



metroplan orlando

A REGIONAL TRANSPORTATION PARTNERSHIP

TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD AGENDA

May 11, 2023 @ 10:00 a.m.

TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD

DATE & TIME:

Thursday, May 11, 2023 | 10:00 a.m.

LOCATION:

MetroPlan Orlando
250 S. Orange Ave., Ste. 200, Orlando, FL 32801
Parking Garage: 25 W. South St.

CLICK HERE TO JOIN VIRTUALLY:

[Transportation Disadvantaged Local Coordinating Board
\(metroplanorlando.org\)](https://metroplanorlando.org/TransportationDisadvantagedLocalCoordinatingBoard)

MEMBERS OF THE PUBLIC ARE WELCOME!

Participate at the location above or online from your computer, smartphone or tablet. Zoom meeting ID and dial-in info available here on web calendar.



WiFi available | Network: MpoGuest | Password: mpoaccess

I. CALL TO ORDER

Chairperson Olga
Castano

II. PLEDGE OF ALLEGIANCE
III. CHAIR'S ANNOUNCEMENTS

Chairperson Olga
Castano

IV. AGENDA REVIEW & ANNOUNCEMENTS

Mr. Slade Downs

V. CONFIRMATION OF QUORUM

Ms. Lisa Smith

VI. PUBLIC COMMENTS ON ACTION ITEMS

Comments on *Action Items* can be made in two ways:

1. In person at the meeting location listed at the top of this agenda.
2. Virtually via Zoom. Use the 'raise hand' feature during public comment to indicate you want to speak.

How to comment:

1. Complete an electronic speaker card at MetroPlanOrlando.org/SpeakerCard. Hard copies of the speaker card are available in the meeting room and should be turned in to MetroPlan Orlando staff. The chairperson will call on each speaker.
2. Each speaker has two minutes to address the board and should state his/her name and address for the record.

If your comment does not pertain to action items on the agenda, you may comment at the general public comment period at the end of the meeting.

VII. ACTION ITEMS

- A. Approval of February 9, 2023, TDLCB Meeting Minutes (Tab 1) Ms. Virginia L. Whittington
- B. Review and Recommendation of Draft TDSP Major Update (Tab 2) Ms. Trish Whitton, LYNX

Ms. Trish Whitton will review the proposed minor updates to the 2023 Major Update to the Transit Development Services Plan (TDSP) and request LCB recommend approval to the full TDLCB.

Due to the size of the document, a link is being provided to view the Draft TDSP Major Update online: [Transportation Disadvantaged Service Plan \(metroplanorlando.org\)](https://www.metroplanorlando.org/ServicePlan)

- C. Review and Recommendation of Annual Rate Calculation Worksheet (Tab 3) Mr. Norm Hickling, LYNX

Mr. Norm Hickling will review the proposed Rate Calculation worksheet and request approval to accept the rate calculations. The CTD forecasted rate decreased for FY2024 because of the anticipated cost of providing purchased transportation trips using TransDev, the newly selected paratransit provider. The Rate Calculation Worksheet has been reviewed and approved by the Commission for Transportation Disadvantaged.

ACCESS LYNX TD RATES			
Type of Trip	FY 2022-23 Rates	FY 2023-24 Rates	Percentage Change
Ambulatory	\$40.90	\$40.45	-.01 ▼
Wheelchair	\$70.11	\$69.34	-.01 ▼

VIII. PRESENTATIONS & STATUS REPORTS

- A. LYNX/Community Transportation Coordinator (CTC) Update (Tab 4) Mr. Norm Hickling

IX. GENERAL INFORMATION

None.

X. UPCOMING MEETINGS/EVENTS OF INTEREST

- A. MetroPlan Orlando Board Meeting – Wednesday, June 14, 2023; 9:00 a.m.
- B. MetroPlan Orlando Board Meeting – Wednesday, July 12, 2023; 8:00 a.m. (Note time change.)

-
- | | |
|----|---|
| C. | Quality Assurance Task Force Meeting – Tuesday, July 25, 2023; 10:00 a.m. |
| D. | Transportation Disadvantaged Local Coordinating Board – Thursday, August 10, 2023; 10:00 a.m. |
| E. | Commission for Transportation Disadvantaged Annual Expo – Orlando, FL, August 29-30, 2023 |
-

XI. MEMBER COMMENTS

XII. PUBLIC COMMENTS (GENERAL)

Public comments of a general nature can be made in two ways:

1. In person at the meeting location listed on page 1 of this agenda.
2. Virtually via Zoom. Use the ‘raise hand’ feature during public comment to indicate you want to speak.

How to comment:

1. Complete an electronic speaker card at MetroPlanOrlando.org/SpeakerCard. Hard copies of the speaker card are available in the meeting room and should be turned in to MetroPlan Orlando staff. The chairperson will call on each speaker.
2. Each speaker has two minutes to address the board and should state his/her name and address for the record.

XIII. ADJOURNMENT

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 9, 2023

TIME: 10:00 a.m.

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

Mayor Pat Bates, Presiding

Members in attendance were:

Mayor Pat Bates, Seminole County, Chairperson
Commissioner Olga Castano, Osceola County
Commissioner Mayra Uribe, Orange County (Immediate Past Chair)
Ms. Marilyn Baldwin, Disabled
Ms. Neika Berry, Citizen Advocate (Non-system User)
Ms. Charlotte Campbell, At-Large Alternate
Ms. Betsy Delano Medical Community
Mr. Norm Hickling ACCESS LYNX
Ms. Sharon Jennings, Agency for Persons with Disabilities
Ms. Angela Hunter for Ms. Janee Olds, Career Source CF
Mr. Wayne Olson, Division of Vocational Rehabilitation
Mr. Wilfredo Raices, State Coordinating Council of Early Childhood
Mr. Calvin Smith, AHCA
Ms. Cheryl Stone, Representing the Elderly
Ms. Alnita Whitt, Veterans
Mr. Adam Zubritsky, OCPS

Members not in attendance:

Ms. Dianne Arnold, Economically Disadvantaged
Mr. James Grzesik, SunRail CAC
Ms. Jamie Kersey Ledgerwood, FDOT
Mr. Bob Melia, Citizen Advocate (System User)
Ms. Karla Radka, Senior Resource Alliance
Vacant, For-Profit Operator
Vacant, EMS

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
Mr. Jason Sartorio, MetroPlan Orlando
Ms. Patricia Whitton, LYNX
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** – Mayor Pat Bates called the meeting to order at 10:00 a.m.
- II. **PLEDGE** - Mr. Calvin Smith led the Pledge of Allegiance.
- III. **CHAIR ANNOUNCEMENTS**- Chairwoman Bates reviewed the in-person meeting and public comment procedures.
- IV. **AGENDA REVIEW & ANNOUNCEMENTS**–Ms. Virginia Whittington reported that there were no changes to the agenda. She told TDLCB members that MetroPlan Orlando recently received a \$3.79 million Safe Streets for All grant which will be used to create a regional Vision Zero plan. She added that the Governor’s budget was allocating \$64.4 million to TD with \$10 million going to the CTD. Ms. Whittington called attention to TD Day in Tallahassee, which was scheduled for March 16, and asked for anyone who was interested is attending email her . Up to three committee members were eligible to attend. She noted that that public outreach meetings were being held for the TDSP major update, with the last one in Seminole County later that day. Ms. Whittington announced that MetroPlan Orlando participated in a Peer Exchange with the International Visitor’s Leadership Group hosting a delegation from Mongolia. TDLCB members participated as well as LYNX staff. She called attention to the recent selection of Ms. Tiffany Homler Hawkins as permanent LYNX CEO. Ms. Whittington noted that the MetroPlan Orlando board appoints the elected officials on TDLCB and Mayor Pat Bates and Commissioner Mayra Uribe were reappointed with Commissioner Olga Castano appointed as the Osceola representative. Following the usual rotation, Commissioner Castano will assume the Chair role at the next TDLCB Meeting. She called attention to the 2022 MetroPlan Orlando Annual Report, which was provided, and introduced Ms. Leilani Vaiaoga. Ms. Vaiaoga told committee members about the Annual Report and a competition between committees to see which committee could log the most shares of the Annual Report. The competition would run until February 15th and the committee who won would receive a prize.

V. CONFIRMATION OF QUORUM

Ms. Lisa Smith confirmed a quorum of 15 members was present

VI. QUALITY ASSURANCE TASK FORCE (QATF) Report

Ms. Marilyn Baldwin, Chair of the QATF, provided a report from the January 24th QATF meeting. She reported that there was not a quorum present, so action items were by consensus only. She

reported that QATF members reviewed QATF 2023 membership and with TDLCB approval Ms. Neika Berry was recommended as the new Chair for QATF. with Mr. Wayne Olson remaining Vice-Chair. QATF members reviewed the TDLCB bylaws and Grievance Procedures and recommended no changes. She noted that staff reported that the new Grievance form was formatted so it could be filled out electronically. Ms. Baldwin told TDLCB members that QATF reviewed the membership certification and the request for LYNX to remain the CTC through June 2028, with the request that the Chair have the authority to execute the Memorandum of Agreement. Ms. Baldwin added that the Sunshine Law refresher was postponed since it would be presented at the TDLCB meeting. She informed TDLCB members that she gave a report on the QATF Working Group meeting and Mr. Norm Hickling gave a Mobility Services update. The next QATF meeting is scheduled on April 25, 2023.

VII. Public Comments on Action Items

None.

VIII. ACTION ITEMS

A. Acknowledgement of Summary of Public Comments Received at November 30, 2022 Public Workshop

A copy of the comments made at the November 30, 2022 Public Workshop was provided.

MOTION: Commissioner Mayra Uribe moved acknowledgement of Summary of Public Comments Received at the November 30, 2022 Public Workshop. Mr. Wayne Olson seconded the motion, which passed unanimously.

B. Approval of November 30, 2022 TDLCB Meeting Minutes

A copy of the November 30, 2022 TDLCB minutes was provided.

MOTION: Mr. Wayne Olson moved approval of the November 30, 2022, TDLCB meeting minutes. Commissioner Mayra Uribe seconded the motion, which passed unanimously.

C. Election of 2023 TDLCB Vice Chairperson

MOTION: Mr. Wayne Olson nominated Commissioner Mayra Uribe for TDLCB Vice Chair. Ms. Neika Berry seconded the motion, which passed unanimously.

D. Approval of 2023 TDLCB Membership Certification

A copy of the proposed 2023 TDLCB Membership Certification was provided for approval.

MOTION: Ms. Marilyn Baldwin moved approval of the 2023 TDLCB Membership

Certification. Ms. Cheryl Stone seconded the motion, which passed unanimously.

E. Approval of 2023 QATF Members

A list of the 2023 QATF members was provided for approval.

MOTION: Commissioner Mayra Uribe moved approval of the 2023 QATF members. Ms. Alnita Whitt seconded the motion, which passed unanimously.

F. Approval of 2023 QATF Chairperson and Vice-Chairperson

At the January 24, 2023 meeting, QATF Members recommended Ms. Neika Berry and Mr. Wayne Olson for QATF Chair and Vice Chair.

MOTION: Ms. Alnita Whitt moved approval of Ms. Neika Berry as QATF Chair and Mr. Wayne Olson as QATF Vice Chair. Ms. Marilyn Baldwin seconded the motion, which passed unanimously.

G. Approval of 2023 TDLCB Bylaws

MOTION: Commissioner Mayra Uribe moved approval of the 2023 TDLCB bylaws. Ms. Neika Berry seconded the motion, which passed unanimously.

H. Approval of 2023 TDLCB Grievance Procedures

MOTION: Ms. Neika Berry moved approval of the 2023 TDLCB grievance procedures. Mr. Wayne Olson seconded the motion, which passed unanimously.

I. Approval of 2023 TDLCB Grievance Committee Members

MOTION: Mr. Wayne Olson moved approval of the 2023 TDLCB Grievance Committee. Ms. Neika Berry seconded the motion, which passed unanimously.

J. Approval of Recommendation to Re-designate LYNX as Community Transportation Coordinator and TDLCB Chair Authorization to Execute Memorandum of Agreement (MOA)

MOTION: Ms. Alnita Whitt moved approval to recommend re-designation of LYNX as Community Transportation Coordinator and to authorize the TDLCB Chair to Execute the Memorandum of Agreement (MOA). Ms. Neika Berry seconded the motion, which passed unanimously.

IX. PRESENTATIONS & STATUS REPORTS

A. Annual Sunshine Law Refresher

Ms. Virginia Whittington, MetroPlan Orlando staff, conducted a refresher training session on the Florida Sunshine Law. Ms. Whittington reviewed the three basic requirements of the law and the definition of a meeting. She noted that the law covered discussions between two or more members of a committee or board regarding a topic that might come up for action. Ms. Whittington provided information on exceptions and caveats along with potential penalties.

B. Quality Assurance Working Group Update

Ms. Marilyn Baldwin told TDLCB members that the Working Group was established at the direction of Mayor Bates. She added that she serves as Chair of the Working Group and Ms. Betsy Delano also serves on it. Staff from ACCESS LYNX, ACCESS LYNX customer service and eligibility participated as well. Ms. Baldwin noted that the objective of the Working Group was to look at the comments from the Public Workshop and come up with ideas on how to address common concerns. Working Group members received an overview of the new phone system capabilities and discussed ideas on Ms. Delano's association with social workers at dialysis centers. The next Quality Assurance Working Group meeting is scheduled for February 15th at the LYNX Operations Center.

C. LYNX/Community Transportation Coordinator (CTC) Update

Mr. Norm Hickling, LYNX provided a LYNX CTC quarterly update. He reviewed trip demand which remains high and continues to increase and on time performance, which is good, but staff is looking to implement additional improvements. Mr. Hickling detailed challenges which include new vehicle purchases and parts to repair current fleet vehicles which are being affected by supply chain issues. Vehicles, he noted, need to meet certain standards in order to be ADA compliant. In addition, he reported on process improvements which include new software and customer contact system, the roll out of which has presented some challenges. Mr. Hickling concluded his report with some topics of interest. Discussion ensued regarding call data on speed of answer, call backs on dropped calls, analyzing dropped calls, training for complex drop offs and pick-ups, long call hold times and calls drop, calling home phone numbers when picking up return trips, TDLCB representation on the LYNX RFP committee, separating out ETA and regular calls, and possible text notifications.

X. GENERAL INFORMATION

A. Planning Grant Report – October-December 2022

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

B. Report of Operator Payments

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

C. Approved 2023 MetroPlan Orlando Board and Committees Meeting Schedules

D. MetroPlan Orlando 2023 Legislative Priorities and Positions

E. 2022 TDLCB Attendance Record

XI. UPCOMING MEETINGS OF INTEREST

A. Quality Assurance Working Group – February 15; 10:00 a.m. (Virtual Meeting)

B. MetroPlan Orlando Board Meeting – March 8; 9:00 a.m. at MetroPlan Orlando

C. Commission for Transportation Disadvantaged Business Meeting – March 15; Time TBA Burns Building Auditorium, Tallahassee, FL

D. Annual Transportation Disadvantaged Day in Tallahassee – March 16; Time TBA

E. Quality Assurance Task Force – April 25, 2023; 10:00 a.m. at MetroPlan Orlando

F. Transportation Disadvantaged Local Coordinating Board – May 11; 10:00 a.m. at MetroPlan Orlando

XII. MEMBER COMMENTS

None.

XIII. PUBLIC COMMENTS (GENERAL)

An emailed comment received from Ms. Marsha Bakala was read into the record. Ms. Bakala wrote that when making an ACCESS LYNX reservation the recording offers the option to reserve online, however the website is not accessible for the blind. She asked if the website would be made accessible in the future.

Ms. Marilyn Baldwin asked if the ACCESS LYNX tech team works with Lighthouse to ensure website accessibility.

XIV. ADJOURNMENT

There being no further business the meeting adjourned at 11:19 a.m.

Respectfully transcribed and submitted by Ms. Cathy Goldfarb.

Approved this 11th day of May 2023.

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



TRANSPORTATION DISADVANTAGED

○ ○ ○ SERVICE PLAN

2023 Major Update

DRAFT



Prepared by

Kimley»Horn

Transportation Disadvantaged Service Plan

Orange, Osceola, and Seminole Counties

DRAFT

Prepared for:

LYNX



Prepared By:

Kimley-Horn & Associates, Inc.

Kimley»Horn



Transportation Disadvantaged Service Plan 2023 Major Update

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Appendix B – Public Involvement Plan

Appendix C – Public Workshop Comments

Appendix D – Transportation Disadvantaged System User Survey

Appendix E – Discussion Group Contact List

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Appendix G – Transportation Disadvantaged Program Eligibility Application

Appendix H – Paratransit Vehicle Inventory

Appendix I – System Safety Program Plan Certification

Appendix J – Grievance Procedures

Appendix K – Rate Justification Worksheets

Appendix L – Quality Assurance Documentation

Appendix M – FY 2022 LYNX Human Services Transportation Plan Update

Appendix N – Glossary of Terms

Appendix O – Public Outreach Needs and Strategies



Introduction

The Transportation Disadvantaged Service Plan (TDSP) reflects LYNX's commitment to maintain and improve transportation services for transportation disadvantaged (TD) individuals residing in Orange, Osceola, and Seminole Counties. The TDSP also serves as a framework for TD 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 lays out a strategy for meeting the State of Florida TD Program requirements through service planning, development, and implementation of transportation resources.

The Florida Commission for the Transportation Disadvantaged (FCTD) requires that each CTC submit a TDSP that includes the following elements:

- Development Plan
- Service Plan
- Quality Assurance Plan
- Cost/Revenue Allocations and Fare Justification

The TDSP is a cooperative effort between the CTC and the Transportation Disadvantaged Local Coordinating Board (TDLCB) and is submitted to the FCTD for final action.

TDLCB membership was certified in March 2023 and includes representation from elected officials, agencies, and groups documented in the TDLCB bylaws. This TDSP was approved by the TDLCB on May 11, 2023, in a roll call vote of - . The TDLCB members present at the meeting along with their vote are shown in the Roll Call shown on page 4.



