

**The Central Florida Regional Transportation
Authority**



Title VI Program

2010 – 2012

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Introduction

In 1993, the Central Florida Regional Transportation Authority (d.b.a. LYNX) submitted a report to the Federal Transit Administration (FTA) providing for a program to ensure that transit services in the counties of Orange, Osceola and Seminole are made available, are equitably distributed, and provide equal access and mobility to any person without regard to race, color, or national origin. This program has been updated every three (3) years and has received approval by the FTA through December 10, 2007.

This update has been prepared pursuant to Title VI of the Civil Rights Act of 1964, FTA Circular 4702.1A, "Title VI and Title VI Dependent Guidelines for Federal Transit Administration Recipients" (May 13, 2007). Also, this update summarizes the LYNX transit service provisions since the last Program update was approved.

Significant Changes since the 2008 Title VI Program Submission:

No significant changes in route *structure* have occurred since 2005, however, in December 2008, numerous routes within the LYNX system were modified in response to a decline in funding from the primary local funding partners - Orange, Seminole and Osceola Counties, along with the City of Orlando. These modifications included route eliminations, such as Links 5, 12, 19, 22, 43, 52 and 414, along with revisions to existing routes such as Links 6, 21, 24, 26, 125, 301, 302, 303, 304 and 442. These revisions were primarily to provide service to the areas affected by the route eliminations. In addition, new services were added - Links 111, 313, 319, 426 and 602. Additionally, a fare increase was implemented, from a base fare of \$1.75 to \$2.00.

In April 2009, additional service changes were implemented as follows:

New Routes: Links 434, 611, 621

Revised Routes: Links 25, 111, 13, 18, 20, 40, 313, 319

Discontinued Routes: Links 27, 32

In December 2009, additional service changes were implemented as follows:

New Routes: Links 306, 612, 622

Revised Routes: Links 8, 30, 34, 45, 46, 51, 103, 111, 319, 434, 443

Discontinued Routes: Link 47

General Reporting Requirements

Active Lawsuits or Complaints

Members of the public who feel they have been discriminated against based on race, color, national origin, age, gender or disability are afforded the opportunity to have their concern documented through LYNX Customer Relations. The public has the option to convey their concern via direct phone communication with a customer relations representative, face to face during regular business hours, via the internet in the form of email, or written correspondence. Complaints are documented in the Active Citizen Response System(ACR), logged and tracked for investigation. Once the investigation is completed, the customer is notified of the outcome of the investigation. If the customer is not satisfied with the outcome of the investigation, they are then referred to the LYNX Manager of Compliance for escalation.

Pending Applications for Financial Assistance Provided By Agencies Other Than The FTA

As of March 31, 2010, LYNX has the following pending grant applications:

1. Department of Homeland Security (DHS) – FY 2010 Transit Security Grant
2. Physical Hardening/Security of Bus Yard and Maintenance Facilities, Maintenance and Sustainment - \$ 1,202,529
3. FHWA – Transportation Community and System Preservation (TCSP) - \$725,000

Civil Rights Compliance Review Activities

FTA Region IV staff contracted with Mundell & Associates, Inc. under subcontract to AdSTM, Inc. to conduct a triennial review in June 2010 which compliance with all FTA requirements will be reviewed. Results of the review will be identified. During the exit interview, a verbal acknowledgement of compliance to Title VI requirements regarding the allocation of resources will be provided to LYNX.

In January 2007, LYNX participated in the METROPLAN ORLANDO's Joint Certifications Review conducted by both the Federal Transit Administration (FTA) and the Federal Highway Administration (FHWA). This review is conducted to assure that a Metropolitan Planning Process is conducted in compliance with Federal requirements, including Title VI. There were no findings of non-compliance during this review. There have been no other Federal, State or Local reviews of civil rights compliance in the last 3 years.

FTA Civil Rights Assurance, DOT Title VI Assurance

LYNX submitted the FY 2010 Certifications and Assurances in FTA's TEAM system, including the 01 Assurances required for each applicant, which incorporates the following sections:

- D. Non-Discrimination Assurance
- E. Assurance of Non-Discrimination on the basis of disability

Program Specific Requirements for Grantees

Internal Review Process for Service Delivery and Capital Programs Decisions

The Regional Working Group (RWG), comprised of key staff from LYNX' funding partners, provides technical oversight for all service improvements and capital projects. The RWG meets monthly to review all aspects of LYNX' performance from current to future services and needs. Also, the LYNX Board of Directors, composed of elected officials representing LYNX funding partners, as well as an appointee from the FDOT, provides service delivery and capital program oversight to an Audit Committee.

LYNX has established a functional committee called the Service Efficiency Review Committee (SERC), which is composed of LYNX staff representing each department. The purpose of this committee is to:

- Review and evaluate service performance and efficiency
- Review and incorporate customer requests and comments into service changes
- Coordinate service change work tasks throughout the organization to ensure proper and timely implementation
- Assist in prioritizing short range service changes
- Review equity and accessibility of service

The SERC develops a short-range candidate service change list derived from the overall ten-year service development plans, documented by major updates every five (5) years and minor updates annually in the LYNX Transit Development Plan (TDP). A summary and listing of proposed service changes for the next 3 years is provided later in this section.

The SERC Committee is driven by recommendations from the RWG, staff, logged customer concerns and requests and overall community benefit. The process of reviewing transit route performance is detailed below:

The Regional Working Group, established by the LYNX Board of Directors, facilitates the annual process of service improvement, program development, and budget development. Staff from all cities and counties within the LYNX service area, Disney, FDOT, METROPLAN ORLANDO, and LYNX makes up the Regional Working Group. This group receives information regarding the processes outlined below, and provides feedback to LYNX. All LYNX services undergo continual examination of their economic performance and efficiency. The first component of this review is the route efficiency review program. Under this program, route performance is detailed on each Link based upon specified performance criteria, including passengers per trip, passengers per revenue mile, passengers per revenue hour, and percent of fare box recovery. All Links are then ranked by these performance criteria.

Secondly, all Links that display service performance in the bottom quartile of the system are examined in detail to identify means of improving their performance. These means may include reductions in operating costs, as identified through the route efficiency review program, and/or attempts to increase ridership and revenue by altering the service to make it more attractive. Any minor changes so identified, which are projected to improve the economic performance of the Link, are made at the next available service change. If a more substantial change is required to improve the economic performance of a particular Link, such as the elimination of lightly used service during an entire operating period, an additional review is undertaken before such a drastic measure would be implemented. This review is the comparative evaluation, made once a year, and is described below.

A third component of the economic review of existing service is a detailed examination of Links with a subsidy per boarding which exceeds the maximum permissible subsidy. Major service changes are proposed for these Links to improve their economic performance so that it would be less than the maximum permissible subsidy. If no such changes are possible on the Link, then elimination of that Link is proposed.

The comparative evaluation is conducted to determine the relative value of transit services that have been proposed or that could be considered for removal. The services are evaluated and ranked according to a number of community benefits and the cost of operation. This evaluation provides an indication of the effectiveness of the current use of resources, and whether these resources should be used elsewhere to achieve greater customer benefits. All services included in the comparative evaluation are evaluated and ranked by individual operating periods with respect to four measures of community benefit. These four measures are:

- Ridership – The number of current and new customers who would receive a significant benefit from proposed change.
- Change in Accessibility – An indicator of the average reduction or increase in walking time to transit stops.
- Transit Dependency – The degree to which people do not have access to other modes of transportation other than public transit.
- Change in Travel Time – The extent to which the proposed service change would increase or decrease the customer travel time and the number of transfers.

These four separate ratings are combined into one overall total of benefit points for each Link. Each benefit point total is then divided by the cost of the service change and the Links that are ranked on the basis of this number. The final ranking indicates which Links would provide the most effective service, on a relative basis, for every dollar spent. The ranking indicates services on which the current use of resources is relatively ineffective, and from which resources could be drawn if they are required to operate another service which could deliver more community and customer benefits.

Changes to LYNX services are made on a regular basis – approximately three (3) times per year in order to meet the dynamic transit requirements of the Orlando metropolitan area. Small changes developed through the continuing monitoring of services, are introduced on an as needed basis. Larger, more significant service changes occur at regularly scheduled service changes (operator bids or simply “bids”). These scheduled service changes are referred to as

bids because this is generally the time that the bus operators bid their work shifts to cover existing and new service. Larger bids or service changes occur approximately every 3 – 4 months.

Changes which are more substantial either affecting the travel options of existing LYNX customers or requiring additional resources for operation, undergo a more rigorous review or are examined on an annual cycle. Included in this category are requests and proposals for new Links or extensions of existing Links, new Express Services, additional periods of service on a present Link (e.g. new weekend service or later evening service) and major changes to the structure of Links in a community.

The administration of the service change process is an organization-wide responsibility. The Director of Planning provides coordination of individual tasks. Final approval of service delivery decisions rests with the Chief Executive Officer.

LYNX ensures oversight of capital projects through the Capital Improvements Program Committee (CIPC). The CIPC is a policy making team responsible for the planning, development, administration, control and programming of the Authority's Capital Improvement Program (CIP). The CIPC provides senior management oversight and direction for LYNX' capital program.

The CIPC is an internal committee made up of representatives from all departments that review and evaluate the organization's capital needs. The CIP process is a dynamic process which involves budget development/submittal by the respective departments of their respective capital requests, project/program evaluation, strategies for programming, project implementation and close-out. In collaboration with the CIPC team, the Planning and Grants divisions coordinate projects and funding review meetings with stakeholders, including prioritizations meetings, as part of the annual budgeting cycle. During the course of the year, Planning and Grants conducts project review meetings with project managers and technical working groups. These meetings also involve financial and technical oversight of grant funded projects.

The key annual dates in LYNX' Title VI internal review process relating to the budget is the June LYNX Board meeting, the July Board of County Commissioner meetings and the September LYNX Board meeting dates. At these meetings, the proposed LYNX budget is presented to the LYNX Board of Directors, elected officials and the public at large.

At the June Board meeting, the proposed operating and capital budgets are presented, during which time all aspects relating to proposed service and capital allocation are discussed. This is the first formal time that the next fiscal year's budget is presented to the LYNX Board of Directors and the public, and is the first opportunity for comprehensive input and feedback. Title VI considerations are part of this input and feedback and are further incorporated into LYNX service delivery and capital allocation plan from this point forward.

In July of each year, LYNX senior staff attends the three Boards of County Commissioners meetings within its service area to present the proposed operating and capital budgets, during which time all aspects relating to proposed service and capital allocation are further discussed.

Going to each Board of County Commissioners meetings ensures that all impacted elected officials responsible for funding LYNX are communicated with and have an opportunity to provide feedback relating to all areas of the LYNX proposed budget. In addition, LYNX is able to reach a larger portion of the public by presenting its budget at these meetings as well. All of these meetings are open to the public, advertised in publications of general circulation and broadcast on the respective county's television network.

At the September LYNX Board meeting, the proposed operating and capital budgets are presented a final time for adoption. All input and feedback from prior budget presentations are incorporated into the proposed budget for adoption and all questions and considerations are answered or implemented. This is the final opportunity for the LYNX Board and the public to raise issues, provide feedback and endorse or reject the proposed budget for adoption. Once all parties have been given an opportunity to review the budget, provide feedback and alter the budget where necessary, the LYNX Board adopts the next fiscal year's budget to take effect the following month in October.

During the budget process, Title VI considerations are integrated throughout the budget development process, which runs from January through September of each year. These considerations are integrated along with a variety of other Federal, State and Local laws, regulations and considerations in a way that allows LYNX to meet a variety of obligations while allocating its operating and capital funds in a way that maximizes value for its customers and stakeholders so that all requirements are met while service efficiency is maximized.

Persons responsible are as follows:

Regional Working Group (RWG) – Director of Planning

Capital Improvements Program Committee (CIPC) –Manager of Grants

Service Efficiency Review Committee (SERC) –Manager of Service Planning and Design

Budget Workshop – Chief Financial Officer

Description of how the agency develops its competitive selection process or annual program of projects submitted to FTA as part of its grant applications – Job Access Reverse Commute (JARC) – New Freedom Program (NFP)

LYNX' annual program of projects submitted to FDOT and FTA was developed through a number of public stakeholder meetings, the purpose of which was to develop the public transit-human services transportation plan. A key component of the planning process is the public outreach/stakeholder input into the coordinated plan. In its role as the Community Transportation Coordinator for Orange, Osceola, and Seminole counties, LYNX already had an extensive list of partners, many of which serve minority populations and individuals with lower-incomes or disabilities. These partners received individual invitations to a series of public meetings in preparation for this plan. This effort was supplemented by placing public notices in the Orlando Sentinel in each of the three counties in an effort to encourage attendance of target

populations at the meetings. These stakeholder meetings were also announced at public meetings such as the LYNX Board of Directors meetings, METROPLAN ORLANDO Board of Directors meetings, Local Coordination Board (LCB) meetings, and various others.

