

# LYNX Board Agenda

Board Date: 7/1/2008

Time: 2:00 P.M.

LYNX Offices  
455 N. Garland Ave.  
Orlando, FL 32801

As a courtesy to others, please silence all electronic devices during the meeting.

## 1. Call to Order & Pledge of Allegiance

## 2. Approval of Minutes

-  Minutes from the April 24, 2008 Board of Directors Meeting (pg 5)

## 3. Recognition

- Recognition of LYNX' Rodeo Team for their participation in the 2008 APTA International Bus Rodeo in Austin, TX on May 4th. Maintenance Team: Hemo Harnanan, Harry Mootoo and Chris Balroop; Bus Operator Pablo Perez
- Recognition and Presentation to LYNX Finance Department - Bert Francis and Blanche Sherman, by Paul W. Wunderlich, Director of Finance and Accounting, Orange County Comptroller's Office, for receiving their 2007 Certificate of Achievement for Excellence in Financial Reporting
- Road Ranger Ron Helmick, Good Samaritan Award


## 4. Public Comments


- Citizens who would like to speak under Public Comments shall submit a request form to the Assistant Secretary prior to the meeting. Forms are available at the door.

## 5. Chief Executive Officer's Report



## 6. Consent Agenda


### A. Authorization to Award Contracts

- i.  Authorization to Award Contracts to SSI Petroleum and J.H. Williams Oil Company for Supplying Oils and Lubricants (pg 10)
- ii.  Authorizarion to Award a Contract to Itchin' to Bee Stitchin', Inc. for Providing Operator Uniforms (pg 12)  



- Attachment 
- iii.  Authorization to Award a Contract to Diamond Detective Agency for Providing Security Guard Services (pg 15)
- iv.  Authorization to Award Contracts to the SSI Petroleum Co., J. H. Williams Oil Co. and RKA Petroleum Company Co. for Fuel Delivery (pg 19)
- v.  Authorization to Award a Contract to the Mansfield Oil Company for Supplying Unleaded Gasoline (pg 22)






### B. Authorization to Extend Contracts


- i.  Authorization to Extend Contract 06-022 with the Mansfield Oil Company for Diesel Fuel Delivery (pg 24)
- ii.  Authorization to Execute the First Option Year of Contract #05-043 for LYNX Auditing Services (pg 25)  







- Attachment 

### C. Miscellaneous








- i.  Adoption of the FY 2009-2018 Transit Development Plan (TDP) Minor Update (pg 29)
- ii.  Authorization to Execute a Memorandum of Agreement with the Florida Commission for the Transportation Disadvantaged to Continue to Serve as the Community Transportation Coordinator for Orange, Osceola and Seminole Counties (pg 30)  

- Attachment  
- iii.  Authorization to Issue an Invitation For Bid (IFB) for Inventory Bus Parts (pg 44)
- iv.  Authorization to File a Grant Application with Federal Tansit Administration (FTA) for the Phase II Deployment of the "Model Orlando Regionally Efficient Travel Management Coordination Center (MORE-TMCC)" Project (pg 45)
- v.  Authorization to Retire and Sell Surplus Items as Listed at Public Auction. (pg 47)  

- Attachment 


- vi.  Authorization to Execute the Transportation Disadvantaged Operating Grant from the Florida Commission for the Transportation Disadvantaged for July 2008 to June 2009 (pg 52)  
- Attachment 
- vii.  Authorization to Execute Amendment #7 to the Medicaid Subcontracted Transportation Provider Contract with Florida Commission for the Transportation Disadvantaged (pg 55)  
- Attachment 
- viii.  Endorsement of the 2008 LYNX Transportation Disadvantaged Service Plan (TDSP)(pg 63)  
- Attachment 

## 7. Action Agenda

- A.  Ratification of the Chairman's Authorization to Execute a Transit Service Agreement with Universal Orlando Studios (pg 207)
- B.  Ratification of the Chairman's Authorization to Award a Contract to Ontira Communications, Inc. for Interactive Voice Response (IVR) system (pg 209)
- C.  Ratification of the Chairman's Authorization to Execute a One Month Extension with(212) the Florida Department of Transportation (FDOT) for the Road Ranger Assistance Program
- D.  Ratification of the Chairman's Authorization to Execute First Option Year of Contract 05-004 with VPSI, Inc. for the Provision of Fleet Management Services Including Maintenance, Repair and Fleet Administration for the LYNX Vanpool Fleet (pg 214)
- E.  Authorization to Negotiate and Execute Lease with the City of Orlando for Office Space at South Street (pg 216)
- F.  Authorization to Implement Proposed Service Changes for August 17, 2008 (pg 218)
- G.  Fiscal Year 2009 Budget Workshop (pg 222)

## 8. Information Items

(For Review Purposes Only - No action required)

- A.  LYNX Employee Pension Plan Update (pg 224)

## 9. Other Business

## 10. Monthly Reports

(For Review Purposes Only - No action required)

- A.  Monthly Financial Reports - April 2008 (pg 226)  
- Attachment 
- B.  Monthly Financial Reports - March 2008 (pg 233)  
- Attachment 
- C.  Monthly Financial Report - February 2008 (pg 240)  
- Attachment 
- D.  Ridership Report for April 2008 (pg 247)
- E.  Ridership Report for March 2008 (pg 254)
- F.  Legislative Update (pg 261)
- G.  Marketing Report (pg 265)
- H.  Monthly Employee Travel Report (pg 274)
- I.  Planning Report (pg 276)

Section 286.0105, Florida Statutes states that if a person decides to appeal any decision made by a board, agency, or commission with respect to any matter considered at a meeting or hearing, he will need a record of the proceedings, and that, for such purposes, he may need to ensure that a verbatim record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is to be based.

In accordance with the Americans With Disabilities Act of 1990, persons needing a special accommodation at this meeting because of a disability or physical impairment should contact Sarah Tirado at 455 N. Garland Ave, Orlando, FL 32801 (407) 841-2279, extension 3012, not later than three business days prior to the meeting. If hearing impaired, contact LYNX at (407) 423-0787(TDD).

**LYNX**  
**Central Florida Regional Transportation Authority**  
**Monthly Board Meeting Minutes**

**PLACE:**      **LYNX Central Station**  
                 **455 N. Garland Avenue**  
                 **Board Room, 2<sup>nd</sup> Floor**  
                 **Orlando, FL 32801**

**DATE:**        **April 24, 2008**

**TIME:**        **10:48 a.m.**

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**Members in Attendance:**

Seminole County Commissioner, Carlton Henley, Chair  
Osceola County Commissioner, Bill Lane, Vice Chair  
FDOT District 5 Secretary, Noranne Downs, Secretary  
Orange County Mayor, Richard Crotty  
City of Orlando, Mayor Buddy Dyer

**Members Absent:**

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**1. Call to Order and Pledge of Allegiance**

The Chairman, Commissioner Carlton Henley, called the meeting to order at 10:48 a.m. and asked Vice Chairman, Commissioner Bill Lane, to lead the Pledge of Allegiance.

**2. Approval of Minutes**

**Motion** was made and seconded to approve the Minutes of the March 27, 2008 Board of Directors meeting. The motion passed unanimously.

**3. Public Comments**

The Chairman noted that a Public Comment Request was received and recognized Joanne Cormelis to speak on increasing the hours of bus service to 24 hours to include weekends and holidays. She also expressed a desire for a new route on SR 434 in Longwood. Lastly, Ms. Cormelis recommended the Governor pay the cost for these suggestions. Ms. Cormelis thanked the Board of Directors for the opportunity to address this issue.

#### **4. Chief Executive Officer's Report**

The Chairman recognized Linda Watson, Chief Executive Officer, to report on the following items:

1. Ridership has increased and the average weekday boardings are up by an additional 3,683 riders or 4.4% from the previous year. The system-wide year to date ridership is 13,590,975, up by 6.5% from the previous year. It is believed the ridership increase is tied to the increased cost of fuel.
2. Along with the recent Orlando Utilities Commission monthly customer billing, a tri-fold flier was enclosed that included an article on the LYNX \$2.5M grant for the bio-diesel blending facility. OUC, as a partner, will be using the facility to fuel their vehicles in the future. The flier was good public relations for LYNX – at no cost.
3. The United Way will recognize LYNX with a “Spirit Award” at its Victory Luncheon on April 29<sup>th</sup>. The annual LYNX Giving Campaign raised \$9,271 through several sources, including employee contributions through payroll deductions, check donations, and a silent auction. All the employees who made contributions to the campaign deserve the recognition.
4. As was reported last month, LYNX received \$26,475 in additional advertising revenue from the Wrestlemania event. For the Citrus Bowl event, LYNX carried approximately 26,538 fans which was one of the highest ridership events. The exceptional service provided by LYNX was made possible by the help and cooperation of the Orlando Police Department. OPD cordoned off dedicated bus express lanes from the two park and ride locations enabling LYNX to move the riders more quickly and efficiently. The express service made the bus shuttle a more attractive option for this event as well as future events.
5. Jane Healy and Scott Harris, commentators on “For The Record”, have invited me, as CEO of LYNX, to be interviewed for the show. For the Record will be aired on Sunday, April 27<sup>th</sup> on Bright House Channel 13 at 9:30 a.m. and 1:30 p.m.
6. Picking up on the cue from the Board at its meeting in March, the staff was challenged to schedule Board items in April that would have come before the Board in May meeting. As a result, the Board may choose to cancel the May meeting and resume the regular schedule in June.

#### **5. Consent Agenda**

##### **A. Authorization to Release Requests for Proposal (RFP)**

- i.** Authorization to Release a Request for Proposal (RFP) for Heavy Duty Transit Buses
- ii.** Authorization to Release a Request for Proposal (RFP) for the Design and Construction of a Biodiesel Blending Facility
- iii.** Authorization to Release a Request for Proposal (RFP) for Occupation Medical Services

**B. Miscellaneous**

- i.** Authorization to Release an invitation For Bid (IFB) for the Kissimmee Superstop

**Motion** was made and seconded to approve the Consent Agenda Items. The motion passed unanimously.

**6. Action Agenda Items**

**A. Authorization to Execute Agreement between LYNX and Walt Disney World Company**

The Chairman recognized Lisa Darnall, Chief Operating Officer, for presentation.

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer or her designee to execute (and if required, further negotiate) a Bus Service Agreement with Walt Disney World (Disney) under which LYNX will provide over a five year period (more or less) bus service in the Disney area (as well as outside the Disney area to connect to the Disney area) in consideration of payments from Disney/FDOT; and if necessary for the CEO or her designee to further negotiate and finalize the Agreement and for the CEO or her designee to execute that modified Agreement (as long as changes to the form of the Agreement do not impose any additional financial obligation on LYNX). LYNX legal and Disney legal have negotiated a Bus Service Agreement. LYNX' obligation to provide bus service is contingent on LYNX receiving continued funding from Disney and/or FDOT. This Agreement will enable Disney to fulfill a portion of their development obligation to FDOT for Interstate-4 trip mitigation.

Ms. Darnall introduced Mr. Derek Bruce, Walt Disney World.

Mr. Bruce explained that in the 1990's Disney entered into an agreement with the FDOT wherein they had a financial obligation of about \$7M to mitigate the traffic impact of Disney on Interstate-4. Disney approached LYNX about possible transit solutions. LYNX staff provided Disney a proposal for potential future service projects that could provide workforce trips on transit and help to mitigate Interstate-4 trips over the next five years. These projects include services that would operate along Interstate-4, as well as serve the Sand Lake Road Commuter Rail station, with Commuter Rail itself being an Interstate-4 mitigation project. Mr. Bruce thanked the Board, FDOT and LYNX staff for all efforts to form this successful public-private partnership.

**Motion** was made and seconded to authorize the execution of the Agreement between LYNX and Walt Disney World. The motion passed unanimously.

## **B. Authorization to Submit Service Development Agreement**

The Chairman recognized Lisa Darnall, Chief Operating Officer, for presentation.

The Florida Department of Transportation's Service Development Grant Program provides seed funding for new or expanded services and technologies. The Grant applications are due June 2, funds available in July 2009, and services would begin 2010. The program provides 50% state funding for the net operations and maintenance cost for two years. There is a 50% local match required for the two years with an understanding that the local portion would increase to 100% after the start-up period should the project be successful. Six potential projects have been identified for submittal of applications. The projects consist of:

- 1) Technology Project – Smart Cameras at Superstops
- 2) Technology Project – Statewide Web-based provider inventory for inter-regional trips to expand upon the Regionwide Web-based provider inventory project
- 3) Bus Service Project – Extend Link 45 to serve major employers in Seminole County
- 4) Bus Service Project – Proposed Link 103 – implementation of Transit Emphasis Corridor on 17-92 in Seminole County
- 5) Bus Service Project – Proposed Link 111 – Begin 60 minute service between Orlando International Airport and Canadian Court Intermodal Center and Reedy Creek Improvement District
- 6) Bus Service Project - Proposed Link 326 – peak only service to Poinciana.

Staff is requesting authorization to submit the Service Development Grant application at this time, in order to meet the June 2, 2008 deadline with FDOT.

**Motion** was made and seconded to authorize the submission of Service Development Grant application. The motion passed unanimously.

## **C. Authorization to Award a Contract to Akerman Senterfitt, Attorneys at Law, for General Counsel Legal Services**

The Chairman recognized Edward Johnson, Chief Staff, for presentation.

Staff is requesting the Boards' authorization to award of a contract to Akerman Senterfitt, Attorneys at Law, to provide General Counsel Legal Services as well as authorization to form a committee to negotiate fees.

An RFP for General Counsel Legal Services was issued in accordance with the Boards' approval on January 24, 2008. Three proposals were received in response. After each proposal was ranked, Akerman Senterfitt received the top ranking.

**Motion** was made and seconded to authorize the award a contract to Akerman Senterfitt for General Counsel Legal Services and to form a committee to negotiate fees. The motion passed unanimously.



#### **D. Authorization to Initiate the Public Participation Process for Consideration of Proposed Service Efficiency Changes**

The Chairman recognized Jennifer Stults, Deputy Chief of Planning, for presentation.

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to initiate the public participation process for consideration of proposed service efficiency changes. Authorization is requested for the process to begin immediately for the August 2008 and the December 2008 service changes. Staff is seeking public input as to how these proposed changes will affect the community; therefore, a Public Workshop is scheduled for May 13<sup>th</sup> with a Public Hearing May 28<sup>th</sup>. Staff will present the recommendations from the public to the Board in June.

**Motion** was made and seconded to authorize the CEO to initiate the public participation process for consideration of proposed service efficiency changes. The motion passed unanimously.

#### **7. Work Session**

##### **A. Fiscal Year 2009-2010 Transit Development Plan Minor Update**

The Chairman recognized Tim May, Planning Project Manager, for presentation.

The Transit Development Plan (TDP) is a requirement to receive approximately \$8.2M in annual block grant funding through FDOT. The Plan is a strategic plan for LYNX services, capital investments and customer amenities to the community over a 10 year period. The TDP satisfies the Federal Transit Administration (FTA) requirements for publishing a program of projects.

Staff will request the LYNX Board to adopt the TDP in June 2008 at the conclusion of the public comment period.

#### **8. Information Items**

Information Items are for review purposes only. No action is required.

**Motion** was made and seconded to receive item 8A for information. The motion passed unanimously.

#### **9. Other Business**

The Chairman asked if there was other business to bring before the members. Hearing none, the chairman moved the Agenda.

#### **10. Monthly Reports**

Monthly Reports are for review purposes only. No action is required.

**Meeting adjourned at 11:15 a.m.**

**Consent Agenda Item #6.A. i**

**To:** LYNX Board of Directors

**From:** Lisa Darnall  
CHIEF OPERATING OFFICER  
Joe Cheney  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6036

**Item Name:** Authorization to Award Contracts  
Authorization to Award Contracts to SSI Petroleum and J. H. Williams Oil  
Company for Supplying Oils and Lubricants

**Date:** 7/1/2008

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**ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to award a contract to SSI Petroleum for supplying 15W-40 motor oil (bulk delivery) at \$5.78 per gallon and award a contract to the J. H. Williams Oil Company for supplying 15W-40 low ash oil (55 gallon drum) at \$379.77 per drum on an as needed basis. The initial contract term is for three (3) years with two (2) one-year options.

**BACKGROUND:**

LYNX desires to establish a supply contract for 15W-40 motor oil and 15W-40 low ash oil to meet the technical specifications for transit bus engines. LYNX has an ongoing requirement for motor oil for fleet use. Bid #08-B01 was issued on March 17, 2008, with bids due on April 11, 2008. A total of five (5) bids were received.

The bid results are as follows:

Company	Oil 15w40 Bulk	Oil 15w40 Low Ash
SSI Lubricants	5.87	No Bid
J. H. Williams Oil Company	6.05	379.77
Scotty's Oil Company	5.90	460.00
Como Oil	7.14	No Bid
Palmdale Oil Company	6.19	477.95

## **FISCAL IMPACT:**

LYNX uses approximately 36,000 gallons a year of the 15W-40 motor oil for an estimated annual cost of \$208,080 and ten 55-gallon drums of 15W-40 low ash oil for an estimated annual cost of \$3,798. These amounts are within the budget for oils and lubricants budgeted by LYNX for FY 08. The proposed FY 09 budget is \$400,000. Due to the volatility of the oil market, the contracts allow for an upward or downward adjustment every six (6) months with proper documentation and approval by LYNX. The contractor is required to submit a letter from their supplier to document the price adjustment. Any increase will be a direct pass through cost with no allowance for additional profit or overhead.

**Consent Agenda Item #6.A. ii**

**To:** LYNX Board of Directors

**From:** Lisa Darnall  
CHIEF OPERATING OFFICER  
David Burnett  
(Technical Contact)  
Maribel Padilla  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6036

**Item Name:** Authorization to Award Contracts  
Authorization to Award a Contract to Itchin' to Bee Stitchin', Inc. to  
Provide Uniforms for LYNX Bus Operators

**Date:** 7/1/2008

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**ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to award a contract to Itchin' to Bee Stitchin', Inc. to provide uniforms for LYNX bus operators. The term of this contract will be three (3) years with two (2) one-year options.

**BACKGROUND:**

Per the Union Contract, bus operators receive a yearly uniform allowance of \$260, if full-time, and \$130, if part-time. This allowance is used to purchase shirts, pants, jackets, caps and other authorized items from the authorized supplier who is currently DesignLab. The DesignLab contract expired May 29, 2008 and was extended until August 31, 2008 during the bidding process. Currently, there are 607 bus operators, of which 22 are part-time employees.

At the December 6, 2007 LYNX Board of Directors' meeting, staff received authorization to release a Request for Proposal (RFP) for operator uniforms. The RFP was released on March 17, 2008. Proposals were due to LYNX by 2:00 PM EST on Tuesday, April 15, 2008.

## LYNX Board Agenda

Three responses were received from the following firms: (see attached pricing sheet)

- Harrison Uniforms
- Superior Uniforms
- Itchin' to Bee Stitchin', Inc

The Source Evaluation Committee (SEC) consisted of the following LYNX staff:

- Lisa Darnall, Chief Operating Officer
- David Burnett, Deputy Chief of Operations
- Dennis Brown, Manager of Transportation
- Maribel Padilla, Administrative Assistant in Transportation

The proposals were evaluated on the following criteria in descending order of importance:

- Cost (60%)
- Understanding the Scope of Work (30%)
- References (10%)

The SEC met on Monday, April 28, 2008 to discuss the three responses. After the initial discussion, the SEC requested Itchin' to Bee Stitchin' to provide additional samples and address areas requiring clarification. After the response was received from Itchin' to Bee Stichin', the SEC met again on Thursday, May 8, 2008. After evaluating the additional samples and clarifications from Itchin' to Bee Stitchin', the SEC recommended the award be made to Itchin' to Bee Stichin'.

The scoring of the proposals was submitted as follows based on a total possible score of 400:

Vendor	Score
Itchin' to Bee Stichin'	343
Harrison Uniforms	267
Superior Uniforms	263

### **FISCAL IMPACT:**

The current line item budget for FY2007/2008 is \$161,570. The cost in future years will be estimated based on future service levels, number of bus operators and other eligible employees, and the approved uniform allowance amount as negotiated by the bus operators union, on a per employee basis. Future cost will be reflected in LYNX' annual Operating Budget.

**LYNX RFP: 08-R04**  
**Operator Uniforms**

YEAR 1	QTY	Superior Uniforms	Harrison Uniforms	Itchin' to Bee Stitchin'
		U/P	U/P	U/P
Ladies Dress Slacks - Black	PR	\$23.00	\$34.25	\$21.99
Ladies Casual Slacks - Tan	PR	\$23.00	\$34.25	\$17.45
Ladies Non-Pleated Slacks - Black	PR	\$18.50	\$22.99	\$20.80
Ladies Non-Pleated Slacks - Khaki	PR	\$18.50	\$22.99	\$12.74
Ladies Skirts	EA	\$23.00	\$36.99	\$29.96
Ladies Short Sleeve Shirts	EA	\$32.95	\$17.90	\$16.00
Ladies Long Sleeve Shirts	EA	\$34.95	\$24.25	\$23.50
Ladies Shorts - Black	EA	\$11.00	\$14.99	\$24.45
Ladies Shorts - Khaki	EA	\$11.00	\$14.99	\$24.45
Ladies Belts (Optional)	EA	\$9.00	\$9.25	\$9.50
Men's Dress Slacks - Black	PR	\$23.00	\$34.25	\$21.99
Men's Casual Slacks - Tan	PR	\$23.00	\$34.25	\$16.10
Men's Non-Pleated Slacks - Black	PR	\$18.50	\$22.99	\$20.80
Men's Non-Pleated Slacks - Khaki	PR	\$18.50	\$22.99	\$12.95
Men's Short Sleeve Shirts	EA	\$32.95	\$17.90	\$16.00
Men's Long Sleeve Shirts	EA	\$34.95	\$24.25	\$23.50
Men's Shorts - Black	PR	\$11.00	\$14.99	\$24.45
Men's Shorts - Khaki	PR	\$11.00	\$14.99	\$24.45
Baseball Cap - 6-panel	EA	\$4.00	\$6.25	\$4.99
Visor Cap	EA	\$3.50	\$6.25	\$1.75 - \$3.49

**Consent Agenda Item #6.A. iii**

**To:** LYNX Board of Directors

**From:** Lisa Darnall  
CHIEF OPERATING OFFICER  
William Zielonka  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6036

**Item Name:** Authorization to Award Contracts  
Authorization to Award a Contract to Diamond Detective Agency for  
Providing Security Guard Services

**Date:** 7/1/2008

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**ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to award a contract for security guard services to Diamond Detective Agency. The term of the contract will be for three (3) years starting July 1, 2008, with two (2) one-year options for a total contract term of five (5) years.

**BACKGROUND:**

In May 2003, the LYNX Board of Directors approved the award of the security contract to Allied Security for a three (3) year period with two (2) one-year renewal options. The contract provided security guard services (both armed and unarmed guards) for LYNX facilities located at 1200 W. South Street, 3652 Old Winter Garden Road and the LYNX Central Station (LCS), located at 455 N. Garland Avenue. During the term of the contract, Allied relocated security personnel from the Bennett facility on Old Winter Garden Road to the new Operations center located on LYNX Lane.

Current staffing levels are listed below:

LYNX Operations Center (LOC): One unarmed security officer 24 hours a day, 365 days a year.  
One armed security officer 16 hours a day, 365 days a year.

SOUTH STREET: One armed security officer 24 hours a day, 365 days a year. One armed security officer 16 hours a day, 365 days a year.

LYNX Central Station (LCS) Administration: One unarmed security officer 12 hours a day, 5 days a week, 52 weeks a year

LYNX Central Station (LCS) Terminal: One armed security officer 24 hours a day, 365 days a year. One armed security officer 16 a day, 365 days a year.

LYNX Central Station (LCS) CCTV Control Center: One armed security officer 24 hours a day, 365 days a year.

Note: Staffing levels are based on the current needs of each facility. This may be adjusted as needed. Additional officers can be added as needed on both a temporary or permanent basis.

At the January 24, 2008, LYNX Board of Directors' meeting, staff received authorization to release a Request for Proposal (RFP) for security services, which was released on April 4, 2008. Proposals were due to LYNX by 2:00 PM EST on Tuesday, May 6, 2008.

Nine Responses were received from the following firms:

- Alrod Enterprises
- Diamond Detective Agency
- Vanguard Security
- Barkley Security Agency
- Excelsior Defense
- Fox Protective Services
- Job 1 USA
- Wackenhut Corporation
- Kent Security Services

One late proposal was received from our current vendor, Allied Barton after the due date and time and was returned as a late proposal.

The Source Evaluation Committee (SEC) consisted of the following LYNX staff:

- Bill Zielonka, Manager of Safety and Security
- Peggy Gies, Chief Marketing Officer
- Theresa Veley, Customer Service Representative
- Agapito Flores, Transportation Supervisor



The proposals were evaluated on the following criteria in descending order of importance:

- Experience providing similar services (45)
- Services/Project Management Plan (35)
- Cost (20)

The SEC met on Thursday May 22, 2008, to discuss the nine responses. After discussion, the committee recommended the award be made to the Diamond Detective Agency.

The scoring of the proposals submitted are as follows based on a total possible score of 400:

<u>Vendor</u>	<u>Score</u>
Diamond Detective Agency	364
Kent Security Services	345
Wachenhut Corporation	344
Vanguard Security Agency	328
Barkley Security Agency	319
Fox Protective Services	315
Excelsior Defense	303
Job 1 USA	302
Alrod Enterprises	258

The Scope of Services that will be provided by Diamond Detective Agency will be performed by fully trained, insured and experienced Officers at LYNX locations 24 hours a day, 365 days a year as follows:

- Provide Security Officers as required to provide sufficient security protection for LYNX passengers, visitors at LYNX locations, LYNX employees and LYNX properties/facilities, as established in a schedule developed by the LYNX Manager of Safety & Security.
- Provide adequate account supervision of Security Officers assigned to LYNX locations.
- Provide all training, at a minimum, that meets State of Florida's requirements for the service required.
- Provide all training, at a minimum, that meets LYNX requirements for the transit employees and contactors for security service.
- Provide all officer uniforms and duty gear acceptable to LYNX.
- Provide all officers equipment necessary to conduct duties.
- Monitor fire and security monitoring systems as directed by LYNX Manager of Safety & Security. This includes but is not limited to: fire panels, surveillance cameras, emergency alarms, emergency call boxes, etc. Report unusual activities as requested by LYNX Manager of Safety & Security.

- Summon emergency services when needed.
- Conduct facility security patrols.
- Participate in emergency exercise, including tabletops and full scale live events.
- Respond to incidents including criminal, illegal or inappropriate behavior of individuals on LYNX property.
- Assist individuals on LYNX property as responsibly and ethically proper.
- Attend meetings at the request of the LYNX Manager of Safety & Security.
- Maintain and provide duty logs, when requested.
- Maintain and provide incident reports as directed by the Manager of Safety & Security.
- Maintain all records as required by the LYNX Records Retention Schedule.
- Provide the LYNX Manager of Safety & Security copies of incidents reports, daily, weekly and monthly reports for activities that occur on LYNX property.
- Provide all insurance to adequately protect LYNX from any actions.

## **FISCAL IMPACT:**

The cost for the initial three (3) year period is \$1,215,280. The cost for option year one is \$419,673 and the cost for option year two is \$428,119. The total cost for the five year period is \$2,063,072 and will be budgeted each year in the annual operating budget. The contract costs for the period of July 1, 2008 through September 30, 2008 are in the FY 08 budget.

## Consent Agenda Item #6.A. iv

**To:** LYNX Board of Directors

**From:** Bert Francis  
CHIEF FINANCIAL OFFICER  
Blanche Sherman  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6047

**Item Name:** Authorization to Award Contracts  
Authorization to Award Contracts to the SSI Petroleum Co., J. H. Williams Oil Co. and RKA Petroleum Company Co. for Fuel Delivery

**Date:** 7/1/2008

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### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to execute a contract with the SSI Petroleum Co., J. H. Williams Oil Co. and RKA Petroleum Company Co. to provide ultra low sulfur. The term of the contract is for one (1) year period covering October 1, 2008, through September 30, 2009.

### **BACKGROUND:**

Contract #06-023 with Mansfield Oil Company expires on September 30, 2008. Mansfield is the current supplier of ultra low diesel fuel to LYNX. When staff was putting together the new Invitation for Bid (IFB), the Hillsborough Transit Authority (HART) and Pinellas Suncoast Transit Authority (PSTA) asked to be included. HART and PSTA will be responsible for the purchase of their own fuel under this contract as indicated on bid tabulation sheet.

The IFB was issued on March 31, 2008, and was due on April 22, 2008, at 2:00 PM EST. Five bids were received. The bid requested suppliers to provide a fixed fee cost per gallon (excluding cost of the fuel) using either the New York Mercantile Exchange (NYMEX) or the Oil Price Information Services (OPIS). The fixed fee cost includes the cost to deliver the fuel and profit. This will allow staff two options to purchase fuel for Fiscal Year 2009. The current contract pricing is based on OPIS and the new contracts will allow LYNX the flexibility to purchase fuel contracts via the (NYMEX) or the daily average price (OPIS).

The bid results are as follows:

		<b>SSI Petroleum 5131 Recker Hwy Winter Haven, FL 33880</b>	<b>J. H. Williams Oil Co. 872 12th St E. Bradenton, FL 34208</b>	<b>Petroleum Traders 7120 Pointe Inverness Way Fort Wayne, IN 46804</b>	<b>Mansfield Oil Co. 1025 Airport Parkway Gainesville, GA 30501</b>	<b>RKA Petroleum Co. 28340 Wick Rd Romulus, MI 48174</b>
<b>CLIN</b>	<b>DESCRIPTION</b>	<b>UNIT PRICE</b>	<b>UNIT PRICE</b>	<b>UNIT PRICE</b>	<b>UNIT PRICE</b>	<b>UNIT PRICE</b>
A001	<b>LYNX</b> - NYMEX Ultra Low Sulfur Diesel	<b>0.2305</b>	0.2495	0.3202	0.2999	N/B
A002	<b>LYNX</b> - OPIS Ultra Low Sulfur Diesel	0.0145	0.0325	0.0417	0.0223	<b>0.0095</b>
B001	<b>PSTA</b> - NYMEX Ultra Low Sulfur Diesel	<b>0.2255</b>	0.2330	0.3709	0.3253	N/B
B002	<b>PSTA</b> - OPIS Ultra Low Sulfur Diesel	0.0155	<b>0.0090</b>	0.0924	0.0212	0.0124
B003	<b>PSTA</b> - NYMEX B-5 Ultra Low Sulfur Bio Diesel	N/B	<b>0.2500</b>	0.3250	N/B	N/B
B004	<b>PSTA</b> - NYMEX B-10 Ultra Low Sulfur Bio Diesel	N/B	<b>0.2500</b>	0.4250	N/B	N/B
B005	<b>PSTA</b> - NYMEX B-20 Ultra Low Sulfur Bio Diesel	N/B	<b>0.2500</b>	0.4750	N/B	N/B
B006	<b>PSTA</b> - OPIS B-5 Ultra Low Sulfur Bio Diesel	0.0330	<b>0.0190</b>	0.1424	.1218*	0.0700
B007	<b>PSTA</b> - OPIS B-10 Ultra Low Sulfur Bio Diesel	0.0305	<b>0.0190</b>	0.1924	.1228*	0.0800
B008	<b>PSTA</b> - OPIS B-20 Ultra Low Sulfur Bio Diesel	0.0280	<b>0.0090</b>	0.2424	.1248*	0.0900
C001	<b>HART</b> - NYMEX Ultra Low Sulfur Diesel	<b>0.2235</b>	0.2330	0.3536	0.3229	N/B
C002	<b>HART</b> - OPIS Ultra Low Sulfur Diesel	0.0135	0.0090	0.0934	0.0188	<b>0.0085</b>
D001	Additional cost to pump fuel into above ground tanks	30.00	35.00	35.00	35.00	35.00

\*The bold numbers indicate the low bidders

These prices are effective October 1, 2008, and will be included in the FY 2009 annual operating budget for fuel. LYNX will purchase under contract line items A001 and A002, only.

**FISCAL IMPACT:**

LYNX has budgeted \$16,897,727 for diesel fuel in FY2009 based on a usage of 4,369,838 gallons at the cost of \$4.1798 per gallon gross.

Consent Agenda Item #6.A. v

**To:** LYNX Board of Directors

**From:** Bert Francis  
CHIEF FINANCIAL OFFICER  
Blanche Sherman  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6047

**Item Name:** Authorization to Award Contracts  
Authorization to Award a Contract to the Mansfield Oil Company for  
Supplying Unleaded Gasoline

**Date:** 7/1/2008

**ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to execute a contract with the Mansfield Oil Company to provide unleaded gasoline for the twelve month period of July 1, 2008 through June 30, 2009 at the OPIS daily average price.

**BACKGROUND:**

The current contract expires on June 30, 2008. This gasoline is provided to MV Transportation to provide paratransit services. On May 29, 2008, LYNX staff issued an Invitation for Bid (IFB) for 89 octane unleaded gasoline. Sealed bids were due back by 2:00 PM EST on June 6, 2008. The bid asked for a per gallon fee based upon either gasoline contracts on the New York Mercantile Exchange (NYMEX) or the Oil Price Information Service (OPIS) daily average. No bids were received on the NYMEX option. The delivered price of the gasoline is based upon the OPIS daily average plus the fee of .0183 per gallon. The following bids were received on the OPIS index:

Firm	Unit Price
Mansfield Oil Company	.0183/gallon
J. H. Williams Oil Company	.0400/gallon
Petroleum Traders	.0303/gallon
SSI Petroleum	.0250/gallon
Terrell Industries	.1569/gallon

**FISCAL IMPACT:**

The fuel cost for July 2008 through September 2008 is within the FY2008 budget. October 2008 through June 2009 will be included in the FY2009 annual operating budget.

**Consent Agenda Item #6.B. i**

**To:** LYNX Board of Directors

**From:** Bert Francis  
CHIEF FINANCIAL OFFICER  
Blanche Sherman  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6047

**Item Name:** Authorization to Extend Contracts  
Authorization to Extend Contract 06-022 with the Mansfield Oil Company  
for Diesel Fuel Delivery

**Date:** 7/1/2008

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**ACTION REQUESTED:**

Staff is requesting the Board of Directors' ratification of the Chief Executive Officer or designee authorization to extend contract 06-022 with the Mansfield Oil Company for supplying 89 octane unleaded gasoline until June 30, 2008.

**BACKGROUND:**

The current contract was due to expire and staff needed additional time to evaluate the current market conditions. The new bid was issued on May 29, 2008 with bids due on June 10, 2008. The contract extension allowed the uninterrupted delivery of gasoline LYNX supplies to MV Transportation for paratransit services. The new contract on Consent Agenda Item #5.A.vi will have an effective start date of July 1, 2008 and will be for a term of one (1) year.

**FISCAL IMPACT:**

The fuel cost through June 2008 is within the FY2008 budget.



**Consent Agenda Item #6.B. ii**

**To:** LYNX Board of Directors

**From:** Bert Francis  
CHIEF FINANCIAL OFFICER  
Blanche Sherman  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6047

**Item Name:** Authorization to Extend Contracts  
Authorization to Execute the First Option Year of the Contract for LYNX Auditing Services.

**Date:** 7/1/2008

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**ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to exercise the first option year of contract #05-043 for LYNX auditing services

**BACKGROUND:**

On July 15, 2005, a Request for Proposal (RFP) was issued for auditing services in an effort to acquire a firm that would provide quality services at a competitive rate. Twelve firms were mailed copies of the RFP. Two (2) proposals were received and evaluated by the committee.

In August 2005, the Board authorized LYNX staff to award the contract to the firm of Cherry, Bekaert, & Holland L.L.P. to perform the services as outlined in the LYNX Request for Proposal (RFP) #05-043, "Auditing Services" for three years with two (2) one year options, subject to annual funding availability.

The Single Audit Act Amendments of 1996 require state or local governments that expend \$500,000 or more in a year in Federal Financial Assistance to have an audit conducted for that year in accordance with the Office of Management and Budget (OMB) Circular A-133. In addition, the State of Florida enacted similar legislation, the Florida Single Audit Act, related to audits of State Financial Assistance. Pursuant to these Acts, LYNX needs to continue its auditing services and extend the first option year of the current auditing services contract with Cherry, Bekaert & Holland, L.L.P.

Cherry, Bekaert, & Holland L.L.P. has successfully performed LYNX auditing services for the past three years for the following fees:

Auditing Services	Annual Fee
FY2005 Annual Audit	\$88,500
FY2006 Annual Audit	\$92,500
FY2007 Annual Audit	\$97,000

In accordance with the contract, the annual fees increased approximately 5% each year including all out of pocket expenses. The upcoming audit will be the fourth year of the auditing services contract (first option year) and LYNX staff will need Board authorization to continue the services with Cherry, Bekaert, & Holland L.L.P. Therefore, Mr. Ronald A. Conrad, Partner with Cherry, Bekaert, & Holland L.L.P has submitted the attached proposal, dated May 5, 2008 requesting to extend those services for two years as follows:

Contract #05-043	Auditing Services	Annual Fee
Option Year 1	FY2008 Annual Audit	\$110,000
Option Year 2	FY2009 Annual Audit	\$115,000

The first option year fee reflects an additional 8% increase to include the effect of the new auditing standards at a discounted rate for approximately 175 hours of additional field work. Attachment A of the proposal provides a list the nine (9) new regulatory requirements for the Statements on Auditing Standards along with the new Government Accounting Standards that will be implemented during the next two years.

Based on the significant amount of new requirements over the next two years, LYNX staff believes that the fees proposed are reasonable and competitive. It is LYNX' practice to authorize each option year annually, therefore at this time, we are requesting authorization to exercise the first option year.

**FISCAL IMPACT:**

LYNX staff will include the amount of \$110,000 in the FY2009 operating budget for auditing services.

May 5, 2008

(Name)  
(Title)  
Central Florida Regional Transportation Authority  
d/b/a LYNX  
455 North Garland Avenue  
Orlando, FL 32801

Dear \_\_\_\_\_ :

In accordance with Contract 05-043 for Auditing Services, dated August 25, 2005, item 2 on page 3 of 9 specifies a contract term of three years, with two one year optional extensions. The initial three year contract term addresses the audit of the financial statements for the years ended September 30, 2005, 2006 and 2007. This letter is to provide you with our fee quote for the two one year optional extension periods.

Attachment A provides the considerable additional regulatory requirements forthcoming through auditing standards and accounting standards that are to be implemented during this two year period. Most notably, the Auditing Standards Board of the American Institute of Certified Public Accountants has issued seven new Statements on Auditing Standards (SAS) that will result in a substantial change in how auditors assess risk and how audit procedures are designed, performed and documented.

We understand the need to provide quality service at a competitive price. Accordingly, our fee quotes for the fiscal year 2008 and 2009 financial statement audits incorporate recent additional regulatory requirements to which the audit is subject and incorporates the necessary time to provide a quality audit. It also continues to include our agreed-upon procedures for the National Transit Database report and Federal and State Single Audits each year.

Our proposed fee to renew the contract for one additional year is \$110,000 and for the second year is \$115,000, including an estimated 175 hours associated with new standards.

Cherry, Bekaert & Holland, L.L.P. is committed to provide LYNX with quality professional services. Please contact me at (407) 423-7911 if I can be of further assistance.

Sincerely  
CHERRY, BEKAERT & HOLLAND, L.L.P.

Ronald A. Conrad, CPA  
Partner

Attachment

## Attachment A New Regulatory Requirements

### Statements on Auditing Standards:

- SAS 104 – Amendment to Statement on Auditing Standards No. 1, Codification of Auditing Standards and Procedures
- SAS 105 – Amendment to Statement on Auditing Standards No. 95, Generally Accepted Auditing Standards
- SAS 106 – Audit Evidence
- SAS 107 – Audit Risk and Materiality in Conducting an Audit
- SAS 108 – Planning and Supervision
- SAS 109 – Understanding the Entity and Its Environment and Assessing the Risks of Material Misstatement
- SAS 110 – Performing Auditing Procedures in Response to Assessed Risks and Evaluating the Audit Evidence Obtained
- SAS 111 – Amendment to Statement on Auditing Standards No. 39, Audit Sampling
- SAS 114 – The Auditor’s Communication With Those Charged With Governance

### Governmental Accounting Standards:

- Government Auditing Standards (Yellow Book) – January 2007 Revision
- GASB #43 - Financial Reporting for Postemployment Benefit Plans Other Than Pension Plans
- GASB #45 - Accounting and Financial Reporting by Employers for Postemployment Benefits Other Than Pensions
- GASB #48 - Sales and Pledges of Receivables and Future Revenues and Intra-Entity Transfers of Assets and Future Revenues
- GASB #49 - Accounting and Financial Reporting for Pollution Remediation Obligations
- GASB #50, Pension Disclosures

**Consent Agenda Item #6.C. i**

**To:** LYNX Board of Directors

**From:** Lisa Darnall  
CHIEF OPERATING OFFICER  
Timothy May  
(Technical Contact)  
Rik Smith  
(Technical Contact)  
Doug Jamison  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6036

**Item Name:** Miscellaneous  
Adoption of the FY 2009-2018 Transit Development Plan (TDP) Minor Update

**Date:** 7/1/2008

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**ACTION REQUESTED:**

Staff is requesting Board adoption of the FY 2009-2018 Transit Development Plan (TDP) minor update for submittal to the Florida Department of Transportation (FDOT) to meet block grant funding requirements.

**BACKGROUND:**

Staff held a work session on the draft FY 2009-2018 minor update at the April 24, 2008 Board meeting. A final draft of the TDP is provided in the Board packet.

This document was submitted to Workforce Central Florida on May 16, 2008, presented to the LYNX Transit Advisory Committee, Regional Working Group, the METROPLAN ORLANDO's Transportation Disadvantaged Local Coordinating Board, Transportation Technical Committee, Municipal Advisory Committee, and the METROPLAN ORLANDO's Board of Directors for comment and review. A public workshop to review and comment on the TDP was held on April 22, 2008, at the LYNX Central Station. The draft TDP is available on the LYNX web site, [www.golynx.com](http://www.golynx.com), along with print copies available for public viewing at LYNX 2<sup>nd</sup> floor reception desk. To date, there have been no public comments, and staff comments have been editorial in nature. The comment period will remain open until the June 26, 2008 Board meeting. Alternate formats of the TDP have been provided as requested.

**FISCAL IMPACT:**

The TDP is part of LYNX' requirement to receive State block grant funds from the Florida Department of Transportation. In FY08 the block grant was approximately \$8.2 million.

**Consent Agenda Item #6.C. ii**

**To:** LYNX Board of Directors

**From:** Lisa Darnall  
CHIEF OPERATING OFFICER  
William Hearndon  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6036

**Item Name:** Miscellaneous  
Authorization to Execute a Memorandum of Agreement with the Florida Commission for the Transportation Disadvantaged to Continue to Serve as the Community Transportation Coordinator for Orange, Osceola and Seminole Counties

**Date:** 7/1/2008

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**ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to execute a Memorandum of Agreement with the Florida Commission for the Transportation Disadvantaged to continue to serve as the Community Transportation Coordinator (CTC) for Orange, Osceola, and Seminole Counties through June 30, 2013.

**BACKGROUND:**

Under Chapter 427, Florida Statutes, the Designated Official Planning Agency (DOPA) is tasked with recommending to the Commission for the Transportation Disadvantaged (CTD) a single Community Transportation Coordinator (CTC). MetroPlan Orlando is the DOPA for Orange, Osceola and Seminole Counties. LYNX is the current CTC for the tri-county area, and has held that designation since 1992. The current five-year "Memorandum of Agreement" (MOA) with the CTD is set to expire on June 30, 2008.

The process to select a CTC, which is a governmental unit, is not subject to the same competitive procurement process as those that are not governmental units. If a local government unit expresses the desire to be the CTC and the planning agency wishes to recommend the governmental unit to either continue as the CTC or to become the CTC for the first time, the

planning agency may by-pass traditional competitive procedures. The planning agency may negotiate with the governmental unit to develop the Transportation Disadvantaged Service Plan (TDSP). Then, the planning agency must take two steps: 1) Prepare a resolution making the recommendation; 2) Send a letter to the Commission conveying the resolution.

Pursuant to Chapter 287, Florida Statutes, MetroPlan Orlando contacted the Central Florida Regional Transportation Authority (LYNX) to determine if the Authority, as a governmental entity, was able and willing to continue to provide transportation services. The attached resolution ensures that the planning agency carefully considered all of the requirements appropriate to recommending the CTC. MetroPlan Orlando believes that LYNX is the best candidate for the designation based on the requirements of Chapter 427, FS, Rule 41-2, FAC, and recent performance evaluations.

At the suggestion of the Transportation Disadvantaged Local Coordinating Board, MetroPlan Orlando took the necessary action at its May 14, 2008, meeting, recommending the Central Florida Regional Transportation Authority (LYNX) be designated the CTC for Orange, Osceola and Seminole Counties until June 30, 2013.

At their regular quarterly business meeting held May 21, 2008, the Commission for the Transportation Disadvantaged unanimously approved the re-designation of LYNX as the CTC for Orange, Osceola and Seminole Counties.

Contract # \_\_\_\_\_

Effective: \_\_\_\_\_ to \_\_\_\_\_

STATE OF FLORIDA  
COMMISSION FOR THE TRANSPORTATION DISADVANTAGED  
**MEMORANDUM OF AGREEMENT**

This Memorandum of Agreement is between the COMMISSION FOR THE TRANSPORTATION DISADVANTAGED, hereby referred to as the "Commission," and

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the COMMUNITY TRANSPORTATION COORDINATOR, designated pursuant to Chapter 427, F.S., to serve the transportation disadvantaged for the community that includes the entire area of

\_\_\_\_\_ county(ies), and hereafter referred to as the "Coordinator."

This Agreement is made in consideration of the mutual benefits to both parties; said consideration acknowledged hereto by the parties as good and valuable consideration.

The Parties Agree:

- I. The Coordinator Shall:
  - A. Become and remain totally apprised of all of the Transportation Disadvantaged resources available or planned in their designated service area. This knowledge will be used to plan, coordinate, and implement the most cost effective transportation disadvantaged transit system possible under the economic and other conditions that exist in the designated service area.
  - B. Plan and work with Community Transportation Coordinators in adjacent and other areas of the state to coordinate the provision of community trips that might be handled at a lower overall cost to the community by another Coordinator. This includes honoring any Commission-approved statewide certification program that allows for intercounty transportation opportunities.
  - C. Arrange for all services in accordance with Chapter 427, Florida Statutes, and Rule 41-2, FAC, and as further required by the Commission and the local Coordinating Board approved Transportation Disadvantaged Service Plan.



- D. Return any acquired profits or surplus funds originating through the course of business as the Coordinator that are beyond the amounts(s) specifically identified and approved in the accompanying Transportation Disadvantaged Service Plan. Such profits or funds shall be returned to the Coordinator's transportation system or to any subsequent Coordinator, as a total transportation system subsidy, to be applied to the immediate following operational year. The Coordinator will include similar language in all coordination contracts to assure that transportation disadvantaged related revenues are put back into transportation disadvantaged services.
- E. Accomplish this Project by:
1. Developing a Transportation Disadvantaged Service Plan for approval by the Coordinating Board and the Commission. Coordinators who are newly designated to a particular service area shall submit a local Coordinating Board approved Transportation Disadvantaged Service Plan, within 120 calendar days following the execution of the Coordinator's initial memorandum of agreement with the Commission, for approval by the Commission. All subsequent Transportation Disadvantaged Service Plans shall be submitted and approved with the corresponding memorandum of agreement. The approved Transportation Disadvantaged Service Plan will be implemented and monitored to provide for community-wide transportation services for purchase by non-sponsored transportation disadvantaged persons, contracting social service agencies, and other entities that use local, state, or federal government funds for the purchase of transportation for the transportation disadvantaged.
  2. Maximizing the use of available public school transportation resources and public fixed route or fixed schedule transit services and assuring that private or public transit, paratransit operators, and school boards have been afforded a fair opportunity to participate to the maximum extent feasible in the planning process and in the development of the provisions of the Transportation Disadvantaged Service Plan for the transportation disadvantaged.
  3. Providing or arranging 24-hour, 7-day per week transportation disadvantaged service as required in the designated service area by any Federal, State or Local Government agency sponsoring such services. The provision of said services shall be furnished in accordance with the prior notification requirements identified in the local Coordinating Board and Commission approved Transportation Disadvantaged Service Plan.
  4. Complying with all local, state, and federal laws and regulations that apply to the provision of transportation disadvantaged services.
  5. Submitting to the Commission an Annual Operating Report detailing demographic, operational, and financial data regarding coordination activities in the designated service area. The report shall be prepared on forms provided by the Commission and according

to the instructions of said forms.

F. Comply with Audit and Record Keeping Requirements by:

1. Utilizing the Commission recognized Chart of Accounts defined in the *Transportation Accounting Consortium Model Uniform Accounting System for Rural and Specialized Transportation Providers* (uniform accounting system) for all transportation disadvantaged accounting and reporting purposes. Community Transportation Coordinators with existing and equivalent accounting systems are not required to adopt the Chart of Accounts in lieu of their existing Chart of Accounts but shall prepare all reports, invoices, and fiscal documents relating to the transportation disadvantaged functions and activities using the chart of accounts and accounting definitions as outlined in the above referenced manual.
2. Assuming the responsibility of invoicing for any transportation services arranged, unless otherwise stipulated by a purchase of service contract or coordination contract.
3. Maintaining and filing with the Commission, local Coordinating Board, and all purchasing agencies/entities such progress, fiscal, inventory, and other reports as those entities may require during the period of this Agreement.
4. Providing copies of finance and compliance audits to the Commission and Coordinating Board as requested by the Commission or Coordinating Board.
5. Reporting any accident involving a vehicle operated within the coordinated transportation system in the coordinator's designated service area. Accidents involving a fatality or fatalities must be reported to the Commission not more than 24 hours after the community transportation coordinator becomes aware of the fatal accident. Any other accident, those not involving a fatality or fatalities, with over \$500 in property damages, must be reported to the Commission not more than 72 hours after the community transportation coordinator becomes aware of the accident. Copies of any accident report or reports prepared or received by the community transportation coordinator as a result of any accident must be sent to the Commission upon receipt or preparation of the report.

G. Retain all financial records, supporting documents, statistical records, and any other documents pertinent to this Agreement for a period of five (5) years after termination of this Agreement. If an audit has been initiated and audit findings have not been resolved at the end of five (5) years, the records shall be retained until resolution of the audit findings. The Coordinator shall assure that these records shall be subject to inspection, review, or audit at all reasonable times by persons duly authorized by the Commission or this Agreement. They shall have full access to and the right to examine any of the said records and documents during the retention period.

H. Comply with Safety Requirements by:

1. Complying with Section 341.061, F.S., and Rule 14-90, FAC, concerning System Safety;

or complying with Chapter 234.051, F.S., regarding school bus safety requirements for those services provided through a school board; and

2. Assuring compliance with local, state, and federal laws, and Commission policies relating to drug testing. Conduct drug and alcohol testing for safety sensitive job positions within the coordinated system regarding pre-employment, randomization, post-accident, and reasonable suspicion as required by the Federal Highway Administration and the Federal Transit Administration.
- I. Comply with Commission insurance requirements by maintaining at least minimum liability insurance coverage in the amount of \$100,000 for any one person and \$200,000 per occurrence at all times during the existence of this Agreement. Upon the execution of this Agreement, the Coordinator shall add the Commission as an additional **named insured** to all insurance policies covering vehicles transporting the transportation disadvantaged. In the event of any cancellation or changes in the limits of liability in the insurance policy, the insurance agent or broker shall notify the Commission. The Coordinator shall insure that contracting Transportation Operators also maintain the same minimum liability insurance, or an equal governmental insurance program. School board vehicle insurance coverage shall be in accordance with Section 234.03, F.S., and 234.211, F.S. Insurance coverage in excess of \$1 million per occurrence must be approved by the Commission and the local Coordinating Board before inclusion in the Transportation Disadvantaged Service Plan or in the justification of rates and fare structures.
- J. Safeguard information by not using or disclosing any information concerning a user of services under this Agreement for any purpose not in conformity with the local, state and federal regulations (45 CFR, Part 205.50), except upon order of a court, written consent of the recipient, or his/her responsible parent or guardian when authorized by law.
- K. Protect Civil Rights by:
1. Complying with Title VI of the Civil Rights Act of 1964 and Section 504 of the Rehabilitation Act of 1973, as amended. The Coordinator gives this assurance in consideration of and for the purpose of obtaining federal grants, loans, contracts (except contracts of insurance or guaranty), property, discounts, or other federal financial assistance to programs or activities receiving or benefiting from federal financial assistance and agreeing to complete a Civil Rights Compliance Questionnaire if so requested by the Commission. Coordinator shall also assure compliance with:
    - a. Title VI of the Civil Rights Act of 1964, as amended, 42 U.S.C. 2000d et seq., which prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving or benefiting from federal financial assistance.
    - b. Section 504 of the Rehabilitation Act of 1973, as amended, 29 U.S.C. 794, which prohibits discrimination on the basis of handicap in programs and activities receiving or benefiting from federal financial assistance.