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

Date: March 8, 2023
Name (DOPA): MetroPlan Orlando
Address: 250 S. Orange Avenue
Suite 200
Orlando, Florida 32801

APPROVED BY
METROPLAN ORLANDO
3/8/2023 R. Brito

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

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

Signature: 
Honorable 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. Olga Castano (Osceola) Hon. Pat Bates (Seminole)	- - -
FLORIDA DEPT. OF TRANSPORTATION	Jamie Kersey Ledgerwood	-
AGENCY FOR PERSONS WITH DISABILITIES	Sharon Jennings	-
MEDICAL COMMUNITY	Betsy Delano	-
FLORIDA DEPT. OF EDUCATION & VOCATIONAL	Wayne Olson	-



Transportation Disadvantaged Service Plan 2023 Major Update

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	Alrita Whitt	-
MEDICAID (AHCA)	Calvin Smith	-
FLORIDA DEPT. OF ELDER AFFAIRS	Karla Radka	-
REPRESENTING THE ELDERLY (OVER SIXTY)	Cheryl Stone	Two Years
REPRESENTING THE DISABLED	Marilyn Baldwin	Three Year
CITIZEN ADVOCATE	Neika Berry	One Years
CITIZENS ADVOCATE (SYSTEM USER)	Bob Melia	Three Year
FOR-PROFIT OPERATOR	Vacant	-
NON-VOTING MEMBERS	Norm Hickling, ACCESS LYNX Alt: Selita Stubbs	-
	Vacant Orange County EMS Alt: Vacant	-
	Vacant, SunRail CAC	-
	Charlotte Campbell At Large Alternate	Two Years
	Frances Collazo-Rivas Alt. representing Medical Community	-



Transportation Disadvantaged Service Plan
2023 Major Update

Roll Call Vote

Development Plan

Introduction to the Service Area

Background of the Transportation Disadvantaged Program

The purpose of the TD Program is to ensure the availability of efficient, cost-effective, and quality transportation services for the TD population throughout the State of Florida. The program was established shortly after the Florida Department of Transportation (FDOT) and the Department of Health and Rehabilitation Services (HRS) entered into an interagency agreement in the mid-1970's to address concerns about duplication and fragmentation of transportation services. The mandate to coordinate transportation services designed to meet the needs of the TD population was enacted in 1979 as Florida Statute Chapter 427. This statute defines TD persons 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 TD Program. The Council was staffed by FDOT personnel and received no direct funding to accomplish their duties. The early days of the program were a period of learning and understanding of TD issues, expenditures, and ways to better use limited resources. In 1984, the first five-year statewide plan for the TD Program provided limited information on population and a profile of local services.

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

Two additional sources of funding were authorized in 1990:

- Fifteen percent of FDOT's public transit funding was to be transferred annually to the FCTD.
- Five dollars for each temporary disabled parking placard sold was dedicated for the TD Program.

Additional amendments to Chapter 427 made in the 1990's resulted in increasing the license tag fee to \$1.00 and allowing voluntary contributions to the TDTF. Another provision required increasing membership of the commission to 27 members, including private for-profit transportation operators and business interests.

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



Metropolitan Planning Organizations (MPOs), or designated official planning agencies (DOPAs), perform long-range planning and assist the FCTD and TDLCB in implementing the TD Program in designated service areas. MetroPlan Orlando performs this role for the TDLCB of Orange, Osceola, and Seminole Counties.

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

Pursuant to Chapter 427, Florida Statutes, and Rule 41-2, Florida Administrative Code (F.A.C.), the following agencies or groups shall be represented on the TDLCB as voting members.

- An elected official from the service area, serving as the chairperson;
- A local representative of the FDOT;
- A local representative of the Florida Department Children and Family Services;
- A representative of the Public Education Community which could include, but not be limited to, a representative of the District School Board, School Board Transportation Office, or Headstart Program in areas where the School District is responsible;
- In areas where they exist, a local representative of the Florida Division of Vocational Rehabilitation or the Division of Blind Services, representing the Department of Education;
- A person who is recognized by the Veterans Service Office representing the veterans in the county;
- A person who is recognized by the Florida Association for Community Action (President) representing the economically disadvantaged in the county;
- A person over sixty representing the elderly in the county;
- A person with a disability representing the disabled in the county;
- Two citizen advocate representatives in the county; one who must be a person who uses the transportation service(s) of the system as their primary means of transportation;
- A local representative for children at risk;
- In areas where they exist, the Chairperson or designee of the local Mass Transit or Public Transit System's Board, except in cases where they are also the CTC;
- A local representative of the Florida Department of Elder Affairs;
- An experienced representative of the local private for-profit transportation industry. In areas where such representative is not available, a local private non-profit representative will be appointed except where said representative is also the CTC. In cases where no private for-profit or private non-profit representatives are available in the service area, this position will not exist on the LCB;
- A local representative of the Florida Agency for Health Care Administration;
- A representative of the Regional Workforce Development Board established in Chapter 445, Florida Statutes; and
- A representative of the local medical community, which may include, but not be limited to, kidney dialysis centers, long term care facilities, assisted living facilities, hospitals, local health department or other home and community-based services, etc.

CTCs are approved by the FCTD every five years and are responsible for arranging transportation for the TD population. The CTC may, with approval from the TDLCB, subcontract or broker transportation services to private transportation operators. CTCs are also responsible for short-range operational planning, administration, monitoring, coordination, arrangement, and delivery of TD services originating within their designated service area. CTCs can be a governmental, private for-profit, private nonprofit, or a public transit entity that is under contract with the FCTD through a Memorandum of Agreement (MOA).

Figure 1 presents an organizational chart related to the provision of TD services in Seminole, Orange, and Osceola counties.

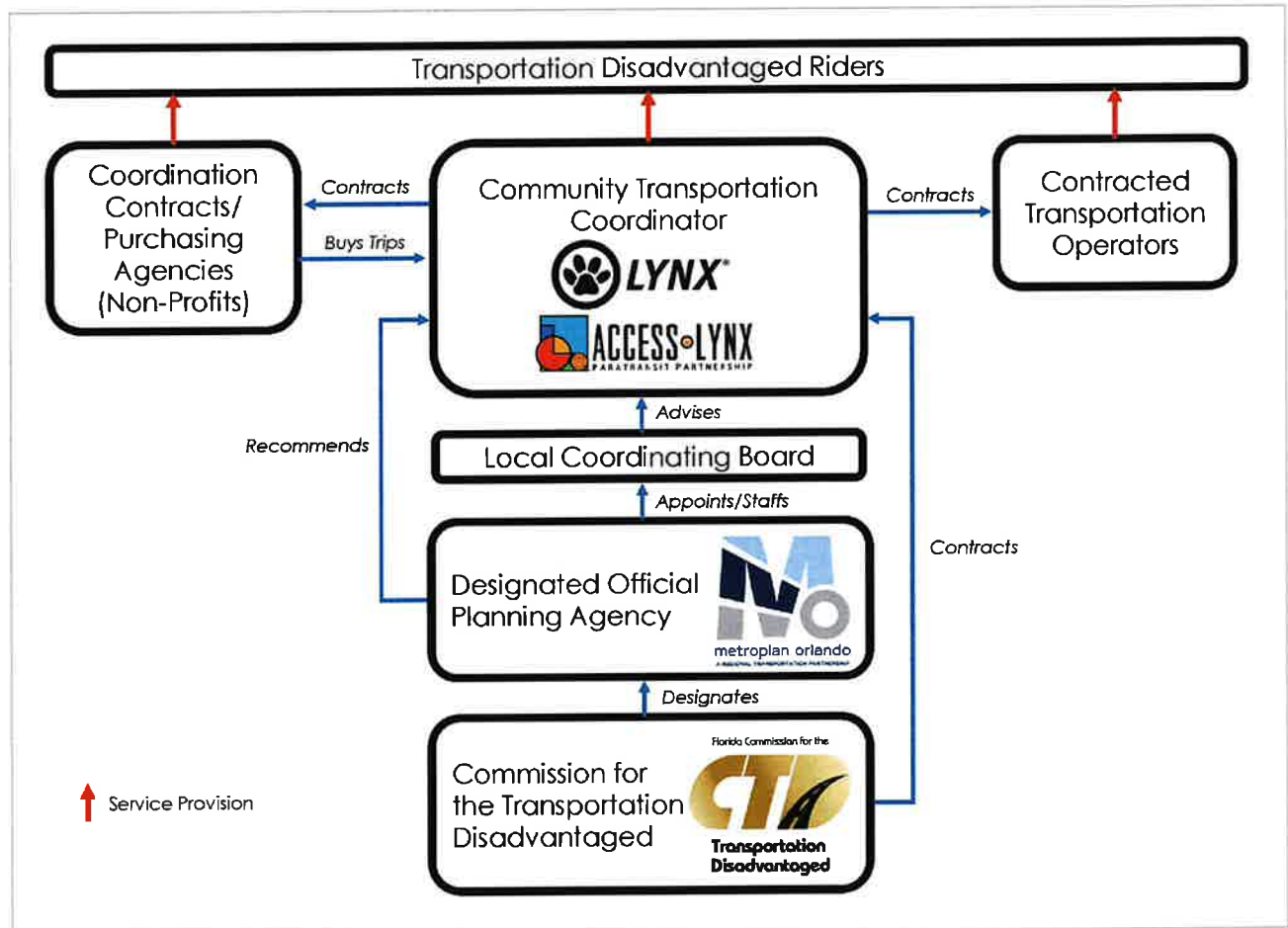


Figure 1: Transportation Disadvantaged Program Concept Chart

CTC Designation History

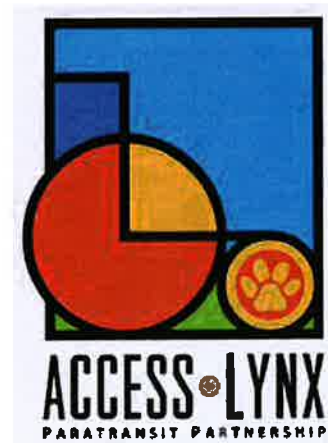
LYNX has been the designated CTC for Orange, Osceola, and Seminole Counties since October 1, 1992. The FCTD entered into an MOA, dated September 14, 1992, with LYNX to assume coordinator duties and approve the Trip/Equipment Grant for LYNX to provide non-sponsored transportation to TD persons in the area. Prior to LYNX assuming the role of CTC, the East Central Florida Regional Planning Council (ECFRPC) was the CTC. The ECFRPC assumed the role of Coordinator from Mears Transportation, which had been the CTC from 1988 through 1991. The CTC under this system provided reservations, scheduling, and dispatching service and brokered transportation services to eight private providers.

In June 1992, the ECFRPC and MetroPlan Orlando proposed to the FCTD that LYNX become the designated CTC for Orange, Osceola, and Seminole Counties. The FCTD designated LYNX as the CTC effective October 1, 1992. Service began on October 1, 1992 and was provided by Grayline of Orlando, d.b.a. United Transportation. Transportation services were provided for eligible customers of the following programs:

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

United Transportation was the sole provider of service to the FCTD in the tri-county region until January 19, 1996. From 1996 to 1999, COMSIS Mobility Services, under the direction of LYNX, provided management support to the A+Link paratransit service program. In 1999, LYNX transitioned brokerage services in-house and assumed the previous service provider's roles.

In 2001, a comprehensive assessment of the A+Link paratransit program was conducted. This assessment revealed issues of concern related to service costs, customer satisfaction, and efficiency. This effort resulted in an entirely new paratransit model being developed by LYNX, in collaboration with the community, customers, and funding partners. In addition to reservations, customer service, and customer relations functions already provided in-house, LYNX brought the scheduling and dispatch functions in-house, moved from four local service providers to one national service provider, and transitioned the paratransit program name to "ACCESS LYNX."



In 2004, LYNX outsourced all functions except eligibility determinations to the service provider, MV Transportation. MV Transportation, in addition to providing direct service, also provided all call center, scheduling, and dispatch functions. LYNX performed oversight and controlled contract compliance, eligibility, data entry, billing, and customer relations, which included intake of and response to complaints.

In March 2015, ACCESS LYNX stopped providing Medicaid transportation services. That discontinuation of service was the result of the transition of Medicaid transportation over to



Managed Care organizations that provide transportation services. The action was consistent with national trends associated with the elimination of state sponsored provision of transportation services for Medicaid clients.

Like many regional transit providers, LYNX began re-evaluating its delivery of paratransit and TD services in light of the increase of the use of transportation network companies (TNCs) and the increase in the need for last-mile, first-mile connections. The result of this evaluation resulted in LYNX's implementation of a new Mobility Services Division. The Mobility Services Division was tasked with employing a mobility management service delivery concept. In December 2017, the traditional ACCESS LYNX call center was converted to a combined paratransit and fixed route customer service call center to support LYNX' role as a mobility manager of transportation options for all clients. While MV Transportation continues to deliver direct service, the Mobility Services call center now provides all customer service functions including reservations, fixed route bus information, customer concern/compliments, and lost & found. Since its creation, the Mobility Services Division has been creating mobility solutions through collaboration with other transportation providers to include TNCs and taxi providers to deliver the most cost-effective and efficient transportation mode for each customer's needs.

Organization 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. Relevant organizational charts for LYNX and LYNX's Mobility Services Department that oversees the TD program are provided in Figure 2 and Figure 3, respectively.

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

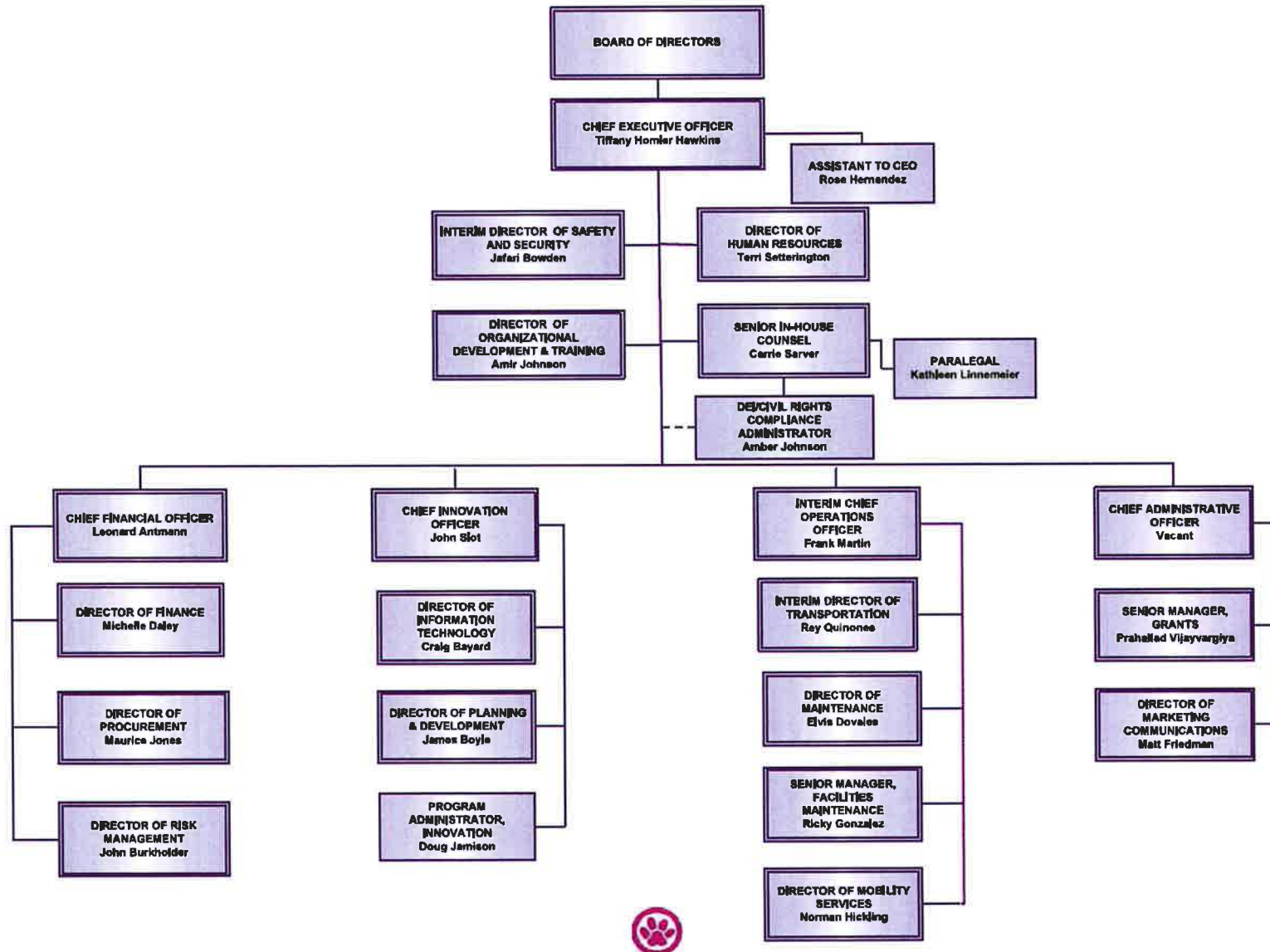


Figure 2: LYNX Organizational Chart - March 6, 2023

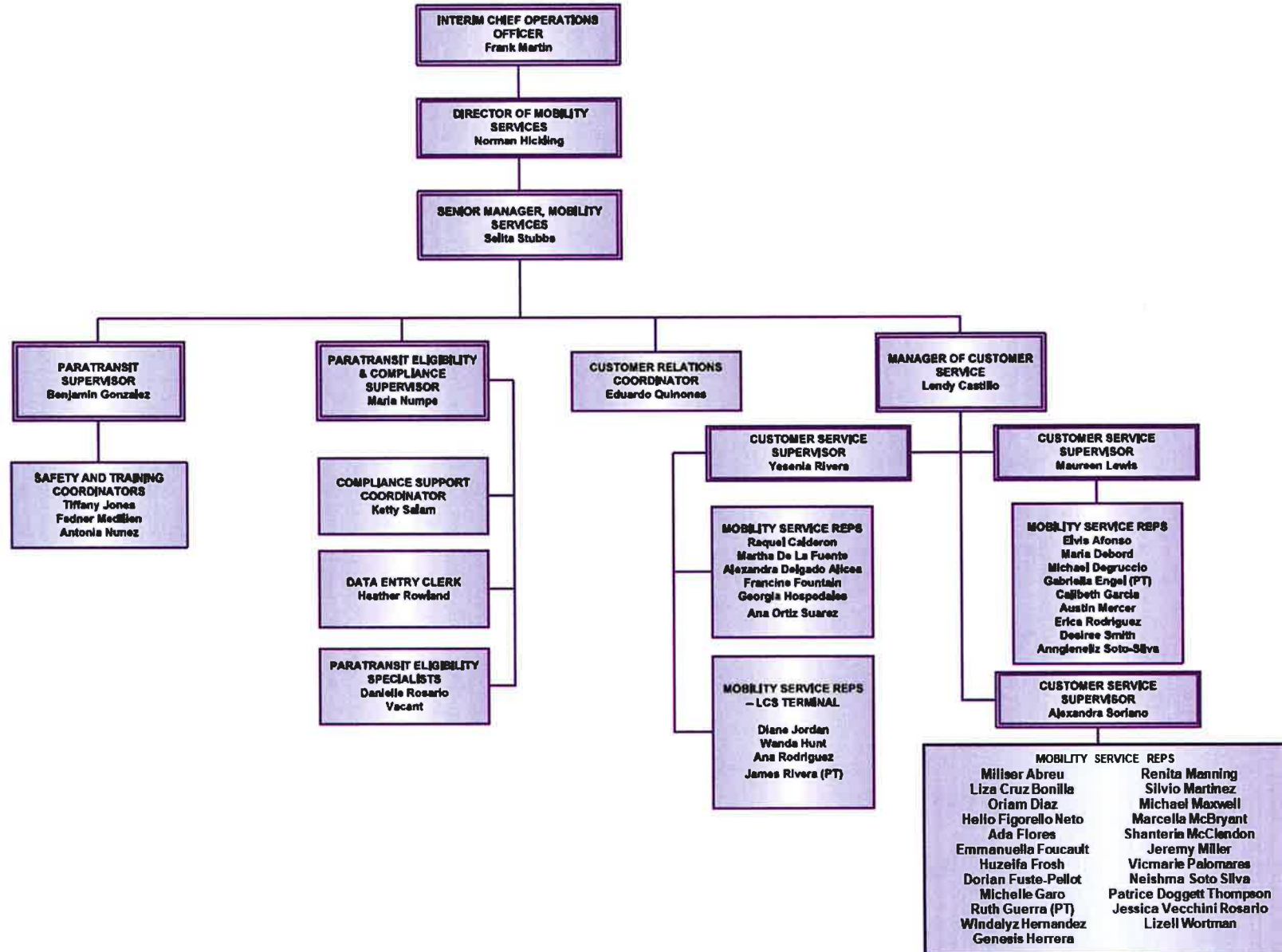


Figure 3: LYNX Mobility Services Department Organization Chart

Consistency Review of Other Plans

This section includes a review of various local planning documents to ensure that the TDSP is consistent with other planning efforts. Consistency among various local planning documents is assured by the collaborative efforts of LYNX and MetroPlan Orlando (the DOPA/MPO for Orange, Osceola, and Seminole Counties). As required for the TDSP, the following documents were reviewed:

