
- **Establish** a systematic and comprehensive approach to identify, analyze, evaluate, and mitigate safety risk activities associated with transit system operations and related maintenance activities to meet or exceed the acceptable level of safety performance;
- **Integrate** risk and safety management system into the departmental standard operating procedures and actively manages safety with the same attention to results as of the other management systems of the organization;
- **Implement** an effective employee safety reporting and communication program, and encourage participation and contribution of frontline personnel in the management of safety. We ensure that no action is taken against any employee who discloses a safety concern through our safety reporting system unless such a disclosure indicates, beyond any reasonable doubt, an illegal act, gross negligence, or a deliberate or willful disregard of regulations or procedures;
- **Provide** adequate and appropriate safety-related information and job-specific safety training for all employees, and ensure that they are competent in safety management matters, and are allocated only tasks commensurate with their skills;
- **Ensure** that sufficient skilled and trained human resources are available to implement safety management processes;
- **Establish and measure** our safety performance against realistic and data-driven safety performance indicators and safety performance targets;
- **Comply with**, and wherever possible exceed, legislative and regulatory requirements and standards;
- **Continuously improve** our safety performance through management processes that ensure that appropriate safety management action is taken and is effective; and
- **Ensure** externally supplied systems and services to support our operations are delivered meeting our safety performance standards

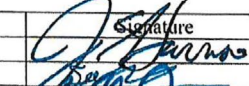


James Harrison, Executive Director


Date

Document Location

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Approvals

Name	Title	Signature
James E. Harrison	Accountable Executive (CEO)	
Tellis Chandler	Director, Safety & Security (CSO)	
Buddy Dyer	Chairman, Board of Directors	

Distribution

This document has been distributed to:

Name	Agency Safety Plan
File	Risk Management, Safety & Security Division
InLYNX	Risk Management, Safety & Security Division

Executive Summary

The Central Florida Regional Transit Authority (LYNX) improves people's quality of life with Passion, Pride and Performance. LYNX's transportation services are locally based and regionally connected with bus service throughout Orange, Osceola, Seminole and Polk County.

Managing risk and safety is at the core of our safety culture and an essential part of our business activities. LYNX has adopted a Safety Management Systems (SMS) framework as an explicit element of the agency's responsibility by establishing safety policy; identifying hazards and controlling risks; goal setting, planning, prioritizing resources and measuring performance. Furthermore, the agency's SMS is a mean to foster agency-wide support for transit safety by establishing a culture where management is held accountable for safety and everyone in the organization takes an active role in securing transit safety.

To ensure transit safety and in order to comply with Federal Transit Administration (FTA) requirements, LYNX has developed this Public Transit Agency Safety Plan (PTASP or the "Plan") to comply with FTA regulations established by Section 5329(d), which includes setting performance targets based on the performance criteria established in the National Public Transportation Safety Plan (NPTSP), (January 2017, Version 1.0). The PTASP for LYNX is consistent with and supports the safety management system (SMS) approach to safety risk management. SMS is an integrated collection of the agency's policies, processes, and behaviors that ensure a formalized, proactive and data-driven approach to safety risk management.

LYNX's PTASP aim to increase the safety of transit systems by proactively implement the four components of SMS: Safety Management Policy, Safety Risk Management, Safety Assurance, and Safety Promotion. The strategic approach is flexible and scalable, depends on the circumstance, to effectively meet its safety performance targets and established standards. The PTASP for LYNX addresses the following elements:

Safety Objectives	Specify measurable and attainable safety objectives to reach the agency's safety goal.
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System Safety Program Plan (SSPP)

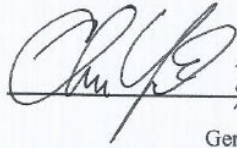
1.0 Management Safety Commitment and Policy Statement

MV Transportation Access Lynx is committed to providing safe, secure, clean, reliable, and efficient transportation services to the patrons. This policy statement serves to express management's commitment to and involvement in providing and maintaining a safe and secure transit system.

Section 341.041, Florida Statutes (F.S.); Section 334.044(2), F.S.; and Section 341.061(2)(a), F.S., requires the establishment of minimum equipment and operational safety standards for all governmentally owned bus transit systems; privately owned or operated bus transit systems operating in this state which are financed wholly or partly by state funds; all bus transit systems created pursuant to Chapter 427, F.S.; and all privately owned or operated bus transit systems under contract with any of the aforementioned systems. Safety standards for bus transit systems are provided by Rule Chapter 14-90, Florida Administrative Code (F.A.C.), hereinafter referred to as Rule 14-90. Bus transit systems are required to develop, adopt, and comply with a System Safety Program Plan (SSPP), which meets or exceeds, the established safety standards set forth in Rule 14-90.

In the interest of safety and security, and in order to comply with the statutory requirements, MV Transportation has developed and adopted this System Safety Program Plan (SSPP) that complies with established safety standards set forth in Rule 14-90. The SSPP is intended to document all policies, functions, responsibilities, etc. of the agency necessary to achieve a high degree of system safety and applies to all areas of the transportation system, including procurement, administration, operations, maintenance, etc.

MV Transportation management is authorized and responsible for maintaining a coordinated safety system in order to identify and prevent unsafe acts and conditions that present a potential danger or threat to public safety. Management commits to maintain and implement the SSPP and comply with the policies, procedures, and standards included in this document. All departments, personnel, and contract service operators are charged with the responsibility of adhering to this SSPP. Any violation of safety and security practices is subject to disciplinary actions. Management is ultimately responsible for enforcing the SSPP and maintaining a safe and secure system.

Signature

 7/29/19
 Chris York
 General Manager
 MV Transportation MV ACCESS LYNX
 Date: July 29, 2019

Inter-county Services

LYNX does not coordinate transportation disadvantaged services with other counties outside of our three county service areas. However, LYNX staff maintains professional working relationships with other Community Transportation Coordinators throughout the state.

Natural Disaster/Emergency Procedures

In the event of a natural disaster, LYNX is designated as Emergency Support Function #1 (Transportation) and Emergency Support Function #8 (Public Health and Human Services) for Orange County. This designation carries the responsibility of evacuating all special needs customers, nursing homes, and other facilities with a need. When there is advanced warning, Emergency Management will contact LYNX and put the CTC on alert. Then ACCESS LYNX will notify the contractor of the situation.

Marketing

ACCESS LYNX will participate in upcoming community outreach activities as they are available due to COVID-19 restrictions. The events are primarily community and social service associations, affiliations, and agencies that invite LYNX staff to speak about the ACCESS LYNX program. While these events have

been postponed due to the pandemic, in person meetings are returning and ACCESS LYNX will participate as community events are scheduled.

Acceptable Alternatives

LYNX has been active in transitioning passengers from paratransit to fixed-route. The LYNX travel training program assists passengers with training on how to access and use the paratransit service. As additional resources become available, LYNX will review the recommendations from the LYNX TDP and how best to provide new NeighborLink services and better accessibility to increase the number of mobility options available. However, there are no recommended alternatives to the LYNX existing coordinated system that can be reported in this annual update.

Service Standards

Table 13 presents the current service standards for the ACCESS LYNX paratransit service.

Table 13: Service Standards

STANDARD	ORANGE, OSCEOLA AND SEMINOLE COUNTIES
Advance Reservations Requirements	Reservations for all sponsors (except TD) are taken up to 7-day in advance. Trip requests under the TD program are taken one day prior to service.
Advance Reservations Limit	When calling to schedule appointments, ADA customers should call as far in advance as you

STANDARD	ORANGE, OSCEOLA AND SEMINOLE COUNTIES
	can, (we have up to a 7-day advance reservation period), and call between the hours of 10:00 a.m. and 2:00 p.m., whenever possible. Customers should have all information ready so that we can complete the request efficiently.
Accidents	The ACCESS LYNX Preventable Accident Standards for the contracted operators are less than one (1) preventable accident for every 100,000 vehicle miles of service provided.
Air Conditioning/ Heating	All vehicles must have working air conditioning and heating to be used for transporting passengers within the coordinated system. No vehicles are allowed to provide service without a functioning air conditioner and heater. If air conditioning or heating is not functioning properly, the operator is responsible for the repair prior to the transport of passengers. Vehicles will be pulled from service until deficiencies are corrected.
Billing Requirements	ACCESS LYNX carrier payments are made according to guidelines promulgated in Section 21.20 of the Transportation Disadvantaged Trust Fund (TDTF) Grant. (Section 287.0585, Florida Statutes).

STANDARD	ORANGE, OSCEOLA AND SEMINOLE COUNTIES
Call Hold Time	It is LYNX's goal to have average hold times for inbound telephone of no more than three minutes (3:00) for any given hourly period of the day. This three minute (3:00) standard is to be achieved for 90% of the hourly time periods that a phone line is in operation, measured monthly.
Cardio-pulmonary Resuscitation Training	Drivers within the coordinated system are not required to be trained in cardiopulmonary resuscitation.
Complaints	<p>All complaints received by ACCESS LYNX shall be responded to within five business days of receipt, unless factors within the investigation process are unavoidable. Responses will be by telephone contact or letter, per discretion of customer.</p> <p>The ACCESS LYNX Monthly Standards for Valid Complaints Relating to Contractor's Performance are to have fewer than three (3) valid complaints for every 1,000 one-way passenger trips provided.</p>

STANDARD	ORANGE, OSCEOLA AND SEMINOLE COUNTIES
Contract Monitoring	<p>ACCESS LYNX performs annual evaluations and contract monitoring of the contracted operators. The monitoring accomplishes reviews of System Safety Program Plan compliance, driver qualifications and certification, and maintenance of vehicles and equipment.</p> <p>Primary contractors with LYNX are required to perform the same monitoring for any sub-contractors. At the time of the monitoring of the primary contractor, LYNX staff will verify sub-contractor monitoring reports.</p>
Driver Criminal Background Screening	All drivers in the Coordinated System must have a favorable Florida Department of Law Enforcement (FDLE) background check.
Driver Identification	All drivers within the ACCESS LYNX system are trained in defensive driving and passenger assistance, tested, certified and, upon completion, is provided with photo identification.
Drug and Alcohol Policy	LYNX, as the CTC, has an existing Drug and Alcohol Policy, which complies with DOT regulations. All contractors must comply with these regulations.
First Aid Training	Drivers within the coordinated system are not required to be trained in first aid techniques.

