



ACCESS LYNX HOW TO RIDE GUIDE

This booklet is designed to “help you ride” ACCESS LYNX, our paratransit service.

In it you will find a wealth of information regarding policies and procedures that are pertinent to making your trip as convenient and hassle-free as possible.




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OVERVIEW

ACCESS LYNX is a shared ride paratransit, door-to-door origin to destination transportation under the supervision of the Mobility Services Division of Central Florida Regional Transportation Authority, d/b/a LYNX. The program provides service for eligible individuals who are not able to use the regular bus service (also called fixed route) because of a disability or other limitations.

Currently, the Mobility Services ACCESS LYNX paratransit program provides more than 2,300 scheduled passenger trips per day, using vehicles equipped for individuals with various disabilities. Due to the high demand for paratransit services, it is vital that each customer carefully follow the guidelines in this brochure. Your flexibility and cooperation will allow Mobility Services to better serve you.

SERVICE PROVIDERS AND SERVICE AREA:

LYNX contracts with several local providers for the delivery of services. Mobility Services ACCESS LYNX staff handles the Customer Call Center, which takes all reservation requests and customer service calls (where's my ride, cancellations, etc.). Rides are provided within our three-county area of Orange, Osceola and Seminole counties.

ELIGIBILITY:

Individuals interested in using ACCESS LYNX paratransit service must apply through a written application process. ACCESS LYNX is responsible for determining eligibility for paratransit service. ACCESS LYNX provides transportation under various programs. Program determination is based on application verification and may include a functional assessment. One-on-one Travel Training is also provided to those who can access the fixed route bus system at no cost to the customer.

IMPORTANT NOTE: Paratransit eligibility is not automatic, nor is the recertification. Once expired, you must reapply for eligibility. The customer must submit a completed application to re-apply at least 30 days before your eligibility expires to avoid service disruption. While eligibility extension requests are highly discouraged, they may be granted based on extenuating circumstances determined by Mobility Services management.

ADA PARATRANSIT SERVICE PROVIDED TO:

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

ADA customers, who have current eligibility, are also eligible for the ACCESS Plus+ program. The

customer may ride alone or take a free guest each time they ride the LYNX fixed route system.

For more information, please call Mobility Services at 407-423-TRIP (8747), option 7 for more information.

TRANSPORTATION DISADVANTAGED PARATRANSIT SERVICE IS PROVIDED TO:

Customers who cannot access a fixed route bus service or obtain their own transportation due to either disability, distance, and/or income. It is a coordinated statewide effort to group customers for a shared ride service.

For eligibility information, contact ACCESS LYNX at 407-423-TRIP (8747), option 6 (Monday – Friday, 8:00 a.m.- 4:00 p.m.).

CUSTOMER SERVICE HOURS:

ADA Reservations can be made seven (7) days a week between 8 a.m. and 5 p.m. To check on your trip or to cancel a trip, Mobility Service representatives are available 24 hours a day, seven (7) days a week. The best time to make trip requests or travel is between 10 a.m. and 2 p.m.

For reservations, call:

Phone: 407-423-TRIP (8747), option 4
TTY Relay calls are accepted by dialing 711 or 800-955-8771 or for Spanish dial 877-955-8773.

Fax: 407-236-1501.

To check on arrival time or cancel a trip: 407-423-TRIP (8747), option 3

Listen carefully to all options. To reach Eligibility, please dial 407-423-TRIP (8747), option 6, Monday – Friday 8 a.m. – 4 p.m. Fax eligibility documents to 407-849-6759.

If you have any concerns regarding the service, please contact Mobility Service ACCESS LYNX Customer Relations at 407-423-TRIP (8747), option 7.

WEBACCESS:

WebACCESS is a secure website that allows ACCESS LYNX customers to manage their trips without the need to contact a customer service representative. Customers and their representatives can use the internet to request, change, confirm, cancel trip reservations and access and edit the customer's information 24 hours a day, seven (7) days a week.