- LYNX Transit Development Plan (FY 2023 Major Update)
- Orange County Transit Plan (2022)
- Seminole County Transit Plan (2021)
- Osceola County Transit Plan (2021)
- LYNX Transit Asset Management Plan (2021)
- LYNX TDSP (2022 Minor Update)
- LYNX Intelligent Transportation Systems Strategic Plan Update (2022)
- LYNX Human Services Transportation Plan Update (2022)
- MetroPlan Orlando MPO 2045 Metropolitan Transportation Plan (2020)
- MetroPlan Orlando MPO Transportation Improvement Program (2021)
- Comprehensive Plan – Orange County (2021)
- Comprehensive Plan – Seminole County (2021)
- Comprehensive Plan – Osceola County (2020)
- Comprehensive Plan – City of Orlando
- Comprehensive Plan – City of Altamonte Springs
- Comprehensive Plan – City of Sanford
- Florida Transportation Disadvantaged Five-Year/Twenty-Year Plan
- East Central Florida Regional 2060 Plan
- Orlando Transportation 2030
- City of Orlando Community Action Plan

The TDSP is consistent with the list of planning documents referenced above. The complete review summary is presented in Appendix A.

Public Participation

The Public Involvement Plan (PIP) developed for the 2023 TDSP Major Update is included in Appendix B. The PIP includes goals and specific public involvement activities that were performed to inform the TDSP development process. Numerous public participation strategies were included to reach ACCESS LYNX riders, social service agencies, and stakeholder organizations. Those strategies and activities consisted of a variety of engagement tools encompassing in-person activities and digital outlets. Several of the materials and notifications were made available through the LYNX website and advertised in the Orlando Sentinel. The results of the outreach activities and the information collected is summarized in this section.



Quality Assurance Task Force (QATF)

The Quality Assurance Task Force (QATF) is a subcommittee of the TDLCB. This group meets quarterly to discuss TD issues, or any other problems related to service quality. Project status updates were provided at the following QATF meetings.

- **October 25, 2022** – LYNX staff provided an overview of the public outreach component of the TDSP and requested feedback on the draft survey as well as locations and attendees for the proposed TDSP Major Update public outreach process. A copy of the survey questions to be used during the telephone interviews with TD passengers was provided for review, discussion, and feedback.
- **April 25, 2023** – The Draft TDSP was presented to the QATF.

Transportation Disadvantaged Local Coordinating Board (TDLCB)

The TDLCB is an advisory board that meets quarterly and provides information, advice, and direction to the CTC. The TDLCB was asked to provide feedback on the draft survey and outreach process at the following meeting.

- **November 30, 2022** – An overview of the public outreach component of the TDSP was presented and TDLCB members were asked to provide feedback on suggested locations and time of day for the upcoming public outreach events. This TDLCB meeting followed the annual public meeting where public comments were taken. The comments are summarized in Appendix C.
- **May 11, 2023** – The TDSP was presented to the TDLCB for review and approval.

System User Survey

A phone survey was conducted to gauge perspectives from clients of the ACCESS LYNX TD service. The survey was developed using the SurveyMonkey platform and included fourteen questions related to customer satisfaction levels, use of technology, and barriers to access.

The survey instrument link was included on the LYNX website and distributed via a QR code and a link on meeting flyers. English and Spanish language versions were prepared in digital format and Spanish-speaking surveyors were employed to complete calls and/or call back Spanish speaking users (see Appendix D). A total of 87 survey responses were collected and are summarized in the following section.

Survey Results Summary

Based on the survey responses completed, the majority of clients use ACCESS LYNX service three to five days per week for medical trips. The other most common trips are for work and groceries/errands. Responses to trip frequency and trip destination questions are shown in Figure 4 and Figure 5, respectively.

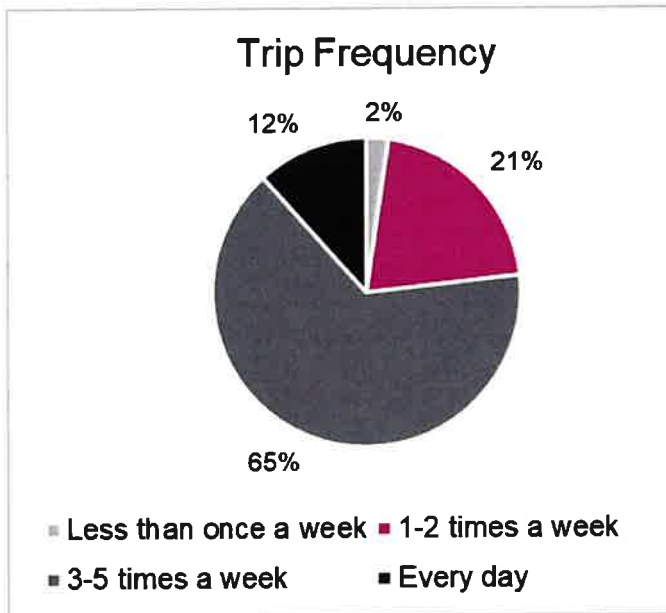


Figure 4: User Survey - Trip Frequency

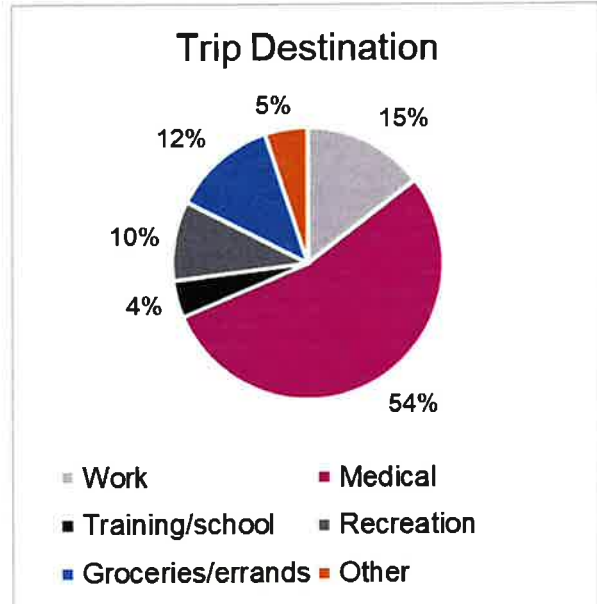


Figure 5: User Survey - Trip Destination

Approximately 73 percent of clients who completed the survey call the ACCESS LYNX reservationist to book trips, and a majority of those clients use cash to pay for their trip. The remaining 27 percent of clients reserve their trip online using WebACCESS and of those clients, 80 percent prepay for their trip using prepaid fare tickets or the PawPass mobile application. This trend shows that clients are currently less likely to use the available online technology options, but when clients do use these options, they are likely to use it for both reserving and paying for trips. The survey responses for reserving and paying for trips are shown in Figure 6 and Figure 7, respectively.

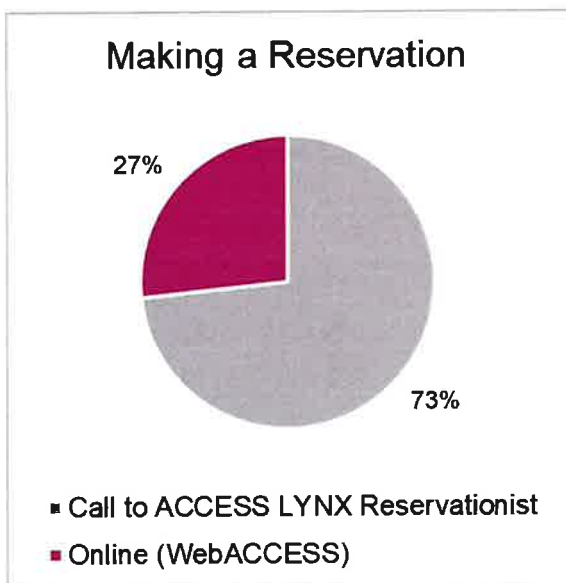


Figure 6: User Survey - Making a Reservation

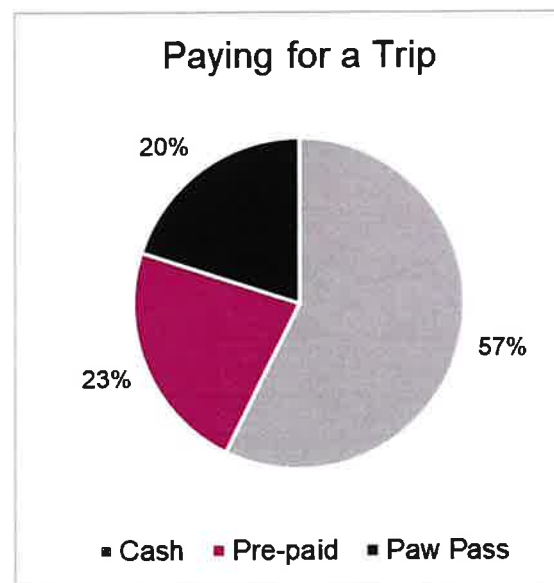


Figure 7: User Survey - Paying for a trip

Using a scale of one (1) to five (5) (five being the highest), clients were asked about their level of satisfaction with various ACCESS LYNX reservation and trip elements. Clients were also asked to provide general comments that tied reservation and trip elements to barriers for accessing service and/or difficulty in using ACCESS LYNX transportation services. The barriers and general comments provided during the survey effort were discussed during the discussion group meetings held later in the process and summarized in the next section. The results of the discussions were used in the development of the TDSP service priorities and implementation plan. The satisfaction levels and general comments for reservation and trip elements are summarized in Figure 8 and Figure 9, respectively.

Satisfaction with reservation elements (from 1 to 5)		Reservation Elements – Barriers
Ease of making reservation	3.8	<ul style="list-style-type: none"> • Wait times when reserving by phone • Not being able to reserve trip (TD) more than 24 hours in advance • Having to pre-pay or use cash on board instead of using a credit card for each trip • Expense due to distance between pick-up and drop off
Wait time for call to be answered	3.4	
Reservationist/customer service	4.0	

Figure 8: User Survey - Reservation Elements

Satisfaction with trip elements (from 1 to 5)		Trip Elements – Barriers
Appropriate vehicle/vehicle type	4.1	<ul style="list-style-type: none"> • Wait times or late arrivals for pick-up and drop off, • Not being able to track the vehicle location • Vehicles or operators do not accommodate my disability, operator does not speak my language • Not knowing when the trip will be a shared ride • Travel time and route seem long and not optimized
Working condition of the vehicles	4.3	
Cleanliness of the vehicles	4.4	
Professionalism of the driver (courteous, helpfulness)	4.3	
Driver's uniform, dress code, and appearance	4.4	
Pick up time	3.5	
Arrival time at your destination	3.6	
Travel time on-board the vehicle	3.6	

Figure 9: User Survey - Trip Elements

Discussion Groups

Two (2) discussion group meetings were held in-person on February 7, 2023, from 10:00 am to 11:30 am and 1:30 pm to 3:00 pm. The purpose of the discussion groups was to identify priorities for the TD program in the three-county area over the next five years. Invitations to the discussion group meetings were sent to TDLCB and QATF members, TD program clients who indicated interest in participating in the groups during the phone surveys, and other stakeholder organizations that support the TD program and clients. A list of the individuals invited to the discussion group meetings is included in Appendix E. Attendance to the discussion group meetings included eight participants, including three TD program clients and five organization representatives across both meetings.

The discussion group meetings included a presentation with open discussion questions and a prioritization process using the Nominal Group Technique (NGT) to collect input on TD program priorities. The typical NGT process was modified during the discussion to record the feedback more appropriately from the small number of participants.

Nominal Group Technique Process



The NGT process is designed to organize meetings in a manner that maximizes productivity by balancing and increasing participation from individual participants and preventing one person from dominating the conversation or intimidating others from voicing their opinions or ideas. The following outline lists each step of the NGT process and how it applied during the discussion group meetings.

1. **Silent generation of ideas in writing** – The question “*What are the top three transportation disadvantaged service priorities for Osceola, Orange and Seminole County?*” was presented to the group in written form via a PowerPoint presentation and was also stated verbally. The participants were given a few minutes to respond to the question by writing brief statements describing their suggested TD service priorities. LYNX and MetroPlan staff were available to assist participants in recording ideas.
2. **Round-robin recording of ideas on chart** – In this step, the moderator asked each participant to read their ideas to the rest of the group. Each idea provided was recorded by the facilitator on a virtual whiteboard. This process continued for all participants until everyone had the opportunity to discuss their ideas.
3. **Discussion of each idea on chart** – Each participant was given an opportunity to discuss, ask questions about, and clarify what was on the virtual whiteboard. Similar ideas from more than one participant were combined.

In a typical NGT exercise, the last step is a vote on the priorities that were provided by participants during the discussion. Given the nature of TD services, participants offered a variety of solutions and priorities that covered different topic areas such as fleet maintenance, service policies, and technology. Consequently, the last step of the NGT process was skipped for both discussion groups and this approach allows for the organization of all solutions into a dynamic implementation plan that can emphasize priority for multiple concurrent actions.

Discussion Group - Service Needs

Based on the NGT exercise and discussion, the following is a summary list of the service needs mentioned during the discussion group meetings. Common themes mentioned by group participants included prioritization of trips based on the type of trip, ability to make same-day reservations, and leveraging subcontractors to achieve these priorities. In addition, training and development of drivers and dispatchers, and improved accessibility of trip reservation features including online and text messaging were also mentioned. It is important to note that some of the needs that were identified as priorities by the groups are outside of LYNX's purview or inconsistent with current policies and procedures. However, all comments received were summarized and included.

Table 1: Discussion Group Service Needs/Priorities

AM Discussion Group	PM Discussion Group
<ul style="list-style-type: none"> • Prioritizing medical and work trips to improve length of time on the vehicle • Same day reservations and trips via the use of subcontractors (example – UZURV, Star, SilverRide) • Smart card system for fare payment • Infrastructure sidewalk improvements needed to access the fixed route bus – specifically, Conway to Curry Ford and Michigan • Prioritization of staff resources during peak hour call volume periods (train other staff on telephones). Coordination of sidewalk improvements between agencies to improve accessibility – school board, LYNX, cities, etc. • Training/development of qualified staff • Fleet diversity among service providers other than LYNX • Narrow the pick-up and drop off windows based on trip type • Increase dispatch staffing levels • Enhanced Interactive Voice Response (IVR) features (including text messaging for estimated vehicle arrival time, etc.) • More logical trip pick up/drop off order (i.e., flexibility in terms of in-route add-ons) 	<ul style="list-style-type: none"> • Prioritize trip type (work trips) • Improved online/digital accessibility (i.e., screen reader) • Robust contact information and comment section available to clients (reservation, late bus, complaints, comments) • Expansion to booking directly with UZURV (individual ride, direct booking) • Employer education on ACCESS LYNX service • Ability to make same day reservations • Training and development of qualified staff (drivers, dispatchers, cross-training) • Coordination between LYNX, Meals on Wheels (and other providers) to assist with providing trips when needed • Coordination on fleet maintenance with coordination providers • Contingency plan for TD users during emergency/disaster event (third party operator/provider)

Appendix O lists the needs and strategies identified through the public outreach process. That appendix also describes the strategies in terms of LYNX's ability to implement in the short-term and within existing resources. Strategies that are not able to be implemented in the short-term or within existing resources are qualified based on what prerequisite is needed (i.e., new funding required, change in policy, coordination with partners external to LYNX), many of which are outside of the role or capacity of the LYNX Mobility Services Department.

Public Workshops

Three (3) public workshops were held in February 2023 to disseminate information about the TDSP process and to provide an opportunity to collect feedback from workshop participants. Key elements of the workshops include the following:

- One workshop was held in each of the three counties within the ACCESS LYNX service area, including Osceola County, Orange County, and Seminole County.
- All three of the workshops were offered in a hybrid format, where attendees could participate either in-person or virtually. This allowed for the casting of a wider net to capture potential attendees who could not join in-person.
- Workshops were held in locations that were near existing transit service and at ADA accessible facilities.
- Map boards depicting the geographic location of TD populations within the three-county service area were displayed in the workshop meeting space. The survey instrument was made available at the workshops in paper format and electronically.
- Presentation materials including the English and Spanish language survey links were posted on the LYNX website as an additional measure to reach those not able to attend the live events.
- Workshops were advertised using an informational flyer that was posted in the ACCESS LYNX vehicles.
- Spanish-speaking staff were available during the workshops to provide interpretation services. Though not requested, translation and interpretation in languages other than English and Spanish were also available upon request.

Transportation Disadvantaged Service Plan

WE WANT YOUR FEEDBACK!




Help us identify transportation service priorities for transportation disadvantaged persons in Osceola, Orange, and Seminole County.

Workshops will be held in-person and virtually. Scan the QR code or visit https://bit.ly/LYNXTDSP_info for more information and to access the virtual meeting options.