Public input was provided through this series of regional workshops in partnership with METROPLAN Orlando (MPO), the Community Transportation Association of America (CTAA), the Federal Transit Administration (FTA), the Commission for the Transportation Disadvantaged (CTD), and the Florida Department of Transportation (FDOT). The purpose of the stakeholder meetings was to assess community transportation resources, identify unmet needs, rank types of projects that could be implemented to meet these needs and develop project evaluation criteria, all of which is documented in the locally developed public transit-human services transportation plan, which by consensus of the stakeholders is referred to as the "Community Connector Plan."

The Community Connector Plan was subsequently integrated into LYNX' annually updated Transportation Disadvantaged Service Plan. 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.

The above process is documented in the LYNX JARC and NFP Program Management Plan submitted to the FTA on November 1, 2007.

Description of the agency's criteria for selecting transit providers to participate in any FTA grant program

As FDOT performed the competitive selection process for JARC and NFP funds designated for small urbanized areas and non-urbanized areas, they also volunteered to perform the competitive selection process for funds designated for the large urbanized area of Orlando. Their competitive selection criteria are:

A. Service efficiency and effectiveness: This is demonstrated by the hours of eligible service and vehicle occupancy. The emphasis is on the hours vehicles are in service, not the hours the applicant is open for business. Applicants providing transportation service for more hours and with fuller vehicles will be ranked higher. The applicant's use of current vehicles (including mileage and maintenance practices) will be considered in the ranking.

B. Extent to which community at large is served by the applicant: Applicants serving the highest community needs through social service agencies and providing the most trips to low-income passengers will be ranked higher.

C. Extent to which low-income persons are served: Applicants that maximize transportation benefits to low income persons to and from jobs and activities related to their employment and to support reverse commute projects. Those serving the highest percentage will be ranked higher.

D. Need: Applicants that can demonstrate they serve or propose to serve the largest number of people, and have the most urgent financial needs will be ranked higher. FDOT has a goal to preserve transportation infrastructure; therefore, maintaining current levels of service may be

deemed a higher priority/need than expanding into new services. New applicants will not be penalized by lack of history.

E. Fiscal and managerial capability: Applicants with well-documented budgets and good fiscal capability demonstrated by the correctness and completeness of their application, by prior audits, proper maintenance of vehicles as demonstrated by miles at replacement, and previous timeliness and accuracy of required reports, will be ranked higher.

F. Prior Performance: Applicants who have a history of meeting contractual obligations and maintenance requirements for Section 5316 vehicles will be ranked higher than those who don't. New applicants will not be penalized for having little or no history with FDOT, but previous applicants will be penalized for poor past performance.

Record of Requests for Elderly Individuals and Individuals with Disabilities, Rural and Small Urban Area Formula Funding, JARC, and New Freedom funding.

LYNX was the only applicant for JARC and NFP funds for the large urbanized area of Orlando in the first competitive selection cycle in November 2007, and projects included in that application cycle were approved for funding by METROPLAN ORLANDO, which led that competitive selection process. FDOT leads the competitive evaluation and selection process for all other funds, including Section 5310, Section 5311, and Section 5316 and Section 5317 funds apportioned through the states for small urbanized and rural areas. The second competitive application cycle for Section 5316 and Section 5317 funds apportioned to the large urbanized area of Orlando was also led by FDOT. The due date for applications in this current competitive cycle (for all Section 5310, Section 5311, Section 5316, and Section 5317 applications) was December 18, 2009 and FDOT is in the process of evaluating those applications and making funding decisions.

Procedures to assist potential subrecipients in applying for Elderly Individuals and Individuals with Disabilities, Rural and Small Urban Formula Funding, JARC, New Freedom Funding, including any efforts to assist applicants that would serve predominantly minority and low-income populations.

As mentioned above, FDOT currently leads the application cycle for the Section 5310, Section 5311, Section 5316, and Section 5317 programs. LYNX' JARC and NFP Program Management Plan describe the local planning process, which relies on stakeholder involvement and participation. The stakeholders involved in the process represent entities that are eligible to apply for funds under the program. Also in the Program Management Plan is a section on technical assistance that subrecipients can expect from LYNX if selected for funding through the competitive process:

LYNX intends to retain the allowed ten percent of each year's annual apportionment for program administration, planning, and technical assistance. These funds will be used for general administrative and overhead costs, staff salaries, office supplies, and printing and public notices, web-site development, and similar expenses. A portion of the funds are used to pay the salary of

a Mobility Manager to encourage ongoing coordination efforts, the objectives of which are to reduce duplication of services and improve delivery of services throughout the region.

The LYNX Mobility Manager is responsible for providing program management oversight and technical assistance as needed. Technical assistance is provided on either a one-on-one basis or through technical assistance workshop for subrecipients selected for funding under either or both programs, depending on the number of subrecipients selected and their level of need.

Process for ensuring that all subrecipients are complying with the general reporting requirements of this circular.

Subrecipients are first made aware of their responsibilities related to all Federal requirements, including Title VI, through the solicitation notice and the Program Management Plan, which provides specific information on Title VI and reference to the program guidance circulars for more information on requirements. Examples of both FTA's Master Agreement and Annual Certifications and Assurances are provided as Appendices to both documents. In addition, subrecipients enter into coordination agreements with LYNX. These agreements include all Federal requirements, including general reporting requirements. The Program Management Plan also states that LYNX will monitor subrecipients' compliance with Federal requirements through reporting requirements and site visits

A description of the procedures the agency uses to pass-through FTA financial assistance in a non-discriminatory manner.

Projects will be selected on a competitive basis. FDOT leads the project review and evaluation process to help ensure fair and equitable distribution of funds. Because LYNX applies for funding under both programs, LYNX does not participate in the review and evaluation process. These procedures are documented in the Program Management Plan at: www.golynx.com/assets/userfiles/media/pdf/progmt.pdf

Narrative of Implementation of Internal Review Process for at Least One Service Delivery or Capital Program Decision That was implemented in the Past 3 Years –

In late 2007 the planning, design, and approval process commenced for the Kissimmee Intermodal facility on property that is in the process of acquisition by FDOT at the corner of Neptune and Broadway in downtown Kissimmee. The planned facility will serve as the transit hub associated with the future commuter rail station planned during Phase II construction by FDOT in 2015. On street parking will be provided.

The City of Kissimmee was interested in assisting in the development of this transfer center to improve transit access for the community and to serve as the impetus for their Multimodal Transportation District. Their long-range plan for the downtown incorporates this facility.

The superstop was discussed during Regional Working Group meetings as well at the Service Efficiency Review Committee meetings. After discussion, LYNX staff decided to advance the project. The location of this facility is ideal since it will serve as a major hub for almost all

routes serving Osceola County. It will offer transfers between modes with minimal trip interruption.

LYNX attended no less than 4 city commission meetings and many town hall meetings to discuss alternative locations for the facility. The ultimate location is where Kissimmee planning documents and FDOT planning documents have shown-its current location.

LYNX was able to tie into existing storm water ponds. Access to the site for the buses will be from Neptune. Out of the site, the buses will traverse Sproule and then turn right onto Broadway. FDOT is solely responsible for the purchase of right-of-way from CSX.

The design of the superstop included 8 individual bus bays (2 large enough for articulated buses) with passenger loading/waiting platform, and multiple 6'x13' LYNX style passenger shelters with park-style benches. The combination of this and the inclusion of two existing large oak trees as well as the additional landscaping will give this facility a more park-like look. Informational kiosks, bike facilities and solar powered trash compactors will all be added. In addition, perimeter lighting and solar lighting on the shelters will be included. The decorative concrete will also be extended to the adjacent existing sidewalks to give the area unity.

It is estimated that construction will be \$1.3 million dollars. LYNX has completed 100 percent design plans and is waiting on the closing of the real estate agreements between FDOT and CSX. A total of links will serve this facility: Link 10, 18, 26, 55, 56 and 57 and possibly the Buena Vista Lakes Pick-up line. Construction is anticipated to start in late 2010/early 2011. These four Links provide service to Title VI service areas as identified in LYNX' Geographic Information system maps. Figures 1 and 2 show these areas and the Links. These routes connect Title VI neighborhoods with employment centers throughout the LYNX service area.

The consolidation of these routes will facilitate the transfer of passengers between these Links and will provide more convenient access for the surrounding community.

There will be no significant impact to any businesses, including any minority-owned businesses, during or after construction since the location of the construction is on an empty lot adjacent to railroad right-of-way. Traffic on adjacent streets will be maintained during the construction period.

There will be no significant impact to the environment since the buses currently operate on adjacent streets and all storm water issues have been permitted through an existing project with the City of Kissimmee. This project has served as a positive example of cooperation between the City of Kissimmee and LYNX staff.

Disparity in Levels and Quality of Service:

No disparities in either levels or quality of service during the past three (3) years have been found. LYNX currently provides service to the Orange, Osceola and Seminole Counties based on customer needs and jurisdictional requests. Level and quality of transit service is monitored and evaluated based on federal and internal Title VI guidelines to ensure that communities and

populations are not underserved by transit. LYNX has a 100% ADA compliant active fleet and provides paratransit service within ¾ mile of active LYNX bus stops (this is the legal limit) for those persons who cannot access the fixed route bus system. LYNX goes above and beyond these limits as LYNX provides paratransit services to all qualified passengers within the tri-county area, regardless of their trips proximity to fixed route service. The following categories are evaluated to ensure equitable transit service:

- Level of Service by County and Minority Group
- Link Service Tracts
- Vehicle Load
- Vehicle Assignments
- Service Headways
- Transit Access

LYNX' dedication to best serve the Central Florida region's transit needs also prompts a proactive approach to informing the public of any service changes to help ensure that transit services are provided in an equitable, affordable and reasonable manner.

Service Standards and Policies

LYNX service standards and policies are reviewed to ensure equity of transit throughout the service community.

Vehicle Load:

LYNX has a service standard specifying that load factors will not exceed 150% of vehicle capacity for peak periods (full seating capacity plus half standees). LYNX addresses vehicle overloads by either increasing frequency, placing higher capacity vehicles on overloaded Links, or using plug buses for seasonal or short term unexpected overloads until a system service change can be implemented to increase scheduled frequency on targeted routes.

Vehicle Assignment:

Buses are randomly assigned all routes for each system service change (coinciding with operator bids of runs, specified in the Labor Agreement), which occurs approximately every three (3) months. Some buses are assigned to specific runs based on load factors (i.e. larger buses on more heavily used Links, smaller buses on less frequently used Links). Oldest buses are maintained on the fleet's spare line, and are put into service as needed to accommodate maintenance objectives. This random assignment process is conducted at both operating bases.

Buses are randomly assigned (within the above guidelines) with the following specific exceptions:

LYMMO – A circulator service in downtown Orlando, which operates in dedicated lanes, utilizes ten (10) compressed natural gas buses covered in painted designs that uniquely identify them as providing this service. LYMMO buses differ from the rest of the LYNX fleet because

they do not have bike racks and are low floor, wider frame vehicles and due to their special usage as bus rapid transit (BRT)/fixed guideway buses. The City of Orlando funds and markets this downtown circulator, which LYNX operates. The LYMMO is free and available to all.

The other exception in assignment of buses occurs with the direct service, which operates in a manner similar to express bus service. These vehicles have a single front door used for both passenger boarding and alighting and are assigned to direct links due to the minimal stops. LYNX currently operates eight direct or express links (Links 200, 204, 300, 301, 302, 303, 304, 305), utilizing eight (8) suburban coaches.

Transit Access:

Under the Americans with Disabilities Act (ADA) of 1990, transit agencies are required to provide access to services via either accessible fixed route buses or complementary paratransit service. LYNX fixed route bus service is currently 100% compliant in the active fleet and provides wheelchair lifts, kneeling buses, as well as talking buses which announce a major stop or transfer point. For disabled passengers unable to functionally access a fixed route bus stop, paratransit services are offered within the ¾ mile requirement, however as noted earlier in this update, LYNX provides paratransit services throughout the three county service area by going beyond the ¾ mile requirement. In addition to transit access for the disabled, LYNX provides bicycle racks on 97% of our bus fleet (with 10 being excluded as LYMMO buses only). Individuals who cannot access a bus stop within a comfortable walking distance and/or those who prefer to combine the use of their bicycle with the convenience of riding a bus can now access any fixed route bus. This program, called “Rack ‘n Roll” further extends customer access to the LYNX fixed route bus network throughout the tri-county service area.