- c. Title IX of the Education Amendments of 1972, as amended, 20 U.S.C. 1681 et seq., which prohibits discrimination on the basis of sex in education programs and activities receiving or benefiting from federal financial assistance.
  - d. The Age Discrimination Act of 1975, as amended, 42 U.S.C. 6101 et seq., which prohibits discrimination on the basis of age in programs or activities receiving or benefiting from federal financial assistance.
  - e. The Omnibus Budget Reconciliation Act of 1981, P.L. 97–35, which prohibits discrimination on the basis of sex and religion in programs and activities receiving or benefiting from federal financial assistance.
  - f. All regulations, guidelines, and standards lawfully adopted under the above statutes.
  - g. The Americans with Disabilities Act of 1990, as it may be amended from time to time.
2. Agreeing that compliance with this assurance constitutes a condition of continued receipt of or benefit from federal financial assistance, and that it is binding upon the Coordinator, its successors, subcontractors, transferee, and assignees for the period during which such assistance is provided. Assuring that all operators, subcontractors, subgrantee, or others with whom the Coordinator arranges to provide services or benefits to participants or employees in connection with any of its programs and activities are not discriminating against those participants or employees in violation of the above statutes, regulations, guidelines, and standards. In the event of failure to comply, the Coordinator agrees that the Commission may, at its discretion, seek a court order requiring compliance with the terms of this assurance or seek other appropriate judicial or administrative relief, to include assistance being terminated and further assistance being denied.
- L. Identify and hold harmless the Commission and all of the Commission's members, officers, agents, and employees; purchasing agency/entity officers, agents, and employees; and the local, state, and federal governments from any claim, loss, damage, cost, charge or expense arising out of any act, action, neglect or omission by the Coordinator during the performance of this Agreement, whether direct or indirect, and whether to any person or property to which the Commission or said parties may be subject, except that neither the Coordinator nor any of its sub-contractors will be liable under this section for damages arising out of injury or damage to persons or property directly caused or resulting from the sole negligence of the Commission or any of its members, officers, agents or employees; purchasing agency/entity, officers, agents, and employees; and local, state, or federal governments. Nothing herein is intended to serve as a waiver of sovereign immunity by any agency/entity or Coordinator to which sovereign immunity may be applicable. Nothing herein shall be construed as consent by a state agency/entity or political subdivision of the State of Florida or the federal government to be sued by third parties in any matter arising out of any Agreement or contract. Notwithstanding the foregoing, pursuant

to Section 768.28, Florida Statutes, no agency or subdivision of the state shall be required to indemnify, insure, or assume any liability for the Commission's negligence.

- M. Comply with standards and performance requirements of the Commission, the Coordinating Board approved Transportation Disadvantaged Service Plan, and any purchase of service contracting agencies/entities. Failure to meet the requirements or obligations set forth in this MOA, and performance requirements established and monitored by the Coordinating Board in the approved Transportation Disadvantaged Service Plan, shall be due cause for non-payment of reimbursement invoices until such deficiencies have been addressed or corrected to the satisfaction of the Commission.
- N. Comply with subcontracting requirements by executing or negotiating contracts for transportation services with Transportation Operators, and assuring that the conditions of such contracts are maintained. The requirements of Part 1, Paragraph E.5. through M are to be included in all contracts, subcontracts, coordination contracts, and assignments made by the Coordinator for services under this Agreement. Said contracts, subcontracts, coordination contracts, and assignments will be reviewed and approved annually by the Coordinator and local Coordinating Board for conformance with the requirements of this Agreement.
- O. Comply with the following requirements concerning drivers and vehicles:
  - 1. Drivers for paratransit services, including coordination contractors, shall be required to announce and identify themselves by name and company in a manner that is conducive to communications with the specific passenger, upon pickup of each rider, group of riders, or representative, guardian, or associate of the rider, except in situations where the driver regularly transports the rider on a recurring basis. Each driver must have photo identification that is in view of the passenger. Name patches, inscriptions or badges that affix to driver clothing are acceptable. For transit services, the driver photo identification shall be in a conspicuous location in the vehicle.
  - 2. The paratransit driver shall provide the passenger with boarding assistance, if necessary or requested, to the seating portion of the vehicle. The boarding assistance shall include opening the vehicle door, fastening the seat belt or utilization of wheelchair securement devices, storage of mobility assistive devices, and closing the vehicle door. In certain paratransit service categories, the driver may also be required to open and close doors to buildings, except in situations in which assistance in opening/closing building doors would not be safe for passengers remaining on the vehicle. Assisted access must be in a dignified manner. Drivers may not assist wheelchair up or down more than one step, unless it can be performed safely as determined by the passenger, guardian, and driver.
  - 3. All vehicles ordered or put into service after adoption of this section of the Rule, and providing service within the coordinated system, shall be equipped with two-way communications in good working order and be audible to the driver at all times to the base. All vehicles that are not equipped with two-way communications shall have two years to be in compliance as specified in Rule 41-2.

4. All vehicles ordered or put into service after the adoption of this section of the Rule, and providing service within the coordinated system, shall have working air conditioners and heaters in each vehicle. Vehicles that do not have a working air conditioner or heater will be scheduled for repair or replacement as soon as possible. All vehicles that are not equipped with an air conditioner and/or heater shall have two years to be in compliance as specified in Rule 41-2.

P. Comply with other requirements as follows:

1. Transport an escort of a passenger and dependent children as locally negotiated and identified in the local Transportation Disadvantaged Service Plan.
2. Determine locally in the Transportation Disadvantaged Service Plan, the use, responsibility, and cost of child restraint devices.
3. Transport with the passenger at no additional charge, passenger property that can be carried by the passenger and/or driver in one trip and can be safely stowed on the vehicle. Additional requirements may be negotiated for carrying and loading rider property beyond this amount. Passenger property does not include wheelchairs, child seats, stretchers, secured oxygen, personal assistive devices, or intravenous devices.
4. Provide shelter, security, and safety of passengers at vehicle transfer points.
5. Post a local or other toll-free number for complaints or grievances inside each vehicle. The local complaint process shall be outlined as a section in the local Transportation Disadvantaged Service Plan including advising the dissatisfied person about the Commission's Ombudsman Program as a step within the process as approved by the local Coordinating Board.
6. Provide out-of-service-area trips, when determined locally and approved by the local Coordinating Board, except in instances where local ordinances prohibit such trips.
7. Keep interior of all vehicles free from dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials which could soil items placed in the vehicle or provide discomfort for the passenger.
8. Determine locally by the local Coordinating Board and provide in the local Transportation Disadvantaged Service Plan the billing requirements of the Community Transportation Coordinator. All bills shall be paid to subcontractors within 7 calendar days after receipt of said payment by the Coordinator, in accordance with Section 287.0585, Florida Statutes.
9. Maintain or have access to a passenger/trip database on each rider being transported within the system.

10. Provide each rider and escort, child, or personal care attendant adequate seating for paratransit services. No more passengers than the registered passenger seating capacity shall be scheduled or transported in a vehicle at any time. For transit services provided by transit vehicles, adequate seating or standing space will be provided to each rider and escort, child, or personal care attendant, and no more passengers than the registered passenger seating or standing capacity shall be scheduled or transported in a vehicle at any time.
11. First Aid shall be determined locally and provided in the local Transportation Disadvantaged Service Plan.
12. Cardiopulmonary Resuscitation shall be determined locally and provided in the local Transportation Disadvantaged Service Plan.

II. The Commission Shall:

- A. Recognize the Coordinator as the entity described in Section 427.011(5), Florida Statutes, and Rule 41-2.002(4), F.A.C.
- B. Attempt to insure that all entities with transportation disadvantaged funds will purchase transportation disadvantaged services through the Coordinator's system.

III. The Coordinator and the Commission Further Agree:

- A. Nothing in this Agreement shall require the Commission to observe or enforce compliance with any provision thereof, perform any other act or do any other thing in contravention of any applicable state law. If any of the provisions of this Agreement is found by a court of law to violate any applicable state law, the purchasing agency/entity will at once notify the Commission in writing in order that appropriate changes and modifications may be made by the Commission and the Coordinator to the end that the Coordinator may proceed as soon as possible with the provision of transportation services.
- B. If any part or provision of this Agreement is held invalid, the remainder of this Agreement shall be binding on the parties hereto.
- C. Termination Conditions:
  1. Termination at Will - This Agreement may be terminated by either party upon no less than thirty (30) days notice, without cause. Said notice shall be delivered by certified mail, return receipt required, or in person with proof of delivery.
  2. Termination for Breach - Unless the Coordinator's breach is waived by the Commission in writing, the Commission may, by written notice to the Coordinator, terminate this Agreement upon no less than twenty-four (24) hours notice. Said notice shall be delivered by certified mail, return receipt requested, or in person with proof of delivery. Waiver by

the Commission of breach of any provision of this Agreement shall not be deemed to be a waiver of any other breach and shall not be construed to be a modification of the terms of this Agreement, and shall not act as a waiver or estoppel to enforcement of any provision of this Agreement. The provisions herein do not limit the Commission's right to remedies at law or to damages.

- D. This agreement will expire unless an extension is granted to the Coordinator in writing by the Commission for the Transportation, in accordance with Chapter 287, Florida Statutes.
- E. Renegotiations or Modifications of this Agreement shall only be valid when they have been reduced to writing, duly approved by the Commission, and signed by both parties hereto.
- F. Notice and Contact:

The name and address of the contract manager for the Commission for this Agreement is: **Executive Director, 605 Suwannee Street, MS-49, Tallahassee, FL 32399-0450.** The representative/position of the Coordinator responsible for administration of the program under this Agreement is:

\_\_\_\_\_  
\_\_\_\_\_

In the event that either party designates different representatives after execution of this Agreement, notice of the name and address of the new representative will be rendered in writing to the other party and said notification attached to originals of this Agreement.

This document has been reviewed in its entirety and approved by the local Coordinating Board at its official meeting held on \_\_\_\_\_.

\_\_\_\_\_  
Coordinating Board Chairperson

WITNESS WHEREOF, the parties hereto have caused these presents to be executed.

COMMUNITY TRANSPORTATION  
COORDINATOR:

STATE OF FLORIDA, COMMISSION FOR  
THE TRANSPORTATION DISADVANTAGED:

\_\_\_\_\_  
Agency Name

\_\_\_\_\_  
Typed Name of Authorized Individual

\_\_\_\_\_  
Typed Name of Authorized Individual

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

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

Title: Executive Director



Title: \_\_\_\_\_

Attest: \_\_\_\_\_(SEAL)  
Notary Public

ATTEST: \_\_\_\_\_(SEAL)  
Corporate Officer  
or Notary Public

\_\_\_\_\_  
Staff Attorney, If Applicable



**RESOLUTION NO. 08-04**

**SUBJECT:**

**RECOMMENDATION TO THE FLORIDA COMMISSION FOR THE  
TRANSPORTATION DISADVANTAGED TO RE-DESIGNATE LYNX AS  
COMMUNITY TRANSPORTATION COORDINATOR FOR ORANGE,  
OSCEOLA, AND SEMINOLE COUNTIES**

WHEREAS, Chapter 427 of the Florida Statutes requires that every five years, METROPLAN ORLANDO, serving as the designated planning agency for the transportation disadvantaged program, recommends a qualified Community Transportation Coordinator (CTC) to the Florida Commission for the Transportation Disadvantaged (CTD); and,

WHEREAS, The Commission for the Transportation Disadvantaged Competitive Procurement Manual, compiled in accordance with Chapter 287, F.S., allows METROPLAN ORLANDO to nominate a governmental agency to serve as the CTC; and,

WHEREAS, The CTC is responsible for ensuring that coordinated transportation services are provided to the transportation-disadvantaged population in the designated service area of Orange, Osceola and Seminole Counties. Accordingly, the CTC arranges for the provision of transportation services in a manner that is cost-effective, efficient, and reduces fragmentation and duplication of services; and,

WHEREAS, in 2002 Central Florida Regional Transportation Authority (d/b/a LYNX) was re-designated as the CTC for Orange, Osceola and Seminole Counties for three years; and,

WHEREAS, on September 22, 2003, the Commission for the Transportation Disadvantaged (Commission) extended the Memorandum of Agreement (MOA) for LYNX as the CTC to June 30, 2008; and,

WHEREAS, on March 27, 2008, the Evaluation Committee, established by the Local Coordinating Board for Orange, Osceola and Seminole Counties to review responses to the Request for Proposal for the CTC, recommended that LYNX continue in the role of the CTC; and,

WHEREAS, METROPLAN ORLANDO and the Local Coordinating Board for Orange, Osceola and Seminole Counties have implemented performance measurement and reporting requirements to ensure quality of service; and,

WHEREAS, the safety and well-being of transportation disadvantaged citizens are best served through the continuation of service as provided by LYNX in its designated role as the CTC.

NOW THEREFORE, BE IT RESOLVED BY THE METROPLAN ORLANDO BOARD that:

In accordance with Chapter 427 of the Florida Statutes, the METROPLAN ORLANDO Board recommended to the Florida Commission for the Transportation Disadvantaged that LYNX continue as the CTC for Orange, Osceola and Seminole Counties for the five-year period from July1, 2008 to June 30, 2013.

Passed and duly adopted at a regular meeting of the METROPLAN ORLANDO Board on the 14<sup>th</sup> day of May, 2008.

#### CERTIFICATE

The undersigned duly qualified and acting Chairman of the METROPLAN ORLANDO Board certifies that the foregoing is a true and correct copy of a Resolution adopted at a legally convened meeting of the METROPLAN ORLANDO Board.

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Honorable Carlton Henley  
Chairman

---

Virginia L. Whittington, Manager of  
Board Services and Recording Secretary

**Consent Agenda Item #6.C. iii**

**To:** LYNX Board of Directors

**From:** Lisa Darnall  
CHIEF OPERATING OFFICER  
Joe Cheney  
(Technical Contact)  
Blanche Sherman  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6036

**Item Name:** Miscellaneous  
Authorization to Issue an Invitation for Bid (IFB) for the Purchase of  
Inventory Bus Parts

**Date:** 7/1/2008

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**ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to release an Invitation for Bid (IFB) for the purchase of inventory bus parts. The term of the contract will be one (1) year from date of award.

**BACKGROUND:**

Inventory parts are not currently under contract. Pricing must be obtained for parts each time a requisition is submitted. The lead time to process requisitions takes approximately three (3) business days. By putting the parts under contract, the lead time will be reduced to one (1) day. LYNX' average monthly stock order is \$227,999 for an annual amount of \$2,735,988. The annual contract will provide a fixed cost for the purchase of the inventory parts which should result in lower costs. Also, LYNX may receive additional discounts on the parts due to the estimated annual usage.

**FISCAL IMPACT:**

LYNX' staff has included \$2,834,800 in the FY2008 Operating Budget for parts usage expenses.

**Consent Agenda Item #6.C. iv**

**To:** LYNX Board of Directors

**From:** **Lisa Darnall**  
CHIEF OPERATING OFFICER  
**Doug Jamison**  
(Technical Contact)  
**Belinda Balleras**  
(Technical Contact)  
**Sue Masselink**  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6036

**Item Name:** Miscellaneous  
**Authorization to file a Grant Application with FTA for the Phase II  
Deployment of the "Model Orlando Regionally Efficient Travel  
Management Coordination Center (MORE-TMCC)" project**

**Date:** 7/1/2008

---

**ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to submit a grant application to the Federal Transit Administration (FTA) for Phase II funding of the Model Orlando Regionally Efficient Travel Management Coordination Center (MORE-TMCC) and execute, if awarded, up to \$5,000,000 as designed during Phase I of the project.

**BACKGROUND:**

There are 62 Federal programs that fund transportation services for the transportation disadvantaged. Due to inefficiencies, limited resources, and a lack of coordination, delivery of human services transportation is challenging. While both the transportation and health and human service communities are implementing emerging technologies for more efficient service delivery, the two communities are often unaware of the research, new approaches and advances that each is making.

LYNX responded to an RFP issued by the FTA in 2006 with a proposal for a "Model Orlando Regionally Efficient Traveler Management Coordination Center (MORE-TMCC)". LYNX has partnered with transportation, planning, and health and human service agencies throughout Orange, Osceola, Seminole, and Polk counties. The TMCC is a unique concept that creates efficiencies in transportation delivery through optimal multi-jurisdictional route planning, provision of seamless transportation services, utilization of a universal cashless fare payment system, and automated billing. The TMCC system development and design for the Central

Florida area will serve rural, suburban and urban travel of senior citizens, people with disabilities, economically disadvantaged citizens, and Medicare and Medicaid recipients.

It is the mission of the MORE-TMCC to:

- Advance coordination between multiple transportation and health and human services organizations within the region
- Deliver enhanced transportation services seamlessly across county boundaries and between multiple funding programs
- Provide an opportunity to serve general public mobility demand within the service region in areas currently un-served and underserved by general public transport services
- Utilize existing and planned Intelligent Transportation Systems for human service and general public accessibility enhancements
- Further develop existing community resources and programs to maximize services and build upon institutional arrangements of established operational consortiums and agencies
- Engage stakeholders in interagency coordination and cooperation utilizing the Framework for Action Model

LYNX was among 8 agencies across the country selected for Phase I funding. The MORE TMCC partners are finalizing the design of the MORE-TMCC, with the final project deliverable being a System Phasing Implementation Plan, due June 30, 2008.

If successful, the MORE-TMCC project will integrate human services funded transportation to increase productivity using existing resources. Participating agencies will use an integrated scheduling system to allow scheduling of trips across all participating transportation agencies. This will allow customers to book all sponsored trips through a single call.

This will remove duplication of effort in the overall system by allowing each agency to share trip booking and billing functions and allow every vehicle from participating agencies to provide customer trips, regardless of funding sources.

FTA is now soliciting applications from Phase I participants to go on to the implementation stage, or Phase II, of the demonstration project, to be submitted by July 31, 2008. A condition of Phase I approval was that awardees would submit an application for funding Phase II. FTA will select at least two sites to develop and implement Travel Management Coordination Centers (TMCC) as designed in Phase I.

The project match is contingent upon the amount of the grant awarded by FTA with a potential of a maximum of \$600,000. Funds awarded for this project will be matched from multiple sources, including toll revenue credits and in-kind match from local partners, which may include non-FTA federal funds.

## **FISCAL IMPACT:**

The FY2009 budget justification includes \$5,000,000 for Phase II of the MORE-TMCC demonstration project. The work order for this project is expected to be issued in January 2009, with work on the project expected to start in March 2009 and end in March 2010.

**Consent Agenda Item #6.C. v**

**To:** LYNX Board of Directors

**From:** Bert Francis  
CHIEF FINANCIAL OFFICER  
Blanche Sherman  
(Technical Contact)  
Ed Velez  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6047

**Item Name:** Miscellaneous  
Authorization to Retire and Sell Surplus Items at Public Auction.

**Date:** 7/1/2008

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**ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to retire and sell, at a public auction, surplus items as identified on the attached list.

**BACKGROUND:**

It is LYNX' policy to hold an annual auction to dispose of Board approved surplus assets. This year's auction is scheduled for July 26<sup>th</sup> 2008. The following surplus items require authorization for retirement and disposal at the public auction:

**Retired Vehicles:**

Twenty-two (22) revenue vehicles (buses, engines & transmissions) and two (2) support vehicles with a total net book value of \$49,886.

**Furniture, Fixtures and Equipment:**

Surplus and obsolete furniture, fixtures and equipment including computers, telephones, copiers, and printers with a total net book value of \$598.

**Van Pool Vans:**

Ten (10) Dodge vans with zero (0) net book value.

**FISCAL IMPACT:**

The total net book value of the surplus items is \$50,484. The net proceeds from this sale will be included in LYNX' non-operating revenue or in amounts due to FTA, which ever is applicable in FY2008.

**Central Florida Regional Transportation Authority  
Fixed Assets Auction List**

Description	Acquisition Value	Net Book Value
Rebuilt Transmisssion 4HP590	9,405	-
ORION - ORION V	137,055	-
Rebuilt Engine DetroitDiesel 6V92	13,688	-
Rebuilt 4HP590 Transmission	9,097	-
Rebuilt 6V92 Engine	13,350	-
Rebuilt 6V92 Engine	13,350	1,669
Transmission ORION	8,825	-
Rebuilt 6V92 Engine	13,350	-
Rebuilt Transmission 4HP 590	10,951	-
Rebuilt Engine DetroitDiesel 6V92	13,688	-
Rebuilt Engine DD50	13,475	-
ORION - ORION V	150,510	-
ORION - ORION V	131,816	-
ORION - ORION V-CNG	131,816	-
ORION - ORION V	131,816	-
ORION - ORION V	130,138	-
ORION - ORION V	131,816	-
Transmission ORION V	9,691	-
Rebuilt Detroit Diesel S50	14,323	298
Rebuilt Transm 4HP590	11,451	1,909
Transmission ORION	8,487	-
Rebuilt Engine 6V92	13,074	-
Rebuilt Engine DetroitDiesel 6V92	13,135	-
Rebuilt Detroit Diesel S50	14,323	597
ORION - ORION V	150,510	-
Transmission	12,528	-
ORION - ORION V	131,816	-
ORION - ORION V	131,816	-
ORION - ORION V	131,816	-
ORION - ORION V	131,816	-
ORION - ORION V	131,816	-
GILLIG - PHANTOM-35/96TBM-11	200,238	-
GILLIG - PHANTOM-40/96TBS-50	189,065	-
GILLIG - PHANTOM-40/96TBS-50	187,082	-
GILLIG - PHANTOM-40/96TBS-50	194,575	-
GILLIG - PHANTOM-40/96TBS-50	194,575	-
GILLIG - PHANTOM-40/96TBS-50	189,858	-
Rebuilt Engine 6V92	13,350	2,225
Rebuilt Engine DD50	14,323	1,194
Transmission ORION V	9,691	-
Rebuilt B400R Transmission	4,500	-
GILLIG - PHANTOM-40/96TBS-50	194,575	-
Rebuilt Detroit Diesel S50	12,061	503
Rebuilt Transm B400R	5,375	784
GILLIG - PHANTOM-40/96TBS-50	194,575	-
Rebuilt Engine DD50	12,976	1,892
Rebuilt Detroit Diesel S50	12,061	503
REBUILT ENGINE - DETROIT DIESEL 6V92	13,768	-
REBUILT TRANSMISSION 4HP590	8,097	-
REBUILT TRANSMISSION	7,175	-
Transmission, ZF4HP590	12,691	3,966
REBUILT TRANSMISSION	5,905	-



**Central Florida Regional Transportation Authority  
Fixed Assets Auction List**

Description	Acquisition Value	Net Book Value
REBUILT ENGINE DETROIT DIESEL SERIES 50	13,156	-
REBUILT TRANSMISSION B400R	4,950	-
PHANTOM-C20D096N4 (GILLIG) BUS	206,089	34,348
		-
<b>Subtotal - Retired Vehicles and Capital Parts</b>	<b>3,871,456</b>	<b>49,886</b>
MITSHBISHI 33" TV MONITOR	3,665	
SHARP 3062 COPIER	9,200	
PROJECTOR, PROXIMA W/CASE & WAR	8,512	
CAMERA, KODAK DIGITAL DC50 #117532-3RD FLR COMP RM	627	
COPIER, CAN 8530, NCM04286	14,588	
CASSETTE RECORDER WITH CASE	403	
FACSIMILE-CANON LASERCLASS 9000L	1,590	
CANON LASERCLASS 8500 FAX	1,647	
Fax - CANON8500 LASER FAX MACHINE	1,724	
FAX- CANON 8500 LASER FAX MACHINE	1,724	
CAMCORDER MODEL VM 3300A	969	
Time Clock, IT 1600 Network Clock	3,328	
Time Clock, IT 1600 Network Clock	3,192	
SERVER-POWEREDGE 500SC	2,102	
DIGIBOARD ACCELEPORT 8EM PCI CONTROLLER	634	
MONITOR-APPLE 21 STUDIO DISPLAY 1600X1200	1,515	
DIGIPORT 8 EM PORT DIGIBOARD	590	
COMPUTER, DELL P5MMX233/GN/M	1,588	
Computer - Dell 1700 GX400 Minitower	1,263	
SERVER-DELL POWEREDGE 4400	4,842	
COMPUTER-DELL 1700GX400 MINITOWER	1,323	
HP Surestore DLT1 Autoloader	3,912	
Macintosh Computer box/power&cooling supply	775	
Computer - Dell 1700 GX400 Minitower	1,263	
Computer - Dell 1700 GX400 Minitower	1,263	
Computer - Dell 1700 GX400 Minitower	1,263	
Computer - Dell 1700 GX400 Minitower	1,263	
COMPUTER-DELL PENTIUM III MINI TOWER	1,476	
Computer - Optiplex GX270	722	132
Computer, Dell 1700 GX400 Minitower	1,221	
Computer, Dell 1700 GX400 Minitower	1,221	
Computer, Dell 1700 GX400 Minitower	1,221	
Computer - Dell 1700 GX400 Minitower	1,263	
Computer, Dell 1700 GX400 Minitower	1,221	
Computer - Dell 1700 GX400 Minitower	1,263	
Computer - Dell 1700 GX400 Minitower	1,263	
Computer - Dell 1700 GX400 Minitower	1,263	
COMPUTER-LATITUDE C800	4,184	
COMPUTER-LATITUDE C800	3,768	
COMPUTER-LATITUDE C800	3,768	
Computer - Dell 1700 GX400 Minitower	1,263	
Computer - Dell 1700 GX400 Minitower	1,263	
Computer - Dell 1700 GX400 Minitower	1,263	
Computer - Dell 1700 GX400 Minitower	1,263	
Computer - Dell 1700 GX400 Minitower	1,263	
Computer - Dell 1700 GX400 Minitower	1,263	
Computer - Optiplex GX260T	1,253	21

**Central Florida Regional Transportation Authority  
Fixed Assets Auction List**

Description	Acquisition Value	Net Book Value
Computer - Optiplex GX260T	1,253	21
Computer - Optiplex GX260T	1,253	21
Computer - Dell 1700 GX400 Minitower	1,263	
Computer - Dell 1700 GX400 Minitower	1,263	
Computer - Dell 1700 GX400 Minitower	1,263	
Computer - Dell 1700 GX400 Minitower	1,263	
Computer - Power MAC 800Mhz G4	5,268	
Computer - Power MAC 800Mhz G4	5,408	
Computer - Dell 1700 GX400 Minitower	1,263	
Computer - Dell 1700 GX400 Minitower	1,263	
Computer - Dell 1700 GX400 Minitower	1,263	
Computer - Optiplex GX260T	1,253	21
Computer - Optiplex GX260T	1,253	21
Computer - Optiplex GX260T	1,253	21
Computer - Optiplex GX260T	1,253	21
COMPUTER-DELL 1700GX400 MINITOWER	1,323	
POWEREDGE 4300 (TRA OPS SVR)	9,181	
COMPUTER-DELL P6400	1,416	
H/P SURESTORE DLT AUTO LOAD	5,711	
COMPUTER-DELL PIII 500K	1,278	
APC SMART UPS 1400	597	
COMPUTER-DELL PENTIUM III MINI TOWER	1,476	
COMPUTER-DELL PENTIUM III MINI TOWER	1,476	
COMPUTER-DELL PENTIUM III MINI TOWER	1,476	
COMPUTER-DELL PENTIUM III MINI TOWER	1,476	
COMPUTER-DELL PENTIUM III MINI TOWER	1,476	
COMPUTER-DELL PENTIUM III MINI TOWER	1,476	
COMPUTER-DELL PENTIUM III MINI TOWER	1,476	
COMPUTER-DELL PENTIUM III MINI TOWER	1,476	
COMPUTER-DELL PENTIUM III MINI TOWER	1,476	
APC BASE STATION HEWLETT PACKARD COMPUTER	1,500	
COMPUTER-DELL P111 550K GX1/T+	1,019	
COMPUTER-DELL P111 550K GX/T+	949	
Computer - Optiplex GX260T	1,253	21
Computer - Optiplex GX260T	1,253	21
Computer - Optiplex GX260T	1,253	21
Computer - Dell 1700 GX400 Minitower	1,263	
Computer - Dell 1700GX400 Minitower	1,323	
Server - PowerEdge 6450 700MHz/1M Cache	6,590	
Computer - Latitude C810	3,089	
Computer - Lattitude C810	3,089	
Computer - Latitude C810	3,089	
Computer - Latitude C810	3,089	
COMPUTER-DELL 1700GX400 MINITOWER	1,323	
DIGIPOINT 16EM PORT DIGIBOARD	834	
COMPUTER-DELL P6400	1,416	
COMPUTER-DELL PIII 500K	1,278	
Computer, Dell 1700 GX400 Minitower	1,221	
Computer, Dell 1700 GX400 Minitower	1,221	
Computer, Dell 1700 GX400 Minitower	1,221	
Computer, Dell 1700 Gx400 Minitower	1,221	
Computer, Dell 1700 GX400 Minitower	1,221	
Computer, Dell 1700 GX400 Minitower	1,221	
Computer, Dell 1700 GX400 Minitower	1,221	

**Central Florida Regional Transportation Authority  
Fixed Assets Auction List**

Description	Acquisition Value	Net Book Value
Computer, Dell 1700 GX400 Minitower	1,221	
Computer, Dell 1700 GX400 Minitower	1,221	
Computer, Dell 1700 GX400 Minitower	1,221	
Computer, Dell 1700 GX400 Minitower	1,221	
Computer, Dell 1700 Gx400 Minitower	1,221	
COMPUTER-DELL 1700 MINITOWER	1,289	
COMPUTER-DELL 1700 MINITOWER	1,289	
COMPUTER-DELL 1700 MINITOWER	1,289	
SERVER-DELL POWEREDGE 6400	7,428	
PRINTER-HEWLETT PACKARD LASERJET	1,506	
SERVICE JACK, OTC 10 TON	1,462	
Wireless Surveil - PRC Monitor	369	62
Wireless Surveil - PRC 4 Chnnl DVR	1,173	195
WEIGH-TRONIX ELECTRIC SCALE	638	
CHAIR	317	
CHAIR	317	
CHAIR, HIGH BACK	324	
VCR, HITACHI	424	
COPIER,CAN8530,5002,M00083	14,588	
DICTAPHONE-32 CHANELL GUARDIAN	23,116	
SFTWR WORDPERFECT (16) FOR WIN 96	3,952	
SFTWR LOTUS 123 V5.0	1,890	
WINDOWS, WP & LOTUS FOR	515	
SFTWR LOTUS SOFTWARE	2,378	
SFTWR LOTUS 3.4, UPGRADE	5,730	
SFTWR LOTUS / WORD PERFECT PRINT	1,282	
SFTWR LOTUS WITH WINDOWS	8,875	
LOTUS SELECTS	20	
APC 1400 SMART - UPS SUI400	615	
CHAIR, SWIVEL, LO-BACK, GRAY	135	
<b>Subtotal - Furniture, Fixtures, and Equipment</b>	<b>294,846</b>	<b>598</b>
2000 DODGE MAXIVAN	39,703	-
2000 DODGE MAXIVAN	39,703	-
2000 DODGE MAXIVAN	39,703	-
2000 DODGE MAXIVAN	28,941	-
2000 DODGE MAXIVAN	28,941	-
2000 DODGE MAXIVAN	28,941	-
2000 DODGE MAXIVAN 11 PASSENGER	28,941	-
2000 DODGE 15 PASSENGER VAN	28,341	-
2000 DODGE MAXIVAN	28,341	-
98 DODGE RAM VAN - 9 PASSENGER	24,474	-
1997 DODGE INTREPID	11,148	-
1995 FORD CROWN VICTORIA	18,167	-
<b>Subtotal - Van Pool Vans</b>	<b>345,342</b>	<b>-</b>
<b>Total</b>	<b>4,511,644</b>	<b>50,484</b>

**Consent Agenda Item #6.C. vi**

**To:** LYNX Board of Directors

**From:** Lisa Darnall  
CHIEF OPERATING OFFICER  
William Hearndon  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6036

**Item Name:** Miscellaneous  
Authorization to Execute the Transportation Disadvantaged Operating Grant from the Florida Commission for the Transportation Disadvantaged for July 2008 to June 2009

**Date:** 7/1/2008

---

**ACTION REQUESTED:**

Staff is requesting the Board of Directors' adoption of a resolution to execute the FY2009 Transportation Disadvantaged Operating Grant.

**BACKGROUND:**

Every year, the Florida Commission for the Transportation Disadvantaged (TD) awards Trip Grants to each Community Transportation Coordinator (CTC) to provide TD trips within their service area. The designated CTC for any one service area is the only entity in that service area that is eligible for the Trip Grant. LYNX serves as the CTC for Orange, Osceola, and Seminole Counties.

**FISCAL IMPACT:**

The Transportation Disadvantaged Trip Grant provides funding for all TD services provided by LYNX' Paratransit Operations Division. FY2009's TD allocation is \$2,675,714, which is an increase of \$93,418 over FY2008 and has been included in the proposed FY2009 operating budget. The Grant requires a 10% local match, which is obtained through customer fares.

## CFRTA RESOLUTION 08-001

### A RESOLUTION OF THE CENTRA FLORIDA REGIONAL TRANSPORTATOIN AUTHORITY, TO FILE A TRANSPORTATION DISADVANTAGED TRUST FUND GRANT APPLICATION WITH THE FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

**WHEREAS**, this is a resolution of the GOVERNING BOARD of Central Florida Regional Transportation Authority, d/b/a LYNX (hereinafter BOARD), hereby authorizes the filing of a Transportation Disadvantaged Trust Fund Grant Application with the Florida Commission for the Transportation Disadvantaged.

**WHEREAS**, this BOARD has the authority to file a Transportation Disadvantaged Trust Fund Grant Application to undertake a transportation disadvantaged service project as authorized by Section 427.0159, Florida Statutes and Rule 41-2, Florida Administrative Code.

#### **NOW THEREFORE, BE IT RESOLVED THAT:**

1. The BOARD has the authority to file this grant application.
2. The BOARD authorizes Bert Francis, Chief Financial Officer, to file and execute the application on behalf of the Central Florida Regional Transportation Authority, d/b/a LYNX with the Florida Commission for the Transportation Disadvantaged.
3. The BOARD authorizes Bert Francis, Chief Financial Officer, to sign any and all agreements or contracts, which may be required in connection with the application.
4. The BOARD authorizes Blanche Sherman, Manager of Finance, to sign any and all assurances, reimbursement invoices, warranties, certifications and any other documents, which may be required in connection with the application or subsequent agreements.

**DULY PASSED AND ADOPTED THIS 26 DAY OF JUNE 2008, BOARD  
OF the Central Florida Regional Transportation Authority, d/b/a LYNX.**

CENTRAL FLORIDA REGIONAL  
TRANSPORTATION AUTHORITY

By: \_\_\_\_\_  
Chairman

Attest:

\_\_\_\_\_  
Assistant Secretary

**Consent Agenda Item #6.C. vii**

**To:** LYNX Board of Directors

**From:** Lisa Darnall  
CHIEF OPERATING OFFICER  
William Hearndon  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6036

**Item Name:** Miscellaneous  
Authorization to Execute Amendment #7 to the Medicaid Subcontracted  
Transportation Provider Contract with Florida Commission for the  
Transportation Disadvantaged

**Date:** 7/1/2008

---

**ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to execute a contract amendment (Amendment #7) with the Florida Commission for the Transportation Disadvantaged (CTD) to extend the terms of the contract through August 31, 2008.

**BACKGROUND:**

In the State of Florida's 2005 fiscal year (July 1, 2004, through June 30, 2005), the Agency for Health Care Administration (AHCA) contracted with the Florida Commission for the Transportation Disadvantaged (CTD) to administer AHCA's Medicaid Non-Emergency Transportation (NET) program. LYNX contracted with the CTD to provide Medicaid NET services at a capitated monthly allocation of \$493,683 (\$5,924,196 annually) beginning in January 2005. During the State's 2006 fiscal year, statewide Medicaid NET funding was reduced resulting in the monthly allocation to LYNX being reduced to \$455,472 (\$5,465,664 annually).

There have been six amendments since 2006 as follows:

Amendment #1: During the State's 2006 fiscal year, statewide Medicaid NET funding was reduced resulting in the monthly allocation to LYNX being reduced to \$448,165 (\$5,377,980) annually.

Amendment #2: In the State 2007 fiscal year, additional funding was added to the statewide Medicaid NET allocation, resulting in LYNX receiving an increase in our monthly allocation to \$500,948 (\$6,011,364 annually).

Amendment #3: For 2008 fiscal year, AHCA elected to enter into a six month contract amendment/extension with the CTD. Amendment #3 extended the current agreement by six months and maintained the monthly allocation at the same level as FY2007 (\$500,948 monthly) for the months of July and August 2007.

Amendment #4: Additional Medicaid Health Maintenance Organizations (HMOs) began providing transportation services to their enrollees on September 1, 2007. AHCA reduced allocations to Medicaid Non-Emergency Transportation providers by the amount provided to the HMOs (estimated at \$2.91 per member, per month) through the term of the current agreement (December 31, 2007). This resulted in a reduction in monthly allocations of \$69,821, from \$500,948 monthly to \$431,127 monthly.

Amendment #5: AHCA reconciled the number of enrollees of HMO's who provide transportation services and reduced the statewide Non-Emergency Transportation allocation by \$8.7 million, reducing LYNX monthly allocation to \$267,227 monthly. Amendment #5 accounts for this reduction and extends the terms of the contract by six months (January 2008 to June 2008).

Amendment #6: AHCA disallowed the Medicaid HMOs from providing transportation services to their enrollees effective March 1, 2008, moving those customers and trips back into the coordinated systems. As the Community Transportation Coordinator and Subcontracted Transportation Provider, LYNX will assume those customers and trips. The funding that had previously been removed from our system and given to the HMOs is being returned to LYNX in this Amendment, increasing our monthly allocation to \$500,938.

Amendment #7: This amendment simply extends the terms of the agreement through August 31, 2008, to coincide with AHCA's other contracts. Funding remains at the same level for the two month extension.

## **FISCAL IMPACT:**

There is no fiscal impact due to this amendment. The funding levels for the two month extension have been included in the paratransit operations fiscal year 2008 operating budget.



STATE OF FLORIDA  
COMMISSION FOR THE TRANSPORTATION DISADVANTAGED  
MEDICAID NON-EMERGENCY TRANSPORTATION (NET) PROGRAM  
SUBCONTRACTED TRANSPORTATION PROVIDER AGREEMENT  
AMENDMENT NO 7

AGREEMENT #: BDB01  
FINANCIAL PROJECT ID#: 41604318201  
F.E.I.D. # 591-396-396-001

This agreement, entered into on June 30, 2008 by and between the State of Florida, Commission for the Transportation Disadvantaged, hereinafter called "Commission" and LYNX, 455 N Garland Avenue, Orlando, FL 32801, hereinafter called "Subcontracted Transportation Provider" for Orange, Osceola and Seminole County(ies).

WITNESSETH:

WHEREAS, the Commission and the Subcontracted Transportation Provider heretofore on 1/1/2005 entered into an Agreement, hereinafter called the Original Agreement;

WHEREAS, the Commission desires to participate in all eligible items of development for this project as outlined in the attached amended Exhibit B.

WHEREAS, this amendment is necessitated by the amendment of the contract between the Commission, and the Agency for Health Care Administration for Medicaid Non-Emergency Transportation (NET) services.

NOW, THEREFORE, THIS INDENTURE WITNESSETH; that for and in consideration of the mutual benefits to flow from each to the other, the parties hereto agree that the above described Agreement is to be amended as follows:

1. Purpose of Agreement: The purpose of the agreement is not changed.
2. Accomplishment of the Agreement: The accomplishment of the agreement is not changed.
3. Expiration of Agreement: Paragraph 2, TERM of said agreement is amended to be August 31, 2008.
4. Amendment Amount: The agreement is increased by \$1,001,875.00.
5. Total Project Cost: The revised Total Project Cost is \$18,073,603.00.
6. Exhibit B of said Agreement is replaced by Amended Exhibit B and is attached hereto and made a part hereof.

EXCEPT as hereby modified, amended, or changed, all other terms of the Agreement dated 1/1/2005 and Amendments 1 through 6 shall remain in full force and effect. This amendment cannot be executed unless all previous amendments to this Agreement have been fully executed.

**EXHIBIT B**  
**AMENDMENT # 7**  
**METHOD OF COMPENSATION**

For the satisfactory performance of the services and the submittal of Encounter Data as outlined in Exhibit A, Scope of Services, the Subcontracted Transportation Provider payments shall be \$500,938.00 monthly with a final payment of \$500,937.00. The Subcontracted Transportation Provider shall be paid up to a maximum amount of \$18,073,603.00. The Subcontracted Transportation Provider shall submit invoices in a format acceptable to the Commission. The Subcontracted Transportation Provider will be paid after the Commission has received payment from the Agency for Health Care Administration.

1. Project Cost:

The STP shall request payment through submission of a properly completed invoice to the Commission Contract Manager or its designee. Once the Commission has signed the invoice for approval, the Commission shall submit the approved invoice to the DOT Disbursement Operations Office for payment to the STP.

<u>County:</u>	Orange, Osceola, and Seminole
<u>Total Project Cost To Date:</u>	\$17,071,728.00
<u>Amendment Amount:</u>	\$1,001,875.00
<u>Total Project Cost Revised:</u>	\$18,073,603.00

2. Disbursement Schedule of Funds

FY 07/08	July	2008	\$500,938.00
	August		\$500,937.00

In witness whereof, the parties hereto have caused these presents to be executed, the day and year first above written.

STATE OF FLORIDA  
COMMISSION FOR THE TRANSPORTATION  
DISADVANTAGED

LYNX

\_\_\_\_\_  
SIGNATURE

\_\_\_\_\_  
SIGNATURE

Executive Director

\_\_\_\_\_  
TITLE

\_\_\_\_\_  
TITLE

Lisa M. Bacot

\_\_\_\_\_  
PRINTED NAME

\_\_\_\_\_  
PRINTED NAME

STATE OF FLORIDA  
COMMISSION FOR THE TRANSPORTATION DISADVANTAGED  
MEDICAID NON-EMERGENCY TRANSPORTATION (NET) PROGRAM  
SUBCONTRACTED TRANSPORTATION PROVIDER AGREEMENT  
AMENDMENT NO 7

AGREEMENT #: BDB01  
FINANCIAL PROJECT ID#: 41604318201  
F.E.I.D. # 591-396-396-001

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WITNESSETH:

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WHEREAS, the Commission desires to participate in all eligible items of development for this project as outlined in the attached amended Exhibit B.

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6. Exhibit B of said Agreement is replaced by Amended Exhibit B and is attached hereto and made a part hereof.

EXCEPT as hereby modified, amended, or changed, all other terms of the Agreement dated 1/1/2005 and Amendments 1 through 6 shall remain in full force and effect. This amendment cannot be executed unless all previous amendments to this Agreement have been fully executed.

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<u>County:</u>	Orange, Osceola, and Seminole
<u>Total Project Cost To Date:</u>	\$17,071,728.00
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<u>Total Project Cost Revised:</u>	\$18,073,603.00

2. Disbursement Schedule of Funds

FY 07/08	July	2008	\$500,938.00
	August		\$500,937.00

In witness whereof, the parties hereto have caused these presents to be executed, the day and year first above written.

STATE OF FLORIDA  
COMMISSION FOR THE TRANSPORTATION  
DISADVANTAGED

LYNX

\_\_\_\_\_  
SIGNATURE

\_\_\_\_\_  
SIGNATURE

Executive Director

\_\_\_\_\_  
TITLE

\_\_\_\_\_  
TITLE

Lisa M. Bacot

\_\_\_\_\_  
PRINTED NAME

\_\_\_\_\_  
PRINTED NAME

**Consent Agenda Item #6.C. viii**

**To:** LYNX Board of Directors

**From:** Lisa Darnall  
CHIEF OPERATING OFFICER  
William Hearndon  
(Technical Contact)  
Sue Masselink  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6036

**Item Name:** Miscellaneous  
Endorsement of the 2008 LYNX Transportation Disadvantaged Service Plan (TDSP)

**Date:** 7/1/2008

---

**ACTION REQUESTED:**

Staff is requesting the LYNX Board of Directors' endorsement of the 2008 Transportation Disadvantaged Service Plan (TDSP). A copy of the final TDSP follows.

**BACKGROUND:**

As the Community Transportation Coordinator (CTC), LYNX is responsible for the development and provision of transportation disadvantaged services for the tri-county region of Orange, Osceola, and Seminole Counties. ACCESS LYNX is one program among LYNX' comprehensive transportation services that provides paratransit service to customers with special needs. The Transportation Disadvantaged Service Plan (TDSP) is required by the State of Florida Commission for the Transportation Disadvantaged (CTD) and approved by the Local Coordinating Board (LCB). The TDSP is developed every five years in coordination with a Memorandum of Agreement between LYNX serving as the CTC and the CTD. The TDSP contains a Development Plan, Service Plan, and a Quality Assurance component.

Through the LCB's involvement in the review and approval of the plan, the LCB is able to guide and support the CTC in implementing coordination efforts and locally developed service standards that are consistent with the needs and resources of the community. The LCB plays an important role in the support, advisement, monitoring, and evaluation of the CTC based on the approved TDSP.

The TDSP reflects LYNX' commitment to provide the highest quality coordinated transportation services in the most cost effective and efficient manner to our customers.

The purpose of the TDSP is to:

- Serve as the source document for identifying service standards related to all paratransit services within the tri-county region.
- Establish long-term goals, objectives, and strategies that reflect the CTC's scope and responsibilities.

The 2008 TDSP is an original document, and reflects service-planning initiatives for the calendar years 2008-2013. Additional items contained in the TDSP include a Memorandum of Agreement and cost/revenue allocation and rate structure justification. The TDSP will be a guide for state and local agencies regarding LYNX' contributions to paratransit services and persons with special needs.



**LYNX  
TRANSPORTATION  
DISADVANTAGED SERVICE PLAN  
2008-2013**

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## INTRODUCTION

The Transportation Disadvantaged Service Plan (TDSP) reflects LYNX' commitment to maintain and improve transportation services for the transportation disadvantaged and serves as a framework for performance evaluation. As the Community Transportation Coordinator (CTC) for Orange, Osceola, and Seminole counties, LYNX is responsible for accomplishment of certain requirements regarding the arrangement of cost-effective, efficient, unduplicated, and unfragmented transportation disadvantaged services within its service area. The TDSP lays out a strategy for meeting these requirements through development, service, and quality assurance components. The TDSP is required by the State of Florida Commission for the Transportation Disadvantaged (CTD) and approved by the Local Coordinating Board (LCB).

This TDSP also serves as the locally developed public transit/human services transportation plan for the LYNX service area, as required by the Federal Transit Administration for funding under its Job Access and Reverse Commute (JARC) Program, New Freedom Program (NFP), and Elderly Individuals and Individuals with Disabilities Program. These programs, authorized by the Safe, Accountable, Flexible, and Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU), require projects selected for funding to be:

*...derived from a locally developed, coordinated public transit-human services transportation plan....through a process that included representatives of public, private, and nonprofit transportation and human services providers and participation by the public.*

The TDSP, long required in the State of Florida, is just the type of plan envisioned at the Federal level to ensure that all communities make the best use of Federal resources to meet the transportation needs of the elderly, individuals with lower incomes, and individuals with disabilities.

**TO BE ADDED WHEN APPROPRIATE:**

**LETTER OF TRANSMITTAL FOR TDSP FROM LINDA WATSON, LYNX  
CEO, TO CTD**

**LETTER FROM CTD RE: TDSP REVIEW**

**LETTER FROM LYNX TO CTD ADDRESSING ANY REVIEW ITEMS**



**TRANSPORTATION DISADVANTAGED  
LOCAL COORDINATING BOARD  
MEMBERSHIP ROSTER  
2008**

**ORANGE COUNTY:**

Cmsr. Mildred Fernandez –  
CHAIRPERSON  
Orange County Board of County  
Commissioners  
201 S. Rosalind Ave.  
P. O. Box 1393  
Orlando, FL 32802  
407-836-7350  
Fax 407-836-5879

**CITIZEN ADVOCATE:**

Mr. Carl Welch  
1041 Locust Avenue  
Orlando, FL 32809  
  
Alternate: Ms. Diane Ketts  
215 East New Hampshire Street  
Orlando, FL 32804  
407-855-0097  
407-898-2483

**SEMINOLE COUNTY:**

Cmsr. Michael McLean - VICE-  
CHAIRMAN  
1101 E. First Street  
Sanford, FL 32771  
407-665-7205  
Fax 407-665-7958

**CITIZEN ADVOCATE (SYSTEM  
USER):**

Mr. Jack Couture  
Alternate: Mr. Robert Melia  
P.O. Box 568773  
Orlando, FL 32856-8773  
407-857-4428

**OSCEOLA COUNTY:**

Cmsr. John Quiñones  
Osceola County Government  
One Courthouse Square  
Suite 4700  
Kissimmee, FL 34741  
407-343-2200  
Fax 407-343-2210

**DEPARTMENT OF CHILDREN  
AND FAMILIES:**

Ms. Sharon Jennings, Supervisor  
Alternate: Mr. Manuel Garay  
400 W. Robinson Street, S-430  
Orlando, FL 32801  
407-245-0458  
Ext. 611  
Fax 407-245-0413  
407-245-0440  
Ext. 654

**DEPARTMENT OF EDUCATION &  
VOCATIONAL REHABILITATION:**

Mr. Wayne Olson  
3555 Maguire Boulevard  
Suite 205  
Orlando, FL 32803  
407-897-2725  
Fax 407-897-2752

**ECONOMICALLY  
DISADVANTAGED:  
VACANT**

**FLORIDA DEPARTMENT OF  
TRANSPORTATION:**

Ms. Diane Poitras  
Alternate: Ms. Karen Paul  
Florida Dept. of Transportation  
133 S Semoran Blvd.  
Orlando, FL 32807  
407-482-7860  
407-482-7858

**FOR-PROFIT OPERATOR:**

Mr. Dwight Sayer  
Alternate: Mr. Ed Griffin  
259 Regal Downs Circle  
Winter Garden, FL 33487  
407-851-8201  
Ext. 125  
Fax 407-851-8203

**MEDICAID:**

Mr. Benjamin Akinola  
Medicaid Program Office  
400 W. Robinson Street  
Suite S309  
Orlando, FL 32801  
407-315-4836  
Fax 407-423-6492

**MEDICAL COMMUNITY:**

Ms. Betsy Delano  
DSCF East Orlando  
4100 Metric Drive, Suite 300  
Winter Park, FL 32792  
407-681-7600  
Fax 407-681-7690

**PUBLIC EDUCATION:**

Ms. Edna Bennett  
Orange County Public Schools  
8105 McCoy Road  
Orlando, FL  
407-317-3800

**REPRESENTATIVE FOR PERSON  
WITH DISABILITIES:**

Ms. Marilyn Baldwin  
Alternate: Mr. Charles Graham  
8427 Lainie Lane  
Orlando, FL 32818  
407-293-0565  
407-654-6199

**REPRESENTATIVE FOR THE  
ELDERLY (OVER 60):**

Ms. Valerie Barber-Simpson  
Alternate: Mr. Winfield Adams  
919 Laura St.  
Casselberry, FL 32791  
646 Fellowship Drive  
Fern Park, FL 32730  
407-695-1933  
407-682-2310



**SENIOR RESOURCE ALLIANCE  
(AREA AGENCY ON AGING OF  
CENTRAL FLORIDA, INC.):**

Ms. Sarah Lightell  
Alternate: Tom Porter  
988 Woodcock Road  
Orlando, FL 32809  
407-514-1800  
Fax 407-623-1335 407-228-1816

**STATE COORDINATING  
COUNCIL OF EARLY  
CHILDHOOD DEVELOPMENT:**

Ms. Judy Binns  
Alternate: Ms. Andrea Hammond  
3500 West Colonial Drive  
Orlando, FL 32808  
407-532-4189  
Fax 407-445-7340  
407-522-2252

**VETERANS:**

Mr. Mike Dixon  
Alternate: Mr. Alex Alexander  
Orange County Veterans Services  
2100 E. Michigan Street  
Orlando, FL 32806  
407-836-8987  
Fax 407-836-8999

**NON-VOTING MEMBERS:**

Mr. Dave Freeman  
Alternate: Ms. Vanessa Butler  
Orange County EMS  
4401 Vineland Rd., Ste. A-11  
Orlando, FL 32811-7179  
407-650-4031  
Fax 407-318-3288 407-650-4031  
Ext. 232

Mr. Bill Hearndon  
LYNX  
455 N. Garland Avenue  
Orlando, Florida 32801  
407-841-2279 Ext. 3092  
Fax 407-841-7262

**METROPLAN ORLANDO:**

Ms. Cheryl Stone  
Ms. Kiesha Johnson  
Board Services Coordinator  
315 E. Robinson Street  
Suite 355  
Orlando, FL 32801-1949  
407-293-7076 Fax 407-481-5681  
407-481-5672 Ext. 315  
Fax 407-481-5681

## **I DEVELOPMENT PLAN**

### **A. Introduction to the Service Area**

#### **1. Background of the Transportation Disadvantaged Program**

##### **State Level Roles and Responsibilities**

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

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

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

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

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

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

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

### **Federal Level Roles and Responsibilities**

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

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

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

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

The requirements as set forth in the FTA guidance are embodied in this document and will be used as a guide for allocation of funds under JARC and NFP, for which LYNX is the designated recipient for the Orlando Urbanized Area. The JARC program provides funding for projects that assist welfare recipients and eligible low-income individuals in accessing jobs and other employment-related activities, as well as reverse commute projects for transporting individuals of any income level in urban and rural areas to suburban employment opportunities. The NFP, a new program, provides funding for new public transportation services and service alternatives beyond those required by the Americans with Disabilities Act of 1990 (ADA) which assist individuals with disabilities to and from employment and full participation in community life.