Osceola County	Orange County	Seminole County
Monday, February 6	Tuesday, February 7	Thursday, February 9
4:00 PM – 5:30 PM	5:00 PM – 6:30 PM	4:00 PM – 5:30 PM
Heart Memorial Central Library	LYNX Central Station	Altamonte Springs City Hall
(Lillie Room, 2 nd Floor)	(2 nd Floor Open Space)	(Board Chambers)

For more information, please contact Trish Whitton, Senior Planner, at 407-254-6119 or pwhitton@golynx.com




The date, time, and location of each workshop is listed below:

- Monday, February 6, 2023, 4:00 p.m. – 5:30 p.m.
Osceola Hart Memorial Library
HMC Lillie Room
211 East Dakin Avenue
Kissimmee, FL 34741
- Tuesday, February 7, 2023, 5:00 p.m. – 6:30 p.m.
LYNX Central Station
2nd Floor Open Space
455 North Garland Ave.
Orlando, FL 32801
- Thursday, February 9, 2023, 4:00 p.m. – 5:30 p.m.
City of Altamonte Springs City Hall
Commission Chambers
225 Newburyport Ave.
Altamonte Springs, FL 32701

Legal Advertisements

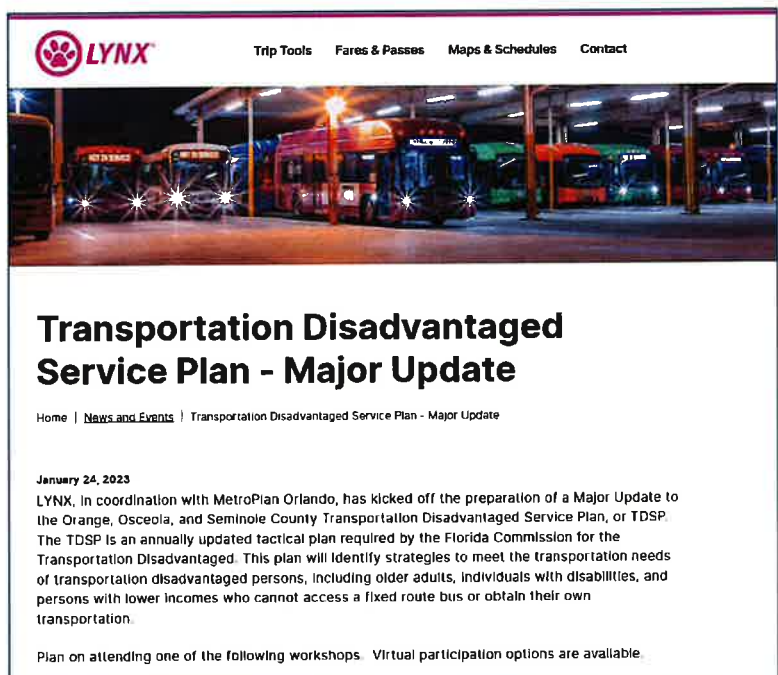
LYNX advertises official meetings in various publications depending on the type and locations of the public workshops and hearings. Before public meetings were held for the TDSP, a legal advertisement was published in the Orlando Sentinel in both English and Spanish in compliance with Executive Order 13166 (Access to Services for Persons with Limited English Proficiency). The notice was also made available on the LYNX website, where Google translate enables translation into other languages. The public meeting notices are included in Appendix F.

Website

Project content including project details, meeting schedules, and survey links was posted to the LYNX website. A unique QR code was also developed to facilitate access to the TDSP survey.

The project website content consisted of the following information:

- Study purpose and overview
- Interactive elements such as a link to the online survey workshop virtual participation options
- Contact information including an email address to send comments
- Promotional web banner





Service Area Profile/Demographics

Service Area Description

The LYNX TD service area consists of the full extent of Orange, Osceola, and Seminole Counties. Based on the 2020 Census, the combined service area size is approximately 2,500 square miles. LYNX's TD service operates across the three-county area including 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. Figure 10 illustrates the entire three-county service area along with LYNX NeighborLink services, fixed-route services, and the ¾-mile ADA service area.

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. A report released in 2019 titled, "How Did We Grow?" emphasized the role of LYNX in developing a comprehensive and dependable public transit service that meets the region's land use goals along with providing quality services to disadvantaged communities. The following land use patterns were identified in Orange, Osceola, and Seminole Counties:

- **Orange County:** Most of the eastern portion of the county is classified as rural with some low-density suburban land as well. Going west towards Orlando, much of this portion of the county is classified as low to medium-density residential suburban with urban/downtown activity center uses in downtown Orlando. The southwestern portion of the county consists of large commercial and entertainment districts due to the large presence of major theme park and visitor accommodations as well as low to medium-density residential.
- **Osceola County:** Most of the southern and eastern portions of the county are classified as rural/agricultural or conservation land with some areas designated as rural settlements. The northwestern portion, in and around the City of Kissimmee, City of St. Cloud, and Poinciana, is where development is concentrated in the county, classified largely as low to medium-density suburban along with some mixed-use and tourist commercial centers associated with the various theme parks.
- **Seminole County:** Most of the eastern portion of the county is classified as agricultural or conservation land with some low-density suburban land as well. The western portion of the county is largely suburban as well with larger amounts of low to medium-density residential and commercial uses.

Overall, the LYNX service area reflects a diverse operating environment that requires a variety of public transportation alternatives. Those alternative modes of travel require LYNX to be adept in developing and scaling context-sensitive public transportation. This becomes much more important given the needs of TD persons residing in, or traveling to, areas that are outside of the urban area. The need to connect transit dependent individuals who may reside in the rural and low to medium-density suburban parts of this growing and sprawling three-county service area is a challenge and requires an adaptive approach to service delivery.

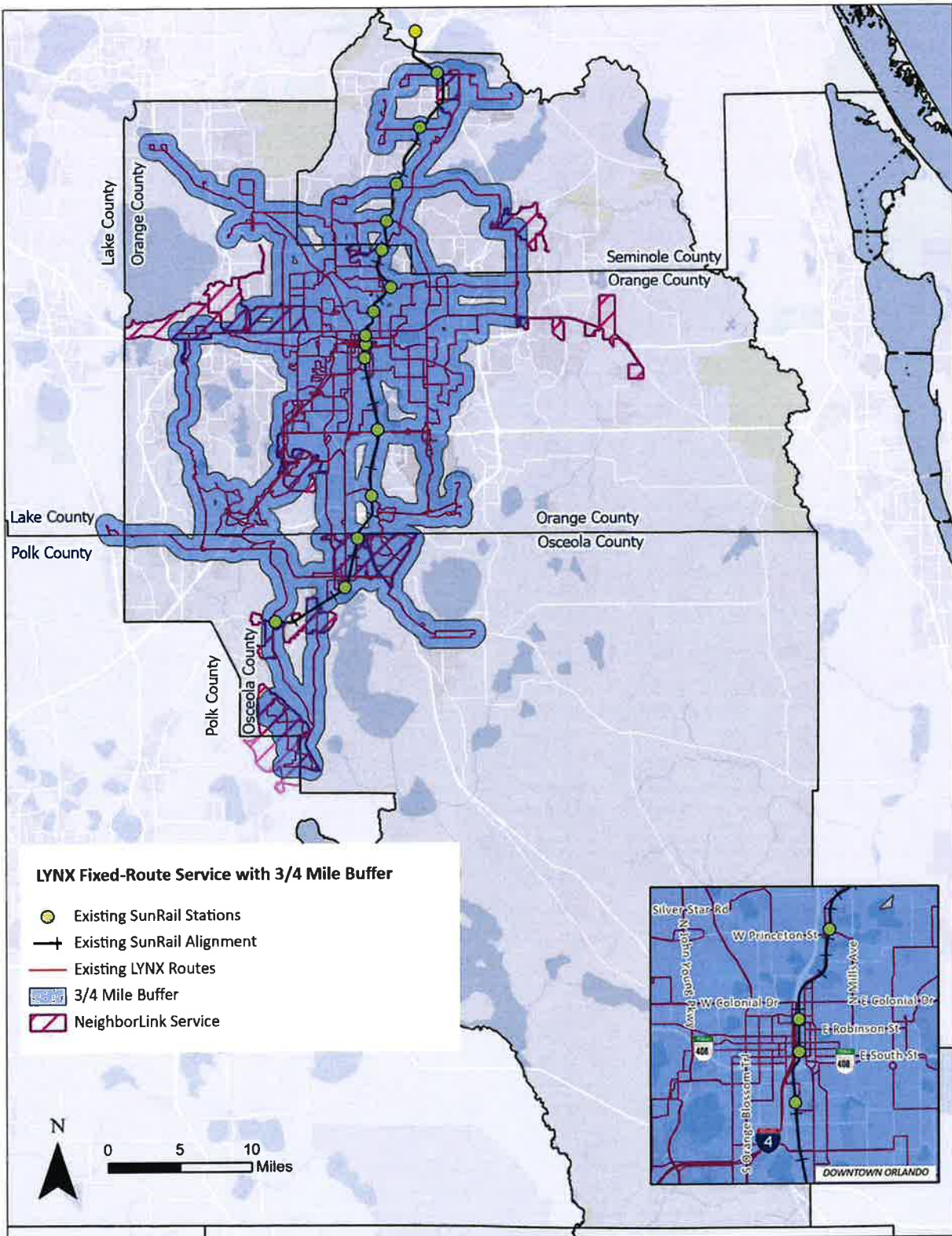


Figure 10: LYNX NeighborLink and Fixed-Route Service with 3/4-Mile Buffer



Population / Composition

Underserved and historically disadvantaged communities often have a higher propensity to be dependent on public transit services. Factors such as household income, age, veteran status, and disability status can be indicators of being part of a transportation disadvantaged group. Understanding the demographic profiles of the LYNX TD service area helps identify areas with high percentages of historically disadvantaged communities.

Table 2 below shows population growth projections for 2025 through 2040 for Orange, Osceola, and Seminole Counties. Projections are drawn from the University of Florida's Bureau of Economic and Business Research (BEBR) for the three counties and reflect BEBR's medium growth projections. Also included in the table are the State of Florida projections for the same years. As shown, all three counties are projected to experience strong population growth over the 19-year period, 2021 through 2040.

Table 2: BEBR Population Projections 2025-2040

Area	2021 Population	2025 Population	2030 Population	2035 Population	2040 Population	% Growth 2021-2040
Orange County	1,457,940	1,577,686	1,704,664	1,807,004	1,893,358	+30%
Osceola County	406,460	463,493	525,535	574,979	618,247	+52%
Seminole County	477,455	499,072	520,914	539,043	554,387	+16%
Florida	21,898,945	23,164,008	24,471,129	25,520,837	26,405,472	+21%

Source: Bureau of Economic and Business Research (BEBR) Projections of Florida Population by County, 2025-2040, with Estimates for 2021 (Medium Growth Projections)

Table 3 below shows the current demographic profile of disadvantaged populations in the LYNX TD service area and the State of Florida based on the U.S. Census Bureau's 2021 American Community Survey (ACS) 5-Year Estimates. Orange County holds the highest proportion of low-income populations among the three counties. Osceola County holds the highest proportion of populations with a disability. Seminole County holds the highest proportion of veterans and older adults. Understanding where various potentially disadvantaged groups reside can inform how and where to deliver TD services.

Table 3: Demographic Percentages for Orange, Osceola, Seminole County

Demographic	Orange County	Osceola County	Seminole County	State of Florida
Older Adults (65 and older)	17.2%	18.5%	22.1%	27.0%
Individuals with Disabilities	11.3%	14.3%	10.6%	13.4%
Veterans	5.6%	6.4%	7.2%	8.2%
Households Low Income	15.0%	13.7%	9.0%	13.1%

Source: 2021 ACS 5-Year Estimates



Transportation Disadvantaged Service Plan 2023 Major Update

Older Adults (Ages 65 and over)

Table 4 shows the percentage of the population age 65 or older in the LYNX TD service area. Dependence on public transit and TD services may increase as adults age. Within the service area, approximately 8 percent of Census block groups have a proportion of individuals age 65 or older that is greater than the State of Florida overall percentage (27.0%). Figure 11 illustrates the percentage of individuals ages 65 or older by block group.

Some areas, such as Wekiwa Springs, Longwood, Winter Springs, Geneva, Apopka, Winter Park, Windermere, Southport, Celebration, Campbell, and Poinciana, had noticeably higher percentages of individuals age 65 or older.

Table 4: Percentage of Population Age 65 or Older in LYNX Service Area

<i>Demographic</i>	Orange County	Osceola County	Seminole County	State of Florida	Percentage of Service Area Block Groups Higher than State of Florida
<i>Older Adults (65 and older)</i>	17.2%	18.5%	22.1%	27.0%	8.1%*

Source: 2021 ACS 5-Year Estimates

*8.1% of block groups in the three-county service area have a higher percentage of individuals of age 65 or older than the State of Florida as a whole (27.0%)

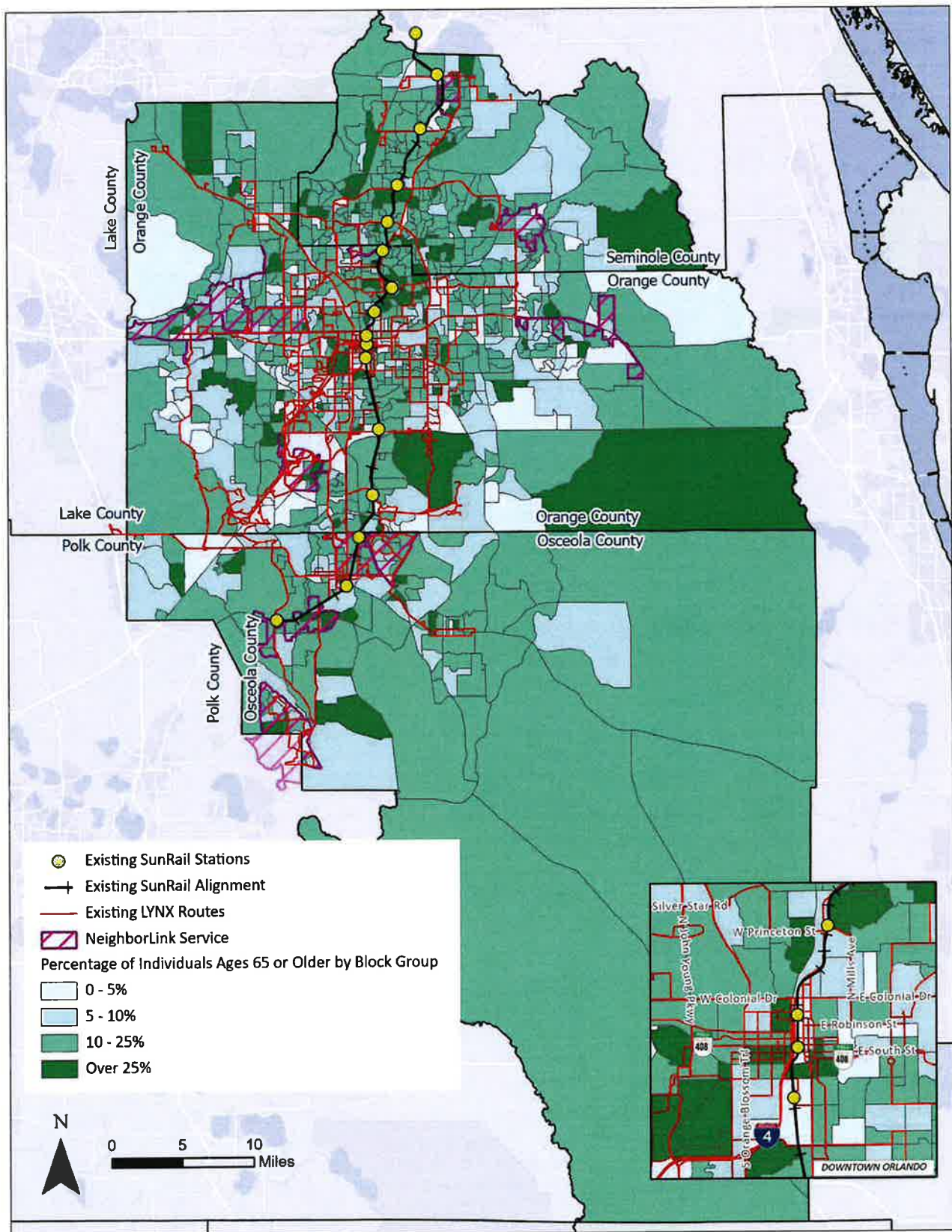


Figure 11: Percentage of Individuals Ages 65 or Older by Block Group



Transportation Disadvantaged Service Plan 2023 Major Update

Individuals with Disabilities

Table 5 shows the percentage of population that identify as having a disability within the LYNX TD service area. The ACS defines individuals with disabilities as persons who have indicated they experience difficulty with either hearing, vision, cognitive, ambulatory, selfcare, and/or independent living. Within the service area, approximately 34 percent of Census tracts have a proportion of individuals with an identified disability that is greater than the State of Florida overall percentage (13.4%). Additionally, Figure 12 shows a map of the percentage of individuals with a disability by Census Tract.

Some areas such as Azalea Park, Hunters Creek, East Lake Toho, and Campbell were found to have the highest percentage of individuals that identify with having a disability.