Service Headways and Span of Service:

During the reporting period, LYNX provided a maximum service level of 70 Links (routes). Of these Links, 65 (93% of total) operate on Saturday, and 47 Links (67% of total) operate on Sundays and holidays.

On weekdays, service is provided between the hours of 4:15 AM and 3:05 AM with 48 or 68% of the 70 Links operating later than 8:00PM.

On Saturdays LYNX buses run between 4:45 AM and 1:10 AM, with 48, or 74% of the Links operating past 8:00 PM.

On Sunday and holidays service is provided between 4:39 AM and 10:05 PM, with 31 or 74% of 47 Links operate after 8:00 PM.

On weekdays, 32 Links (45%) operate at a 30 minute or better frequency. On Saturday, 24 Links (46%) operate a 30 minute or better frequency.

LYNX must balance the service provided with available funding. The current configuration of service best meets the demand of when and where service is needed. LYNX consistently addresses gaps in the overall service network and as funding becomes available, addresses those gaps. A summary listing all Links and of the days operated and frequency of service by Link are illustrated in Table 1.

Table 1 – LYNX Route Characteristics
Source: LYNX Service Planning – 2010

Link	Link Name	Weekday Headway	Peak	Saturday Headway	Sun/Hol Headway
1	Winter Park/Altamonte Springs	60	60	60	n/a
3	Lake Margaret	60	60	60	60
4	S US 441 Kissimmee	30	15 (pm-Fl Mall)	30	30
6	Dixie Belle	60	60	60	n/a
7	S Orange Ave Fl Mall	60	60	60	60
8	W. Oak Ridge Int'l Dr	15	10	30	30
9	Winter Park Rosemont	60	60	60	60
10	E US 192 St Cloud	60	60	60	n/a
11	S Orange Av Int'l Airport	30	30	30	60
13	UCF	60	60	60	60
14	Calvary Towers	60	60	60	60
15	Curry Ford VCC East	30	30	30	60
17	N US 441 Apopka	30	30	30	60
18	S Orange Ave Kissimmee	60	60	60	n/a
20	Malibu/Pine Hills	60	60	60	60
21	Carver Shores	30	30	30	60
23	Winter Park Springs Village	60	60	60	n/a
24	Washington Shores/Millenia	60	60	60	60
25	Mercy Dr./Shader Rd.	30	30	30	60
26	Pleasant Hill Poinciana	60	60	60	n/a
28	E Colonial Dr Azalea Park	30	30	60	60
29	E Colonial Dr Goldenrod	30	30	60	60
30	Colonial Dr Crosstown	30	30	30	60
31	LYMMO	5	5	10	20
34	Sanford	60	60	60	n/a

	Goldsboro				
36	Lake Richmond 33rd St	30	30	30	60
37	Park Promenade Plaza/Florida Mall	30	30	60	60
38	Downtown I-Drive	15	15	15	30
40	Americana Blvd Universal	60	60	60	60
41	SR 436 Int'l Airport	30	30	30	60
42	Int'l Airport I-Drive	30	30	30	60
44	Hiawassee/ Zellwood	60	60	60	n/a
45	Lake Mary	60	60	60	n/a
46	W SR 46 Seminole Ctr	60	60	60	n/a
47	Oviedo	60	60	60	n/a
48	W Colonial Dr Pk Promenade	30	30	60	60
49	W Colonial Dr Pine Hills Rd	30	30	60	60
50	Magic Kingdom	30	30	30	30
51	Conway Int'l Airport	60	60	60	60
54	Old Winter Garden	60	60	60	n/a
55	W US 192 Four Corners	30	30	30	30
56	W US 192 Magic Kingdom	30	30	30	30
57	John Young Py Kissimmee	60	60	60	n/a
58	Shingle Creek Circulator	60	60	60	60
102	Orange Ave./South 17/92	15	15	30	30
103	North 17/92 Sanford	30	30	30	60
111	Int'l Airport/Disney	60	60	60	60
125	Silver Star Rd./Crosstown	20	20	30	60
200	Volusia Express	30 AM/PM	30 AM/PM	n/a	n/a
204	Clermont Express	30 AM/PM	30 AM/PM	n/a	n/a
300	Downtown	6:30 – AM	n/a	6:30 – AM	6:30 – AM

	Hotel Plaza	4:55 – PM		4:55 – PM	4:55 – PM
301	Pine Hills	6:05 – AM	n/a	6:05 – AM	6:05 – AM
	DAK	2:20 – PM		2:20 - PM	2:20 – PM
		4:43 - PM		4:43 – PM	4:43 - PM
302	Rosemont	5:55 – AM	n/a	5:55 – AM	5:55 – AM
	Magic Kingdom	2:10 - PM		2:10 - PM	2:10 - PM
		4:30 – PM		4:30 – PM	4:30 – PM
303	Wash Shores	6:15 – AM	n/a	6:15 – AM	6:15 – AM
		2:30 - PM		2:30 – PM	2:30 – PM
	MGM	4:40 – PM		4:40 - PM	4:40 - PM
304	Rio Grande	6:11- AM	n/a	6:15 – AM	6:15 – AM
	Vistana	2:20 - PM		2:20 – PM	2:20 – PM
		4:40 – PM		4:40 - PM	4:40 - PM
305	Metro West	6:09 – AM	n/a	6:09 – AM	6:09 – AM
313	VA Clinic/O.C. Admin.	60	60	60	n/a
319	Richmond Hts./ LCS	20	20	20	60
426	Pleasant Hill/Poinciana	2 RTs AM	2 RTs AM	n/a	n/a
		2 RTs PM	2 RTs PM		
434	SR 434 Crosstown	60	60	60	n/a
442	West Oaks Fowlers Grove	60	60	60	n/a
443	Lee Rd./Crosstown	60	60	60	60

Transit Security:

LYNX believes that the safety and security of the transit riding public is of the utmost importance. As noted earlier, LYNX has a grant application submitted through the Department of Homeland Security for physical hardening of the bus yard and maintenance facilities. LYNX is the recipient of five (5) Department of Homeland Security grants. In 2009, LYNX completed an extensive course of Homeland Security training. 100% of transit agency employees, approximately 1,000 workers, have been trained in Transit Security Awareness and Behavior Recognition. LYNX has completed the following Homeland Security funded training:

- Transit Security Awareness Train-the-Trainer
- Transit Behavior Recognition Train-the-Trainer
- Operations Control Center Readiness
- Prevention and Mitigation – IEDS and WMD: T4
- Prevention and Mitigation – IEDS and WMD: CBRNE Incident Management
- Transit Vehicle Hijacking Prevention & Response.
- Managing Counter-terrorism Programs
- Transit System Security Design
- National Incident Management System (NIMS)
- Management of Transit Emergencies I
- Management of Transit Emergencies II
- Coordinated Interagency Emergency Response

- Integrated Anti-Terrorism Security Program

Department of Homeland Security grants and Florida Department of Transportation are also funding the following critical infrastructure protection projects:

- Installation of Interoperability Communications System on all LYNX revenue vehicles.
- Implementation of a Fixed Guide way Wireless Surveillance Network in the Downtown Orlando Central Business District to improve transit homeland security and provide enhanced coordination and data sharing with local law enforcement.
- Extensive public awareness training program for employees, customers, the communities LYNX serves, and our first responder policing agencies through the implementation of a regional version of the well known “See Something, Say Something” program, emphasizing educating transit customers, community residents, and visitors on homeland security awareness. The program will also include a dedicated telephone hot line, extensive media outreach, and a coordinated effort with local first responders and other neighboring transit providers.
- Centralization of CCTV Control Center located at LYNX Central Station.
- Installation of surveillance cameras at LYNX Superstops / Transfer Centers.
- Installation of surveillance cameras at Park and Rides service by LYNX routes.

Some of the efforts to further improve the safety and security of the public are outlined below:

- Surveillance cameras installed both internally and externally to the bus fleet.
- Surveillance cameras throughout all LYNX properties.
- Surveillance cameras centralized and monitored by security staff 24 hours a day/7 days a week.
- Trained/Armed security staff on all LYNX properties 24 hours a day
- Coordination with the Orlando Police Department for police presence at the LYNX Central Station every day.
- Coordination with local police and sheriff departments for plain clothed officers to randomly ride our buses.
- Lighted passenger shelters.
- Implementation of an advanced employee notification system, the LYNX Important Message for Employees (LIME) Alert system to rapidly notify large groups of affected employees about information critical to safety and security.
- Bus Emergency Response Guide (BERG) training with local emergency first responder agencies.

Environmental Justice:

Background – One aspect of providing public transportation in Central Florida includes locating and constructing bus shelters and super stops throughout the three county service areas. These facilities range in size from a 6’ x 9’ concrete pad with a shelter along public roadway to a multi-shelter/multi bus bay facility at an existing parking lot or as part of a private development.

LYNX contracts with AECOM (formerly Earthtech) an engineering firm, to perform all of the design, engineering and permitting for these facilities. To date, AECOM has provided all environmental services to LYNX.

Policy:

Each shelter site and superstop site has been and will continue to be reviewed to determine if an environmental assessment is required. LYNX and its consultant will use the most recent rules and regulations set forth in the National Environmental Protection Act (NEPA) process to determine if a site is excluded from the process or the appropriate action required by the NEPA process.

Each shelter and super stop site will be reviewed to ensure that these facilities are provided in an equitable manner throughout the three county service areas. This is facilitated by the LYNX Shelter Prioritization Process and monitored by the required Title VI process and Environmental Justice process.

All actions required to comply with NEPA will be undertaken prior to the construction of a shelter or superstop facility.

Distribution of Transit Amenities:

Market research findings indicate a major need for continued enhancements in transit amenities throughout the service area including shelters, Park and Rides, and Superstops. In recognition of these needs, LYNX currently provides the following:

Passenger Shelters – LYNX continues to analyze the service area for the placement of passenger shelters. LYNX shelter placements have included partnerships in which land, capital funds, and maintenance assistance were provided by private property owners, developers, or other community organizations. Partnerships with private interests as well as governmental jurisdictions are highly important when siting shelters. Oftentimes, there is limited public right-of-way (ROW) available for shelter placement.

Despite such challenges, LYNX shelter program includes minority customers. In the tri-county service area, 235 of the 538 (including contracted advertisement shelters) or 44% of the shelters sited are within the minority census tracts (Census Bureau, 2000). This includes 196 shelters out of 403 or 49% in Orange County, 20 shelters out of 63 or 32% in Osceola County, and 19 out of 70 shelters or 27% in Seminole County are placed in minority census tracts.

LYNX uses the LYNX TRANSIT SHELTER PRIORITIZATION PROCESS to rank requests for shelter installations by ridership, sponsorship, and land use. This process allows LYNX to look at all requests throughout the service area on an equivalent basis. Members of the Regional Working Group, made up of representatives from the various jurisdictions served by LYNX, also participate in the identification of potential installation sites.

Transfer Facilities – Since the 2005 update, LYNX has completed the construction of two additional transfer facilities: Apopka (2005) and Armstrong Road (Kissimmee 2010). LYNX currently is working with local jurisdictions for a transfer facility at the Kissimmee Intermodal Station. In addition, Orange County completed the construction of a transfer facility of International Drive called Destination Parkway. LYNX strives to keep existing transfer facilities current and may add capacity via additional bus bays as well as other improvements as necessary.

In addition, of the 11 official transfer facilities that LYNX has 7 of these, or 64 %, are located within Title VI areas

Transit Construction Projects:

LYNX Operations Center (LOC) – A central operations, maintenance, and inventory distribution facility for a 250+ bus fleet opened in August 2007. This facility provides all major maintenance services for the bus fleet, as well as some administrative offices.

North/South Commuter Rail Corridor – This is an FDOT managed project with the Alternatives Analysis and Environmental Analysis phases completed. This project is identified in the LYNX 2008 – 2017 Transit Development Plan (TDP). This was recently approved by the Florida Legislature in 2009

Other Capital Corridor and Management Base – Capital projects in the TIP out-years are conceptual in nature and as such, studies and meetings have not been done. They are candidate projects with no funding attached at this time.

In all of these efforts, LYNX has been working with the community and our funding partners to ensure the greatest return to maximize transit service to the Central Florida region. No adverse effects are projected on minority communities or minority transit users.