STANDARD	ORANGE, OSCEOLA AND SEMINOLE COUNTIES
No-Show Policy	<p>A customer may have no more than 5 no-shows within any 30-day period, which will result in an offense. A letter is sent to each customer to help them understand how important it is to call and cancel trips. During the review process, the subscription privilege may be cancelled if a customer has excessive valid no show occurrences. A customer may request for the subscription to be re-established. After a review of the past trips, a subscription may be re-instated if there have been no infractions for ninety (90) day period.</p> <p>Trips cancelled with less than one hour notice prior to the scheduled pickup time, cancel at the door, and driver unable to locate the customer at pickup time, will be considered a No Show.</p>
On-time Performance	<p>The ACCESS LYNX On-Time Performance Standards for the contracted operators are 90% or greater of trips on time.</p> <p>Trips are on-time if picked up before the end of the 30-minute "Pickup" window.</p>

STANDARD	ORANGE, OSCEOLA AND SEMINOLE COUNTIES
Out of Service Area Trips	ACCESS LYNX does not provide transportation services outside of our three county service area.
Passenger Assistance	<p>All drivers in the ACCESS LYNX system are required to be certified in Passenger Assistance Training. At a minimum, drivers are required to open the vehicle door, fasten passenger seat belts, secure wheelchairs, and close the door when necessary.</p> <p>Service is door-to-door (with the exception of stretcher customers).</p> <p>Drivers will not go beyond the first floor of residential buildings; customers are expected to be waiting on the first floor. Drivers will assist customers to first floor lobby of their appointments. If a client needs assistance beyond that point, they will need an escort to travel with them. Drivers will not go within buildings to retrieve customers.</p> <p>Drivers cannot assist a wheelchair customer down more than one step, nor pull a wheelchair through grass or sand.</p> <p>Passengers may be transported with portable oxygen, as long as driver assistance is not required in administering the oxygen and the container is no bigger than two liters.</p>

STANDARD	ORANGE, OSCEOLA AND SEMINOLE COUNTIES
Passenger Property	Personal belongings are the sole responsibility of the passenger. Only those items that passengers can personally carry (usually up to three bags) will be transported at the risk of the passenger. Drivers are not responsible for, nor are they expected to load and unload, belongings of passengers they transport.
Passenger/ Trip Database	ACCESS LYNX maintains a database of all customers within the program. This database tracks information such as social security number, home address, mailing address, passenger type, passenger needs, birth date, language, sponsors, and trip history.
Pick-up windows	<p>Trips are on time if they are picked up within the negotiated 30-minute pickup window</p> <p>Customers may not be scheduled to arrive at the destination on a going trip more than one hour early. Customers may not be picked up at the origin on a return trip more than one hour after the requested time.</p>

STANDARD	ORANGE, OSCEOLA AND SEMINOLE COUNTIES
Public Transit Ridership	Paratransit service is provided for those individuals who cannot access fixed route service. Eligibility screening is done for all programs, and referral to fixed-route service is done when it is determined that it is the appropriate mode of transportation for a customer. ACCESS LYNX goal is to refer at a minimum 10% of individuals applying for service to fixed route service.
Reservation Hours	Reservations are accepted from 8:00 a.m. to 5:00 p.m. seven days per week. Reservation may be taken 7 days in advance, up to 5:00 p.m. the day before the trip.
Road Calls	No more than 1 every 10,000 miles.
Seating Standard	Vehicle seating shall not exceed the manufacturer's recommended capacity.
Service Animals	Service animals shall always be permitted to accompany their users in any system vehicle.
Service Hours	Services are available 24-hours a day, 365-days a year.
Smoking, Eating, and Drinking	No smoking, eating, or drinking is allowed at any time on an ACCESS LYNX vehicle. Exceptions are permitted when required due to an existing medical condition.

STANDARD	ORANGE, OSCEOLA AND SEMINOLE COUNTIES
Subscriptions	<p>The current policy provides for a change of a subscription only once within a 30 day period. If a customer request changes more often than this, the subscription will be cancelled, and the customer will have to call in for each individual trip. This policy will be strictly enforced.</p>
Transport of Personal Care Attendant and Dependent Children Policy	<p>Within the ACCESS LYNX ADA program, each eligible rider is allowed one personal care attendant (PCA), as long as the PCA is picked up at the same point of origin as the rider and is dropped at the same location as the eligible rider. The PCA must be necessary for the safety of the rider or needed for assistance to the rider.</p> <p>A PCA must accompany all children under the age of fifteen. Only one PCA may travel with children who have appointments or with adults who need assistance while traveling. Parents may also take one child who does not have an appointment with prior arrangements. All children under six years of age are required to ride in the back seat of the vehicle. (See “Use and Responsibility of Child Restraint Devices” below.)</p>

STANDARD	ORANGE, OSCEOLA AND SEMINOLE COUNTIES
Trip Negotiations	<p>While we will make every effort to honor appointment times for medical services and other critical needs, to ensure the most responsive and on time service, whenever possible, appointments should be scheduled for no earlier than 10:00 a.m., and no later than 2:00p.m. These times are off-peak service, and do not conflict with regular service trips that occur during peak times such as employment, sheltered workshops, adult daycare, etc. Off-peak also means that the traffic congestion in the greater Orlando area is at its minimum, as well.</p> <p>We will honor appointment times, but we will negotiate the pick up time based on our demand. We have a one-hour window on either side of a requested pick up time under Federal guidelines for ADA service and this policy will apply for all service under ACCESS LYNX umbrella (including TD trips). We often receive calls in reference to the status of a pick up time, we remind customers that we may arrive anytime within the 30 minute negotiated pickup window. We also ask customers to please wait until we are outside that window before a call is placed regarding the pick up.</p>

STANDARD	ORANGE, OSCEOLA AND SEMINOLE COUNTIES
Trip Request Limit	The process of requesting service may be more time consuming because of the trip negotiation process discussed above. For this reason, we will take only three roundtrip requests during any call to ensure that all customers are afforded timely response when contacting our customer service line.
Two-Way Communications	All vehicles in the ACCESS LYNX system are required to have working two-way radios. Two-way communications availability is confirmed through safety inspections and monitoring.
Unscheduled Stops	With the exception of emergency medical conditions, vehicles will only make scheduled stops. Pursuant to Florida Statute Section 395.002: Emergency medical condition will be defined as "a medical condition manifesting itself by acute symptoms of sufficient severity, which may include severe pain, such that the absence of immediate medical attention could reasonably be expected to result in: (1) serious jeopardy to patient health, and/or; (2) serious impairment to bodily functions, and/or; (3) serious dysfunction of any bodily organ or part.

STANDARD	ORANGE, OSCEOLA AND SEMINOLE COUNTIES
Use and Responsibility of Child Restraint Devices	<p>In accordance with Florida Statute 316.613 (Child restraint requirements):</p> <p>While transporting a child 5 years of age or younger, provide for protection of the child by properly using a crash-tested, federally approved child restraint device. For children aged through 3 years such restraint device must be a separate carrier or a vehicle manufacturers integrated child seat. For children aged 4 through 5 years, a separate carrier, an integrated child seat, or a seat belt may be used.</p> <p>The child's PCA is responsible for providing the child restraint device and properly installing it in the ACCESS LYNX vehicle. The driver is to review and approve of the installation before the vehicle departs the pickup point.</p>
Vehicle Cleanliness	<p>All vehicles in the ACCESS LYNX system must be clean, both interior and exterior. This is monitored through customer reports, street supervision, and periodic inspections.</p>
Vehicle Transfer Points	<p>No policies exist on transfer points, since ACCESS LYNX does not transfer any paratransit passengers. At such time when transfers are attempted, the points will be the same as those used for the fixed route service or future SunRail service.</p>

STANDARD	ORANGE, OSCEOLA AND SEMINOLE COUNTIES
Will Calls	<p>If a customer is not ready at the requested return time due to a service problem, we will make every effort to return for them within 30 minutes.</p> <p>If the customer is not ready at the requested return time and it is not due to a service problem, we will make every effort to return for the customer within 90 minutes.</p> <p>If the customer is at the destination and cannot be found, then they are a no-show. If they need a return trip, we will return for them with no set timeframe, but with a goal of 90 minutes or less.</p>

The length of time that customers are on hold improved significantly in 2020 due to improved technologies and reduced call volumes resulting in an average hold time of December 2020. LYNX has experienced staffing shortages over the past year that resulted in an increase in the average call hold time. The average call hold time during this reporting period has increased to 1 minute 7 seconds.

The availability of the online reservation system called WebACCESS allows ACCESS LYNX customers to manage their own trips without the need to contact a customer service representative. Customers and their representatives can use the internet to request,

change, confirm, cancel trip reservations, and to access and edit the customer's information 24 hours a day, 7 days a week. LYNX has also provided tutorial video on its website to assist customers with learning how to use the new system.

LYNX recently updated the MyACCESS tracking system to allow text messaging to client of trips status. LYNX is also planning to implement new Customer Contact software along with a new agency wide phone system. The assessment of new call center technologies will consider the technologies already in place as well as capabilities to accommodate remote work.

Local Grievance Procedures/Process for TD

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

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

concerns. ADA concerns are under the jurisdiction of the FTA.

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

CTC Monitoring Procedures of Operators and Coordination Contractors

LYNX monitors contracted providers quarterly for contractual, state, and federal regulations compliance. The first three quarterly monitorings of the calendar year, 25 percent of all records are randomly selected for review. The fourth quarterly monitoring of the calendar year, 100 percent of all records are reviewed.

LYNX monitors coordination agency providers annually for state and federal regulation compliance.

COST/REVENUE ALLOCATION AND RATE STRUCTURE JUSTIFICATION

The CTD rate model was used to calculate the one-way ambulatory and wheelchair rates for FY22/23. The model considers the costs and revenues for operating service, including administrative expenses for the following:

- Coordination Contractor Inspections
- Coordination Contractor Monitoring
- Coordination Contractor Reporting
- Monthly Reporting
- Road Supervision
- Contract compliance

Table 14 presents the CTD calculated rates.

Table 14: Transportation Disadvantaged Trip and Equipment Calculated Rates

Service Type	Unit	Rate
Ambulatory	Per trip	\$40.90
Wheelchair	Per trip	\$70.11

III. QUALITY ASSURANCE

The Local Coordinating Board has established a sub-committee to monitor and evaluate the services provided by or coordinated through the CTC. This evaluation occurs annually and is based on the established service standards presented in Table 13. These standards have been reviewed by the Quality Assurance Task Force and adopted with the approval of this TDSP by the LCB.

CTC Evaluation Process

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

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

The TDLCB is currently in the process of completing the annual CTC review. Results from the review will be added to this section following the May 2022 TDLCB presentation of the evaluation results. The results of

the FY 2019-20 CTC review did not indicate any findings in need of corrective action.

Planning Agency Evaluation Process

In addition to the annual CTC evaluation, the FCTD completed a triennial Quality Assurance and Program Evaluation (QAPE) to monitor the TD service in May 2020.

Attachment 1: Glossary of Terms

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

Glossary of Terms	
Accidents	When used in reference to the AOR, the total number of reportable accidents that occurred through negligence of the transportation provider whereby the result was either property damage of \$1,000,000 or more, or personal injury that required evacuation to a medical facility, or a combination of both
Actual Expenditure Report (AER)	An annual report completed by each state member agency and each official planning agency, to inform the commission in writing before September 15 of each year of the specific amount of funds the agency expended for transportation disadvantaged services.

Advance Reservation	This service requires a minimum one-day prior notice. It differs from subscription service in that ridership, times and pick-up/drop-off points may vary. It differs from demand-response service in that riders must provide prior day notice and must be going to a predetermined destination. It differs from fixed schedule/fixed route in that route and time schedules may vary and is available upon the user's request
Agency	An official, officer, commission, authority, council, committee, department, division, bureau, board, section, or any other unit or entity of the state or of a city, town, municipality, county, or other local governing body or a private nonprofit entity providing or arranging for transportation service as all or part of its charter.
American with Disabilities Act of 1990 (ADA)	A federal law, P.L. 101-336, the ADA provides protection against discrimination for individuals with disabilities.
Annual Budget Estimate (ABE)	Budget estimate of funding resources available for providing transportation services to the transportation disadvantaged, prepared annually to cover a period of one state fiscal year.

Annual Operating Report (AOR)	An annual report including a Finance and Fare Structure Element prepared by the community transportation coordinator detailing its designated are operating statistics for the most recent operating year.
Annual Performance Report (APR)	An annual report issued by the Commission for the Transportation Disadvantaged that combines all the data submitted in the annual Operating Reports (AOR) and the CTD Annual Report.
Availability	A measure of the capability of a transportation system to be used by potential riders, such as the hours the system is in operation, the route spacing, the seating availability, and the pick-up and delivery time parameters.
Bus	Any motor vehicle designed for carrying more than 10 passengers and used for the transportation of persons for compensation.
Bus Lane	A street or highway lane intended primarily for buses, either all day or during specified periods, but used by other traffic under certain circumstances.