Table 5: Percentage of Individuals with Disabilities in TD Service Area by Census Tract

<i>Demographic</i>	Orange County	Osceola County	Seminole County	State of Florida	Percentage of Service Area Census Tracts Higher than State of Florida
<i>Individuals with Disabilities</i>	11.3%	14.3%	10.6%	13.4%	34.0%*

Source: 2021 ACS 5-Year Estimates

*34.0% of census tracts have a higher percentage of individuals with a disability than the State of Florida as a whole (13.4%)

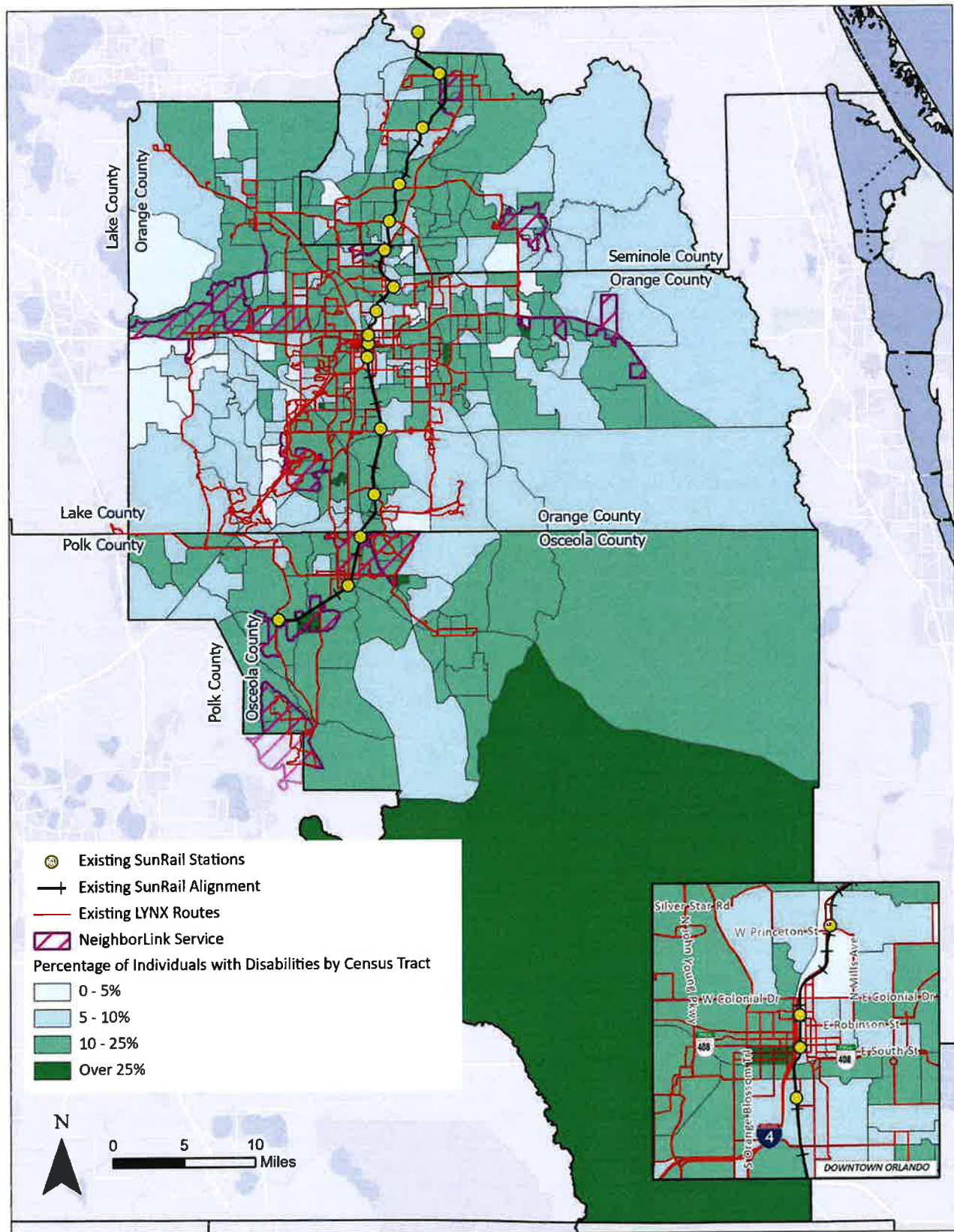


Figure 12: Percentage of Individuals with Disabilities by Census Tract



Individuals with Veteran Status

Table 6 shows the percentage of population that have veteran status within the LYNX TD service area. The Census defines veteran status as anyone who has served (even for a short time), but are not currently serving, on active duty, in the U.S. Army, Navy, Air Force, Marine Corps, or the Coast Guard, or who served in the U.S. Merchant Marine during World War II. Within the service area, approximately 28 percent of Census block groups have a proportion of individuals with a veteran status that is greater than the State of Florida overall percentage (8.2%). Figure 13 illustrates the proportion of individuals with veteran status across the three-county service area.

Some areas such as Orlando, Campbell, and Eastwood had higher concentrations of individuals with veteran status.

Table 6: Percentage of Individuals with Veteran Status in TD Service Area by Block Group

<i>Demographic</i>	Orange County	Osceola County	Seminole County	State of Florida	Percentage of Service Area Block Groups Higher than State of Florida
<i>Veterans</i>	5.6%	6.4%	7.2%	8.2%	27.6%*

Source: 2021 ACS 5-Year Estimates

*27.6% of block groups have a higher percentage of veteran population than the State of Florida as a whole (8.2%)

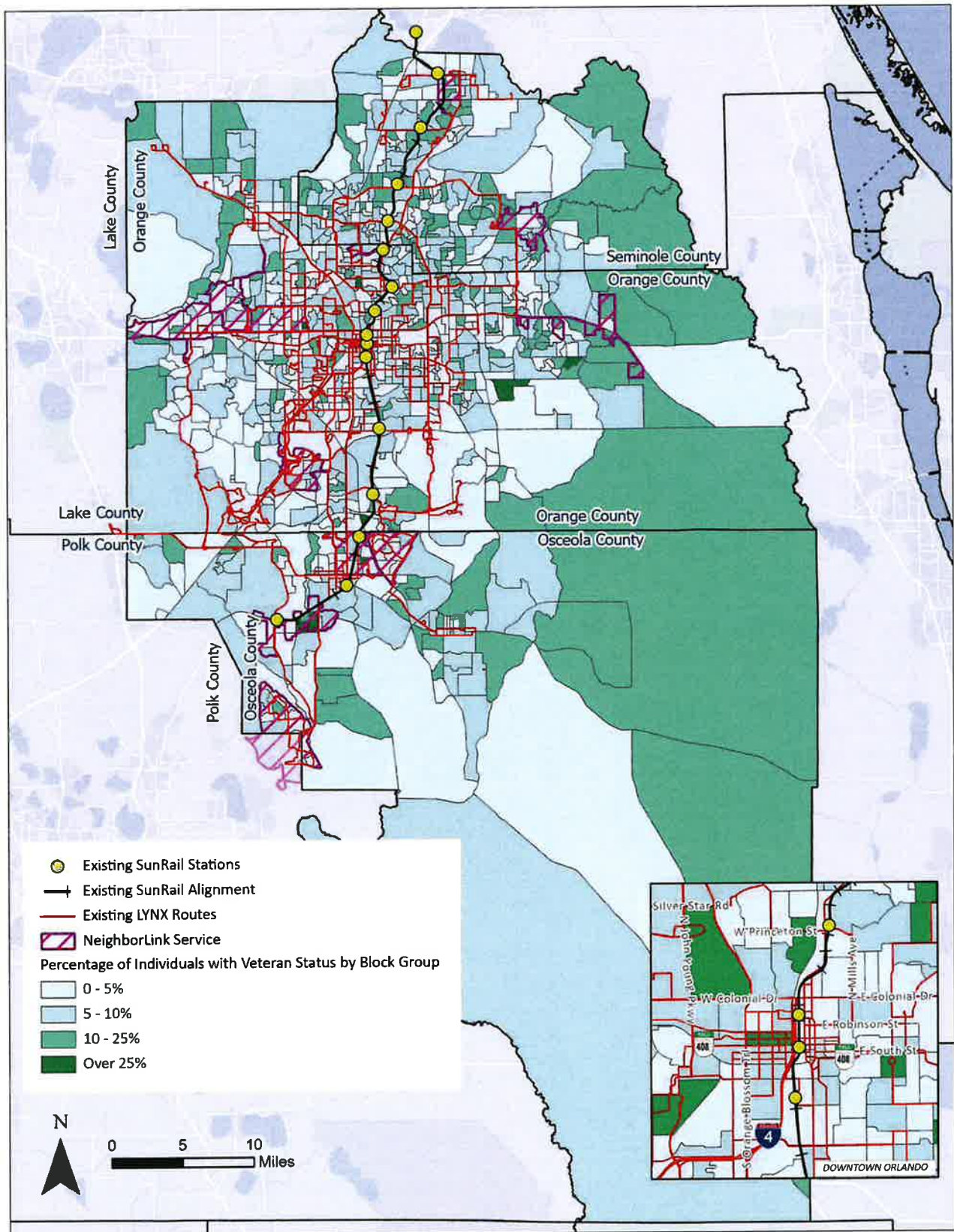


Figure 13: Percentage of Individuals with Veteran Status by Block Group



Low Income Households

Table 7 shows the percentage of low-income households and Table 8 shows the household income breakdown within the LYNX TD service area. Within the service area, approximately 38 percent of Census block groups have a proportion of individuals with an identified disability that is greater than the State of Florida overall percentage (13.1%). Additionally, Figure 14 shows a map of the percentage of low-income households by block group.

Some areas such as Sanford, Bithlo, Pine Hills, Orlovista, and Kissimmee were found to have the highest percentages of low-income households.

Table 7: Percentage of Low-Income Households in TD Service Area by Block Group

Demographic	Orange County	Osceola County	Seminole County	State of Florida	Percentage of Service Area Block Groups Higher than State of Florida
<i>Low Income Households</i>	15.0%	13.7%	9.0%	13.1%	38.0%*

Source: 2021 ACS 5-Year Estimates

*38.0% of block groups have a higher percentage than the State of Florida as a whole (13.1%)

Table 8: Household Income Percentages for Orange, Osceola, and Seminole Counties

Household Income	Orange County	Osceola County	Seminole County	State of Florida
<i>Less than \$10,000</i>	6.70%	4.8%	3.9%	6.3%
<i>\$10,000 to \$14,999</i>	3.50%	2.8%	3.5%	3.8%
<i>\$15,000 to \$24,999</i>	7.90%	10.4%	5.7%	8.3%
<i>\$25,000 to \$34,999</i>	9.20%	10.3%	6.7%	8.9%
<i>\$35,000 to \$49,999</i>	11.40%	11.8%	13.0%	12.4%
<i>\$50,000 to \$74,999</i>	16.70%	23.0%	20.7%	18.2%
<i>\$75,000 to \$99,999</i>	13.40%	14.1%	12.7%	12.9%
<i>\$100,000 to \$149,999</i>	14.90%	12.3%	16.5%	15.1%
<i>\$150,000 to \$199,999</i>	7.20%	4.9%	8.0%	6.4%
<i>\$200,000 or more</i>	9.10%	5.5%	9.5%	7.8%

Source: 2021 ACS 5-Year Estimates

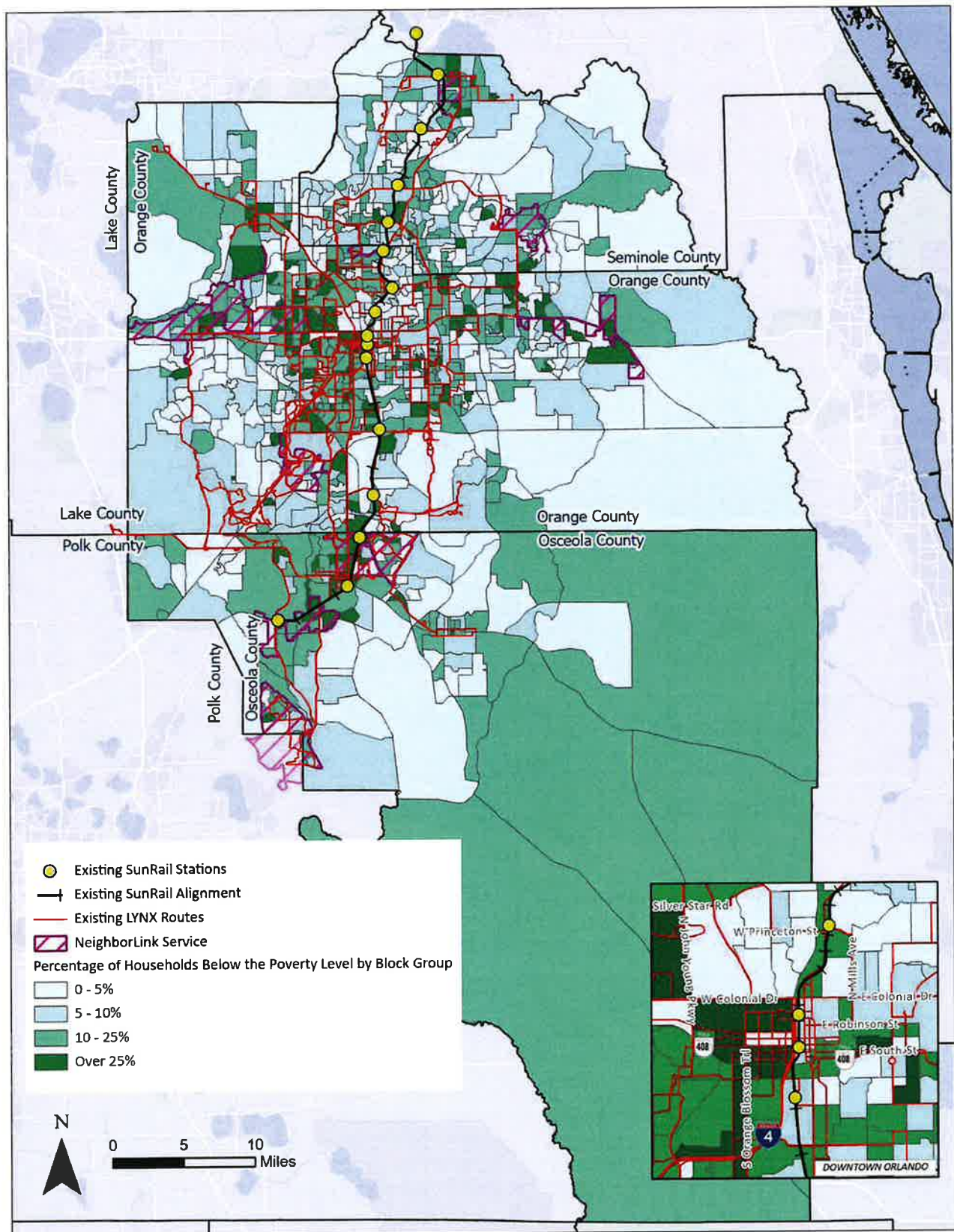


Figure 14: Percentage of Low-Income Households by Block Group



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Employment

Table 9 below provides an overview of labor force and employment data (non-seasonally adjusted) for the State of Florida and Orange, Osceola, and Seminole Counties from 2020 through 2022. The unemployment rate for each of the counties and the State of Florida decreased from 2020 to 2022 as the job supply increased due to the economic recovery experienced after the COVID-19 pandemic. As of December 2022, Osceola County had a slightly higher unemployment rate than the State, while Orange and Seminole counties have a lower unemployment rate.

Table 9: Unemployment and Labor Force

County	Metric	Dec 2020	Dec 2021	Dec 2022
Orange	Unemployed Persons	54,000	24,000	18,000
	Civilian Labor Force (Employed and Unemployed Persons)	722,000	719,000	782,000
	Unemployment Rate	7.4%	3.2%	2.3%
Osceola	Unemployed Persons	16,000	7,500	5,400
	Civilian Labor Force (Employed and Unemployed Persons)	182,000	181,000	195,000
	Unemployment Rate	8.9%	4.0%	2.8%
Seminole	Unemployed Persons	13,000	6,600	5,500
	Civilian Labor Force (Employed and Unemployed Persons)	236,000	237,000	260,000
	Unemployment Rate	5.6%	2.6%	2.1%
State of Florida	Unemployed Persons	656,000	364,000	271,000
	Civilian Labor Force (Employed and Unemployed Persons)	10,136,000	10,400,000	10,761,000
	Unemployment Rate	6.5%	3.5%	2.5%

Source: U.S. Bureau of Labor Statistics, retrieved from FRED, Federal Reserve Bank of St. Louis; <https://fred.stlouisfed.org/>



Major Trip Generators / Attractors

Table 10 provides the primary transportation trips by purpose for the ACCESS LYNX TD service. As shown, trips to dialysis clinics account for the majority of the total trips for TD users, approximately 74 percent of total trips. Additionally, approximately 11 percent of trips are work-related, followed by personal-recreational, education-training-daycare, and shopping related trips. Table 11 shows the top-20 TD trip locations. As shown, all but one of those locations are dialysis centers.

Table 10: Calendar Year 2022 Transportation Disadvantaged Trips by Purpose

Trip Purpose	Count
Dialysis	109,587
Employment	15,763
Personal-Recreational	9,082
Medical	7,762
Education-Training-Daycare	2,957
Cancer Related	1,123
Shopping	1,044
Nutritional	233
COVID+ Dialysis	147
Vaccination	3
COVID-19 Testing	1
Total	147,702
Total Non-Work-Related Trips (Percentage)	131,939 (89.33%)

Source: ACCESS LYNX

Table 11: Top 20 TD Trip Destinations

Trip Destination	Count
Dialysis W Colonial	4,169
Dialysis Davita East	4,025
Dialysis Sturtevant	3,771
Dialysis Davita Apopka	3,659
Dialysis Kissimmee	3,547
Dialysis DSCF East	3,422
Dialysis Davita Clarcona	3,366
Dialysis West Orange Winter Ga	3,354
Dialysis Central FL Kidney Ernestine	3,179
Dialysis Buena Ventura	3,093
Dialysis Sanford	3,082
Dialysis Irlo Bronson	2,908
Dialysis Apopka	2,780
Advent Health Hospital South Rollins	2,724
Dialysis Poinciana	2,667
Dialysis Davita Adanson	2,642
Dialysis Davita Kirkman	2,541
Dialysis Town Loop	2,538
Dialysis Davita Airport	2,463
Dialysis Davita Central Orlando	2,426

Source: ACCESS LYNX



Inventory of Available Transportation Services

In 2009, FDOT partnered with the Pepper Institute on Aging and Public Policy at Florida State University (FSU) to create a statewide coalition to help address the specific needs of Florida's aging road users. To meet the challenges faced by the aging population in Florida, FDOT established the *Safe Mobility for Life Program* in the State Traffic Engineering and Operations Office. While the program focuses on the safety and mobility of Florida's aging road users, it has the added benefit of improving transportation safety for all residents and visitors.

As part of their charge, the Safe Mobility for Life Program maintains a database of transportation service providers that operate throughout the State of Florida. That database is available to the public and can be used to "find a ride" given specific start and end locations and a set of transportation needs (i.e., accommodations for wheelchair, trip purpose, etc.).

The Find-a-Ride tool can be accessed via the following link and serves as a critical source for transportation service providers by the FCTD: <https://www.safemobilityfl.com/index.htm>

In addition to the transportation service providers available via the Find-a-Ride tool, LYNX updates a list of private transportation providers in its Human Services Transportation Plan (HSTP). The most recent update of the HSTP was prepared in 2022 and includes a robust list of transportation service providers in the LYNX service area.

Service Analysis

A service analysis was completed to forecast the potential TD population and determine the demand for future TD services. The FDOT and FCTD define two categories of TD persons. Category I includes all disabled, elderly, and low-income persons, and children who are “high-risk” or “at-risk” as defined by Florida Statute 411.202. Category II is based on the Florida Statute definition of “transportation disadvantaged,” which includes disabled, elderly, and low-income persons who cannot transport themselves or purchase transportation. Figure 15 shows the general TD population and overlaps among those populations.