### **Local Level Roles and Responsibilities**

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

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

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

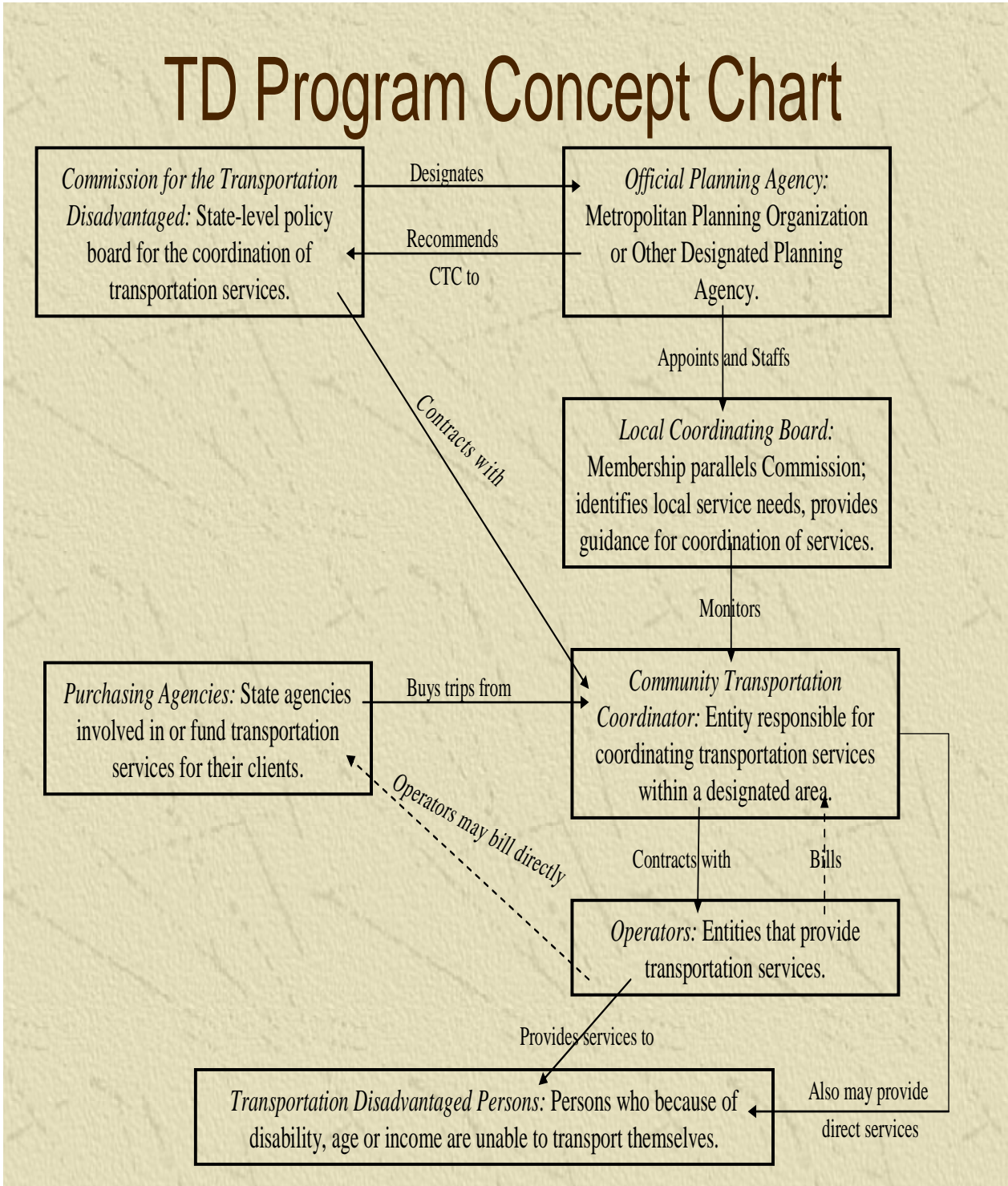
- Chairperson – must be an elected official
- Elderly
- Disabled
- Citizen Advocate
- Citizen Advocate, representing people who use the coordinated system
- Veterans Services
- Community Action Agency (economically disadvantaged)
- Public Education

- Department of Transportation
- Department of Children and Families
- Department of Labor and Employment Security
- Department of Elder Affairs
- Agency for Health Care Administration – Medicaid Office
- State Coordinating Council (Early Childhood )
- Private Transportation Industry
- Mass/Public Transit Industry (if applicable)

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

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

**Figure 1 - TD Program Concept Chart**



## **2. Community Transportation Coordinator Designation Date and History**

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

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

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

Service began on October 1, 1992, and was provided by Grayline of Orlando, d.b.a. United Transportation. Transportation service was provided for customers eligible for Medicaid, Transportation Disadvantaged, LYNX ADA Complementary Paratransit, Community Coordinated Child Care, Vocational Rehabilitation, and the Division of Blind Services. United Transportation was the sole provider of service to the CTD in the tri-county region until January 19, 1996.

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

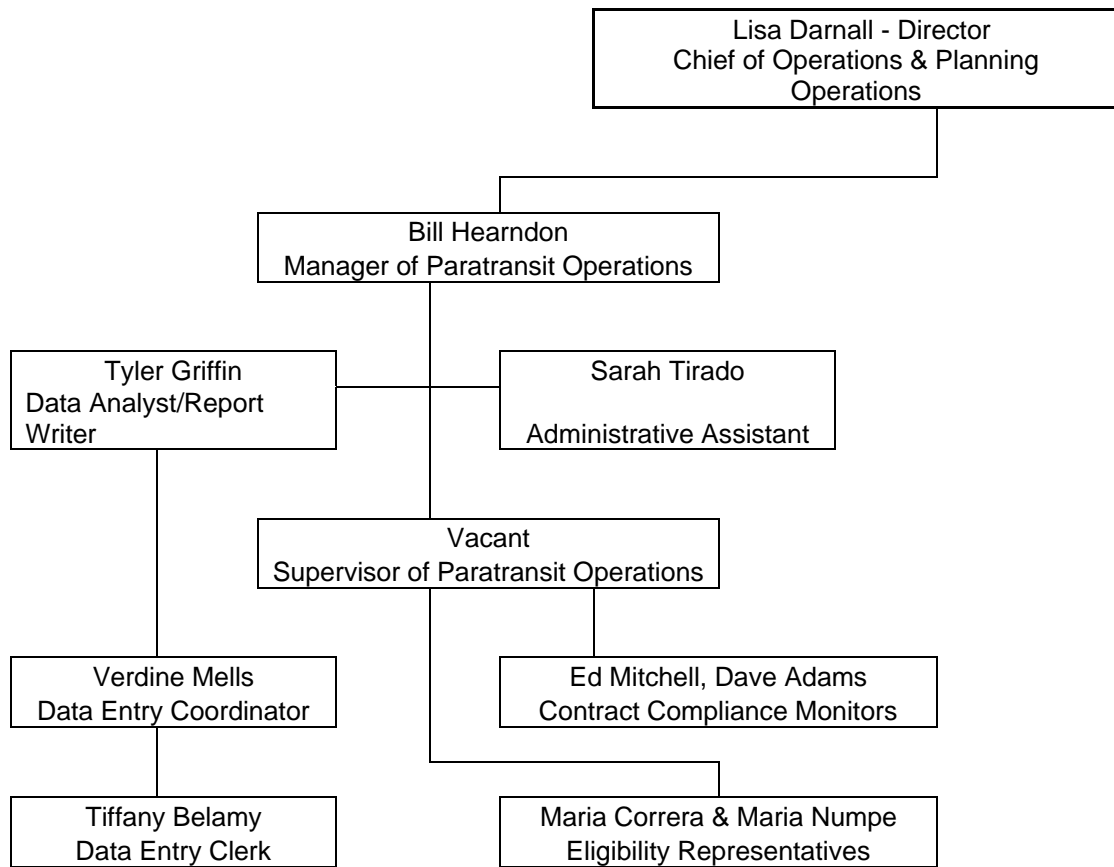
In 2001, a comprehensive assessment of the A+Link paratransit program was conducted by Multisystems, a paratransit transportation consulting firm. This assessment revealed issues of concern related to costs, customer satisfaction, and efficiency. This effort resulted in an entirely new paratransit model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

LYNX staff has complete oversight of the entire delivery system. MV Transportation, in addition to providing direct service, also provides all call center, scheduling, and dispatch functions. LYNX controls eligibility, data entry, billing, and customer relations, which includes intake of and response to complaints. As a direct result of the comprehensive assessment, a Request for Proposal Scope of Work was developed to address areas of concern. MV Transportation was the successful respondent.

### 3. Organizational Charts

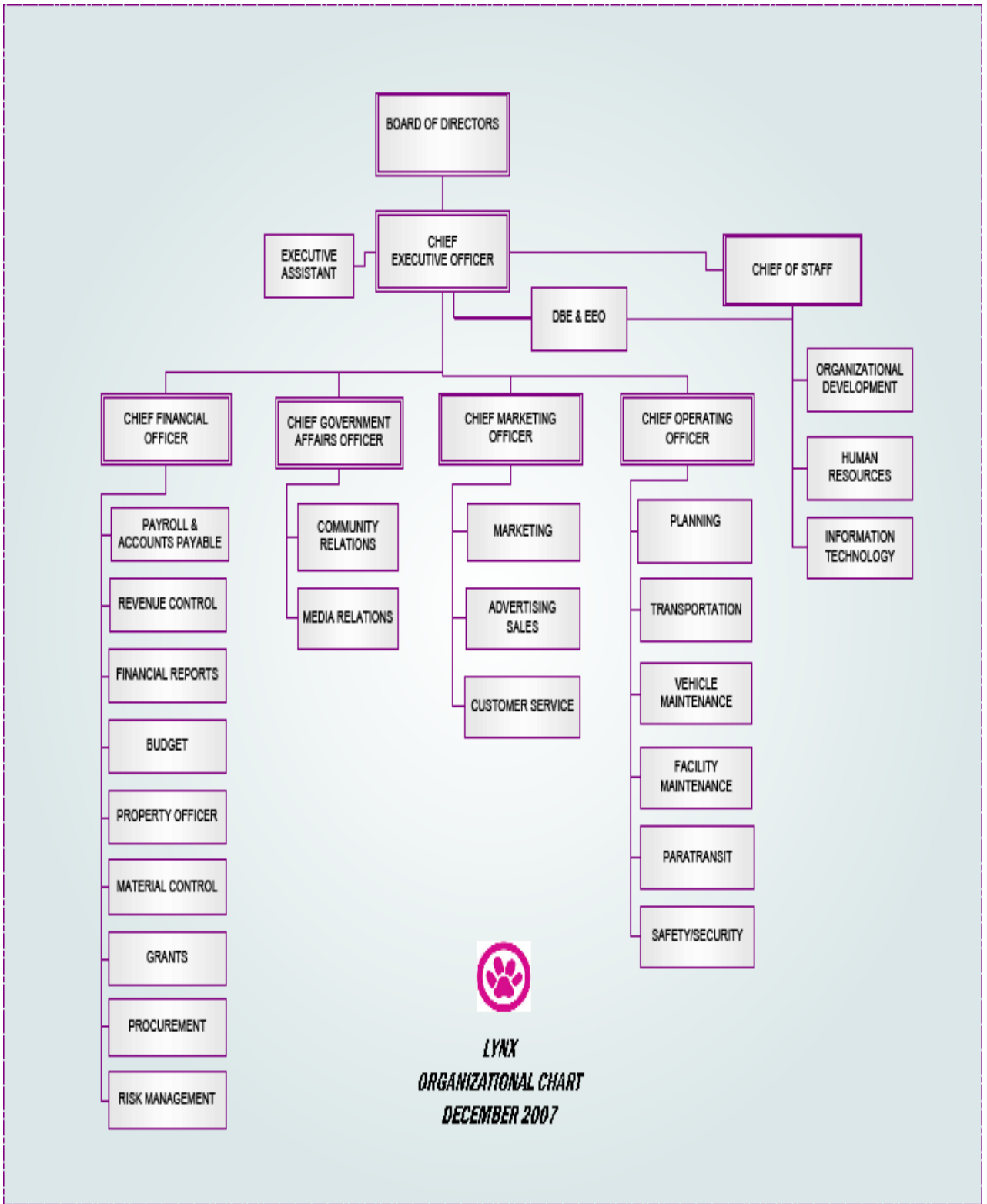
LYNX' paratransit partnership is the result of a cooperative effort among LYNX, funding partners, advocates, system users, and elected officials from throughout the three-county area. Following are organizational charts for the LYNX paratransit Division, LYNX Corporate, and MV Transportation.

**Figure 2 – LYNX Paratransit Operations Organizational Chart**



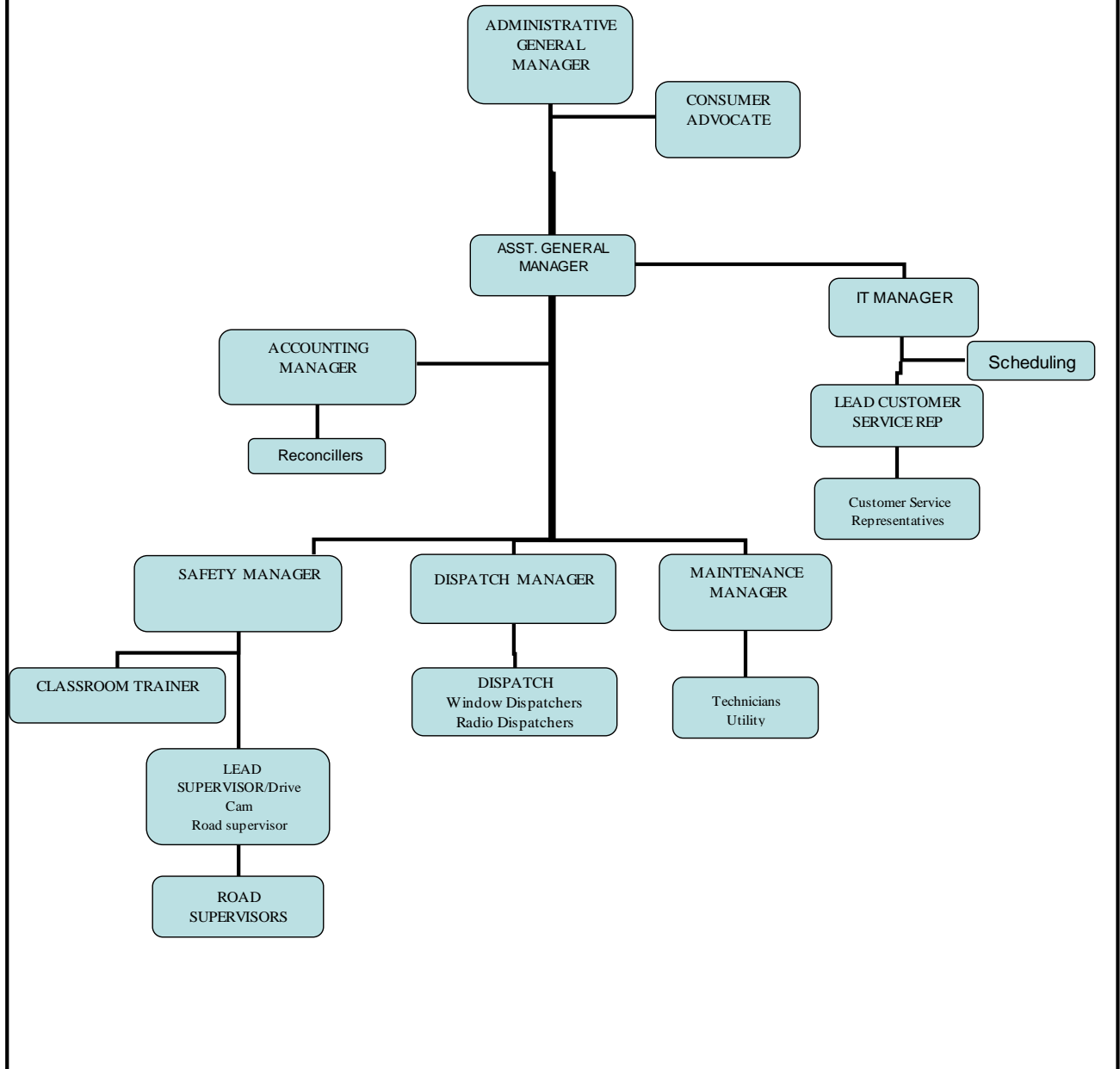
**Figure 3 – LYNX Organizational Chart**





**Figure 4 – MV Transportation – Orlando Division – Organizational Chart**

## MV Transportation Orlando Division





#### 4. Consistency Review of Other Plans

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

a. Local government comprehensive plans

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

b. Strategic Regional Policy Plan

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

c. LYNX Transit Development Plan

The Transit Development Plan (TDP) is a ten-year strategic instrument that provides an assessment of where we are, where we are going, and how we propose to get there. The TDP presents LYNX' operating and associated capital improvement for the next ten-year period and is intended to guide the activities, priorities, and budgets of the organization. The current TDP covers fiscal years 2008 through 2017.

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

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

The five-year Transportation Disadvantaged Plan sets forth goals, objectives, and a plan of action for the Commission for the Transportation Disadvantaged. The five-year plan presents forecasts of demand for transportation disadvantaged services, the costs of meeting that demand for transportation disadvantaged services, forecasts of future funding for transportation disadvantaged services, and the approaches to balancing the supply and demand for these services. The twenty-year plan presents

forecasts for Florida's transportation disadvantaged system. Forecasts are provided of the transportation disadvantaged population, the demand for trips, the number of trips that will be supplied, the unmet demand for trips, the operating expense of the forecasted trips, the number and expense of the new vehicles that will be required to supply the forecasted trips.

e. METROPLAN ORLANDO's Long Range Transportation Plan (LRTP)

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

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

f. Transportation Improvement Program

The Transportation Improvement Program (TIP) is a five-year implementation plan of the LRTP.

**5. Local Coordinating Board Certification**

APPROVED BY  
**METROPLAN ORLANDO**  
12/20/07 ylw

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

**Date:** December 12, 2007  
**Name (DOPA):** METROPLAN ORLANDO  
**Address:** 315 East Robinson Street  
 Suite 355  
 Orlando, Florida 32801

METROPLAN ORLANDO/Designated Official Planning Agency named above hereby certifies to the following:

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

**Signature:**   
 Honorable Linda Stewart

**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	Mildred Fernandez (Orange)	-
	Ken Shipley (Osceola)	-
	Michael McLean (Seminole)	-
FLORIDA DEPT. OF TRANSPORTATION	Diane Poitras	-
FLORIDA DEPT. OF CHILDREN & FAMILIES	Sharon Jennings	-

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

FLORIDA DEPT. OF EDUCATION & VOCATIONAL REHABILITATION	Wayne Olson	-
STATE COOR. COUNCIL EARLY CHILD.DEV.	Cookie Hanson	-
PUBLIC EDUCATION	Edna Bennett	-
VETERANS	Mike Dixon	-
MEDICAID (AHCA)	Benjamin Akinola	-
FLORIDA DEPT. OF ELDER AFFAIRS	Sarah Lightell	-
REPRESENTING THE ELDERLY (OVER SIXTY)	Valerie Barber-Simpson	One Year
REPRESENTING THE DISABLED	Marilyn Baldwin	Three Years
CITIZEN ADVOCATE	Carl Welch	Two Years
CITIZENS ADVOCATE (SYSTEM USER)	Jack Couture	Three Years
FOR-PROFIT OPERATOR	Dwight Sayer	Three Years
NON-VOTING MEMBER	Dave Freeman	-

## B. Service area Profile and Demographics

### 1. Service Area Description

The transportation disadvantaged service area for LYNX consists of three counties: Orange, Osceola, and Seminole. Together they constitute approximately 2,584 square miles in the Central Florida area. Orange County accounts for 908 square miles; Osceola County is 1,322 square miles; and Seminole County 344 square miles.

Service is provided throughout the tri-county area and includes the communities of Orlando, Kissimmee, Sanford, Altamonte Springs, Lake Mary, Apopka, Ocoee, Winter Park, Maitland, Longwood, Oviedo, St. Cloud, Winter Springs, Winter Garden, Walt Disney World and other area attractions.

### 2. Demographics

#### a. Land Use

LYNX plays an active role in merging the needs of public transportation with regional development plans. This includes neighborhoods, shopping centers, and medical facilities. Enhancements include shelters, pedestrian-oriented design, and bus pull-off lanes for safe passenger boarding. LYNX has developed the Central Florida Mobility Design Manual that guides local planners and developers as they consider improvements to or expansion of the local transportation network of streets, sidewalks, and bicycle paths.

#### b. Population and Composition

According to the University of Florida's Bureau of Economic and Business Research, the estimated population of the tri-county area is 1,756,094 persons, with the largest portion of that population, 1,079,524 (61%), in Orange County. Seminole county has an estimated population of 420,667 (24%). Osceola County has an estimated Population of 255,903 (15%). Population percentages by age and data on growth projections appear in the following tables.

**Table 1**  
**Estimated Population Percentages by Age**

Age	Orange	Osceola	Seminole	Average
0-17	26%	27%	24%	26%
18-34	27%	24%	23%	25%
35-54	29%	29%	32%	30%
55-64	9%	10%	11%	10%
65-79	7%	8%	8%	8%
80+	2%	3%	3%	3%

Source: BEBR 2007 Florida Statistical Abstracts



**Table 2  
Population Growth Projections.**

<b>County</b>	<b>2010</b>	<b>2015</b>	<b>2020</b>	<b>2025</b>	<b>2030</b>
Orange	1,204,500	1,347,800	1,481,400	1,600,500	1,711,100
Osceola	309,200	371,200	429,800	482,800	532,600
Seminole	532,600	500,300	539,600	575,000	607,800
Total	2,048,310	2,221,315	2,452,820	2,660,325	2,853,530

Source: BEBR 2007 Florida Statistical Abstract

**Table 3  
2006 Employment Statistics**

<b>COUNTY</b>	<b>LABOR FORCE</b>
Orange	575,990
Osceola	121,189
Seminole	236,170
<b>TOTAL</b>	<b>933,349</b>

Source: BEBR 2007 Florida Statistical Abstract

c. Major Trip Generators

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

Major non-work related trip generators include dialysis, which account for approximately 34 percent of all trips. Currently, there are 27 renal centers in the tri-county region. Table 4 contains a list of the major trip generators in the tri-county region. Shown is the name of the facility and the number of annual trips for that destination in the most recent 12-month period.

**Table 4  
Major Trip Generators**

**Trips by Location for the period Feb 2007 - Feb 2008**

<b>Location</b>	<b>Trips</b>
PARK PLACE BEHAVIORIAL CENTER	25,658
SEM MENTAL HLTH SANF	22,792
LAKESIDE MERCY DRIVE	22,670
DIALYSIS CENTRAL FL KIDNEY DT	15,374
QUEST SOUTH	12,822
DIALYSIS OCOEE	11,204
DIALYSIS STURTEVANT	11,092
DIALYSIS ST CLOUD	10,760
CITE NEW HAMPSHIRE	10,260
DIALYSIS KISSIMMEE	8,948
DIALYSIS W COLONIAL	8,837
BRIGHT START PEDIATRICS	8,594
QUEST NORTH	8,407
DIALYSIS WINTER GDN	8,176
DIALYSIS TOWN LOOP	8,073
DIALYSIS DSCF APOPKA	7,752
DIALYSIS LK ELLENOR	7,746
DIALYSIS DSCF-CENTRAL ORLANDO	7,628
DIALYSIS SEMORAN	7,083
DIALYSIS E COLONIAL	6,930
DIALYSIS IRLO BRONSO	5,914
DIALYSIS DSCF SANFORD	5,829
PEDIATRIC HEALTH CHO	5,728
OSC COUNCIL ON AGING	5,679
DIALYSIS WINTER PARK	5,432
DIALYSIS VINELAND	5,291

C. Service Analysis

1. Forecasts of TD Population

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

The second category of transportation-disadvantaged persons are those who meet Florida's statutory definition of transportation disadvantaged, which includes those who,

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

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

**Table 5A  
Forecast of Potential Transportation Disadvantaged by County  
2009-2013**

<b>County</b>	<b>Disabled Non-Eld. Low Inc.</b>	<b>Disabled Non-Eld. Non-Low Inc.</b>	<b>Disabled Elderly Low Inc.</b>	<b>Disabled Elderly Non-Low Inc.</b>	<b>Non-Dis. Elderly Low Inc.</b>	<b>Non-Dis. Elderly Non-Low Inc.</b>	<b>Non-Dis. Non-Eld. Low Inc.</b>	<b>Total</b>
<b>2009</b>								
<b>Orange</b>	6,171	47,964	7,673	64,034	15,719	131,193	90,257	363,011
<b>Osceola</b>	938	9,153	1,745	16,242	4,210	39,191	14,703	86,181
<b>Seminole</b>	1,110	14,981	2,723	27,538	6,236	63,048	25,326	140,963
<b>Total</b>	8,220	72,098	12,141	107,814	26,165	233,432	130,286	590,156

**Table 5B  
Forecast of Transportation Disadvantaged Population by County  
2009-2013**

<b>County</b>	<b>Transp. Dis. Non-Eld. Low Inc.</b>	<b>Transp. Dis. Non-Eld. Non-Low Inc.</b>	<b>Transp. Dis. Elderly Low Inc.</b>	<b>Transp. Dis. Elderly Non-Low Inc.</b>	<b>Non- Transp. Dis. Low Inc. No Auto No F.R.</b>	<b>Total</b>
<b>2009</b>						
<b>Orange</b>	2,218	17,237	4,796	40,021	12,255	76,526
<b>Osceola</b>	375	3,661	1,060	9,867	1,400	16,363
<b>Seminole</b>	449	6,064	1,469	14,857	3,126	25,965
<b>Total</b>	3,042	26,962	7,325	64,745	16,780	118,854

**Table 5C**  
**Forecast of Transportation Disadvantaged Trips by County**

<b>2009/2013</b>	<b>Trip Supply in System</b>	<b>Supply out of System</b>	<b>Unmet Trip Demand</b>	<b>Total Trip Demand</b>
Orange	1,675,643	347,445	645,049	2,668,136
Osceola	406,965	84,384	129,269	620,618
Seminole	802,208	166,338	174,017	1,142,563
Total	2,884,815	598,167	948,335	4,431,317

## 2. Needs Assessment

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

As LYNX provides a full array of transportation services, customers can access the mode of transportation best suited for their needs. LYNX offers fixed-route services and bus pass programs to those TD customers who cannot provide for their own transportation and are able to access fixed-route service. For those who cannot access fixed-route service, LYNX offers paratransit door-to-door services.

Need among all segments of the Transportation Disadvantaged is constantly growing and usually at a much higher rate than the growth of funding for services. For these reasons, LYNX has established trip priorities for customers under the TD program and has a written eligibility process for screening customers. As needs grow, LYNX will continue efforts to eliminate misuse of the system, and transition customers off the more costly paratransit service to fixed-route bus service when appropriate. This is accomplished through incentive programs, needs assessments, and travel training.

As the Community Transportation Coordinator (CTC), LYNX coordinates services required by the Americans with Disabilities Act of 1990 (ADA) and Medicaid services with TD services to increase efficiencies and opportunities for multi-loading. LYNX has expanded the ADA paratransit eligibility process to include an assessment of an individual's capacity to make use of the fixed-route bus service as well. This decision is critical for containing costs by ensuring that individuals take advantage of the flexibility that fixed-route bus service offers to the maximum extent possible. Staff determined that this assessment would be best provided by a qualified organization, experienced in physical rehabilitation and patient evaluation. Accordingly, Quest, Inc. has been providing these services through a third-party contract.

Strict implementation of eligibility is required by the ADA in order to preserve the civil rights of individuals with disabilities. An in-person functional assessment provides an objective process and an accurate determination of the need for paratransit services. For

the functional assessment to be effective, it must be complimented with a “travel training” program. Through travel training, applicants who are denied service based on the fact that their disability does not prevent use of fixed-route service can be trained to use fixed-route service. In addition, customers who are deemed to be ADA eligible can also be provided fare incentives such as reduced fare passes to encourage fixed-route use, thereby reducing rising ADA paratransit costs.

Concerted efforts have also been made to more accurately assess the needs of consumers requesting service through Medicaid and the Transportation Disadvantaged Trust Fund. LYNX worked cooperatively over several months with local Medicaid officials to implement a written application process for Medicaid recipients seeking transportation assistance for reaching medical appointments. The official process was implemented in March 2003, coinciding with the implementation of LYNX’ new transportation management software. Early in 2003, all Medicaid recipients were alerted of the new change by way of the Area 7 Medicaid Newsletter.

All recipients requesting service (including those already in our system) were informed in writing that transportation provided through the Medicaid program must be delivered by the most cost-effective mode possible. A transportation option they must first consider is friends and family, and request service through the ACCESS LYNX system only when no other option is available. If no other means is available, the first option is the Medicaid Bus Pass Program, which opens up other options for meeting transportation needs as the bus pass is good for thirty days and can be used an unlimited number of times for all other transportation needs. LYNX is also providing recipients seven day passes when appropriate to further reduce reliance on more costly paratransit service. This more intense level of screening and assessment will assist the Medicaid Program in meeting serious budget constraints while still serving those eligible recipients who truly need the service.

In addition to the needs identified above, over the course of 2006 and 2007 LYNX took a fresh look at the needs of low-income individuals who must get to jobs and job-related activities, such as educational opportunities and training, as well as the needs of individuals with disabilities beyond those provided for under the ADA and other programs under which LYNX has already been serving the community. This effort was undertaken to ensure that the most needed services were added to LYNX’ network of services in order to make best use of new funding resources provided under two relatively new Federal programs: the Job Access and Reverse Commute (JARC) and the New Freedom Program (NFP).

A key component of the coordinated planning process is public outreach/stakeholder input into the coordinated plan. Program guidance requires public outreach and public participation in the planning process. Partners, at a minimum, must include public, private, non-profit and human services transportation providers as well as representatives of target populations. Each area receiving funds is encouraged to identify and include other stakeholders in the service area. In its role as the CTC for the tri-county area,

LYNX already has an extensive list of partners. These partners received individual invitations to a series of public meeting in preparation for this planning effort.

Public input was provided through a series of regional workshops in partnership with METROPLAN Orlando (MPO), the Community Transportation Association of America (CTAA), the Federal Transit Administration (FTA), CTD, and FDOT.

The initial stakeholder meeting in April 2006 was used to introduce the concept of the coordinated planning process. Although final guidance was not available at the time of that meeting, interim guidance was discussed. The goal was to initiate a region wide discussion of the JARC and NFP programs and projects for FY 2006. Topics covered at this meeting included:

- JARC/NFP funding and eligible projects
- Objectives for both programs
- LYNX as the designated CTC
- Respective roles of the stakeholders
- Local challenges and next steps.

The next two workshops were the work sessions where the specific items found in this plan were developed.

In collaboration with METROPLAN ORLANDO, the Community Transportation Association of America (CTAA), the FTA, the Commission for the Transportation Disadvantaged (CTD), and LYNX, a Regional Stakeholder Workshop for Collaborative Community Transportation was held on September 19, 2006 at the METROPLAN ORLANDO Offices. The purpose of the workshop was to implement some of the components developed by the Central Florida Region Team who attended the CTAA's Institute on Transportation Coordination in Washington, D.C. on July 31-August 3, 2006. Stated workshop objectives were:

- Review and evaluate the current regional situation as it relates to coordinated transportation,
- Develop consensus for a coordinated action plan resulting in improved community transportation and quality of life, and
- Gain consensus on proposed projects to be funded by JARC and NFP grants.

Using the Framework for Action Community Assessment Tool as a reference, five core elements of the plan were defined. Through group discussion a number of items were listed under each core element. Using a group consensus process, a Regional Action Plan was developed. This plan, illustrated below, lists priorities, possible completion dates, and identifies lead responsibility for each.

**Table 6 – Regional Action Plan for Tomorrow’s Community Transportation**

<b><u>Regional Action Plan For Tomorrow’s Community Transportation</u></b>		
<b>Priorities (What)</b>	<b>Lead Responsibility (Who)</b>	<b>Reasonable Timeline (When)</b>
<b>Making Things Happen by Working Together</b>		
Dedicated funding (local, federal, state)	Central Florida Team and Stakeholders	Now/Ongoing
Education/Outreach	Central Florida Team and Stakeholders/ Local Coordinating Board (LCB)	6-12 months/ongoing
Enhance vision statement	Central Florida Team and Stakeholders/ LCB	3-6 months
<b>Taking Stock of Community Needs and Moving Forward</b>		
Education on current available resources	Collaboration with METROPLAN, LYNX, LCB	November 6 LCB Agenda/ongoing
Doing a better job of identifying unmet needs, gaps/duplication analysis	Committees/task forces/LCB	November 6 LCB Agenda/ongoing
Improve accessibility (language, Braille, etc.)	Committees/task forces/LCB	November 6 LCB Agenda/ongoing
Utilize vocational/state colleges to assist	Committees/task forces/LCB	November 6 LCB Agenda/ongoing
<b>Putting Customers First</b>		
Shelters (roadway coordination)	LYNX	Ongoing
On-time performance	LYNX/LCB	Ongoing
Educate leaders`	Coordination Task Force	Ongoing
<b>Adapting Funding for Greater Mobility</b>		
Dedicated funding	Coordination Task Force, Etc	Ongoing
Education	Coordination Task Force, Etc	Ongoing
<b>Moving People Efficiently</b>		
Unmet Demands	Task Force, Etc.	Ongoing
Mobility Manager	LYNX/MPO	Underway

A subsequent stakeholder meeting was held in February 2007. The goal of this meeting was to discuss a list of potential project types based on the Regional Action Plan developed during the September meeting. At this meeting a brief review of existing JARC/NFP projects was done. When the review was complete the group was presented with the list of potential project types for the 2007 plan. The project types were developed based on input from attendees at the September meeting, the local CTAA

team, and LYNX staff. The list was divided into three broad categories – Service, Accessibility and Enhancements. The list of potential projects types are:

### **Service**

- New Fixed Routes
- Increase Existing Route Frequency
- Expanded Weekend Service
- Later Evening Service
- Vanpool

Examples of the types of projects in this category include identifying specific links, areas and times where additional service could be provided (new fixed route, expanded weekend frequency). Projects that met an identified need for service that enhances or expands existing fixed route could be considered for funding. For example, a proposed project could propose to provide service to employees in a new industrial/commercial area that is currently underserved or not served at all. Eligible projects under “increasing route frequency” could include projects like the recently implemented changes to the 3-D routes serving third shift workers at Disney. Vanpool could include projects that enhance existing or create new vanpools, whether they are employer or employee sponsored.

### **Accessibility**

- Sidewalks
- Shelters
- Bus Buddy
- Language Enhancements
- Outreach Programs
- Coordinated One-Stop Shop
- Provider Inventory

Examples of eligible projects in this category include installing curb cuts in sidewalks or constructing safe, accessible pathways to stops and shelters. It could also include activities leading to the creation of a list of providers in the service area and the services provided or populations served by each of them. Travel training programs (bus buddy) is also an example of an eligible project in this category.

### **Enhancements**

- Interactive Voice Response
- RIAS (Remote Infrared Audible Signs)
- CAD/AVL (Computer Aided Dispatch/Automatic Vehicle Locator)
- Fare Vending Machines
- GIS Tool
- Transit 101



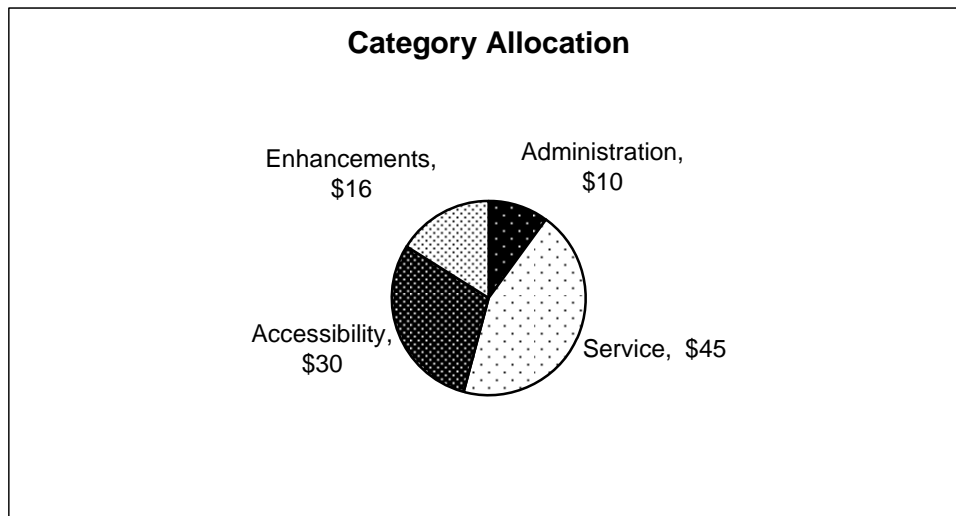
- Free Standing Kiosk
- MDT (2006 Project)

Examples of eligible projects in this category include projects that implement technology that enhances the ability of customers with disabilities to use the system. Improving signage through the use of audible signs or purchasing and installing MDTs on vehicles fall in this category. Implementation of AVL systems or purchasing GIS tools for planning purposes would also be eligible under this category.

The participants were divided into 6 groups and given a fictitious \$100 to allocate. Each group was instructed to set aside \$10 for administration and allocate the remaining \$90 among the projects. After working in the individual groups the results of each of the six groups would be explained to all participants.

As illustrated in the graph below, the participants seem to have come to a consensus that service projects should be top priority. On average, \$45 out of every \$90 allocated to projects was slated for projects in the service category. Accessibility projects were the second highest group with \$30 and Enhancements were last with \$16 allocated.

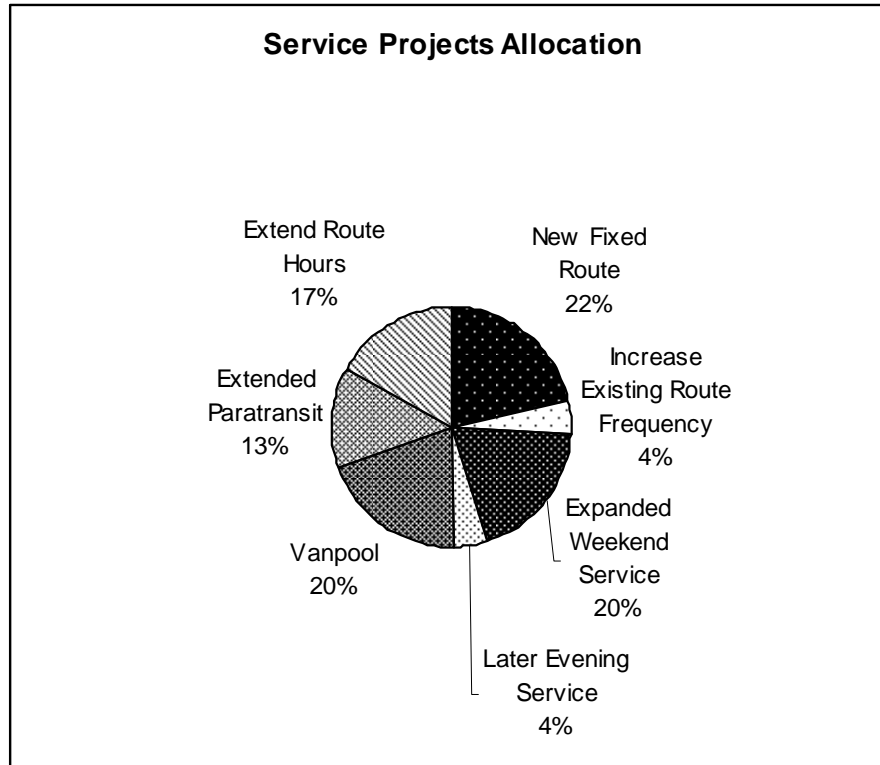
**Chart 1 – Category Allocation**



**Note: Total does not add up to \$100 due to rounding**

The individual group allocations range from \$35 to \$70 for service projects. Within the service category the potential project with the greatest allocation was new fixed route, receiving 22% of all funds allocated in this category. This allocation was followed equally by “expanded weekend service” and “vanpool,” each receiving 20% of the funds allocated in this category. Extend route hours and extended paratransit followed with 17% and 13% of the funds allocated. The entire results are illustrated in Chart 2.

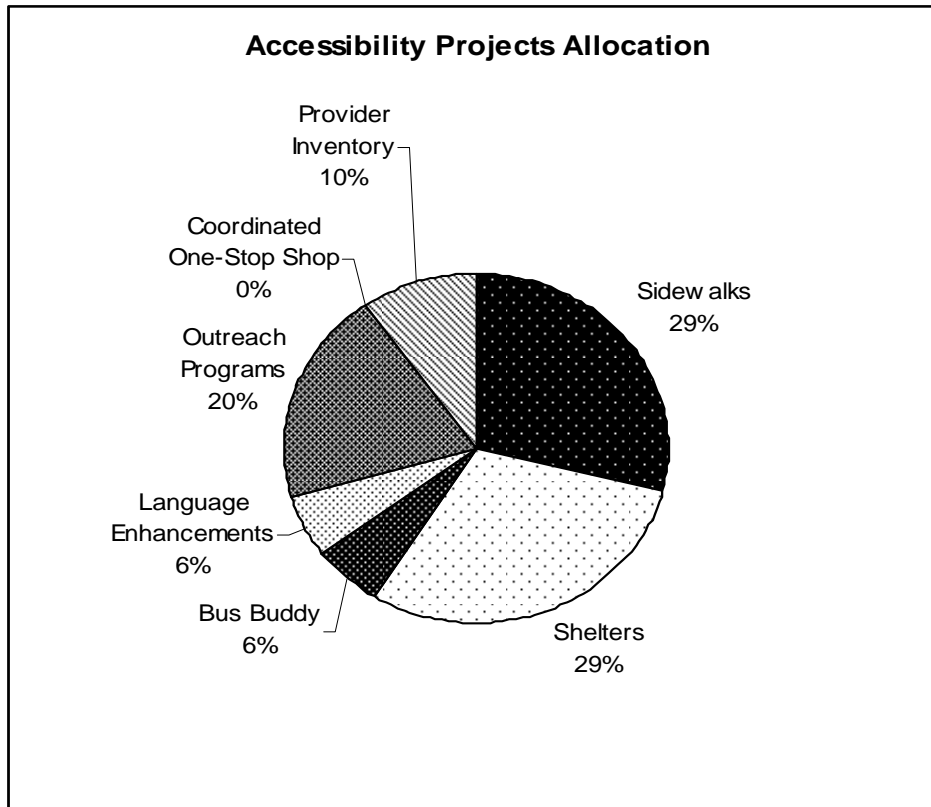
**Chart 2 – Service Projects Allocation**



Each of the groups reported allocating service funds for “new fixed route,” “expanded weekend service” or “vanpool,” regardless of how much funding they allocated to this category.

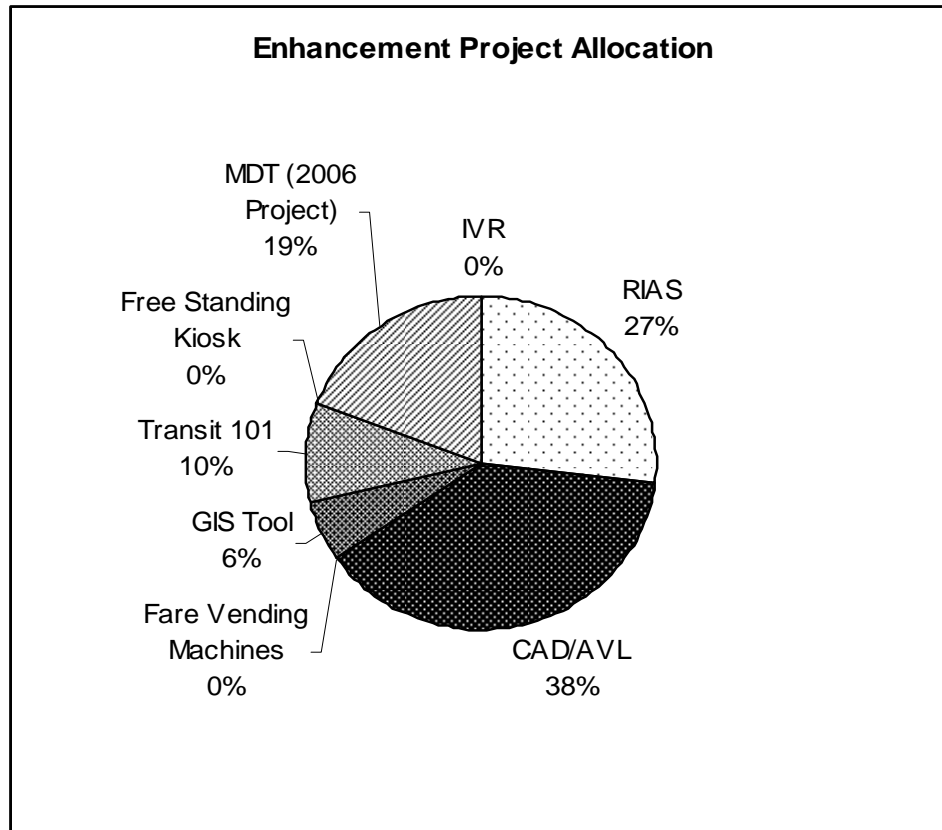
The “accessibility project” group was allocated, on average, half the funds that “service category” received (and twice what “enhancements” received). Allocations by group ranged between \$9 and \$40 allocation for this category. “Shelters and sidewalks” were listed by each group as a potential project to receive funding. Three of the potential projects in this category received almost 80% of all the funding for this category. “Sidewalks and shelters” were each allocated 29% and “outreach programs” were allocated 20%. It should be noted that one potential project, coordinated “one stop shop,” received no allocation by any of the groups. However the project type “provider inventory” received 10% of the funding in this category. The availability of a provider inventory listing transportation providers and the services they provide would enhance the ability for a consumer to make one call and get the information on all services available to them (one stop shopping). Chart 3 shows the allocation among the potential projects in the “accessibility” category.

**Chart 3 – Accessibility Projects Allocation**



The category of projects that received the lowest allocation was the “enhancement” category of projects. This category received on average \$15 out of the fictitious \$90 each group had to allocate. Individual group allocations ranged from \$10 to \$20. Included in this category is the continuation of a current project – Mobile Data Terminals (MDTs). This potential project received the third highest allocation of funds in this category (19%) the two potential projects receiving the highest allocation were the “computer aided dispatch/automatic vehicle locator” (CAD/AVL) and “remote infrared audible signs” (RIAS) with 38% and 27% respectively. As can be seen in Chart 4, the top three projects in this category received 84% of the funding. It should be noted that “free standing kiosks,” “fare vending machines” and “interactive voice response” (IVR) were allocated no funds through this process. Chart 4 illustrates the allocation of funds in this category.

**Chart 4 – Enhancement Project Allocation**



A review of existing data and plans supports the emphasis placed upon service type of projects during the stakeholder input process. The 2000 Census showed that 40% of persons between 16 and 60 with disabilities are not employed. The primary goals of the JARC and NFP programs are to expand and make available transportation opportunities to welfare, individuals with low incomes, and persons with disabilities to allow them to attain and retain employment. Transportation is often cited as a major barrier to job placement and retention for those persons considered transportation disadvantaged. However, transportation can also be a major factor in successful job placement and retention. The 2008 through 2017 Transit Development Plan (TDP) also identifies a number of fixed routes that, with enhancements, would improve service to passengers with disabilities, lower incomes, or who are elderly.

The TDP provides support for the relative importance given to the accessibility types of projects by the public process. The plan identifies areas of suburban residential developments along major highway corridors. These are areas where access to fixed route services for elderly persons and persons with disabilities can be difficult due to the need to cross major highways. The TDP proposes to implement a “flex service.” This type of service involves identifying service areas of 4 to 6 square miles. Persons within these zones would be able to request, on short notice, curb service at their location. They

would be transported to an existing LYNX Super Stop in order to access fixed route service. The TDP identifies several potential flex route service areas.

### **3. Barriers to Coordination**

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

### **D. Goals, Objectives, and Strategies**

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

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

Goals establish the overall direction for LYNX to follow in providing services to the Transportation Disadvantaged market. The additional goals listed below are from the LYNX FY 2008 Work Program. These goals are broad-reaching and were used agency-wide in guiding the direction of the entire agency as well as the paratransit operations division.

Objectives provide the specific actions that will be taken by LYNX to achieve the goal while the strategy identifies the tasks to be completed to meet the objectives. The goals and objectives are measured by quantifying the strategies. The strategies in this section are the quality assurance measures listed in Section III of this document. In this section, the goals, objectives and strategies for the ACCESS LYNX program are presented in brief form.

#### **Goal 1: Increase Fixed-Route Ridership**

Objective: Evaluate paratransit riders for possible transition to fixed-route ridership.  
Strategy: Determine the riders' eligibility through screening processes.  
Identify potential candidates for referrals.

#### **Goal 2: Become recognized as the most technologically advanced transit system of our size in the country.**

Objective: Utilize an effective method of categorizations for all data related to ridership.

Strategy: Update the passenger/trip database to track information.

**Goal 3: Elevate the role, image, and community support for public transit in Central Florida.**

Objective: Ensure easy access to information and promote a sense of open communication.

Strategy: Utilization of a toll-free number for complaints.

Quick response to customer queries.

Call hold times reduced to an average of three minutes or less.

**Goal 4: Strengthen LYNX' financial position, accountability, and organization productivity.**

Objective: Determine ways to streamline processes or increase efficiencies.

Strategy: Carrier payments for ACCESS LYNX are made according to guidelines found in the Transportation Disadvantaged Trust Fund Grant (Sec. 282.0585).

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

Objective: Greater customer service and safety measures.

Strategies: Advanced reservations for sponsors.

Preventative accident standards.

Driver training and screening.

Contract monitoring.

Passenger assistance.

Service animal inclusion.

Will calls.

In addition to the goals and objectives stated above, a number of goals and objectives were identified to meet the needs of those meant to benefit under JARC and NFP. The public input points to, and existing plans and data support, service type projects being considered higher priority than the accessibility or enhancement type projects. All of the potential project types fall within the guidelines of the JARC or NFP programs for funding. According to the group process \$45 out of the fictitious \$90 allocated for projects was allocated to service type projects. Data on the number of transportation disadvantaged residents provided in the demographics section of this TDSP supports this by showing a significant number of low income transportation disadvantaged persons.

Based on the public input, the potential project types were given a score and ranked high to low. In order to develop the list of high-medium-low priority the allocation within each category was weighted by the relative importance given to the category by the entire group. For example the "service" category received \$45 out of \$90, or half of the funds allocated to potential projects. So allocations in this category were multiplied by .5 to get

their relative score. For example, new fixed routes received 22% of the service funding. The score for this potential project type was calculated by multiplying 22 times .5 for a score of 11. The “accessibility” category received \$30 out of \$90 or one-third and enhancements \$15 out of \$90 or one-sixth. Individual project allocations in each of those categories were multiplied by .333 and .167 to get their relative score.

After the scores for each project were computed they were listed high score to low. The top third were considered high priority, the middle third medium priority, and the bottom third low priority. This prioritization is to be used as a guide when evaluating proposals for projects under this plan.

The relative rankings, as calculated were:

**Table 7 - Initial Project Type Priorities**

<b>Priority</b>	<b>Score</b>	<b>Project Type</b>	<b>Category</b>
High	11.00	New Fixed Route	Service
High	10.00	Expanded Weekend	Service
High	10.00	VanPool	Service
High	9.57	Sidewalks	Accessibility
High	9.57	Shelters	Accessibility
Medium	8.50	Extend Route Hours	Service
Medium	6.50	Extend Paratransit	Service
Medium	6.46	CAD/AVL	Enhancements
Medium	4.59	RIAS	Enhancements
Medium	3.30	Provider Inventory	Accessibility
Medium	3.23	MDT	Enhancements
<b>Priority</b>	<b>Score</b>	<b>Project Type</b>	<b>Category</b>
Low	2.00	Increase Existing Route Frequency	Service
Low	2.00	Later Evening Service	Service
Low	1.98	Bus Buddy	Accessibility
Low	1.98	Language Enhancements	Accessibility
Low	1.70	Transit 101	Enhancements
Low	1.02	GIS Tool	Enhancements

This list was presented to the public at the August 16, 2007 Stakeholder Meeting for review and comment. Comments on this list came primarily from individuals with disabilities who had comments and ideas about what would help to meet their needs. Most of the comments had to do with communication issues. Improved signage was mentioned in a number of contexts. It was suggested that better signage belongs in the high priority category. Specific items mentioned included the need for a way that

visually impaired individuals can tell that they are at a bus stop (so that they aren't waiting for a bus by a speed limit sign, for example), as well as which stop they are standing at. It was also noted that the automated stop announcements required on fixed-route service need to be loud enough and clear enough for people to understand. Drivers need to announce stops if the automated announcement feature is not working.

Another item mentioned by stakeholders is that better collaboration is needed. Specifically, it was mentioned that both transit staff and human service agency staff need to be aware of not just their own services, but of other transportation services for which a person may be eligible. It should be noted that while this document contains a list of other transportation providers, no inventory of services provided by these organizations is available. This, along with stakeholder comments in this area, would suggest that the project type "provider inventory" be included in the high priority category. Based on comments regarding better collaboration, the development of a provider inventory could include elements of a "one stop shopping" type of project.

Although not part of the initial set of "service" type projects considered, extended paratransit service was mentioned as a need. LYNX currently provides paratransit service beyond the ADA required  $\frac{3}{4}$  mile limit. There is, however, an extra charge for this service. Some consumers might find the cost prohibitive, so a project that provides assistance with the incremental cost of this service could be considered to meet this need. In addition, in the TDP LYNX has identified several areas where feeder services would be appropriate to provide access to fixed route service. Feeder services would be an example of an eligible service project.

Finally, it was mentioned that greater cross jurisdictional coordination is needed. The specific service mentioned was to the Conklin Center for Multi-Handicapped Blind in Daytona Beach. There is limited service from the Orlando area to a connection within the VOTRAN service area. It was mentioned that increased frequency on this particular route would be beneficial.

Based upon this input the ranking of project types was revised as follows:



**Table 8 - Final Project Type Priorities**

<b>Priority</b>	<b>Project Type</b>	<b>Category</b>
High	New Fixed Route	Service
High	Expanded Weekend Service	Service
High	VanPool	Service
High	Sidewalks	Accessibility
High	Shelters	Accessibility
High	RIAS	Enhancements
High	Provider Inventory	Accessibility
Medium	Extend Route Hours	Service
Medium	Extend Paratransit	Service
Medium	CAD/AVL	Enhancements
Medium	MDT	Enhancements
Medium	Increase Existing Route Frequency	Service
<b>Priority</b>	<b>Project Type</b>	<b>Category</b>
Low	Later Evening Service	Service
Low	Bus Buddy	Accessibility
Low	Language Enhancements	Accessibility
Low	Transit 101	Enhancements
Low	GIS Tool	Enhancements

**E. Implementation Plan**

1. Five-Year Transportation Disadvantaged Improvement Program

LYNX, as the CTC for the tri-county region, uses Trapeze Pass transportation management software application. This product has allowed LYNX to create significantly more effective schedules with map-based geocoding of origins and destinations, and has allowed LYNX to pinpoint passengers that reside within reasonable distance of the fixed-route service to promote more use of that option.