Proposed Service Changes, FYs 2010 - 2012:

The LYNX Transit Development Plan (TDP) includes a comprehensive evaluation of service alternatives and realistic recommendations of service improvements proposed for the next 10 years within the LYNX service area. These recommendations have been developed as a result of existing performance evaluations, customer requests and suggestions, recent and projected regional growth indicators, road construction plans, perceived funding levels and staff input from local jurisdictions. The TDP Recommendations for FYs 2010 through 2012 are as follows:

FY 2010 Recommendations:

- Link 6 - Adjust schedule at Colonial Plaza to improve connections to downtown Orlando
- Link 57 - Change time point from Lowes to Wal-Mart
- Link 103 – Adjust route through Seminole Community College and hold back departure time for last trip; operate service every 15 minute during peak, consider later evening service
- Link 302 – Add stop at Grand Floridian

- Link 621 – Adjust Bithlo PUL headway from 60 minutes to 90 minutes
- Link 34 – Streamline route to reduce excessive layovers at Seminole Centre
- Link 45 – Discontinue segment on Lake Emma Rd. and extend to International Parkway
- Links 34, 46 – Re-evaluate service design of Sanford Routes
- Link 8 – Change peak headways from 10 to 15 minutes
- Links 41,100,101 – Split Link 41 into Links 100 and 101 at Fern Park
- Link 47 – Discontinue route, replace with Link 434 extension and Oviedo PUL
- Link 434 – Extend from Oviedo Market Place to UCF Super Stop
- Link 102 – Evaluate running times, reduce peak bus requirement by one
- Link 111 – Improve headways to 30 minutes
- Links 20, 21, 319 – Adjust evening/night service to only one of the three routes travels Washington Shores –LCS
- Link 326 – Implement new route between Poinciana and Walt Disney World
- Link 443 – Shift alignment of current route along Silver Star between Pine Hills Road and Park Promenade to North Lane.
- New PickUp Line service to be added in the following areas: Winter Garden Village at Fowlers Grove; Williamsburg

FY 2011 Recommendations:

- Restructure Link 30 into two routes (due to length) & serve the LYNX Central Station
- Restructure Links 28 & 29 to serve as feeder routes to Link 30
- Restructure Links 48 & 49 to serve as feeder routes to Link 30
- Add new PickUp line service in Pine Hills & St. Cloud
- Replace Link 405 (Apopka) with PickUp Line service
- Implement service efficiencies on various routes to address running time concerns through interlining & reducing excessive non-revenue service hours
- Add Sunday service on Link 10
- Improve existing Link 55 – West U.S. Highway 192 – Four Corners – add late evening service Monday through Saturday

FY 2012 Recommendations:

- Eliminate existing Link 34 – replace with new Links 419 & 420
- Add new Link 419 – Sanford East – replaces portions of former Link 33
- Add new Link 420 – Sanford West
- Eliminate existing Link 45 – replace with new Link 322
Add new Link 322 – Lake Mary Boulevard
- Add new Link 321 – Ronald Reagan Boulevard
- Eliminate existing Link 200 – Interstate 4/Volusia Express/Downtown Orlando

Assessment of Compliance

LYNX has reviewed the objectives of the Title VI Program and has concluded that its Title VI Program, through this report and subsequent monitoring, meets and exceeds the objectives of providing equal access to transit service and decision making.

Further, LYNX has established a program that will evaluate system wide service changes, improvements, and expansions based on the following to ensure that benefits are distributed equally and are not discriminatory:

1. Service changes will meet LYNX' overall mobility goals for the entire community.
2. Service additions are market driven based on the type of service appropriate for a market segment and travel demand.
3. Improvements to existing routes will include alignments to improve connectivity, improve travel time, night and weekend service, and increase frequencies.
4. Capital equipment and facilities will be equitably distributed throughout the service area.

Monitoring:

Level of Service Methodology – In monitoring LYNX' compliance with this Title VI Program, an analysis was conducted in November 2004 reviewing transit access and amenities by Geographic Information Systems (GIS) overlays. Year 2000 Census data were used along with the most current transit network in this study to provide an update to the 2005 LYNX Title VI Program. Census tracts having a minority population greater than the respective county's average were selected from the whole county data set analyzed. For each county, transit services were inventoried by detailing the transit routes that fully or partially serve the minority census tracts. Then, the services within those tracts were compared to the Service Standards and Policies discussed earlier in this document. In all cases, LYNX was in compliance with the established policies and standards. Transit shelters were also analyzed to ensure equity in the placement of LYNX amenities. Three tables at the end of this report detail the data by county for each tract compared to the established standards.

Routes Serving Tracts – Of the 61 minority census tracts reviewed in Orange County, all had full or partial transit service. Twenty-four (24) had six (6) or more routes serving them, while only six (6) tracts are served by a single route. Of the 24 minority census tracts analyzed in Seminole County, all had full or partial transit service. Eleven (11) tracts have two (2) or more routes serving them, while thirteen (13) tracts were served by a single route. Of the 12 minority tracts analyzed in Osceola County, ten (10) tracts were served by two (2) or more routes. A color map at the end of this report illustrates LYNX fixed route bus service within minority census tracts in the tri-county area.

Vehicle Load – It is LYNX' policy to increase frequencies on routes that have peak vehicle loads of greater than 150%. There are 2 routes which have been identified as having vehicle loads of greater than 150%. Link 8 which serves downtown Orlando/Oak Ridge Road/International Drive, and Link 25 which serves downtown Orlando/Orlando Greyhound Station/Mercy Drive/Silver Star Road. LYNX has improved headways on Link 8 to 10-minute peak frequency peak and 15-minute off peak frequency. LYNX has improved Link 25 to 20 minute peak/off

peak frequencies. LYNX is currently reviewing the possibility of adding one (1) articulated bus to the fleet.

Vehicle Assignment – Vehicle assignments for routes serving all reviewed minority census tracts are random.

Service Headways – Headways for each route serving the sampled census tracts are listed in the same order as the route numbers themselves are listed. All meet or exceed the standard in all three counties. Three tables at the end of this report detail the headways by county for each tract.

Transit Access – Since all buses are equipped with wheelchair lifts and 97% are equipped with bike racks (10 LYMMO circulator buses excluded), all routes serving the minority census tracts are equally accessible.

Other Areas of Title VI Considerations

Information Dissemination:

With its authority and mission to serve the Central Florida region with a full array of mobility options, LYNX maintains a program to proactively inform the public and afford public involvement in the early development and implementation stage of LYNX service, service changes, fare adjustments, capital investments, and planning activities when appropriate in accordance with federal and state rules and regulations and LYNX Public Involvement Policies and Procedures. It is the intent of LYNX to ensure its actions are reasonable, non-capricious, and considerate of public comment in its mission to provide mobility services for the welfare and convenience of residents and visitors.

LYNX implements its public involvement program by utilizing continuous communication and various outreach techniques appropriate to the proposed action to be taken and the public groups to be affected. In accordance with the LYNX Public Involvement Policies and Procedures, these administrative operating procedures have been developed to ensure proper public input to the development and implementation of LYNX' mobility services.

1. Activities that require public involvement based on Federal and/or State regulations; and
2. Activities that LYNX desires public involvement in as part of its overall strategy to provide market-driven transportation services.

In executing this policy, LYNX will publish in a newspaper of general circulation in both English and Spanish, a notice of activities that impact LYNX riding and non-riding customers. Notice will be published at least twenty-one (21) days in advance of the time when the activity is to be implemented. The notice shall include:

1. The proposed activity(ies);
2. Address and business hours whereby information regarding the activity(ies) is available for public review;

3. Availability of opportunities to verbally comment regarding one or more of the activities during the regularly scheduled Board Meeting and/or any special meeting;
4. A period of time in which the public may comment on the proposed activity(ies);
5. A contact address for the submission of written comments related to the activity(ies); and
6. Contact information to arrange special accommodations.

Where appropriate, LYNX will proactively solicit public involvement on one or more than one activity so long as there is at least twenty-one (21) days before any one of the activities are to be implemented. Any public request for a hearing or comment on a particular activity will have no bearing on implementation of any other activity (ies).

Public comments on LYNX activities will be considered in the entirety and will be packaged for the LYNX Board of Directors and presented by staff at a regularly scheduled LYNX Board of Directors meeting prior to implementation of any action.

Public Hearing Guidelines – Public Hearings to solicit public comment will be automatically held under the following circumstances:

1. When required by Federal or State regulations;
2. When service reductions take place such that either of the following conditions are met:
 - a. An entire route or set of routes are eliminated with the exception of planned service development or experimental service in existence for less than 2 years.
 - b. Days of service will be reduced by 25% of an individual route or routes, as determined by the Service Planning Manager in coordination with the Manager of Compliance.
 - c. Service frequencies and/or service spans will be reduced by 25% of an individual route or routes, as determined by the Service Planning Manager in coordination with the Manager of Compliance.
 - d. When passenger fares and/or fare media are proposed to be raised beyond current pricing levels.
 - e. Once annually to review the Program of Projects.

Public hearings will be subject to the same notice provisions as indicated above. All public comments, written and oral, will be presented to the LYNX Board of Directors at a regularly scheduled meeting before final action on the activity (ies) is taken. Below are specific activities that warrant public involvement for the two types of activities.

Fare Increase – Required Activities:

Fare increases are increases in the base system, full adult fare. When the full fare is increased, discount fares and fare media may also be increased at the same time. LYNX staff will evaluate information such as revenue forecasts, expected shortfalls and fare studies to determine if a fare increase is warranted. Once the fare increase is initiated, LYNX shall proceed with public notification of the proposed fare increase, following Title VI requirements. Once initiated, the Chief Executive Officer (CEO) is to conduct the following activities to solicit public input:

1. Prepare notices in the form of press releases and notices on-board buses.
2. Schedule a public hearing(s).
3. Notice of public hearing in accordance with Public Notices Procedures below

4. Hold public hearing(s) to gain public input.

For the December 2008 fare increase, these activities were followed. A total of three (3) Public hearings were conducted, as follows:

DATE/TIME: Tuesday, September 16, 2008
10:00 a.m. until 12:00 noon & 4:30 p.m. until 6:30 p.m.
LOCATION: LYNX Central Station, 2nd Floor Meeting Room
455 N. Garland Avenue
Orlando, FL 32801
Parking available Centroplex Parking Garage, LYNX will validate parking
Bus service available on Links whose destination is LYNX Central Station

DATE/TIME: Wednesday, September 17, 2008
4:30 p.m. until 6:30 p.m.
LOCATION: Seminole County Administration Building
1101 East 1st St.
Sanford, FL 32771
Bus service available via Link 34
Parking available at the rear of the building

DATE/TIME: Tuesday September 23, 2008
4:30 p.m. until 6:30 p.m.
LOCATION: Osceola County Administration Building
1 Courthouse Square
Kissimmee, FL 34741
Bus service available via Link 4
Parking available at the Administration Building

Other Activities Related to Fare Increase – Not Required:

When deemed appropriate and reasonable, the CEO may also elect to conduct other activities to solicit public comment, including but not limited to:

1. Hold public workshops in communities affected by the fare increase
2. Make presentations to elected officials and local jurisdictions
3. Make presentations to business and community groups
4. Publicize the fare increase through marketing promotions on radio, television and in newspapers.

Service Reductions – Required Activities:

Service Reductions occur when LYNX does the following to an individual route or set of routes:

1. Reduces the span of service (hours in a day when service runs)
2. Reduces the days in which service operates
3. Reduces the frequency of service (how often the bus serves a route)
4. Eliminates a route altogether unless the route is a service development or experimental service that has not been in existence for more than 2 years.

Public involvement is required if any of the above activities impact more than 25% of an individual route's total service hours or 25% of an individual route's current ridership as determined by the Service Planning Manager in coordination with the Manager of Compliance.

When the CEO deems that one or both of the criteria have been met, the following activities shall occur:

1. Prepare notices in the form of press releases and notices on-board buses
2. Schedule a public hearing(s)
3. Notice of Public Hearing in accordance with Public Notice Procedures listed below
4. Hold public hearing(s) to gain public input

In December 2009, LYNX eliminated Link 47, which served the Oviedo area. In accordance with the above activities, a Public Hearing was conducted, as follows:

NOTICE OF PUBLIC HEARING

The Central Florida Regional Transportation Authority (LYNX) has scheduled the following public hearing to which all persons are invited.

PURPOSE: The purpose of the public hearings is to take public comment, both written and oral, on the proposed replacement of Link 47 serving the City of Oviedo and State Road 434, with an extension of the Link 434 on Alafaya Trail and the addition of a demand response service known as Pick Up Line. This change should it be approved by the LYNX Board of Directors (BOD) on Sept. 24, 2009 will go into effect on Dec. 6, 2009. The hearing is an opportunity for all persons to review the proposed service change information, and offer comments to LYNX. All comments will be provided to the LYNX BOD prior to a decision regarding the proposal.