Bus Stop	A waiting, boarding, and disembarking area usually designated by distinctive signs and by curbs or pavement markings.
Certified Minority Business Enterprise (CMBE)	Any small business concern which is organized to engage in commercial transactions, domiciled in Florida, and is at least 51 percent owned by minority persons and whose management and daily operations are controlled by such persons. The Florida Department of Management Services should certify these businesses.
Chapter 427, Florida Statutes	The Florida statute establishing the Commission for the Transportation Disadvantaged and prescribing its duties and responsibilities.
Commendation	Any written compliment of any aspect of the coordination system, including personnel, vehicle, service, etc.
Commercial Driver's License (CDL)	A license required if a driver operates a commercial motor vehicle, including a vehicle that carries 16 or more passengers (including the driver), or a vehicle weighing more than 26,000 pounds.

Commission for the Transportation Disadvantaged (CTD)	Authorized in Section 427.013, Florida Statutes, the Commission was established in 1989 to coordinate transportation services provided to the transportation disadvantaged, replacing the Coordinating Council on the Transportation Disadvantaged.
Community Transportation Coordinator (CTC)	Formerly referred to as the “coordinated community transportation provider, the CTC is recommended by the appropriate local planning agency as provided for in Section 427.015(1), Florida Statutes, and approved by the commission, to ensure that coordinated transportation services are provided to serve the transportation disadvantaged population in a designated service.
Competitive Procurement	Obtaining a transportation operator or other services through a competitive process based upon Commission-approved procurement guidelines.
Complaint	Written customer concern involving timeliness, vehicle condition, and quality of service, behavior of personnel, and other operational policies.

Complete (or full) Brokerage	Type of CTC network in which the CTC does not operate any transportation services itself, but contracts with transportation operators for the delivery of all transportation services.
Coordinated Transportation System	Includes the CTC, the transportation operators and coordination contractors under contract with the CTC, the official planning agency, and local Coordinating Board involved in the provision of service delivery to the transportation disadvantaged within the designated service area.
Coordinated Trips	Passenger trips provided by or arranged through a CTC.
Coordinating Board	An entity in each designated service area composed of representatives who provide assistance to the community transportation coordinator relative to the coordination of transportation disadvantaged services.

Coordination	<p>The arrangement for the provision of transportation services to the transportation disadvantaged in a manner that is cost effective, safe, efficient, and reduces fragmentation and duplication of service.</p> <p>Coordination is not the same as total consolidation of transportation disadvantaged service in any given service area.</p>
Coordination Contract	<p>A written contract between the community transportation coordinator and an agency who receives transportation disadvantaged funds and performs some, if not all, of its own services as well as services to others when such service has been analyzed by the CTC and proven to be a safer, more effective, or more efficient service from a total system perspective. The Commission's standard contract reflects the specific terms and conditions that will apply to those agencies that perform their own transportation, as well as joint utilization and cost provisions for transportation services to and from the coordinator.</p>

Deadhead	The miles or hours that a vehicle travels when out of revenue service. From dispatch point to first pick-up, and from last drop-off to home base, or movements from home base to maintenance garage or fuel depot, and return.
Demand Response	A paratransit service that is readily delivered with less than prior day notification, seven days a week, 24 hours a day. This service can be either an individual or a shared ride.
Designated Service Area	A geographical area subject to approval by the Commission, which defines the community where coordinated transportation services will be provided to the transportation disadvantaged.
Disabled Passenger	Any rider with a physical or cognitive impairment that substantially limits at least one major life activity (e.g., caring for one's self; walking, seeing, hearing, speaking, learning).

Dispatcher	The person responsible for having every schedule leave the yard or garage on time and maintaining a schedule monitoring the work force with the work load on a minute-by-minute basis. In demand-response transportation, the person who assigns the customer to vehicles and notifies the appropriate drivers.
Driver Hour	The period of one hour that a person (whose main responsibility is to drive vehicles) works.
Economies of Scale	Cost savings resulting from combined resources (e.g., joint purchasing agreements that result in a lower cost per gallon or quantity discount for fuel).
Effectiveness Measure	A performance measure that evaluates the level of resources expended to achieve a given level of output. An example of an efficiency measure is operating cost per vehicle mile.
Emergency	Any occurrence or threat, whether accidental, natural or caused by man which results in, or may result in, substantial denial of services to a designated service area for the transportation disadvantaged.

Emergency Fuel	Transportation Disadvantaged trust fund monies set aside to address emergency situations and which can be utilized by direct contract without competitive bidding, between the commission and an entity to handle transportation services during a time of emergency
Employees	Persons employed in an organization.
Federal Transit Administration (FTA)	One of 10 modal administrations within the U.S. Department of Transportation, FTA administers federal funding to support a variety of locally planned, constructed, and operated public transportation systems throughout the U.S., including buses, subways, light rail, commuter rail, streetcars, monorail, passenger ferry boats, inclined railways, and people movers.
Fixed Route	Service in which the vehicle(s) repeatedly follows a consistent time schedule and stopping points over the same route, whereby such schedule, route or service is not at the user's request (e.g., conventional city bus, fixed guide-way).
Florida Administrative Code	A set of administrative codes regulating the State of Florida.

Florida Association of Coordinated Transportation System (FACTS)	A transportation system responsible for coordination and service provisions for the transportation disadvantaged as outlines in Chapter 427, Florida Statutes.
Florida Department of Transportation (FDOT)	A state-level agency responsible for providing a safe statewide transportation system that ensures the mobility of people and goods, enhances economic prosperity, and preserves the quality of the environment and communities. The CTD is housed under FDOT for administrative purposes.
Florida Statutes (F.S.)	The laws governing the State of Florida.
Full Time Equivalent (FTE)	A measure used to determine the number of employees based on a 40-hour work week. One FTA equals 40 work hours per week.
Fully Allocated Costs	The total cost, including the value of donations, contributions, grants or subsidies, to provide coordinated transportation, including those services which are purchased through transportation operators or provided through coordination contracts.

General Trips	Passenger trips by individuals to destinations of their choice, not associated with any agency program.
Goal	Broad conditions that define what an organization hopes to achieve.
Grievance Process	A formal channel for the adjustment of grievances through discussions with progressively higher levels of authority, culminating in mediation, if necessary.
In-Service	The time during which a vehicle is providing transportation service.
Intake Reservationist	An individual whose primary responsibility is to accept requests for trips, enter information on requests, determine eligibility, and provide customer service.
Latent Demand	Demand that is not being met with existing levels of service.
Limited Access	Inability of a vehicle, facility, or equipment to allow entry or exit to all persons. Lack of accessibility of vehicle, facility or equipment.
Load Factor	The ratio of use to capacity of equipment or a facility during a specified time period.
Local Government	An elected and/or appointed public body existing to coordinate, govern, plan, fund, and administer public services within a designated, limited geographic area of the state.

Local Government Comprehensive Plan	A plan that meets the requirements of Section 163.3177 and 163.3178, Florida Statute.
Local Coordinating Board (LCB)	An entity in each designated service area composed of representatives appointed by the official planning agency. Its purpose is to provide assistance to the community transportation coordinator concerning the coordination or transportation disadvantaged services.
Management Information System (MIS)	The mechanism that collects and reports key operating and financial information for managers on a continuing and regular basis.
Memorandum of Agreement (MOA)	The state contract included in the transportation disadvantaged service plan for disadvantaged services purchased by federal, state, or local government transportation disadvantaged fund. This agreement is between the commission and the community transportation coordinator and recognizes the community transportation coordinator as being responsible for the arrangement of the provision of transportation-disadvantaged services for a designated service area.

Metropolitan Planning Organization (MPO)	The area-wide organization responsible for conducting the continuous cooperative and comprehensive transportation planning and programming in accordance with the provisions of 23 U.S.C. 134, as provided in U.S.C. 104(f)(3). Also serves as the official planning agency referred to in Chapter 427, F.S.
Network Type	Describes how a community transportation coordinator provides service, whether as a complete brokerage, partial brokerage, or sole provider.
Non-Coordinated Trip	A trip provided by an agency, entity, or operator who is in whole or in part subsidized by local, state, or federal funds, and who does not have coordination/operator contract with the community transportation coordinator.
Non-Sponsored Trip	Transportation disadvantaged services that are not sponsored in whole by the Transportation Disadvantaged Trust Fund.
Objective	Specific, measurable conditions that the organization establishes to achieve its goals.

Off-Peak	A period of day or night during which travel activity is generally low and a minimum of transit service is operated.
Official Planning Agency (OPA)	The official body or agency designated by the Commission to fulfill the functions of transportation disadvantaged planning. The Metropolitan Planning Organization shall serve as the planning agency in areas covered by such organizations.
Operating Cost	The sum of all expenditures that can be associated with the operation and maintenance of the system during the particular period under consideration.
Operating Cost per Driver Hour	Operating costs divided by the total number of passenger trips, a measure of the efficiency of transporting riders. One of the key indicators of comparative performance of transit properties since it reflects both the efficiency with which service is delivered and the market demand for the service.
Operating Cost per Vehicle Mile	Operating costs divided by the number of vehicle miles, a measure of the cost efficiency of delivered service
Operating Environment	Describes whether the community transportation coordinator provides service in an urban or rural service area.

Operating Expenses	Sum of all expenses associated with the operation and maintenance of a transportation system
Operating Revenues	All revenues and subsidies utilized by the operator in the provision of transportation services.
Operating Statistics	Data on various characteristics of operations, including passenger trips, vehicle miles, operating costs, revenues, vehicles, employees, accidents, and road calls.
Operator Contract	A written contract between the community transportation coordinator and a transportation operator to perform transportation services.
Organization Type	Describes the structure of a community transportation coordinator, whether it is a private-for-profit, private non-profit, government, quasi-government, or transit agency.
Paratransit	Elements of public transit that provide service between specific origins and destinations selected by the individual user with such service being provided at a time that is agreed upon between the user and the provider of the service. Paratransit Services are provided by sedans, vans, buses, and other vehicles.

Partial Brokerage	Transportation services and contracts with one or more other transportation operators to provide the other portion of the on-street transportation disadvantaged services, including coordination contractors.
Passenger Miles	A measure of service utilization, which represents the cumulative sum of the distances ridden by each passenger. This is a duplicated mileage count. For example: if 10 people ride together for 10miles, there would be 100 passenger miles
Passenger Trip	A unit of service provided each time a passenger enters the vehicle, is transported, and then exits the vehicle. Each different destination would constitute a passenger trip. This unit of service is also known as a one-way passenger trip.
Passenger Trips per Driver Hour	A performance measure used to evaluate service effectiveness by calculating the total number of passenger trips divided by the number of driver hours.
Passenger Trips per Vehicle Mile	A performance measure used to evaluate service effectiveness by calculating the total number of passenger trips divided by the number of vehicle miles.

Peer Group Analysis	A common technique used to evaluate the general performance of a since operator relative to the performance of a comparable group of operators of similar size, operating environments, and modal characteristics.
Performance Measure	Statistical representation of how well an activity, task, or function is being performed. Usually computed from operating statistics by relating a measure of service output or utilization to a measure of service input or cost.
Planning Agency	The Official body or agency designated by the Commission to fulfill the functions of transportation disadvantaged planning in areas not covered by a metropolitan Planning Organization.
Potential TD Population	(Formerly referred to as TD Category 1.) Includes persons with disabilities, senior citizens, low-income persons, and high-risk or at risk children. These persons are eligible to receive certain governmental and social service agency subsidies for program-related trips.