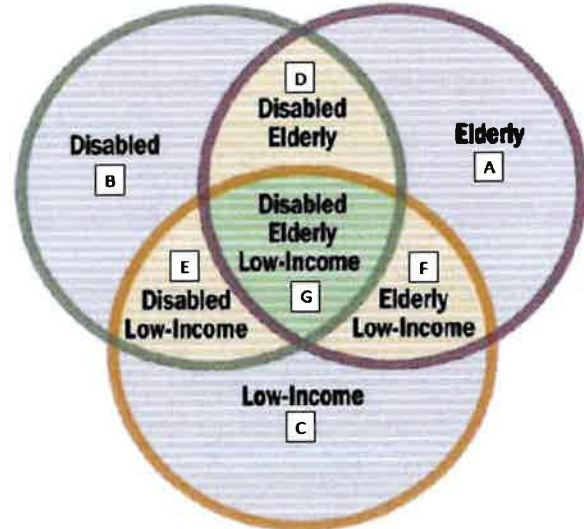


Figure 15: General Transportation Disadvantaged Population Groups

Forecasts of Transportation Disadvantaged Population

Based on the Center for Urban Transportation Research (CUTR) report, *Forecasting Paratransit Services Demand – Review and Recommendations*, a forecast of the TD population within the service area was estimated over a 10-year period. The demand estimates were calculated based on the following:

- Formulas in the CUTR spreadsheet tool
- 2021 ACS 1-Year estimates
- BEBR Population Projections for 2025 and 2030, with Estimates for 2021 (published on February 10, 2022)

The following tables include the TD population estimates by county, based on a 91-percent service area population coverage (i.e., 91% of the population are within $\frac{3}{4}$ -mile of the fixed route system and service operates 365 days per year). The growth rate is based on BEBR population projections for each county.

Table 13, Table 15 and Table 17 show the forecasts of the general TD population from 2021 to 2028 for each of the overlapping populations shown in Figure 15. As shown in Table 12, the general TD population in all three counties is approximately 30 percent of the total population. The TD population is anticipated to increase by 12 percent, 20 percent, and 6 percent for Orange County, Osceola County, and Seminole County, respectively, from 2021 to 2028.

Table 14, Table 16, and Table 18 show the forecast of the critical need TD population and estimated annual number of TD trips from 2021 to 2028. As shown in Table 12, the critical need TD population is approximately 8 percent of the general TD population in all three counties. The number of daily critical need trips for the three-county service area is anticipated to increase from 14,424 daily trips to 16,258 daily trips (13%) from 2021 to 2028.



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Table 12: Three-County Service Area TD Population Forecast and Trip Demand

<i>Three-County Service Area</i>	2021 (Year of Base Data)	2023	2028	% Increase (2021 to 2028)
<i>Total Population</i>	2,257,645	2,332,706	2,532,802	12.2%
<i>General TD Population</i>	704,992	728,671	791,824	12.3%
<i>TD Population % of Total Population</i>	31.0%			
<i>Critical Need TD Population</i>	59,244	61,244	66,581	12.4%
<i>Critical Need TD Population % of TD Population</i>	8.0%			
<i>Total Daily TD Trips</i>	14,424	14,917	16,258	12.7%



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Table 13: Orange County General TD Population Forecast

General TD Population Forecast	2021	2022	2023	2024	2025	2026	2027	2028
Overlapping Circle Component								
E - Estimate non-elderly/disabled/ low income	24,851	25,251	25,657	26,070	26,490	26,917	27,350	27,790
B - Estimate non-elderly/ disabled/not low income	71,531	72,682	73,852	75,041	76,249	77,476	78,724	79,991
G - Estimate elderly/disabled/low income	7,965	8,093	8,223	8,356	8,490	8,627	8,766	8,907
D - Estimate elderly/ disabled/not low income	49,458	50,254	51,063	51,885	52,720	53,569	54,431	55,307
F - Estimate elderly/non-disabled/low income	13,227	13,440	13,656	13,876	14,099	14,326	14,557	14,791
A - Estimate elderly/non-disabled/not low income	108,862	110,614	112,395	114,204	116,042	117,910	119,808	121,737
C - Estimate low income/not elderly/not disabled	163,073	165,698	168,365	171,075	173,829	176,627	179,470	182,359
TOTAL GENERAL TD POPULATION	438,967	446,033	453,213	460,508	467,921	475,453	483,106	490,882
	% Increase (2021 to 2028)							11.8%
TOTAL POPULATION	1,390,637	1,413,022	1,435,767	1,458,878	1,482,361	1,506,222	1,530,468	1,555,103

Table 14: Orange County Critical Need TD Population Forecast and Annual TD Trip Demand

Critical Need TD Population Forecast	2021	2022	2023	2024	2025	2026	2027	2028
Total Critical TD Population								
<i>Disabled</i>	31,996	32,511	33,034	33,566	34,107	34,656	35,213	35,780
<i>Low Income Not Disabled No Auto/Transit</i>	4,248	4,316	4,386	4,456	4,528	4,601	4,675	4,750
Total Critical Need TD Population	36,244	36,827	37,420	38,022	38,634	39,256	39,888	40,530
Daily Trips - Critical Need TD Population								
<i>Severely Disabled</i>	1,568	1,593	1,619	1,645	1,671	1,698	1,725	1,753
<i>Low Income - Not Disabled - No Access</i>	8,067	8,196	8,328	8,462	8,599	8,737	8,878	9,021
Total Daily Trips Critical Need TD Population	9,634	9,797	9,963	10,131	10,302	10,485	10,670	10,859
	% Increase (2021 to 2028)							12.7%
Annual Trips	3,516,536	3,575,965	3,636,399	3,697,854	3,760,348	3,826,906	3,894,642	3,963,578



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Table 15: Osceola County General TD Population Forecast

General TD Population Forecast	2021	2022	2023	2024	2025	2026	2027	2028
Overlapping Circle Component								
E - Estimate non-elderly/disabled/ low income	5,924	6,083	6,245	6,413	6,584	6,761	6,942	7,127
B - Estimate non-elderly/ disabled/not low income	29,300	30,084	30,890	31,717	32,566	33,438	34,333	35,252
G - Estimate elderly/disabled/low income	3,108	3,191	3,277	3,364	3,454	3,547	3,642	3,739
D- Estimate elderly/ disabled/not low income	15,412	15,825	16,248	16,683	17,130	17,588	18,059	18,543
F - Estimate elderly/non-disabled/low income	5,032	5,167	5,305	5,447	5,593	5,743	5,896	6,054
A - Estimate elderly/non-disabled/not low income	29,988	30,791	31,615	32,462	33,331	34,223	35,139	36,080
C - Estimate low income/not elderly/not disabled	40,895	41,990	43,114	44,268	45,453	46,670	47,920	49,202
TOTAL GENERAL TD POPULATION	129,659	133,130	136,694	140,354	144,111	147,969	151,931	155,998
	% Increase (2021 to 2028)							20.3%
TOTAL POPULATION	400,417	411,137	422,144	433,445	445,049	456,964	469,197	481,758

Table 16: Osceola County Critical Need TD Population Forecast and Annual TD Trip Demand

Critical Need TD Population Forecast	2021	2022	2023	2024	2025	2026	2027	2028
Total Critical TD Population								
<i>Disabled</i>	10,332	10,609	10,893	11,185	11,484	11,792	12,107	12,431
<i>Low Income Not Disabled No Auto/Transit</i>	1,107	1,136	1,167	1,198	1,230	1,263	1,297	1,331
Total Critical Need TD Population	11,439	11,745	12,060	12,383	12,714	13,054	13,404	13,763
Daily Trips - Critical Need TD Population								
<i>Severely Disabled</i>	506	520	534	548	563	578	593	609
<i>Low Income - Not Disabled - No Access</i>	2,101	2,158	2,215	2,275	2,336	2,398	2,462	2,528
Total Daily Trips Critical Need TD Population	2,608	2,652	2,697	2,742	2,788	2,838	2,888	2,939
	% Increase (2021 to 2028)							12.7%
Annual Trips	951,797	967,882	984,240	1,000,873	1,017,788	1,035,803	1,054,137	1,072,795



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Table 17: Seminole County General TD Population Forecast

General TD Population Forecast	2021	2022	2023	2024	2025	2026	2027	2028
Overlapping Circle Component								
E - Estimate non-elderly/disabled/ low income	4,075	4,111	4,147	4,183	4,220	4,256	4,294	4,331
B - Estimate non-elderly/ disabled/not low income	23,450	23,655	23,862	24,071	24,282	24,494	24,709	24,925
G - Estimate elderly/disabled/low income	1,692	1,707	1,722	1,737	1,752	1,767	1,783	1,798
D- Estimate elderly/ disabled/not low income	18,334	18,494	18,656	18,820	18,984	19,151	19,318	19,487
F - Estimate elderly/non-disabled/low income	3,097	3,124	3,151	3,179	3,207	3,235	3,263	3,292
A - Estimate elderly/non-disabled/not low income	52,562	53,022	53,486	53,954	54,427	54,903	55,384	55,868
C - Estimate low income/not elderly/not disabled	33,156	33,446	33,739	34,034	34,332	34,633	34,936	35,242
TOTAL GENERAL TD POPULATION	136,366	137,560	138,764	139,978	141,204	142,439	143,686	144,944
	<i>% Increase (2021 to 2028)</i>							6.3%
TOTAL POPULATION	466,591	470,675	474,795	478,951	483,143	487,372	491,638	495,941

Table 18: Seminole County Critical Need TD Population Forecast and Annual TD Trip Demand

Critical Need TD Population Forecast	2021	2022	2023	2024	2025	2026	2027	2028
Total Critical TD Population								
<i>Disabled</i>	10,688	10,781	10,876	10,971	11,067	11,164	11,261	11,360
<i>Low Income Not Disabled No Auto/Transit</i>	873	881	889	897	904	912	920	928
Total Critical Need TD Population	11,561	11,662	11,764	11,867	11,971	12,076	12,182	12,288
Daily Trips - Critical Need TD Population								
<i>Severely Disabled</i>	524	528	533	538	542	547	552	557
<i>Low Income - Not Disabled - No Access</i>	1,659	1,673	1,688	1,703	1,718	1,733	1,748	1,763
Total Daily Trips Critical Need TD Population	2,182	2,219	2,257	2,295	2,334	2,375	2,417	2,460
	<i>% Increase (2021 to 2028)</i>							12.7%
Annual Trips	796,589	810,052	823,742	837,663	851,819	866,896	882,241	897,856



Needs Assessment

The unmet mobility needs of the TD population have been identified through an analysis of public outreach results, county population and demographics, and the TD population and trip forecasts.

Increasing Demand

Based on the TD ridership forecasts, the TD population is anticipated to increase by 12 percent, 20 percent, and 6 percent for Orange County, Osceola County, and Seminole County, respectively, from 2021 to 2028. The number of daily critical need trips is anticipated to increase from 14,424 daily trips to 16,258 daily trips (13%) from 2021 to 2028. BEBR population forecasts beyond 2028 reflect further increases in the overall three-county population and that growth is anticipated to fuel increasing demand for TD transportation services.

Expanded Fixed-Route and/or NeighborLink Public Transit

Expanding the existing transit network, in terms of geographic coverage and service levels, would greatly benefit the TD population. Expanding public transportation in the three-county area would improve transportation access for all TD individuals and could reduce transportation costs as trips are moved from the more expensive door-to-door service to the fixed-route network. Supporting the expansion of the fixed-route system is well within the scope of the CTC's role of coordinating transportation across the three-county area.

Technology

The advent of new customer-facing technologies has improved the overall passenger experience for transit riders throughout the country. As these technologies are being deployed, special care is required to facilitate access to TD persons, particularly those with disabilities. Many agencies are still developing best practices and are also slowly rolling out new features, available via mobile tools or their websites, to their client base. Deliberate instructional and educational efforts are needed to "get the word out" and acclimate riders to the advantages offered by these new tools. Transit agencies will also need to adapt those tools and work with technology vendors to modify their offerings to best serve users of their services.

Revenue Vehicles/Equipment

Lingering supply chain issues stemming from the post-COVID demand for goods and materials have impacted both the availability of new and replacement fleet vehicles and the availability of replacement parts for existing vehicles. This is a critical concern that influences decisions on how and when to expand new service, even if new operating dollars become available. Furthermore, delays in the delivery of replacement parts further delays preventative maintenance actions. This results in higher maintenance costs over time and could ultimately lead to unreliable equipment being kept in service to meet service demand.

Barriers to Coordination

Barriers to coordination can include any federal, state, or local government policies, natural or operational environmental characteristics/constraints, or funding constraints that hinder or prevent the coordination of transportation services. Below are the barriers to coordination that have been identified through the plan development process. Strategies to address service needs and barriers to coordination are identified in the TDSP implementation plan, as well as the Transit Development Plan, Intelligent Transportation Systems Strategic Plan, HSTP, and other plans detailed in Appendix A.

Legislation and Funding that Supports Coordination

A lack of consistent and enforceable legislation strategies that ensure agencies mandated to purchase transportation through the coordinated transportation systems are doing so continues to be an issue. Such strategies would help ensure that policies and priorities identified in various agency planning efforts result in service provided to the populations that need it most.

Limited TD program funding remains an issue. Changes in funding levels have not kept pace with trip demand. As local human service agencies decrease transportation service levels, their client base turns to LYNX for their transportation needs and this further increases the need for more resources to deliver high-quality transportation services for the TD population.

Dispersed Development Patterns

Dispersed development patterns make it difficult to effectively provide transportation service to the broad service area. The dispersed development patterns lead to increased population and jobs in areas that are not yet served by fixed-route or NeighborLink service, thereby creating more demand for door-to-door services. The broad service area reflects a diverse set of transportation needs across the three counties and multiple municipalities.

Technology/Accessibility

As new technology is considered for deployment, the systems should be tested for accessibility and ease of use. This includes developing technology that facilitates use of trip reservation and trip tracking features, developing marketing and educational materials that explain the benefits of using that technology, and also working with technology vendors to update or modify their offerings to encourage use by older persons and persons with disabilities.

Qualified/Trained Staff

Residual effects from the COVID-19 pandemic continue to impact the hiring and retainment of experienced and qualified staff. Impacts include competing employment demand across industries, hybrid or virtual work schedules, staffing shortages due to illness, and increased client trip demand due to higher health risks.

Goals, Objectives, and Strategies

The overall goal of the coordinated transportation system 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 TD population. Additional goals defined in this TDSP and listed in Table 19, guide the priorities of the LYNX Mobility Services Division.

Goals, objectives, and strategies were developed using the results of the needs assessment, information from the barriers to coordination, input from the public outreach efforts, and strategies identified in the implementation plan. In this way, each goal is supported by objectives and strategies that can be carried forward by LYNX to achieve the goal. To support the success of strategies, each has a performance measure and target that can be quantified or qualified through regular review and analysis.

Table 19: Goals and Objectives

Goal 1: Transition paratransit customers to the most appropriate mode of transportation			
Objective	Strategy	Target	Measure
Educate new and existing paratransit riders on how to use available public transportation options	Analyze eligibility database for potential candidates, i.e. ACCESS Plus+ Program. Provide information for ACCESS Plus+ Program by sending letters, emails, and calls to clients	Increase number of TD clients enrolled in ACCESS Plus+ Program	Number of ACCESS Plus+ trips provided each month
	Notify TD clients located in NeighborLink zones of available service	Transition TD client trips to NeighborLink or other available service	Number of clients who transition one or more trips to NeighborLink service
	As additional NeighborLink services are added, notify TD passengers within the service area of the availability of the service and provide training on using the service	Increase the number of TD clients using NeighborLink services, when available and feasible	Number of passengers requesting travel training
Goal 2: Customer outreach and education			
Increase educational opportunities to show users how to download and use new apps and technology	Develop instructional videos on how to use new customer-facing technology	Preparation of instructional videos for all new customer-facing technology	Percent instructional videos created for new customer-facing technologies launched within the prior year
Educate public on mobility services at LYNX	Provide representation at local and regional community events and fairs, etc	Participate in at least two community events each quarter to educate region on mobility resources	Number of events attended each quarter

Table 19 (continued): Goals & Objectives

Goal 3: Improve community perception of public transportation			
Objective	Strategy	Target	Measure
Reduce the number of customer service concerns for TD service	Continue to implement internal workflow and procedures for addressing incoming complaints/concerns	Close out 100 percent of complaints within 14 days of receipt	Number of concerns closed out beyond 14 days
	Monitor ACCESS LYNX on-time performance	Maintain on-time performance to 90% each year	Annual system on-time performance
	Implement scheduling system map upgrades	Implementation of scheduling software map upgrades	Completion by Summer 2023
Enhance customer-facing technology	Implement updates to the web reservation system and new text/IVR system technology	Maintain average call hold times to 3 minutes or less	Average call hold time
	Explore opportunities for implementation of new fare payment options	Develop an approach for assessing the return on investment (ROI) of different fare payment options for paratransit users	Complete approach by Fall 2025
Goal 4: Program Administrative and Service Delivery Efficiency			
Use innovative practices to deliver high quality services	Review existing service delivery and technology tools to assess new opportunities and efficiencies	Review and update TDSP goals, objectives, and implementation plan actions	Annual preparation of TDSP update
Goal 5: Provide transit services that support regional mobility options and changing travel demands			
Ensure service delivery efficiency and consistency with other transportation modes	Ensure that all TD requests received by Mobility Services Division are communicated with Service Planning and considered in service changes planning	Ongoing meetings with the Planning and Development department to ensure communication	Completed communications meeting.



Implementation Schedule

ACCESS LYNX's Five-Year Implementation Schedule, shown in Table 20, is prepared consistent with the goals, objectives, and strategies shown in Table 19.

Implementation actions are organized under one of the corresponding TDSP goals. An associated timeline for completion of each action is also shown along with the responsible department that would perform the work.

Table 20: TDSP Implementation Plan

Goal 1: Transition paratransit customers to the most appropriate mode of transportation			
<i>Action</i>	<i>Begin</i>	<i>End</i>	<i>Responsible Department(s)</i>
Implement new ACCESS Plus+ program for TD clients with a focus on using NeighborLink services, where available	October 2023	Ongoing	Mobility Services
Work with the planning department to review areas with higher populations of TD passengers that may benefit from additional NeighborLink zones	2024	Ongoing	Mobility Services
Continue to identify most appropriate vehicle type for passenger trips, when available	Ongoing	Ongoing	Mobility Services
Goal 2: Customer outreach and education			
<i>Action</i>	<i>Begin</i>	<i>End</i>	<i>Responsible Department(s)</i>
Develop training materials to educate passengers on available technologies and how to use the technologies, including WebACCESS	August 2023	August 2024	Mobility Services
As text messaging capabilities and new technologies become available, provide educational materials on how to use the new services	January 2024	Ongoing	Mobility Services
Automatically assign PawPass numbers to all customer accounts and provide educational materials on how to use the PawPass	January 2024	Ongoing	Mobility Services

Table 20 (continued): TDSP Implementation Plan

Goal 3: Improve community perception of public transportation			
Action	Begin	End	Responsible Department(s)
Continue to review average call hold time and staffing levels by time of day	Ongoing	Ongoing	Mobility Service
Encourage customers to book reservations through WebACCESS to reduce call volumes	2023	Ongoing	Mobility Services
Implement text messaging to alert passengers of vehicle arrival times	2023	2024	Mobility Services
Continue software Global Positioning System upgrades giving operators the most current maps available	Ongoing	Ongoing	Mobility Services
Work with the ITS department to explore potential new fare payment options on the paratransit vehicles	July 2023	July 2025	Mobility Services
Complete annual customer service satisfaction surveys	Ongoing	Ongoing	Mobility Services
Goal 4: Program Administrative and Service Delivery Efficiency			
Action	Begin	End	Responsible Department(s)
Explore opportunity for TD reservations earlier than 24 hours in advance of the trip	August 2023	May 2024	Mobility Services
Update the LYNX website and WebACCESS system to improve ease of use for the visually impaired	July 2023	July 2024	Mobility Services
Goal 5: Provide transit services that support regional mobility options and changing travel demands			
Action	Begin	End	Responsible Department(s)
On Going meetings with Mobility Services Leadership Team and the Service Planning Division	July 2023	Ongoing	Senior Manager of Mobility Services/ Director of Mobility Services
Share TD requests with Service Planning	July 2023	Ongoing	Senior Management Team



Service Plan

Operations

1. Types, Hours, and Days of Service

The ACCESS LYNX coordinated system offers door-to-door demand-response and subscription paratransit trips to ambulatory and non-ambulatory persons. These services are designed to meet the needs of any sponsor approaching LYNX for transportation services. Sponsors of service, through the coordinated system, transport the full range of TD clients.