DATE/TIME: Friday, Aug. 28, 2009
4:30 – 6:30 p.m.
Oviedo City Hall
400 Alexandria Boulevard
Oviedo, Fla. 32765
LYNX service available via Link 47
Parking available in City Hall parking lot

Other Activities Related to Service Reductions – Not Required:

When deemed appropriate and reasonable, the CEO may also elect to conduct other activities to solicit public comment, including but not limited to:

1. Hold public workshops in communities affected by the service reduction
2. Make presentations to elected officials and local jurisdictions
3. Make presentations to business and community groups
4. Publicize the service reduction through marketing promotions on radio, television and in newspapers

LYNX Program of Projects (Capital Investments) – Required Activity:

Capital investment and/or improvement projects shall be programmed in the annual update of the LYNX Transit Development Plan (TDP) and the Orlando Urbanized Metropolitan Planning

Organization (MPO), METROPLAN ORLANDO's Transportation Improvement Program (TIP). The MPO provides a process for early consultation and public involvement to citizens, affected public agencies, representatives of transportation agencies, private providers of transportation, and other interested parties and local jurisdictions concerns. METROPLAN ORLANDO presents all key issues to its technical committees and the Citizen Advisory Committee, which is comprised of private citizens in the urban area. Public hearings are also held on the Long Range Transportation Plan and the Transportation Improvement Program prior to adoption by the MPO. The MPO's public involvement activities will be in compliance with METROPLAN ORLANDO's most current Public Involvement Program.

For the service changes implemented in December 2008, December 2009 and April 2010, a number of public workshops were held, as follows:

For the December 2008 Service Changes:

DATE/TIME: Tuesday, September 16, 2008
10:00 a.m. until 12:00 noon & 4:30 p.m. until 6:30 p.m.
LOCATION: LYNX Central Station, 2nd Floor Meeting Room
455 N. Garland Avenue
Orlando, FL 32801
Parking available Centroplex Parking Garage, LYNX will validate parking
Bus service available on Links whose destination is LYNX Central Station

DATE/TIME: Wednesday, September 17, 2008
4:30 p.m. until 6:30 p.m.
LOCATION: Seminole County Administration Building
1101 East 1st St.
Sanford, FL 32771
Bus service available via Link 34
Parking available at the rear of the building

DATE/TIME: Tuesday September 23, 2008
4:30 p.m. until 6:30 p.m.
LOCATION: Osceola County Administration Building
1 Courthouse Square
Kissimmee, FL 34741
Bus service available via Link 4
Parking available at the Administration Building

For the December 2009 Service Changes:

DATE/TIME: Friday, August 7th 2009
4:30 p.m. until 7:30 p.m.
LOCATION: Oviedo City Hall
400 Alexandria Blvd
Oviedo, FL 32765
Bus service available via Link 47
Parking available

DATE/TIME: Tuesday, August 18th 2009

LOCATION: 4:30 p.m. until 7:30 p.m.
Pine Hills Community Center, Bldg "B"
6408 Jennings Rd
Orlando, FL 32818
Bus service available via Link 48
Parking available

DATE/TIME: Wednesday, August 19th 2009
4:30 p.m. until 7:30 p.m.
LOCATION: Seminole County Administration Building
1101 East 1st St.
Sanford, FL 32771
Bus service available via Link 34
Parking available at the rear of the building

DATE/TIME: Tuesday August 25th 2009
4:30 p.m. until 7:30 p.m.
LOCATION: Osceola County Administration Building
1 Courthouse Square
Kissimmee, FL 34741
Bus service available via Link 4
Parking available

DATE/TIME: Wednesday August 26th 2009
4:30 p.m. until 7:30 p.m.
LOCATION: LYNX Central Station, 2nd Floor Meeting Room
455 N. Garland Ave
Orlando, FL 32801
Bus service available on any Link whose destination is LYNX Central Station
Parking available in the Centroplex II Parking Garage, LYNX will validate parking

For the April 2010 Service Changes:

DATE/TIME: Tuesday, February 9, 2010
4:30 PM – 6:30 PM
LOCATION: LYNX Central Station (2nd Fl open space)
455 N. Garland Ave
Orlando, Fl 32801
LYNX service available via any route
that serves LCS
Parking available on Amelia St across from LCS

DATE/TIME: Wednesday, February 10, 2010
4:30 PM – 6:30 PM
LOCATION: Osceola Square Mall
3831 W. Vine St.
Kissimmee, FL 34741
LYNX service available via Link 4, 10, 26, 55, 56, 57

and 426
Ample parking available

DATE//TIME: Thursday, February 11, 2010
9:00 AM - 11:00 AM
LOCATION: Poinciana Community Center
397 Marigold Ave
Poinciana, FL 34759
LYNX service available via Link 26, 426 and PickUp
Line 601
Ample parking available

DATE/TIME: Tuesday, February 16, 2010
9:00 AM - 11:00 AM
LOCATION: Winter Garden City Hall (Commission Chamber)
300 West Plant Street
Winter Garden FL 34787
LYNX service available via PickUp Line 612
Parking available at the rear of the building

DATE/TIME: Wednesday, February 17, 2010
4:30 PM – 6:30 PM
LOCATION: Winter Garden City Hall (Commission Chamber)
300 West Plant Street
Winter Garden FL 34787
LYNX service available via PickUp Line
612
Parking available at the rear of the building

DATE/TIME: Thursday, February 18, 2009
4:30 PM – 6:30 PM
LOCATION: Poinciana Community Center
397 Marigold Ave
Poinciana, FL 34759
LYNX service available via Link 26,
426 and PickUp Line 601
Ample parking available

DATE/TIME: Tuesday, February 23, 2009
9:00 AM - 11:00 am and 4:30 PM – 6:30 PM
LOCATION: Seminole State College Lake Mary Campus
100 Weldon Boulevard
Sanford, FL 32773
LYNX service available via Link 103 & 45
Ample parking available

The LYNX public involvement process for capital investments/improvements is as follows:

1. Once annually, LYNX will develop a Program of Projects (POP) also known as the Transportation Action Plan (TAP), proposed to be funded with Federal, State and Local funding. The TAP will be incorporated into the TDP.

2. LYNX will publish notice of the POP's availability in a newspaper of general circulation, both English and Spanish. The publication will also solicit public feedback on the POP.
3. The POP will be adopted by the LYNX Board of Directors as part of the Transit Development Plan, which provided for additional public comment.
4. The POP shall then be submitted to the Florida Department of Transportation (FDOT) for incorporation into the Work Program and the MPO for incorporation into the TIP.
5. The MPO then completes a public involvement process that includes consulting with technical and citizens committees, holding a public hearing, and final adoption by the MPO Board.

Public comments received on the POP or TIP will be considered by LYNX throughout the adoption process and incorporated into final programs.

Public Notice:

When formal public notice is warranted for public hearings, LYNX shall publish notice at least twenty-one (21) days prior to the proposed action(s). Notice shall be published in newspapers of general circulation and shall be published in English and Spanish in compliance with Executive Order 13166 Access to Services for Persons with Limited English Proficiency (LEP). Based on ethnicity information derived from semiannual ridership surveys conducted by staff or contracted agents under the direction of the Governmental Affairs Department, whether another language is utilized by a minimum of 20% of riders, notice shall also be published in that language. Upon request, accommodations will be made for information or notice to be provided in additional languages other than English and Spanish for conditions covered under the Americans with Disabilities Act. The notice shall include:

1. Purpose of the public hearing
2. The date, time and location of the public hearing
3. Address and business hours whereby information regarding the action can be available for public review.
4. Contact address and period of time which written public comments will be received, and
 - a. Contact telephone number for the public to gain additional information
 - b. Contact information for persons needing special accommodations

After the public hearing and at the conclusion of the public comment period, the CEO is charged with summarizing and packaging all public comments for presentation to the LYNX Board of Directors at least one week prior to the time action is taken.

Public hearings conducted by the LYNX Board of Directors shall be at regularly scheduled monthly meetings that are published each year for the following year. Public hearings by staff may be conducted at any time based on the impacts to a particular community or customer base. Notice provisions for Public Hearings shall be the same as those indicated above.

Whenever applicable, all public comments received through any of the means listed above will be summarized and presented to the LYNX Board of Directors prior to adoption or implementation of the action taken.

Public Outreach Activities:

Public outreach is not required but desired by LYNX and may take various forms and be tailored to the specific activity involved. Public outreach activities are designed to increase public awareness of LYNX, determine public attitudes regarding our progress, and to gain public consensus and support for the importance of public transportation to the quality of life in the region. LYNX will seek to maintain a comprehensive and continuous public involvement outreach effort to include, but not limited to:

1. Annual Transit Development Plan (TDP) – Public workshop(s) will be held prior to the TDP finalization for major update years to seek public input on the projects proposed for funding. Public workshops with government and private individuals to explain and gather input on the ten-year plan shall be held during major update years. Minor update years shall solicit public input through a newspaper advertisement and at the June LYNX Board meeting.
2. MPO Coordination – This includes participation by the MPO Committees, MPO Board Meetings, and presentations when appropriate to the Citizens Advisory Committee.
 - a. Transportation Improvement Program (TIP) – Annual coordination with MPO
 - b. Unified Planning Work Program (UPWP) – Annual submission of proposed planning projects to be funded in the UPWP
 - c. Long Range Transportation Plan (LRTP) – Participation and input into the development of multi-modal transportation system
3. Annual Budget – Public workshops/charrettes to engage citizens in an interactive process of balancing service wants with budget constraints. The workshops will provide a forum for the public to voice their needs and concerns and gather a better understanding of the LYNX budgeting process. Also, budget meetings and presentations will be held with local governmental entities and throughout the LYNX committees
4. Speakers Bureau
 - a. Includes presentations by key LYNX staff to community groups, chambers of commerce, business organizations, elected officials, and neighborhood/community associations. Speakers Bureau presentations may also be requested at large.
5. LYNX Hotline
 - a. Telephone system that consists of Integrated Voice Response (IVR) technology that enables callers to retrieve automated information regarding LYNX services and leave voice messages for further follow up. Calls that require responses will be handled in accordance with the LYNX Customer Concerns Tracking Process.
6. Information Awareness Program
 - a. Includes marketing promotions targeted toward promoting the LYNX image in the community to riding and non-riding customers.
 - b. LYNX is currently in the process of revising our individual schedules and schedule books to include a statement advising that LYNX operates

programs without regard to race, color, national origin, age, gender or disability. This statement will be published in English and Spanish

7. Internet/Web Access

- a. E-mail over the internet that will be retrieved by LYNX staff and responded to with 7 business days.
- b. Web Site www.golynx.com is currently accessible providing information on LYNX policies, projects, job opportunities and more.
- c. LYNX has posted a statement on our website advising that LYNX operates programs without regard to race, color, national origin, age, gender, or disability.

8. LYNX Committees – Committees will allow LYNX to receive governmental and citizen input on the business of LYNX. The input and shared information through these committees will provide additional knowledge throughout the community of LYNX activities and processes. Outreach activities through committees will include any additions and can also cease when committees are no longer in existence.

- a. Citizens Advisory Committee – Committee comprised of LYNX Board Member Appointees to represent the general public on LYNX projects and issues.
- b. Transit Advisory Committee – Committee comprised of disabled users and their advocates to represent the views of persons with disabilities.
- c. Regional Working Group – Planning members from funding partners review technical data and provide input to LYNX on transit related issues such as service development and growth management. It also serves as a forum for LYNX staff to become more active with the local transportation development process.

Limited English Proficiency – (LEP):

In July 1997, LYNX began regularly publishing public information in Spanish to assist with “Limited English Proficiency” efforts. The “How to Ride” section of our popular Schedule Book, released to coincide with system schedule changes, contains instructions in Spanish. Other LYNX publications in Spanish include system maps and “LYNX Letter”, which is published quarterly by our marketing department to let the public know what has been “going on” at LYNX. In addition, television, radio and print advertisements are also produced in Spanish and run in Spanish language media outlets. Thirty-five percent (38%) of the LYNX Customer Service employees are bi-lingual in English and Spanish to assist our customers calling for transit assistance or purchasing fare media. Also, LYNX provides our operators with English to Spanish “*Common Phrase*” cards. These cards consist of common questions a passenger may ask an operator such as “How much is the fare?”, “Do you make change?” etc. These cards provide answers in Spanish to further assist our customers. LYNX is aware of the growing Latino population in the Central Florida area and will continue efforts to address the needs of our Spanish speaking customers who have little or no knowledge of English.

LYNX provides prints schedules in Braille or large print upon request to assist our transit customers with varying needs. Also, the entire LYNX fleet is equipped with an audible

component we call the “talking bus”. This feature announces each stop along the route to assist transit users with reaching their destinations.

Quality of Service Methodology

The assessment of local transit needs and opportunities is an integral component of the Transportation Development Plan (TDP). This assessment is important in proposing specific transit services which respond to identified local transit needs. The extensive market research activities conducted in 1991, 1995, 1998, 2001 and 2008 were used to obtain a more subjective indication of the need for transit services. Trend analyses were conducted using past transit statistics to project future transit needs based on changes in ridership and a variety of other variables.