Program Trip	A passenger trip supplied or sponsored by a human service agency for the purpose of transporting customers to and from a program of that agency (e.g., sheltered workshops, congregate dining, and job training).
Public Transit	Means the transporting of people by conveyances or systems of conveyances traveling on land or water, local or regional in nature, and available for use by the public. Public transit systems may be governmental or privately owned. Public transit specifically includes those forms of transportation commonly known as paratransit.
Purchased Transportation	Transportation services provided for an entity by a public or private transportation provider based on a written contract.
Request for Bids (RFB)	A competitive procurement process.
Request for Proposals (RFP)	A competitive procurement process.
Request for Qualifications (RFQ)	A competitive procurement process.

Reserve Fund	Transportation disadvantaged trust fund monies set aside each budget year to insure adequate cash is available for incoming reimbursement requests if estimated revenues do not materialize.
Revenue Hour	Total vehicle hours used in providing passenger transportation, excluding deadhead time.
Revenue Miles	Total number of service miles driven while passengers are actually riding on the vehicles. This figure should be calculated from first passenger pick-up until the last passenger drop-off, excluding any breaks in actual passenger transport. For example: if 10 passengers rode 10 miles together, there would be 10 revenue miles.
Ridesharing	Sharing of a vehicle by customers of two or more agencies, thus allowing for greater cost efficiency and improved vehicle utilization.
Road Call	Any in-service interruption caused by failure of some functionally necessary element of the vehicle, whether the rider is transferred or not. Road calls exclude accidents.

Ride 41-2, FAC	Rule adopted by the Commission for the Transportation Disadvantaged to implement provisions in Chapter 427, F.S.
Scheduler	A person who prepares an operating schedule for vehicles on the basis of passenger demand, level of service, and other operating elements such as travel times or equipment availability
Service Plan	A one-year implementation plan that contains the goals the Community Transportation Coordinator plans to achieve and the means by which they plan to achieve them. The plan shall be approved and used by the Coordinating Board to evaluate the Community Transportation Coordinator.
Sole Provider	(Also referred to as Sole Source.) Network type in which the CTC provides all of the transportation disadvantaged services.
Sponsored Trip	A passenger trip that is subsidized in part or in whole by a local, state, or federal government funding source (not including monies provided by the TD Trust Fund).
Standard	Established by authority, custom, or general consent as a model or example.

Stretcher Service	Form of non-emergency paratransit service whereby the rider is transported on a stretcher, litter gurney, or other device that does not meet the dimensions of a wheelchair as defined in the Americans with Disabilities Act
Subscription Service	A regular and recurring service in which schedules are prearranged to meet the travel needs of riders who sign up for the service in advance. The service is characterized by the fact that the same passengers are picked up at the same location and time and are transported to the same location, and then returned to the point of origin in the same manner.
System Safety Program Plan (SSPP)	A documented, organized approach and guide to accomplishing a system safety program set forth in Florida rule 14-90.
Total Fleet	All revenue vehicles held at the end of the fiscal year, including those in storage, emergency contingency, awaiting sales, etc.
Total Quality Management (TQM)	Management philosophy utilizing measurable goals and objectives to achieve quality management practices.

Transportation Alternative	Those specific transportation services that are approved by rule to be acceptable transportation alternatives, as defined in s. 427.018, F.S.
Transportation Disadvantaged	Those persons, including children as defined in s. 411.202 F.S., who because of physical or cognitive disability, income status, or inability to drive due to age or disability are unable to transport themselves or to purchase transportation and have no other form of transportation available. These persons are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, or medically necessary or life-sustaining activities.

Transportation Disadvantaged Funds	Any local government, state, or federal funds that are used for transportation of transportation disadvantaged individuals. Such funds may include, but are not limited to, funds for planning, transportation provided pursuant to the ADA, administration of transportation disadvantaged service, operation, procurement and maintenance of vehicles or equipment, and capital investments. Transportation disadvantaged funds do not include funds expended by school districts for the transportation of children to public schools or to receive service as a part of their educational program.
Transportation Disadvantaged population	(Formerly referred to as TD Category II.) Persons, including children, who, because of disability, income status, or inability to drive to age or disability are unable to transport themselves.
Transportation Disadvantaged Service Plan (TDSP)	A three-year implementation plan, with annual updates developed by the CTC and the planning agency, which contain the provisions of service delivery in the coordinated transportation system. The plan is reviewed and recommended by the Local Coordinating Board.

Transportation Disadvantaged Trust Fund	A fund administered by the Commission for the Transportation Disadvantaged in which all fees collected for the transportation disadvantaged program shall be deposited. The funds deposited may be used to subsidize a portion of transportation-disadvantaged person's transportation costs that are not sponsored by an agency.
Transportation Network Company (TNC)	A company that uses an online-enabled platform to connect passengers with drivers using their personal, non-commercial, vehicles. Examples include LYFT and Uber.
Transportation Operator	Public, private for-profit, or private non-profit entity engaged by the community transportation coordinator to provide service to the transportation disadvantaged pursuant to an approved coordinated transportation system transportation disadvantaged service plan.
Transportation Operator Contract	The Commission's standard coordination/operator contract between the community transportation coordinator and the transportation operator that outlines the terms and conditions for any services to be performed.

Trend Analysis	A common technique used to analyze the performance of an organization over a period of time.
Trip Priorities	Various methods for restricting or rationing trips.
Trip Sheet	A record kept of specific information required by ordinance, rule or operating procedure for a period of time worked by the driver of a public passenger vehicle in demand response service. Also known as a driver log.
Unduplicated Passenger Head Count (UPHC)	The actual number of people that were provided paratransit transportation services, not including personal care attendants, non-pay escorts, or persons provided fixed-schedule/fixed-route service.
Unmet Demand	Trips desired but not provided because of insufficient service supply.
Urbanized Area	An area that comprises one or more places ("central place") and the adjacent densely settled surrounding territory ("urban fringe") that together have a minimum of 50,000 persons.

U.S. Department of Transportation	A federal cabinet department of the United States government concerned with transportation established in 1966. Its mission is to "Serve the United States by ensuring a fast, safe, efficient, accessible and convenient transportation system that meets our vital national interests and enhances the quality of life of the American people, today and into the future."
Van Pool	A prearranged ride-sharing service in which a number of people travel together on a regular basis in a van. Van pools are commonly company-sponsored, with a regular volunteer driver.
Vehicle Inventory	An inventory of vehicles used by the CTC, transportation operators, and coordination contractors for the provision of transportation disadvantaged services.
Vehicle Miles	The total distance traveled by revenue vehicles, including both revenue miles and deadhead miles.
Vehicle Miles per Vehicle	A performance measure used to evaluate resource utilization and rate of vehicle depreciation, calculated by dividing the number of vehicle miles by the total number of vehicles.

Volunteers	Individuals who do selected tasks for the community transportation coordinator or its contracted operator, for little or no compensation.
Will-Calls	Trips that are requested on a demand response basis, usually for a return trip. The transportation provider generally expects a request for a will-call trip but cannot schedule the trip in advance because the provider does not know the exact time a passenger will call to request his/her trip.

Attachment 2: LYNX Eligibility Application



ACCESS LYNX TRANSPORTATION DISADVANTAGED (TD) PROGRAM

Thank you for your interest in the Transportation Disadvantaged (TD) program which is a shared-ride door to door service provided to eligible residents of Orange, Osceola, and Seminole counties.

Eligibility:

To be eligible for the TD program, the applicant must meet **two of the three** following criteria:

1. Have no access to a fixed route.
2. Have a disability.
3. Have an income level at or below 185% of Federal Poverty level.

(Pursuant to the 2020 Federal Poverty Guideline, 185% of the Federal Poverty Level is \$23,606.)

The income level used for this criteria is the **individual** applicant's income - not the applicant's household income.

If the disability criteria is applicable, the Medical section of this application (Section 4) must be completed and signed by a Florida licensed physician. You may attach supporting documentation to this application.

You are required to provide identification and applicable financial supporting documents upon submission. Self-declaration of income is not accepted. Processing may take up to 21 days from receipt of completed application.

We will make every effort to verify your individual income and any medical information provided. If necessary, further information may be requested to determine eligibility.

Completed TD applications must contain all requested information. Please be sure to sign this application where appropriate, and attach a copy of your Florida ID or Driver's license along with all other required supporting documentation.

Mail Completed Application to:

ACCESS LYNX (Eligibility)

455 N Garland Ave.

Orlando, FL 32801

Fax Application to: (407) 849-6759

Information: (407) 423-8747 (select Option 6)



Central Florida Regional Transportation Authority

455 N. Garland Avenue | Orlando | Florida | 32801 | www.golynx.com

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LYNX TDSP - MINOR UPDATE 2022

FOR OFFICE USE ONLY:	DATE RECEIVED _____
Client ID: _____	NEW _____ RECERT _____

For Life Sustaining Trips Only – Check Here: ☐ Dialysis Only ☐ Cancer Treatment Only

APPLICATION: General Information (SECTION 1)

_____ Date of Birth		_____ Last 4 of Social Security Number	
_____ Last Name		_____ First Name	_____ Middle Initial
_____ Home Address		_____ Apartment Number	
_____ City	_____ County	_____ State	_____ Zip Code
_____ Complex/Subdivision/ Facility Name		_____ Gate Code	
_____ Home Phone	_____ Work Phone	_____ Cell Phone	_____ Email address
_____ Mailing Address	_____ Apt Number	_____ City	_____ County State Zip Code

Emergency Contact:

_____ Name	_____ Relationship	_____ Phone number
_____ Address / Apt Number	_____ City	_____ County State Zip Code

Please check all that apply to you:

- | | | | |
|---|---|--|---|
| <input type="checkbox"/> Service Animal | <input type="checkbox"/> Walker | <input type="checkbox"/> Portable Oxygen | <input type="checkbox"/> Wide Wheelchair |
| <input type="checkbox"/> Cane | <input type="checkbox"/> Hearing Loss | <input type="checkbox"/> Mental Impairment | <input type="checkbox"/> Mental Impairment
(Do not Leave Unattended) |
| <input type="checkbox"/> Sight Impairment | <input type="checkbox"/> Deaf | <input type="checkbox"/> Manual Wheelchair | |
| <input type="checkbox"/> Assist Walking | <input type="checkbox"/> Need Attendant | <input type="checkbox"/> Power Wheelchair | |
| <input type="checkbox"/> Crutches | <input type="checkbox"/> Power Scooter | <input type="checkbox"/> Blind/Legally Blind | |



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LYNX TDSP - MINOR UPDATE 2022

Do you have weekly scheduled medical appointments? ☐ YES ☐ NO

How many medical appointments do you have in a month? _____

How do you currently travel to your destination?

☐ LYNX (City bus) ☐ Taxi ☐ TNC ☐ Drive yourself ☐ Other ☐ ACCESS LYNX

Please check the condition which prevents you from accessing a regular LYNX fixed route bus:

☐ The bus stop is too far (more than ¾ mile).

☐ The bus does not run where I need to go/when I need to go for employment.

☐ I have a disability that prevents me from using the LYNX fixed route bus.