To reserve, confirm, cancel, or change a trip using WebACCESS go to www.golynx.com to the ACCESS LYNX page, then WebACCESS. Please note a simple, one-time registration process will be required for first time users. ACCESS LYNX trips can be scheduled at www.golynx.com. WebACCESS allows customers with unconditional eligibility status to schedule trip(s) up to seven (7) days in advance of the day of service. No more waiting on hold for a Mobility Service Representative. To request a trip, go online to www.golynx.com. Click on ACCESS LYNX, then on WebACCESS.

The customer will be able to schedule and manage trips (request, change, and cancel) online. By calling 407-423-TRIP (8747), option 4, an Mobility Service Representative can provide the login credentials and the client ID password.

- Online trip requests must be submitted before 5:00 p.m. one (1) day prior to the trip.

MAKING A RESERVATION BY PHONE:

ACCESS LYNX cannot provide same-day service.

Please call 911 if you have an actual emergency.

All ACCESS LYNX eligible customers can reserve their trips up to seven (7) days in advance. When you call, please make sure to have the following information readily available:

- Customer's name, home address, telephone number and date of birth.

- Date transportation needed
- Complete name of origin (example: facility, complex, nursing home, etc.), correct address, including zip code.
- Complete name of destination, correct address, zip code, and telephone number.
- Time the customer needs to be at their destination (appointment time).
- Time customer needs to be picked up from their destination.
- Whether the customer uses a wheelchair or other personal mobility device.
- Other special considerations such as companions, service animals, personal care attendants, etc.
- Detailed drop-off and pickup location information such as the name of the location, office phone number, etc.

The Mobility Service Representative will give you an estimated pickup time. This is the time you can expect the operator to arrive. You will need to be ready to travel at your pickup time as the ACCESS LYNX operator will only wait a maximum of five (5) minutes after arrival at your location. Please know the operator may arrive up to thirty (30) minutes after the pickup time and still get you to your scheduled destination on time. The pickup time is based on the necessary ride time on the vehicle, which will be a direct result of the following:

- The distance you are traveling – longer distances will require more ride time.
- The time of day you are traveling – peak traffic times and number of people requesting to travel at the same time you request may result in a longer ride time.
- Inclement weather – rain will decrease the speed our vehicles, and other vehicles can travel, resulting in a longer ride time.

- Ride share – picking up and dropping off other customers along the way to your destination and increase your ride time.

When you schedule your originating trip, you must also schedule your return trip, if needed. Be sure to schedule it late enough in case your appointment runs over. If you don't schedule a return trip in advance, you may not get a return trip.

FARES:

The Mobility Service Representative will tell you the amount of your fare when scheduling your trip. The operator will collect your fare when you board the vehicle. The customer must have exact change and must pay the fare to be transported from his/her home. Operators do not carry money and are not able to make change. Operators do not accept tips. Please notify Mobility Services if any operator asks for or accepts a tip. Fares are determined by your eligibility funding source. Each trip is a one-way

fare and must be paid to the operator upon boarding the vehicle.

Prepaid fare tickets may be purchased online at www.golynx.com/fares-passes.

To purchase by phone, please dial 407-254-6077.

You may also purchase fare tickets at the LYNX Central Station Customer Service Window Monday-Friday 6 a.m.- 7 p.m.; Saturday and Sunday 8 a.m.- 5:30 p.m.

Prepaid fare tickets are sold in 50¢ and \$1 increments at a 10% discount. \$20 books are sold for \$18 and \$50 books are sold for \$45.

Please see following pages for fares chart.