2. Implementation Schedule

**Table 9 – Implementation Schedule**

<b>Continue improvement of the fiscal condition of the organization</b>			
<b>Action</b>	<b>Begin</b>	<b>End</b>	<b>Individual Responsible</b>
Study and improve ways to reduce operating expenses	7/01/2008	Ongoing	Manager
Write reports to evaluate costs and improve efficiencies	7/01/2008	Ongoing	Data Analyst
Review previous year's revenues and expenses, consider service changes, project for worst possible position	10/01/2008	12/31/2008	Manager
Research available grants and other transportation funding sources to bring into the coordinated system	7/01/2008	Ongoing	Manager
Move paratransit customers to fixed-route when appropriate	7/01/2008	Ongoing	Manager Supervisor
Identify and address issues affecting increased operating expenses	7/01/2008	Ongoing	Manager Supervisor Data Analyst
<b>Complete major capital projects</b>			
Research available grants	7/01/2008	Ongoing	Manager
Integrate Smart Card technology with MDT implementation for alternative fare media	7/01/2008	6/30/2008	Manager Supervisor
<b>Improvement of LYNX' reputation with the Community</b>			
Attend and report at public meetings; meet regularly with funding partners	7/01/2008	Ongoing	Manager
Orient and involve Board of Directors and staff in the basics of Paratransit Operations	1/01/2009	3/31/2010	Manager
Review business practices and make improvement where needed	7/01/2008	Ongoing	Manager Supervisor
Emphasize the value of	7/01/2008	Ongoing	Manager

paratransit service to the community when attending public meetings.			
Return to the basics of what LYNX does best			
Orient and involve other departments in the basics of paratransit operations	4/01/2009	6/30/2009	Manager Supervisor
Review all business practices and modify as appropriate	7/01/2008	Ongoing	Manager
Meet with internal and external customers to facilitate communications	7/01/2008	Ongoing	Manager
Continue to improve Paratransit system	7/01/2008	Ongoing	Manager
Improve employee image and morale			
Praise employees when they have gone the extra mile to assist internal or external customers	7/01/2008	Ongoing	Manager Supervisor
Allow employees to provide input on business practices with the department	7/01/2008	Ongoing	Manager Supervisor
Meet regularly with employees to facilitate communications, keeping the employee “in the loop”	7/01/2008	Ongoing	Manager Supervisor
Encourage employees to interact with other departments to increase communications and broaden their understanding of the organization	7/01/2008	Ongoing	Manager Supervisor
Provide an opportunity for employees to learn new aspects of paratransit operations: cross train	7/01/2008	Ongoing	Manager Supervisor

## **II. SERVICE PLAN**

### **A. Types, Hours, and Days of Service**

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

- Medicaid is a federally funded program which primarily transports individuals with lower incomes and persons with disabilities;
- LYNX sponsors the ADA complementary paratransit service which is designed for disabled persons in the service area who cannot access regular fixed-route services;
- The Division of Blind Services sponsors service for visually impaired persons seeking training, education, and employment;
- Department of Vocational Rehabilitation sponsors training, education, and employment trips for disabled persons;
- Transportation Disadvantaged is a state sponsored program. The TD non-sponsored funds are used to provide trips for people who have no other way of providing for their own transportation needs.

Three agencies provided direct transportation for the Medicaid program. Lakeside Alternatives, Osceola Mental Health, and Seminole Mental Health provide coordinated transportation to customers receiving mental health day treatment at their facilities.

In addition, the following agencies have coordination agreements with LYNX to provide services to their own clients: Adventures In Caregiving, Inc.; Ajuda Corporation; Ambassador Cottage, Inc.; Be Safe Transportation; Bishop Grady Villas; Brighter Future Services, Inc.; Central Florida Group Homes; Crystal Lake, Inc.; Elquanah Group Home, Inc.; Global Unity Care, Inc.; Health Inspirations, Inc.; Hodges Group Home Inc.; J & B Transportation Services; Kinneret Apartments; Kirbicort, Inc.; Kissimmee Good Samaritan Health Center; Lakeside Behavioral Healthcare, Inc.; Lasting Moments; Lecia Gray-Knighton; Lottie Davis Support Services; Meals on Wheels, Etc.; Med Ride Express Service; MV Transportation; New Discovery Group Home, Inc.; Osceola ARC, Inc.; Osceola County Council on Aging; Osceola County Mental Health, Inc.; Pachot Group Home; Primrose Center, Inc.; QL Transportation Service; Quest, Inc.; Renewed Hope Group Home Inc.; Seminole Community Mental Health Center, Inc.; Seniors First; Sweet Serenity Home, Inc.; Trinity Home Care Facility, Inc.; World Connect Agency, Inc.; Zealene Hatcher.

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

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

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

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

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

## **B. Accessing Services**

Reservations are taken from 8:00 a.m. to 5:00 p.m., seven days a week. Customer services are available twenty-four hours a day, seven days a week. ACCESS LYNX has twenty-three telephone lines available to accept reservations and customer service queries. Additional telephone lines are available for requests by facsimile (FAX). The peak call times are 6:00 a.m. to 10:00 a.m. and 2:00 p.m. to 6:00 p.m. Customers are, therefore, encouraged to call during other times of the day.

(407) 423-8747 Reservations and Customer Service  
(800) 556-8747 Out of local area phone calls  
(407) 851-8203 FAX  
(407) 851-8594 TDD

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

Service is offered door-to-door. Door-through-door services are offered only to stretcher passengers. The driver can’t assist the customer beyond the front door of any building. At the customer’s residence, the customer is expected to be waiting on the first floor.

The driver may not enter the residence (except for stretcher passengers). Drivers will not assist wheelchair or stretcher passengers down more than one step, nor will they attempt to push a wheelchair or stretcher through grass or sand. Customers may bring items on-board the vehicle with them, but they are limited to what they can carry unassisted.

ACCESS LYNX requests that a customer give twenty-four hour notice of cancellation, but will accept three hour notice. A “no show” is defined as a scheduled trip that is not cancelled within three hours prior to the scheduled pick-up time. Sponsoring agencies may be notified each time a customer fails to appear to a scheduled trip. For non-ADA trips, if a customer no-shows on the going trip, then the return is automatically cancelled, unless notified otherwise.

ACCESS LYNX has developed a suspension policy for customers who engage in willful and chronic no-show behavior and for customers who engage in violent, disruptive or unlawful behavior:

*A customer may have no more than 4 no-shows within any 90-day period. To exceed this limit will result in customer suspension of 30 days for the first occurrence, 60 days for the second occurrence, and 90 days for each occurrence thereafter.*

*Trips cancelled with less than three hours notice prior to the scheduled pick-up time will be considered a no-show.*

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

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

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

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

**Table 10  
Sponsor Operating Policies**

<b>Sponsor</b>	<b>Maximum Advance Reservation</b>	<b>Limit on Subscription Service</b>	<b>Same day service allowed</b>	<b>Out of Service Area</b>	<b>Fare Structure</b>	<b>Attendant</b>	<b>Companion</b>
TD Program	One (1) day	Critical care trips only	No	No	0-4.9 miles=\$2.50 5-9.9 miles=\$3.50 10+ miles =\$4.50	Same fare as primary rider; only one attendant allowed	No
LYNX ADA paratransit service	Seven (7) days	None	No	No	\$3.50 for ADA trips \$6.00 for premium trips	Yes, one at no charge	Yes, same as for rider
Medicaid	Seven (7) days	None	Yes, hospital discharge only	Yes, with approval	\$1.00, unless exempt	Yes, no fare; only one allowed	No
Blind Services	Seven (7) days	None	No	?	\$0	Yes, no fare	No
Vocational Rehabilitation	Seven (7) days	None	No	?	\$0	Yes, no fare	No

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 our TDD number at: 407-423-0787.

## Eligibility

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

### 1. Transportation Disadvantaged (TD) Program

For customers to access the TD program, they must first be certified as eligible. The eligibility process uses five (5) steps for determination as developed by ACCESS LYNX and approved by the Local Coordinating Board (LCB). All eligible clients will be re-certified every two (2) years.

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



## 2. American with Disabilities Act of 1990 (ADA) Paratransit Service

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

*Unconditional Eligibility.* Persons unable to use fully-accessible fixed-route services. Any individual with a disability who is unable, as a result of a physical or mental 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. This category applies to persons who could use accessible fixed-route transportation, but (as an example) such accessible transportation is not being used at the time. Persons who cannot navigate *some* architectural or environmental barriers such as but not limited to: 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.

### 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, or applicants certified legally blind. Documentation may be requested.

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

## **Appeals Process**

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

- Step 1. Customer must contact the ACCESS LYNX Certifications Coordinator to review his/her application relative to why customer was denied eligibility for ADA paratransit service. Additional information may be supplied. If the original determination is not changed, the customer may appeal to an Appeals Panel. If the customer wishes to appeal, he/she must submit a written request within 60 days of the receipt of the original determination.
- Step 2. Upon receipt of the appeal, the Appeals Process (as developed under the Federal Transit Administration model process) will be followed. The Appeals panel will render its determination within thirty (30) days of its consideration of the appeal. The Appeal Process and Request for Appeal are located at Attachments 3 and 4, respectively.

### **Visitors (those visiting the area from another area)**

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

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

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

### **3. Medicaid Program**

Medicaid sponsored transportation is offered to consumers only when they are eligible Medicaid recipients, the trip is medically necessary and reasonable, and they are traveling to locations to receive Medicaid compensable services provided by a Medicaid provider. Additionally, recipients must complete a strict application developed and approved by Medicaid. Applicants are asked if anyone in their households owns a car, if they have friends or relatives who can take them places, if they can ride a fixed-route wheelchair accessible bus, and additional questions. Fixed-route service is offered as an alternative if applicants indicate that they have no other means of transportation. Those who are unable to access fixed-route service either due to proximity to the route or due to mental or physical condition will be offered paratransit service. If paratransit service is offered, the prior authorization process involves the following steps:

1. A determination will be made as to whether or not the purpose of the trip is to receive a Medicaid compensable service provided by a Medicaid provider.
2. The appropriate type of transportation will be scheduled based on the recipient's physical or mental condition. Requests for out-of-area trips are verified to be the closest provider able to give the required level of medical care.

3. The recipient's eligibility is verified via a third-party eligibility verification vendor.
4. If the recipient is not eligible for Medicaid sponsored transportation, the trip is not provided.

If fixed-route service is offered, the prior authorization process involves the following steps:

1. Client will be issued a LYNX one (1), seven (7), or thirty (30) day bus pass.
2. Client must send a monthly Medicaid Bus Pass Program verification card (provided to the client with postage paid). Client must list the number of Medicaid compensable appointments scheduled for the month with the date of medical appointments, doctors' names and phone numbers.
3. Client must sign and return the card within the guidelines requested.
4. Upon receipt of the card, LYNX verifies Medicaid compensable appointments and provides appropriate bus pass (if applicable). LYNX also verifies Medicaid eligibility. Note: client must have at least two (2) Medicaid compensable medical appointments per month to qualify

## **5. Other Sponsors of Service**

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

## **C. Trip Prioritization**

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

- 57%                      Subscription trips are generated by the scheduling software the same day and time every week.
- 43%                      Demand response trips are random trips not automatically generated by the scheduling software.

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

Subscription Trips

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

Demand Response Trips

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

**D. Transportation Operators and Coordination Contractors**

**1. Operator Capability**

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

MV Transportation, LYNX' current paratransit service provider, operates 146 vehicles to provide daily service within the consolidated system in the tri-county area: 22 sedans; 7 ambulatory passenger vans, 113 wheelchair lift-equipped vehicles, and 4 stretcher equipped vehicles. A small portion of those vehicles is subcontracted to Grant Transportation and BeSafe Transportation, local Disadvantaged Business Enterprises (DBE).

## **Driver Training**

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

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

## **2. Coordinated Providers**

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

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

- Vehicle inventory
- Record keeping
- Monitoring and auditing

## COORDINATION CONTRACT APPROVAL POLICY

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

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

LYNX, as the Community Transportation Coordinator for Orange, Osceola and Seminole counties, has the responsibility for entering into and monitoring the terms and coordination contracts. The joint Orange, Osceola and Seminole Counties Local Coordinating Board must approve all potential coordination contracts. A Coordination Contract Committee will review the request and in turn provide a recommendation to the full Local Coordinating Board. Using the following factors, requests for Coordination Contracts are reviewed to assure the transportation proposal is the most cost effective and efficient utilization that is possible from a total system approach.

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

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

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

A detailed summary of the services must be provided by the requestor, relative agency information, agency contact information and a summary of the transportation services to be provided under this Coordination Contract, which must address each of the above items. Agencies approved for a Coordination Contract must maintain a System Safety Program Plan as required by Chapter 14-90 FS and a drug testing program in compliance the Drug Free Work Place Act of 1991. Table 11 contains a list of providers within LYNX' coordinated system.

**Table 11**

**PROVIDER INFORMATION**

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



1500 South Gato Dr.  
Kissimmee, FL 32746

Lakeside Behavioral Healthcare, Inc.  
1800 Mercy Dr.  
Orlando, FL 32808

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

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

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

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

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

MV Transportation  
9313 Bachman Road  
Taft, FL 32824

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

Osceola ARC, Inc.  
310 N. Clyde Avenue  
Kissimmee, FL 34741

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

Osceola County Mental Health, Inc.  
206 Park Place Boulevard  
Kissimmee, FL 34741

Pachot Group Home  
3905 Timber Trail  
Orlando, FL 32808

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

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

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

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

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

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

Sweet Serenity Home, Inc.  
7914 Country Run Pkwy  
Orlando, FL 32818

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

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

Zealene Hatcher  
105 Oakland Ave  
Sanford, FL 32773

**Table 12 – Vehicle Inventory**

<b>Veh #</b>	<b>Vehicle Type</b>	<b>Year</b>	<b>Manufacturer</b>	<b>Model</b>	<b>ADA Lift</b>	<b>Fuel Type</b>	<b>Vehicle Length</b>	<b>Max Seat</b>	<b>Max WC</b>
21031	SEDAN	2006	FORD	TAURUS	NO	GASOLINE	14	4	0
21032	SEDAN	2006	FORD	TAURUS	NO	GASOLINE	14	4	0
21033	SEDAN	2006	FORD	TAURUS	NO	GASOLINE	14	4	0
21034	SEDAN	2006	FORD	TAURUS	NO	GASOLINE	14	4	0
21035	SEDAN	2006	FORD	TAURUS	NO	GASOLINE	14	4	0
21036	SEDAN	2006	FORD	TAURUS	NO	GASOLINE	14	4	0
21037	SEDAN	2006	FORD	TAURUS	NO	GASOLINE	14	4	0
21038	SEDAN	2006	FORD	TAURUS	NO	GASOLINE	14	4	0
21039	SEDAN	2006	FORD	TAURUS	NO	GASOLINE	14	4	0
21040	SEDAN	2006	FORD	TAURUS	NO	GASOLINE	14	4	0
21041	SEDAN	2006	FORD	TAURUS	NO	GASOLINE	14	4	0
21042	SEDAN	2006	FORD	TAURUS	NO	GASOLINE	14	4	0
21043	SEDAN	2006	FORD	TAURUS	NO	GASOLINE	14	4	0
21044	SEDAN	2006	FORD	TAURUS	NO	GASOLINE	14	4	0
21045	SEDAN	2006	FORD	TAURUS	NO	GASOLINE	14	4	0
21046	SEDAN	2006	FORD	TAURUS	NO	GASOLINE	14	4	0
21047	SEDAN	2004	Chevrolet	Impala	NO	GASOLINE	14	4	0
21048	SEDAN	2004	Chevrolet	Impala	NO	GASOLINE	14	4	0
21049	SEDAN	2004	Chevrolet	Impala	NO	GASOLINE	14	4	0
21065	SEDAN	2002	Chevrolet	Impala	NO	GASOLINE	14	4	0
21070	SEDAN	2002	Chevrolet	Impala	NO	GASOLINE	14	4	0
21076	SEDAN	2002	Chevrolet	Impala	NO	GASOLINE	14	4	0
21118	Pass Van	1998	FORD	E350	NO	GASOLINE	18	14	0
21119	Pass Van	1998	FORD	E350	NO	GASOLINE	18	14	0
21120	Pass Van	1998	FORD	E350	NO	GASOLINE	18	10	0
21122	Pass Van	1998	FORD	E350	NO	GASOLINE	18	14	0
21123	Pass Van	2001	FORD	E350	NO	GASOLINE	18	14	0
21124	Pass Van	2001	FORD	E350	NO	GASOLINE	18	14	0
21125	Pass Van	2001	FORD	E350	NO	GASOLINE	18	14	0
31022	Raise Roof	2002	FORD	E350	Yes	GASOLINE	18	7	2
31025	Raise Roof	2002	FORD	E350	Yes	GASOLINE	18	6	2
31034	Raise Roof	2002	FORD	E350	Yes	GASOLINE	18	7	2
31045	Raise Roof	2002	FORD	E350	Yes	GASOLINE	18	9	2
31136	Raise Roof	2002	FORD	E350	Yes	GASOLINE	18	8	3
31140	Raise Roof	2002	FORD	E350	Yes	GASOLINE	18	7	2
41151	Cutaway	1994	FORD	E350	Yes	Diesel	24	16	2
41162	Cutaway	1995	FORD	E350	Yes	Diesel	24	15	2
32100	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32101	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32102	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32103	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32104	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32105	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32106	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32107	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32108	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2

<b>Veh #</b>	<b>Vehicle Type</b>	<b>Year</b>	<b>Manufacturer</b>	<b>Model</b>	<b>ADA Lift</b>	<b>Fuel Type</b>	<b>Vehicle Length</b>	<b>Max Seat</b>	<b>Max WC</b>
32110	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32111	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32112	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32113	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32114	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32115	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32116	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32117	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32118	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32119	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32120	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32121	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32122	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32123	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32124	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32125	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32126	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32127	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32128	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32129	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32130	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32131	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32132	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32133	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32134	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32135	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32136	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32137	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32138	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32139	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32140	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32141	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32142	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32143	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32144	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32145	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32146	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32147	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32148	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32149	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32150	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32151	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32152	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32153	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32154	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32155	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32156	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32157	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32158	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2

Veh #	Vehicle Type	Year	Manufacturer	Model	ADA Lift	Fuel Type	Vehicle Length	Max Seat	Max WC
32160	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32161	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32162	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32163	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32164	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32165	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32166	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32167	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32168	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32169	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32170	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32171	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32172	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32173	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32174	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32175	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
32176	Raise Roof	2006	FORD	E350	Yes	GASOLINE	18	7	2
42000	Cutaway	2006	FORD	E350	Yes	GASOLINE	21	8	3
42001	Cutaway	2006	FORD	E350	Yes	GASOLINE	21	8	3
42002	Cutaway	2006	FORD	E350	Yes	GASOLINE	21	8	3
42003	Cutaway	2006	FORD	E350	Yes	GASOLINE	21	8	3
42004	Cutaway	2006	FORD	E350	Yes	GASOLINE	21	8	3
42005	Cutaway	2006	FORD	E350	Yes	GASOLINE	21	8	3
42006	Cutaway	2006	FORD	E350	Yes	GASOLINE	21	8	3
42007	Cutaway	2006	FORD	E350	Yes	GASOLINE	21	8	3
42008	Cutaway	2006	FORD	E350	Yes	GASOLINE	21	8	3
42009	Cutaway	2006	FORD	E350	Yes	GASOLINE	21	8	3
42010	Cutaway	2006	FORD	E350	Yes	GASOLINE	21	8	3
42011	Cutaway	2006	FORD	E350	Yes	GASOLINE	21	8	3
42012	Cutaway	2006	FORD	E350	Yes	GASOLINE	21	8	3
42013	Cutaway	2006	FORD	E350	Yes	GASOLINE	21	8	3
42014	Cutaway	2006	FORD	E350	Yes	GASOLINE	21	8	3
42015	Cutaway	2006	FORD	E350	Yes	GASOLINE	21	8	3
L1	Cutaway	2007	FORD	E350	Yes	GASOLINE	21	12	2
L2	Cutaway	2007	FORD	E350	Yes	GASOLINE	21	12	2
L3	Cutaway	2007	FORD	E350	Yes	GASOLINE	21	12	2
L4	Cutaway	2007	FORD	E350	Yes	GASOLINE	21	12	2
L5	Cutaway	2007	FORD	E350	Yes	GASOLINE	21	12	2
L6	Cutaway	2007	FORD	E350	Yes	GASOLINE	21	12	2
L7	Cutaway	2007	FORD	E350	Yes	GASOLINE	21	12	2
L8	Cutaway	2007	FORD	E350	Yes	GASOLINE	21	12	2
L9	Cutaway	2007	FORD	E350	Yes	GASOLINE	21	12	2
L10	Cutaway	2007	FORD	E350	Yes	GASOLINE	21	12	2
L11	Cutaway	2007	FORD	E350	Yes	GASOLINE	21	12	2
L12	Raise Roof	2004	FORD	E350	Yes	GASOLINE	18	7	2
B1	Stretcher	2006	FORD	E350	Yes	GASOLINE	18	3	0
B2	Stretcher	2006	FORD	E350	Yes	GASOLINE	18	3	0
B3	Stretcher	2006	FORD	E350	Yes	GASOLINE	18	3	0
B4	Stretcher	2006	FORD	E350	Yes	GASOLINE	18	3	0

## **E. Public Transit Utilization**

ACCESS LYNX is committed to the use of fixed-route service and has developed the Medicaid Bus Pass Program for the Medicaid program that was implemented in October 1996. Hundreds of customers per month are moved from paratransit service to fixed route. LYNX also offers travel training to help customers make the transition from paratransit service to fixed-route.

## **F. School Bus Utilization**

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

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

## **G. System Safety Program Plan**

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

- Carrier and CTC Management
- Vehicles and equipment
- Operational functions
- Driving requirements
- Maintenance and training
- Equipment for transporting wheelchairs

- Federal, state and local regulations, ordinances, or laws
- Private contracted service provider

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

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

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

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

# Annual Safety Certification

## Annual Safety Certification

Date Submitted: January 4, 2008  
Bus Transit System Name: MV Transportation, Inc  
System Address: 9313 Bachman Road  
City, State, & Zip: Orlando, Florida 32824  
Serving: Orange, Osceola, and Seminole Counties

The bus Transit System named above hereby certifies to the Central Florida Regional Transportation Authority, C/F/R/T/A, the following:

1. That a System Safety Program Plan (SSPP) has been developed in accordance with Rule Chapter 14-90, F.A.C. and complies with established motor equipment and operational safety standards therein;
2. That the SSPP has been adopted and the bus transit system has complied with the provisions of the SSPP during the year just completed;
3. That safety inspections have been performed by a qualified entity pursuant to Rule Chapter 14-90 at least once annually on all vehicles operated by the bus transit system;
4. That the bus transit system is safe for passenger service; and;
5. That the bus transit system shall suspend system operations on any portion thereof, that pose an immediate danger to public safety.

The names and addresses of entities performing vehicle safety inspections during the year are:

Name: MV Transportation, Inc.  
Address: 9313 Bachman Road  
City, State, Zip: Orlando, Florida 32824

I hereby certify the information to be true and accurate.

Russell A. Brashear  
Signature

1/4/08  
Date

Russell A. BRASHEAR  
Name (Printed)

GENERAL MANAGER  
Title

## **H. Inter-county Services**

LYNX has done informal coordination with Polk, Lake, and Volusia counties. A formal memorandum of understanding with Polk County has been executed which facilitates out of county coordination as well as coordination between their paratransit system and the LYNX fixed-route and paratransit systems.

If a Medicaid customer is transported into the tri-county area under the Medicaid program, ACCESS LYNX will return the customer if requested.

## **I. Natural Disaster/Emergency Procedures**

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

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

## **J. Marketing**

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



**K. Acceptable Alternatives**

LYNX has been active in transitioning passengers from paratransit to fixed-route. We are in the process of coordinating paratransit services with other CTCs, local Coordination Agencies, and Common Carriers. Coordination Agencies are listed in Table 11 of this document. LYNX maintains a list of Common Carriers in its Transit Development Plan’s Private Provider inventory. The Local Coordinating Board has approved these alternatives.

**III QUALITY ASSURANCE**

The Local Coordinating Board has established a sub-committee to monitor and evaluate the services provided by or coordinated through the CTC. This evaluation occurs annually. ACCESS LYNX developed the Service Standards with input from the Local Coordinating Board. Table 13 has the standards that have been reviewed by the Quality Assurance Task Force and adopted with the approval of this TDSP by the LCB.

**Table 13  
Service Standards**

<b>STANDARD</b>	<b>ORANGE, OSCEOLA AND SEMINOLE LCB LANGUAGE</b>
<b>Advance Reservations Requirements</b>	Reservations for all sponsors (except TD) are taken on a 7-day advance notice basis. Trip requests under the TD program are taken one day prior to service.
<b>Air Conditioning/ Heating</b>	All vehicles must have working air conditioning and heating to be used for transporting passengers within the coordinated system. No vehicles are allowed to provide service without a functioning air conditioner and heater. If air conditioning or heating is not functioning properly, the operator is responsible for the repair prior to the transport of passengers. Vehicles will be pulled from service until deficiencies are corrected.
<b>Billing Requirements</b>	ACCESS LYNX carrier payments are made according to guidelines promulgated in Section 21.20 of the Transportation Disadvantaged Trust Fund (TDTF) Grant. (Section 287.0585, Florida Statutes)
<b>Contract Monitoring</b>	ACCESS LYNX performs annual evaluations and contract monitoring of the contracted operators. The monitoring accomplishes reviews of System Safety Program Plan compliance, driver qualifications and certification, and maintenance of vehicles and equipment.  Primary contractors with LYNX are required to perform the same monitoring for any sub-contractors. At the time of the monitoring of the primary contractor, LYNX staff will verify sub-contractor monitoring reports.

STANDARD	ORANGE, OSCEOLA AND SEMINOLE LCB LANGUAGE
<b>Driver Criminal Background Screening</b>	All drivers in the Coordinated System must have a favorable Florida Department of Law Enforcement (FDLE) background check.
<b>Driver Identification</b>	All drivers within the ACCESS LYNX system are trained in defensive driving and passenger assistance, tested, certified and, upon completion, is provided with photo identification.
<b>Drug and Alcohol Policy</b>	LYNX, as the CTC, has an existing Drug and Alcohol Policy, which complies with DOT regulations. All contractors must comply with these regulations.
<b>Out-of-Service Area Trips</b>	Out-of- Service Area Trips are provided to Medicaid recipients traveling to the closest facility able to provide the Medicaid compensatory service the client requires.
<b>Passenger Assistance</b>	<p>All drivers in the ACCESS LYNX system are required to be certified in Passenger Assistance Training. At a minimum, drivers are required to open the vehicle door, fasten passenger seat belts, secure wheelchairs, and close the door when necessary.</p> <p>Service is door-to-door (with the exception of stretcher customers).</p> <p>Drivers will not go beyond the first floor of residential buildings; customers are expected to be waiting on the first floor. Drivers will assist customers to first floor lobby of their appointments. If a client needs assistance beyond that point, they will need an escort to travel with them. Drivers will not go within buildings to retrieve customers.</p> <p>Drivers cannot assist a wheelchair customer down more than one step, nor pull a wheelchair through grass or sand.</p> <p>Passengers may be transported with portable oxygen, as long as driver assistance is not required in administering the oxygen and the container is no bigger than two liters.</p>
<b>Passenger Property</b>	Personal belongings are the sole responsibility of the passenger. Only those items that passengers can personally carry (usually up to three bags) will be transported at the risk of the passenger. Drivers are not responsible for, nor are they expected to load and unload, belongings of passengers they transport.
<b>Passenger/Trip Database</b>	ACCESS LYNX maintains a database of all customers within the program. This database tracks information such as social security number, home address, mailing address, passenger type, passenger needs, birth date, language, sponsors, trip history and Medicaid number.

STANDARD	ORANGE, OSCEOLA AND SEMINOLE LCB LANGUAGE
<b>Pick-up windows</b>	<p>Going trips are on time if they are picked up 15 minutes before to 15 minutes after the scheduled/negotiated pickup time. Return trips are on time if they are picked up at or within 30 minutes after the negotiated pickup time. (Return trips may not be picked up prior to the requested pickup time.)</p> <p>Customers may not be scheduled to arrive at the destination on a going trip more than one hour early. Customers may not be picked up at the origin on a return trip more than one hour after the requested time.</p>
<b>Reservation Hours</b>	Reservations are accepted from 8:00 a.m. to 5:00 p.m. seven days per week. Reservation may be taken 7 days in advance, up to 5:00 p.m. the day before the trip.
<b>Service Animals</b>	Service animals shall always be permitted to accompany their users in any system vehicle.
<b>Service Hours</b>	Services are available 24-hours a day, 365-days a year.
<b>Smoking, Eating, and Drinking</b>	No smoking, eating, or drinking is allowed at any time on an ACCESS LYNX vehicle.
<b>Transport of Escorts and Dependent Children Policy</b>	<p>Within the ACCESS LYNX program, each eligible rider is allowed one escort, as long as the escort is picked up at the same point of origin as the rider and is dropped at the same location as the eligible rider. The escort must be necessary for the safety of the rider or needed for assistance to the rider.</p> <p>An escort must accompany all children under the age of fifteen. Only one escort may travel with children who have appointments or with adults who need assistance while traveling. Parents may also take one child who does not have an appointment with prior arrangements. All children under six years of age are required to ride in the back seat of the vehicle. (See “Use and Responsibility of Child Restraint Devices” below.)</p>
<b>Two-Way Communications</b>	All vehicles in the ACCESS LYNX system are required to have working two-way Nextel “Direct Connect” radios or 800 megahertz radios. Two-way communications availability is confirmed through safety inspections and monitoring.
<b>Use and Responsibility of Child Restraint Devices</b>	<p>In accordance with Florida Statute 316.613 (Child restraint requirements):</p> <p>While transporting a child 5 years of age or younger, provide for protection of the child by properly using a crash-tested, federally approved child restraint device. For children aged through 3 years such restraint device must be a separate carrier or a vehicle manufacturer's integrated child seat. For children aged 4 through 5 years, a separate carrier, an integrated child seat, or a seat belt may be used.</p> <p>The child's escort is responsible for providing the child restraint device and</p>

STANDARD	ORANGE, OSCEOLA AND SEMINOLE LCB LANGUAGE
	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.
<b>Vehicle Cleanliness</b>	All vehicles in the ACCESSSS LYNX system must be clean, both interior and exterior. This is monitored through customer reports, street supervision, and periodic inspections.
<b>Vehicle Transfer Points</b>	No policies exist on transfer points, since ACCESS LYNX does not transfer any paratransit passengers. At such time when transfers are attempted, the points will be the same as those used for the fixed route service.
<b>Will Calls</b>	<p>If a customer is not ready at the requested return time due to a service problem, we will make every effort to return for them within 30 minutes.</p> <p>If the customer is not ready at the requested return time and it is not due to a service problem, we will make every effort to return for the customer within 90 minutes.</p> <p>If the customer is at the destination and cannot be found, then they are a no-show. If they need a return trip, we will return for them with no set timeframe, but at our earliest convenience.</p>
<b>Cardiopulmonary Resuscitation Training</b>	Drivers within the coordinated system are not required to be trained in cardiopulmonary resuscitation.
<b>First Aid Training</b>	Drivers within the coordinated system are not required to be trained in first aid techniques.
<b>Seating Standard</b>	Vehicle seating shall not exceed the manufacturer's recommended capacity.
<b>Standing Orders</b>	The current policy provides for a change of a standing order only once within a 30 day period. If a customer request changes more often than this, the standing will be cancelled, and the customer will have to call in for each individual trip. This policy will be strictly enforced.
<b>Trip Negotiations</b>	<p>While we will make every effort to honor appointment times for medical services and other critical needs, to ensure the most responsive and on time service, whenever possible, appointments should be scheduled for no earlier than 10:00 a.m., and no later than 2:00p.m. These times are off-peak service, and do not conflict with regular service trips that occur during peak times such as employment, sheltered workshops, adult daycare, etc. Off-peak also means that the traffic congestion that all of us experience in the greater Orlando area is at it's minimum as well.</p> <p>We will honor appointment times, but we will negotiate the pick up time based on our demand. We have a one-hour window on either side of a requested pick up time under Federal guidelines for ADA service and this policy will apply for all service under ACCESS LYNX umbrella. (TD trips</p>

STANDARD	ORANGE, OSCEOLA AND SEMINOLE LCB LANGUAGE
	and Medicaid trips as well). If the call is in reference to the status of a pick up time, remember that we may arrive 15 minutes before or after the given time. Please wait until we are outside that window before a call is placed regarding the pick up.
<b>Trip Request Limit</b>	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.
<b>Advance Reservations Limit</b>	When calling to schedule appointments, please call us as far in advance as you can, (we have up to a 7-day advance reservation period), and call between the hours of 10:00 a.m. and 2:00 p.m., whenever possible. Please have all of your information ready so that we can complete the request efficiently.
<b>Accidents</b>	The ACCESS LYNX Preventable Accident Standards for the contracted operators are less than one (1) preventable accident for every 100,000 vehicle miles of service provided.
<b>Call Hold Time (If applicable)</b>	It is LYNX' goal to have average inbound telephone hold times of no more than two minutes thirty seconds (2:30) for any given hourly period of the day. This two minute thirty second (2:30) standard is to be achieved for 95% of the hourly time periods that a phone line in question is in operation, measured monthly.
<b>Complaints</b>	<p>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>
<b>No-Show Policy</b>	<p>A customer may have no more than 4 no-shows within any 90-day period. To exceed this will result in customer suspension of 30-days for first occurrence, 60-days for second occurrence, and 90-days for each occurrence thereafter.</p> <p>Trips cancelled with less than three hours notice prior to the scheduled pickup time will be considered a No Show.</p>

STANDARD	ORANGE, OSCEOLA AND SEMINOLE LCB LANGUAGE
<b>On-time Performance</b>	<p>The ACCESS LYNX On-Time Performance Standards for the contracted operators are 92% or greater of trips on time</p> <p>Going trips are on time if they are picked up 15 minutes before to 15 minutes after the scheduled/negotiated pickup time. Return trips are on time if they are picked up at or within 30 minutes after the negotiated pickup time. (Return trips may not be picked up prior to the requested pickup time.)</p>
<b>Public Transit Ridership</b>	<p>Paratransit service is provided for those individuals who cannot access fixed route service. Eligibility screening is done for all programs, and referral to fixed-route service is done when it is determined that it is the appropriate mode of transportation for a customer. ACCESS LYNX goal is refer at a minimum 10% of individuals applying for service to fixed route service.</p>
<b>Road Calls</b>	<p>No more than 1 every 10,000 miles.</p>

## **B. Local Grievance Procedures/Process**

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

ACCESS LYNX in conjunction with the Local Coordinating Board, has developed and implemented rules and procedures to ensure quality control and to provide participating customers, funding agencies and others with an impartial body to hear complaints and settle disputes concerning service rendered.

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

## **C. Evaluation Processes**

### **1. CTC Evaluation Process**

The 2007 Community Transportation Coordinator Annual Evaluation is contained in Attachments 6 and 7. The Local Coordinating Board Review Subcommittee has conducted this annual evaluation.

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

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

## **2. CTC Monitoring Procedures of Operators and Coordination Contractors**

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

### **TRIP MONITORING POLICY**

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

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

## **3. Planning Agency Evaluation Process**

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

## **IV. COST/REVENUE ALLOCATION AND RATE STRUCTURE**

### **JUSTIFICATION**

In 2006, LYNX issued a Request for Proposals for Paratransit Services, which invited firms to submit proposals based on a Scope of Service that included provisions for the following standards:



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

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

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

**Table 14**  
**Rate Structure**

<b>Service Type</b>	<b>Unit</b>	<b>Rate</b>
Ambulatory	Per trip	\$26.46
Wheelchair	Per trip	\$31.04
Stretcher (Medicaid Only)	Per trip	\$57.74
Bus Pass	Per bus pass	\$41.50
Out of Area (Medicaid Only)	Per mile	\$2.75 per mile, plus \$2.69 admin.
Coordinated Trips (Medicaid Only)	Per trip	\$17.69

**Table 15**  
**Cost Effectiveness and Efficiency of the CTC**  
**System**

<b>Level of Cost Worksheet 1</b>
----------------------------------

Note, figures include coordination agencies.

<b>Cost Effectiveness and Efficiency</b>			
	(07/01-06/30) 2005/2006	(07/01-06/30) 2006/2007	Difference
Passenger Trips	1,991,865	2,161,285	9%
Coordinated Trips	918,192	1,022,410	11%
Fixed Route Trips	1,060,002	1,135,270	7%
Consolidated Trips	931,863	1,026,015	10%
Unduplicated Passengers	16,516	11,755	-29%
Unmet Need	1,574	47,285	2904%
No-Shows	24,555	20,685	-16%
Complaints	2,692	1,567	-42%
Vehicle Miles	7,548,107	11,250,557	49%
Roadcalls	460	112	-76%
Accidents	365	143	-61%
Vehicles	274	321	17%
Percent Wheelchair Equipped	59%	58%	-2%
Operating Expense	19,507,410	19,287,181	-1%
Local Revenue	7,114,676	9,249,307	30%
Total Revenue	19,867,290	24,085,961	21%

**Performance Measures**

	<u>2005/2006</u>	<u>2006/2007</u>	<u>%Change</u>
Passenger Trips per Vehicle Mile	0.26	0.19	-27%
Operating Expense per Vehicle Mile	2.58	1.71	-34%
Operating Expense per Passenger Trip	9.79	8.92	-9%
Accidents per 100,000 Vehicle Miles	4.84	1.27	-74%
Vehicle Miles per Roadcall	16,409	100,451	512%
Local Revenue per Operating Expense	36.5%	48.0%	31%

# Attachment 1

## Glossary of Terms

## Glossary of Terms and Abbreviations

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

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

Availability	A measure of the capability of a transportation system to be used by potential riders, such as the hours the system is in operation, the route spacing, the seating availability, and the pick-up and deliver time parameters.
Bus	Any motor vehicle designed for carrying more than 10 passengers and used for the transportation of persons for compensation.
Bus Lane	A street or highway lane intended primarily for buses, either all day or during specified periods, but used by other traffic under certain circumstances.
Bus Stop	A waiting, boarding, and disembarking area usually designated by distinctive signs and by curbs or pavement markings.
Certified Minority Business Enterprise (CMBE)	Any small business concern which is organized to engage in commercial transactions, domiciled in Florida, and is at least 51 percent owned by minority persons and whose management and daily operations are controlled by such persons. The Florida Department of Management Services should certify these businesses.
Chapter 427, Florida Statutes	The Florida statute establishing the Commission for the Transportation Disadvantaged and prescribing its duties and responsibilities.
Commendation	Any written compliment of any aspect of the coordination system, including personnel, vehicle, service, etc.
Commercial Driver's License (CDL)	A license required if a driver operates a commercial motor vehicle, including a vehicle that carries 16 or more passengers (including the driver), or a vehicle weighing more than 26,000 pounds.
Commission for the Transportation Disadvantaged (CTD)	Authorized in Section 427.013, Florida Statutes, the Commission was established in 1989 to coordinate transportation services provided to the transportation disadvantaged, replacing the Coordinating Council on the Transportation Disadvantaged.
Community Transportation Coordinator (CTC)	Formerly referred to as the "coordinated community transportation provider, the CTC is recommended by the appropriate local planning agency as provided for in Section 427.015(1), Florida Statutes, and approved by the commission, to ensure that coordinated transportation services are provided to serve the transportation disadvantaged population in a designated service.
Competitive Procurement	Obtaining a transportation operator or other services through a competitive process based upon Commission-approved procurement guidelines.
Complaint	Written customer concern involving timeliness, vehicle condition, and quality of service, behavior of personnel, and other operational policies.

Complete (or full) Brokerage	Type of CTC network in which the CTC does not operate any transportation services itself, but contracts with transportation operators for the deliver of all transportation services.
Coordinated Transportation System	Includes the CTC, the transportation operators and coordination contractors under contract with the CTC, the official planning agency, and local Coordinating Board involved in the provision of service delivery to the transportation disadvantaged within the designated service area.
Coordinated Trips	Passenger trips provided by or arranged through a CTC.
Coordinating Board	An entity in each designated service area composed of representatives who provide assistance to the community transportation coordinator relative to the coordination of transportation disadvantaged services.
Coordination	The arrangement for the provision of transportation services to the transportation disadvantaged in a manner that is cost effective, safe, efficient, and reduces fragmentation and duplication of service. Coordination is not the same as total consolidation of transportation disadvantaged service in any given service area.
Coordination Contract	A written contract between the community transportation coordinator and an agency who receives transportation disadvantaged funds and performs some, if no all, of its own services as well as services to others when such service has been analyzed by the CTC and proven to be a safer, more effective, or more efficient service from a total system perspective. The Commission's standard contract reflects the specific terms and conditions that will apply to those agencies that perform their own transportation, as well as joint utilization and cost provisions for transportation services to and from the coordinator.
Deadhead	The miles or hours that a vehicle t ravel s when out of revenue service. From dispatch point to first pick-up, and from last drop-off to home base, or movements from home base to maintenance garage or fuel depot, and return.
Demand Response	A paratransit service that is readily delivered with less than prior day notification, seven days a week, 24 hours a day. This service can be either an individual or a shared ride.
Designated Service Area	A geographical area subject to approval by the Commission, which defines the community where coordinated transportation services will be provided to the transportation disadvantaged.
Disabled Passenger	Any rider with a physical or mental impairment that substantially limits at least one major life activity (e.g., caring for one's self; walking, seeing, hearing, speaking, learning).

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



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

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

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

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

Revenue Miles	Total number of service miles driven while passengers are actually riding on the vehicles. This figure should be calculated from first passenger pick-up until the last passenger drop-off, excluding any breaks in actual passenger transport. For example: if 10 passengers rode 10 miles together, there would be 10 revenue miles.
Ridesharing	Sharing of a vehicle by customers of two or more agencies, thus allowing for greater cost efficiency and improved vehicle utilization.
Road call	Any in-service interruption caused by failure of some functionally necessary element of the vehicle, whether the rider is transferred or not. Road calls exclude accidents.
Ride 41-2, FAC	Rule adopted by the Commission for the Transportation Disadvantaged to implement provisions in Chapter 427, F.S.
Scheduler	A person who prepares an operating schedule for vehicles on the basis of passenger demand, level of service, and other operating elements such as travel times or equipment availability
Service Plan	A one-year implementation plan that contains the goals the Community Transportation Coordinator plans to achieve and the means by which they plan to achieve them. The plan shall be approved and used by the Coordinating Board to evaluate the Community Transportation Coordinator.
Sole Provider	(Also referred to as Sole Source.) Network type in which the CTC provides all of the transportation disadvantaged services.
Sponsored Trip	A passenger trip that is subsidized in part or in whole by a local, state, or federal government funding source (not including monies provided by the TD Trust Fund).
Standard	Established by authority, custom, or general consent as a model or example.
Stretcher Service	Form of non-emergency paratransit service whereby the rider is transported on a stretcher, litter gurney, or other device that does not meet the dimensions of a wheelchair as defined in the Americans with Disabilities Act
Subscription Service	A regular and recurring service in which schedules are prearranged to meet the travel needs of riders who sign up for the service in advance. The service is characterized by the fact that the same passengers are picked up at the same location and time and are transported to the same location, and then returned to the point of origin in the same manner.
System Safety Program Plan (SSPP)	A documented, organized approach and guide to accomplishing a system safety program set forth in Florida rule 14-90.

Total Fleet	All revenue vehicles held at the end of the fiscal year, including those in storage, emergency contingency, awaiting sales, etc.
Total Quality Management (TQM)	Management philosophy utilizing measurable goals and objectives to achieve quality management practices.
Transportation Alternative	Those specific transportation services that are approved by rule to be acceptable transportation alternatives, as defined in s. 427.018, F.S.
Transportation Disadvantaged	Those persons, including children as defined in s. 411.202 F.S., who because of physical or mental disability, income status, or inability to drive due to age or disability are unable to transport themselves or to purchase transportation and have no other form of transportation available. These persons are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, or medically necessary or life-sustaining activities.
Transportation Disadvantaged Funds	Any local government, state, or federal funds that are for the transportation of transportation disadvantaged individuals. Such funds may include, but are not limited to, funds for planning, Medicaid transportation, transportation provided pursuant to the ADA, administration of transportation disadvantaged service, operation, procurement and maintenance of vehicles or equipment, and capital investments. Transportation disadvantaged funds do not include funds expended by school districts for the transportation of children to public schools or to receive service as a part of their educational program.
Transportation Disadvantaged population	(Formerly referred to as TD Category II.) Persons, including children, who, because of disability, income status, or inability to drive to age or disability are unable to transport themselves.
Transportation Disadvantaged Service Plan (TDSP)	A three-year implementation plan, with annual updates developed by the CTC and the planning agency, which contain the provisions of service delivery in the coordinated transportation system. The plan is reviewed and recommended by the Local Coordinating Board.
Transportation Disadvantaged Trust Fund	A fund administered by the Commission for the Transportation Disadvantaged in which all fees collected for the transportation disadvantaged program shall be deposited. The funds deposited may be used to subsidize a portion of transportation-disadvantaged person's transportation costs that are not sponsored by an agency.
Transportation Operator	Public, private for-profit, or private non-profit entity engaged by the community transportation coordinator to provide service to the transportation disadvantaged pursuant to an approved coordinated transportation system transportation disadvantaged service plan

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

## **Attachment 2**

# **LYNX Eligibility Application**





**ACCESS LYNX ELIGIBILITY APPLICATION FOR PARATRANSIT SERVICES**

**Instructions to Applicant or Proxy:**

- Please read the enclosed Paratransit eligibility criteria carefully. If you feel that you meet these criteria, please fill out the Applicant sections of this form.
- Please be sure to print and complete all information requested and sign where appropriate.
- Have the Professional Verification sections completed and signed by an approved health care professional. All provided information will be verified and confirmed. You may attach supporting documentation.

LYNX provides paratransit services in specially equipped vans and sedans to persons who cannot use the regular bus system. To be eligible for this service, individuals must have disabilities that prevent the use of or access to the regular bus system. Neither age, income, access nor distances to the nearest bus stop by themselves are eligible disabilities. Any false or misleading statements will be cause for revoking paratransit eligibility.

Determination of paratransit eligibility is not based solely on the information given to us in this application. The applicant may be required to participate in our Functional Assessment and Travel Training programs performed by a third party agency to determine the best mode of transportation. The applicant will be notified by mail to schedule an appointment.

Incomplete or illegible applications will be returned causing a delay of the Applicant's eligibility determination. Federal guidelines mandate that determinations for paratransit eligibility be made 7-21 days from receipt of a completed application. Applicants are to be granted presumptive eligibility if determination has not been made within 21 days of the submission of the completed application.

**Alternative accessible formats available upon request.**

**WHEN COMPLETED, PLEASE RETURN THIS FORM TO:**

**ACCESS LYNX  
455 North Garland Avenue  
Orlando, FL 32801-1518  
Attention: Eligibility  
Phone: 407-423-8747 (TRIP), Option 6**



\_\_\_\_\_  
Applicant's Name

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

\_\_\_\_ None, I would like transportation assistance.

**(Please complete Section A only)**

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

**(Please complete Section B only)**

\_\_\_\_ My disability prevents me from using the regular bus system.

**(Please complete Sections C and D only)**

\_\_\_\_ I want transportation to and from medical appointments only.

**(Please complete Section A)**

### SECTION A

1. How do you currently travel to your destination?

LYNX Bus \_\_\_\_ Taxi \_\_\_\_ Drive yourself \_\_\_\_ Other \_\_\_\_\_

2. Do you have friends or relatives who can take you? \_\_\_\_\_

3. What is your annual household income? \_\_\_\_\_

4. How many people (including yourself) are in your household? \_\_\_\_\_

5. In the past 2 years, have you qualified for public assistance?

No \_\_\_\_ Yes \_\_\_\_ TANF Case Number \_\_\_\_\_

6. Do you have weekly scheduled medical appointments (such as dialysis, etc.)?

If yes, please list: \_\_\_\_\_

7. What are your transportation needs? \_\_\_\_\_

8. How many medical appointments do you have a month?

1-2 \_\_\_\_ 3-4 \_\_\_\_ 5-6 \_\_\_\_ More than 7 \_\_\_\_

9. Do you or anyone in your household have a car?

Yes \_\_\_\_ No \_\_\_\_ (Information may be verified by DMV)

10. Would you like to ride the bus with a provided bus pass? Yes \_\_\_\_ No \_\_\_\_

11. Do you have any of the following? Please check all that apply to you.

- |                                   |  |                          |
|-----------------------------------|--|--------------------------|
| ____ I am on portable oxygen.     | ____ I have a mental impairment.       |                          |
| ____ I have a sight impairment.   | ____ I am legally blind.               | ____ I am totally blind. |
| ____ I have a hearing impairment. | ____ I need assistance walking.        | ____ I use a walker.     |
| ____ I use a cane.                | ____ I have a service animal.          | ____ I need an escort.   |
| ____ I must travel by wheelchair. | ____ I must travel by stretcher.       | ____ I use crutches.     |
| ____ I have Medicaid.             | ____ I have a personal care attendant. |                          |

\_\_\_\_\_  
Applicant's Name

## SECTION B

How far is the nearest bus stop? \_\_\_\_\_

Do you currently have a LYNX AdvantAge ID? Yes \_\_\_\_\_ or No \_\_\_\_\_

Have you used LYNX bus service in the past 6 months?

If no, why not? \_\_\_\_\_

What are your transportation needs? \_\_\_\_\_

How do you currently travel to your destination? \_\_\_\_\_

LYNX Bus \_\_\_\_\_ Taxi \_\_\_\_\_ Drive yourself \_\_\_\_\_ Other \_\_\_\_\_

6. Do you have weekly scheduled medical appointments (such as dialysis, etc.)?

If yes, please list: \_\_\_\_\_

7. How many medical appointments do you have a month?

1-2 \_\_\_\_\_ 3-4 \_\_\_\_\_ 5-6 \_\_\_\_\_ More than 7 \_\_\_\_\_

8. Do you or anyone in your household have a car?

Yes \_\_\_\_\_ No \_\_\_\_\_ (Information may be verified by DMV)

9. Would you like to ride the bus with a provided bus pass? Yes \_\_\_\_\_ or No \_\_\_\_\_

10. Does the bus go to where you want to go? Yes \_\_\_\_\_ or No \_\_\_\_\_

11. Do you have any of the following? Please check all that apply to you.

\_\_\_\_ I am on portable oxygen.      \_\_\_\_ I have a mental impairment.  
\_\_\_\_ I have a sight impairment.      \_\_\_\_ I am legally blind.      \_\_\_\_ I am totally blind.  
\_\_\_\_ I have a hearing impairment.      \_\_\_\_ I need assistance walking.      \_\_\_\_ I use a walker.  
\_\_\_\_ I use a cane.      \_\_\_\_ I have a service animal.      \_\_\_\_ I need an escort.  
\_\_\_\_ I must travel by wheelchair.      \_\_\_\_ I must travel by stretcher.      \_\_\_\_ I use crutches.  
\_\_\_\_ I have Medicaid.      \_\_\_\_ I have a personal care attendant.

**SECTION C**

**Functional Ability**

Please circle **Y** for Yes or **N** for No, to answer the following questions.

Without the help of someone else, can you:

- |  |               |  |               |
|--|---------------|--|---------------|
| Board a lift-equipped bus?                               | <b>Y or N</b> | Handle coins and transfers?                          | <b>Y or N</b> |
| Read/hear/understand directions?                         | <b>Y or N</b> | Wait outside without support for 15 minutes or more? | <b>Y or N</b> |
| Travel one block on a sidewalk?                          | <b>Y or N</b> | Travel to nearest bus stop?                          | <b>Y or N</b> |
| Grip handles and railings?                               | <b>Y or N</b> | Stand at a bus stop?                                 | <b>Y or N</b> |
| Balance while seated?                                    | <b>Y or N</b> | Walk ¾ of a mile?                                    | <b>Y or N</b> |
| Give your address and phone number?                      | <b>Y or N</b> | Identify the correct bus?                            | <b>Y or N</b> |
| Safely travel through crowded and/or complex facilities? | <b>Y or N</b> | Recognize a destination or landmark?                 | <b>Y or N</b> |
| Climb a 12-inch step?                                    | <b>Y or N</b> | Cross a street?                                      | <b>Y or N</b> |

If you answered no to any of the above, please explain.