Explain: _____

Verification of Income (SECTION 2)

Total Individual Monthly Income \$ _____

Please attach proof of your total income **before** tax, including wages, tips, any Social Security income, pension, and other income. Acceptable forms of income verification include the following:

1. Minimum of two (2) most recent pay stubs \$ _____
2. DCF Cash Benefits/ Child support letter \$ _____
3. Unemployment Compensation income verification \$ _____
4. Social Security Proof of Income Letter (SSA/SSI/SSDI) \$ _____
5. Retirement / Pension statement (Include VA) \$ _____
6. First page of your most recent tax return \$ _____
7. Other (specify) \$ _____

*A Self-Declaration will not be accepted as proof of lack of income.

If you have \$0.00 income, and you live in a house or apartment, please indicate how your rent/utilities are paid (this includes balance remaining after rent subsidy).

Additional documentation may be required to support individual income.



Central Florida Regional Transportation Authority

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Applicant's Verification of Completion and Release: (SECTION 3)

Application Checklist:

- | | | |
|--|------------------------------|-----------------------------|
| Did you attach a copy of your Florida ID or Driver's license? | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| Did you attach all required documents? | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| Is the Medical Form completed by a Florida Licensed Physician? | <input type="checkbox"/> YES | <input type="checkbox"/> NO |

Acknowledgments, Authorization, and Release by Applicant

I understand that the purpose of this application including the request for supporting documentation is to determine my eligibility for "Transportation Disadvantaged" Service. I understand that the information about my disability (if any) contained in Section 4 of this application and in any supporting documents will be kept confidential and shared only with LYNX employees and professionals involved in evaluating my eligibility.

I hereby authorize my medical representative to release any and all information regarding my medical condition to LYNX as it applies to this evaluation including without limitation the information requested in Section 4 of this application.

I affirm that the information in this application package is true and correct to the best of my knowledge. I understand that providing false or misleading information could result in my eligibility status being revoked. I agree to notify ACCESS LYNX within 10 days if there is any change in circumstances or I no longer need to use the transportation services.

Signature of Applicant

Date

Signature of Preparer (if other than applicant)

Date

Print Name (Preparer)

Relationship



Central Florida Regional Transportation Authority

455 N. Garland Avenue | Orlando | Florida | 32801 | www.golynx.com

4

Medical Form (SECTION 4)

Instructions for Florida Licensed Physician: Please complete the section below. The information that you provide must be based solely upon the applicant having an actual physical or mental impairment that substantially limits one or more major life activities.

Applicant Name: _____ Date of Birth: _____

What is the applicant's disability or condition? _____

- ☐ Cognitive Impairment ☐ Functional ☐ Hearing ☐ Visual
☐ Uncontrolled Fatigue ☐ Emotional ☐ Neurological

Is the applicant's disability or condition: ☐ Permanent? ☐ Temporary?
 If Temporary, what is the expected duration? _____

Are any of the following affected by the individual's disability? (Check all that apply)

- ☐ Orientation ☐ Monitoring time ☐ Gait or balance
☐ Problem Solving ☐ Judgment ☐ Inconsistent performance
☐ Short-term Memory ☐ Communication ☐ Long-term memory
☐ Inappropriate social behavior ☐ Do Not Leave Unattended
☐ Other (please explain) _____

If applicant is currently taking prescribed medication(s), do any of the medications enhance or diminish the individual's functional ability to travel independently? ☐ Yes ☐ No

If yes, please explain. _____

I, the undersigned, certify the medical information provided on the TD Application is true and correct. I understand providing false or misleading information constitutes fraud and is considered a felony under the laws of the State of Florida.

 FL Licensed Physician's Signature Florida Medical License Number

 FL Licensed Physician's Name (Print Legibly) Contact Number

 Contact Address



LYNX®

Central Florida Regional Transportation Authority

455 N. Garland Avenue | Orlando | Florida | 32801 | www.golynx.com



ACCESS LYNX
AMERICANS WITH DISABILITIES
ACT (ADA) PROGRAM

Thank you for your interest in the Americans with Disabilities Act (ADA) program which is a shared-ride door to door service provided to eligible residents of Orange, Osceola, and Seminole counties.

Please be sure to complete all information requested and sign where appropriate. The Medical section must be completed and signed by a Licensed Professional (familiar with your disability or health condition and your functional abilities). If necessary, further information may be requested to determine eligibility.

Recertification Requirements:

Permanent (continued) Eligibility – Automatic recertification will be considered for individuals who cannot use LYNX bus service under any circumstances and/or whose disability is unlikely to improve. Customers who have been provided permanent eligibility will receive a verification document to update/recertify their information and note any changes in their travel abilities or needs **every three years from date of the initial eligibility.**

Standard Eligibility - All customers granted approval under this category (unconditional/conditional) will be required to recertify **every two years from date of the initial eligibility.**

Temporary Eligibility - All customers granted approval under this category will be required to recertify based on the length of time granted in the approval.

Customers that are ADA eligible with another transit provider may use ACCESS LYNX by providing documentation of their eligibility status prior to needing to travel. This same right applies to ACCESS LYNX customers traveling to other communities that offer complimentary ADA paratransit services.

Disclaimer: Completing this application does not automatically certify you for paratransit services. Some applicants may be required to go through a functional assessment to assist us in determining your level of eligibility. All applicants will be notified by mail of the outcome of their application. Processing may take up to 21 days from receipt of a completed application to include completion of a Functional Assessment if required.

Mail Completed Application to:
ACCESS LYNX (Eligibility)
455 N Garland Ave.
Orlando, FL 32801
Fax Application to: (407) 849-6759
Information: (407) 423-8747 (select Option 6)



Central Florida Regional Transportation Authority
455 N. Garland Avenue | Orlando | Florida | 32801 | www.golynx.com

LYNX TDSP - MINOR UPDATE 2022

FOR OFFICE USE ONLY:	DATE RECEIVED
Client ID: _____	NEW _____ RECERT _____ PERM ELIG _____

APPLICATION: General Information (SECTION 1)

_____		_____	
Date of Birth		Last 4 of Social Security Number	
_____		_____	
Last Name	First Name	Middle Initial	M/F
_____		_____	
Home Address		Apartment Number	
_____		_____	
City	County	State	Zip Code
_____		_____	
Complex/Subdivision/ Facility Name		Gate Code	
_____		_____	
Home Phone	Work Phone	Cell Phone	Email address
_____	_____	_____	_____
Mailing Address	Apt Number	City	County
_____	_____	_____	_____
		State	Zip Code
		_____	_____

Emergency Contact:

_____		_____		_____	
Name		Relationship		Phone number	
_____		_____		_____	
Address / Apt Number		City	County	State	Zip Code
_____		_____	_____	_____	_____

Please check all that apply to you:

- | | | | |
|--|---|--|--|
| <input type="checkbox"/> Service Animal | <input type="checkbox"/> Walker | <input type="checkbox"/> Portable Oxygen | <input type="checkbox"/> Power Scooter |
| <input type="checkbox"/> Cane | <input type="checkbox"/> Hearing Loss | <input type="checkbox"/> Mental Impairment | <input type="checkbox"/> Mental Impairment (Do not Leave Unattended) |
| <input type="checkbox"/> Sight Impairment | <input type="checkbox"/> Deaf | <input type="checkbox"/> Manual Wheelchair | |
| <input type="checkbox"/> Blind/Legally Blind | <input type="checkbox"/> Need Attendant | <input type="checkbox"/> Power Wheelchair | |
| <input type="checkbox"/> Crutches | <input type="checkbox"/> Assist Walking | <input type="checkbox"/> Wide Wheelchair | <input type="checkbox"/> Personal Care Attendant |



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2

How do you currently travel to your destination?

☐ LYNX (City bus/NeighborLink) ☐ Taxi ☐ TNC ☐ Drive yourself ☐ Other

Would you ride the bus if you were provided with a bus pass? ☐ Yes ☐ No

Do you currently have a LYNX Advantage ID card? ☐ Yes ☐ No

Functional Ability

Without the assistance of someone else, can you:

Board a bus?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Read/understand directions?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Handle coins and transfers?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Travel on a sidewalk?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Travel to nearest bus stop?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Stand at a bus stop?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Identify the correct bus?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Walk ¾ mile?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Climb a 12 inch step?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Cross a street?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Balance while seated?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Grip handles and railings?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Give address and phone number?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Recognize landmarks?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Wait outside for more than 15 minutes?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Travel through crowds?	<input type="checkbox"/> Yes <input type="checkbox"/> No

Applicant's Release: (SECTION 2)

I understand that the purpose of this evaluation form is to determine my eligibility for ADA Service. I understand that the information about my disability contained in this application will be kept confidential and shared only with professionals involved in evaluating my eligibility. I hereby authorize my medical representative to release any and all information regarding my medical condition to LYNX as it applies to this evaluation.

I understand that providing false or misleading information could result in my eligibility status being revoked. I agree to notify ACCESS LYNX within 10 days if there is any change in circumstances or I no longer need to use the transportation services.

Signature of Applicant

Date

Signature of Preparer (if other than applicant)

Date

Print Name (Preparer)

Relationship



Central Florida Regional Transportation Authority

455 N. Garland Avenue | Orlando | Florida | 32801 | www.golynx.com

Medical Form (SECTION 3)

Instructions for Licensed professional (familiar with your disability or health condition and your functional abilities): Please complete the section below. The information that you provide must be based solely upon the applicant having an actual physical or mental impairment that substantially limits one or more major life activities.

Applicant Name: _____ Date of Birth: _____

What is the applicant's disability or condition and how does it prevent him/her from using LYNX?

- ☐ Cognitive Impairment ☐ Functional ☐ Hearing ☐ Visual
☐ Uncontrolled Fatigue ☐ Emotional ☐ Neurological

☐ Other – Explain: _____

Is the applicant's disability or condition ☐ Permanent? ☐ Temporary?

If Temporary, what is duration? _____

Are any of the following affected by the individual's disability? (Check all that apply)

- ☐ Orientation ☐ Monitoring time ☐ Gait or balance
☐ Problem Solving ☐ Judgment ☐ Inconsistent performance
☐ Short-term Memory ☐ Communication ☐ Long-term memory
☐ Inappropriate social behavior ☐ Do Not Leave Unattended

☐ Other (please explain) _____

If applicant is currently taking prescribed medication(s), does this medication enhance or diminish the individual's functional ability to travel independently? ☐ Yes ☐ No

If yes, please explain. _____

I, the undersigned, certify the medical information provided on the ADA Application is true and correct. I understand providing false or misleading information constitutes fraud and is considered a felony under the laws of the State of Florida.

 Licensed Professional's Signature

 Medical License Number

 Licensed Professional's Name (Print Legibly)

 Contact Number

 Contact Address



Central Florida Regional Transportation Authority
 455 N. Garland Avenue | Orlando | Florida | 32801 | www.golynx.com

Attachment 3: ACCESS LYNX Appeal Process



LYNX

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

ACCESS LYNX ADA APPEAL PROCESS

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

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

ACCESS LYNX will also hear appeals on:

- Suspension of service
- No-shows
- Conduct

Filing An Appeal

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

reflect their ability to use fixed route, or why suspension is inappropriate. Copies of all supporting documents will accompany the appeal when mailing. An appellant may, however, request an appeal hearing without providing additional detail and without the submission of additional written materials or information. Having all materials mailed assists the Coordinator in the review process. All materials must be filed with the Eligibility Coordinator of Paratransit, ACCESS LYNX, 455 North Garland Avenue, Orlando, Florida, 32801.

4. Upon receipt, all appeals will be date-stamped and referred to the ADA Coordinator for initial review and consideration. The Coordinator will review the request. If a third-party (panel) review is required, the appeal hearing should normally be conducted within one week following the determination of the Coordinator. If necessary, arrangements will be made with LYNX to transport the appellant to and from the appeal meeting. The appellant may bring a second party to assist with the presentation.
5. Interim Service:
 - a. During the period between the receipt of an appeal of an initial determination regarding eligibility and the determination of the Review Panel, no ADA paratransit service will be provided to the applicant.