Market Research:

In 2006, LYNX completed a Comprehensive Operations Analysis (COA). The COA is a means for LYNX to evaluate existing fixed route service, identify unmet needs and restructure service. As part of the COA, a market research study was completed the information collected from existing bus riders. The survey was conducted by placing surveyors on all routes to distribute and collect survey instruments from passengers riding the bus. The types of information can be categorized into travel data, rider profile information and rider attitudinal information. A statistically valid total of 3,747 surveys were processed.

The following is a summary of the on-board bus rider survey:

- Thirty-seven percent (37%) of survey respondents are African-American, which is down from forty-four (44%) experienced in the 2001 LYNX Market Research On-Board Survey.
- Slightly more than twenty-three percent (23%) of the survey respondents indicated that they are Hispanic, which is up from twenty percent (20%) in the 2001 LYNX Market Research On-Board Survey.
- Slightly more than twenty-five percent (25%) of the survey respondents indicated they are Caucasian, down from twenty-eight percent (28%) experienced in the 2001 LYNX Market Research On-Board Survey.
- Slightly more than thirty-one percent (31%) of the survey respondents have a household income of less than \$10,000 per year, while a cumulative total of fifty-five percent (55%) have household incomes below \$20,000 per year (comparable with the 2001 LYNX Market Research On-Board Survey results, 59% under \$20,000 household income per year).
- The highest rated bus service improvement is increased service frequency at 26.5%.
- Expanded evening service (21.7%) and increase Sunday/Holiday service (14%) followed as second and third most needed service improvements to the LYNX transit system.
- Seventy percent (70%) of the survey respondents ranked LYNX bus service routing as Good to Excellent.
- Fifty-two percent (52%) of the survey respondents ranked LYNX bus service on-time performance as Good to Excellent.

- Forty-nine percent (49%) of the survey respondents ranked LYNX bus service frequency as Good to Excellent. Conversely, twenty percent (20%) viewed existing service frequency as poor to very poor and over forty percent (40%) viewed it as fair or worse, which is consistent with the most requested service improvement.
- Forty-nine percent (49%) of the survey respondents ranked LYNX bus service hours of operation as Good to Excellent. Conversely, twenty-four percent (24%) viewed hours of operation as poor to very poor and over fifty percent (50%) viewed it as fair to worse, which is consistent with the second and fourth most requested service improvement.
- Sixty-three (63%) of the survey respondents ranked LYNX overall bus service as Good to Excellent.

While being tasked with meeting customer needs for expanded service and more frequent service at a time when funding is being decreased, LYNX continually investigates more creative and “outside the box” ways to provide the citizens of the tri-county area with the service they need and deserve.

Peer Group Analysis

Transit performance standards from comparable transit systems are obtained to establish an objective perspective for understanding and evaluating LYNX services. The intent of this task is to build upon the experience of other areas to develop a foundation of information to use in determining needs of the community as measured by how LYNX compares with its peers.

One way of evaluating the service of the LYNX fixed route system is to compare its performance, which is portrayed through the measures listed, to the performance of other transit systems. The intent of this task is to show what areas LYNX is excelling at in comparison to its peers and what areas need improvement. For this analysis, five transit properties were chosen as LYNX peers.

LYNX is extremely unique in its characteristics as opposed to other transit properties. For instance, LYNX has an extremely large service area with rural and urban characteristics mixed throughout, and some peers offer other modes such as trolley and rail. For these comparisons, only directly operated motorbus statistics were used.

Please note that the 2007 Database contains national statistics for 2004 only. Florida Transit Properties statistics are for 2005.

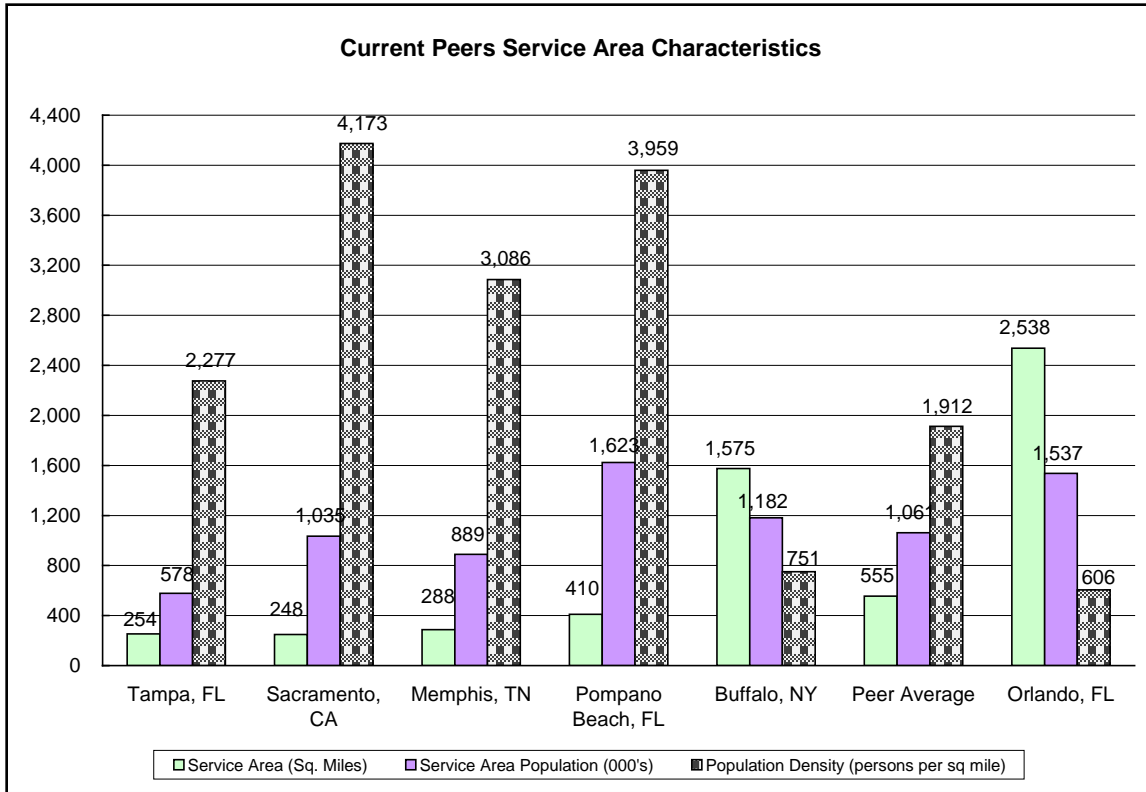


Figure 2-1 Current Peers Service Area Characteristics
Source: Florida Transit Information System - 2007

UZA	Tampa, FL	Sacramento, CA	Memphis, TN	Pompano Beach, FL	Buffalo, NY	Peer Average	Orlando, FL	
Transit Agency	Hillsborough Area Regional Transit Authority	Sacramento Regional Transit District	Memphis Area Transit Authority	Broward County Mass Transit Division	Niagara Frontier Transit Metro System, Inc.		Central Florida Regional Transportation Authority	
Service Area (miles ²)	254	248	288	410	1,575	555	2,538	357.3%
Service Area Population	578,252	1,035,009	888,627	1,623,018	1,182,165	1,061,414	1,536,900	44.8%
Population Density (persons per miles ²)	2,277	4,173	3,086	3,959	751	1,912	606	-68.3%
Service and Vehicle Supply								
Vehicles Available	188	274	228	275	321	257	237	-7.9%
Vehicles Operated in Maximum Service (VOMS)	151	235	164	227	272	210	197	-6.1%
Revenue Hours	542,002	696,714	445,132	985,731	752,261	684,368	949,292	38.7%
Revenue Miles	6,716,394	8,566,453	7,059,486	13,371,012	8,441,574	8,830,984	13,398,280	51.7%
Service Coverage								
Revenue Hours per Capita	0.94	0.67	0.50	0.61	0.64	0.64	0.62	-4.2%
Revenue Miles per Capita	11.6	8.3	7.9	8.2	7.1	8.3	8.7	4.8%
Revenue Hours per (miles ² service area)	2,134	2,809	1,546	2,404	478	1,233	374	-69.7%
Revenue Miles per (miles ² service area)	26,442	34,542	24,512	32,612	5,360	15,912	5,279	-66.8%
Service Consumption								
Annual Ridership (Passenger Trips)	11,041,918	19,446,782	11,452,178	37,567,077	17,590,498	19,419,691	24,059,369	23.9%
Passenger Trips per Capita	19	19	13	23	15	18	16	-14.4%
Passenger Miles	53,429,245	67,700,922	68,717,606	155,153,823	55,707,590	80,141,837	148,002,247	84.7%
Average Trip Length (miles)	4.8	3.5	6.0	4.1	3.2	4.1	6.2	49.1%
Vehicle Utilization								
Spare Ratio (Fleet - VOMS) / Fleet	24.5%	16.6%	39.0%	21.1%	18.0%	22.6%	20.3%	-10.1%
Revenue Hours per VOMS	3,589	2,965	2,714	4,342	2,766	3,262	4,819	47.7%
Revenue Miles per VOMS	44,479	36,453	43,046	58,903	31,035	42,092	68,012	61.6%
Service Effectiveness								
Passenger Trips/Rev Hour	20.37	27.91	25.73	38.11	23.38	28.38	25.34	-10.7%
Passenger Trips/Rev Mile	1.64	2.27	1.62	2.81	2.08	2.20	1.80	-18.3%
Average Speed	12.4	12.3	15.9	13.6	11.2	12.9	14.1	9.4%
Cost Efficiency								
Annual Operating Cost	42,352,923	74,544,712	39,210,535	79,390,375	64,610,603	\$60,021,830	\$68,261,965	13.7%
Operating Cost per Revenue Hour	\$78.14	\$106.99	\$88.09	\$80.54	\$85.89	\$87.70	\$71.91	-18.0%
Operating Cost per Revenue Mile	\$6.31	\$8.70	\$5.55	\$5.94	\$7.65	\$6.80	\$5.09	-25.0%
Operating Cost per Passenger Trip	\$3.84	\$3.83	\$3.42	\$2.11	\$3.67	\$3.09	\$2.84	-8.2%
Labor Productivity								
Vehicle Operations Hours	603,600	1,011,172	670,298	1,489,571	1,115,456	978,019	1,239,265	26.7%
Veh. Operations Hours/ Revenue Hours	1.11	1.45	1.51	1.51	1.48	1.43	1.31	-8.7%
Vehicle Maintenance Hours	156,474	229,346	183,040	309,920	265,493	228,855	255,098	11.5%
Maintenance Hours/ Revenue Hours	0.29	0.33	0.41	0.31	0.35	0.33	0.27	-19.6%
Administration Hours	182,495	241,519	226,720	210,080	43,109	180,785	193,394	7.0%
Admin Hours/ Revenue Hours	0.34	0.35	0.51	0.21	0.06	0.26	0.20	-22.9%

Data Source: 2004 Florida Transit Information System (data in this table is for Motorbus only).