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**What conditions or elements prevent you from getting to and from a regular bus stop?**

- |   |   |
|---|---|
| <input type="checkbox"/> There are no curb cuts   | <input type="checkbox"/> There are no sidewalks |
| <input type="checkbox"/> Ground is not level      | <input type="checkbox"/> Slightly on an incline |
| <input type="checkbox"/> High levels of pollution | <input type="checkbox"/> Extreme weather        |
| <input type="checkbox"/> Busy intersection        | <input type="checkbox"/> Other: _____           |

**Do you use any of these mobility aids or equipment? (Please check all that apply)**

- I do not use any of these mobility aids or equipment.
- |   |  |                                    |
|---|--|------------------------------------|
| <input type="checkbox"/> Portable Oxygen    | <input type="checkbox"/> Service Animal        | <input type="checkbox"/> Walker    |
| <input type="checkbox"/> Cane               | <input type="checkbox"/> Crutches              | <input type="checkbox"/> Stretcher |
| <input type="checkbox"/> Powered Wheelchair | <input type="checkbox"/> Manual Wheelchair     | <input type="checkbox"/> Scooter   |
| <input type="checkbox"/> Leg Brace          | <input type="checkbox"/> Other (specify) _____ |                                    |

**NOTE: Mobility devices that exceed the ADA definition of a common wheelchair cannot be accommodated. All wheelchairs or scooters must be no longer than 48 inches, no wider than 30 inches and must not have a weight of more than 600 pounds when occupied.**

**Do you have any of the following? (Please check all that apply)**

- |   |  |
|---|--|
| <input type="checkbox"/> I have a mental impairment.  | <input type="checkbox"/> I have a sight impairment.        |
| <input type="checkbox"/> I am legally blind.          | <input type="checkbox"/> I am totally blind.               |
| <input type="checkbox"/> I have a hearing impairment. | <input type="checkbox"/> I need assistance walking.        |
| <input type="checkbox"/> I need an escort.            | <input type="checkbox"/> I have a personal care attendant. |

\_\_\_\_\_  
Applicant's Name

## SECTION D

### Professional/Medical Verification

Must be completed by a licensed professional

The applicant is requesting certification to use ACCESS LYNX paratransit service. ACCESS LYNX is a door-to-door, shared ride program for individuals with physical or cognitive disabilities who are unable to use or access the regular public transportation system.

Please complete the medical verification sections of this application. The information you provide must be based solely upon the applicant having an actual physical or cognitive limitation which prevents the use of our bus service. The diagnosis of a potentially limiting illness or condition is not sufficient determination for paratransit services.

What is the applicant's disability? \_\_\_\_\_  
\_\_\_\_\_

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

What other normal life functions are prevented by the disability? \_\_\_\_\_  
\_\_\_\_\_

Is the applicant's disability:   \_\_\_ permanent   \_\_\_ temporary

If temporary, until when? \_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Date**

**Professional License Number:** \_\_\_\_\_ **State Issued:** \_\_\_\_\_

**Print Name:** \_\_\_\_\_

**Business Address:** \_\_\_\_\_

**City:** \_\_\_\_\_ **State:** \_\_\_\_\_ **Zip:** \_\_\_\_\_

**Phone Number:** \_\_\_\_\_ **Extension:** \_\_\_\_\_

**Contact Person:** \_\_\_\_\_

# Attachment 3

## ACCESS LYNX Appeal Process



LYNX  
Attn: Eligibility Coordinator  
455. North Garland Ave.  
Floor 4, Eligibility

## **ACCESS LYNX ADA APPEAL PROCESS**

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

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

ACCESS LYNX will also hear appeals on:

- Suspension of service
  - \* no-shows
  - \* conduct

### **Filing An Appeal**

1. All appeals must be filed in writing within 60 calendar days of the receipt of the original determination letter of ineligibility or conditional eligibility, suspension of service notification letter or denial of a specific trip request. If the 60<sup>th</sup> day after the original determination or trip denial is on a weekend or a legal holiday, an appeal will be accepted on the next subsequent business day.
2. The Authority will enclose an appeals form with the notification letter, time frame that the appeal is to be submitted, and who the appeal is to be submitted to. If, due to disability, the appellant is unable to send written notification of appeal, the Authority may designate a staff member to submit the appeal in the appellant's own words. The appellant also has the option of having the same source that filled out the original application write out the appeal.
3. The applicant shall identify in writing, their name, address, telephone number, and the facts in support of their appeal. In describing the appeal, the applicant shall clearly and concisely state why they believe determination does not accurately reflect their ability to use fixed route, or why suspension is inappropriate. Copies of all supporting documents will accompany the appeal when mailing. An appellant may, however, request an appeal hearing without providing additional detail and without the submission of additional written materials or information. Having all materials mailed assists the Coordinator in the review process. All materials must be filed with the Eligibility Coordinator of Paratransit, ACCESS LYNX, 445 W. Amelia St., Suite 800, Orlando, FL 32801.
4. Upon receipt, all appeals will be date-stamped and referred to the ADA Coordinator for initial review and consideration. The Coordinator will review the request. If a third-party (panel) review is required, the appeal hearing should normally be conducted within one week following the determination of the Coordinator. If necessary, arrangements will be made with LYNX to transport the appellant to and from the appeal meeting. The appellant may bring a second party to assist with the presentation.
5. Interim Service:
  - a. During the period between the receipt of an appeal of an initial



- determination regarding eligibility and the determination of the Review Panel, no ADA paratransit service will be provided to the applicant.
- b. If an appeal is taken based upon a determination of trip eligibility, Service for the trip in question will be provided until an appeal hearing is concluded.
  - c. If an appeal is taken based upon a suspension of service for any reason other than violent or threatening behavior, service will be provided until an appeal hearing is concluded.
  - d. If an appeal is taken based upon a suspension of service for violent or threatening behavior, service will not be provided during the appeal process.
6. If no decision has been made within 30 days of the hearing, service will be provided on an interim basis pending final determination.
  7. After the *completion of the appeal process*, the Review Panel will render its determination within thirty (30) days of its consideration of the appeal.
  8. A panel will hear the appeal for the Authority. The panel will consist of people who have been chosen for objectivity, independent perspective, and added knowledge of ADA paratransit eligibility, fixed route service and policies, paratransit service and policies, the disability of the appellant. The ACCESS LYNX Eligibility Coordinator will serve as the Administrator of the hearings and will record all proceedings. No management, to include the Paratransit Eligibility Coordinator, will have voting rights. The chair of the panel will be elected by the appeal panel to serve on an annual basis.
  9. The panel will conduct the appeal meeting in an orderly and professional manner in accordance with Parliamentary Procedure (Robert's Rules). The Authority's staff will present information on why the determination of eligibility, suspension or no shows was made.
  10. The panel will prepare a written determination that shall be delivered to the Authority. A simple majority ruling is required. The Authority's written determination will state the panel's reasons for confirming or overturning the original determination. The appellant will be notified via certified, return-receipt mail of the final determination.
  11. The panel shall complete all appropriate paper work associated with the appeal. The appeals files shall be forwarded to the Authority for safekeeping and storage.
  12. All materials that are written will be provided in a format accessible by the appellant.
  13. The appeals process is the final decision within the Authority. All appellant's materials and documentations, to include but not limited to, application and supporting materials remain the property of ACCESS LYNX and will be returned to the Supervisor or Coordinator at the conclusion of the hearing. Members of the Review Panel will in no way discuss the details of an appeal or regarding the name or other identifying characteristics of the appellant with any person not directly involved in the appeal. Members may discuss information of a

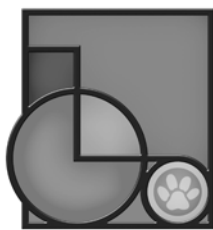
general sort regarding a particular type of disability and its functional impact upon a person to access fixed route in preparation for a hearing, but are advised to take care that information is not shared.

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

**Other accessible formats available upon request.**

## **Attachment 4**

# **ACCESS LYNX Request for Appeal**



**ACCESS LYNX**  
PARATRANSIT PARTNERSHIP

Revision #01-10-2003

**ACCESS LYNX ADA  
REQUEST FOR APPEAL**

The Americans with Disabilities Act of 1990 gives you the right to appeal decisions identified on the attached Appeal Process. Please fill out the appeal form below. Supply all information that you feel will assist in determining your status.

Date \_\_\_\_\_

Name: \_\_\_\_\_ Social Security # \_\_\_\_\_

Address: \_\_\_\_\_ Apt# \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Daytime Phone #: \_\_\_\_\_ Evening Phone #: \_\_\_\_\_

Check the reason for appeal (only one):

Not ADA paratransit eligible \_\_\_ Condition placed upon eligibility \_\_\_

Denial of Trip request \_\_\_ Suspension of service due to no-show or conduct \_\_\_\_\_

Please state the specific reasons for your appeal. You may attach supporting documentation.

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(attach extra sheet if needed)

LYNX will supply you with transportation to and from the appeal hearing. Please indicate if you need transportation: YES \_\_\_\_\_ NO \_\_\_\_\_

Please indicate if you will be traveling with an escort or Personal Care Attendant:

YES \_\_\_\_\_ NO \_\_\_\_\_

Please indicate any special needs you may have such as wheelchair, walker, etc.:

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Please indicate any special needs that your escort or Personal Care Attendant may have:

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A member of the Paratransit Eligibility staff via telephone will notify you that your appeal has been received. If you do not have a phone, you will be notified via return receipt mail. At that time, LYNX will set up a date and time for your appeal hearing. If for any reason you are unable to attend the hearing, you must notify LYNX that you need to reschedule your hearing a minimum of 24 hours in advance of the hearing. LYNX staff will only reschedule your hearing once. Should you not appear for the hearing, LYNX will uphold the initial determination of eligibility.

*\*Information provided on this form and your original application may be shared with the appeal panel.*

If you have any questions, please contact the ACCESS LYNX Eligibility Coordinator at 407-423-TRIP (8747) Option 6.

\_\_\_\_\_  
Appellant (or Proxy) Signature

\_\_\_\_\_  
Date

**Other accessible formats available upon request.**

# **Attachment 5**

## **Rules and Procedures for the Grievance Process**

ORANGE, OSCEOLA, AND SEMINOLE COUNTIES  
LOCAL COORDINATING BOARD

GRIEVANCE PROCEDURE  
FOR  
TRANSPORTATION DISADVANTAGED SERVICES

## I. CREATION OF A GRIEVANCE PROCEDURE

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

## II. DEFINITIONS

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

### A. Community Transportation Coordinator (CTC)

A transportation entity appointed to ensure that coordinated transportation services are provided to the transportation disadvantaged population in a designated service area.

### B. Transportation Disadvantaged (Customer)

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

### C. Funding Agency

Those agencies, which have a funding agreement with the CTC for transportation services for their transportation disadvantaged customers.

### D. Transportation Operator (Carrier)

The entity providing transportation services for the transportation disadvantaged, whether it be private non-profit, private for profit, or public operator.

## III. OBJECTIVE

The objective of the Grievance Process shall be to implement rules and procedures to ensure quality control and to provide participating customers, funding agencies and others with an impartial body to hear complaints and submit recommendations regarding the grievance as indicated.

## IV. MEMBERS

- A. Members of the Grievance Committee shall be appointed by the Local

Coordinating Board Chair and shall consist of at least three voting members of the Board and may include other appointed volunteers.

## B. Term of Members

1. The members of the Grievance Committee shall serve a term of one year, with allowances for multiple terms.
2. The Grievance Committee shall elect a Chairperson and Vice-Chairperson at the first scheduled meeting of each year, who shall serve until successors are elected.
3. A simple majority shall be present for any official action. The meetings shall be held at such times as the Grievance Committee may determine.
4. No voting member will have a vote on an issue that is deemed a conflict of interest.

## V. GRIEVANCE PROCEDURES

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

1. A service problem must be documented as ongoing for a 30-day period.
2. The customer must demonstrate that they have unsuccessfully attempted to resolve the issue with the CTC on multiple occasions.
3. The customer must demonstrate a level of service has been provided which is below locally expected service standards.
4. The Grievance Committee may hear other issues at their discretion, such as issues related to carriers and/or sponsors of service.

B. Every effort will be made by the CTC to resolve service problems. However, if unable to resolve the problem and/or the grievant wishes to take further action, then the CTC will provide the grievant with assistance with the official grievance process.

### C. STEP ONE

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

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



2. Upon receipt of the completed Grievance Form, the CTC will assign a CTC File Number and initiate a Grievance Log Tracking Form. The CTC Designee will review the Grievance Form and all support documentation and then prepare a written response. The response shall be completed and mailed ten (10) working days after receiving the grievance. A file folder should be established for the grievance. This folder should have the name of the grievant and CTC File Number. The folder should contain the original, support documentation, CTC response and any other data about the case.

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

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

#### D. STEP TWO

1. Upon responding to the customer's Step One Grievance, the CTC will forward all original documentation to the MPO.
2. Once notified of the customers desire to appeal the decision, MPO staff will notify the Grievance Committee of the date of the Step Two Grievance Hearing. Upon receipt of the Appeal, the MPO shall have ten (10) working days to contact Grievance Committee members and set a grievance hearing date. The grievant and all parties involved shall be notified at least seven (7) working days before the hearing date by Certified Mail, Return Receipt Requested. The hearing will take place within thirty (30) days of the notice of appeal.
  - a. The Grievance Committee shall have the power to hold hearings and conduct investigations in all matters relating to grievances brought before the committee.
  - b. The Grievance Committee shall review the material presented and issue a recommendation or recommendations to all parties involved within ten (10) working days of the date of the hearing. Said notice shall be sent to all parties by Certified Mail, Return Receipt Requested.

- c. All meetings and hearings will be open to the public.
  - d. Minutes shall be kept at each hearing and filed with the LCB and shall be public record.
3. The MPO will continue to complete the Grievance Tracking Form for this and the subsequent steps of the process.

E. STEP THREE

1. Both the CTC and the grievant will have the right of appeal of any recommendation(s) of the Grievance Committee to the full LCB.
2. Upon notification of the desire to appeal the Step Two recommendation(s), the MPO will notify all parties of the date, time and location of the next scheduled LCB meeting via Certified Mail, Return Receipt Requested.
3. The MPO will update the file and the Grievance Log Tracking Form.

- F. It is important to note that during the entire process, the CTC and/or MPO should keep the Commission for the Transportation Disadvantaged informed of the recommendation(s) made at the various steps of the process. Further, all files and documentation associated with the case must be kept updated by the CTC at all times during this process.

VI. CERTIFICATION

The undersigned hereby certifies, as Chairperson of the Transportation Disadvantaged Local Coordinating Board for Orange, Osceola and Seminole Counties that the foregoing is a true and correct copy of the Grievance Procedure of the Board as adopted the \_\_\_ day of February 2007.

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Honorable Mildred Fernandez, Chairperson, For the Orange, Osceola, and Seminole Counties Transportation Disadvantaged Local Coordinating Board

GRIEVANCE TRACKING FORM  
FOR OFFICE USE ONLY

CTC File Number: \_\_\_\_\_

Step 1 of the Grievance Process

Date Grievance Received at CTC: \_\_\_\_\_

CTC Representative: \_\_\_\_\_ File Established: \_\_\_\_\_

Date Grievance responded to: \_\_\_\_\_ Date Certified Letter Sent: \_\_\_\_\_

Date of Action: \_\_\_\_\_

Step 2 of the Grievance Process

Date Grievance Received at MPO: \_\_\_\_\_

Date sent to Grievance Committee of the LCB: \_\_\_\_\_

Date of Hearing: \_\_\_\_\_ Date Certified Letter Sent: \_\_\_\_\_

Date of Action: \_\_\_\_\_

Date Certified Letter Sent Regarding Recommendation(s): \_\_\_\_\_

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

AGENCY/INDIVIDUAL NAME: \_\_\_\_\_

TELEPHONE: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY, STATE, ZIP: \_\_\_\_\_

=====

PLEASE REVIEW THE ATTACHED RULES AND PROCEDURES PERTAINING TO  
GRIEVANCES.

This form stating the grievance shall be sent to the Community Transportation  
Coordinator (CTC) outlining the nature of the grievance, and where applicable, the date,  
time and place of the incident(s) constituting the grievance.

Please send completed form and any supporting documentation to:

LYNX  
Attn: Manager of Paratransit Operations  
445 N Garland Ave  
Orlando, FL 32801 - 9920







GRIEVANCE FORM - CONTINUED



GRIEVANCE INFORMATION

Multiple horizontal lines providing space for entering grievance information.



GRIEVANCE FORM - CONTINUED

=====

Signed: \_\_\_\_\_

Dated: \_\_\_\_\_

## **Attachment 6**

### **LCB CTC Annual Evaluation**

**PA Name:** MetroPlan Orlando  
**Date(s) of Review:** 11/27/06  
**TD Staff Assigned to Review:** Robert Craig  
**Review Period:** 10/1/2005 – 9/30/2006

## **I. Records and Areas of Review**

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

## **II. Findings and Recommendations**

### **A. General Information**

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

### **B. Deliverables**

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

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

**Timeline for Compliance:** May 2007.

### **C. Quality and Availability of Services**

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

**Recommendation:** None.

**Timeline for Compliance:** N/A

**D. Inventory of Local Transportation Services**

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

**Recommendation:** None.

**Timeline for Compliance:** N/A

**E. Level of Competition**

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

**Recommendation:** None.

**Timeline for Compliance:** N/A

**F. Performance of Planning Tasks**

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

**Recommendation:** None

**Timeline for Compliance:** N/A

**G. LCB Meeting and PA Visit (see attachment)**

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

**Recommendation:** None

**Timeline for Compliance:** N/A

**H. Surveys (see attachment)**

**Area of Observation:** All comments were favorable.

**Recommendation:** None

**Timeline for Compliance:** N/A

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

**Area of Observation:** Completed.

**Recommendation:** None

**Timeline for Compliance:** N/A

**J. Additional Observations**

**Area of Observation:** None

**Recommendation:** N/A

**Timeline for Compliance:** N/A

**K. Current Year Trip and Equipment Grant**

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

**Recommendation:** None

**Timeline for Compliance:** N/A

### **III. Conclusion**

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

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

**Report completed by: Robert Craig**

**Title: Quality Assurance Manager**

**Report reviewed by: Laurie Revell**

**Title: Quality Assurance Team**

**Executive Director: Lisa Bacot**

**Date: December 27, 2006**

**Attachment 7**

**CTC Evaluation**



# **LYNX Community Transportation Coordinator**

**Orange, Osceola and Seminole Counties**

**SUMMARY REPORT**

**2007 Evaluation Form**

<u>Topic</u>	<u>Page</u>
<b>INTRODUCTION</b> .....	3
<b>COORDINATION</b>	
Planning.....	4
Call Intake.....	4
Transport.....	4
Daily (Real-Time) Service Monitoring.....	4
Billing .....	4
Reporting .....	4
Eligibility Records/Certification .....	5
Reservations.....	5
Trip Allocation.....	5
Scheduling.....	6
Dispatching.....	6
<b>COST EFFECTIVENESS AND EFFICIENCY</b> .....	7
<b>LEVEL OF COMPETITION</b> .....	9
<b>LOCAL STANDARDS</b>	
On Time Performance.....	10
Call Hold Time .....	10
Complaints and Compliments .....	11
<b>AVAILABILITY</b>	
Public Information .....	12
Affordability.....	12
Access.....	12
<b>TABULATIONS AND SUMMARIZATION</b> .....	13-14
<b>ATTACHMENTS:</b>	
• LYNX Annual Operating Report	
• Monthly Paratransit Statistical Breakdowns (July 2006 – June 2007)	
• 2006 CTC Evaluation Summary (Review performed by Quality Assurance Auditor/CTD)	





## TRANSPORTATION DISADVANTAGED FLORIDA COORDINATED TRANSPORTATION SYSTEM

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

The purpose of conducting this evaluation is to ensure that the most cost-effective, unduplicated, efficient and accountable transportation service is offered to the TD population. The intent of this evaluation is to determine the level and quality of CTC (and operators) service, and whether the costs (or rates) are reasonable.

The CTC evaluation will be based on: Coordination, Cost Effectiveness and Efficiency, Level of Competition, Local Standards and Availability. Each category is subdivided into sections. **Please read carefully, and indicate your rating on a letter-grade scale: A, B, C, D, F, with “A” being Excellent and “F” being Unsatisfactory.**

**Please complete and return this form no later than Wednesday, January 23, 2008.**

## **COORDINATION**

### **OPERATIONS**

#### **Planning**

Coordinated planning helps to ensure that the services complement each other; that is, services are not duplicated and that certain TD transportation needs are not omitted. Coordinated planning also ensures that independent agencies are not working at cross-purposes. Effective local coordinating boards are examples of coordinated planning.

#### **Call-Intake**

In a coordinated system, transportation disadvantaged clients would have a single phone number to call for any needs or questions related to transportation, from certification to trip problem resolution.

#### **Transport**

Coordinated transport ensures that the appropriate vehicles are available for the clients and that transfers are coordinated.

#### **Daily (Real-Time) Service Monitoring**

Through “real-time” service monitoring, transportation problems involving passengers and providers are resolved as they occur.

#### **Billing**

Billing, the process of collecting fares and reimbursement for trips provided, can take a number of forms, depending on the payment processes, agencies involved,

and the organization of the CTC. A coordinated billing system ensures that each trip is paid for (reimbursed) only once, based on accurate trip reconciliation.

**Reporting**

Coordinated reporting means that information: accounting, operating statistics, measures related to certification and billing as well as other information is reported, compiled and examined for all TD transportation service provision, (from all transportation providers) according to Florida Statues.

**OPERATIONS:** (Planning, Call-Intake, Transport, Daily (Real-Time) Service Monitoring, Billing, Reporting). Indicate your rating by checking (✓) one letter grade:

<b>A</b> Excellent	<b>B</b> Very Good	<b>C</b> Average	<b>D</b> Needs Improvement	<b>F</b> Unsatisfactory
	6	1		

**Comments: NONE PROVIDED BY THE EVALUATORS**

**ADMINISTRATIVE**

**Eligibility Records/Certification**

The goal of coordination of eligibility records is to organize and communicate which clients are eligible for which transportation services. This creates a much more usable reservation system for riders, who can reserve trips with one call, even if the sponsors vary. Coordinated eligibility also helps reservationists to make sure sponsors only pay for eligible trips.

**Reservations**

In a coordinated reservation system, a reservationist should be able to confirm reservations and provide reservation information to schedulers, which also means that the same source can ensure that only one reservation is placed for a single trip. Coordinated reservations prevent trips from being reserved through two separate services.

**Trip Allocation**

When trip allocation, also called “brokering,” is coordinated, the assignment of trips

to particular transportation providers is based on predefined criteria, such as cost, capacity, rotation, match of service, or multi-loading. If all trips are assigned by a single entity, trip allocation is centralized and highly coordinated.

### Scheduling

Scheduling is the process of assigning of trip requests to a specific vehicle, at a specific time, in a particular sequence for the vehicle. Centralized scheduling, the most coordinated form, means that a single organization assigns all requested trips to vehicles or drivers. An example of decentralized but coordinated scheduling would be where each transportation provider schedules the trips they are responsible for providing. But an allocation system ensures each provider does not receive too many trips to schedule.

Another example of coordinated but decentralized scheduling would be a system in which different providers schedule, and even reserve, trips independently and store the schedules in a format that can be accessed by other agencies involved in coordinated transportation.

### Dispatching

Coordination of dispatching is communication between the drivers and a central entity during service provisions to resolve problems and monitor trips. Reconciliation can help in coordinating general service monitoring.

**ADMINISTRATIVE:** (Eligibility Records/Certification, Reservations, Trip Allocation, Scheduling, Dispatching). Indicate your rating by checking (✓) one letter grade:

<b>A</b> Excellent	<b>B</b> Very Good	<b>C</b> Average	<b>D</b> Needs Improvement	<b>F</b> Unsatisfactory
	5	2		

#### Comments:

**One evaluator made the following comment:**

**“Continue to improve scheduling of trips in order to provide on-time service and reduce long trips on vehicles for riders.”**

**Second evaluator made the following comment:**

“Based on commentary received at various meetings, it appears that there is some lack of coordination within the scheduling and dispatching groups. It has been reported that several vehicles will show up at the same locations and pick up multiple patrons.

While the final direction for some may be similar, i.e., S.W., N.E., etc., they are loaded without consideration for final destination. The end result is that vehicles pass each other with passengers originating from common areas.”

## COST EFFECTIVENESS AND EFFICIENCY

Using this comparison, determine whether or not the CTC is delivering the most cost-effective transportation:

	(07-01/06-30) 2005/2006	(07-01/06-30) 2006/2007	% Change
Passenger Trips	1,991,865	2,161,285	9%
Coordinated Trips	918,192	1,022,410	11%
Fixed Route Trips	1,060,002	1,135,270	7%
Consolidated Trips	931,863	1,026,015	10%
Unduplicated Passengers	16,516	11,755	-29%
Unmet Need	1,574	47,285	2904%
No-Shows	24,555	20,685	-16%
Complaints	2,692	1,567	-42%
Vehicle Miles	7,548,107	11,250,557	49%
Roadcalls	460	112	-76%
Accidents	365	143	-61%
Vehicles	274	321	17%
Percent Wheelchair Equiped	59%	58%	-2%

Operating Expense	\$19,507,410	\$ 19,287,181	-1%
Local Revenue	\$7,114,676	\$9,249,307	30%
Total Revenue	\$19,867,290	\$24,085,961	21%

Source: LYNX Annual Operating Report

**Passenger Trips:** a unit of service provided each time a passenger enters the vehicle, is transported, then exits the vehicle. Each different destination would constitute a passenger trip. This unit of service is also known as a one-way passenger trip.

**Coordinated Trips:** passenger trips provided by or arranged through a CTC/LYNX, including all trips by non-system carriers.

**Fixed Route:** (also known as Fixed Route/Fixed Schedule) service in which the vehicle (s) repeatedly follows a consistent time schedule and stopping points over the same route, whereby such schedule, route or service is not at the users request (e.g. conventional city bus, fixed guide way).

**Consolidated Trips:** trips provided by LYNX’s carrier (MV Transportation).

**Unduplicated Passengers:** the actual number of people that were provided paratransit transportation services, not including personal care attendants, non-paying escorts, or persons provided fixed schedule/fixed rout service.

### PERFORMANCE MEASURES

The data has been entered to further help you with the evaluation:

	<u>2005/2006</u>	<u>2006/2007</u>	<u>% Change</u>
Passenger Trips per Vehicle Mile	0.26	0.19	-27%
Operating Expense per Vehicle Mile	\$2.58	\$1.71	-34%
Operating Expense per Passenger Trip	\$9.79	\$8.92	-9%
Accidents per 100,000 Vehicle Miles	4.84	1.27	-74%
Vehicle Miles per Road call	16,409	100,451	512%
Local Revenue per Operating Expense	36.5%	48.0%	31%

### COST EFFECTIVENESS AND EFFICIENCY:

Indicate your rating by checking (✓) one letter grade:

<b>A</b> Excellent	<b>B</b> Very Good	<b>C</b> Average	<b>D</b> Needs Improvement	<b>F</b> Unsatisfactory
1	4	2		

**Comments:**

**One evaluator made the following comment:**

**“Exceptional improvement has been noted. Whether it be the areas of decreased complaints, road calls and accidents per 100,000 vehicle miles, it is exceptional. The only questionable area seems to be the unmet need. This needs clarification.”**

**LEVEL OF COMPETITION**

LYNX uses a competitive procurement process. In a competitive procurement process, the coordinator is required to go out on bid for transportation operators every three to five years, giving all transportation operators an opportunity to participate in the selection process. Some of the methods that LYNX uses in this process are request for qualifications (RFQ) and request for proposals (RFP).

Items that LYNX incorporates into the review and selection of transportation providers for inclusion as operators in the coordinated system are as follows:

<ul style="list-style-type: none"> <li>• Capabilities of the transportation provider,</li> <li>• Age of company,</li> <li>• Previous experience,</li> <li>• Management,</li> <li>• Qualification of staff,</li> <li>• Resources</li> <li>• Knowledge of the community</li> </ul>	<ul style="list-style-type: none"> <li>• Reporting capabilities</li> <li>• Financial strength</li> <li>• Scope of work</li> <li>• Safety program</li> <li>• Capacity</li> <li>• Training</li> <li>• Insurance</li> <li>• Cost per trip</li> </ul>
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After reviewing information concerning LYNX’s competitive procurement process, please indicate your rating by checking (✓) one letter grade:

<b>A</b> Excellent	<b>B</b> Very Good	<b>C</b> Average	<b>D</b> Needs Improvement	<b>F</b> Unsatisfactory
2	4	1		

**Comments:**

**One evaluator made the following comment:**

**“I participated as a member of the Source Evaluation Committee (SEC) on the last two procurements since 2000. With the exception of procurement department problems, the process was otherwise unflawed.”**

**LOCAL STANDARDS**

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

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

**On-Time Performance**

On-time performance directly measures the most basic task of the transportation provider, which is having people and vehicles in the right place at the right time. It is a function of vehicle maintenance, scheduling, operating conditions, driver performance and knowledge of the service area. Most problems encountered in operations will affect on-time performance, which then affects other aspects and measures of quality. Vehicle breakdowns result in late trips, reduced service quality, increased complaints, an increase in accidents and an increase in costs. On-time performance should, therefore, be monitored very closely.

Measuring on-time performance is not without potential problems. A consistent pick-up time policy must be established in writing and communicated to drivers and passengers. The data entered by the reservationists and schedulers and recorded by drivers and record keepers must be accurate. A consistent definition of “on-time” must be used. If comparisons are made among organizations, then definitions need to be similar. LYNX determines this by the percentage of first leg trips that are on-



time and by the percentage of second leg trips that are within 30 minutes of scheduled pick-up or drop-off time.

**Call Hold Time**

The time it takes a patron to place a reservation or make an inquiry also is a measure of quality. If at all possible, systems should monitor how long calls for reservations or trip resolution are placed on hold. Both the average hold time and maximum hold time should be measured for certain periods. LYNX determines call-hold times by computer-generated reports and spot-checking as needed.

**Complaints and Compliments**

A system for recording, counting and resolving complaints should be in place. All individuals in a position to accept complaints should be aware of the complaint policy. Instances where communication that initially appeared to be a complaint but were genuinely resolved with a simple clarification should not be recorded as a complaint. Complaints should be reviewed regularly to spot patterns and to take corrective action.

Because they vary in severity, complaints also can be classified based on when and how they were resolved. A complaint can be considered resolved when the problem that prompted it is corrected. The first levels of complaints are those resolved at the time of the complaint. The second level are those complaints resolved later. The third level is active complaints. These include those that have not yet been corrected.

Compliments should also be recorded and handled either as a commendation for an employee’s file or posted as encouragement.

***Please refer to the attached Monthly Paratransit Statistical Breakdowns for data on On-Time Performance, Call Hold Times, and Complaints/Compliments.***

**LOCAL STANDARDS:** (On-time Performance, Call Hold Time, Complaints and Compliments). Indicate your rating by checking (✓) one letter grade:

<b>A</b> Excellent	<b>B</b> Very Good	<b>C</b> Average	<b>D</b> Needs Improvement	<b>F</b> Unsatisfactory
	4	3		

## **Comments:**

**One evaluator made the following comments:**

**“On-time performance continues to improve, customer service staff doing a good job, need information to help locate trends in order to be proactive in solving problems.”**

**A second evaluator made the following comment:**

**“On-time performance can vary but unfortunately seems to be affected by the increasingly worsening traffic congestion within the Central Florida area.”**

## **AVAILABILITY**

Because of the great demand for TD transportation and the challenging cost of providing service, maximizing the availability of service is one of the most fundamental efforts undertaken by specialized transportation. The goal of ensuring the availability of service to the transportation disadvantaged is supported by three specific objectives.

1. Provide services to meet the demand for sponsored trips;
2. Provide services to meet the demand for non-sponsored trips; and
3. Improve passenger awareness of TD transportation services.

### **Public Information**

Transportation service is available only to those who know about it and know how to access service. Improving passenger awareness of TD transportation service is an objective in support of availability for each CTC. Efforts in this area may be reflected in the budget expended on public information. Public information ensures that necessary information about the service is readily available to those that need it.

### **Affordability**

Cost to the user can impact the user's ability to pay, therefore impacting availability of service. The co-pay for paratransit riders was increased, along with the fares for fixed route service, in April 2007. It is important to consider the impact of this increase.

**Access**

From the point of view of the user, availability is a function of how easily service is accessed. The time it takes to register and begin using TD transportation services reflects availability. The lead-time for a demand-response trip also reflects availability. Thus, the *days and hours* during which service is available and during which reservations may be placed should be examined.

**AVAILABILITY:** (Public Information, Affordability and Access). Indicate your rating by checking (✓) one letter grade:

<b>A</b> Excellent	<b>B</b> Very Good	<b>C</b> Average	<b>D</b> Needs Improvement	<b>F</b> Unsatisfactory
	2	3		

**\*\* Two evaluators did not provide entry in this graded section**

**Comments:**

**One evaluator made the following comment:**

**“Very concerned about the increase in cost (co-payment) to the riders, which will impact riders ability to pay for trips on ADA program. Our riders live on fixed incomes and cannot afford these rate increases.”**

**A second evaluator made the following comment:**

**“The need for DEDICATED FUNDING, already approved by the Florida Legislature and vetoed by the former Governor, need to be re-implemented and improved.”**

**OVERALL RATING**

**Your overall evaluation based on your comments of the CTC is:  
(SUM OF ALL TABULATIONS IN THIS DOCUMENT)**

Indicate your rating by checking (✓) one letter grade:

<b>A</b> Excellent	<b>B</b> Very Good	<b>C</b> Average	<b>D</b> Needs Improvement	<b>F</b> Unsatisfactory
	5	2		

**Comments:**

**One evaluator made the following comments:**

1. Use of GPS on vehicles is great. This is a helpful tool for the drivers.
2. Rider fare tickets are an asset to our system.
3. Good monthly data but need narrative to help track trends in the delivery of service.
4. Image of ACCESS LYNX in our community needs to be more positive. (Good human interest stories)
5. Employee morale is low – MV Transportation.
6. Clients seem to be pleased with their drivers.
7. MV administrative staff has remained stable in the past year.

**A second evaluator made the following comments:**

“Evaluation sheets received on Friday, January 18, 2008 with a return day of January 23, 2008. In past years, there have been several weeks between receipt and scheduled return time.”

“Lack of clarification on Un-Met Needs: an increase of 2904% needs should have had clarification – 45,711 patrons is substantial!”

Please summarize and prioritize the three most important areas you feel need improvement, with #1 being the most important. Also, please indicate the time frame in which you would like to see them implemented (i.e. Immediate, 6-Month, 12-Month).

1. Area:
  - (a) Availability

- (b) **On Time – one way to improve this could be by education agencies and doctors to make all TD Riders appointments times in between 10 a.m. and 2 p.m., which would avoid heavy traffic times.**

**Time Frame for implementation:**

- (a) **None**
- (b) **On-going**

**2. Area:**

- (a) **Cost Effectiveness and Efficiency**
- (b) **Scheduling so that two vehicles picking up clients in nearby homes do not go to the same destination. This seems to happen when taxicabs are used.**

**Time Frame for implementation:**

- (a) **None**
- (b) **No comment entered**

**3. Area:**

**Coordination**

**Time Frame for implementation: As see fit**

If more space is needed, please use additional pages, or the back of this page.

**Please complete and return this form no later than Wednesday, January 23, 2008 to:**

METROPLAN ORLANDO

Attn: Cheryl Stone

315 E. Robinson Street, Suite 355

Orlando, FL 32801

## **Attachment 8**

# **CTC Review Report of Orange, Osceola, and Seminole Counties**

**Community Transportation Coordinator (CTC) Name: LYNX**  
**Date(s) of Review: November 30 – December 1, 2006**  
**TD Staff Assigned to Review: Robert Craig**

## **I. Records and Areas of Review**

- A. General Information
- B. Chapter 427, F.S.
- C. Rule 41-2, F.A.C.
- D. Americans with Disabilities Act
- E. Bus/Van Ride
- F. Surveys
- G. Follow-up of previous QAPE Review
- H. Additional Observations
- I. Current Year Trip and Equipment Grant

## **II. Findings and Recommendations**

### **A. General Information**

**Area of Noncompliance:** None

**Recommendation:** None

**Timeline for Compliance:** N/A

### **B. Chapter 427, F.S.**

**Area of Noncompliance:** The CTC did not submit the Annual Operating Report (AOR) by the requested October 2<sup>nd</sup> extension, but submitted the information on October 9<sup>th</sup>.

**Recommendation:** The CTC will submit the AOR by September 15<sup>th</sup> of each year in accordance with Rule 41-2.0162 (3).

**Timeline for Compliance:** September 15, 2007.

### **C. Rule 41-2, F.A.C.**

**Area of Noncompliance:** The Transportation Disadvantaged (TD) Helpline number is not posted inside the vehicles in accordance with Rule 41-2.006 (4) (f).

**Recommendation:** The CTC will post the TD helpline number inside all vehicles used within the coordinated system.

**Timeline for Compliance:** February 28, 2007.

**Area of Noncompliance:** The CTC is not meeting the On-time performance standard. The standard is 94%, the actual is 89%.

**Recommendation:** The CTC will meet the on-time performance standard.

**Timeline for Compliance:** On-going.

### **D. Americans with Disabilities Act**

**Area of Noncompliance:** Vehicle number 51003 did not have a pole to operate the lift's emergency back-up system in case of loss of power to the vehicle.

**Recommendation:** The CTC will ensure that all accessible vehicles have a pole to operate the lift's emergency back-up system in case of loss of power to the vehicle.

**Timeline for Compliance:** February 1, 2007.

**E. Bus/Van Ride (see attachment)**

**Area of Noncompliance:** The TD Helpline was not posted in the vehicle.

**Recommendation:** See Section C.

**Timeline for Compliance:** See Section C.

**F. Surveys (see attachment)**

**Area of Noncompliance:** See surveys.

**Recommendation:** Review surveys and make adjustments accordingly.

**Timeline for Compliance:** On-going.

**G. Follow-up of previous QAPE Review**

**Area of Noncompliance:** LYNX did not have the TD Helpline number posted inside the vehicles during the 2005 review, but submitted a status report stating, "Upon reorder of our internal vehicle decals indicating our telephone number for comments or concerns, the TD Ombudsman telephone number will be added to the decal." Estimated time for compliance was January 2006. Currently, the TD Helpline number is not listed inside the vehicles.

**Recommendation:** See Section C.

**Timeline for Compliance:** See Section C.

**H. Additional Observations**

None

**I. Current Year Trip and Equipment Grant**

The last completed Trip and Equipment Grant for Orange, Osceola, and Seminole Counties was from July 1, 2005, through June 30, 2006.

**Area of Noncompliance:** None

**Recommendation:** None

**Timeline for Compliance:** Not applicable.



### III. Conclusion

LYNX continues to work to overcome barriers to transportation in their area, and does a great job of serving the citizens of Orange, Osceola, and Seminole Counties.

We have issued recommendations for corrective action, which the CTC should address in a status report. The CTC should submit a status report to the Quality Assurance Manager within 15 days from the date of this report, **January 22, 2007**.

Report completed by: Robert Craig

Title: Quality Assurance Manager

Report reviewed by: Laurie Revell

Title: Quality Assurance Specialist

Executive Director: Lisa Bacot

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

#### 1. BUS/VAN RIDE

On November 30, 2006, the QAPE staff took a bus ride with one (1) ambulatory and one (1) passenger, via the coordinated system. The vehicle was clean and free of torn and/or damaged seats and had two-way communication. The vehicle had air conditioning that leaked in the back seat and the bus did not contain a sign listing the TD Helpline phone number; however, the driver was courteous and wore identification.

#### 2. RIDER SURVEYS

We conducted a survey of riders who rode the transportation system on November 29, 2006. The results of the survey are as follows:

#### Summary of Rider Survey

Name of Program Funding Source	Percentage of TD Riders by Program	Number of Trips by Program	Number of TD Riders Called by Program	Number of TD Riders Experiencing a Problem	Number of riders refused transportation within last 6 months	Rate the ride on a scale of 1 to 10 (10 being most satisfied)
Non Sponsored	20%	308	8	1 – Late pick-up	0	Average = 9.0
Medicaid	29%	436	11	1 – Late return 1 – Late arrival	0	Average = 8.7
FEMA	-----	2	1	0	0	Average = N/A
ADA	51%	771	19	1 – Accessibility 5 – Late pick-up 2 – Late return	1 – 1 to 2 times for no-shows	Average = 7.5
Total	100%	1517	39	11	1	Average = 8.4

**Additional Comments:** Very satisfied. Very happy. Couldn't be happier. Very good jobs. Can be extremely late. Very satisfied!! Perfect!! Couldn't be better. Few concerns but pretty good. Can be late a bit. Always late. Could be on time. Could be better. Pretty good.

### 3. CONTRACT OPERATOR SURVEYS

LYNX has one contractor, MV Transportation. The QA staff was unable to survey MV Transportation.

## **Attachment 9**

# **CTD QAPE Planning Agency Biennial Review**

# MetroPlan Orlando

## PA Review Report

**PA Name:** MetroPlan Orlando

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

**TD Staff Assigned to Review:** Robert Craig

**Review Period:** 10/1/2005 – 9/30/2006

### I. Records and Areas of Review

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

### II. Findings and Recommendations

#### A. General Information

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

#### B. Deliverables

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

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

**Timeline for Compliance:** May 2007.

#### C. Quality and Availability of Services

**Area of Observation:** There are two (2) staff members utilizing .60 FTEs to accomplish Transportation Disadvantaged (TD) issues. Local funds and Federal funds are used to support TD tasks. MetroPlan Orlando uses the newspaper, internet, and board postings as public information efforts. During the contract period, MetroPlan had four (4)

# MetroPlan Orlando

## PA Review Report

subcommittees: Evaluation, By-Laws, CTC Nomination, and Grievance. Only the Grievance Subcommittee held a meeting.

**Recommendation:** None.

**Timeline for Compliance:** N/A

### D. Inventory of Local Transportation Services

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

**Recommendation:** None.

**Timeline for Compliance:** N/A

### E. Level of Competition

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

**Recommendation:** None.

**Timeline for Compliance:** N/A

### F. Performance of Planning Tasks

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

**Recommendation:** None

**Timeline for Compliance:** N/A

### G. LCB Meeting and PA Visit (see attachment)

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

**Recommendation:** None

**Timeline for Compliance:** N/A

### H. Surveys (see attachment)

**Area of Observation:** All comments were favorable.

**Recommendation:** None

**Timeline for Compliance:** N/A

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

**Area of Observation:** Completed.

**Recommendation:** None

**Timeline for Compliance:** N/A

### J. Additional Observations

**Area of Observation:** None

**Recommendation:** N/A

**Timeline for Compliance:** N/A

# MetroPlan Orlando

## PA Review Report

### K. Current Year Trip and Equipment Grant

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

**Recommendation:** None

**Timeline for Compliance:** N/A

### III. Conclusion

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

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

Report completed by: Robert Craig

Title: Quality Assurance Manager

Report reviewed by: Laurie Revell

Title: Quality Assurance Team

Executive Director: Lisa Bacot

Date: December 27, 2006

## Action Agenda Item #7.A

**To:** LYNX Board of Directors

**From:** Lisa Darnall  
CHIEF OPERATING OFFICER  
Sue Masselink  
(Technical Contact)  
Rik Smith  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6036

**Item Name:** Ratification of the Chairman's Authorization to Execute a Transit Service Agreement with Universal Orlando Studios

**Date:** 7/1/2008

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### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' ratification of the Chairman's authorization to finalize negotiations and enter into a Transit Service Agreement for late night service with Universal Orlando Studios (Universal).

### **BACKGROUND:**

The Board approved at the January 24, 2008, meeting a grant application to the Federal Transit Administration for Section 5316/Job Access Reverse Commute (JARC) and Section 5317/New Freedom Program (NFP) funds apportioned to the Orlando urbanized area. Among the JARC projects included in this application is a public/private partnership with Universal, who has agreed to provide a 50% match for expanded late night service. This service was proposed to begin with the LYNX service changes on August 17, 2008. In order to meet peak seasonal needs, Universal has requested that LYNX begin the late night service on July 1, 2008. Universal has agreed to fund 100% of the cost to provide service between July 1, 2008 and August 17, 2008.

Except for privately owned automobiles, there are few alternatives for employees of one of the region's largest employers to get to work late nights. A survey of Universal employees indicated that a majority of employees are limited from working extended hours because of the lack of availability of bus service for later evening hours. A new Universal late night route, Link 444 is

being proposed. The Link 444 late night service is designed to meet the transportation needs of Universal employees and will provide reliable access to and from the many late night shift jobs provided by Universal.

**PROPOSED NEW EXPANSION:**

The proposed Link 444 late night Universal Orlando Studios service will provide access from a number of areas identified as Universal's employment center, Universal's parking garage, Cypress Woods Apartments, and North Bridge Apartments, along with areas of Kirkman Road, Conroy Road, and Millenia Boulevard.

The proposed Link 444 late night service will provide service between the hours of 11:00 p.m. and 1:00 a.m., Monday-Friday and between 10:00 p.m. and 1:00 a.m. on Saturdays; and 9:00 p.m. and 1:00 a.m. on Sundays. LYNX will utilize the existing transfer point of the Universal Parking Garage. LYNX is proposing the new Link 444 late night service start July 1, 2008.

**FISCAL IMPACT:**

The estimated total operating cost for services provided from July 1, 2008 through September 30, 2008 is estimated at \$17,000. Services between July 1, 2008 and August 16, 2008 will be funded wholly by Universal Studios and the balance of the service period August 17, 2008 and September 30, 2008, will be funded with 50% of Universal Studios funds and 50% of JARC funds. Operating costs for the remaining contract period (October 1, 2008 through September 30, 2009) will be determined after finalizing the FY2009 Operating Budget.



## Action Agenda Item #7.B

**To:** LYNX Board of Directors

**From:** **Lisa Darnall**  
CHIEF OPERATING OFFICER  
**William Hearndon**  
(Technical Contact)  
**Mark Forsyth**  
(Technical Contact)  
**Tori Iffland**  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6036

**Item Name:** Ratification of the Chairman's Authorization to Award a Contract to Ontira Communications, Inc. for Interactive Voice Response (IVR) system

**Date:** 7/1/2008

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### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' ratification of the Chairman's authorization to award a contract in the amount of \$305,955 plus a 10% contingency (\$30,596) for an interactive voice response (IVR) system for paratransit services to Ontira Communications, Inc.

### **BACKGROUND:**

With the increase in ACCESS LYNX trips, the call intake functions have also increased. Increased call volumes can impact staffing needs or customer hold times. Interactive voice response (IVR) can assist by providing automated information and reducing the need for customers to speak to a customer service representative. In addition, the IVR technology will be utilized to contact ACCESS LYNX customers to remind them of scheduled trips, notify them when their ride is five minutes away, and confirm trips or cancellations.

In FY2007, approximately 12,900 trips (2.95%) were no-shows. No-shows are scheduled trips that the operator is dispatched to perform and the customer is not available to take the trip and did not cancel the trip. Since the contractor did complete the trip, LYNX is responsible to pay for those trips amounting to approximately \$441,500 a year. A fully integrated IVR system would greatly reduce this amount in future years by making it easier to cancel trips and by calling customers with an automated reminder of their trip.

At the October 25, 2007, LYNX Board of Directors' meeting, staff received authorization to release a request for proposal (RFP) for interactive voice response for paratransit services, which

was released April 15, 2008. Proposals were due to LYNX by 2:00 PM EST on Tuesday, May 13, 2008.

Three responses were received from the following providers:

- Logic Tree
- Ontira Communications, Inc.
- Trapeze Group

The Source Evaluation Committee (SEC) consisted of:

- Tori Iffland, Manager of Information Technologies, LYNX
- Bill Hearndon, Manager of Paratransit Operations, LYNX
- Jose Felix, Communications Analyst, LYNX
- Joe Temples, Manager of Information Technologies, MV Transportation
- LaChant Barnett, Staff Consultant, Tindale Oliver and Associates

The SEC met initially on Friday, May 23, 2008, to discuss the three responses. After discussion, the committee had additional clarification questions for each of the respondents. The additional questions were emailed with responses due by noon on Thursday, May 29, 2008.

The SEC met again to review the clarification responses and score the respondents on Thursday, May 29, 2008. At this meeting, scores were tabulated and Ontira Communications, Inc., was the selected respondent.

Responses were evaluated on the following criteria in descending order of importance:

- Experience in Providing Similar Services (45)
- Service / Project Management Plan (35)
- Cost Proposal (20)

Respondents were ranked as follows based on a total possible score of 500:

<b>Vendor</b>	<b>Score</b>
Ontira Communications, Inc.	458
Trapeze Group	426
Logic Tree	413

In the RFP, LYNX requested respondents to include separately priced components of their IVR systems – specifically, web-based communications, cancellation, and trip booking; text and email based notifications; and fixed route schedule look-up and trip planning (integrating with the current Ontira Trip Planner). Because of the low cost of these options when installed as a combined project versus at a later time and the tremendous amount of customer service they will provide, staff is requesting to include these modules in this procurement.

**USER BENEFITS:**

In addition to the benefits listed above in the first two paragraphs of the background information:

- Customers will be able to book trips, cancel trips, confirm trips 24-hours a day using telephone or internet access.
- The evening before, the customer will be able to receive a reminder of their trip.
- If the trip's schedule time changes beyond the customer's pick-up window, the customer will receive notification of the change.
- The system will call or text message the customer when the vehicle is near.
- The system will recognize speech or allow the customer to use a telephone key pad to respond to prompts.
- The system will allow the customer to check on the arrival of a vehicle.
- The system will allow a "super user" to book and manage trips of multiple customers (i.e., a nursing home booking and canceling trips for their residents).
- In the event of a major incident such as a hurricane or other incident, all customers can be notified of the status of our services. This function can also be used to notify LYNX and MV staff of their need to report to work.

## **FISCAL IMPACT:**

FY 2008's approved capital budget contained \$420,000 for this procurement. The actual bid with contingency amounts to \$336,551. Of this amount, \$58,500 would be covered with a state Transportation Disadvantaged capital grant which requires a \$6,500 local match, which is contained within our adopted FY2008 capital budget. The remainder of the balance would be covered by federal formula and New Freedom Program funds. .

The first year's annual maintenance costs are included in the procurement costs. Out years' annual maintenance costs will amount to \$36,992 and will be budgeted each year.

## Action Agenda Item #7.C

**To:** LYNX Board of Directors

**From:** **Lisa Darnall**  
CHIEF OPERATING OFFICER  
**Joe Cheney**  
(Technical Contact)  
**Bert Francis**  
(Technical Contact)  
**Blanche Sherman**  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6036

**Item Name:** **Ratification of the Chairman's Authorization to Execute a One Month Extension with the Florida Department of Transportation (FDOT) for the Road Ranger Assistance Program**

**Date:** 7/1/2008

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### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' ratification of the Chairman's authorization to execute a one month contract extension with the Florida Department of Transportation (FDOT) to continue the existing Road Ranger Assistance Program. The current contract expires on June 30, 2008, and will be extended until July 31, 2008. The cost, which will be totally funded by FDOT, is not to exceed \$146,043 during this extension period as outlined below for the specified coverage areas and hours of operation.

### **BACKGROUND:**

The LYNX Board of Directors approved a three month extension to the current contract with FDOT in March 2008 to complete the second one-year option initiated in June 2007. The one month extension of this contract will allow time for the FDOT Central Office to determine statewide funding allocations for the Road Ranger program as a result of the recent legislative action. LYNX staff anticipates requesting Board approval to authorize a new multi-year contact with FDOT in July 2008, once the funding details are worked out.

On May 18, 1998, LYNX and FDOT initiated the Highway Helper Program. The partnership with FDOT began with two technicians assisting stranded motorists, free of charge, on forty miles of the busiest sections of I-4, during weekday rush hour traffic. The goal was to provide a service to assist stranded motorists and minimize instances where roadside breakdowns and accidents distract and slow down traffic. The trucks are specifically equipped to make minor

vehicle repairs and the technicians are trained to assist with non-injury accidents and other emergency services. They also communicate with law enforcement and emergency services to ensure a quick response to traffic incidents, which occur on the most congested corridor of the region. As the Central Florida Regional Transportation Authority, it is the job of LYNX to enhance the movement of people and goods throughout Central Florida by reducing congestion on the area's roadways through a full array of transportation services. After expansions, with 100% funding from FDOT, this program now consists of 24 Road Rangers, 1 Supervisor and 13 trucks. The patrol coverage area encompasses 76 miles of I-4 beginning at the Champions Gate – Exit 58, Polk County line, through Exit 132, I-95 Daytona Beach area in Volusia County. This is a 24/7/365 operation.

LYNX and our partners at FDOT are in the business of providing mobility. Our effort to maintain passable roads will improve this community's mobility and maintain an environment where transportation is part of the wonderful experience of being in Central Florida.

### **FISCAL IMPACT:**

The services provided under the existing contract agreement are funded 100% by FDOT. The current FDOT agreement #BD999 was originally executed in June 2004 in the amount of \$1,495,014 in year 1 and \$1,562,000 in year two of the contract. An amendment in the amount of \$190,520 was executed in January 2006 to cover expenses for additional services in LYNX' FY2006 budget. Due to the various increases such as fuel and other operating expenses over the past year, the annual contract amount was increased. The original nine month contract provided \$1,314,390 in funding for the program. The March 2008 contract extension provided an additional \$500,000 in funding increasing the total one-year funding to \$1,814,390. This agreement will be fully funded (\$146,043) by FDOT and will extend the contract by one month.

## Action Agenda Item #7.D

**To:** LYNX Board of Directors

**From:** **Peggy Gies**  
CHIEF MARKETING OFFICER  
**Rich Bannon**  
(Technical Contact)  
**Jo Santiago**  
(Technical Contact)  
**Raul Balda**  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6020

**Item Name:** **Ratification of the Chairman's Authorization to Execute First Option Year of Contract 05-004 with VPSI, Inc. for the Provision of Fleet Management Services Including Maintenance, Repair and Fleet Administration for the LYNX Vanpool Fleet**

**Date:** 7/1/2008

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### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' ratification of the Chairman's authorization to execute option year (1) one for the period of July 1, 2008 through June 30, 2009 to extend contract 05-004 with VPSI, Inc for the provision of fleet management services including maintenance, repair and fleet administration for the LYNX Vanpool fleet.

### **BACKGROUND:**

The LYNX vanpool program was developed 17 years ago to provide additional commuter options for the Central Florida community to get to work. The vanpool program offers individuals who live and work near one another with a reliable, affordable method to get to work each day. LYNX staff is responsible for marketing and overseeing the vanpool program. LYNX staff manages the rideshare matching process, assists employers with the implementation of commuter programs, helps form vanpool groups, and maintains ridership.

Vanpools are divided into two groups. Commuter vanpool participants live and work in the same area, though not necessarily for the same employer. Agency vanpools are run by organizations who deliver employees to a variety of workplaces. For example Homebuilders Institute delivers workers to various job sites.