- b. If an appeal is taken based upon a determination of trip eligibility, service for the trip in question will be provided until an appeal hearing is concluded.
 - c. If an appeal is taken based upon a suspension of service for any reason other than violent or threatening behavior, service will be provided until an appeal hearing is concluded.
 - d. If an appeal is taken based upon a suspension of service for violent or threatening behavior, service will not be provided during the appeal process.
- 6. If no decision has been made within 30 days of the hearing, service will be provided on an interim basis pending final determination.
- 7. After the *completion of the appeal process*, the Review Panel will render its determination within thirty (30) days of its consideration of the appeal.
- 8. A panel will hear the appeal for the Authority. The panel will consist of people who have been chosen for objectivity, independent perspective, and added knowledge of ADA paratransit eligibility, fixed route service and policies, paratransit service and policies, the disability of the appellant. The ACCESS LYNX Eligibility Coordinator will serve as the Administrator of the hearings and will record all

proceedings. No management, to include the Paratransit Eligibility Coordinator, will have voting rights. The chair of the panel will be elected by the appeal panel to serve on an annual basis.

9. The panel will conduct the appeal meeting in an orderly and professional manner in accordance with Parliamentary Procedure (Robert's Rules). The Authority's staff will present information on why the determination of eligibility, suspension or no shows was made.
10. The panel will prepare a written determination that shall be delivered to the Authority. A simple majority ruling is required. The Authority's written determination will state the panel's reasons for confirming or overturning the original determination. The appellant will be notified via certified, return-receipt mail of the final determination.
11. The panel shall complete all appropriate paper work associated with the appeal. The appeals files shall be forwarded to the Authority for safekeeping and storage.
12. All materials that are written will be provided in a format accessible by the appellant.
13. The appeals process is the final decision within the Authority.

All appellant's materials and documentations, to include but not limited to, application and supporting materials remain the property of ACCESS LYNX and will be returned to the Supervisor or Coordinator at the conclusion of the hearing.

Members of the Review Panel will in no way discuss the details of an appeal or regarding the name or other identifying characteristics of the appellant with any person not directly involved in the appeal. Members may discuss information of a general sort regarding a particular type of disability and its functional impact upon a person to access fixed route in preparation for a hearing, but are advised to take care that information is not shared.

All session are audio taped. Tapes along with supporting materials will remain the property of ACCESS LYNX for five (5) years at which time they will be destroyed. Copies of these tapes and materials will be made and released only through the process of legal discovery (fact-finding) undertaken in any subsequent legal action.

Other accessible formats available upon request.

Attachment 4: ACCESS LYNX Request for Appeal

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

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

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

Appeals Request

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

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

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

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

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

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

A. The Appeals Panel Representatives Pool is as follows:

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

There will be three to five total Panel Members

B. Panel Members have an opportunity to review the Appeal Request Form and any accompanying material prior to the hearing date. All information is treated as confidential by the Panel Members and staff.

C. The applicant will be notified of the hearing date, time and location. They are strongly encouraged to attend the hearing although it is not required. If the applicant chooses, he/she may be accompanied by one representative and/or one attendant, and the applicant may provide an interpreter or may request that an interpreter be provided.

D. An appeal hearing is confidential and is not a public meeting. The location of the hearing will be held at a neutral site.

E. On the day of the hearing:

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

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

3. The panel members may ask questions after the presentations by the staff and

appellant at their discretion.

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

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

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

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

6. Panel members may:

a. Come to a common conclusion on eligibility;

b. Vote on determination of eligibility; or

c. State reasons for decision, special conditions for eligibility or denial of service.

Attachment 5: Grievance Procedure



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

**GRIEVANCE PROCEDURE
FOR
TRANSPORTATION DISADVANTAGED SERVICES**

February 10, 2022

GRIEVANCE PROCEDURE

I. CREATION OF A GRIEVANCE PROCEDURE

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

II. DEFINITIONS

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

- A. **Community Transportation Coordinator (CTC)**
A transportation entity appointed to ensure that coordinated transportation services are provided to the transportation disadvantaged population in a designated service area.
- B. **Transportation Disadvantaged (Customer)**
Those persons who, because of physical or mental disability, income status, or age or who for other reasons are unable to transport themselves or to purchase transportation, and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life sustaining activities, or children who are high-risk.
- C. **Funding Agency**
Those agencies, which have a funding agreement with the CTC for transportation services for their transportation disadvantaged customers.
- D. **Transportation Operator (Carrier)**
The entity providing transportation services for the transportation disadvantaged, whether it be private non-profit, private for profit, or public operator.

III. OBJECTIVE

- A. The objective of the Grievance Process shall be to process, investigate and make recommendations, in a timely manner on formal written complaints/grievances that are not resolved between individual agencies/entities, including the CTC and the contract service provider and/or the contract service provider and the customer.
- B. The implementation of these rules and procedures will ensure quality control and the ability to provide participating customers, funding agencies and others with an impartial body to hear complaints and submit recommendations regarding the grievance as indicated.

- C. Apart from this grievance process, aggrieved parties with proper standing may also have recourse through Chapter 120, Florida Statutes Administrative Hearing Process, or the judicial court system.

IV. MEMBERS

- A. Members of the Grievance Committee shall be appointed by the Transportation Disadvantaged Local Coordinating Board Chair and shall consist of at least five (5) voting members of the TDLCB and may include other appointed volunteers.
- B. Grievance Committee members will be appointed annually, however, the committee will only meet should a grievance be elevated to the level of STEP TWO Appeal, as outlined in Section V. Grievance Procedures.
- C. Term of Members
 - 1. The members of the Grievance Committee shall serve a term of one year, with allowances for multiple terms.
 - 2. The Grievance Committee shall elect a Chairperson and Vice-Chairperson.
 - 3. A simple majority shall be present for any official action. The meetings shall be held at such times as the Grievance Committee may determine.
 - 4. No voting member will have a vote on an issue that is deemed a conflict of interest.

V. GRIEVANCE PROCEDURES

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

C. STEP ONE

1. When the CTC is advised that the customer wishes to file a grievance, the CTC will send the customer the Grievance Form and a copy of the current ORANGE, OSCEOLA AND SEMINOLE COUNTIES LOCAL COORDINATING BOARD GRIEVANCE PROCEDURE FOR TRANSPORTATION DISADVANTAGED SERVICES. Notification of the intent to file a Grievance must be made in writing to the CTC's Director of Mobility Services.

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

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

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

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

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

STEP TWO

1. Upon responding to the customer's Step One Grievance, the CTC will forward all original documentation to the MPO.
2. Once notified of the customer's desire to appeal the decision, MPO staff will notify the Grievance Committee of the date of the Step Two Grievance Hearing. Upon receipt of the Appeal, the MPO shall have ten (10) working days to contact Grievance Committee members and set a grievance hearing date. The grievant

**GRIEVANCE TRACKING FORM
FOR OFFICE USE ONLY**

CTC File Number: _____

Step 1 of the Grievance Process

Date Grievance Received at CTC: _____

CTC Representative: _____ File Established: _____

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

Date of Action: _____

Step 2 of the Grievance Process

Date Grievance Received at MPO: _____

Date sent to Grievance Committee of the TDLCB: _____

Date of Hearing: _____ Date Certified Letter Sent: _____

Date of Action: _____

Date Certified Letter Sent Regarding Recommendation(s): _____

Step 3 of the Grievance Process

Date Grievance Received at MPO: _____

Date sent to Local Coordinating Board: _____

Date of Hearing: _____ Date Certified Letter Sent: _____

Date of Action: _____

Date Certified Letter Sent Regarding Recommendation(s): _____

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

AGENCY/INDIVIDUAL NAME: _____

ADDRESS: _____

CITY: _____ ZIP: _____

TELEPHONE: _____ E-MAIL: _____

=====

PLEASE REVIEW THE ATTACHED RULES AND PROCEDURES PERTAINING TO GRIEVANCES.

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

Please send completed form and any supporting documentation to:

LYNX
Attn: Director of Mobility Services
445 N Garland Ave
Orlando, FL 32801 - 9920
(407) (407) 254-6169

GRIEVANCE FORM - CONTINUED

=====

GRIEVANCE INFORMATION

GRIEVANCE FORM - CONTINUED

=====

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

I hereby attest that these statements are true and correct,

Printed Name: _____

Signature: _____

Date: _____

and all parties involved shall be notified at least seven (7) business days before the hearing date by Certified Mail, Return Receipt Requested. The hearing will take place within thirty (30) days of the notice of appeal.

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

D. STEP THREE

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

CERTIFICATION

The undersigned hereby certifies, as Chairperson of the Transportation Disadvantaged Local Coordinating Board for Orange, Osceola and Seminole Counties that the foregoing is a true and correct copy of the Grievance Procedure of the TDLCB as adopted the 10th day of February, 2022.



Honorable Mayra Uribe, Chairperson, for the Orange, Osceola, and Seminole Counties Transportation Disadvantaged Local Coordinating Board

Attachment 6: LYNX Human Services Transportation Plan

Attachment 7: Rate Calculation Worksheets

TAB 3



Preliminary Information Worksheet

Version 1.4

CTC Name: CFRTA/LYNX
County (Service Area): Orange, Seminole and Osceola
Contact Person: Norm Hickling
Phone # 407-254-6169

Check Applicable Characteristic:

ORGANIZATIONAL TYPE:

- ☒ Governmental
- ☐ Private Non-Profit
- ☐ Private For Profit

NETWORK TYPE:

- ☒ Fully Brokered
- ☐ Partially Brokered
- ☐ Sole Source

***Once completed, proceed to the Worksheet entitled
"Comprehensive Budget"***

Comprehensive Budget Worksheet

Version 1.4

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

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

	Prior Year's ACTUALS from July 1st of 2020 to June 30th of 2021	Current Year's APPROVED Budget, as amended from July 1st of 2021 to June 30th of 2022	Upcoming Year's PROPOSED Budget from July 1st of 2022 to June 30th of 2023	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

REVENUES (CTC/Operators ONLY / Do NOT include coordination contractors!)