	Transportation Disadvantaged	Americans with Disabilities Act
Maximum Advance Reservation	One (1) day before trip	Seven (7) days
Limit on Subscription Service	Life Sustaining Medical, Other Medical, and Employment Trips only	None
Same Day Service Allowed	No	No

Out of Service Area	No	No
Fare Structure	0-4.9 miles = \$2.50 5-9.9 miles = \$3.50 10+ miles = \$4.50	\$4 for ADA trips \$7 for Premium ADA
Attendant	No	Yes, one attendant at no charge
Companion	Same fare as primary rider; Only one companion allowed	Yes, Same as rider

PAWPASS:

LYNX has developed a mobile fare app allowing you to purchase your ACCESS LYNX fare directly on your mobile device. You can purchase it and store it on your mobile device. Just activate your ticket when you need it, show it to your operator and you are on your way. Customers also may access their accounts through lynxpawpass.com to conduct self-service transactions.

SUBSCRIPTION REQUEST:

A subscription request is for customers who travel to the same place at the same time on the same day(s) of the week. If you have a regular appointment that you need to go to, you may want to ask the Mobility Service Representative to submit a subscription request for service. Please remember that you cannot change your standing request more than once per month or this privilege will be revoked. If you have a subscription request and will not use it for one or multiple days, you must contact us to cancel or suspend services to avoid having no-shows recorded in your file. Excessive no-shows will result in the immediate cancellation of the subscription service.

Subscription requests on ACCESS LYNX are automatically canceled on the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. The customer must call to reserve a trip, if needed, for these holidays.

HURRICANE, NATURAL DISASTERS, AND OTHER STATE OF EMERGENCY:

It is the responsibility of the customer to be aware of facility closings or other facility changes during hurricanes, natural disasters, or other state of emergencies. For example, many facilities close, doctors change appointment times, dialysis change chair times, or facilities change their hours of operation. The customer should proactively cancel trip reservations or make changes to their trip at least one day in advance to avoid service disruption. Please note during a State of Emergency, LYNX will transition to life-sustaining transportation until the emergency has been lifted. Always visit our LYNX website at www.golynx.com for current updates.

CANCELLATIONS:

ACCESS LYNX is a shared ride system that requires everyone's cooperation to run smoothly. If you must cancel your reservation, it is imperative that you inform the ACCESS LYNX Mobility Services at 407-423-TRIP (8747), option 3, or by utilizing WebACCESS. You must notify us at least one (1) hour before your scheduled pickup time or risk having a "no-show" recorded on your file.

LATENESS AND NO-SHOW:

Because you will be sharing your ride, it is important that you are ready to go when your vehicle arrives. ACCESS LYNX will only wait five (5) minutes because there are other customers either on board or waiting for their scheduled ride. If you decide not to ride with us, it is very important that you cancel your trip at least one (1) hour prior to your scheduled pickup time. If a vehicle arrives to pick you up and you are not there, or you do not board the vehicle as scheduled,

you will be considered a “no-show”. Excessive no-shows may cause your services to be suspended according to the policy.

You may receive a letter of warning, a notice of suspension for excessive “no show” occurrences, or notice of subscription cancellation. You may appeal this decision if you have information that is contrary to that noted above, please contact Customer Relations at 407-423-TRIP (8747), option 7.

TIP: When you are making a reservation, you must tell the Mobility Service Representative exactly where you will be waiting. However, at larger facilities, we may ask you to wait in a common pickup area pre-arranged with the facility. The operator will be given the same information you supply to Mobility Services and will look for you there. Do not leave the area, as you may miss your ride. If the operator is not able to find you within five (5) minutes of arriving, or if you did not cancel at least one (1) hour before your scheduled pickup time, you will be considered a “no-show”.

NO SHOW POLICY:

The No Show Policy can be found at www.golynx.com/accesslynx. An offense is defined as five or more No Show occurrences. The first offense will trigger ACCESS LYNX to identify riders and send a warning letter. If the No Show occurrences are more than 50% of the rider's scheduled rides for the month, the rider will be suspended for three (3) days. If the second offense within a calendar year is more than 25% of the scheduled trips, the rider will be suspended for seven (7) days. The third offense will trigger a ten (10) day suspension and/or loss of subscription service. ACCESS LYNX will also review the customer's history and re-evaluate services for the customer.