## LYNX Board Agenda

VPSI is responsible for vehicle maintenance - preventative and unscheduled. They also are responsible for insurance and risk management (solely for commuter vanpools) and fleet management reporting. The insurance provided is satisfactory and meets LYNX requirement for coverage. The coverage will be solely for the commuter vanpools and include the following: automobile liability; workers compensation; comprehensive general liability insurance and a Certificate of Insurance.

Within this contract VPSI will provide the following:

- Management of our fleet inventory
- Provision of back-up vehicles
- Monthly reporting of vehicle mileage, maintenance repairs and cost and vehicle performance
- Routine maintenance and repair of vans; emergency repair service and loaner vehicles
- Insurance and risk management
- Review and approval of driver's motor vehicle report
- Accident management (insurance administration and subrogation)
- Driver safety and vehicle orientation for all new vanpool groups

LYNX will continue to provide the following:

- Procurement of vanpool vehicles
- Program marketing and advertising
- Rideshare matching
- Monthly and annual National Transit Database ridership and accident statistics

Vanpool fares cover the cost of maintenance and insurance for commuter vanpools and the cost of maintenance alone for agency vanpools. The monthly vanpool fares pay VPSI's annual management fee.

Vanpools are billed on a monthly basis per van by VPSI. Vanpool fees vary per vehicle size, the number of participants and type of vanpool, agency or commuter.

### **FISCAL IMPACT:**

The vanpool program is a revenue generator. LYNX receives an estimated \$.42 in federal funding per vehicle mile traveled. During FY 2007 the vanpool program contributed \$331,432 in revenue to the agency's formula funding apportionment.

LYNX is seeking Board authorization to exercise option year one (1) of the VPSI contract to continue to manage, maintain, and repair of the LYNX vanpool fleet so LYNX staff can continue to market and grow the program. The total cost of the one year option is not to exceed \$446,409 which is paid for through the monthly fares collected from vanpool customers by VPSI.

## Action Agenda Item #7.E

**To:** LYNX Board of Directors

**From:** Lisa Darnall  
CHIEF OPERATING OFFICER  
Joe Cheney  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6036

**Item Name:** Authorization to Negotiate and Execute Lease with the City of Orlando for Office Space at South Street

**Date:** 7/1/2008

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### **ACTION REQUESTED:**

LYNX has been approached by the City of Orlando for the City to lease space at the LYNX South Street Facility for use and occupancy by Workforce Central Florida, with a quick start date. Staff is in discussions with the City over this lease and its terms. This space is or will be vacant space not currently utilized by LYNX. Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) and/or designee to negotiate and execute a lease with the City of Orlando for approximately 2,800 square feet of office space at LYNX' South Street Facility located at 1200 W. South Street, Orlando, FL 32804. This will include authority for the CEO to approve the final terms of the lease, including rental term and rate.

### **BACKGROUND:**

In early June 2008, the Orlando Venues Project Office notified LYNX of their desire to lease office space at the South Street Facility. They have identified approximately 2,800 square feet of office space and required parking spaces. LYNX has had discussions with Chuck Mitchell of First Capital as to the range of rental rates for comparable space based on a "gross" lease. A "gross" lease is a lease wherein the rent rate has been "grossed up" to include costs of services excluding telephone.

The BLUEPRINT Workforce Development Program, which is part of Workforce Central Florida (WCF), handles the initial processing for residents who are interested in working on the Community Venues construction project. The Community Venues include the Events Center,



Dr. Phillips Performing Arts Center, and the Citrus Bowl. Groundbreaking for the Events will take place on July 24, 2008 and contractors will likely request their first employees from WCF in August.

It is anticipate WCF would take possession of the space within a short period of time following the execution of the lease agreement with the City of Orlando.

Staff will update the Board on the final outcome of the negotiations and lease agreement at the July Board meeting.

**FISCAL IMPACT:**

The lease rate and subsequent revenue will be determined during negotiations.

## **Action Agenda Item #7.F**

**To: LYNX Board of Directors**

**From: Lisa Darnall**  
CHIEF OPERATING OFFICER

**Rik Smith**  
(Technical Contact)

**Phone: 407.841.2279 ext: 6036**

**Item Name: Authorization to Implement Proposed Service Changes for August 17, 2008**

**Date: 7/1/2008**

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### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to implement the proposed service changes effective August 17, 2008.

### **BACKGROUND:**

At the April 24, 2008, Board of Directors meeting, staff was directed to begin the public involvement process for the proposed service changes for Links 1, 2, 9, 13, 14, 16, 20, 23, 25, 39, 45, 48 and 49.

### **PUBLIC INVOLVEMENT PROCESS:**

LYNX' Public Participation Process mandates public hearings to take place should a route or routes be reduced by 25% or more of the total route's hours, as recommended by the Federal Transit Administration (FTA). LYNX held a public workshop on the proposed service changes on May 13, 2008. The public workshop was held at the LYNX Central Station, 2nd floor Board Room, and advertised in the Orlando Sentinel via the Orange, Seminole and Osceola County editions. On May 28, 2008, two public hearings were held at LYNX Central Station, one in the morning and one late afternoon. The public hearings were published by the Orlando Sentinel via the Orange, Seminole and Osceola County editions. Ads were also placed in the El Sentinel, and the Orlando Times Magazine. In addition, the hearings were advertised on the LYNX website, on board the LYNX bus fleet via bus caRoads, on the Transit Television Network via LYNX buses, at the LYNX Central Station Customer Service window, on the LYNX Central Station information monitor located in the terminal, the LYNX Central Station terminal lobby, LYNX Central Station 2nd floor reception area and in the bus bays via a banner.

Additionally, LYNX staff acted as "living alerts", notifying the public of the hearings and handing out comment caRoads at the LYNX Central Station terminal and various transfer centers and superstops. LYNX staff also notified key businesses and housing areas along the routes/corridors via bulk mail outs.

The public comment period for the proposed service changes ran from May 28, 2008 through June 17, 2008, 5:00 p.m. The general public was invited to comment on the proposed service changes at the public hearings in front of the general public, and/or privately to a court reporter who was in attendance at the hearings, via the LYNX website, postage paid comment caRoads in both English and Spanish, and by calling (407) 254-6150 to a voice mailbox system in both English and Spanish.

Staff has compiled all responses from all the sources and the following are the findings as of Tuesday, June 17, 2008, 5:00 p.m.:

- 109 total attendees at the hearings
- 38 public hearing speakers, 37 opposed to the proposed service changes, 1 in favor
- 831 comments received via the mail (including petitions)
- 13 comments received via voice mail
- 19 comments received via e-mail

Petitions include the following:

- Calvary Towers Apartments (Link 14) with 214 signatures
- Plymouth Apartments (Link 14) with 96 signatures
- Meadows Apartments (Link 16) with 33 signatures
- Customers of both Links 14 and 16 with 237 signatures requesting service not be cut to the K-Mart in Winter Park
- Haven of Hope Ministries (Link 16) with 159 signatures
- Customers in of Link 9 with 156 signatures

The majority of the respondents were regaRoding service on Links 9, 14, and 16 as their only means of transportation. Staff received input through the workshop and revised Links 9, 14, and 49 to better meet the customer's requests.

TOTAL comments received from all forms after the Public Hearing: 1,131.

The following public comments were all opposed to the proposed service changes:

General	22 Comments/1.95%
Link 1	8 Comments/.71%
Link 2	8 Comments/.71%
Link 9	166 Comments/14.68%
Link 13	11 Comments/.97%
Link 14	323 Comments/29.77%

Link 16	533 Comments/47.50%
Link 20	8 Comments/.71%
Link 23	8 Comments/.71%
Link 25	11 Comments/1.01%
Link 39	14 Comments/1.24%
Link 45	No public comments received
Link 48	9 Comments/.83%
Link 49	10 Comments/.92%

Of the 1,131 comments (including petitions) received after the public hearing, 1,125 or 99.47% comments were opposed to the changes, 1 comment was positive, and 5 comments were undecided.

Due to the public comments received, LYNX staff made several adjustments to the original proposals. These adjustments, which will be further detailed by staff in a presentation to the BoaRoad at the meeting, include:

**Revised Link 9:**

- Original Proposal:
  - Passengers may take the proposed Link 102 from Downtown Orlando to Winter Park Village and transfer to the revised Link 9 through Eatonville. Link 9 would no longer serve Pine Hills Road and North Lane, ending at the Rosemont Transfer Center.
- New Proposal:
  - Passengers may take the proposed Link 102 from Downtown Orlando to Winter Park Village and transfer to the revised Link 9, which would retain service through Eatonville to Pine Hills Road and North Lane.

**Revised Link 14:**

- Original Proposal:
  - Elimination of service.
- New Proposal:
  - The proposal is to retain hourly service between Winter Park Village and Calvary Towers. Portions of eliminated service are replaced in part by Links 102 and 125.

**Revised Link 49:**

- Original Proposal:
  - Regular routing from Downtown Orlando, ending at the Silver Hills Center. Link 49 would no longer operate on Indian Hills Road, Powers Driveive, or North Lane.
- New Proposal:
  - Regular routing from Downtown Orlando, on Indian Hills Road, Powers Driveive, and North Lane ending at the Silver Hills Center instead of operating along Balboa and Hastings. Passengers in that area will use Link 48 on Powers Drive or Link 49 on Pine Hills Road.

## **New Link 443:**

- Original Proposal:
  - New service connecting Silver Hills Center to The VA Clinic along Aloma and Osceola Avenues behind Winter Park Village, replacing portions of the former Link 23. Service would continue along Lee Road to Edgewater Drive to the Rosemont Super Stop, and on to Silver Hills Center.
- New Proposal:
  - Service continues along Lee Road to Edgewater Drive to the Rosemont Super Stop, replacing portions of the former Link 23, and on to the Park Promenade Super Stop instead of traveling to the east to the VA Clinic, already served by Link 13.

## **FISCAL IMPACT:**

The fiscal impact of this first phase of proposed service changes is an annual operating savings of \$726,000.

## Action Agenda Item #7.G

**To:** LYNX Board of Directors

**From:** Bert Francis  
CHIEF FINANCIAL OFFICER  
Blanche Sherman  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6047

**Item Name:** Fiscal Year 2009 Budget Workshop

**Date:** 7/1/2008

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### **BACKGROUND:**

On April 24, 2008, staff presented a list of budget assumptions and the budget calendar to the LYNX Audit Committee for discussion and input prior to development of the FY2009 budget. Based on that discussion, it was determined that the following items should be considered in formulating the FY2009 Operating and Capital Budgets:

- Prepare FY2009 Budget with “Status Quo” service levels (less a planned \$2.5M service reduction)
- Determine timetable and implementation schedule of the \$2.5M service reduction
- Use the Regional Model for the basis of funding
- Present costs for continuing service originally funded with Service Development Grants
- Pursue new grant programs only if local funding is not required
- Do not plan for an additional fare increase
- Maintain current level of federal preventive maintenance funding
- Develop any cost saving methods
- Keep staffing levels at current number
- Incorporate third year cost of Union contract
- Do not utilize reserves
- Include the impact of capital programs, fuel, new supervisor Union contract, OPEB requirements and Road Ranger program

The preliminary FY2009 budget reflected the cost of operating the same level of service next year as in the current year (less the approximate \$2.5M in pending service cuts scheduled for August and December of this year). Because of the economic environment, LYNX staff was charged with reducing the budget in every area across the organization. As a result, the preliminary budget was lower than the current year budget with the exception of the three items listed below. The cost of these items is beyond the control of the agency.

Fuel	\$7.1M increase
Paratransit Service	\$4.6M increase
Union Contract	\$3.2M increase

After submitting the preliminary budget to Orange County, they requested LYNX to reduce the budget to the FY2008 Orange County funding level in the amount of \$37,761,235. This would result in a reduction of an additional \$8.2M in the preliminary budget which will require deep service cuts.

A reduction in service of this magnitude will have a significant impact on operations and staffing levels across the entire organization. Some of the options available to reduce the budget that need to be considered that will be presented to the Board include:

- Additional Operating Budget cuts
- Closing the South Street Operations Base
- Eliminating ADA paratransit service outside of the ¾ mile area
- Changing ADA paratransit service from door-to-door to curb-to-curb
- Consideration of another fare increase
- Cutting additional service by as much as 15%

Another significant impact that needs to be considered is the service cuts which will result in a reduction in our annual federal capital funding allocation. The formula funds we receive are calculated with a formula that uses ridership and service miles as a major part of the formula. A significant reduction in service levels and ridership will create a significant reduction in federal capital dollars.

## **CONCLUSION:**

A detailed presentation of the options including the impact on service and the budget will be presented to the Board for consideration and approval. After Board approval, the proposed budget will be submitted to the funding partners for their consideration.

## **Information Item A: LYNX Employee Pension Plan**

**To:** LYNX Board Of Directors

**From:** Bert Francis  
CHIEF FINANCIAL OFFICER  
Edward Johnson  
(Technical Contact)  
Blanche Sherman  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6047

**Item Name:** LYNX Employee Pension Plan Update

**Date:** 7/1/2008

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In 1994, LYNX adopted the Money Purchase Plan for eligible Administrative Employees and members of the Supervisors Union and the Deferred Compensation Plan for all eligible LYNX employees. Nationwide Retirement Solutions was selected as the service provider for both plans. In 2003, ICMA was added as a second service provider for the Deferred Compensation Plan.

Based on employee requests, the trustees of the Money Purchase Plan determined that enhanced investment options and educational information should be provided to assist participants in achieving their retirement goals. Nationwide advised it was not able to provide such additional services, which led to the Board of Directors of LYNX to authorize a Request for Proposal (“RFP”) to search for a new service provider for both plans. As a result of the RFP process, The Hartford was selected as a service provider for both the Money Purchase and Deferred Compensation Plans.

The transition to Hartford has been relatively smooth, and the majority of the assets were transferred from all three plans to Hartford in May 2008.

Each of the three plans (Nationwide Money Purchase Plan, Nationwide Deferred Compensation Plan and ICMA Deferred Compensation Plan) has a Stable Value Fund (SVF). Each SVF consists of a bond portfolio which pays investors interest. The SVF has a guaranteed minimum rate of interest but generally declares a higher rate, depending on the portfolio’s performance. The SVF carries all assets at book value and reports the book value to Participants. It is never adjusted for market value.



When assets in the SVFs transitioned from Nationwide and ICMA to Hartford, an adjustment, referred to as “market value adjustment” or MVA, occurred. The MVA is a calculation that changes on a daily basis and adjusts the book value to current market value. Each SVF was adjusted based on a different interest indices.

At the time of transitioning the Money Purchase Plan from Nationwide to Hartford, Nationwide advised the trustees that the MVA would be zero resulting in no additional funds owed to Nationwide nor to the plan.

When the Deferred Compensation Plan transitioned from ICMA to Hartford, the MVA was \$382 on a book value of \$36,068. The \$382 MVA was deducted from the participants’ investment in stable value.

As the time neared to transition the Nationwide Deferred Compensation Plan to Hartford with its approximate value of \$2.38 million, the MVA was almost 5%. Depending on the date of the calculation, the amount varied between \$85,000 and \$118,000. Due to the significance of the amount, a decision was made to transfer all funds to Hartford from the Nationwide Deferred Compensation Plan except the Stable Value Fund.

The trustees of the Deferred Compensation Plan believe it is beyond the scope of their authority to adopt a course of action. Staff will present the options available and consequences of each option to the Board of Directors, as the Deferred Compensation Plan's sponsor, at its next meeting. This summary is intended to provide general information while the details will be provided in the full presentation.

The distribution options with regard to the LYNX Deferred Compensation Plan invested in Nationwide’s Stable Value Fund are as follows:

1. Continue the contract with Nationwide so that Nationwide keeps the contract (participants would receive two statements, if they have other investment options in the Deferred Compensation Plan at Hartford).
2. Continue the investment at Nationwide and have Nationwide provide information to Hartford so that Hartford keeps the account for participants.
3. Liquidate and transfer the dollar value of the Stable Value Fund to Hartford and have each participant’s investment in the Fund reduced accordingly, on a pro rata basis.
4. Liquidate and transfer the investments in the Stable Value Fund to Hartford and have LYNX make up the difference between the market value and the book value at the time of the transfer.
5. Elect a 60-month distribution such that each month Nationwide transfers up to 1/60<sup>th</sup> of the value in the stable Value Fund to Hartford.

Each of these options has different consequences and details of operation. Should you have any anticipatory questions, please present these to Bert Francis to ensure sure they are included in the presentation.

## Monthly Report A: Financial Reports

**To:** LYNX Board Of Directors

**From:** Bert Francis  
CHIEF FINANCIAL OFFICER  
Blanche Sherman  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6047

**Item Name:** Monthly Financial Reports - April 2008

**Date:** 7/1/2008

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Please find attached the monthly financial reports for the seven months ending April 30, 2008. LYNX' Statement of Revenues, Expenses, and Changes in Net Assets (Operating Statement) for the seven months ending April 30, 2008 reflect total revenue earned in the amount of \$60,842,405 and total expenses incurred in the amount of \$62,678,018 resulting in a net operating loss of \$(1,835,613).

- Fixed route and Van Pool services resulted in an operating loss of \$(1,057,549) for the seven months of the fiscal year.
- Paratransit services resulted in an operating loss of \$(778,064) for the seven months of the fiscal year.

### Fixed Route Operations:

The Operating Revenues are slightly below target at 99% of budget year-to-date. The local non-operating revenues are less than budget due to the fact that LYNX cannot recognize carryover funds in FY2008 that were actually provided in FY2007. Also, LYNX is supporting the cost of various services through operating reserves due to FY2008 funding shortfalls. Customer fares for the month of April were 5% above budget.

Due to the significant increases in fuel prices, the cost of fuel continues to run over budget by approximately 9% for the first seven months of the fiscal year. The price of diesel fuel is consistently higher than unleaded. We will closely monitor the cost of fuel for the next few months. All indications are that prices will continue to increase.

On the positive side, fixed route operating expenses for salaries and wages continue to be slightly under budget due to various vacancies. In addition, expenses relating to professional services and other services are not being accrued on a monthly basis and as such the amounts reported reflect only actual payments year-to-date. These amounts will be adjusted during the year end closing to reflect the amount actually incurred during the fiscal year.

**Paratransit Operations:**

The operating loss from Paratransit operations is a result of higher than anticipated purchased transportation costs year-to-date. This is directly related to the paratransit trip levels and cost per trip being higher than anticipated. The actual trip rate is higher than the budgeted trip rate due to the difference in the number of trips provided by MV Transportation versus the Coordinated Carriers. An analysis as follows:

<b>FY2008</b>	<b>Actual (with est.)</b>	<b>Budget</b>	<b>Excess Trips/Costs</b>
<b>Trips (Year-to-Date)</b>	<b>312,346</b>	<b>\$31.39</b>	<b>\$9,804,279</b>
<b>Trip Rate</b>	<b>292,010</b>	<b>\$30.89</b>	<b>\$9,021,215</b>
<b>Costs</b>	<b>20,336</b>	<b>\$ .50</b>	<b>\$ 783,064</b>

In addition, revenues from Transportation Disadvantage Commission (TD) are less than anticipated by \$121,882. This is primarily due to the less than adequate trip rate reimbursements from TD. LYNX staff is working with the TD Commission to increase the current trip rate.

We will continue to monitor the trip levels in order to ensure consistency with planned operating expenses and make appropriate adjustments, as needed. In addition, staff continues to oversee the operations of this program daily to ensure that the provider is in compliance with the required service performance standards and other contract obligations.

**CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY**  
**BALANCE SHEETS**  
**APRIL 30, 2008 AND 2007**  
**(UNAUDITED)**

	<u>2008</u>	<u>2007</u>
<b>ASSETS</b>		
<b>CURRENT ASSETS:</b>		
Cash and cash equivalents	\$ 14,483,877	7,212,011
Receivables:		
Local, trade and operating assistance	3,890,216	6,536,697
Federal grants	7,551,024	7,953,051
State grants	6,680,059	2,747,529
Inventory	2,095,537	1,993,930
Prepaid expenses and other assets	761,764	696,227
Restricted cash and cash equivalents	<u>2,176,242</u>	<u>6,711,011</u>
Total current assets	<u>37,638,719</u>	<u>33,850,456</u>
 <b>NONCURRENT ASSETS:</b>		
Restricted cash and cash equivalents	<u>4,382,299</u>	<u>8,598,767</u>
Property and equipment:		
Land	8,571,465	8,571,465
Buildings and shelters	63,955,372	39,867,549
Revenue vehicles	101,887,188	77,604,976
Furniture, Fixtures & Equipment	20,874,457	15,917,826
Leasehold improvements	155,794	1,767,888
Total property and equipment	<u>195,444,276</u>	<u>143,729,704</u>
Less: accumulated depreciation	(77,319,714)	(73,617,954)
Construction in progress	<u>18,555,602</u>	<u>39,925,590</u>
Net property and equipment	<u>136,680,164</u>	<u>110,037,340</u>
Other assets	<u>1,172,240</u>	<u>926,468</u>
Total noncurrent assets	<u>142,234,703</u>	<u>119,562,575</u>
<b>TOTAL ASSETS</b>	<u><u>\$ 179,873,422</u></u>	<u><u>\$ 153,413,031</u></u>

**CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY**  
**BALANCE SHEETS**  
**APRIL 30, 2008 AND 2007**  
**(UNAUDITED)**

	<b>2008</b>	<b>2007</b>
<b>LIABILITIES AND NET ASSETS</b>		
<b>CURRENT LIABILITIES:</b>		
Accounts payable	\$ 4,593,779	\$ 5,232,102
Accrued salaries and related taxes	1,617,556	873,887
Accrued compensated absences	3,198,711	2,954,076
Accrued self-insurance liability, current	1,082,683	1,209,079
Leases payable, current	985,582	-
SIB loans payable, current	3,081,717	1,801,635
Deferred operating revenue	4,820,440	2,191,821
Deferred capital	914,514	2,035,243
	<u>20,294,982</u>	<u>16,297,843</u>
Total current liabilities		
<b>NONCURRENT LIABILITIES:</b>		
Leases payable, long-term	6,168,906	-
Loans payable	12,914,638	15,897,356
Accrued self-insurance liability, long-term	2,106,897	1,754,567
	<u>21,190,441</u>	<u>17,651,923</u>
Total noncurrent liabilities		
Total liabilities	<u>41,485,423</u>	<u>33,949,766</u>
<b>NET ASSETS:</b>		
Invested in capital assets, net of related debt	118,064,887	99,288,058
Restricted	1,261,729	3,118,000
Unrestricted	19,061,383	17,057,207
	<u>138,387,999</u>	<u>119,463,265</u>
Total net assets		
<b>TOTAL LIABILITIES AND NET ASSETS</b>	<b>\$ 179,873,422</b>	<b>\$ 153,413,031</b>

**CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY**  
**STATEMENT OF REVENUES AND EXPENSES**  
**FOR THE MONTH OF APRIL 2008 AND THE SEVEN MONTHS ENDED APRIL 30, 2008**  
**(UNAUDITED)**

	Year to Date			Month of April		
	Budget	Actual	%	Budget	Actual	%
<b>OPERATING REVENUES</b>						
Customer Fares	\$ 12,248,593	\$ 12,342,285	101%	\$ 1,749,799	\$ 1,834,456	105%
Contract Services:						
Local Financial Assistance	5,214,538	5,404,211	104%	744,934	779,409	105%
Other Contractual Services	4,609,423	4,253,966	92%	658,489	959,557	146%
Advertising	1,429,169	1,372,196	96%	204,167	129,159	63%
Other Operating Income	<u>406,770</u>	<u>387,304</u>	<u>95%</u>	<u>58,110</u>	<u>56,963</u>	<u>98%</u>
 Total Operating Revenues	 <u>23,908,493</u>	 <u>23,759,962</u>	 <u>99%</u>	 <u>3,415,499</u>	 <u>3,759,544</u>	 <u>110%</u>
<b>NONOPERATING REVENUES</b>						
Operating assistance grants:						
Federal	437,500	437,500	100%	62,500	62,500	100%
State of Florida	4,904,685	4,680,923	95%	705,997	668,703	95%
Local	25,629,429	23,993,257	94%	3,661,347	3,427,608	94%
Planning and other assistance grants:						
Federal - Commuter Rail Project	-	-	0%	-	-	0%
Federal - Other	7,109,295	6,052,659	85%	1,091,859	845,696	77%
State of Florida - Commuter Rail Project	-	-	0%	-	-	0%
State of Florida - BRT Circulator Project	-	-	0%	-	-	0%
State of Florida - Other	1,622,628	1,493,921	92%	250,438	245,543	98%
Local Matching - BRT Circulator Project	-	-	0%	-	-	0%
Local Matching - Other	111,797	-	N/A	15,971	-	N/A
Interest Income	466,669	424,183	91%	66,667	42,905	64%
Gain / (Loss) on Sale of Assets	<u>-</u>	<u>-</u>	<u>N/A</u>	<u>-</u>	<u>-</u>	<u>N/A</u>
 Total Nonoperating Revenues	 <u>40,282,003</u>	 <u>37,082,443</u>	 <u>92%</u>	 <u>5,854,779</u>	 <u>5,292,955</u>	 <u>90%</u>
 Total Revenues	 <u>64,190,496</u>	 <u>60,842,405</u>	 <u>95%</u>	 <u>9,270,278</u>	 <u>9,052,499</u>	 <u>98%</u>
<b>OPERATING EXPENSES</b>						
Salaries and Wages	23,762,844	23,442,581	99%	3,394,692	3,342,198	98%
Fringe Benefits	12,788,013	11,622,146	91%	1,826,859	1,519,510	83%
Purchased Transportation Services	9,023,553	9,804,803	109%	1,289,079	1,611,117	125%
Fuel	7,608,545	8,430,169	111%	1,086,935	1,451,281	134%
Other Materials and Supplies	3,450,643	2,950,207	85%	492,949	392,852	80%
Professional Services	1,874,996	975,102	52%	354,952	183,456	52%
Other Services	2,793,795	2,352,205	84%	476,759	493,075	103%
Lease and Miscellaneous Expenses	1,394,440	819,226	59%	235,888	125,228	53%
Casualty and Liability Insurance	749,065	1,042,883	139%	117,813	273,500	232%
Utilities	852,366	676,793	79%	124,061	92,263	74%
Taxes and Licenses	420,962	252,918	60%	61,827	31,412	51%
Interest Expense	<u>155,141</u>	<u>308,985</u>	<u>199%</u>	<u>22,163</u>	<u>43,466</u>	<u>196%</u>
 Total Operating Expenses	 <u>64,874,363</u>	 <u>62,678,018</u>	 <u>97%</u>	 <u>9,483,977</u>	 <u>9,559,358</u>	 <u>101%</u>
 <b>OPERATING GAIN / (LOSS)</b>	 <u>\$ (683,867)</u>	 <u>\$ (1,835,613)</u>	 <u>268%</u>	 <u>\$ (213,699)</u>	 <u>\$ (506,859)</u>	 <u>237%</u>

**CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY  
FIXED-ROUTE AND VANPOOL SEGMENT  
STATEMENT OF REVENUE AND EXPENSES  
FOR THE MONTH OF APRIL 2008 AND THE SEVEN MONTHS ENDED APRIL 30, 2008  
(UNAUDITED)**

	Year to Date			Month of April		
	Budget	Actual	%	Budget	Actual	%
<b>OPERATING REVENUES</b>						
Customer Fares	\$ 11,634,976	\$ 11,687,635	100%	\$ 1,662,842	\$ 1,726,425	104%
Contract Services:						
Local Financial Assistance	5,214,538	5,404,211	104%	744,934	779,409	105%
Other Contractual Services	366,023	117,483	32%	52,289	38,149	73%
Advertising	1,429,169	1,372,196	96%	204,167	129,159	63%
Other Income	406,770	387,304	95%	58,110	56,963	98%
	<u>19,051,476</u>	<u>18,968,829</u>	<u>100%</u>	<u>2,722,342</u>	<u>2,730,105</u>	<u>100%</u>
Total Operating Revenues						
<b>NONOPERATING REVENUES</b>						
Operating assistance grants:						
Federal	437,500	437,500	100%	62,500	62,500	100%
State of Florida	4,904,685	4,680,923	95%	705,997	668,703	95%
Local	20,995,100	19,358,928	92%	2,999,300	2,765,561	92%
Planning and other assistance grants:						
Federal - Commuter Rail Project	-	-	0%	-	-	0%
Federal - Other	5,942,626	4,885,990	82%	925,192	679,029	73%
State of Florida - Commuter Rail Project	-	-	0%	-	-	0%
State of Florida - BRT Circulator Project	-	-	0%	-	-	0%
State of Florida - Other	1,622,628	1,493,921	92%	250,438	245,543	98%
Local Matching - BRT Circulator Project	-	-	0%	-	-	0%
Local Matching - Other	111,797	-	N/A	15,971	-	N/A
Interest Income	466,669	424,183	91%	66,667	42,905	64%
Gain / (Loss) on the Sale of Assets	-	-	N/A	-	-	N/A
	<u>34,481,005</u>	<u>31,281,445</u>	<u>91%</u>	<u>5,026,065</u>	<u>4,464,241</u>	<u>89%</u>
Total Nonoperating Revenues						
Total Revenues	<u>53,532,481</u>	<u>50,250,274</u>	<u>94%</u>	<u>7,748,407</u>	<u>7,194,346</u>	<u>93%</u>
<b>OPERATING EXPENSES</b>						
Salaries and Wages	23,549,589	23,246,726	99%	3,364,227	3,310,564	98%
Fringe Benefits	12,668,334	11,524,923	91%	1,809,762	1,506,296	83%
Purchased Transportation Services	2,338	524	22%	334	-	0%
Fuel	6,494,740	7,370,904	113%	927,820	1,268,464	137%
Other Materials and Supplies	3,433,024	2,943,865	86%	490,432	390,748	80%
Professional Services	1,483,636	836,460	56%	276,680	130,851	47%
Other Services	2,793,151	2,345,614	84%	476,667	493,075	103%
Lease and Miscellaneous Expenses	1,383,961	813,558	59%	234,391	124,999	53%
Casualty and Liability Insurance	749,065	1,042,883	139%	117,813	273,500	232%
Utilities	815,672	647,955	79%	118,819	87,893	74%
Taxes and Licenses	377,863	225,426	60%	55,670	25,380	46%
Interest Expense	155,141	308,985	199%	22,163	43,466	196%
	<u>53,906,514</u>	<u>51,307,823</u>	<u>95%</u>	<u>7,894,778</u>	<u>7,655,236</u>	<u>97%</u>
Total Operating Expenses						
<b>OPERATING GAIN / (LOSS)</b>	<u>\$ (374,033)</u>	<u>\$ (1,057,549)</u>	<u>283%</u>	<u>\$ (146,371)</u>	<u>\$ (460,890)</u>	<u>315%</u>

**CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY  
PARATRANSIT SEGMENT  
STATEMENT OF REVENUE AND EXPENSES  
FOR THE MONTH OF APRIL 2008 AND THE SEVEN MONTHS ENDED APRIL 30, 2008  
(UNAUDITED)**

	Year to Date			Month of April		
	Budget	Actual	%	Budget	Actual	%
<b>OPERATING REVENUES</b>						
Customer Fares	613,617	654,650	107%	\$ 86,957	\$ 108,031	124%
Contract Services:						
Local Financial Assistance	-	-	0%	-	-	0%
Other Contractual Services	4,243,400	4,136,483	97%	606,200	921,408	152%
Advertising	-	-	0%	-	-	0%
Other Operating Income	-	-	0%	-	-	0%
<b>Total Operating Revenues</b>	<u>4,857,017</u>	<u>4,791,133</u>	<u>99%</u>	<u>693,157</u>	<u>1,029,439</u>	<u>149%</u>
<b>NONOPERATING REVENUES</b>						
Operating assistance grants:						
Federal	-	-	0%	-	-	0%
State of Florida	-	-	0%	-	-	0%
Local	4,634,329	4,634,329	100%	662,047	662,047	100%
Planning and other assistance grants:						
Federal - Commuter Rail Project	-	-	0%	-	-	0%
Federal - Other	1,166,669	1,166,669	100%	166,667	166,667	100%
State of Florida - Commuter Rail Project	-	-	0%	-	-	0%
State of Florida - BRT Circulator Project	-	-	0%	-	-	0%
State of Florida - Other	-	-	0%	-	-	0%
Local Matching - BRT Circulator Project	-	-	0%	-	-	0%
Local Matching - Other	-	-	0%	-	-	0%
Interest Income	-	-	0%	-	-	0%
Gain / (Loss) on the Sale of Assets	-	-	0%	-	-	0%
<b>Total Nonoperating Revenues</b>	<u>5,800,998</u>	<u>5,800,998</u>	<u>100%</u>	<u>828,714</u>	<u>828,714</u>	<u>100%</u>
<b>Total Revenues</b>	<u>10,658,015</u>	<u>10,592,131</u>	<u>99%</u>	<u>1,521,871</u>	<u>1,858,153</u>	<u>122%</u>
<b>OPERATING EXPENSES</b>						
Salaries and Wages	213,255	195,855	92%	30,465	31,634	104%
Fringe Benefits	119,679	97,223	81%	17,097	13,214	77%
Purchased Transportation Services	9,021,215	9,804,279	109%	1,288,745	1,611,117	125%
Fuel	1,113,805	1,059,265	95%	159,115	182,817	115%
Other Materials and Supplies	17,619	6,342	36%	2,517	2,104	84%
Professional Services	391,360	138,642	N/A	78,272	52,605	N/A
Other Services	644	6,591	N/A	92	-	N/A
Lease and Miscellaneous Expenses	10,479	5,668	54%	1,497	229	15%
Casualty and Liability Insurance	-	-	0%	-	-	0%
Utilities	36,694	28,838		5,242	4,370	
Taxes and Licenses	43,099	27,492	64%	6,157	6,032	98%
Interest Expense	-	-	0%	-	-	0%
<b>Total Operating Expenses</b>	<u>10,967,849</u>	<u>11,370,195</u>	<u>104%</u>	<u>1,589,199</u>	<u>1,904,122</u>	<u>120%</u>
<b>OPERATING GAIN / (LOSS)</b>	<u>\$ (309,834)</u>	<u>\$ (778,064)</u>	<u>251%</u>	<u>\$ (67,328)</u>	<u>\$ (45,969)</u>	<u>68%</u>



## Monthly Report B: Financial Reports

**To:** LYNX Board Of Directors

**From:** Bert Francis  
CHIEF FINANCIAL OFFICER  
Blanche Sherman  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6047

**Item Name:** Monthly Financial Reports - March 2008

**Date:** 7/1/2008

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Please find attached the monthly financial reports for the six months ending March 31, 2008. LYNX' Statement of Revenues, Expenses, and Changes in Net Assets (Operating Statement) for the six months ending March 31, 2008 reflect total revenue earned in the amount of \$51,789,906 and total expenses incurred in the amount of \$53,118,660 resulting in a net operating loss of \$(1,328,754).

- Fixed route and Van Pool services resulted in an operating loss of \$(596,659) for the six months of the fiscal year.
- Paratransit services resulted in an operating loss of \$(732,095) for the six months of the fiscal year.

### Fixed Route Operations:

Fixed route operating revenues are 98% of budget year-to-date. The local non-operating revenues are less than budget due to the fact that LYNX cannot recognize carryover funds in FY2008 that were actually provided in FY2007. Also, LYNX is supporting the cost of various services through operating reserves due to FY2008 funding shortfalls.

Due to the significant increases in fuel prices, the cost of fuel continues to run over budget by approximately 7% for the first six months of the fiscal year. The price of diesel fuel is consistently higher than unleaded. We will closely monitor the cost of fuel for the next few months. All indications are that prices will continue to increase.

On the positive side, fixed route operating expenses for salaries and wages continue to be slightly under budget due to various vacancies. In addition, expenses relating to professional services and

other services are not being accrued on a monthly basis and as such the amounts reported reflect only actual payments year-to-date. These amounts will be adjusted during the year end closing to reflect the amount actually incurred during the fiscal year.

**Paratransit Operations:**

The operating loss from Paratransit operations is a result of higher than anticipated purchased transportation costs year-to-date. This is directly related to the paratransit trip levels and cost per trip being higher than anticipated. The actual trip rate is higher than the budgeted trip rate due to the difference in the number of trips provided by MV Transportation versus the Coordinated Carriers. An analysis as follows:

<b>FY2008</b>	<b>Actual (with est.)</b>	<b>Budget</b>	<b>Excess Trips/Costs</b>
<b>Trips (Year-to-Date)</b>	<b>261,714</b>	<b>\$31.30</b>	<b>\$8,193,162</b>
<b>Trip Rate</b>	<b>250,294</b>	<b>\$30.89</b>	<b>\$7,732,470</b>
<b>Costs</b>	<b>11,420</b>	<b>\$ .41</b>	<b>\$ 460,692</b>

In addition, revenues from Medicaid and the Transportation Disadvantage Commission (TD) are less than anticipated by \$328,602 and \$93,522, respectively. This is primarily due to the various reductions in the monthly allocations from Medicaid over the past several months and less than adequate trip rate reimbursements from TD. LYNX staff is working with the TD Commission to increase the current trip rate.

We will closely monitor the trip levels in order to ensure consistency with planned operating expenses and make appropriate adjustments, as needed. In addition, staff continues to oversee the operations of this program daily to ensure that the provider is in compliance with the required service performance standards and other contract obligations.

**CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY**  
**BALANCE SHEETS**  
**MARCH 31, 2008 AND 2007**  
**(UNAUDITED)**

	<b>2008</b>	<b>2007</b>
<b>ASSETS</b>		
<b>CURRENT ASSETS:</b>		
Cash and cash equivalents	\$ 15,174,520	8,503,069
Receivables:		
Local, trade and operating assistance	3,026,123	6,672,089
Federal grants	7,071,101	7,017,016
State grants	7,242,192	1,842,609
Inventory	2,269,357	1,821,605
Prepaid expenses and other assets	861,861	817,500
Restricted cash and cash equivalents	2,085,782	6,715,586
	37,730,936	33,389,474
Total current assets		
<b>NONCURRENT ASSETS:</b>		
Restricted cash and cash equivalents	4,382,299	8,598,675
Property and equipment:		
Land	8,571,465	8,571,465
Buildings and shelters	63,955,372	39,867,549
Revenue vehicles	101,887,188	77,604,976
Furniture, Fixtures & Equipment	20,679,187	15,902,178
Leasehold improvements	155,794	1,767,888
Total property and equipment	195,249,006	143,714,056
Less: accumulated depreciation	(76,482,907)	(72,759,630)
Construction in progress	18,519,000	38,844,601
	137,285,099	109,799,027
Net property and equipment		
Other assets	1,172,240	926,468
	142,839,638	119,324,170
Total noncurrent assets		
<b>TOTAL ASSETS</b>	<b>\$ 180,570,574</b>	<b>\$ 152,713,644</b>

**CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY**  
**BALANCE SHEETS**  
**MARCH 31, 2008 AND 2007**  
**(UNAUDITED)**

	<b>2008</b>	<b>2007</b>
<b>LIABILITIES AND NET ASSETS</b>		
<b>CURRENT LIABILITIES:</b>		
Accounts payable	\$ 4,208,697	\$ 4,937,909
Accrued salaries and related taxes	1,302,047	471,121
Accrued compensated absences	3,198,711	2,954,076
Accrued self-insurance liability, current	1,082,683	1,209,079
Leases payable, current	985,582	-
SIB loans payable, current	3,081,717	1,801,635
Deferred operating revenue	5,211,364	3,494,446
Deferred capital	824,053	1,868,383
	<b>19,894,854</b>	<b>16,736,649</b>
Total current liabilities		
<b>NONCURRENT LIABILITIES:</b>		
Leases payable, long-term	6,168,906	-
Loans payable	12,914,638	15,897,356
Accrued self-insurance liability, long-term	2,106,897	1,754,567
	<b>21,190,441</b>	<b>17,651,923</b>
Total noncurrent liabilities		
Total liabilities	<b>41,085,295</b>	<b>34,388,572</b>
<b>NET ASSETS:</b>		
Invested in capital assets, net of related debt	118,655,307	99,503,402
Restricted	1,261,729	3,118,000
Unrestricted	19,568,243	15,703,670
	<b>139,485,279</b>	<b>118,325,072</b>
Total net assets		
<b>TOTAL LIABILITIES AND NET ASSETS</b>	<b>\$ 180,570,574</b>	<b>\$ 152,713,644</b>

**CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY**  
**STATEMENT OF REVENUES AND EXPENSES**  
**FOR THE MONTH OF MARCH 2008 AND THE SIX MONTHS ENDED MARCH 31, 2008**  
**(UNAUDITED)**

	Year to Date			Month of March		
	Budget	Actual	%	Budget	Actual	%
<b>OPERATING REVENUES</b>						
Customer Fares	\$ 10,498,794	\$ 10,507,829	100%	\$ 1,749,799	\$ 1,908,510	109%
Contract Services:						
Local Financial Assistance	4,469,604	4,624,802	103%	744,934	775,416	104%
Other Contractual Services	3,950,934	3,294,409	83%	658,489	442,907	67%
Advertising	1,225,002	1,243,037	101%	204,167	222,616	109%
Other Operating Income	<u>348,660</u>	<u>330,341</u>	<u>95%</u>	<u>58,110</u>	<u>63,343</u>	<u>109%</u>
 Total Operating Revenues	 <u>20,492,994</u>	 <u>20,000,418</u>	 <u>98%</u>	 <u>3,415,499</u>	 <u>3,412,792</u>	 <u>100%</u>
<b>NONOPERATING REVENUES</b>						
Operating assistance grants:						
Federal	375,000	375,000	100%	62,500	62,500	100%
State of Florida	4,198,688	4,012,220	96%	705,997	668,703	95%
Local	21,968,082	20,565,649	94%	3,661,347	3,427,608	94%
Planning and other assistance grants:						
Federal - Commuter Rail Project	-	-	0%	-	-	0%
Federal - Other	6,017,436	5,206,963	87%	1,091,859	1,016,801	93%
State of Florida - Commuter Rail Project	-	-	0%	-	-	0%
State of Florida - BRT Circulator Project	-	-	0%	-	-	0%
State of Florida - Other	1,372,190	1,248,378	91%	250,438	230,426	92%
Local Matching - BRT Circulator Project	-	-	0%	-	-	0%
Local Matching - Other	95,826	-	N/A	15,971	-	N/A
Interest Income	400,002	381,278	95%	66,667	41,692	63%
Gain / (Loss) on Sale of Assets	<u>-</u>	<u>-</u>	<u>N/A</u>	<u>-</u>	<u>-</u>	<u>N/A</u>
 Total Nonoperating Revenues	 <u>34,427,224</u>	 <u>31,789,488</u>	 <u>92%</u>	 <u>5,854,779</u>	 <u>5,447,730</u>	 <u>93%</u>
 Total Revenues	 <u>54,920,218</u>	 <u>51,789,906</u>	 <u>94%</u>	 <u>9,270,278</u>	 <u>8,860,522</u>	 <u>96%</u>
<b>OPERATING EXPENSES</b>						
Salaries and Wages	20,368,152	20,100,383	99%	3,394,692	3,397,539	100%
Fringe Benefits	10,961,154	10,102,636	92%	1,826,859	1,714,967	94%
Purchased Transportation Services	7,734,474	8,193,686	106%	1,289,079	1,366,168	106%
Fuel	6,521,610	6,978,888	107%	1,086,935	1,372,085	126%
Other Materials and Supplies	2,957,694	2,557,355	86%	492,949	372,070	75%
Professional Services	1,520,044	791,646	52%	354,952	176,339	50%
Other Services	2,317,036	1,859,130	80%	476,759	399,568	84%
Lease and Miscellaneous Expenses	1,158,552	693,998	60%	235,888	174,974	74%
Casualty and Liability Insurance	631,252	769,383	122%	117,813	152,209	129%
Utilities	728,305	584,530	80%	124,061	108,498	87%
Taxes and Licenses	359,135	221,506	62%	61,827	42,800	69%
Interest Expense	<u>132,978</u>	<u>265,519</u>	<u>200%</u>	<u>22,163</u>	<u>43,466</u>	<u>196%</u>
 Total Operating Expenses	 <u>55,390,386</u>	 <u>53,118,660</u>	 <u>96%</u>	 <u>9,483,977</u>	 <u>9,320,683</u>	 <u>98%</u>
 <b>OPERATING GAIN / (LOSS)</b>	 <u>\$ (470,168)</u>	 <u>\$ (1,328,754)</u>	 <u>283%</u>	 <u>\$ (213,699)</u>	 <u>\$ (460,161)</u>	 <u>215%</u>

**CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY  
FIXED-ROUTE AND VANPOOL SEGMENT  
STATEMENT OF REVENUE AND EXPENSES  
FOR THE MONTH OF MARCH 2008 AND THE SIX MONTHS ENDED MARCH 31, 2008  
(UNAUDITED)**

	Year to Date			Month of March		
	Budget	Actual	%	Budget	Actual	%
<b>OPERATING REVENUES</b>						
Customer Fares	\$ 9,972,134	\$ 9,961,210	100%	\$ 1,662,842	\$ 1,803,191	108%
Contract Services:						
Local Financial Assistance	4,469,604	4,624,802	103%	744,934	775,416	104%
Other Contractual Services	313,734	79,334	25%	52,289	4,835	9%
Advertising	1,225,002	1,243,037	101%	204,167	222,616	109%
Other Income	348,660	330,341	95%	58,110	63,343	109%
	<u>16,329,134</u>	<u>16,238,724</u>	<u>99%</u>	<u>2,722,342</u>	<u>2,869,401</u>	<u>105%</u>
<b>NONOPERATING REVENUES</b>						
Operating assistance grants:						
Federal	375,000	375,000	100%	62,500	62,500	100%
State of Florida	4,198,688	4,012,220	96%	705,997	668,703	95%
Local	17,995,800	16,593,367	92%	2,999,300	2,765,561	92%
Planning and other assistance grants:						
Federal - Commuter Rail Project	-	-	0%	-	-	0%
Federal - Other	5,017,434	4,206,961	84%	925,192	850,134	92%
State of Florida - Commuter Rail Project	-	-	0%	-	-	0%
State of Florida - BRT Circulator Project	-	-	0%	-	-	0%
State of Florida - Other	1,372,190	1,248,378	91%	250,438	230,426	92%
Local Matching - BRT Circulator Project	-	-	0%	-	-	0%
Local Matching - Other	95,826	-	N/A	15,971	-	N/A
Interest Income	400,002	381,278	95%	66,667	41,692	63%
Gain / (Loss) on the Sale of Assets	-	-	N/A	-	-	N/A
	<u>29,454,940</u>	<u>26,817,204</u>	<u>91%</u>	<u>5,026,065</u>	<u>4,619,016</u>	<u>92%</u>
	<u>45,784,074</u>	<u>43,055,928</u>	<u>94%</u>	<u>7,748,407</u>	<u>7,488,417</u>	<u>97%</u>
<b>OPERATING EXPENSES</b>						
Salaries and Wages	20,185,362	19,936,162	99%	3,364,227	3,369,028	100%
Fringe Benefits	10,858,572	10,018,627	92%	1,809,762	1,702,480	94%
Purchased Transportation Services	2,004	524	26%	334	(1)	0%
Fuel	5,566,920	6,102,440	110%	927,820	1,203,722	130%
Other Materials and Supplies	2,942,592	2,553,117	87%	490,432	370,632	76%
Professional Services	1,206,956	705,609	58%	276,680	160,589	58%
Other Services	2,316,484	1,852,539	80%	476,667	399,568	84%
Lease and Miscellaneous Expenses	1,149,570	688,559	60%	234,391	173,376	74%
Casualty and Liability Insurance	631,252	769,383	122%	117,813	152,209	129%
Utilities	696,853	560,062	80%	118,819	103,867	87%
Taxes and Licenses	322,193	200,046	62%	55,670	38,291	69%
Interest Expense	132,978	265,519	200%	22,163	43,466	196%
	<u>46,011,736</u>	<u>43,652,587</u>	<u>95%</u>	<u>7,894,778</u>	<u>7,717,227</u>	<u>98%</u>
<b>OPERATING GAIN / (LOSS)</b>	<u>\$ (227,662)</u>	<u>\$ (596,659)</u>	<u>262%</u>	<u>\$ (146,371)</u>	<u>\$ (228,810)</u>	<u>-56%</u>

**CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY  
PARATRANSIT SEGMENT  
STATEMENT OF REVENUE AND EXPENSES  
FOR THE MONTH OF MARCH 2008 AND THE SIX MONTHS ENDED MARCH 31, 2008  
(UNAUDITED)**

	Year to Date			Month of March		
	Budget	Actual	%	Budget	Actual	%
<b>OPERATING REVENUES</b>						
Customer Fares	526,660	546,619	104%	\$ 86,957	\$ 105,319	121%
Contract Services:						
Local Financial Assistance	-	-	0%	-	-	0%
Other Contractual Services	3,637,200	3,215,075	88%	606,200	438,072	72%
Advertising	-	-	0%	-	-	0%
Other Operating Income	-	-	0%	-	-	0%
<b>Total Operating Revenues</b>	<u>4,163,860</u>	<u>3,761,694</u>	<u>90%</u>	<u>693,157</u>	<u>543,391</u>	<u>78%</u>
<b>NONOPERATING REVENUES</b>						
Operating assistance grants:						
Federal	-	-	0%	-	-	0%
State of Florida	-	-	0%	-	-	0%
Local	3,972,282	3,972,282	100%	662,047	662,047	100%
Planning and other assistance grants:						
Federal - Commuter Rail Project	-	-	0%	-	-	0%
Federal - Other	1,000,002	1,000,002	100%	166,667	166,667	100%
State of Florida - Commuter Rail Project	-	-	0%	-	-	0%
State of Florida - BRT Circulator Project	-	-	0%	-	-	0%
State of Florida - Other	-	-	0%	-	-	0%
Local Matching - BRT Circulator Project	-	-	0%	-	-	0%
Local Matching - Other	-	-	0%	-	-	0%
Interest Income	-	-	0%	-	-	0%
Gain / (Loss) on the Sale of Assets	-	-	0%	-	-	0%
<b>Total Nonoperating Revenues</b>	<u>4,972,284</u>	<u>4,972,284</u>	<u>100%</u>	<u>828,714</u>	<u>828,714</u>	<u>100%</u>
<b>Total Revenues</b>	<u>9,136,144</u>	<u>8,733,978</u>	<u>96%</u>	<u>1,521,871</u>	<u>1,372,105</u>	<u>90%</u>
<b>OPERATING EXPENSES</b>						
Salaries and Wages	182,790	164,221	90%	30,465	28,511	94%
Fringe Benefits	102,582	84,009	82%	17,097	12,487	73%
Purchased Transportation Services	7,732,470	8,193,162	106%	1,288,745	1,366,169	106%
Fuel	954,690	876,448	92%	159,115	168,363	106%
Other Materials and Supplies	15,102	4,238	28%	2,517	1,438	57%
Professional Services	313,088	86,037	N/A	78,272	15,750	N/A
Other Services	552	6,591	N/A	92	-	N/A
Lease and Miscellaneous Expenses	8,982	5,439	61%	1,497	1,598	107%
Casualty and Liability Insurance	-	-	0%	-	-	0%
Utilities	31,452	24,468		5,242	4,631	
Taxes and Licenses	36,942	21,460	58%	6,157	4,509	73%
Interest Expense	-	-	0%	-	-	0%
<b>Total Operating Expenses</b>	<u>9,378,650</u>	<u>9,466,073</u>	<u>101%</u>	<u>1,589,199</u>	<u>1,603,456</u>	<u>101%</u>
<b>OPERATING GAIN / (LOSS)</b>	<u>\$ (242,506)</u>	<u>\$ (732,095)</u>	<u>302%</u>	<u>\$ (67,328)</u>	<u>\$ (231,351)</u>	<u>344%</u>

## Monthly Report C: Financial Reports

**To:** LYNX Board Of Directors

**From:** Bert Francis  
CHIEF FINANCIAL OFFICER  
Blanche Sherman  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6047

**Item Name:** Monthly Financial Report - February 2008

**Date:** 7/1/2008

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Please find attached the monthly financial reports for the five months ending February 29, 2008. LYNX' Statement of Revenues, Expenses, and Changes in Net Assets (Operating Statement) for the five months ending February 29, 2008 reflect total revenue earned in the amount of \$42,929,384 and total expenses incurred in the amount of \$43,797,977 resulting in a net operating loss of \$(868,593).

- Fixed route and Van Pool services resulted in an operating loss of \$(367,849) for the first five months of the fiscal year.
- Paratransit services resulted in an operating loss of \$(500,744) for the first five months of the fiscal year.

### Fixed Route Operations:

The fixed route operating loss relates to lower than anticipated revenue for customer fares year-to-date. Also, LYNX is supporting the cost of various services through operating reserves due to FY2008 funding shortfalls. The local non-operating revenues are less than budget due to the fact that LYNX cannot recognize carryover funds in FY2008 that were actually provided in FY2007.

Due to the significant increases in fuel prices, the cost of fuel continues to run over budget by approximately 3% for the first five months of the fiscal year. The price of diesel fuel is consistently higher than unleaded. We will closely monitor the cost of fuel for the next few months. All indications are that prices will continue to increase.

On the positive side, fixed route operating expenses for salaries and wages are slightly under budget due to various vacancies. In addition, expenses relating to professional services and other



services are not being accrued on a monthly basis and as such the amounts reported reflect only actual payments year-to-date. These amounts will be adjusted during the year end closing to reflect the amount actually incurred during the fiscal year.