Table 2-8 Current Peer Group Comparison
Source: Florida Transit Information System - 2007

Service Supply and Vehicle Utilization

LYNX operated 197 vehicles (2005) in maximum service (VOMS), which is 6.1% less than the peer average of 210. LYNX is providing substantially more service in terms of revenue hours. The peer average revenue hours would have to increase by 264,924 hours and peer revenue miles would have to increase by 4,567,296 revenue miles to match LYNX productivity. This shows that LYNX is using its fleet more intensely than its peers, meaning each bus in the system is logging more hours and miles in a shorter period of time. This is shown in Figure 2-2. *Please note that the 2007 Database contains national statistics for 2004 only. Florida Transit Properties statistics are for 2005.*

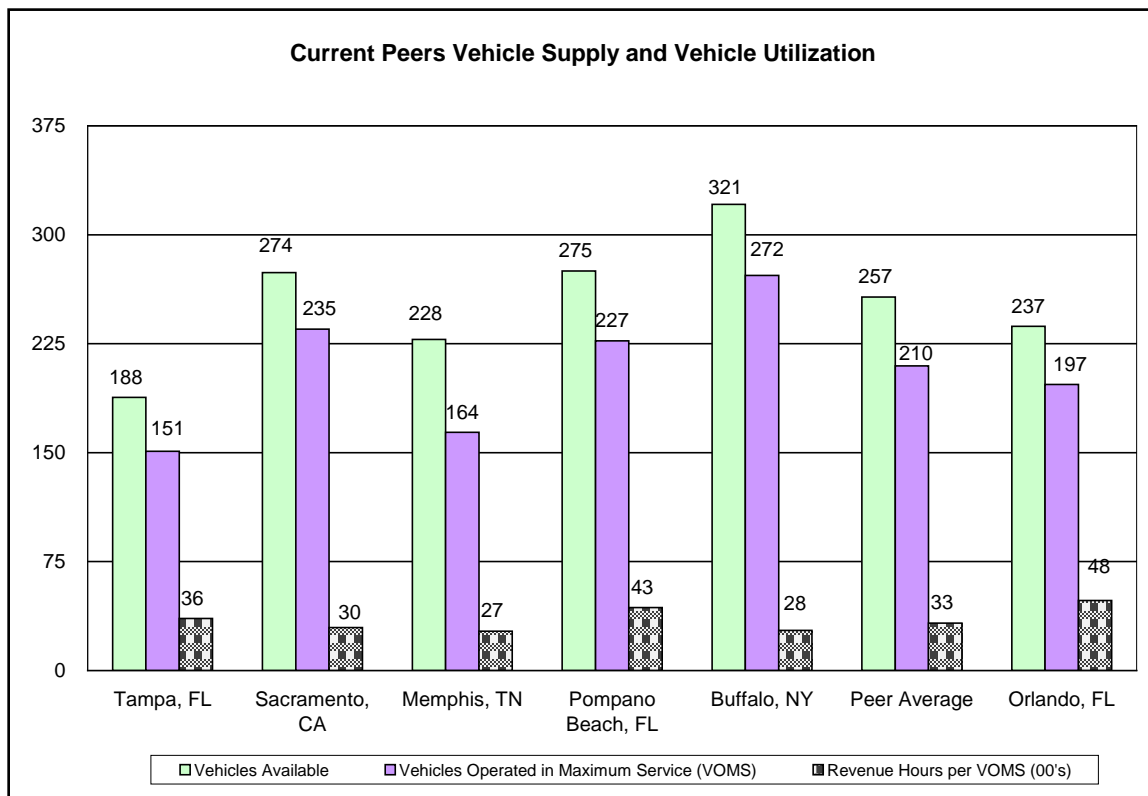


Figure 2-2 Current Peers Vehicle Supply & Utilization
Source: Florida Transit Information System – 2007

Service Coverage

LYNX basically provides the same revenue hours and revenue miles *per capita* as its peers. However, LYNX vehicles travel greater distances. These measures indicate that LYNX is providing a higher level of service to the designated service area. These numbers do not reflect the level of service that is provided beyond the designated service area. See Figure 2-3. *Please note that the 2007 Database contains national statistics for 2004 only. Florida Transit Properties statistics are for 2005.*

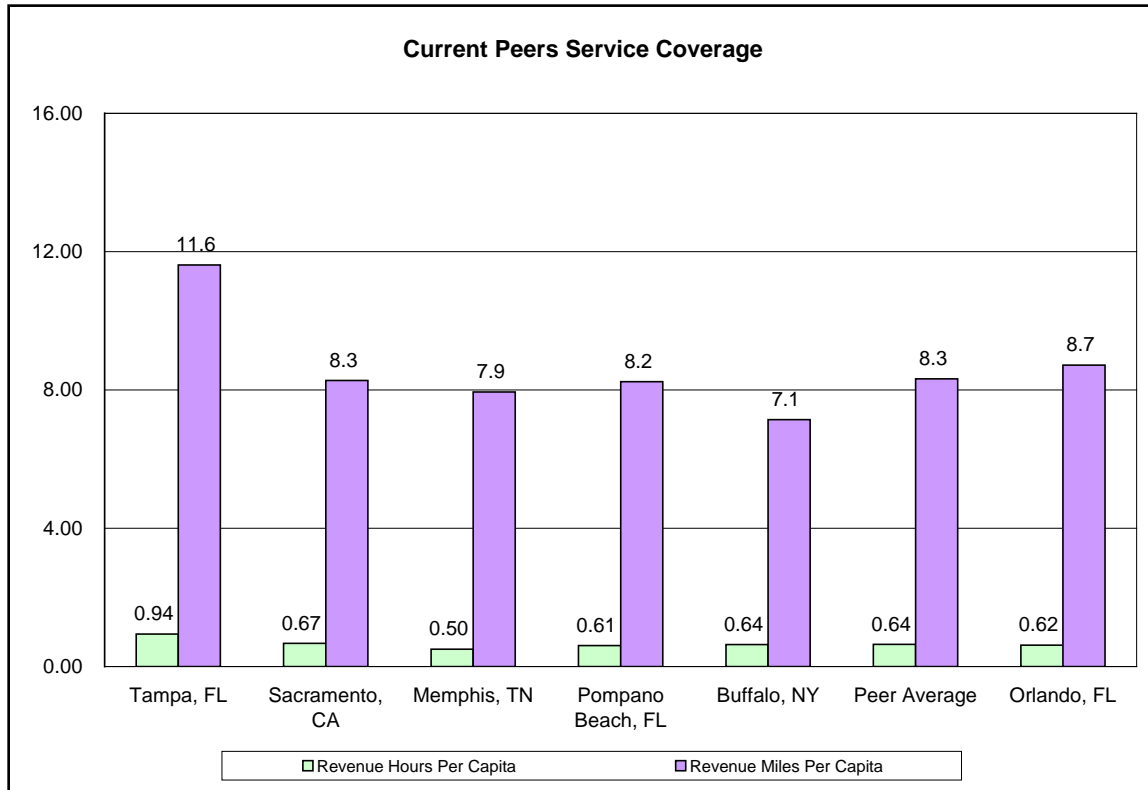


Figure 2-3 Current Peers Service Coverage
Source: Florida Transit Information System – 2007

Service Consumption

LYNX' annual motorbus ridership, measured by the number of passenger trips, was 24,059,369 in FY 2005. This is 23.9% higher than the peer group average. LYNX has a lower number of passenger trips per capita, however, the LYNX service area is 357% larger than the peer average. Refer to Figure 2-4. *Please note that the 2007 Database contains national statistics for 2004 only. Florida Transit Properties statistics are for 2005.*

Service Effectiveness

While trips per capita, per revenue hour and revenue mile are lower than the peer average, it should be noted that the LYNX service area is 357% larger than that of the peer average, as well as the fact that LYNX provides a larger span of service on most of our Links than our peers. Some Links start as early as 4:15 a.m., and end service as late as 3:10 a.m. During the early morning and late evening hours, the passengers per mile and hour are lower than during the day and this affects the overall average. Based on this, LYNX is capable of carrying more passengers, but at a lower per hour and per mile rate. Finally, the average speed of LYNX buses is 14.1 MPH, which is higher than the peer average of 12.9 MPH. LYNX is able to average a higher speed due to more hours operated in a non-peak environment, as well as more rural and suburban freeway travel areas. Again, please refer to Figure 2-4. *Please note that the 2007 Database contains national statistics for 2004 only. Florida Transit Properties statistics are for 2005.*

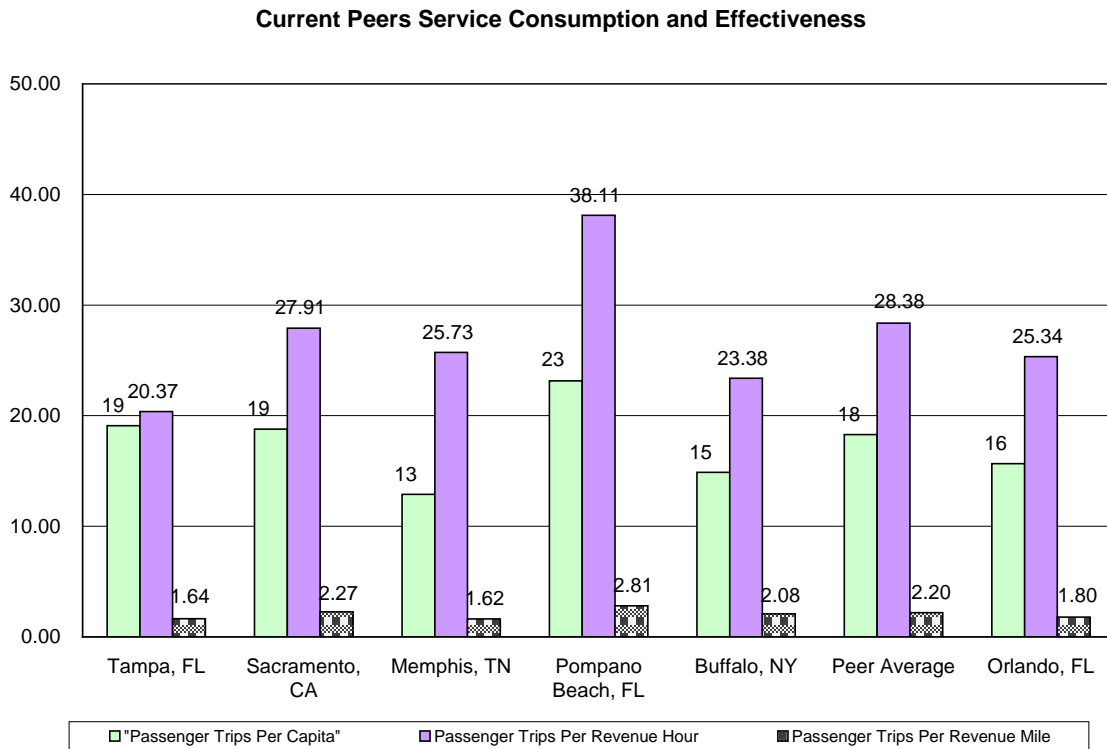


Figure 2-4 Current Peers Service Consumption & Effectiveness
Source: Florida Transit Information System – 2007

Cost Efficiency

LYNX had an annual motorbus operating cost of \$68,261,965 in FY 2005. This was 13.7% higher than the peer average (see Table 2-8). LYNX provided more revenue hours and miles than our peers, as well as more service miles and hours than our peers. The operating cost per passenger trip for LYNX was 8.2% less as compared to the peer average. See Figure 2-5. *Please note that the 2007 Database contains national statistics for 2004 only. Florida Transit Properties statistics are for 2005.*

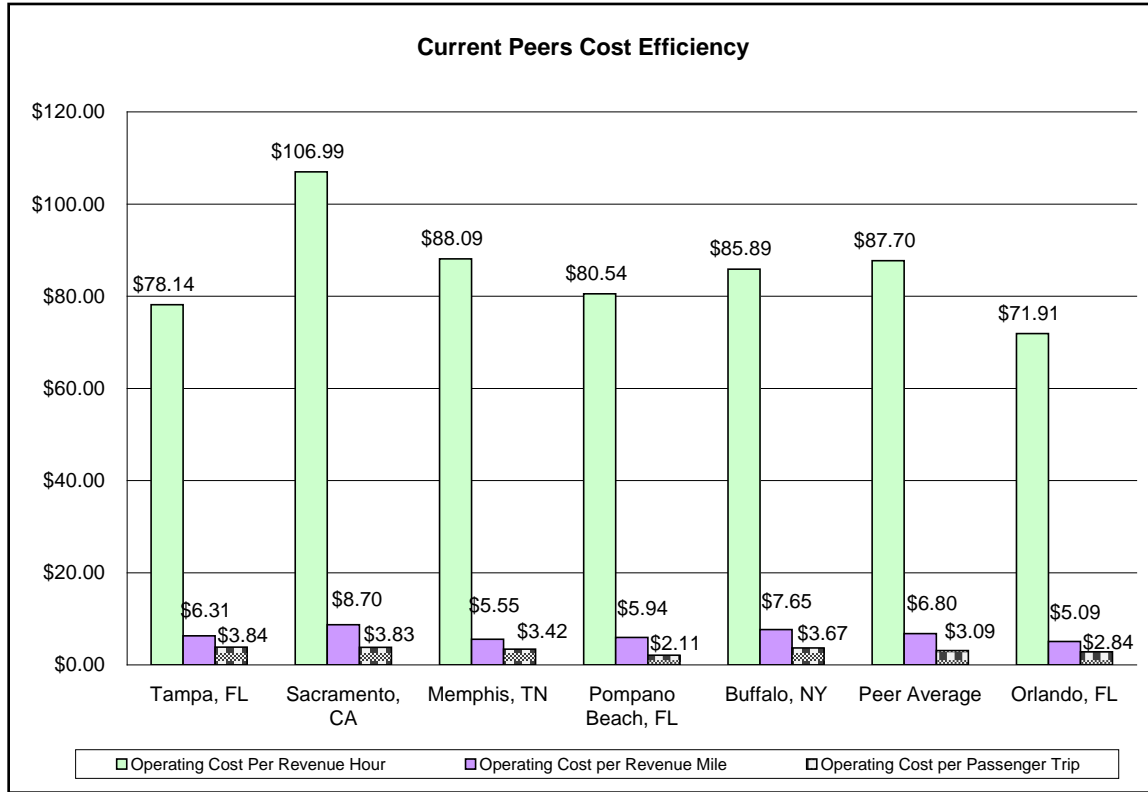


Figure 2-5 Current Peers Cost Efficiency
Source: Florida Transit Information System – 2007