- LYNX sponsors the ADA complementary paratransit service which is designed for persons with disabilities living within $\frac{3}{4}$ miles of a fixed-route but that cannot access or use the regular fixed-route services;
- The TD Program is a state-sponsored program that receives funding from the TDTF, as administered by the FCTD. The TDTF non-sponsored monies are used to provide trips for people who have no other way of providing for their own transportation needs.

ACCESS LYNX services are available any time that the LYNX bus system is in operation. LYNX operates fixed-route service operates seven days a week. Consequently, ACCESS LYNX is available 24 hours a day, 365 days a year. Subscription service and will call options are acceptable as follows:

- **Subscription Service** – Subscription service is offered based on availability. A subscription trip is defined as trips going from the same location to the same destination on the same day(s) of the week on an ongoing basis. In keeping with the concept of a standing order, customers are allowed to modify their subscription no more than once in any 30-day period.
- **Will Call** – “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 90 minutes of the call requesting the return. The 90-minute window also applies to same-day transports. However, if ACCESS LYNX fails to deliver a customer to his/her appointment on time, we must arrive to return the customer within thirty minutes of their ready call.

2. Accessing Services

Scheduling Trips

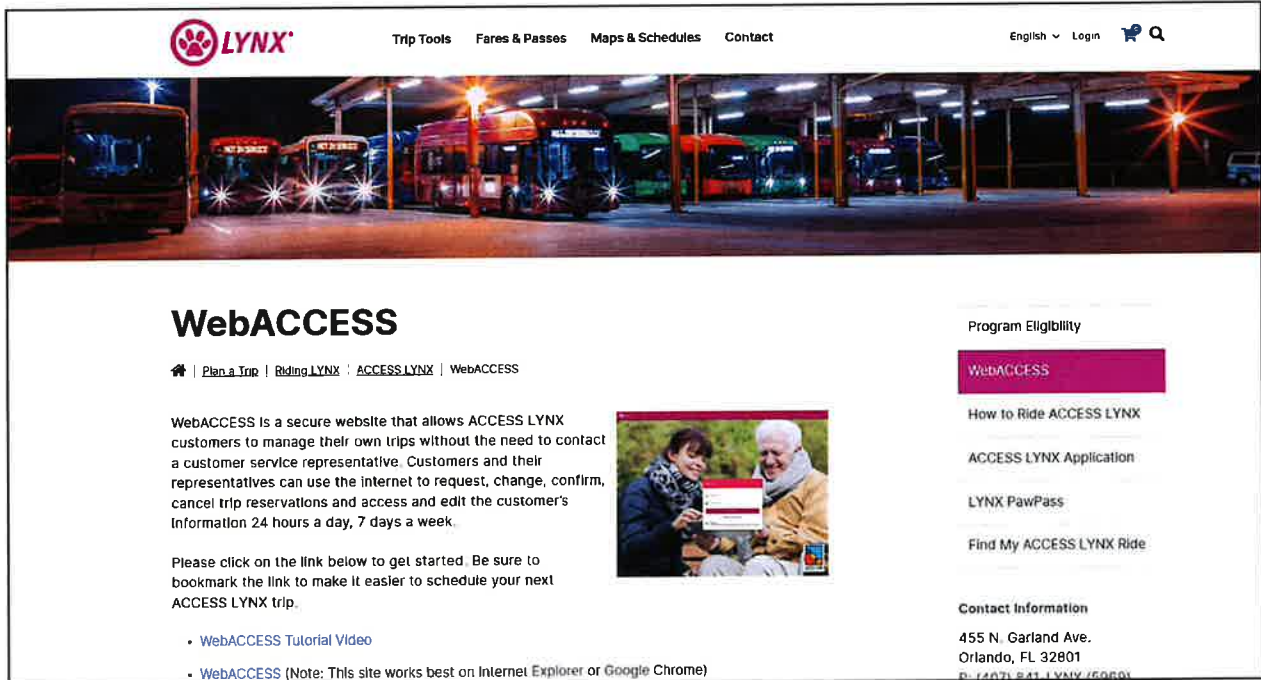
Reservations are taken from 8:00 a.m. to 5:00 p.m., seven days a week. Customer service is available 24 hours a day, seven days a week. The peak call times are 8:00 a.m. to 10:00 a.m. and 2:00 p.m. to 5:00 p.m. Customers are encouraged to call during other times of the day.

Agencies have the option of faxing trip requests to ACCESS LYNX. 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.

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

- Reservations and Customer Service – (407) 423-TRIP (8747) Reservations and Customer Service
- Agency Fax Option – (407) 517-9537 FAX
- 711 Florida Relay Service

In addition to phone and fax options for reserving trips, customers can also use the WebACCESS tool via the LYNX website to book and manage their trips.



The screenshot shows the LYNX website's WebACCESS page. The header includes the LYNX logo, navigation links (Trip Tools, Fares & Passes, Maps & Schedules, Contact), and user options (English, Login, shopping cart, search). The main content area features a large image of buses at a station. Below this, the 'WebACCESS' title is followed by a breadcrumb trail: Home > Plan a Trip > Riding LYNX > ACCESS LYNX > WebACCESS. A paragraph describes WebACCESS as a secure website for managing trips. To the right, a sidebar lists links: Program Eligibility, WebACCESS (highlighted), How to Ride ACCESS LYNX, ACCESS LYNX Application, LYNX PawPass, and Find My ACCESS LYNX Ride. At the bottom right, contact information for LYNX is provided. A small photo of two people is also visible.

WebACCESS

Home > Plan a Trip > Riding LYNX > ACCESS LYNX > WebACCESS

WebACCESS is a secure website that 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 access and edit the customer's information 24 hours a day, 7 days a week.

Please click on the link below to get started. Be sure to bookmark the link to make it easier to schedule your next ACCESS LYNX trip.

- [WebACCESS Tutorial Video](#)
- [WebACCESS](#) (Note: This site works best on Internet Explorer or Google Chrome)

Program Eligibility

[WebACCESS](#)

[How to Ride ACCESS LYNX](#)

[ACCESS LYNX Application](#)

[LYNX PawPass](#)

[Find My ACCESS LYNX Ride](#)

Contact Information

455 N. Garland Ave.
Orlando, FL 32801
P: (407) 841-LYNX (56691)

In determining the pick-up time for a trip, the customer provides the time they need to arrive at their appointment. Customers will be given a pick-up window based on the trip length, time of day, vehicle availability, and multi-load factors. The customer will then be given a window of time that the vehicle should arrive to get them to their appointment on time. On the return trip, the trip window begins at the requested return time for a span of thirty minutes. The advanced notification time required to obtain services is shown in Table 21, along with other relevant trip sponsor operating policies.

Table 21: Sponsor 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	0-5 miles = \$2.50 each way 5-10 miles = \$3.50 each way 10+ miles = \$4.50 each way	\$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

Cancellations/No Shows

ACCESS LYNX requests that a customer give 24-hour notice of cancellation but will accept one-hour notice.

A “no show” is defined as a scheduled trip that is not cancelled at least one hour prior to the scheduled pick-up time. Sponsoring agencies may be notified each time a customer fails to appear for a scheduled trip. TD trips are that are considered “no show” from the customer’s residence will automatically have the return trip cancelled unless otherwise notified by the customer.

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

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

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

A rider will be subject to suspension only if both the minimum number of trips booked and the minimum number of penalty points are reached during the calendar month. LYNX will notify riders by telephone after they have accumulated five (5) penalty points. Note: Trips cancelled with less than three hours’ notice prior to the scheduled pick-up time will be considered a no-show.

Customer may appeal a no-show finding by following the appeal process. Letters will be sent to any customer who exceeds the above limits to remind them of the policy. Customers who are using the service for life-sustaining medical purposes will not be suspended unless they engage in violent, illegal, or disruptive behavior.



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. 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. A copy of the written TD Program application is included in Appendix G. To be eligible for TD Program services, the applicant must meet two of the three following criteria.

1. **Have no access to a fixed route.** All customers who are within $\frac{3}{4}$ 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 $\frac{3}{4}$ -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.

American with Disabilities Act of 1990 (ADA) Paratransit Service

LYNX maintains a certification and eligibility process for customers for ADA paratransit services based on federal ADA implementing regulations. LYNX determines eligibility by using a fixed-route service area boundary of $\frac{3}{4}$ of a mile 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 five categories of ADA eligibility are:

- **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, due to 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 for a time period of up to 21 days.

Functional Assessment and Travel Training for ADA

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

Various types of eligibility determination processes are acceptable: self-certification with medical documentation, one-on-one interview, or functional assessments provided by a third party. Self-certification is performed for all applicants 80 year of age or older, certified legally blind (corrected visual acuity of greater than 20/200), quadriplegic, or that 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 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 will consider each client’s physical and cognitive abilities and disabilities based on several factors such as, but not limited to, whether the client can stand at a bus stop alone for at least 10 minutes, if a certain weather condition affects physical ability, if a client can safely maneuver to and from a bus stop, if the client is easily confused, and ability to communicate. A licensed occupational therapist performs assessments and Travel Training is conducted one-on-one by a certified trainer. This assessment is a fair and equitable process for all. ACCESS LYNX also encourages those who are able to ride fixed-route bus to do so.

Appeals Process

If a customer has been denied eligibility for ACCESS LYNX ADA paratransit service, they have the right to appeal. The appeals process consists of two steps:

- **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.



Visitors (those visiting the area from another area)

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

A visitor can become eligible in one of two ways. The visitor may present ADA paratransit eligibility documentation from his or her local jurisdiction. LYNX will give full faith 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

Sponsors of service for dialysis patients 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 TD persons includes individuals who, because of age, income, or disability, cannot provide or arrange for their own transportation, LYNX supports a balanced approach to the expenditure of TDTF 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.

68%	Subscription trips are generated by the scheduling software the same day and time every week.
32%	Demand response trips are random trips not automatically generated by the scheduling software.

The LYNX Board of Directors does not have an established policy for prioritizing demand response trips. If prioritization was necessary due to the availability of grant funds, the prioritization of Trust Fund trips within each category could potentially 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



LYNX's Mobility Management Operating Model

Effective December 1, 2017, LYNX enhanced the way it delivers transportation services to its customers. The agency adopted a mobility management model of transportation service provision. The following changes resulted from the shift to the new operating model:

- 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, LYNX can review trip origins and destinations to determine the most efficient mode of travel.
- Customers are offered free travel training to learn how to use other modes of transportation.
- Reduced fare identification cards are available for ACCESS LYNX customers to use on LYNX's fixed route bus and NeighborLink programs.
- LYNX developed a fare payment smart phone application which allows customers to pay their fare on their smart phone.
- LYNX developed a smart phone application exclusively for ACCESS LYNX customers. That mobile application was released in summer 2018.



3. Transportation Operators and Coordination Contractors

Operator Capability

The selection process for paratransit service operator consists of a Request for Proposal (RFP) process and includes consideration of the relevant experience of the provider, vehicle fleet information, record-keeping procedures, financial stability, cost and ability to mobilize for service.

Driver Training

ACCESS LYNX providers have comprehensive professional driver training programs in place to assure consistent and effective training of all ACCESS LYNX drivers. These programs meet the requirements of FDOT and the Federal Transit Administration (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 can. In the contract, each agency agrees to provide transportation to customers eligible for their respective programs, subject to a Scope of Services. In the Scope, operators meet the following criteria for service:

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

Coordination Contract Approval Policy

Rule 41-2.002, F.A.C., 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.”



Rule 41.-2.008, F.A.C., 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 CTC for Orange, Osceola and Seminole counties, has the responsibility for entering into and monitoring the terms of Coordination Contracts. The Manager of Mobility Services must approve all potential Coordination Contracts. Using the following factors, requests for Coordination Contracts are reviewed to assure the transportation proposal is the most cost effective and efficient utilization that is possible from a total system approach:

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

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

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 in addition to relative agency information, agency contact information and a summary of the transportation services to be provided under this Coordination Contract. Agencies approved for a Coordination Contract must maintain a System Safety Program Plan (SSPP) as required by Chapter 14-90, F.A.C. and a drug testing program in compliance the Drug Free Workplace Act of 1991. A list of providers within the coordinated system is provided in Table 22 and the FY 2022 LYNX Human Services Transportation Plan Update (pages 43 through 50) in Appendix M.

Table 22: Coordinated System Providers

Organization	Type of Service Provided	Clients Served
Aspire Health Partners, Inc.	Medical	Ambulatory Wheelchair Accessible
Central Florida Group Homes, L.L.C.	Training	Ambulatory
Crystal Lake Supportive Environment Inc	Education, Training, Daycare	Ambulatory Wheelchair Accessible
Elquanah Group Homes	Medical, Education, Training, Daycare, Personal, Business, Other	Wheelchair Accessible
Life Concepts, Inc d.b.a. Quest, Inc.	Medical, Education, Training, Daycare, Nutritional, Personal, Other	Wheelchair Accessible
Meals on Wheels, Etc., Inc.	Medical, Nutritional, Personal, Other	Ambulatory Accessible
Florida Mentor Health Care LLC	Education, Training, Daycare	Wheelchair Accessible
Osceola County Council on Aging, Inc.	Medical, Education, Training, Daycare Nutritional, Personal, Other	Wheelchair Accessible
Pachot Group Home Inc	Education, Training, Daycare	Ambulatory Wheelchair Accessible
Osceola Mental Health Inc. dba Park Place Behavioral Health Care		
Primrose Center, Inc.	Education, Training, Daycare	Wheelchair Accessible
Seniors First, Inc.	Nutritional	Wheelchair Accessible
SPECIAL HEARTS FARM, INC	Education, Training	Ambulatory Wheelchair Accessible
The Evangelical Lutheran Good Samaritan Society-Kissimmee Village	Medical, Personal	Wheelchair Accessible
The Opportunity Center, Inc.	Education, Training, Daycare	Wheelchair Accessible

4. 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.



5. School Bus Utilization

LYNX is not using the school bus system for provision of coordinated transportation services. Each school board provided LYNX with reports detailing vehicle availability for use within the Coordinated System. In each case, the prices provided were greater than prices charged by private operators under the Coordinated System.

Another 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, off-peak, within the coordinated system.

6. Vehicle Inventory

The ACCESS LYNX vehicle inventory is included in Appendix H. The inventory reflects the cutaway buses and minivans used to provide ACCESS LYNX services.

7. System Safety Program Plan

The MOA between the CTC and the FCTD requires the CTC to develop and implement a System Safety Program Plan (SSPP). The required SSPP has been submitted to and approved by FDOT, as required by Chapter 14- 90: Equipment and Operational Safety Standards Governing Public-Sector Bus Transit Systems, F.A.C. According to this rule, the SSPP 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 include:

- 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. A copy of the Annual SSPP Certification for LYNX is included in Appendix I.

8. Inter-county Services

LYNX does not coordinate TD services with other counties outside of the three-county service area. However, LYNX staff maintains professional working relationships with other CTCs throughout the state.

9. 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.

10. Marketing

LYNX's website provides information on all of LYNX's services, including paratransit. Guide maps and schedules are available on the website, and printed versions are available at major transfer centers. Informational videos and helpful contact and reference information is also posted on the LYNX website. ACCESS LYNX applications and the "How to Ride" guide are also posted on the LYNX website.

ACCESS LYNX also participates in community outreach activities. These activities consist primarily of community and social service associations, affiliations, and agencies that invite LYNX staff to speak about the ACCESS LYNX program.

11. Acceptable Alternatives

LYNX operates public transit services throughout the three-county service area. LYNX has been the designated CTC for many years, with the most recent designation occurring on July 1, 2023. LYNX has been successful in operating the coordinated system and at this time, there are no recommended alternatives to the existing structure of the coordinated system within any of three counties, Orange, Osceola, or Seminole.

12. Service Standards

Service standards are integral to the development and implementation of a quality transportation program. Table 23 lists the current ACCESS LYNX service standards. Standards in the table include both minimum FCTD required standards and a number of additional standards that are relevant to the ACCESS LYNX operation.



Table 23: Service Standards

Standard	Orange County, Osceola County, 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 Reservation Limits	When calling to schedule appointments, ADA customers should call as far in advance as you can, (we have up to a 7-day advance reservation period), and call between the hours of 10:00 a.m. and 2:00 p.m., whenever possible. Customers should have all information ready so that we can complete the request efficiently.
Accidents	The ACCESS LYNX Preventable Accident Standards for the contracted operators are less than one (1) preventable accident for every 100,000 vehicle miles of service provided.
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)
Call Hold Time	It is LYNX's goal to have daily average call hold times for inbound telephone calls of no more than three minutes (3:00).
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>
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.



Standard	Orange County, Osceola County, and Seminole Counties
Driver Identification	All drivers within the ACCESS LYNX system are trained in defensive driving and passenger assistance, tested, certified and, upon completion, are provided with photo identification.
Drug and Alcohol Policy	LYNX, as the CTC, has an existing Drug and Alcohol Policy, which complies with FDOT 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.
No-Show Policy	<p>A customer may have no more than five (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 reestablished. After a review of the past trips, a subscription may be re-instated if there have been no infractions for a 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>
Out of Service Area Trips	ACCESS LYNX does not provide TD 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.</p> <p>Drivers will not go beyond the first floor of residential buildings; customers are expected to be waiting on the first floor. Drivers will assist customers to first floor lobby of their appointments. If a client needs assistance beyond that point, they will need an escort to travel with them. Drivers will not go within buildings to retrieve customers.</p> <p>Drivers cannot assist a wheelchair customer down more than one step, nor pull a wheelchair through grass or sand.</p> <p>Passengers may be transported with portable oxygen, as long as driver assistance is not required in administering the oxygen and the container is no bigger than two liters.</p>
Passenger Property	Personal belongings are the sole responsibility of the passenger. Only those items that passengers can personally carry (usually up to three bags) will be transported at the risk of the passenger. Drivers are not responsible for, nor are they expected to load and unload, belongings of passengers they transport.