Local Non-Govt

Farebox	\$ 1,455,723	\$ 1,576,094	\$ 1,497,484	8.3%	-5.0%	
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other						
Bus Pass Program Revenue						

Local Government

District School Board						
Compl. ADA Services						
County Cash	\$ 6,254,963	\$ 8,816,073	\$ 7,005,558	40.9%	-20.5%	
County In-Kind, Contributed Services						
City Cash						
City In-kind, Contributed Services						
Other Cash	\$ 472,002	\$ 1,054,889	\$ 820,995	123.5%	-22.2%	
Other In-Kind, Contributed Services						
Bus Pass Program Revenue						

CTD

Non-Spons. Trip Program	\$ 4,868,077	\$ 4,698,696	\$ 3,513,812	-3.5%	-25.2%	\$3,513,812 is 90% of the \$3,904,235 allocated as Option 1.
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)						
Bus Pass Program Revenue						

USDOT & FDOT

49 USC 5307	\$ 100,000	\$ 1,250,000	\$ 2,500,000	1150.0%	100.0%	\$10.46M and \$4.87M - Planning Asst. from Fed. Grants
49 USC 5310						
49 USC 5311 (Operating)						
49 USC 5311(Capital)						
Block Grant						
Service Development	\$ 97,647	\$ 300,000	\$ 600,000	207.2%	100.0%	
Commuter Assistance						
Other DOT (specify in explanation)	\$ 10,462,766	\$ 4,870,582	\$ 70,000	-53.4%	-98.6%	
Bus Pass Program Revenue						

AHCA

Medicaid						AHCA - Para Agency Rev. - ADA TNC's
Other AHCA (specify in explanation)	\$ 39,558			-100.0%		
Bus Pass Program Revenue						

DCF

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

DOH

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

DOE (state)

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

AWI

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

DOEA

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

DCA

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

Comprehensive Budget Worksheet

Version 1.4

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

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

	Prior Year's ACTUALS from July 1st of 2020 to June 30th of 2021	Current Year's APPROVED Budget, as amended from July 1st of 2021 to June 30th of 2022	Upcoming Year's PROPOSED Budget from July 1st of 2022 to June 30th of 2023	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

APD

Office of Disability Determination					
Developmental Services					
Other APD (specify in explanation)					
Bus Pass Program Revenue					

DJJ

(specify in explanation)					
Bus Pass Program Revenue					

Other Fed or State

Total ADA Compl. Services	\$ 13,829,980	\$ 12,133,865	\$ 15,489,577	-12.3%	27.7%
xxxx					
xxxx					
Bus Pass Program Revenue					

The Local ADA Funding is LYNX's computed funding allocations from Orange, Seminole and Osceola counties for ADA services.

Other Revenues

Interest Earnings					
xxxx					
xxxx					
Bus Pass Program Revenue					

Balancing Revenue to Prevent Deficit

Actual or Planned Use of Cash Reserve			\$ 4,347,926		
---------------------------------------	--	--	--------------	--	--

The Budget Stabilization Fund was set up as part of LYNX's reserve model to balance the budget when unexpected costs arise.

Balancing Revenue is Short By =

	None	None		
Total Revenues =	\$37,580,716	\$34,700,199	\$35,845,352	-7.7% 3.3%

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

Operating Expenditures

Labor	\$ 1,041,229	\$ 1,255,857	\$ 1,518,800	20.6%	20.9%
Fringe Benefits	\$ 557,702	\$ 556,181	\$ 656,772	-0.3%	18.1%
Services	\$ 450,606	\$ 690,902	\$ 636,915	53.3%	-7.8%
Materials and Supplies	\$ 1,655,277	\$ 2,676,770	\$ 2,541,383	61.7%	-5.1%
Utilities	\$ 42,390	\$ 141,560	\$ 146,360	233.9%	3.4%
Casualty and Liability					
Taxes					
Purchased Transportation:					
Purchased Bus Pass Expenses					
School Bus Utilization Expenses					
Contracted Transportation Services	\$ 22,140,140	\$ 29,363,409	\$ 30,171,652	32.6%	2.8%
Other					
Miscellaneous					
Operating Debt Service - Principal & Interest					
Leases and Rentals	\$ 277,990	\$ 15,520	\$ 173,470	-94.4%	1017.7%
Contrib. to Capital Equip. Replacement Fund					
In-Kind, Contributed Services	\$ -	\$ -	\$ -		
Allocated Indirect					

Capital Expenditures

Equip. Purchases with Grant Funds					
Equip. Purchases with Local Revenue					
Equip. Purchases with Rate Generated Rev.					
Capital Debt Service - Principal & Interest					

ACTUAL YEAR GAIN

Total Expenditures =	\$11,415,382	\$26,165,334	\$34,700,199	\$35,845,352	32.6% 3.3%
----------------------	--------------	--------------	--------------	--------------	------------

See NOTES Below.

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

ACTUAL year GAIN (program revenue) MUST be reinvested as a trip or system subsidy. Adjustments must be identified and explained in a following year, or applied as a Rate Base Adjustment to proposed year's rates on the next sheet.

Comprehensive Budget Worksheet

Version 1.4

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

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

	Prior Year's ACTUALS from July 1st of 2020 to June 30th of 2021	Current Year's APPROVED Budget, as amended from July 1st of 2021 to June 30th of 2022	Upcoming Year's PROPOSED Budget from July 1st of <input type="text" value="2022"/> to June 30th of 2023	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

Budgeted Rate Base Worksheet

Version 1.4

CTC: CFRTA/LYNX

County: Orange, Seminole and Osceola

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

	Upcoming Year's BUDGETED Revenues
	from
	July 1st of
	2022
	to
	June 30th of
	2023
1	2

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

REVENUES (CTC/Operators ONLY)

Local Non-Govt

Farebox	\$ 1,497,484
Medicaid Co-Pay Received	\$ -
Donations/ Contributions	\$ -
In-Kind, Contributed Services	\$ -
Other	\$ -
Bus Pass Program Revenue	\$ -

Local Government

District School Board	\$ -
Compl. ADA Services	\$ -
County Cash	\$ 7,005,558
County In-Kind, Contributed Services	\$ -
City Cash	\$ -
City In-Kind, Contributed Services	\$ -
Other Cash	\$ 820,995
Other In-Kind, Contributed Services	\$ -
Bus Pass Program Revenue	\$ -

CTD

Non-Spons. Trip Program	\$ 3,513,812
Non-Spons. Capital Equipment	\$ -
Rural Capital Equipment	\$ -
Other TD	\$ -
Bus Pass Program Revenue	\$ -

USDOT & FDOT

49 USC 5307	\$ 2,500,000
49 USC 5310	\$ -
49 USC 5311 (Operating)	\$ -
49 USC 5311(Capital)	\$ -
Block Grant	\$ -
Service Development	\$ 600,000
Commuter Assistance	\$ -
Other DOT	\$ 70,000
Bus Pass Program Revenue	\$ -

AHCA

Medicaid	\$ -
Other AHCA	\$ -
Bus Pass Program Revenue	\$ -

DCF

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

DOH

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

DOE (state)

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

AWI

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

DOEA

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

DCA

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

\$ 748,742	\$ 748,742	
\$ -	\$ -	
\$ -	\$ -	
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\$ -	\$ -	

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\$ -	\$ 7,005,558	
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\$ -	\$ -	
\$ -	\$ 820,995	
\$ -	\$ -	
\$ -	\$ -	

\$ 3,513,812	\$ -	\$ -	\$ -	\$ 390,424
\$ -	\$ -	\$ -	\$ -	\$ -
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\$ -	\$ 2,500,000			
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\$ -	\$ -			
\$ -	\$ -	\$ -		
\$ -	\$ -	\$ 600,000		
\$ -	\$ -	\$ -		
\$ 70,000	\$ -	\$ -		
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YELLOW cells
are **NEVER** Generated by Applying Authorized Rates

BLUE cells
Should be funds generated by rates in this spreadsheet

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

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

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

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

GOLD cells

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

County: Orange, Seminole and Osceola

- Page 6 of 10

Worksheet for Program-wide Rates

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

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

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

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

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

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

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

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

PROGRAM-WIDE RATES

Total Projected Passenger Miles = 9,812,875

Rate Per Passenger Mile = \$ 3.42

Total Projected Passenger Trips = 686,215

Rate Per Passenger Trip = \$ 48.93

Fiscal Year

2022 - 2023

Avg. Passenger Trip Length = 14.3 Miles

Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile = \$ 6.63

Rate Per Passenger Trip = \$ 94.85

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

Vehicle Miles

The miles that a vehicle is scheduled to or actually travels from the time it pulls out from its garage to go into revenue service to the time it pulls in from revenue service.

Vehicle Revenue Miles (VRM)

The miles that vehicles are scheduled to or actually travel while in revenue service. Vehicle revenue miles exclude:

Deadhead
Operator training, and
Vehicle maintenance testing, as well as
School bus and charter services.

Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

Worksheet for Multiple Service Rates

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

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

SECTION I: Services Provided

1. Will the CTC be providing any of these Services to transportation disadvantaged passengers in the upcoming budget year?.....

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
Go to Section II for Ambulatory Service	Go to Section II for Wheelchair Service	STOP! Do NOT Complete Sections II - V for Stretcher Service	STOP! Do NOT Complete Sections II - V for Group Service

SECTION II: Contracted Services

1. Will the CTC be contracting out any of these Services TOTALLY in the upcoming budget year?....

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
Answer # 2 for Ambulatory Service	Answer # 2 for Wheelchair Service	Do Not Complete Section II for Stretcher Service	Do Not Complete Section II for Group Service

2. If you answered YES to #1 above, do you want to arrive at the billing rate by simply dividing the proposed contract amount by the projected Passenger Miles / passenger trips?.....

Ambulatory	Wheelchair	Stretcher	Group
<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
		Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

3. If you answered YES to #1 & #2 above, how much is the proposed contract amount for the service?
How many of the total projected Passenger Miles relate to the contracted service?
How many of the total projected passenger trips relate to the contracted service?

Ambulatory	Wheelchair	Stretcher	Group
Leave Blank	Leave Blank		

Effective Rate for **Contracted Services:**

per **Passenger Mile** =

per **Passenger Trip** =

Ambulatory	Wheelchair	Stretcher	Group
Go to Section III for Ambulatory Service	Go to Section III for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

4. If you answered # 3 & want a Combined Rate per Trip **PLUS** a per Mile add-on for 1 or more services, INPUT the Desired per Trip Rate (but must be **less** than per trip rate in #3 above =
Rate per Passenger Mile for Balance =

Combination Trip and Mile Rate			
Leave Blank and Go to Section III for Ambulatory Service	Leave Blank and Go to Section III for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

Worksheet for Multiple Service Rates

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

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

SECTION III: Escort Service

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

☐ Yes
☒ No

Skip #2 - 4 and Section IV and Go to Section V
2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR
per passenger mile?.....

☒ Pass. Trip
☐ Pass. Mile

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

SECTION IV: Group Service Loading

1. If the message "**You Must Complete This Section**" appears to the right, what is the projected total
number of Group Service Passenger Miles? (otherwise leave blank).....
Do NOT Complete Section IV
..... And what is the projected total number of Group Vehicle Revenue Miles? Loading Rate 0.00 to 1.00

SECTION V: Rate Calculations for Multiple Services:

1. Input Projected Passenger Miles and Passenger Trips for each Service in the GREEN cells and the Rates for each Service will be calculated automatically
* Miles and Trips you input must sum to the total for all Services entered on the "Program-wide Rates" Worksheet, MINUS miles and trips for contracted services IF the rates were calculated in the Section II above
* Be sure to leave the service BLANK if you answered NO in Section I or YES to question #2 in Section II

		RATES FOR FY: 2022 - 2023									
		Ambul	Wheel Chair	Stretcher	Group						
				Leave Blank	Leave Blank						
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =		9,812,875	=	7,124,147	+	2,688,728	+		+	0	
Rate per Passenger Mile =				\$2.86		\$4.91		\$0.00		\$0.00	\$0.00
								per passenger		per group	
		Ambul	Wheel Chair	Stretcher	Group						
				Leave Blank	Leave Blank						
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =		686,215	=	497,506	+	188,709	+		+		
Rate per Passenger Trip =				\$40.90		\$70.11		\$0.00		\$0.00	\$0.00
								per passenger		per group	
2. If you answered # 1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services,...											
Combination Trip and Mile Rate											
		Ambul	Wheel Chair	Stretcher	Group						
				Leave Blank	Leave Blank						
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =										\$0.00	
Rate per Passenger Mile for Balance =				\$2.86		\$4.91		\$0.00		\$0.00	\$0.00
								per passenger		per group	