To avoid receiving "no show" offenses, the rider should contact Mobility Service at least one (1) hour, via phone call or WebACCESS, prior to your scheduled pickup time and notify us that you will not be using the service that day. The rider must avoid canceling at the door. Advance

cancellation allows other riders to use the service and enables ACCESS LYNX to provide quality service.

You may call 407-423-TRIP (8747), option 3, to cancel a reservation or a subscription.

CHANGING RETURN TIMES:

Because so many people rely on ACCESS LYNX, changes in the scheduled return time are strictly limited. If you are ready to return two (2) hours earlier than originally scheduled, you may call and ask for an early pickup. ACCESS LYNX will try to accommodate your request, but we cannot guarantee an early pickup.

WILL CALL:

ACCESS LYNX operators are scheduled to pick up multiple customers and can only wait five minutes for customers to be ready to travel. If the operator waits longer than five minutes or must look for customers at the pickup point, they risk delaying other customers scheduled for pickup. If you are at your residence and cannot travel when the operator arrives, you will be considered a “no-show”.

If you are not able to travel for your return trip at the time the operator arrives, you will be considered a no-show and must contact Mobility Services at 407-423-TRIP (8747), option 4 to reschedule a return trip.

We will try to send someone as quickly as possible. However, it may be at least 60 minutes before an operator is available.

BOARDING EARLY:

If your vehicle arrives before your scheduled pickup window and you are ready, you may board immediately (for example, your ACCESS LYNX vehicle arrives at 9:40 a.m. for a pickup window of 9:45 a.m.-10:15 a.m.).

If you are not ready and the vehicle arrives early, the operator must wait five (5) minutes into the pickup window before leaving. Using the example above, that means the operator will stay until 9:50 a.m. before departing.

Please wait at least thirty (30) minutes past your scheduled pickup time before calling ACCESS LYNX Mobility Services at (407) 423-8747 option 3. Your operator may arrive up to 30 minutes after the scheduled pickup time and still be considered on time as long as you get to your destination on time. Please remember the pickup time is based on factors such as the time you need to be at your destination, traffic delays, inclement weather, and multi-loading of other customers.

LATE PICKUPS:

Please wait at least thirty (30) minutes past your scheduled pickup time before calling ACCESS LYNX Mobility Services at (407) 423-8747 option 3. Your operator may arrive up to 30 minutes after the scheduled pickup time and still be considered on time as long as you get to your destination on time. Please remember the pickup time is based on factors such as the time you need to be at your destination, traffic delays, inclement weather, and multi-loading of other customers.

CUSTOMER'S RESPONSIBILITIES AND SAFETY TIPS:

- Proper dress is required, including shirt and shoes.
- You may not eat, drink, vape, or smoke inside the vehicle.
- All personal belongings are the customer's sole responsibility. You must load and unload your items, three (3) bag limit.

- Disruptive behavior is not tolerated. You may risk suspension from the service.
- Do not use audio or visual equipment that may distract the operator.
- No special requests for operators will be honored and no unscheduled stops will be made.
- Choose a safe and well-lit pickup location that allows the operator to keep sight of the vehicle while assisting you to and from the door.
- The vehicle must come to a complete stop before you approach it.
- Allow the operator to assist you when boarding and exiting the vehicle. Ask for special assistance if you need it.
- Always wear your seatbelt.
- You must provide the following for children: children five (5) years old or younger must be secured in a federally approved child restraint system. Children three (3) years or younger must use a separate car-seat.

- If your personal information has changed (i.e. legal name, home address, special requirements or needs, etc.) contact the eligibility section of Mobility Services.

WHEELCHAIR SERVICE:

When making your reservation notify the Mobility Service Representative if you use a wheelchair, mobility device, or have difficulty walking. Wheelchairs must be provided by the customer and be on the ground floor at the time of pickup.

AMBULATORY CUSTOMERS:

Ambulatory customers may ride the wheelchair lift if they request it to assist them in boarding the vehicle.

SERVICE ANIMALS:

Any animal trained to work or perform tasks for an individual with a disability may travel with the customer. This includes but is not limited to guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair or fetching dropped items.