Standard	Orange County, Osceola County, and Seminole Counties
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	Trips are on time if they are picked up within the negotiated 30-minute pickup window. Customers may not be scheduled to arrive at their destination on an ongoing trip more than one hour early. Customers may not be scheduled for return trip pickups more than one hour after the requested time.
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.
Reservation Hours	Reservations are accepted from 8:00 a.m. to 5:00 p.m., seven days per week.
Road Calls	No more than 1 every 10,000 miles.
Seating Standard	Vehicle seating shall not exceed the manufacturer's recommended capacity.
Service Animals	Any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability may travel with the customer.
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.
Subscriptions	The current policy provides for a change of a subscription only once within a 30-day period. If a customer request changes more often than this, the subscription will be cancelled, and the customer will have to call in for each individual trip. This policy will be strictly enforced.
Transport of Personal Care Attendant and Dependent Children Policy	Within the ACCESS LYNX program, each eligible rider is allowed one personal care attendant (PCA), as long as the PCA is picked up at the same point of origin as the rider and is dropped at the same location as the eligible rider. The PCA must be necessary for the safety of the rider or needed for assistance to the rider. 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.)
Trip Negotiations	ACCESS LYNX will negotiate the pick-up time and drop off time based on the schedule demand for the particular day. Under Federal guidelines, ACCESS LYNX may offer a one-hour window on either side of a requested pick-up time.



Standard	Orange County, Osceola County, 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: An emergency medical condition will be defined as "a medical condition manifesting itself by acute symptoms of sufficient severity, which may include severe pain, such that the absence of immediate medical attention could reasonably be expected to result in: (1) serious jeopardy to patient health, and/or; (2) serious impairment to bodily functions, and/or; (3) serious dysfunction of any bodily organ or part.
Use and Responsibility of Child Restraint Devices	In accordance with Florida Statute 316.613 (Child restraint requirements): While transporting a child 5 years of age or younger, provide for protection of the child by properly using a crash-tested, federally approved child restraint device. For children aged through 3 years such restraint device must be a separate carrier or a vehicle manufacturer's integrated child seat. For children aged 4 through 5 years, a separate carrier, an integrated child seat, or a seat belt may be used. 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.
Vehicle Cleanliness	All vehicles in the ACCESS LYNX system must be clean, both interior and exterior. This is monitored through customer reports, street supervision, and periodic inspections.
Vehicle Transfer Points	No policies exist on transfer points, since ACCESS LYNX does not transfer any paratransit passengers. At such time when transfers are attempted, the points will be the same as those used for the fixed route service or future SunRail service.
Will Calls	<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. 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 if requested.</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>

13. Local Grievance Procedures/Process

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

ACCESS LYNX in conjunction with the TDLCB, 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 services rendered. It should be noted that the TDLCB holds jurisdiction only over TD concerns. ADA concerns are under the jurisdiction of the FTA.

A Grievance Subcommittee has been appointed by the TDLCB Chair and consists of at least three voting members of the TDLCB, and may also include other appointed volunteers. The procedures and examples of the grievance forms are in Appendix J.

14. CTC Monitoring Procedures of Operators and Coordination Contractors

LYNX monitors contracted providers quarterly for contractual, state, and federal regulations compliance. The first three quarterly monitoring reviews of the calendar year consist of a review of 25 percent of all records. Records are randomly selected for review. The last, or fourth, quarterly monitoring review of the calendar year, consists of a review of 100 percent of all records. The monitoring accomplishes reviews of SSPP compliance, driver qualifications and certification, and maintenance of vehicles and equipment.

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



Cost/Revenue Allocation and Rate Structure Justification

The FCTD rate model was used to calculate the one-way ambulatory and wheelchair rates for FY 2023/24. 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 24 presents the FCTD calculated rates. Appendix K includes the rate justification worksheets for FY 2023/24.

Table 24: Transportation Disadvantaged Trip and Equipment Grant Rate Structure

Service Type	Unit	Rate
Ambulatory	Per trip	\$40.45
Wheelchair	Per trip	\$69.34

Quality Assurance

Quality assurance efforts consist of several elements, including the CTC Annual Evaluation process, compliance monitoring reports performed by the FCTD, and through sub-committees established through the TDLCB.

TDLCB and Sub-Committees

In addition to the TDLCB, two sub-committees were established to monitor and evaluate the services provided by or coordinated through the CTC. The two sub-committees include:

- Quality Assurance Task Force (QATF)
- Quality Assurance Working Group

Both groups work to find solutions and address comments, complaints, and complements regarding the ACCESS LYNX operation.

Importantly, ACCESS LYNX develops program service standards with input from the TDLCB. Section 2, Service Plan, has the standards that have been reviewed by the QATF and adopted with the approval of this TDSP by the LCB.

CTC Evaluation Process

The LCB conducts an annual evaluation of LYNX in accordance with the FCTD's Evaluation Workbook for CTCs. Modules for that evaluation include competition, cost effectiveness, and availability. The most recent CTC evaluation was completed in February 2022 and is included in Appendix L. A 2023 evaluation was not required because LYNX's five-year CTC designation was renewed on July 1, 2023.

FCTD CTC Quality Assurance and Program Evaluation

The most recent FCTD Quality Assurance and Program Evaluation (QAPE) report for Orange, Osceola, and Seminole Counties was completed in 2021. The QAPE consists of a review of specific services, policies, and records as enumerated in FCTD's 2020-21 monitoring tool. This exercise is performed every three years by the FDOT in an effort to comply with its programmatic oversight and monitoring responsibilities related to:

- Florida Statutes Chapter 427
- Florida Administrative Code Rule 41-2
- Florida Administrative Code Rule 14-90
- The Transportation Disadvantaged Service Plan (TDSP)
- The System Safety Program Plan (SSPP)
- The FCTD Memorandum of Agreement (MOA)

The latest CTC report for Orange, Osceola, and Seminole Counties covers FY 2021 and is included in Appendix L. No findings were identified as part of that monitoring effort.

TAB 3



Virginia Whittington

From: Mills, Kyle <Kyle.Mills@dot.state.fl.us>
Sent: Thursday, April 6, 2023 10:00 AM
To: Selita Stubbs; Norman Hickling
Cc: Virginia Whittington
Subject: [MACRO WARNING] OOS 2023-24 Approved Rate Model
Attachments: 2023-24 OOS County Rate Model Approved.xls

Selita,

I have reviewed the attached 2023-24 Rate Model Calculation Spreadsheet for some of the most common procedural and utilization errors. All questions have been addressed and it is approved for further review at the local level as appropriate.

By copy of this email, I am advising your planning agency on our completion of this effort and the readiness to advance the spreadsheet to the LCB for approval and inclusion in the TDSP update, if not already done.

When the time comes, I will produce your Trip and Equipment grant agreement with the passenger trip rates from this spreadsheet presuming no further changes by you or the LCB.

			Ambul		Wheel Chair
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	611,190	=	425,710	+	185,480
Rate per Passenger Trip =			\$40.45		\$69.34

Let me know if you have any questions.

Thank You,



Kyle Mills
Area 4 Project Manager
Phone (850) 410-5713
Email: Kyle.Mills@dot.state.fl.us
Website: www.fdot.gov/ctd

Florida Commission for the Transportation Disadvantaged
605 Suwannee Street, MS 49

Tallahassee, Florida 32399-0450
Phone (850) 410-5700 Fax (850) 410-5752
TD Helpline 1-800-983-2435

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 2021 to June 30th of 2022	Current Year's APPROVED Budget, as amended from July 1st of 2022 to June 30th of 2023	Upcoming Year's PROPOSED Budget from July 1st of 2023 to June 30th of 2024	% 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	\$ 1,521,728	\$ 1,497,484	\$ 1,497,484	-1.6%	0.0%	
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	\$ 8,816,073	\$ 7,005,558	\$ 7,966,844	-20.5%	13.7%	
County In-Kind, Contributed Services						
City Cash						
City In-kind, Contributed Services						
Other Cash	\$ 557,872	\$ 820,995	\$ 820,995	47.2%	0.0%	
Other In-Kind, Contributed Services						
Bus Pass Program Revenue						

CTD

Non-Spons. Trip Program	\$ 4,176,689	\$ 3,513,811	\$ 3,912,213	-15.9%	11.3%	
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)						
Bus Pass Program Revenue						

USDOT & FDOT

49 USC 5307	\$ 383,291	\$ 600,000	\$ 600,000	56.5%	0.0%	\$.6M and 2.5\$M - Planning Asst. from Fed. Grants
49 USC 5310						
49 USC 5311 (Operating)						
49 USC 5311(Capital)						
Block Grant						
Service Development	\$ 1,499,650	\$ 2,500,000	\$ 2,500,000	66.7%	0.0%	
Commuter Assistance						
Other DOT (specify in explanation)	\$ 10,870,000	\$ 70,000	\$ -	-99.4%	-100.0%	
Bus Pass Program Revenue						

AHCA

Medicaid						State Planning & Demo Grant - AHCA- Para Agency Rev. - ADA TNCs
Other AHCA (specify in explanation)	\$ 33,445	\$ -	\$ -	-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 2021 to June 30th of 2022	Current Year's APPROVED Budget, as amended from July 1st of 2022 to June 30th of 2023	Upcoming Year's PROPOSED Budget from July 1st of 2023 to June 30th of 2024	% 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	\$ 12,133,865	\$ 15,489,577	\$ 15,365,293	27.7%	-0.8%
xxx					
xxx					
Bus Pass Program Revenue					

The Local ADA funding is from LYNX's comptued 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		\$ 4,347,927	\$ 4,354,567		
---------------------------------------	--	--------------	--------------	--	--

Balancing Revenue is Short By =		None	None		
Total Revenues =	\$39,992,613	\$35,845,352	\$37,017,396	-10.4%	3.3%

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

Operating Expenditures

Labor	\$ 1,092,587	\$ 1,518,800	\$ 1,761,036	39.0%	15.9%
Fringe Benefits	\$ 655,072	\$ 656,772	\$ 712,522	0.3%	8.5%
Services	\$ 512,571	\$ 636,915	\$ 824,504	24.3%	29.5%
Materials and Supplies	\$ 1,117,704	\$ 2,541,383	\$ 2,688,800	127.4%	5.8%
Utilities	\$ 46,164	\$ 146,360	\$ 170,148	217.0%	16.3%
Casualty and Liability					
Taxes					
Purchased Transportation:					
Purchased Bus Pass Expenses					
School Bus Utilization Expenses					
Contracted Transportation Services	\$ 26,066,134	\$ 30,171,652	\$ 30,686,488	15.8%	1.7%
Other					
Miscellaneous	\$ 62,004	\$ 173,470	\$ 173,898	179.8%	0.2%
Operating Debt Service - Principal & Interest					
Leases and Rentals					
Contrib. to Capital Equip. Replacement Fund					
In-Kind, Contributed Services	\$ -	\$ -	\$ -		
Allocated Indirect					

Variances result from material fuel hedge trade accounted for in the FY2022 actuals; decreased fuel cost by \$1.3M. Change in phone service to CaaS / UCaaS model accounted for in telecommunications and move from our internally hosted solution to the cloud for Trapeze Pass SaaS reflected in dues/subscriptions.

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	\$10,440,377				
Total Expenditures =	\$29,552,236	\$35,845,352	\$37,017,396	21.3%	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.

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
	2023
	to
	June 30th of
	2024
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	\$ 7,966,844
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	\$ 3,912,213
Non-Spons. Capital Equipment	\$ -
Rural Capital Equipment	\$ -
Other TD	\$ -
Bus Pass Program Revenue	\$ -

USDOT & FDOT

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

AHCA

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

DCF

Alcoh. 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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\$ 820,995	\$ 820,995	
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\$ -	\$ -	

\$ 3,912,213	\$ -	\$ -	\$ 434,690
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\$ -	\$ 600,000	\$ -	\$ -
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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 5 of 8

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 = 9,389,767

Rate Per Passenger Mile = \$ 3.20

Total Projected Passenger Trips = 611,190

Rate Per Passenger Trip = \$ 49.22

Fiscal Year

2023 - 2024

Avg. Passenger Trip Length = 15.4 Miles

Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile = \$ 6.65

Rate Per Passenger Trip = \$ 102.16

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?

Leave Blank	Leave Blank	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

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 III: Escort Service

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

☐ Yes

☒ No

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

☒ Pass. Trip

☐ Pass. Mile

Leave Blank
per passenger mile?.....
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: 2023 - 2024			
		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	9,389,767	6,540,215	2,849,552	Leave Blank	Leave Blank
Rate per Passenger Mile =		\$2.63	\$4.51	\$0.00	\$0.00
				per passenger	per group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	611,190	425,710	185,480	Leave Blank	Leave Blank
Rate per Passenger Trip =		\$40.45	\$69.34	\$0.00	\$0.00
				per passenger	per group
2. If you answered # 1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services,...		Combination Trip and Mile Rate			
		Ambul	Wheel Chair	Stretcher	Group
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =				Leave Blank	Leave Blank
Rate per Passenger Mile for Balance =		\$2.63	\$4.51	\$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	
\$5.46	\$9.37	\$0.00	\$0.00	\$0.00
			per passenger	per group
Ambul	Wheel Chair	Stretcher	Group	
\$83.96	\$143.93	\$0.00	\$0.00	\$0.00
			per passenger	per group
Program These Rates Into Your Medicaid Encounter Data				

TAB 4





LYNX Mobility Services Quarterly CTC Report



Table of Contents

- **OVERVIEW**
- **ACCESS LYNX DEMAND**
- **PERFORMANCE**
- **CUSTOMER SERVICE ACTIVITY**
- **CHALLENGES**
- **TOPICS OF INTEREST**



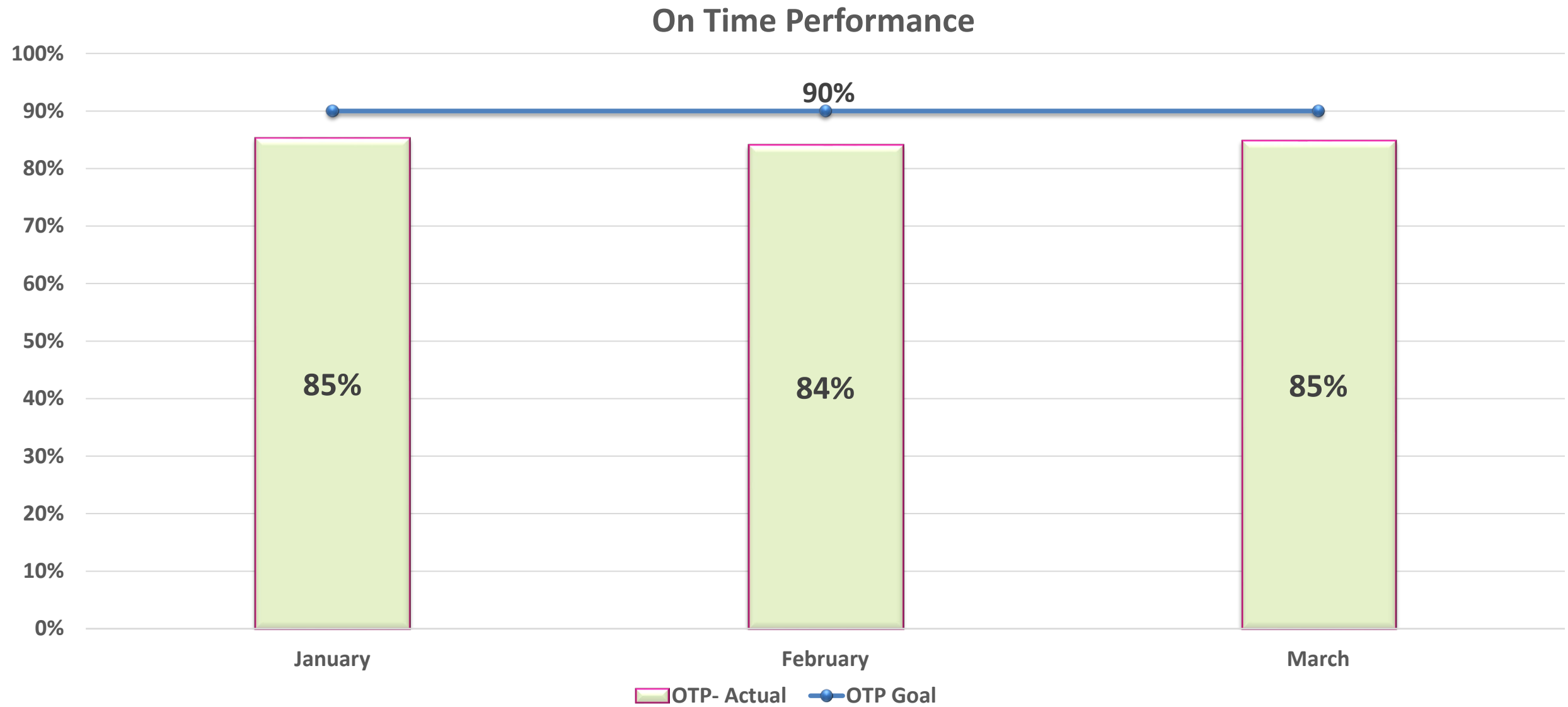
Overview

- **ACCESS LYNX trips continue to increase compared to same period last year**
- **Call Center continues to address high call volume**
- **Paratransit vehicle availability**
 - **Parts and Service**
 - **New/Replacement Procurement**
- **Service Provider Transition – Transdev Services, Inc.**

ACCESS LYNX Demand

	2022	2023
January	37,746	46,995
February	39,061	46,016
March	45,580	52,725 “Unreconciled”
YTD	122,387	145,736

ACCESS LYNX Performance



Customer Service Activity

	Jan-23	Feb-23	Mar-23
Average Speed of Answer	2:38	3:44	3:13
Average Calls Answered Per Agent	58	60	58
	Jan-23	Feb-23	Mar-23
Total Calls	57,616	53,614	57,554
Calls Answered	47,097	43,348	49,532
Calls Answered Percentage	81.74%	80.85%	86.06%

Challenges



- **Vehicles replacements and expansion**
 - **Aging fleet**
 - **State contract still not open**
- **Eligibility Processing**
- **Transition from existing service provider to new...**
 - **Transdev Services, Inc.**
 - **Expedited**

Topics of Interest

- **CTC agreement execution**
- **CTD Funding**
- **New Map Upgrade**
- **Community Outreach**
- **Sunshine Ladies @ Ventura Country Club – April 12, 2023**
 - **Community presentations a priority with new service partner**