Rate per Passenger Mile =

Rate per Passenger Trip =

Rates If No Revenue Funds Were Identified As Subsidy Funds				
Ambul	Wheel Chair	Stretcher	Group	
\$5.55	\$9.51	\$0.00	\$0.00	\$0.00
		per passenger	per group	
Ambul	Wheel Chair	Stretcher	Group	
\$79.28	\$135.91	\$0.00	\$0.00	\$0.00
		per passenger	per group	
Program These Rates Into Your Medicaid Encounter Data				

Worksheet for Multiple Service Rates

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

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

TAB 4





Mobility Services CTC Report



Table of Contents



Overview



ACCESS LYNX Demand



Customer Service Activity



Ongoing Initiatives



Questions

Overview

- **Demand for trips is increasing**
- **Call volume is higher - ETAs**
- **Staff challenges have been mitigated**
- **Transitioned to “Mask Optional”**

ACCESS LYNX Demand

	2021	2022	▲ %
January	36,164	37,746	▲ 4.37%
February	35,942	39,061	▲ 8.68%
March	42,656	45,580	▲ 6.85%

ACCESS LYNX Demand

		2021	2022
January	TD	14,168	10,939
	ADA	21,845	26,708
February	TD	13,229	10,849
	ADA	22,415	28,123
March	TD	15,134	12,427
	ADA	27,033	33,011

Customer Service Activity

	Jan-22	Feb-22	Mar-22
Calls Answered Per Agent	56	59	63
Average Speed of Answer	1:50	2:15	1:33

	Jan-22	Feb-22	Mar-22
Answered Calls	41,921	40,646	47,513
Abandoned Calls	5,241	5,899	4,656

Ongoing Initiatives

- **New Paratransit Operating Center**
- **Operator Recruitment**
- **Upgrade to Cloud managed Trapeze System version 21**
- **MYACCESS Tracking System**



Ongoing Initiatives

- **Texting and Messaging capabilities**
 - Test partners
 - Optional for clients
- **Trip Negotiations**
 - Reservation process
- **New Phone and Customer Contact system**



Feedback & Questions

TAB 5





SERVICE AREA/COUNTIES:

Orange, Osceola, and Seminole

INVOICE NUMBER:

G1Y61 Q3

INVOICE DATE:

QUARTER SERVICE DATES:

January 1 - March 31, 2022

AGENCY

MetroPlan Orlando

I PROGRAM MANAGEMENT	PROGRESS
A. When necessary and in cooperation with the LCB, solicit and recommend a CTC . The selection will be accomplished, to the maximum extent feasible, through public competitive bidding or proposals in accordance with applicable laws and rules. Such recommendation shall be presented to the Commission by Planning Agency staff or their designee as needed. (Tasks 2A)	No activity to date. Lynx reported that the selection process will get underway in 2022.
B. Develop and maintain a process for the appointment and reappointment of voting and non-voting members to the local coordinating board. (41-2.012, FAC)	Ongoing
C. Prepare agendas for local coordinating board meetings consistent with the <i>Local Coordinating Board and Planning Agency Operating Guidelines</i> . (Task 3)	Prepared agenda for the February 10, 2022 Quarterly LCB meeting.
D. Prepare official minutes of local coordinating board meetings regardless of a quorum) and submit a copy along with the quarterly report to the Commission. For committee meetings, prepare minutes in the form of a brief summary of basic points, discussions, decisions, and recommendations to the full board. Keep records of all meetings for at least five years. (Task 3)	A copy of the DRAFT minutes from the February 10, 2022 LCB meeting is provided.
E. Provide at least one public workshop annually by each local coordinating board, and assist the Commission, as requested, in co-sponsoring public workshops. This public workshop must be in addition to the local coordinating board meetings. It may, however, be held in conjunction with the scheduled local coordinating board meeting (immediately following or prior to the local coordinating board meeting). (Task 4)	No report.
F. Provide staff support for committees of the local coordinating board. (Task 3)	Staff support provided for the Quality Assurance Task Force (QATF). A copy of the agenda and highlights from the January QATF meeting are provided along with proof of public notification.
G. Develop and update annually by-laws for local coordinating board approval. Approved by-laws shall be submitted to the Commission. (Task 5)	2022 bylaws approved by the local coordinating board at its February meeting. Signed copy provided.
H. Develop, annually update, and implement local coordinating board grievance procedures in accordance with the Commission guidelines. Procedures shall include a step within the local complaint and/or grievance procedure that advises a dissatisfied person about the Commission's Ombudsman Program. A copy of the approved procedures shall be submitted to the Commission. (Task 6)	2022 grievance procedures approved by the local coordinating board at its February meeting. Signed copy provided.
I. Provide the Commission with a current membership roster and mailing list of local coordinating board members. The membership roster shall be submitted with the first quarterly report and when there is a change in membership. (Task 3)	Copy of updated membership roster provided.
J. Provide public notice of local coordinating board meetings and local public workshops in accordance with the <i>Coordinating Board and Planning Agency Operating Guidelines</i> . (Task 3)	Proof of publication for all meetings held during this reporting period are provided.
K. Review and comment on the Annual Operating Report for submittal to the local coordinating board, and forward comments/concerns to the Commission for the Transportation Disadvantaged. (Task 7)	No activity this reporting period.

L. Report the actual expenditures (AER) of direct federal and local government transportation funds to the Commission for the Transportation Disadvantaged no later than September 15th. (Task 8)	No activity this reporting period.
--	------------------------------------

II. SERVICE DEVELOPMENT	PROGRESS
A. Jointly, with the community transportation coordinator and the local coordinating board, develop the Transportation Disadvantaged Service Plan (TDSP) following CTD guidelines. (Task 1)	In progress. Scheduled to be presented to the Quality Assurance Task Force in April 2022, with LCB action in May 2022.
B. Encourage integration of “transportation disadvantaged” issues into local and regional comprehensive plans . Ensure activities of the local coordinating board and community transportation coordinator are consistent with local and state comprehensive planning activities including the Florida Transportation Plan. (427.015, FS)	Ongoing.
C. Encourage the local community transportation coordinator to work cooperatively with regional workforce boards established in Chapter 445, F.S., and provide assistance in the development of innovative transportation services for participants in the welfare transition program. (427.0157, FS)	Ongoing.

III. TECHNICAL ASSISTANCE, TRAINING, AND EVALUATION	PROGRESS
A. Provide the LCB with quarterly reports of local TD program administrative support accomplishments as outlined in the grant agreement and any other activities related to the TD program. (Task 9)	Quarterly progress report is provided as deliverable.
B. Attend at least one Commission-sponsored training , including but not limited to, the CTD’s regional meetings, the CTD’s annual training workshop, or other sponsored training. (Task 10)	No activity this reporting period.
C. Attend at least one CTD meeting each year within budget/staff/schedule availability.	Staff and elected official attended February CTD meeting held in Tallahassee as part of TD Legislative Day.
D. Notify CTD staff of local TD concerns that may require special investigations.	None.
E. Provide training for newly-appointed LCB members. (Task 3)	Orientation conducted for three (3) new LCB members on March 30, 2022.
F. Provide assistance to the CTC, purchasing agencies, and others, as needed, which may include participation in, and initiating when necessary, local or regional meetings to discuss TD needs, service evaluation and opportunities for service improvement.	No activity this reporting period.
G. To the extent feasible, collect and review proposed funding applications involving “TD” funds consistent with Chapter 427, F.S., and Rule 41-2, F.A.C., and provide recommendations to the LCB. (427.0157, FS)	No activity this reporting period.
H. Ensure the local coordinating board conducts, as a minimum, an annual evaluation of the community transportation coordinator. The local coordinating board shall evaluate the coordinator using the Commission’s <i>Evaluation Workbook for Community Transportation Coordinators and Providers in Florida</i> (at a minimum using the modules concerning Competition In Use of Operators, Cost-Effectiveness and Efficiency, and Availability of Service) and local standards as defined in the Transportation Disadvantaged Service Plan. (Task 2B)	Evaluation conducted. Results to be presented to the LCB for approval at its May 2022 meeting.

I. Assist the CTD in joint reviews of the CTC.	No activity this reporting period.
J. Ensure the LCB annually reviews coordination contracts to advise the CTC whether the continuation of said contract provides the most cost effective and efficient transportation available, consistent with Rule 41-2, F.A.C.	No activity this reporting period.
K. Implement recommendations identified in the CTD's QAPE reviews.	No activity this reporting period.

Other Items of Development and Update in accordance with Laws, Rules, and Commission policy:

By submission of this Quarterly Report, the information provided is accurate and accountable and corresponds with the activities for this quarter.

Representative

Date:

TAB 6





May 12, 2022

Mayor Patricia Bates, Chairperson
Transportation Disadvantaged Local Coordinating Board
c/o MetroPlan Orlando
250 South Orange Avenue, Suite 200
Orlando, Florida 32801

Dear Mayor Bates,

Contracted operators are entitled to prompt payment for services funded by the Commission for the Transportation Disadvantaged Trust Fund as outlined in the Trip/Equipment Grant executed between the Commission and LYNX as follows:

21.20 Payment to Subcontractors: Payment by the Grantee to all subcontractors with approved third party subcontracts shall be in compliance with Section 287.0585, Florida Statutes. Each third party contract from the Grantee to a subcontractor for goods or services to be performed in whole or in part with Transportation Disadvantaged Trust Fund moneys must contain the following statement:

When a contractor receives from a state agency any payment for contractual services, commodities, supplies, or construction contracts subject to the provisions of Chapter 339, the contractor shall pay such moneys received to each subcontractor and supplier in proportion to the percentage of work completed by each subcontractor and supplier at the time of receipt of the payment. If the contractor receives less than full payment, then the contractor shall be required to disburse only the funds received on a pro rata basis with the contractor, subcontractors, and suppliers, each receiving a prorated portion based on the amount due on the payment. If the contractor without reasonable cause fails to make payment required by this section to subcontractors and suppliers within 7 working days after the receipt by the contractor of full or partial payment, the contractor shall pay to the subcontractors and suppliers a penalty in the amount of one-half of one percent of the amount due, per day, from the expiration of the period allowed herein for payment. Such penalty shall be in addition to actual

407-841-2279

www.golynx.com

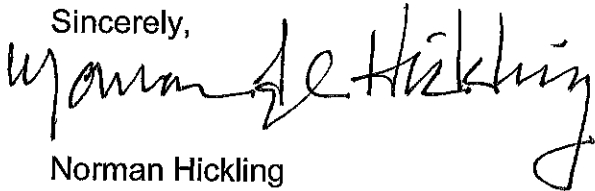
455 North Garland Avenue
Orlando, FL 32801-1518

payments owed and shall not exceed 15 percent of the outstanding balance due. In addition to other fines or penalties, a person found not in compliance with any provision of this subsection may be ordered by the court to make restitution for attorney's fees and all related costs to the aggrieved party or the Department of Legal Affairs when it provides legal assistance pursuant to this section. The Department of Legal Affairs may provide legal assistance to subcontractors or vendors in proceedings brought against contractors under the provisions of this section.

Our contractor, MV Transportation, is notified annually in writing that if they feel that LYNX is not fulfilling the obligations as outlined in the above paragraph, they may seek assistance through the Commission for the Transportation Disadvantaged Ombudsman Program Helpline at 1-800-983-2435 (TTY 1-800-648-6084) or the State of Florida Attorney General's Office at 1-800-892-0375.

With this letter, I am certifying to the Local Coordinating Board that LYNX has met the above timely progress payment requirements to our contractor for the period of January 1, 2022 to March 31, 2022.

Sincerely,

A handwritten signature in black ink, appearing to read "Norman Hickling", written in a cursive style.

Norman Hickling
Director of Mobility Services

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