OXYGEN EQUIPMENT:

Traveling with oxygen equipment is permitted, but the equipment must be small enough that the operator does not have to assist with the loading and unloading of it. The safety and use of oxygen equipment is the responsibility of the customer.

ACCESS LYNX OPERATOR STANDARDS:

ACCESS LYNX operators are trained according to LYNX specifications and guidelines. Operators must have a safe driving record, pass a criminal background check, be able to pass a Department of Transportation physical and test negative for drugs and alcohol. Also, they are trained in defensive driving to safely assist and be sensitive to customer's special needs. Operators are selected based on their ability to provide the specialized service needed for the ACCESS LYNX program.

Operators are not required to carry the customer's belongings, assist wheelchairs down more than one step, push wheel-chairs through grass or sand, or do any lifting of the passenger into or out of their mobility device.

ACCESS LYNX Operators are expected to adhere to the following standards:

- Be courteous
- Drive safely

- Wear a seat belt
- Securely tie down wheelchairs
- Have an ACCESS LYNX photo I.D. attached to their uniform that can be easily seen by customers
- Be properly uniformed
- Make a good faith effort to find a customer (horn honking to notify a customer of arrival is not acceptable)

Traffic delays, tight schedules, weather conditions, passengers running late and other factors can cause stressful situations that may affect the quality of service for ACCESS LYNX customers. If a operator or passenger acts in an unreasonable manner (or contrary to the policies and procedures) the problem should be reported by dialing 407-423-TRIP (8747), option 7.

REPORTING CONCERNS / COMPLIMENTS / SUGGESTIONS:

If you have a concern about ACCESS LYNX ADA or Transportation Disadvantaged (TD) services, please contact Customer Relations at 407-423-TRIP (8747), option 7 or submit your concerns at www.golynx.com under the “contact us” customer comment form. Most issues can be handled within a matter of days, while others may require extensive investigation and can take several weeks to resolve.

ACCESS LYNX also provides a public forum to address the concerns, suggestions, and compliments of our ADA or TD customers at LYNX Board meetings, public meetings, or LYNX website. ADA or TD concerns may also be reported via email at inquiry@golynx.com.

Any individual who believes that they have been denied the benefits of, excluded from participation in, or subject to discrimination based on their disability may file a formal complaint with LYNX. The ADA

Complaint form is available on the website at www.golynx.com and should be mailed or emailed to:

Central Florida Regional Transportation Authority d/b/a/ LYNX

*Attn: Terri Settingington – EEO/Civil Rights Compliance Administrator
455 N. Garland Ave. Orlando, FL 32801
407-254-6106 | eeoofficer@golynx.com*

The Transportation Disadvantaged Local Coordinating Board (LCB) meets quarterly to assist in the development of policies and guidelines for the Transportation Disadvantaged Program (TD). Public comments are also received to address the concerns of ACCESS LYNX customers. For meeting dates, times and locations, please contact MetroPlan Orlando at 407-481-5672.

If, after notifying ACCESS LYNX, filing your concerns and receiving your response, your comments have not been adequately addressed, you may contact the Local Coordinating Board at MetroPlan Orlando, 407-481-5672. As a final step, contact the State's Transportation Disadvantaged Helpline at 800-983-2435.





LOST ITEMS:

If you have lost a personal item and believe it may be in an ACCESS LYNX vehicle, please contact Customer Service at 407-423-TRIP (8747), option 2, to report it. If the item is found, you may be asked to travel to a central pickup point to retrieve it. ACCESS LYNX, the service provider, nor the operator will be held responsible for replacement, should the item not be located on the vehicle the customer rode in.

HELP SOMEONE GET A RIDE:

Remember to check the box to donate \$1, or more, to the Transportation Disadvantaged Trust Fund the next time you (or a friend or family member) purchase your auto/truck/boat tags. Donated funds will be used to provide transportation services in the local service area where they are collected.



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-  golynx.com
-  407-841-LYNX