**Paratransit Operations:**

The operating loss from Paratransit operations is a result of higher than anticipated purchased transportation costs year-to-date. This is directly related to the paratransit trip levels and cost per trip being higher than anticipated. The actual trip rate is higher than the budgeted trip rate due to the difference in the number of trips provided by MV Transportation versus the Coordinated Carriers. An analysis as follows:

<b>FY2008</b>	<b>Actual (with est.)</b>	<b>Budget</b>	<b>Excess Trips/Costs</b>
<b>Trips (Year-to-Date)</b>	<b>213,367</b>	<b>\$32.00</b>	<b>\$6,826,993</b>
<b>Trip Rate</b>	<b>208,602</b>	<b>\$30.89</b>	<b>\$6,443,725</b>
<b>Costs</b>	<b>4,765</b>	<b>\$1.11</b>	<b>\$ 383,268</b>

In addition, revenues from Medicaid and the Transportation Disadvantage Commission (TD) are less than anticipated by \$204,175 and \$49,822, respectively. This is primarily due to the various reductions in the monthly allocations from Medicaid over the past several months and less than adequate trip rate reimbursements from TD. The monthly Medicaid allocations increase will be reflected in April 2008 and LYNX staff is currently working with the TD Commission to increase the current trip rate.

We will closely monitor the trip levels in order to ensure consistency with planned operating expenses and make appropriate adjustments, as needed. In addition, staff continues to oversee the operations of this program daily to ensure that the provider is in compliance with the required service performance standards and other contract obligations.

**CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY**  
**BALANCE SHEETS**  
**FEBRUARY 29, 2008 AND 2007**  
**(UNAUDITED)**

	<u>2008</u>	<u>2007</u>
<b>ASSETS</b>		
<b>CURRENT ASSETS:</b>		
Cash and cash equivalents	\$ 14,782,632	15,161,515
Receivables:		
Local, trade and operating assistance	5,926,019	2,791,108
Federal grants	7,002,686	5,972,840
State grants	6,639,106	1,983,556
Inventory	2,219,843	1,726,250
Prepaid expenses and other assets	772,575	962,771
Restricted cash and cash equivalents	1,987,869	6,260,526
	<hr/>	<hr/>
Total current assets	39,330,730	34,858,566
	<hr/>	<hr/>
<b>NONCURRENT ASSETS:</b>		
Restricted cash and cash equivalents	4,382,299	8,712,239
	<hr/>	<hr/>
Property and equipment:		
Land	8,571,465	8,571,465
Buildings and shelters	63,955,372	39,867,549
Revenue vehicles	101,887,188	77,604,976
Furniture, Fixtures & Equipment	20,562,262	15,792,442
Leasehold improvements	155,794	1,767,888
Total property and equipment	195,132,081	143,604,320
Less: accumulated depreciation	(75,646,100)	(71,902,535)
Construction in progress	18,177,960	38,045,875
	<hr/>	<hr/>
Net property and equipment	137,663,941	109,747,660
	<hr/>	<hr/>
Other assets	1,172,240	926,468
	<hr/>	<hr/>
Total noncurrent assets	143,218,480	119,386,367
	<hr/>	<hr/>
<b>TOTAL ASSETS</b>	<u>\$ 182,549,210</u>	<u>\$ 154,244,933</u>

**CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY**  
**BALANCE SHEETS**  
**FEBRUARY 29, 2008 AND 2007**  
**(UNAUDITED)**

	<u>2008</u>	<u>2007</u>
<b>LIABILITIES AND NET ASSETS</b>		
<b>CURRENT LIABILITIES:</b>		
Accounts payable	\$ 4,696,861	\$ 6,116,272
Accrued salaries and related taxes	2,721,644	1,557,739
Accrued compensated absences	3,198,711	2,954,076
Accrued self-insurance liability, current	1,082,683	1,209,079
Leases payable, current	985,582	-
SIB loans payable, current	3,081,717	1,801,635
Deferred operating revenue	4,439,789	3,072,357
Deferred capital	726,140	1,701,524
	<hr/>	<hr/>
Total current liabilities	20,933,127	18,412,682
	<hr/>	<hr/>
<b>NONCURRENT LIABILITIES:</b>		
Leases payable, long-term	6,168,906	-
Loans payable	12,914,638	15,897,356
Accrued self-insurance liability, long-term	2,106,897	1,754,567
	<hr/>	<hr/>
Total noncurrent liabilities	21,190,441	17,651,923
	<hr/>	<hr/>
Total liabilities	42,123,568	36,064,605
	<hr/>	<hr/>
<b>NET ASSETS:</b>		
Invested in capital assets, net of related debt	119,135,503	99,652,070
Restricted	1,261,729	3,118,000
Unrestricted	20,028,410	15,410,258
	<hr/>	<hr/>
Total net assets	140,425,642	118,180,328
	<hr/>	<hr/>
<b>TOTAL LIABILITIES AND NET ASSETS</b>	<b>\$ 182,549,210</b>	<b>\$ 154,244,933</b>
	<hr/> <hr/>	<hr/> <hr/>

**CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY**  
**STATEMENT OF REVENUES AND EXPENSES**  
**FOR THE MONTH OF FEBRUARY 2008 AND THE FIVE MONTHS ENDED FEBRUARY 29, 2008**  
**(UNAUDITED)**

	Year to Date			Month of February		
	Budget	Actual	%	Budget	Actual	%
<b>OPERATING REVENUES</b>						
Customer Fares	\$ 8,748,995	\$ 8,599,319	98%	\$ 1,749,799	\$ 1,880,034	107%
Contract Services:						
Local Financial Assistance	3,724,670	3,849,386	103%	744,934	794,374	107%
Other Contractual Services	3,292,445	2,851,502	87%	658,489	311,455	47%
Advertising	1,020,835	1,020,421	100%	204,167	177,888	87%
Other Operating Income	<u>290,550</u>	<u>266,998</u>	<u>92%</u>	<u>58,110</u>	<u>65,069</u>	<u>112%</u>
Total Operating Revenues	<u>17,077,495</u>	<u>16,587,626</u>	<u>97%</u>	<u>3,415,499</u>	<u>3,228,820</u>	<u>95%</u>
<b>NONOPERATING REVENUES</b>						
Operating assistance grants:						
Federal	312,500	312,500	100%	62,500	62,500	100%
State of Florida	3,492,691	3,343,517	96%	705,997	668,704	95%
Local	18,306,735	17,138,041	94%	3,661,347	3,427,608	94%
Planning and other assistance grants:						
Federal - Commuter Rail Project	-	-	0%	-	-	0%
Federal - Other	4,925,577	4,190,162	85%	1,091,859	860,661	79%
State of Florida - Commuter Rail Project	-	-	0%	-	-	0%
State of Florida - BRT Circulator Project	-	-	0%	-	-	0%
State of Florida - Other	1,121,752	1,017,952	91%	250,438	227,484	91%
Local Matching - BRT Circulator Project	-	-	0%	-	-	0%
Local Matching - Other	79,855	-	N/A	15,971	-	N/A
Interest Income	333,335	339,586	102%	66,667	52,493	79%
Gain / (Loss) on Sale of Assets	<u>-</u>	<u>-</u>	<u>N/A</u>	<u>-</u>	<u>-</u>	<u>N/A</u>
Total Nonoperating Revenues	<u>28,572,445</u>	<u>26,341,758</u>	<u>92%</u>	<u>5,854,779</u>	<u>5,299,450</u>	<u>91%</u>
Total Revenues	<u>45,649,940</u>	<u>42,929,384</u>	<u>94%</u>	<u>9,270,278</u>	<u>8,528,270</u>	<u>92%</u>
<b>OPERATING EXPENSES</b>						
Salaries and Wages	16,973,460	16,702,844	98%	3,394,692	3,280,804	97%
Fringe Benefits	9,134,295	8,387,669	92%	1,826,859	1,466,622	80%
Purchased Transportation Services	6,445,395	6,827,518	106%	1,289,079	1,331,849	103%
Fuel	5,434,675	5,606,803	103%	1,086,935	1,135,667	104%
Other Materials and Supplies	2,464,745	2,185,285	89%	492,949	431,045	87%
Professional Services	1,165,092	615,307	53%	354,952	169,681	48%
Other Services	1,840,277	1,459,562	79%	476,759	438,697	92%
Lease and Miscellaneous Expenses	922,664	519,024	56%	235,888	89,258	38%
Casualty and Liability Insurance	513,439	617,174	120%	117,813	215,315	183%
Utilities	604,244	476,032	79%	124,061	92,313	74%
Taxes and Licenses	297,308	178,706	60%	61,827	36,659	59%
Interest Expense	<u>110,815</u>	<u>222,053</u>	<u>200%</u>	<u>22,163</u>	<u>43,860</u>	<u>198%</u>
Total Operating Expenses	<u>45,906,409</u>	<u>43,797,977</u>	<u>95%</u>	<u>9,483,977</u>	<u>8,731,770</u>	<u>92%</u>
<b>OPERATING GAIN / (LOSS)</b>	<u>\$ (256,469)</u>	<u>\$ (868,593)</u>	<u>339%</u>	<u>\$ (213,699)</u>	<u>\$ (203,500)</u>	<u>95%</u>

**CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY**  
**FIXED-ROUTE AND VANPOOL SEGMENT**  
**STATEMENT OF REVENUE AND EXPENSES**  
**FOR THE MONTH OF FEBRUARY 2008 AND THE FIVE MONTHS ENDED FEBRUARY 29, 2008**  
**(UNAUDITED)**

	Year to Date			Month of February		
	Budget	Actual	%	Budget	Actual	%
<b>OPERATING REVENUES</b>						
Customer Fares	\$ 8,309,292	\$ 8,158,019	98%	\$ 1,662,842	\$ 1,792,816	108%
Contract Services:						
Local Financial Assistance	3,724,670	3,849,386	103%	744,934	794,374	107%
Other Contractual Services	261,445	74,499	28%	52,289	11,662	22%
Advertising	1,020,835	1,020,421	100%	204,167	177,888	87%
Other Income	290,550	266,998	92%	58,110	65,069	112%
	<u>13,606,792</u>	<u>13,369,323</u>	<u>98%</u>	<u>2,722,342</u>	<u>2,841,809</u>	<u>104%</u>
<b>NONOPERATING REVENUES</b>						
Operating assistance grants:						
Federal	312,500	312,500	100%	62,500	62,500	100%
State of Florida	3,492,691	3,343,517	96%	705,997	668,704	95%
Local	14,996,500	13,827,806	92%	2,999,300	2,765,561	92%
Planning and other assistance grants:						
Federal - Commuter Rail Project	-	-	0%	-	-	0%
Federal - Other	4,092,242	3,356,827	82%	925,192	693,994	75%
State of Florida - Commuter Rail Project	-	-	0%	-	-	0%
State of Florida - BRT Circulator Project	-	-	0%	-	-	0%
State of Florida - Other	1,121,752	1,017,952	91%	250,438	227,484	91%
Local Matching - BRT Circulator Project	-	-	0%	-	-	0%
Local Matching - Other	79,855	-	N/A	15,971	-	N/A
Interest Income	333,335	339,586	102%	66,667	52,493	79%
Gain / (Loss) on the Sale of Assets	-	-	N/A	-	-	N/A
	<u>24,428,875</u>	<u>22,198,188</u>	<u>91%</u>	<u>5,026,065</u>	<u>4,470,736</u>	<u>89%</u>
Total Revenues	<u>38,035,667</u>	<u>35,567,511</u>	<u>94%</u>	<u>7,748,407</u>	<u>7,312,545</u>	<u>94%</u>
<b>OPERATING EXPENSES</b>						
Salaries and Wages	16,821,135	16,567,134	98%	3,364,227	3,250,804	97%
Fringe Benefits	9,048,810	8,316,147	92%	1,809,762	1,454,166	80%
Purchased Transportation Services	1,670	525	31%	334	-	0%
Fuel	4,639,100	4,898,718	106%	927,820	993,181	107%
Other Materials and Supplies	2,452,160	2,182,485	89%	490,432	430,671	88%
Professional Services	930,276	545,020	59%	276,680	148,886	54%
Other Services	1,839,817	1,452,971	79%	476,667	438,697	92%
Lease and Miscellaneous Expenses	915,179	515,183	56%	234,391	88,049	38%
Casualty and Liability Insurance	513,439	617,174	120%	117,813	215,315	183%
Utilities	578,034	456,195	79%	118,819	85,629	72%
Taxes and Licenses	266,523	161,755	61%	55,670	27,862	50%
Interest Expense	110,815	222,053	200%	22,163	43,860	198%
	<u>38,116,958</u>	<u>35,935,360</u>	<u>94%</u>	<u>7,894,778</u>	<u>7,177,120</u>	<u>91%</u>
<b>OPERATING GAIN / (LOSS)</b>	<u>\$ (81,291)</u>	<u>\$ (367,849)</u>	<u>453%</u>	<u>\$ (146,371)</u>	<u>\$ 135,425</u>	<u>193%</u>

**CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY**  
**PARATRANSIT SEGMENT**  
**STATEMENT OF REVENUE AND EXPENSES**  
**FOR THE MONTH OF FEBRUARY 2008 AND THE FIVE MONTHS ENDED FEBRUARY 29, 2008**  
**(UNAUDITED)**

	Year to Date			Month of February		
	Budget	Actual	%	Budget	Actual	%
<b>OPERATING REVENUES</b>						
Customer Fares	\$ 439,703	\$ 441,300	100%	\$ 86,957	\$ 87,218	100%
Contract Services:						
Local Financial Assistance	-	-	0%	-	-	0%
Other Contractual Services	3,031,000	2,777,003	92%	606,200	299,793	49%
Advertising	-	-	0%	-	-	0%
Other Operating Income	-	-	0%	-	-	0%
<b>Total Operating Revenues</b>	<u>3,470,703</u>	<u>3,218,303</u>	<u>93%</u>	<u>693,157</u>	<u>387,011</u>	<u>56%</u>
<b>NONOPERATING REVENUES</b>						
Operating assistance grants:						
Federal	-	-	0%	-	-	0%
State of Florida	-	-	0%	-	-	0%
Local	3,310,235	3,310,235	100%	662,047	662,047	100%
Planning and other assistance grants:						
Federal - Commuter Rail Project	-	-	0%	-	-	0%
Federal - Other	833,335	833,335	100%	166,667	166,667	100%
State of Florida - Commuter Rail Project	-	-	0%	-	-	0%
State of Florida - BRT Circulator Project	-	-	0%	-	-	0%
State of Florida - Other	-	-	0%	-	-	0%
Local Matching - BRT Circulator Project	-	-	0%	-	-	0%
Local Matching - Other	-	-	0%	-	-	0%
Interest Income	-	-	0%	-	-	0%
Gain / (Loss) on the Sale of Assets	-	-	0%	-	-	0%
<b>Total Nonoperating Revenues</b>	<u>4,143,570</u>	<u>4,143,570</u>	<u>100%</u>	<u>828,714</u>	<u>828,714</u>	<u>100%</u>
<b>Total Revenues</b>	<u>7,614,273</u>	<u>7,361,873</u>	<u>97%</u>	<u>1,521,871</u>	<u>1,215,725</u>	<u>80%</u>
<b>OPERATING EXPENSES</b>						
Salaries and Wages	152,325	135,710	89%	30,465	30,000	98%
Fringe Benefits	85,485	71,522	84%	17,097	12,456	73%
Purchased Transportation Services	6,443,725	6,826,993	106%	1,288,745	1,331,849	103%
Fuel	795,575	708,085	89%	159,115	142,486	90%
Other Materials and Supplies	12,585	2,800	22%	2,517	374	15%
Professional Services	234,816	70,287	N/A	78,272	20,795	N/A
Other Services	460	6,591	N/A	92	-	N/A
Lease and Miscellaneous Expenses	7,485	3,841	51%	1,497	1,209	81%
Casualty and Liability Insurance	-	-	0%	-	-	0%
Utilities	26,210	19,837		5,242	6,684	
Taxes and Licenses	30,785	16,951	55%	6,157	8,797	143%
Interest Expense	-	-	0%	-	-	0%
<b>Total Operating Expenses</b>	<u>7,789,451</u>	<u>7,862,617</u>	<u>101%</u>	<u>1,589,199</u>	<u>1,554,650</u>	<u>98%</u>
<b>OPERATING GAIN / (LOSS)</b>	<u>\$ (175,178)</u>	<u>\$ (500,744)</u>	<u>286%</u>	<u>\$ (67,328)</u>	<u>\$ (338,925)</u>	<u>503%</u>

## Monthly Report D: Ridership Report

**To:** LYNX Board Of Directors

**From:** **Lisa Darnall**  
 CHIEF OPERATING OFFICER  
**Rik Smith**  
 (Technical Contact)  
**Gerardo Ocasio Reyes**  
 (Technical Contact)  
**William Hearndon**  
 (Technical Contact)

**Phone:** 407.841.2279 ext: 6036

**Item Name:** Ridership Report for April 2008

**Date:** 7/1/2008

### April 2008 Final

#### All Services (Fixed Route, Special Shuttles, Access LYNX and VanPlan) – Comparison to Prior Year

	April 2007	April 2008	Percentage +/-
Total Monthly	2,139,543	2,243,951	4.9%
Average Weekday	84,218	86,259	2.4%
Number of Weekdays	20	22	10.0%
Annual Ridership	14,899,385	15,865,445	6.5%

April 2008 experienced a system-wide ridership total of 2,243,951, showing an increase of 4.9% from the 2,139,543 boardings recorded in April 2007. Average weekday boardings are up by 2.4% (2,041 additional riders) from the previous year. System-wide year to date ridership is 15,865,445, up by 6.5% from last year's 14,899,385.

#### Fixed Route – Comparison to Prior Year

	April 2007	April 2008	Percentage +/-
Total Monthly	2,076,637	2,171,931	4.6%
Average Weekday	81,538	83,300	2.2%
Number of Weekdays	20	22	10.0%
Annual Ridership	14,436,135	15,381,071	6.5%

Fixed route ridership for April 2008 totaled 2,171,931, reflecting a fixed route increase of 4.6% when compared to the 2,076,637 passengers carried in April 2007. Year-to-date ridership is 15,381,071 up by 6.5% from last year's 14,436,135.

**Fixed Route – Comparison to Prior Month**

	March 2008	April 2008	Percentage +/-
Total Monthly	2,205,034	2,171,931	-1.5%
Average Weekday	84,038	83,300	-0.9%
Number of Weekdays	21	22	4.8%

Comparisons of April 2008 to the prior month's boardings (March 2008) reflect a decrease of 1.5% (33,103 riders). April 2008 also saw a decrease of 0.9% in the average number of passengers riding per weekday (a difference of 738 riders) when compared to the average weekday ridership for March 2008 of 84,038.

**Individual Fixed Route Comparison to Prior Year**

Comparisons of individual route ridership during April 2008 show 8 routes to have experienced a decline in ridership greater than 10% when compared to April 2007.

While ridership on Link 300 (Disney) is down, the Links 301, 302, 305, 50 & 56 are increasing in service and have picked up much (if not all) of those apparent decreases. Total ridership to Disney is a better indicator of service performance as route alignments have changed to such extent as to make direct comparisons by route difficult. When all Disney service is taken into account (300's, 50, & 56) there is actually an increase of 15.2% over prior year.

**Route Decreases Greater Than 10%**

- \*Link 58 - Shingle Creek (-28.9 %)
- Link 300 - Downtown Orlando/Hotel Plaza (-25.4%)
- Link 54 - Old Winter Garden Rd. (-17.5%)
- Link 303 - Washington Shores/Disney-MGM (-15.8%)
- Link 53 - Story Rd./Tildenville (-15.5%)
- Link 40 - Americana/ Universal Orlando (-14.1%)
- Link 22 - Richmond Estates (-11.3%)
- Link 42 - International Dr./OIA (-10.7%)

*\*(Link 58 is 100% private sector funded)*

All the above routes are currently under efficiency review for December 2008 proposed service changes.

The final April ridership continues to show system-wide gains. Most notable are transit emphasis corridors where LYNX has made headway improvements in the past year.

In contrast, April 2008 produced 19 routes with increases of 10% or greater when compared to April 2007.



Link 204 (Clermont Express) shows an increase of 111.0% over previous year. This is an unrepresentative comparison because service on Link 204 was implemented on December 10, 2006, and numbers for April 2007 were expectedly low for this new service.

Link 30 – Colonial Drive Crosstown had the greatest realistic increase of 53.3%; this is thought to be primarily due to the increase to 30-minute headway.

Link 8 – West Oak Ridge Road/International Drive shows a 17.3% increase over previous year. This increase correlates directly to the improvement of Link 8’s headway to 10 minutes with the April 2007 Bid Change and this improvement is for some portion of April 2007, not the complete month.

Link 25 – Silver Star Road is up 22.5% increase over previous year. This increase correlates directly to the improvement of Link 25’s headway to 20-minute with the August 2007 bid change.

These results are consistent with frequency improvement requests for additional service received by Customer Service & Customer Relations, as well as with the on-board survey performed as part of the Comprehensive Operations Analysis (COA).

**Route Increases Greater Than 10%**

▪ Link 204 - Clermont Express	(+111.0%)
▪ Link 30 - Colonial Dr. Crosstown	(+53.3%)
▪ Link 305 - Metro West/All-Star Resort	(+48.1%)
▪ Link 2 - Colonialtown	(+47.0%)
▪ Link 301 - Pine Hills/Animal Kingdom	(+41.6%)
▪ Link 200 - Volusia Express	(+33.5%)
▪ Link 45 - Lake Mary	(+26.2%)
▪ Link 26 - Pleasant Hill Rd./Poinciana	(+25.5%)
▪ Link 57 - John Young Pkwy.	(+25.2%)
▪ Link 25 - Silver Star Rd.	(+22.5%)
▪ Link 302 - Rosemont/Magic Kingdom	(+21.5%)
▪ Link 1 - N Orange Ave./Altamonte Mall	(+20.9%)
▪ Link 50 - Downtown Orlando/Magic Kingdom	(+19.8%)
▪ Link 8 - W. Oak Ridge Rd./Int'l Dr.	(+17.3%)
▪ Link 5 - Lake George/Fort Gatlin	(+16.2%)
▪ Link 27 - Plant St./Oakland	(+14.6%)
▪ Link 56 - West U.S. 192/Magic Kingdom	(+13.5%)
▪ Link 18 - S. Orange Ave./Kissimmee	(+13.1%)
▪ Link 38 - Downtown Orlando/Int'l Dr.	(+10.3%)

**PickUpLine**

For April 2008, PickUpLine ridership was 498 compared to 401 one-way passenger trips in March 2008.

# LYNX Board Agenda

## ☞ AVERAGE DAILY APRIL 2008

Service Mode	Day	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	YEARLY AVG
LYMMO	Wkday	4,579	3,958	3,994	3,649	4,279	4,283	4,251						4,142
	Sat	1,391	1,686	1,349	1,871	1,144	1,791	1,267						1,500
	Sun	979	964	873	1,044	958	1,015	1,000						976
All Other Links	Wkday	81,900	81,804	79,436	65,454	80,109	79,755	79,049						78,215
	Sat	53,826	55,442	58,227	40,452	56,171	54,404	52,730						53,036
	Sun	30,230	29,919	30,640	29,816	31,819	30,580	29,398						30,343
Total Fixed Route	Wkday	86,479	85,762	83,430	69,103	84,388	84,038	83,300						82,357
	Sat	55,216	57,128	59,576	42,323	57,315	56,195	53,997						54,536
	Sun	31,209	30,883	31,513	30,860	32,777	31,595	30,398						31,319
Access LYNX	Wkday	2,047	1,869	1,780	1,854	1,964	2,143	2,161						1,974
	Sat	839	834	909	827	847	913	908						868
	Sun	380	419	549	406	443	415	410						432
VanPlan	Wkday	764	667	597	648	731	586	798						685
	Sat	151	131	114	114	124	77	180						127
	Sun	149	145	96	113	122	81	180						127
TOTAL LYNX SERVICES	Wkday	89,290	88,299	85,807	71,605	87,083	86,768	86,259						85,016
	Sat	56,206	58,093	60,599	43,263	58,286	57,186	55,085						55,531
	Sun	31,738	31,446	32,158	31,379	33,342	32,091	30,988						31,877

Final

## % Change From Fiscal Year 2007 TO Fiscal Year 2008

Service Mode	Day	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	YEAR
LYMMO	Wkday	19.8%	-8.8%	-8.1%	-12.2%	4.6%	5.7%	9.1%						1.2%
	Sat	25.0%	-8.7%	-26.0%	14.5%	-54.3%	35.1%	-28.8%						1.4%
	Sun	30.0%	11.8%	26.4%	13.9%	11.3%	25.8%	16.0%						17.7%
All Other Links	Wkday	7.1%	10.6%	8.4%	-14.9%	4.6%	4.5%	1.8%						1.1%
	Sat	7.4%	17.1%	11.8%	-24.5%	9.5%	3.7%	1.3%						1.3%
	Sun	6.4%	12.2%	13.7%	2.5%	8.7%	3.6%	1.6%						2.7%
Total Fixed Route	Wkday	7.7%	9.5%	7.4%	-14.8%	4.6%	4.6%	2.2%						1.1%
	Sat	7.8%	16.1%	10.5%	-23.4%	6.5%	4.5%	0.3%						1.3%
	Sun	7.0%	12.1%	14.0%	2.8%	8.7%	4.2%	2.0%						3.1%
Access LYNX	Wkday	8.1%	2.4%	2.4%	4.2%	3.0%	12.9%	13.7%						4.9%
	Sat	15.4%	8.3%	13.5%	6.3%	5.7%	14.0%	11.3%						7.7%
	Sun	3.4%	15.3%	4.1%	19.7%	33.2%	21.0%	10.9%						12.8%
VanPlan	Wkday	-0.4%	-7.8%	-4.8%	-9.6%	-6.0%	-25.3%	2.6%						-7.8%
	Sat	-9.9%	-5.4%	-5.3%	8.6%	-16.2%	-39.0%	9.5%						-3.7%
	Sun	13.2%	51.3%	0.0%	86.8%	-2.8%	-21.7%	32.0%						24.3%
TOTAL LYNX SERVICES	Wkday	7.6%	9.2%	7.2%	-14.3%	4.5%	4.5%	2.4%						1.1%
	Sat	7.9%	16.0%	10.5%	-22.9%	6.5%	4.5%	0.5%						1.4%
	Sun	7.0%	12.3%	13.8%	3.2%	9.0%	4.3%	2.2%						3.3%

## Fiscal Year 2007

Service Mode	Day	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG DAILY FOR YEAR
LYMMO	Wkday	3,822	4,339	4,348	4,154	4,089	4,053	3,897	3,933	3,800	3,756	4,384	4,554	4,094
	Sat	1,112	1,847	1,824	1,634	2,505	1,326	1,780	1,091	984	1,158	1,139	1,341	1,478
	Sun	753	862	691	917	861	807	862	667	704	818	1,023	989	829
All Other Links	Wkday	76,466	73,964	73,310	76,915	76,596	76,289	77,641	78,033	78,177	77,384	80,756	82,634	77,347
	Sat	50,102	47,340	52,073	53,614	51,287	52,459	52,047	52,636	52,559	52,646	56,873	54,739	52,365
	Sun	28,401	26,676	26,948	29,097	29,279	29,504	28,944	30,140	30,536	31,363	32,467	31,197	29,546
Total Fixed Route	Wkday	80,304	78,316	77,669	81,069	80,685	80,342	81,538	81,966	81,977	81,140	85,140	87,188	81,445
	Sat	51,214	49,187	53,897	55,248	53,792	53,785	53,827	53,727	53,543	53,804	58,012	56,080	53,843
	Sun	29,154	27,538	27,639	30,014	30,140	30,311	29,806	30,807	31,240	32,181	33,490	32,186	30,376
Access LYNX	Wkday	1,893	1,825	1,739	1,780	1,907	1,899	1,901	1,877	1,983	1,906	1,975	1,892	1,881
	Sat	727	770	801	778	801	816	791	842	828	867	855	806	
	Sun	367	363	527	339	332	343	369	372	378	405	406	391	383
VanPlan	Wkday	767	723	627	717	777	785	779	742	700	734	814	749	743
	Sat	168	139	120	105	148	127	164	137	119	129	124	107	132
	Sun	132	96	96	61	126	104	136	102	116	108	71	76	102
TOTAL LYNX SERVICES	Wkday	82,964	80,864	80,035	83,566	83,369	83,026	84,218	84,585	84,660	83,780	87,929	89,828	84,069
	Sat	52,108	50,096	54,818	56,131	54,741	54,713	54,807	54,655	54,503	54,761	59,002	57,042	54,781
	Sun	29,653	27,997	28,262	30,414	30,598	30,758	30,312	31,281	31,734	32,694	33,967	32,653	30,860

**LYNX MONTHLY  
RIDERSHIP APRIL 2008**

<i>Service Mode</i>	<i>Oct</i>	<i>Nov</i>	<i>Dec</i>	<i>Jan</i>	<i>Feb</i>	<i>Mar</i>	<i>Apr</i>	<i>May</i>	<i>Jun</i>	<i>Jul</i>	<i>Aug</i>	<i>Sep</i>	<i>TOTAL YEAR</i>
LYMMO	114,798	94,685	91,875	99,272	98,266	103,967	102,589						705,452
All Other Links	2,219,929	2,089,631	2,065,900	2,094,176	2,035,574	2,101,067	2,069,342						14,675,619
Total Fixed Route	2,334,727	2,184,316	2,157,775	2,193,448	2,133,840	2,205,034	2,171,931						15,381,071
Special Shuttles	65	969	95	157	65	26,563	207						28,121
Access LYNX	51,949	46,138	44,669	47,581	46,407	51,653	52,809						341,206
VanPlan	18,772	15,782	13,584	15,808	16,330	15,767	19,004						115,047
<b>TOTAL</b>	<b>2,405,513</b>	<b>2,247,205</b>	<b>2,216,123</b>	<b>2,256,994</b>	<b>2,196,642</b>	<b>2,299,017</b>	<b>2,243,951</b>						<b>15,865,445</b>
													<b>Final</b>

**% Change From Fiscal Year 2007 To Fiscal Year 2008**

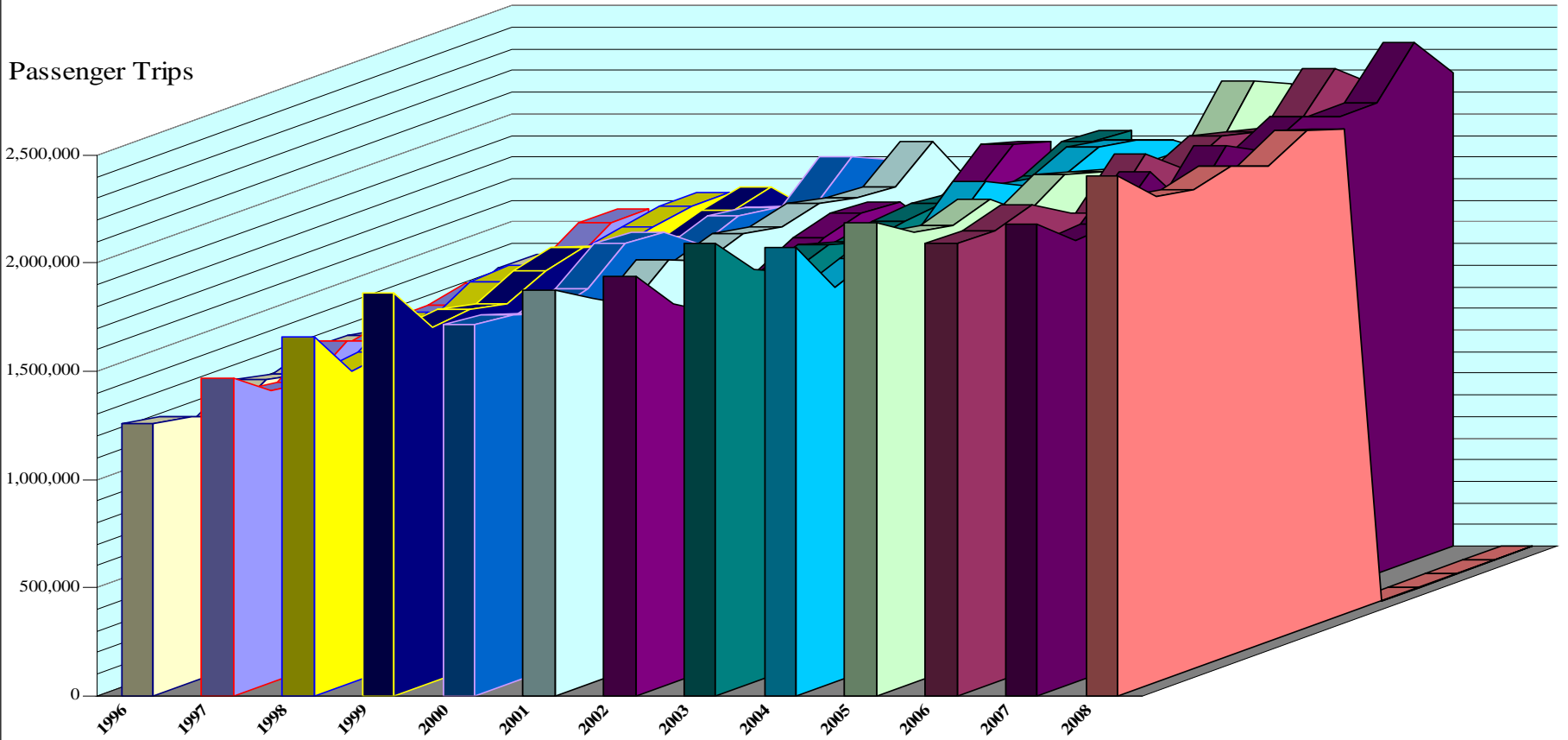
<i>Service Mode</i>	<i>Oct</i>	<i>Nov</i>	<i>Dec</i>	<i>Jan</i>	<i>Feb</i>	<i>Mar</i>	<i>Apr</i>	<i>May</i>	<i>Jun</i>	<i>Jul</i>	<i>Aug</i>	<i>Sep</i>	<i>TOTAL YEAR</i>
LYMMO	9.8%	-7.9%	-8.3%	-3.2%	3.2%	5.0%	10.0%						1.1%
All Other Links	10.3%	11.3%	9.3%	2.1%	9.8%	1.8%	4.4%						6.9%
Total Fixed Route	10.3%	10.2%	8.3%	1.8%	9.5%	1.9%	4.6%						6.5%
Special Shuttles	-14.5%	48.2%	-98.6%	-99.2%	-74.3%	1346.8%	36.2%						-4.1%
Access LYNX	12.1%	3.2%	3.2%	4.4%	8.9%	9.4%	17.2%						8.4%
VanPlan	3.1%	-6.3%	-4.7%	-7.8%	-1.9%	-13.9%	7.4%						-3.4%
<b>TOTAL</b>	<b>10.2%</b>	<b>10.0%</b>	<b>7.8%</b>	<b>0.9%</b>	<b>9.3%</b>	<b>3.0%</b>	<b>4.9%</b>						<b>6.5%</b>

**Fiscal Year 2007**

<i>Service Mode</i>	<i>Oct</i>	<i>Nov</i>	<i>Dec</i>	<i>Jan</i>	<i>Feb</i>	<i>Mar</i>	<i>Apr</i>	<i>May</i>	<i>Jun</i>	<i>Jul</i>	<i>Aug</i>	<i>Sep</i>	<i>TOTAL YEAR</i>
LYMMO	104,537	102,808	100,230	102,502	95,244	99,012	93,260	94,228	87,540	88,422	109,469	99,154	1,176,406
All Other Links	2,012,423	1,877,646	1,890,701	2,051,408	1,853,218	2,063,828	1,982,224	2,076,640	2,025,080	2,022,569	2,213,983	2,029,694	24,099,414
Total Fixed Route	2,117,655	1,981,639	1,991,847	2,155,035	1,949,425	2,163,897	2,076,637	2,172,185	2,114,199	2,112,235	2,324,994	2,130,216	25,289,964
Special Shuttles	76	654	6,656	19,711	253	1,836	152	2,054	55	547	65	289	32,348
Access LYNX	46,337	44,688	43,297	45,565	42,633	47,231	45,066	47,970	46,831	47,118	50,279	43,563	550,578
VanPlan	18,202	16,852	14,252	17,147	16,640	18,314	17,688	18,016	15,669	17,194	19,506	15,885	205,365
<b>TOTAL</b>	<b>2,182,270</b>	<b>2,043,833</b>	<b>2,056,052</b>	<b>2,237,458</b>	<b>2,008,951</b>	<b>2,231,278</b>	<b>2,139,543</b>	<b>2,240,225</b>	<b>2,176,754</b>	<b>2,177,094</b>	<b>2,394,844</b>	<b>2,189,953</b>	<b>26,078,255</b>

Link No	Route	FY 2007 Average Monthly Ridership	Mar-2008	% Change from Mar 08 to Apr 08	Apr-2008	% Change From Previous Year	Change Apr 2008 From FY 2007 Average Monthly Ridership
1	N Orange Ave./Altamonte Mall	16,657	15,585	27.0%	19,798	20.9%	18.9%
2	Colonialtown	3,905	3,094	39.6%	4,318	47.0%	10.6%
3	Lake Margaret	18,703	16,744	4.9%	17,572	-7.1%	-6.0%
4	South U.S. 441/Kissimmee	152,966	156,432	-3.3%	151,303	0.4%	-1.1%
5	Lake George/Fort Gatlin	4,587	5,450	0.3%	5,465	16.2%	19.1%
6	Dixie Belle	16,280	16,955	-3.1%	16,429	-1.9%	0.9%
7	S. Orange Ave./Florida Mall	25,526	26,394	-0.8%	26,176	4.6%	2.5%
8	W. Oak Ridge Rd./Int'l Dr.	174,381	204,712	-4.5%	195,524	17.3%	12.1%
9	N. Orange Ave./Rosemont	30,304	29,041	-2.1%	28,424	-6.8%	-6.2%
10	East U.S. 192/St. Cloud	21,799	24,566	-15.4%	20,791	-6.3%	-4.6%
11	S. Orange Ave./OIA	33,788	34,131	0.0%	34,141	9.1%	1.0%
12	Buenaventura Lks/Boggy Ck	7,409	7,021	4.3%	7,325	3.3%	-1.1%
13	University of Central Florida	33,886	33,868	1.4%	34,326	1.5%	1.3%
14	Princeton Street/Plymouth Apts.	5,984	6,853	-12.5%	5,995	-3.5%	0.2%
15	Curry Ford Rd./V.C.C. East	45,479	45,144	-1.7%	44,360	-7.0%	-2.5%
16	College Park/The Meadows	10,005	9,557	8.6%	10,377	-2.1%	3.7%
17	North U.S. 441/Apopka	50,906	48,970	1.9%	49,890	-3.5%	-2.0%
18	S. Orange Ave./Kissimmee	37,854	38,273	7.6%	41,180	13.1%	8.8%
19	Richmond Heights	29,829	27,795	3.4%	28,731	-6.8%	-3.7%
20	Malibu/Pine Hills	66,345	59,437	2.9%	61,146	-6.4%	-7.8%
200	Volusia Express	1,005	1,292	-2.9%	1,254	33.5%	24.7%
204	Clermont Express	959	1,890	29.3%	2,443	111.0%	154.9%
209	UCF/Downtown Orlando Late Night Shuttle	96	124	-100.0%	N/A	-100.0%	-100.0%
21	Carver Shores/Tangelo Park	84,144	78,655	0.8%	79,263	-6.9%	-5.8%
22	Richmond Estates	26,363	24,806	-0.9%	24,590	-11.3%	-6.7%
23	Winter Park/Forest City	24,612	23,995	-0.4%	23,894	-5.3%	-2.9%
24	Millenia	11,238	10,680	-3.3%	10,328	-3.6%	-8.1%
25	Silver Star Rd.	72,149	87,529	-3.7%	84,252	22.5%	16.8%
26	Pleasant Hill Rd./Poinciana	17,047	22,218	-6.3%	20,812	25.5%	22.1%
27	Plant St./Oakland	7,712	7,485	10.1%	8,240	14.6%	6.8%
28	E. Colonial Dr./Azalea Park	43,816	41,872	0.6%	42,104	-3.2%	-3.9%
29	E. Colonial Dr./Goldenrod	41,444	37,341	1.8%	37,996	-3.5%	-8.3%
30	Colonial Dr. Crosstown	51,632	78,413	-4.2%	75,142	53.3%	45.5%
300	Downtown Orlando/Hotel Plaza	2,671	1,728	23.8%	2,139	-25.4%	-19.9%
301	Pine Hills/Animal Kingdom	2,867	3,645	1.9%	3,713	41.6%	29.5%
302	Rosemont/Magic Kingdom	3,487	3,889	1.3%	3,940	21.5%	13.0%
303	Washington Shores/Disney-MGM	3,417	3,392	-15.9%	2,852	-15.8%	-16.5%
304	Rio Grande/Vistana Resort	3,855	4,013	-2.5%	3,913	9.1%	1.5%
305	Metro West/All-Star Resort	727	1,286	21.2%	1,558	48.1%	114.2%
31	Lymmo	97,015	103,967	-1.3%	102,589	10.0%	5.7%
32	Union Park/Bithlo	4,786	4,498	1.6%	4,571	-1.3%	-4.5%
33	Midway/Sanford Airport	2,642	2,126	-96.7%	71	-96.9%	-97.3%
34	Sanford/Goldsboro	7,925	6,926	5.6%	7,317	-2.5%	-7.7%
36	Lake Richmond	22,385	20,932	2.3%	21,419	-1.7%	-4.3%
37	Park Promenade Plaza/Florida Mall	69,425	75,528	-1.0%	74,769	2.0%	7.7%
38	Downtown Orlando/Int'l Dr.	16,024	16,756	0.0%	16,761	10.3%	4.6%
39	U.S. 17-92/Sanford	63,386	62,239	2.7%	63,946	1.5%	0.9%
40	Americana/Universal Orlando	40,660	35,590	1.1%	35,983	-14.1%	-11.5%
405	Apopka Circulator	2,996	8,091	-8.4%	7,408	1720.1%	147.3%
41	S.R. 436 Crosstown	127,446	132,771	1.6%	134,840	9.3%	5.8%
414	UCF Alafaya/Waterford Lakes	2,589	6,345	3.9%	6,592	1599.0%	154.6%
42	International Dr./OIA	84,314	81,390	-5.2%	77,194	-10.7%	-8.4%
43	Central Florida Pkwy.	13,813	14,539	2.6%	14,924	7.1%	8.0%
44	Clarcona/Zellwood	16,615	18,004	-0.2%	17,975	9.7%	8.2%
45	Lake Mary	4,924	4,218	20.7%	5,093	26.2%	3.4%
46	W. S.R. 46/Seminole Towne Ctr.	13,925	14,712	-13.2%	12,764	-1.2%	-8.3%
47	Oviedo	4,259	3,907	7.8%	4,210	7.1%	-1.1%
48	W. Colonial Dr./Park Promenade	48,736	47,514	0.5%	47,757	-0.7%	-2.0%
49	W. Colonial Dr./Pine Hills	50,215	49,072	-4.4%	46,892	-9.7%	-6.6%
50	Downtown Orlando/Magic Kingdom	42,306	51,286	-3.4%	49,534	19.8%	17.1%
51	Conway/OIA	33,840	36,044	-3.6%	34,747	2.1%	2.7%
52	Pine Castle/Tradeport	5,590	5,772	2.9%	5,938	7.2%	6.2%
53	Story Rd./Tildenville	8,859	8,771	-17.7%	7,218	-15.5%	-18.5%
54	Old Winter Garden Rd.	14,185	12,554	-5.0%	11,921	-17.5%	-16.0%
55	West U.S. 192/Orange Lake	43,455	51,249	-10.2%	46,030	5.7%	5.9%
56	West U.S. 192/Magic Kingdom	43,294	51,143	-8.9%	46,615	13.5%	7.7%
57	John Young Pkwy.	17,104	19,330	4.6%	20,228	25.2%	18.3%
58	Shingle Creek	2,254	1,754	7.9%	1,892	-28.9%	-16.1%
99	Farebox Errors	17,677	13,731	-20.1%	10,973	-37.1%	-37.9%
<b>Total</b>		<b>2,108,473</b>	<b>2,205,034</b>	<b>-1.6%</b>	<b>2,169,875</b>	<b>4.4%</b>	<b>2.9%</b>

# LYNX Ridership Growth - All Modes



## Monthly Report E: Ridership Report

**To:** LYNX Board Of Directors

**From:** **Lisa Darnall**  
CHIEF OPERATING OFFICER  
**Rik Smith**  
(Technical Contact)  
**William Hearndon**  
(Technical Contact)  
**Gerardo Ocasio Reyes**  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6036

**Item Name:** Ridership Report For March 2008  
**Date:** 7/1/2008

### March 2008 Final

#### All Services (Fixed Route, Special Shuttles, Access LYNX and VanPlan) – Comparison to Prior Year

	March 2007	March 2008	Percentage +/-
Total Monthly	2,231,278	2,299,017	3.0%
Average Weekday	83,026	86,768	4.5%
Number of Weekdays	22	21	-4.5%
Annual Ridership	12,759,842	13,621,494	6.8%

March 2008 experienced a system-wide ridership total of 2,299,017, showing an increase of 3.0% from the 2,231,278 boardings recorded in March 2007. Average weekday boardings are up by 4.5% (3,742 additional riders) from the previous year. System-wide year to date ridership is 13,621,494, up by 6.8% from last year's 12,759,842.

#### Fixed Route – Comparison to Prior Year

	March 2007	March 2008	Percentage +/-
Total Monthly	2,163,897	2,205,034	1.9%
Average Weekday	80,342	84,038	4.6%
Number of Weekdays	22	21	-4.5%
Annual Ridership	12,359,498	13,209,140	6.9%

Fixed route ridership for March 2008 totaled 2,205,034, reflecting a fixed route increase of 1.9% when compared to the 2,163,897 passengers carried in March 2007. Year-to-date ridership is 13,209,140, up by 6.9% from last year's 12,359,498.

**Fixed Route – Comparison to Prior Month**

	February 2008	March 2008	Percentage +/-
Total Monthly	2,133,840	2,205,034	3.3%
Average Weekday	84,388	84,038	-0.4%
Number of Weekdays	21	21	0.0%

Comparisons of March 2008 to the prior month's boardings (February 2008) reflect an increase of 3.3% (71,194 riders). March 2008 also saw a decrease of 0.4% in the average number of passengers riding per weekday (a difference of 350 riders) when compared to the average weekday ridership for February 2008 of 84,388.

**Individual Fixed Route Comparison to Prior Year**

Comparisons of individual route ridership during March 2008 show 11 routes to have experienced a decline in ridership greater than 10% when compared to March 2007.

Link 33 (Midway/Sanford Airport) shows a decrease of 15.5% over previous year; this Link was discontinued on January 6, 2008, until further notice.

While ridership on Link 300 (Disney) is down, the Links 301, 50 & 56 are increasing in service and have picked up much (if not all) of those apparent decreases. Total ridership to Disney is a better indicator of service performance as route alignments have changed to such extent as to make direct comparisons by route difficult. When all Disney service is taken into account (300's, 50, & 56) there is actually an increase of 17.3% over prior year.

**Route Decreases Greater Than 10%**

- Link 300 - Downtown Orlando/Hotel Plaza (-46.9%)
- Link 58\* - Shingle Creek (-33.6 %)
- Link 2 - Colonialtown (-21.9%)
- Link 34 - Sanford/Goldsboro (-18.4%)
- Link 40 - Americana/ Universal Orlando (-15.7%)
- Link 33 - Midway/Sanford Airport (-15.5%)
- Link 3 - Lake Margaret (-15.3%)
- Link 12 - Buenaventura Lakes/Boogy Creek (-14.9%)
- Link 54 - Old Winter Garden Rd. (-14.8%)
- Link 47 - Oviedo (-13.3%)
- Link 20 - Malibu/Pine Hills (-12.6%)
- Link 29 - E. Colonial Dr./Goldenrod (-10.4%)

*\*(Link 58 is 100% private sector funded)*

All the above routes are currently under efficiency review for the December 2008 proposed service changes.

March ridership continues to show systemwide gains. Most notable are transit emphasis corridors where LYNX has made headway improvements in the past year.

In contrast, March 2008 produced 12 routes with increases of 10% or greater when compared to March 2007.

Link 204 (Clermont Express) shows an increase of 67.1% over previous year. This is an unrepresentative comparison because service on Link 204 was implemented on December 10, 2006, and numbers for March 2007 were expectedly low for this new service.

Link 30 – Colonial Drive Crosstown had the greatest realistic increase of 49.9%; this is thought to be primarily due to the increase to 30 minute headway.

Link 8 – West Oak Ridge Road/International Drive shows a 22.2% increase over previous year. This increase correlates directly to the improvement of Link 8's headway to 10 minutes with the April 2007 bid change.

Link 25 – Silver Star Road is up 21.5% increase over previous year. This increase correlates directly to the improvement of Link 25's headway to 20- minutes with the August 2007 bid change.

These results are consistent with frequency improvement requests for additional service received by Customer Service & Customer Relations, as well as with the on-board survey performed as part of the COA.

#### **Route Increases Greater Than 10%**

▪ Link 204 - Clermont Express	(+67.1%)
▪ Link 30 - Colonial Dr. Crosstown	(+49.9%)
▪ Link 200 - Volusia Express	(+29.6%)
▪ Link 50 - Downtown Orlando/Magic Kingdom	(+29.1%)
▪ Link 302 - Rosemont/Magic Kingdom	(+25.7%)
▪ Link 301 - Pine Hills/Animal Kingdom	(+23.4%)
▪ Link 8 - W. Oak Ridge Rd./Int'l Dr.	(+22.2%)
▪ Link 26 - Pleasant Hill Rd./Poinciana	(+21.9%)
▪ Link 25 - Silver Star Rd.	(+21.5%)
▪ Link 5 - Lake George/Fort Gatlin	(+14.9%)
▪ Link 56 - West U.S. 192/Magic Kingdom	(+13.9%)
▪ Link 57 - John Young Pkwy.	(+13.4%)

#### **PickUpLine**

For March 2008, PickUpLine ridership was 430 compared to 388 one-way passenger trips in February 2008.



LYNX AVERAGE DAILY MARCH 2008

Service Mode	Day	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	YEARLY AVG
LYMMO	Wkday	4,579	3,958	3,994	3,649	4,279	4,283							4,124
	Sat	1,391	1,686	1,349	1,871	1,144	1,791							1,539
	Sun	979	964	873	1,044	958	1,015							972
All Other Links	Wkday	81,900	81,804	79,436	65,454	80,109	79,755							78,076
	Sat	53,826	55,442	58,227	40,452	56,171	54,404							53,087
	Sun	30,230	29,919	30,640	29,816	31,819	30,580							30,501
Total Fixed Route	Wkday	86,479	85,762	83,430	69,103	84,388	84,038							82,200
	Sat	55,216	57,128	59,576	42,323	57,315	56,195							54,626
	Sun	31,209	30,883	31,513	30,860	32,777	31,595							31,473
Access LYNX	Wkday	2,047	1,869	1,780	1,854	1,964	2,143							1,943
	Sat	839	834	909	827	847	913							861
	Sun	380	419	549	406	443	415							435
VanPlan	Wkday	764	667	597	648	731	586							666
	Sat	151	131	114	114	124	77							118
	Sun	149	145	96	113	122	81							118
<b>TOTAL LYNX SERVICES</b>	Wkday	<b>89,290</b>	<b>88,299</b>	<b>85,807</b>	<b>71,605</b>	<b>87,083</b>	<b>86,768</b>							<b>84,809</b>
	Sat	<b>56,206</b>	<b>58,093</b>	<b>60,599</b>	<b>43,263</b>	<b>58,286</b>	<b>57,186</b>							<b>55,605</b>
	Sun	<b>31,738</b>	<b>31,446</b>	<b>32,158</b>	<b>31,379</b>	<b>33,342</b>	<b>32,091</b>							<b>32,026</b>

Final

% Change From Fiscal Year 2007 TO Fiscal Year 2008

Service Mode	Day	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	YEAR
LYMMO	Wkday	19.8%	-8.8%	-8.1%	-12.2%	4.6%	5.7%							0.7%
	Sat	25.0%	-8.7%	-26.0%	14.5%	-54.3%	35.1%							4.1%
	Sun	30.0%	11.8%	26.4%	13.9%	11.3%	25.8%							17.2%
All Other Links	Wkday	7.1%	10.6%	8.4%	-14.9%	4.6%	4.5%							0.9%
	Sat	7.4%	17.1%	11.8%	-24.5%	9.5%	3.7%							1.4%
	Sun	6.4%	12.2%	13.7%	2.5%	8.7%	3.6%							3.2%
Total Fixed Route	Wkday	7.7%	9.5%	7.4%	-14.8%	4.6%	4.6%							0.9%
	Sat	7.8%	16.1%	10.5%	-23.4%	6.5%	4.5%							1.5%
	Sun	7.0%	12.1%	14.0%	2.8%	8.7%	4.2%							3.6%
Access LYNX	Wkday	8.1%	2.4%	2.4%	4.2%	3.0%	12.9%							3.3%
	Sat	15.4%	8.3%	13.5%	6.3%	5.7%	14.0%							6.8%
	Sun	3.4%	15.3%	4.1%	19.7%	33.2%	21.0%							13.7%
VanPlan	Wkday	-0.4%	-7.8%	-4.8%	-9.6%	-6.0%	-25.3%							-10.4%
	Sat	-9.9%	-5.4%	-5.3%	8.6%	-16.2%	-39.0%							-10.3%
	Sun	13.2%	51.3%	0.0%	86.8%	-2.8%	-21.7%							15.5%
<b>TOTAL LYNX SERVICES</b>	Wkday	<b>7.6%</b>	<b>9.2%</b>	<b>7.2%</b>	<b>-14.3%</b>	<b>4.5%</b>	<b>4.5%</b>							<b>0.9%</b>
	Sat	<b>7.9%</b>	<b>16.0%</b>	<b>10.5%</b>	<b>-22.9%</b>	<b>6.5%</b>	<b>4.5%</b>							<b>1.5%</b>
	Sun	<b>7.0%</b>	<b>12.3%</b>	<b>13.8%</b>	<b>3.2%</b>	<b>9.0%</b>	<b>4.3%</b>							<b>3.8%</b>

Fiscal Year 2007

Service Mode	Day	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG DAILY FOR YEAR
LYMMO	Wkday	3,822	4,339	4,348	4,154	4,089	4,053	3,897	3,933	3,800	3,756	4,384	4,554	4,094
	Sat	1,112	1,847	1,824	1,634	2,505	1,326	1,780	1,091	984	1,158	1,139	1,341	1,478
	Sun	753	862	691	917	861	807	862	667	704	818	1,023	989	829
All Other Links	Wkday	76,466	73,964	73,310	76,915	76,596	76,289	77,641	78,033	78,177	77,384	80,756	82,634	77,347
	Sat	50,102	47,340	52,073	53,614	51,287	52,459	52,047	52,636	52,559	52,646	56,873	54,739	52,365
	Sun	28,401	26,676	26,948	29,097	29,279	29,504	28,944	30,140	30,536	31,363	32,467	31,197	29,546
Total Fixed Route	Wkday	80,304	78,316	77,669	81,069	80,685	80,342	81,538	81,966	81,977	81,140	85,140	87,188	81,445
	Sat	51,214	49,187	53,897	55,248	53,792	53,785	53,827	53,727	53,543	53,804	58,012	56,080	53,843
	Sun	29,154	27,538	27,639	30,014	30,140	30,311	29,806	30,807	31,240	32,181	33,490	32,186	30,376
Access LYNX	Wkday	1,893	1,825	1,739	1,780	1,907	1,899	1,901	1,877	1,983	1,906	1,975	1,892	1,881
	Sat	727	770	801	778	801	801	816	791	842	828	867	855	806
	Sun	367	363	527	339	332	343	369	372	378	405	406	391	383
VanPlan	Wkday	767	723	627	717	777	785	779	742	700	734	814	749	743
	Sat	168	139	120	105	148	127	164	137	119	129	124	107	132
	Sun	132	96	96	61	126	104	136	102	116	108	71	76	102
<b>TOTAL LYNX SERVICES</b>	Wkday	<b>82,964</b>	<b>80,864</b>	<b>80,035</b>	<b>83,566</b>	<b>83,369</b>	<b>83,026</b>	<b>84,218</b>	<b>84,585</b>	<b>84,660</b>	<b>83,780</b>	<b>87,929</b>	<b>89,828</b>	<b>84,069</b>
	Sat	<b>52,108</b>	<b>50,096</b>	<b>54,818</b>	<b>56,131</b>	<b>54,741</b>	<b>54,713</b>	<b>54,807</b>	<b>54,655</b>	<b>54,503</b>	<b>54,761</b>	<b>59,002</b>	<b>57,042</b>	<b>54,781</b>
	Sun	<b>29,653</b>	<b>27,997</b>	<b>28,262</b>	<b>30,414</b>	<b>30,598</b>	<b>30,758</b>	<b>30,312</b>	<b>31,281</b>	<b>31,734</b>	<b>32,694</b>	<b>33,967</b>	<b>32,653</b>	<b>30,860</b>

LYNX MONTHLY RIDERSHIP MARCH 2008

<i>Service Mode</i>	<i>Oct</i>	<i>Nov</i>	<i>Dec</i>	<i>Jan</i>	<i>Feb</i>	<i>Mar</i>	<i>Apr</i>	<i>May</i>	<i>Jun</i>	<i>Jul</i>	<i>Aug</i>	<i>Sep</i>	<i>TOTAL YEAR</i>
LYMMO	114,798	94,685	91,875	99,272	98,266	103,967							602,863
All Other Links	2,219,929	2,089,631	2,065,900	2,094,176	2,035,574	2,101,067							12,606,277
Total Fixed Route	2,334,727	2,184,316	2,157,775	2,193,448	2,133,840	2,205,034							13,209,140
Special Shuttles	65	969	95	157	65	26,563							27,914
Access LYNX	51,949	46,138	44,669	47,581	46,407	51,653							288,397
VanPlan	18,772	15,782	13,584	15,808	16,330	15,767							96,043
<b>TOTAL</b>	<b>2,405,513</b>	<b>2,247,205</b>	<b>2,216,123</b>	<b>2,256,994</b>	<b>2,196,642</b>	<b>2,299,017</b>							<b>13,621,494</b>
													<b>Final</b>

% Change From Fiscal Year 2007 To Fiscal Year 2008

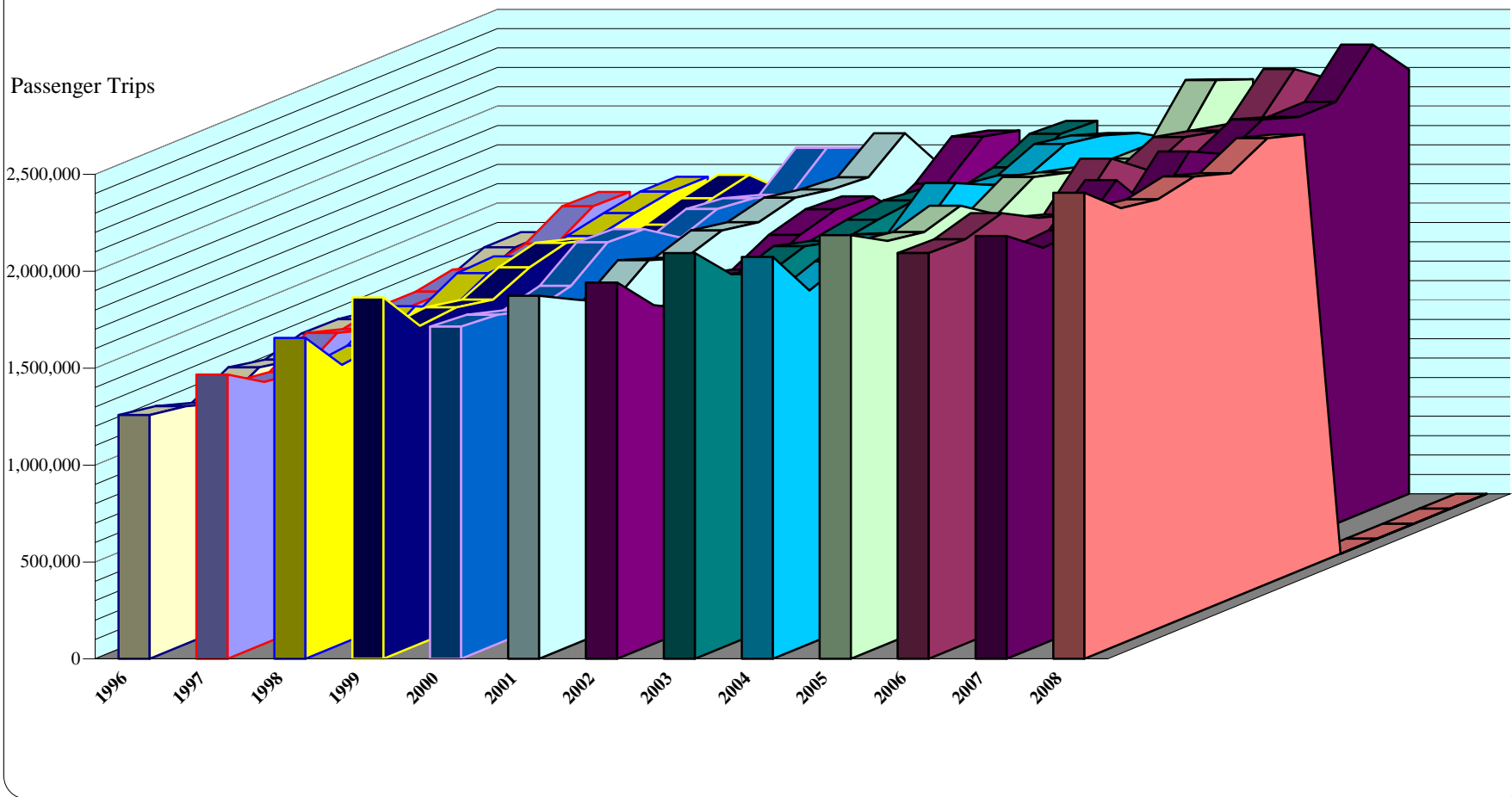
<i>Service Mode</i>	<i>Oct</i>	<i>Nov</i>	<i>Dec</i>	<i>Jan</i>	<i>Feb</i>	<i>Mar</i>	<i>Apr</i>	<i>May</i>	<i>Jun</i>	<i>Jul</i>	<i>Aug</i>	<i>Sep</i>	<i>TOTAL YEAR</i>
LYMMO	9.8%	-7.9%	-8.3%	-3.2%	3.2%	5.0%							-0.2%
All Other Links	10.3%	11.3%	9.3%	2.1%	9.8%	1.8%							7.3%
Total Fixed Route	10.3%	10.2%	8.3%	1.8%	9.5%	1.9%							6.9%
Special Shuttles	-14.5%	48.2%	-98.6%	-99.2%	-74.3%	1346.8%							-4.4%
Access LYNX	12.1%	3.2%	3.2%	4.4%	8.9%	9.4%							6.9%
VanPlan	3.1%	-6.3%	-4.7%	-7.8%	-1.9%	-13.9%							-5.3%
<b>TOTAL</b>	<b>10.2%</b>	<b>10.0%</b>	<b>7.8%</b>	<b>0.9%</b>	<b>9.3%</b>	<b>3.0%</b>							<b>6.8%</b>

Fiscal Year 2007

<i>Service Mode</i>	<i>Oct</i>	<i>Nov</i>	<i>Dec</i>	<i>Jan</i>	<i>Feb</i>	<i>Mar</i>	<i>Apr</i>	<i>May</i>	<i>Jun</i>	<i>Jul</i>	<i>Aug</i>	<i>Sep</i>	<i>TOTAL YEAR</i>
LYMMO	104,537	102,808	100,230	102,502	95,244	99,012	93,260	94,228	87,540	88,422	109,469	99,154	1,176,406
All Other Links	2,012,423	1,877,646	1,890,701	2,051,408	1,853,218	2,063,828	1,982,224	2,076,640	2,025,080	2,022,569	2,213,983	2,029,694	24,099,414
Total Fixed Route	2,117,655	1,981,639	1,991,847	2,155,035	1,949,425	2,163,897	2,076,637	2,172,185	2,114,199	2,112,235	2,324,994	2,130,216	25,289,964
Special Shuttles	76	654	6,656	19,711	253	1,836	152	2,054	55	547	65	289	32,348
Access LYNX	46,337	44,688	43,297	45,565	42,633	47,231	45,066	47,970	46,831	47,118	50,279	43,563	550,578
VanPlan	18,202	16,852	14,252	17,147	16,640	18,314	17,688	18,016	15,669	17,194	19,506	15,885	205,365
<b>TOTAL</b>	<b>2,182,270</b>	<b>2,043,833</b>	<b>2,056,052</b>	<b>2,237,458</b>	<b>2,008,951</b>	<b>2,231,278</b>	<b>2,139,543</b>	<b>2,240,225</b>	<b>2,176,754</b>	<b>2,177,094</b>	<b>2,394,844</b>	<b>2,189,953</b>	<b>26,078,255</b>

Link No	Route	FY 2007 Average Monthly Ridership	Feb-2008	% Change from Feb 08 to Mar 08	Mar-2008	% Change From Previous Year	Change Mar 2008 From FY 2007 Average Monthly Ridership
1	N Orange Ave./Altamonte Mall	16,657	16,219	-3.9%	15,585	-9.8%	-6.4%
2	Colonialtown	3,905	2,880	-7.4%	3,094	-21.9%	-20.8%
3	Lake Margaret	18,703	15,064	-11.2%	16,744	-15.3%	-10.5%
4	South U.S. 441/Kissimmee	152,966	151,727	-3.1%	156,432	-2.0%	2.3%
5	Lake George/Fort Gatlin	4,587	5,906	-7.7%	5,450	14.9%	18.8%
6	Dixie Belle	16,280	15,201	-11.5%	16,955	2.7%	4.1%
7	S. Orange Ave./Florida Mall	25,526	25,277	-4.4%	26,394	5.7%	3.4%
8	W. Oak Ridge Rd./Int'l Dr.	174,381	194,012	5.5%	204,712	22.2%	17.4%
9	N. Orange Ave./Rosemont	30,304	28,093	-3.4%	29,041	-6.4%	-4.2%
10	East U.S. 192/St. Cloud	21,799	24,295	1.1%	24,566	0.6%	12.7%
11	S. Orange Ave./OIA	33,788	33,329	-2.4%	34,131	-0.6%	1.0%
12	Buenaventura Lks/Boggy Ck	7,409	7,367	-4.7%	7,021	-14.9%	-5.2%
13	University of Central Florida	33,886	33,875	0.0%	33,868	-3.0%	-0.1%
14	Princeton Street/Plymouth Apts.	5,984	6,281	9.1%	6,853	1.9%	14.5%
15	Curry Ford Rd./V.C.C. East	45,479	43,698	-3.3%	45,144	-6.1%	-0.7%
16	College Park/The Meadows	10,005	10,380	-7.9%	9,557	-7.9%	-4.5%
17	North U.S. 441/Apopka	50,906	47,605	-2.9%	48,970	-7.3%	-3.8%
18	S. Orange Ave./Kissimmee	37,854	39,122	-2.2%	38,273	-4.1%	1.1%
19	Richmond Heights	29,829	27,801	0.0%	27,795	-8.3%	-6.8%
20	Malibu/Pine Hills	66,345	60,278	-1.4%	59,437	-12.6%	-10.4%
200	Volusia Express	1,005	1,181	9.4%	1,292	29.6%	28.5%
204	Clermont Express	959	1,881	0.5%	1,890	67.1%	97.2%
209	UCF/Downtown Orlando Late Night Shuttle	96	443	-72.0%	124	-79.1%	29.2%
21	Carver Shores/Tangelo Park	84,144	75,482	-4.2%	78,655	-9.5%	-6.5%
22	Richmond Estates	26,363	25,252	-1.8%	24,806	-8.7%	-5.9%
23	Winter Park/Forest City	24,612	23,418	-2.5%	23,995	-7.4%	-2.5%
24	Millenia	11,238	12,753	-16.3%	10,680	-6.6%	-5.0%
25	Silver Star Rd.	72,149	88,522	-1.1%	87,529	21.5%	21.3%
26	Pleasant Hill Rd./Poinciana	17,047	21,211	4.7%	22,218	21.9%	30.3%
27	Plant St./Oakland	7,712	7,684	-2.6%	7,485	-9.9%	-2.9%
28	E. Colonial Dr./Azalea Park	43,816	40,302	3.9%	41,872	-5.5%	-4.4%
29	E. Colonial Dr./Goldenrod	41,444	37,475	-0.4%	37,341	-10.4%	-9.9%
30	Colonial Dr. Crosstown	51,632	76,706	2.2%	78,413	49.9%	51.9%
300	Downtown Orlando/Hotel Plaza	2,671	1,520	13.7%	1,728	-46.9%	-35.3%
301	Pine Hills/Animal Kingdom	2,867	3,253	12.1%	3,645	23.4%	27.1%
302	Rosemont/Magic Kingdom	3,487	3,657	6.3%	3,889	25.7%	11.5%
303	Washington Shores/Disney-MGM	3,417	2,715	24.9%	3,392	-8.1%	-0.7%
304	Rio Grande/Vistana Resort	3,855	3,531	13.7%	4,013	5.6%	4.1%
305	Metro West/All-Star Resort	727	1,164	10.5%	1,286	7.1%	76.8%
31	Lymmo	97,015	98,266	5.8%	103,967	5.0%	7.2%
32	Union Park/Bithlo	4,786	4,684	-4.0%	4,498	-5.5%	-6.0%
33	Midway/Sanford Airport	2,642	2,253	-5.6%	2,126	-15.5%	-19.5%
34	Sanford/Goldsboro	7,925	6,619	4.6%	6,926	-18.4%	-12.6%
36	Lake Richmond	22,385	21,224	-1.4%	20,932	-6.1%	-6.5%
37	Park Promenade Plaza/Florida Mall	69,425	73,805	2.3%	75,528	2.3%	8.8%
38	Downtown Orlando/Int'l Dr.	16,024	16,255	3.1%	16,756	-4.7%	4.6%
39	U.S. 17-92/Sanford	63,386	62,193	0.1%	62,239	-2.7%	-1.8%
40	Americana/Universal Orlando	40,660	36,695	-3.0%	35,590	-15.7%	-12.5%
405	Apopka Circulator	2,996	8,368	-3.3%	8,091	N/A	170.1%
41	S.R. 436 Crosstown	127,446	127,209	4.4%	132,771	3.2%	4.2%
414	UCF Alafaya/Waterford Lakes	2,589	6,782	-6.4%	6,345	N/A	145.1%
42	International Dr./OIA	84,314	76,188	6.8%	81,390	-8.8%	-3.5%
43	Central Florida Pkwy.	13,813	13,628	6.7%	14,539	3.0%	5.3%
44	Clarcona/Zellwood	16,615	17,688	1.8%	18,004	-1.0%	8.4%
45	Lake Mary	4,924	4,812	-12.3%	4,218	6.6%	-14.3%
46	W. S.R. 46/Seminole Towne Ctr.	13,925	14,668	0.3%	14,712	-1.2%	5.7%
47	Oviedo	4,259	3,997	-2.3%	3,907	-13.3%	-8.3%
48	W. Colonial Dr./Park Promenade	48,736	47,738	-0.5%	47,514	-7.8%	-2.5%
49	W. Colonial Dr./Pine Hills	50,215	47,470	3.4%	49,072	-4.7%	-2.3%
50	Downtown Orlando/Magic Kingdom	42,306	43,558	17.7%	51,286	29.1%	21.2%
51	Conway/OIA	33,840	34,137	5.6%	36,044	0.3%	6.5%
52	Pine Castle/Tradeport	5,590	5,607	2.9%	5,772	-3.8%	3.3%
53	Story Rd./Tildenville	8,859	8,650	1.4%	8,771	-6.0%	-1.0%
54	Old Winter Garden Rd.	14,185	12,449	0.8%	12,554	-14.8%	-11.5%
55	West U.S. 192/Orange Lake	43,455	47,902	7.0%	51,249	8.0%	17.9%
56	West U.S. 192/Magic Kingdom	43,294	46,221	10.6%	51,143	13.9%	18.1%
57	John Young Pkwy.	17,104	18,901	2.3%	19,330	13.4%	13.0%
58	Shingle Creek	2,254	1,981	-11.5%	1,754	-33.6%	-22.2%
99	Farebox Errors	17,677	7,332	87.3%	13,731	-40.7%	-22.3%
<b>Total</b>		<b>2,108,473</b>	<b>2,133,840</b>	<b>3.3%</b>	<b>2,205,034</b>	<b>1.9%</b>	<b>4.6%</b>

### LYNX Ridership Growth - All Modes



## Monthly Report F: Government Relations Report

**To:** LYNX Board Of Directors

**From:** James McLawhorn  
CHIEF GOVT AFFAIRS OFFICER  
Bryan Stutts  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6064

**Item Name:** Legislative Update

**Date:** 7/1/2008

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Linda Watson and J. Marsh McLawhorn were in Washington, D.C. for the Central Florida Partnership Regional "Fly-In". In addition to the group meetings, they had independent meetings with Senator Bill Nelson's Chief of Staff, Pete Mitchell, and Legislative Assistant, Katie Platt; Congresswoman Corrine Brown; Congressman Mica's Legislative Director, Brian Waldrip; and Senator Mel Martinez's Legislative Assistant, Spencer Wayne.

Ms. Watson discussed LYNX' FY2009 appropriations requests with each of the offices. With Senator Nelson's office, she stressed the need for bus money as well as Smart Bus ITS funding. Senator Nelson has been a strong supporter of LYNX' ITS requests in the past, and we encouraged his continued support for LYNX' efforts to modernize its services. Senator Martinez's and Congresswoman Brown's offices have been extremely helpful in securing bus money for LYNX in the past - his staff expressed the Senator's continued support for LYNX.

Ms. Watson also discussed the Central Florida Commuter Rail project and her ongoing efforts to secure funding for the project. We discussed LYNX' support for the commuter rail project and its essential role in the completed system. LYNX service will be needed to move passengers around once they get off the train. Ms. Watson discussed with the Congresswoman and the other offices how LYNX has already begun the process of re-aligning its routes to create a more efficient, rapid transit system. The new alignments will also support the planned commuter rail system.

With Congressman's Mica's staff, LYNX request for buses and bus shelters was discussed. Congressman Mica has an ongoing interest in LYNX' efforts to improve shelters and other passenger amenities. Other topic of discussion included LYNX' efforts working with the local communities and businesses to build more shelters for passengers and the Commuter Rail project and Congressman Mica's efforts to secure funding for the project. Ms. Watson offered LYNX' continued support for his efforts.

The offices were positive and supportive of LYNX' appropriations requests. However, they were pessimistic about the overall timing of the appropriations process this year. With the November elections, Congress is not expected to complete many appropriations bills before they adjourn in early October. At this point, the Defense Appropriations bill is the only FY2009 bill expected to pass before Congress adjourns. The remaining appropriations bills, including the Transportation-HUD bill, will be left to deal with after the elections and possibly into next year when the new President is sworn into office.

The House has passed the Highway Technical Corrections Act (H.R. 1195). The bill makes technical corrections to SAFETEA-LU, the multiyear surface transportation bill Congress passed in 2005. As previously reported, the Senate has already passed the bill.

The bill includes an important provision that would legislatively declare that the Central Florida Commuter Rail Project meets the economic criteria to proceed. When a local community applies to the Federal Transit Administration (FTA) for federal funds for a new project, the FTA evaluates the project. The project must meet a number of criteria (such as ridership and cost effectiveness) to be eligible to receive federal funds. Rep. Mica's bill passed the House and Senate overwhelmingly, with the support of Senator Nelson, Senator Martinez, Congressman Mica, Congressman Keller, Congresswoman Brown and Congressman Weldon. Congressman Feeney voted against the bill. Now that it has passed the House and Senate, the bill will be forwarded to the President for his signature into law.

While presidential politics continues to dominate the news, Congress has been trying to make progress on a number of critical bills for the remainder of the summer's legislative schedule but this is limited by an adjournment in early October to head home for the final stretch of the 2008 campaign season.

#### Highway Trust Fund Fix:

With efforts to "fix" the projected \$3.3B FY'09 deficit in the Highway Trust Fund as part of the FAA reauthorization bill no longer feasible, key Members of Congress are working to identify other logical legislative vehicles. The Senate Finance Committee had proposed adding about \$5B to the Trust Fund in large part by transferring funds from the General Treasury to the Trust Fund to repay it for previous Emergency Relief (ER) expenses. Without the identification of additional revenue into the Trust Fund, the FY'09 federal highway program may have to be cut by as much as \$14B or 32%. Other potential legislative vehicles include a possible second economic stimulus bill and the FY'08 supplemental appropriations bill. However, the White House continues to threaten to veto the supplemental bill if it includes anything other than additional funding for the wars in Iraq and Afghanistan.

#### Gas Tax Holiday:

Further complicating the Highway Trust Fund balance situation are the calls for a federal gas tax holiday this summer first espoused by Republican presidential candidate John McCain. Other proposals call for a reduction in the diesel fuel tax. The transportation industry and most economists strongly oppose such a move - a three-month "holiday" in the collection of the 18.4-cent per gallon federal gas tax would cost the Trust Fund an estimated \$9B.

### FY'09 Appropriations:

After early, quick action in the House and Senate on the FY'09 Budget Resolutions, action has ground to a halt. It now appears likely that Congress will only act on funding bills for the Departments of Defense and Homeland Security this year. Under this scenario, all other federal programs, including US DOT, will be funded under a long-term Continuing Resolution (CR) extending into early next year when the new Administration can draft its own appropriation bills.

CRs generally fund programs at their existing levels and usually do not include project earmarks. Under such a CR, the federal highway, transit and aviation programs would not receive the funding increases authorized for FY'09 and project allocations for programs such as the New Starts and Bus programs would remain with FTA rather than be congressionally directed.

### Amtrak/High Speed Rail Reauthorization:

The House T&I Committee leadership introduced a bi-partisan five-year \$14.4B bill to fund Amtrak and a new high speed rail program. The bill would authorize \$6.7B over five years for capital grants and \$3B for operating grants for Amtrak. It also authorizes \$2.5B for a state intercity passenger rail grant program and \$1.75B to finance 11 high speed rail corridors. In addition, the committee introduced a 10-year program that would allow states to issue \$12B in tax-exempt bonds and \$12B in tax-credit bonds for the development of high speed rail corridors.

While the bill is a strong endorsement of the importance of rail infrastructure, there is no source of new revenue identified to fund the large proposed increases for Amtrak and the funding would be subject to annual appropriations.

The Committee plans to hold a hearing on the bill next week and potentially mark it up in committee the following week. It is unclear when it would come to the House floor. The Senate previously passed its own version of an Amtrak bill (S. 294) which differs from the House bill and provides less money. It is questionable whether there is enough time left in this session of Congress to reconcile the two bills.

### Other News:

Called to Testify - Chief Executive Officer Linda S. Watson received an invitation from U.S. Rep. John L. Mica (R – Winter Park), the Ranking Member of the House Committee on Transportation and Infrastructure to present at a hearing before the U.S. House of Representatives Subcommittee on Highways and Transit; the Highways and Transit Subcommittee is one of that panel's six subcommittees. The hearing entitled "Maintaining our Nation's Highway and Transit Infrastructure" took place Thursday, June 5, 2008 at 10 a.m. in Room 2167 of the Rayburn House Office Building (HOB) in Washington, D.C. Linda Watson testified on the maintenance needs of a bus only system including the cost to service old buses and how LYNX currently performs maintenance. She outlined what would be a better Federal Transit Administration bus and bus facilities program.

Congestion Pricing – The inability of New York City to get the necessary approval from their state legislature to proceed with a congestion pricing project in Manhattan freed up previously allocated Urban Partnership Agreement funding. DOT Secretary Mary Peters has directed these previously awarded funds to Los Angeles - \$213M and to Chicago - \$153M. LA plans to convert up to 85 miles of HOV lanes to HOT lanes and expand bus service in the lanes. Chicago plans to use the funds to start four new BRT routes and vary parking meter rates during peak hours.

SAFETEA-LU Reauthorization – Even though Congress is not expected to begin to draft a SAFETEA-LU reauthorization bill until sometime in early 2009 after the November elections, the current US DOT leadership plans to release an outline of a potential reauthorization plan in the next few weeks and potentially a more detailed version this fall. The outline is not expected to address the full range of programs and issues; rather it will focus on the current Administration priorities of a reduced federal role, congestion initiatives, tolling, PPPs, and innovative financing. House T&I Committee Chair Jim Oberstar (D-MN) has been quoted recently in the press endorsing a \$450B program.

FTA announcement regarding \$96 million in additional FY2008 discretionary funds - The FTA went back and looked at the FY2007 grant applications and made awards based on those applications. LYNX had received positive feedback on its FY07 application, but was not awarded any of the additional money. While Rep. Mica had weighed in last year in support of LYNX' application, his office did not have an opportunity to weigh in on this recent round of awards. Apparently, these announcements were made by FTA without advance notice to the committee or the public so there was no ability for us or them to weigh in with FTA about these awards.

### Joyce Rose as the Republican Staff Director for the Subcommittee on Railroads, Pipelines and Hazardous Materials.U.S.

Rep. John L. Mica (R-FL), the Transportation and Infrastructure Committee Republican Leader, announced his appointment last week of Joyce Rose as the Republican Staff Director. Joyce has served as a professional staff member on the Transportation and Infrastructure Committee for seven years, working on the Highways and Transit Subcommittee staff specializing in transit issues. Ms. Rose was the point person for the transit title of the 2005 surface transportation authorization bill, SAFETEA-LU, and continues to work with federal, state, local, and private sector stakeholders to implement those policies and programs. Before joining the House T&I Committee staff, Ms. Rose worked for the U.S. Senate Committee on Appropriations for 13 years, from 1988 to 2001. She was the professional staffer in the Senate responsible for Federal transit and rail funding issues, pipelines and hazardous materials, and transportation research.



## Monthly Report G: Marketing Report

**To:** LYNX Board Of Directors

**From:** **Peggy Gies**  
 CHIEF MARKETING OFFICER  
**Katie Bond**  
 (Technical Contact)  
**Courtney Miller**  
 (Technical Contact)  
**Deborah King**  
 (Technical Contact)

**Phone:** 407.841.2279 ext: 6020

**Item Name:** Marketing Report

**Date:** 7/1/2008

### Advertising Sales

ADVERTISING SALES	APRIL 2008	MAY 2008
Advertising Sales Revenue	\$109,449	\$83,537
Net Revenue to LYNX Fiscal Year to Date	<b>\$1,250,050</b>	<b>\$1,333,587</b>

### Commuter Services

COMMUTER CHOICE TRANSPORTATION PROGRAM		
CARPOOL/VANPOOL INQUIRIES	APRIL 2008	MAY 2008
Phone	75	106
Internet	27	34
Letters	36	44
Matches	15	28

<b>VANPOOLS</b>		<b>APRIL 2008</b>	<b>MAY 2008</b>
Commuter Choice Vanpool Participants		664	848
Total Revenue Miles YTD		524,683	619,786
New Vanpools		1	1
Returned Vanpools		1	0
Current Vans in Service		58	59
Pending Vanpool Interest		Duke Realty (2)	Duke Realty (2)
		Westgate Resorts Call Center (1)	John Womack PEO Stride (1)
		Department of Defense (1)	Jason Parks (Con Air) (1)
			Nelson Lerma (1)
No. of Employers Contacted		12	39
No. of Employees Contacted		1454	402
<b>Employer Program Presentations</b>			
<b>APRIL 2008</b>			
Econo Lodge	Wyndham Hotels & Resorts Orlando	Hewitt Associates	Rosen Hotels and Resorts
<b>MAY 2008</b>			
Tindale Oliver Associates	Travelers Insurance	Wingate by Wyndham Orlando Airport	Disney (Work Life Initiative)
Hawthorne Suites Orlando Airport	AmeriSuites Orlando Airport	Best Western Lakeside	Crown Plaza Orlando Universal
Embassy Suites Hotel Orlando I-Drive South/C.C.	Grand Bohemian Hotel	Hyatt Regency Grand Cypress	JW Marriott Orlando Grande Lakes
Orange County Convention Center	Orlando Vista Hotel	Ramada Orlando Celebration	Royale Parc Suites
Sea World Adventure Parks	Double Tree Castle Hotel Orlando	Double Tree Guest Suites - WDW Resort	Dr. Phillips Hospital
Embassy Suites Jamaican Court	Embassy Suites North	Hilton Garden Inn at Sea World	Hilton - WDW Resort
Holiday Inn Hotel & Suites Universal Orlando	Homewood Suites Orlando	Island One Resorts	Loews Portofino Bay Hotel at Universal Orlando
Mystic Dunes Resort & Golf Club	Omni Orlando Resort at Champions Gate	Wyndham Bonnet Creek Resort	

<b>EMPLOYEE PRESENTATIONS</b>			
<b>APRIL 2008</b>		<b>MAY 2008</b>	
<b>Location</b>	<b>Participants</b>	<b>Location</b>	<b>Participants</b>
Magic Kingdom Earth Day	75	WDW Environmental Open House	200
Duke Realty Northpoint	40	Marriott Village Environmental Fair	60
Disney's Earth Day at Port Orleans	100	Duke Realty Vanpool	9
Disney's Earth Day at Saratoga Springs Old Key West Resorts	100	Starwood Vacation Ownership	20
Starwood Vacation Ownership	15		
<b>APRIL 2008 TOTAL</b>	<b>330</b>	<b>MAY 2008 TOTAL</b>	<b>289</b>

<b>OTHER BUSINESS PRESENTATIONS/MEETINGS</b>			
<b>APRIL 2008</b>		<b>MAY 2008</b>	
<b>Location</b>	<b>Participants</b>	<b>Location</b>	<b>Participants</b>
South East OBJ Update	600	NAWBO Recognition Dinner	10
Hispanic Business Expo	450	Lake Lotus Park N Ride	20
How to Do Business with LYNX	26		
<b>APRIL 2008 TOTAL</b>	<b>1076</b>	<b>MAY 2008 TOTAL</b>	<b>30</b>

**Partners**

LYNX added the following employer programs:

**April:**

Vanpool - FCC Coleman

**May:**

Vanpool - Department of Defense

## **Bus Pass Consignment**

LYNX added the following new consignors:

### **April:**

OCPS Orlando Tech

Texaco Food Mart (Kalrav, Inc.)

### **May:**

Kwik Mart (Bumby, Inc.)

## **Commuter Services Events**

### **April:**

#### Magic Kingdom Earth Day

LYNX participated in the Magic Kingdom Earth Day for Cast Members. LYNX representatives spoke with over 75 cast members. Disney Cast Members were made aware of Disney's current Bus Pass program and the upcoming Disney and LYNX partnership in establishing a Carpool program and Guaranteed Ride Home (GRH) program. LYNX will continue working with Disney to grow the commuter program.

#### Northpoint Meet and Greet

Duke Realty has partnered with LYNX to provide and promote Vanpool to the employees of tenants who lease space at the Northpoint Industrial Development Park in Seminole County. LYNX and Duke Realty will continue promoting the program to Northpoint tenants.

#### Disney's Earth Day at Port Orleans

LYNX participated in the Disney Earth Day at Port Orleans for Cast Members. LYNX representatives spoke with over 100 cast members. Disney Cast Members were made aware of Disney's current Bus Pass program and the upcoming Disney and LYNX partnership in establishing a Carpool program and Guaranteed Ride Home (GRH) program. LYNX will continue working with Disney to grow the commuter program.

#### Disney's Earth Day at Saratoga Springs Old Key West Resorts

LYNX participated in the Disney Earth Day at Saratoga Springs Old Key West Resorts for Cast Members. LYNX representatives spoke with over 100 cast members. Disney Cast Members were made aware of Disney's current Bus Pass program and the upcoming Disney and LYNX partnership in establishing a Carpool program and Guaranteed Ride Home (GRH) program. LYNX will continue working with Disney to grow the commuter program.

#### Starwood Vacation Ownership LYNX Education (Session I)

Starwood Vacation Ownership invited LYNX to promote to its associates Carpool, Vanpool, Bus Pass Program and Guaranteed Ride Home programs by means of their Lunch N Learn Education Sessions at the first of two locations. LYNX representatives presented the programs to about fifteen interested individuals. LYNX will continue to work with Starwood Vacation Ownership's Green Team.

### OBJ Southeast Update

LYNX was a sponsor of OBJ's Southeast Update. Transportation Benefits information was provided to 600 attendees from organizations in the Southeast Orlando area. This sponsorship provided LYNX with the opportunity to network with an audience of individuals in one of Orlando's rapidly growing areas.

### Hispanic Business Expo

LYNX exhibited at the 3-day Hispanic Business & Consumer Expo held at the Orange County Convention Center. This event is always well attended and provides us the unique opportunity to engage the Hispanic community and provide them with information about our commuter service programs. Four hundred and fifty people stopped at our booth to hear about our programs and services.

### **May:**

#### WDW Environmental Open House

LYNX participated in the Disney Expo Environmental Open House for Cast Members. LYNX representatives spoke with over 200 cast members over a two day period. The Disney Pretax Benefit Bus Pass program was promoted to all employees. Disney Cast Members were made aware of the possible Disney and LYNX partnership in establishing a Carpool program and Guaranteed Ride Home (GRH) program. LYNX will continue working with Disney to grow the commuter program.

#### Northpoint Vanpool Groups Identification

Duke and LYNX hosted a "Identification of Vanpool Groups" for those who matched for vanpool. LYNX representatives met with nine employees interested in Vanpooling. Duke Realty has partnered with LYNX to provide and promote vanpool to the employees of tenants who lease space at the Northpoint Industrial Development Park in Seminole County.

#### Marriott Village Environmental Fair

Marriott Village invited LYNX to promote to its associates Carpool, Vanpool, Bus Pass Program and Guaranteed Ride Home programs. LYNX representatives presented the program to over sixty interested individuals.

#### Starwood Vacation Ownership LYNX Education (Session II)

Starwood Vacation Ownership invited LYNX to promote to its associates Carpool, Vanpool, Bus Pass Program and Guaranteed Ride Home programs by means of their Lunch N Learn Education Sessions at two of its locations. LYNX representatives presented the program at the second SVO property (Sand Lake Rd & John Young Pkwy) to over twenty interested individuals. LYNX will continue to work with Starwood Vacation Ownership's Green Team.

#### Lake Lotus Park N Ride Ribbon Cutting Ceremony

LYNX, Florida Department of Transportation and the City of Altamonte joined together to commemorate the opening of the new Lake Lotus Park N Ride. LYNX, Florida Department of Transportation and the City of Altamonte will continue promoting the lot being open for local residents to carpool or vanpool to work to help alleviate the stress and the cost of the most predictable trip they take everyday – the trip between home and work. The media coverage of

this event was incredible which allowed for great exposure of the Park N Ride, Vanpool, and Carpool programs. Linda Watson served as the Master of Ceremonies and introduced the other speakers: Mayor Russel Hauck of the City of Altamonte Springs and Karen Adamson of Florida Department of Transportation. Vice Mayor Pat Bates of the City of Altamonte Springs was also in attendance.

National Association for Women Business Owners (NAWBO)

LYNX was invited by NAWBO to attend its 2008 Corporate Dinner Award Recognition. LYNX Representatives were able to network with about ten attendees and share with these information about the Carpool, Vanpool, Bus Pass Program and Guaranteed Ride Home programs. IKEA was present and showed an interest in partnering with LYNX for Carpool and Guaranteed Ride Home purposes.

Central Florida Hotel and Lodging Association (CHFHAL) 2008 Hotelier HOB NOB

LYNX representatives had the opportunity to make 26 individual presentations to those Hotels participating in the CHFHAL 2008 Hotelier HOB NOB. LYNX representative will follow up with all 26 employers since they saw the importance of the Transportation Benefits program and would like to work with LYNX in establishing their own Commuter programs.

**Marketing**

<b>WEBSITE USAGE</b>	<b>APRIL 2008</b>	<b>MAY 2008</b>
Average Hits Per Day	72246.71	78961.26
Average Users Per Day	2108.83	2339.04
Average Hits Per User	34.25	33.74
Average Time Spent on Site	7 minutes 42 seconds	7 minutes 52 seconds
Approximate Visits Per User	1.86	1.87
Total Page Hits	587,843	675,609
Total User Visits	63,265	72,532
Total Unique IP Addresses (visits)	34,006	38,621

**Marketing Activities**

Winter Garden Ribbon Cutting

LYNX began a blueprint for the way public and private businesses form partnerships with the aid of the Sembler Company, developer of the new regional shopping center, Winter Garden Village on April 3rd. The ribbon cutting ceremony celebrated the first developer ever to commit operating funds for a new bus service, Link 442. Thanks to Sembler, this new route is being funded for two years with matching grants from the federal government.

### Florida's 13<sup>th</sup> Annual Children's Week

The 13<sup>th</sup> Annual Children's Week Parents and Children's Day community outreach event for families by Orange County and Amerigroup took place April 5<sup>th</sup> at Orlo Vista Park. LYNX talked to parents about LYNX services with an emphasis on School Pool and distributed LYNX Planner coupons to over 100 adults.

### Insurance Office of America Corporate Run

On April 24, LYNX was a corporate sponsor of the 2008 Insurance Office of America Corporate 5k event along with Florida Hospital, IKEA and First National Bank of Central Florida at the Florida Citrus Bowl. 45 LYNX employees took steps towards a healthy lifestyle, by walking and running in the event. The LYNX logo and name were broadcast to over 10,000 participants on the Jumbotron and through audio announcements.

### Smooth Jazz Under the Stars

LYNX had the opportunity to offer people information about the smooth rides on our buses as a sponsor of the Smooth Jazz Under the Stars event at Baldwin Park. Over 150 people came to the booth with questions about routes, carpool and vanpool information. Many were looking for new alternatives to driving due to the rising cost of gas.

### Public Service Bus

LYNX Seventh Annual salute to public service organizations took place on the 1<sup>st</sup> of May at the Amway Arena. After hearing the emotional comments from one of last year's winners, the following winning organizations were recognized with their logos painted on a LYNX bus for one year: The Holocaust Memorial Resource and Education Center, Seminole Cultural Arts Council, Community Vision, C.A.T.S.-CAN Incorporated, Help Now of Osceola, Condes Way, Hispanic Business Initiative Fund, Bach Festival Society, Asian Cultural Exchange, National House of Hope, New Hope for Kids and the Orlando Film Festival. Each one of these organizations will have the opportunity to have the bus available as a display at one event during the course of the year.

### Senior Expo 2008

LYNX reached out to the senior community this month with a table and a bus at the Senior Expo held at the Central Florida Fairgrounds. Seniors were able to talk directly to Customer Service Representatives about routes and we were able to educate non riders about the safety features on the bus such as the wheelchair seating and kneeling bus ramp.

## Customer Service

Customer Service is provided through the call center (providing travel information), fare media sales and information, eligibility/certification section, customer relations, lost & found, LYNX customer ID programs and “How To Ride” presentations.

<b>CALL CENTER DATA</b>	<b>APRIL 2008</b>	<b>MAY 2008</b>
Number of Calls	31,896	28,425
Call-Wait Time in Seconds	32 seconds	39 seconds

<b>SALES &amp; INFORMATION DATA</b>	<b>APRIL 2008</b>	<b>MAY 2008</b>
Customers serviced through fixed route inquiries/sales	29,969	28,425
LYNX fare media sales	\$206,212	\$204,455

<b>CUSTOMER SERVICE DATA</b>	<b>APRIL 2008</b>	<b>MAY 2008</b>
Internet Inquiries	372	404
“How To Ride” presentations	5	6

<b>CUSTOMER RELATIONS DATA</b>	<b>APRIL 2008</b>	<b>MAY 2008</b>
Customers assisted by telephone, fax, one-on-one	3210	3265
Concerns/suggestions for Fixed Route (LYNX)	329	261
Compliments for Fixed Route/Road Rangers	41	34
Concerns/suggestions for Paratransit (MV)	119	145
Compliments for Paratransit	3	4



# LYNX B ard Agenda

<b>LOST &amp; FOUND DATA</b>	<b>APRIL 2008</b>	<b>MAY 2008</b>
Number of items recovered	672	602
% items returned to owners	30.8%	26.0%
Advantage IDs issued	115	124
Kids In School (KIS) & Senior IDs issued	18	16

## Monthly Report H: Employee Travel Report

**To:** LYNX Board Of Directors

**From:** Linda Watson  
 CHIEF EXECUTIVE OFFICER  
 Blanche Sherman  
 (Technical Contact)

**Phone:** 407.841.2279 ext: 6017

**Item Name:** Monthly Employee Travel Report

**Date:** 7/1/2008

EMPLOYEE/ DEPARTMENT	DESTINATION	PURPOSE	DEPARTURE AND RETURN DATES	ESTIMATED AGENCY COST
Edward Johnson Executive	Tampa, FL	2008 State Roadeo Competition	3/8/2008	\$-
Linda Watson Executive	Tallahassee, FL	Transportation Committee Hearing	4/10 - 4/11/08	\$839
Tricia Johnson Government Affairs	Tallahassee, FL	Legislative Session	4/28 - 5/2/08	\$1,175
Raul Balda Marketing	Tampa, FL	CUTR TDM Training (free) for Commuter Services Personnel	5/5 - 5/8/07	\$386
Courtney Miller Marketing	Tampa, FL	CUTR TDM Training (free) for Commuter Services Personnel	5/5 - 5/8/07	\$386
Jo Santiago Marketing	Tampa, FL	CUTR TDM Training (free) for Commuter Services Personnel	5/5 - 5/8/07	\$386
Riccian Vidal Marketing	Tampa, FL	CUTR TDM Training (free) for Commuter Services Personnel	5/5 - 5/8/07	\$179
Reginald Mells Marketing	Tampa, FL	CUTR TDM Training (free) for Commuter Services Personnel	5/5 - 5/8/07	\$179
Jennifer Stults Planning	Washington, DC	TRB task group	5/7- 5/10/08	\$-

# LYNX Board Agenda

William Hearndon Operations	Tampa, FL	Regional Meeting for CTC's	5/8/2008	\$-
Linda Watson Executive	Washington, DC	Baker Hostetler Regional Fly In	05/13 - 05/15/08	\$1,500
William Hearndon Operations	Tampa, FL	TD Busines meeting - Lynx Reauthorization as CTC	5/21/2008	\$-
Belinda Balleras Grants	Atlanta	FTA Regional Meeting May 28 - 30th,	5/28 - 5/30/08	\$900*
J. Marsh McLawhorn Government Affairs	San Francisco, CA	Leadership APTA & APTA Federal Authorization Meeting	5/30 - 6/4/08	\$1,791
Sue Masselink Operations	New Orleans, LA	Attend CTAA Expo 2008	6/1 - 6/7/08	\$1,455
Joe Cheney Operations	Tampa, FL	CUTR - State of Florida Maint. Training Pgm.	6/3/2008	\$15
David Burnett Operations	Tampa, FL	FDOT/FPTA/CUTR Professional Development Workshop	6/3 - 6/4/08	\$-
Tomas Sjostrom IT	Long Beach, CA	Firewall training from Watchguard Authorized Trainer	6/3 - 6/7/08	\$3,274
David Adams Operations	Tampa, FL	FDOT/FPTA/CUTR Professional Development Workshop	6/3/08 - 6/4/08	\$159
Edward Mitchell Operations	Tampa, FL	FDOT/FPTA/CUTR Professional Development Workshop	6/3/08 - 6/4/08	\$159
Bert Francis Finance	Tampa, FL	FPTA Board Meeting	6/5/2008	\$84
Richard Bannon Procurement	Tampa, FL	FPTA Board Meeting at CUTR	6/5/2008	\$181*
Nancy Scott Procurement	Tampa, FL	FPTA Board Meeting at CUTR,	6/5/2008	\$15*
Desna Hunte Human Resources	Tampa, FL	EEOC Technical Assistance Seminar	6/5 - 6/6/08	\$668
Linda Watson Executive	Woods Hole, MA	TRB Executive Committee Summer Meeting	6/11 - 6/15/08	\$-
J. Marsh McLawhorn Government Affairs	Portland, OR	Leadership APTA	7/16 - 7/20/08	\$1,705
Linda Watson Executive	Champions Gate, FL	Floridians for Better Transportation 2008 Leadership meeting	7/23 - 7/24/2008	\$200*
<b>ESTIMATED AGENCY AND GRANT FUNDED COST</b>				\$15,636
<b>*LESS GRANT FUNDED AND/OR REIMBURSEMENT OF COST</b>				\$1,296
<b>NET ESTIMATED AGENCY COST</b>				\$14,340

## Monthly Report I: Planning Division Report

**To:** LYNX Board Of Directors

**From:** **Lisa Darnall**  
CHIEF OPERATING OFFICER  
**Belinda Balleras**  
(Technical Contact)  
**Rik Smith**  
(Technical Contact)  
**Sue Masselink**  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6036

**Item Name:** Planning Report

**Date:** 7/1/2008

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### Coordination

LYNX recently entered into an agreement with the Senior Resource Alliance to collaborate on a project funded by the Winter Park Health Foundation to develop a coordinated capacity building plan for senior transportation in the Winter Park/Maitland/Eatonville area. Other area partners involved in this effort include Community Care Teams, a network of faith-based volunteers across the Orlando area who assist seniors with meeting many needs, including transportation; and the Independent Transportation Network, a nonprofit, membership organization dedicated to helping seniors and people with visual impairments with their transportation needs.

Staff attended the FDOT Transit Roundtable to discuss the process of project funding.

### Developments of Regional Impact (DRIs)

Staff has met with or commented on the following projects:

- **Tohoqua DRI** (Osceola County) - Provided additional comments to project based on proposed change to site plan
- **Southchase DRI** (Orange County)-Darden Headquarters - Development order requests two shelters (one is dependent upon extension of service)
- **Seminole Community College** - Discussions with Altamonte Springs campus on incorporating service associated with the new proposed Link 323
- **SR 500 Widening** – Staff met with project consultant to discuss transit needs for proposed widening of SR 500 in southeastern Osceola County

## **Geography Network**

The main page and the three web applications currently available on LYNX Geography Network had been loaded on a desktop 887 times between April 1 and April 30, 2008, and 618 times between May 1 and May 21, 2008. The new Trip Planner application is utilizing a web base ArcIMS service, and is not included in this count.

## **GIS**

GIS staff responded to 13 internal and external requests for GIS data, maps and information. The State GIS Steering Committee, tasked to prepare a Strategic Plan for GIS Coordination for the State of Florida, completed the work on the document. This strategic planning document was accepted, published and forwarded to the Office of the Governor for consideration and action.

This document can be viewed at:

[http://www.floridadisaster.org/gis/capgrant/Documents/FLStrategic\\_Plan\\_GIS\\_Coordination.pdf](http://www.floridadisaster.org/gis/capgrant/Documents/FLStrategic_Plan_GIS_Coordination.pdf)

LYNX was awarded a non-competitive grant for \$26,000 from the US Geological Survey. These funds are dedicated to support a national pilot project, part of the National Map, for a critical infrastructures data stewardship program. LYNX' role is to lead the effort of four of the counties in our service area (Orange, Seminole, Osceola and Volusia) to create a common data infrastructure for the critical facilities data in their databases. This will provide LYNX not only current and accurate points of interest for inclusion in its database on an annual basis, but on a larger scale the effort will also support local, regional, and federal emergency response operations for the listed area by providing timely access to the most updated critical facilities information during times of crisis.

An application was submitted to the Florida Public Transportation Authority and the American Public Transportation Foundation for 2008 Transit Hall of Fame Scholarship Award Program. The applicant is Christopher Gilhooley. Mr. Gilhooley started as GIS intern for LYNX in May 2007. He was great support with all of the ongoing GIS activities and especially with the major TDP update for FY 2008, with creating the database for the Transit Boarding Estimation and Simulation Tool (T-BEST) which is required for the next major TDP update.

The GIS database was updated and maps produced for the TDP update FY 2009-2018 and for the TDSP. The base data was updated for the GIS application in ACCESS LYNX. The most current fixed route and bus stop data was published for download at GoLYNX.com.

## **Model Orlando Regionally Efficient - Travel Management Coordination Center (MORE-TMCC)**

LYNX, the Lakeland Area Mass Transit District, and Polk County Transit Services continue to work on the high level design of the MORE-TMCC project. This design will be used for submission to the Federal Transit Administration (FTA) for funding for the Phase II deployment of the system. A *Gaps Analysis Document* was completed and submitted on May 30<sup>th</sup> to the FTA as a required deliverable product. This documents areas in the Regional ITS Architecture

that will be implemented as part of the project and parts of the architecture that will need to be updated to reflect the project. This document will be submitted to the Florida Department of Transportation, the maintaining entity for the architecture, once comments have been received from the FTA. The *High Level Design Document* and the *System Phasing and Implementation Plan* deliverables will be submitted to the FTA in draft form on June 30<sup>th</sup>.

### **Shelters and Related Passenger Amenities**

The Sea World shelters are currently in the process of being installed. Given the site improvements required for these 4 sites, it is anticipated that the shelters will be installed by late June, or early July. As part of this process, LYNX has amended the existing Transit License Agreement to reflect the current sovereign immunity and liability.

LYNX attended an initial planning meeting for the use of the soon to be completed Canadian Court Transfer Center. LYNX will initially use 1 bay for the Link 58 and by early 2009 will be utilizing an additional 3 bays.

LYNX is moving forward with the installation for the remaining shelters for the current fiscal year. Some recent changes to the municipal permitting process resulted in a little longer than normal processing time. Installation of the remaining shelters is expected sometime by the end of July, pending permitting with the appropriate agencies. LYNX plans to have (4) 10'x10' shelters installed in the International Drive Area, Mercy Drive, Beardall Senior Center and the Orlando Housing Authority. The Mercy Drive shelter location and bus pads were provided by the City as part of their streetscape improvements. In addition there are (5) 6' x 9' shelter locations currently in the design process.

Staff is currently working on a redesign of the LYNX' small 6' x 9' shelter to incorporate into the new routes (such as the new Link 102).

Staff, through developer funding has installed a shelter at the new Lowes Apopka store. This is in addition to the 2 developer funded shelters that will be installed as part of the second shelter order in the Millenia area. LYNX also successfully negotiated the installation of a developer funded shelter at Keiser College on Lake Underhill Road as well.

Staff is continuing work on the coordination for the Kissimmee Transfer Center. A meeting to clarify and answer concerns from adjacent business owners occurred in April. The City Commission approved at their May 2008 meeting to move forward on negotiating an interlocal agreement for the project. LYNX has coordinated a meeting with the City of Kissimmee staff, and the residents of the surrounding Lakeshore neighborhood. The purpose of this meeting will be to present renderings of the proposed transfer station and address any concerns from the residents.

### **Transportation Disadvantaged Service Plan (TDSP) Update**

LYNX, as the Community Transportation Coordinator, is responsible for annual updates to the Transportation Disadvantaged Service Plan. This year's update was a major update, required every 5 years. The major change to this year's TDSP was the integration of the Community

Connector Plan into the TDSP. The Community Connector Plan was developed in 2007 to address employment related transportation needs of low-income individuals and the transportation needs of individuals with disabilities that go beyond the requirements of the Americans with Disabilities Act of 1990 (ADA). The Community Connector Plan was developed in response to the Federal requirement for a locally developed public transit/human services transportation plan for projects to be funded under the Federal Job Access and Reverse Commute Program and the New Freedom Program. Because both the TDSP and the Community Connector Plan address coordinating transportation services to meet the needs of the transportation disadvantaged, the two plans were merged into one comprehensive and cohesive plan. This also makes LYNX consistent with the Florida Department of Transportation's practice of designating the TDSP as the locally developed public transit/human services coordinated transportation plan for projects it funds under various FTA program.

Two joint public workshops for the TDSP and the Transit Development Plan (TDP) were conducted on April 22. The final plan was presented to and approved by the Local Coordinating Board on May 15, 2008. The plan will now go to the Florida Commission for the Transportation Disadvantaged for review.