Labor Productivity

Transit employees are generally categorized into three primary areas: vehicle operations, vehicle maintenance, and general administration. The total hours that LYNX employees work is lower than the peer average. One measure used to get labor productivity is to divide the number of employee hours by the number of revenue hours of service. See Figure 2-6. *Please note that the 2007 Database contains national statistics for 2004 only. Florida Transit Properties statistics are for 2005.*

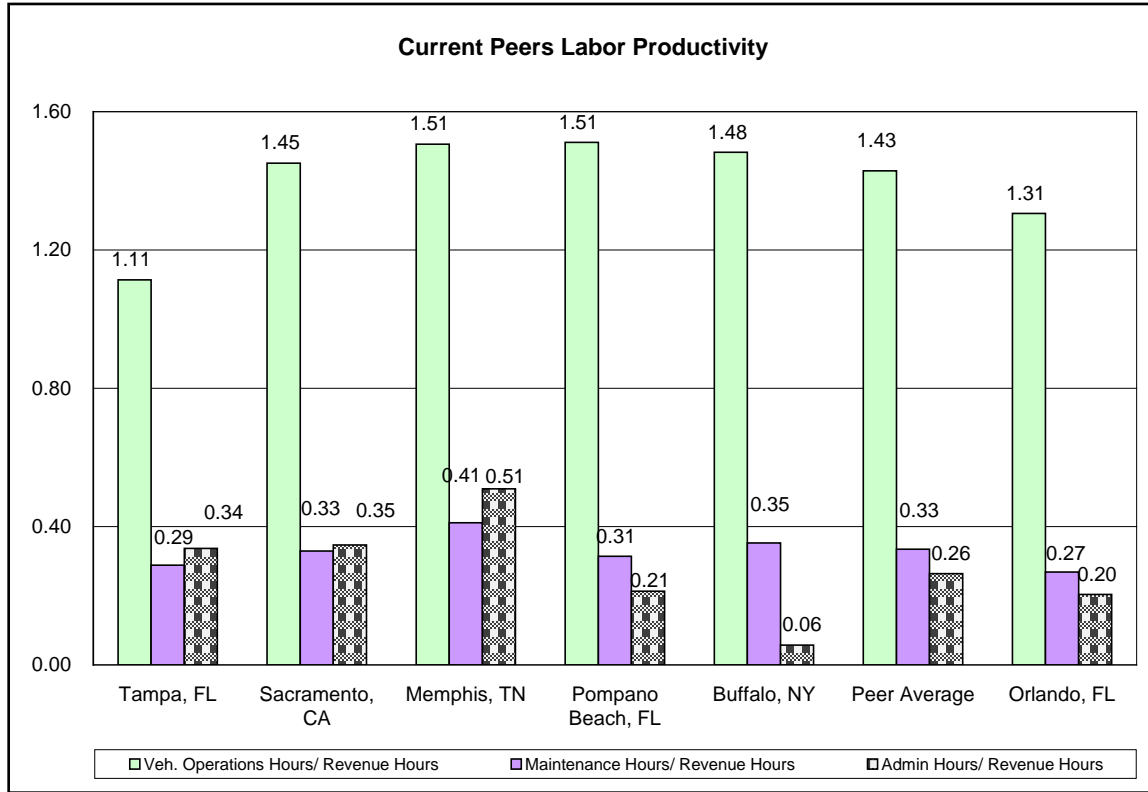


Figure 2-6 Current Peers Labor Productivity
Source: Florida Transit Information System – 2007

Future Peer Analysis

The future peers of LYNX were selected based upon where LYNX envisions our transit service to be in the year 2030. The selected transit properties are outlined below. Of these properties, one operates a light rail system and one offers a ferry boat operation. All properties provide motorbus operations. The data shown in Table 2-9 is taken from the 2007 NTD Route Profiles as listed in the Florida Transit Information System – 2007.

UZA	Yonkers, NY	Hampton, VA	Milwaukee, WI	San Jose, CA	Riverside, CA	Peer Average	Orlando, FL	% Variance from Average
Transit Agency	Liberty Lines Transit, Inc.	Transportation District Commission of Hampton Roads	Milwaukee County Transit System	Santa Clara Valley Trans. Authority	Riverside Transit Agency		Central Florida Regional Transportation Authority	
Service Area (miles ²)	434	369	237	326	2,725	818	2,538	210.2%
Service Area Population	940,302	1,210,588	940,164	1,731,400	1,498,433	1,264,177	1,536,900	21.6%
Population Density (persons per miles ²)	2,167	3,281	3,967	5,311	550	1,545	606	-60.8%
Service and Vehicle Supply								
Vehicles Available	354	349	475	523	87	358	237	-33.7%
Vehicles Operated in Maximum Service (VOMS)	274	287	411	345	76	279	197	-29.3%
Revenue Hours	700,304	724,312	1,351,563	1,238,323	312,242	865,349	949,292	9.7%
Revenue Miles	8,014,424	9,491,704	17,543,371	15,644,387	4,331,354	11,005,048	13,398,280	21.7%
Service Coverage								
Revenue Hours per Capita	0.74	0.60	1.44	0.72	0.21	0.68	0.62	-9.8%
Revenue Miles per Capita	8.5	7.8	18.7	9.0	2.9	8.7	8.7	0.1%
Revenue Hours per (miles ² service area)	1,614	1,963	5,703	3,799	115	1,058	374	-64.6%
Revenue Miles per (miles ² service area)	18,466	25,723	74,023	47,989	1,589	13,450	5,279	-60.8%
Service Consumption								
Annual Ridership (Passenger Trips)	34,462,141	19,198,721	53,742,766	32,902,350	6,368,409	29,334,877	24,059,369	-18.0%
Passenger Trips per Capita	37	16	57	19	4	23	16	-32.5%
Passenger Miles	161,672,283	82,108,663	154,727,467	136,692,813	33,984,668	113,837,179	148,002,247	30.0%
Average Trip Length (miles)	4.7	4.3	2.9	4.2	5.3	3.9	6.2	58.5%
Vehicle Utilization								
Spare Ratio (Fleet - VOMS) / Fleet	29.2%	21.6%	15.6%	51.6%	14.5%	28.4%	20.3%	-28.4%
Revenue Hours per VOMS	2,556	2,524	3,288	3,589	4,108	3,106	4,819	55.1%
Revenue Miles per VOMS	29,250	33,072	42,685	45,346	56,992	39,501	68,012	72.2%
Service Effectiveness								
Passenger Trips/Rev Hour	49.21	26.51	39.76	26.57	20.40	33.90	25.34	-25.2%
Passenger Trips/Rev Mile	4.30	2.02	3.06	2.10	1.47	2.67	1.80	-32.6%
Average Speed	11.4	13.1	13.0	12.6	13.9	12.7	14.1	11.0%
Cost Efficiency								
Annual Operating Cost	\$76,786,863	\$45,373,138	\$119,265,041	\$182,460,378	\$25,004,196	\$89,778,043	\$68,261,965	-24.0%
Operating Cost per Revenue Hour	\$109.65	\$62.64	\$88.24	\$147.34	\$80.08	\$103.75	\$71.91	-30.7%
Operating Cost per Revenue Mile	\$9.58	\$4.78	\$6.80	\$11.66	\$5.77	\$8.16	\$5.09	-37.5%
Operating Cost per Passenger Trip	\$2.23	\$2.36	\$2.22	\$5.55	\$3.93	\$3.06	\$2.84	-7.3%
Labor Productivity								
Vehicle Operations Hours	1,321,483	1,163,569	1,918,258	1,605,344	468,801	1,295,491	1,239,265	-4.3%
Veh. Operations Hours/ Revenue Hours	1.89	1.61	1.42	1.30	1.50	1.50	1.31	-12.8%
Vehicle Maintenance Hours	331,209	272,697	380,033	530,400	112,320	325,332	255,098	-21.6%
Maintenance Hours/ Revenue Hours	0.47	0.38	0.28	0.43	0.36	0.38	0.27	-28.5%
Administration Hours	102,519	285,503	204,094	735,488	85,535	282,628	193,394	-31.6%
Admin Hours/ Revenue Hours	0.15	0.39	0.15	0.59	0.27	0.33	0.20	-37.6%

Data Source: 2004 Florida Transit Information System (data in this table is for Motorbus only).

Table 2-9 Future Peer Group Comparison
Source: Florida Transit Information System – 2007

Future Peer Service Area Characteristics

The future peers of LYNX have an average service area of 818 square miles, an average service population of 1,264,177 and an average population density of 1,545 persons per square mile. LYNX service area is 210% larger than the peer average, and the population in the LYNX service area is 22% higher than the peer average. Population density in the LYNX service area is lower by 60%. Please note that the 2007 Database contains national statistics for 2004 only. Florida Transit Properties statistics are for 2005.

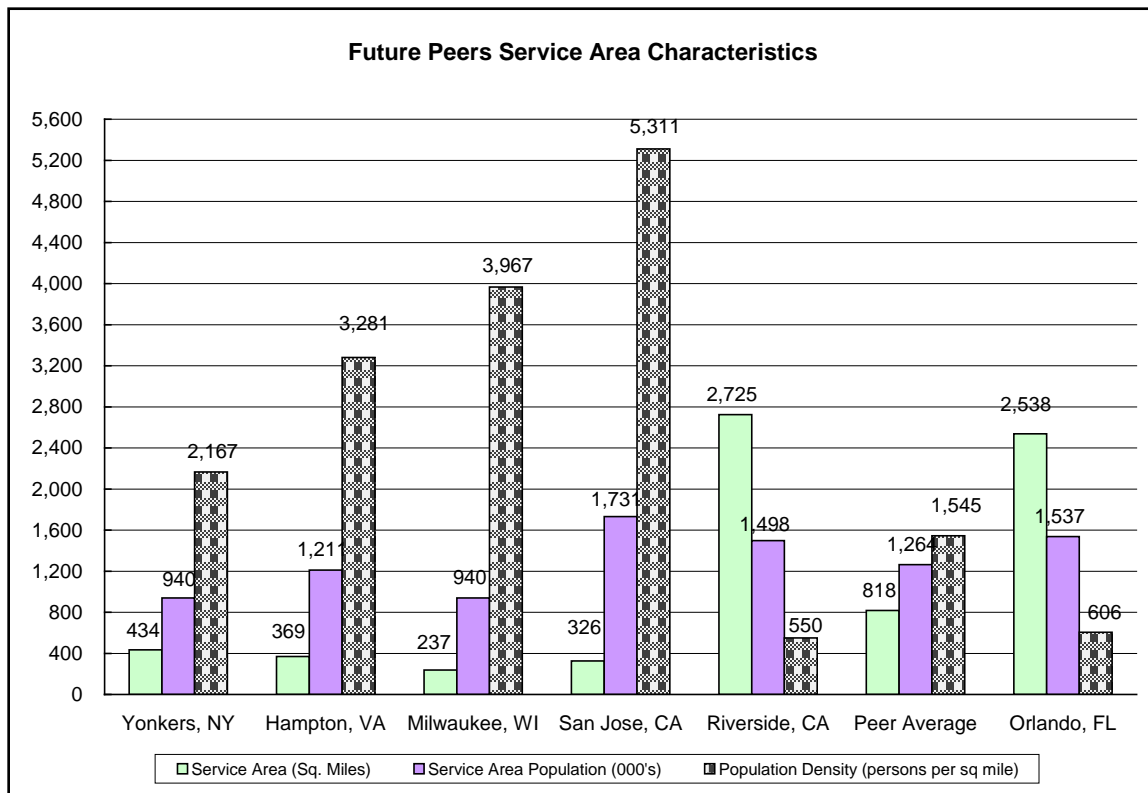


Figure 2-7 Future Peers Service Area Characteristics
Source: Florida Transit Information System – 2007

Service Supply and Vehicle Utilization

LYNX would need a total of 358 vehicles in our fleet and 279 VOMS to match the future peer average. Currently, LYNX has 33.7% fewer vehicles in our total fleet and 29.3% VOMS than the future peer average. If LYNX were to acquire 571 vehicles and use 472 in VOMS as stated in the 2020 Long Range Transportation Plan, then the number of revenue hours and miles per vehicle could be reduced, allowing LYNX to extend vehicle lifespan. See Figure 2-8. *Please note that the 2007 Database contains national statistics for 2004 only. Florida Transit Properties statistics are for 2005.*

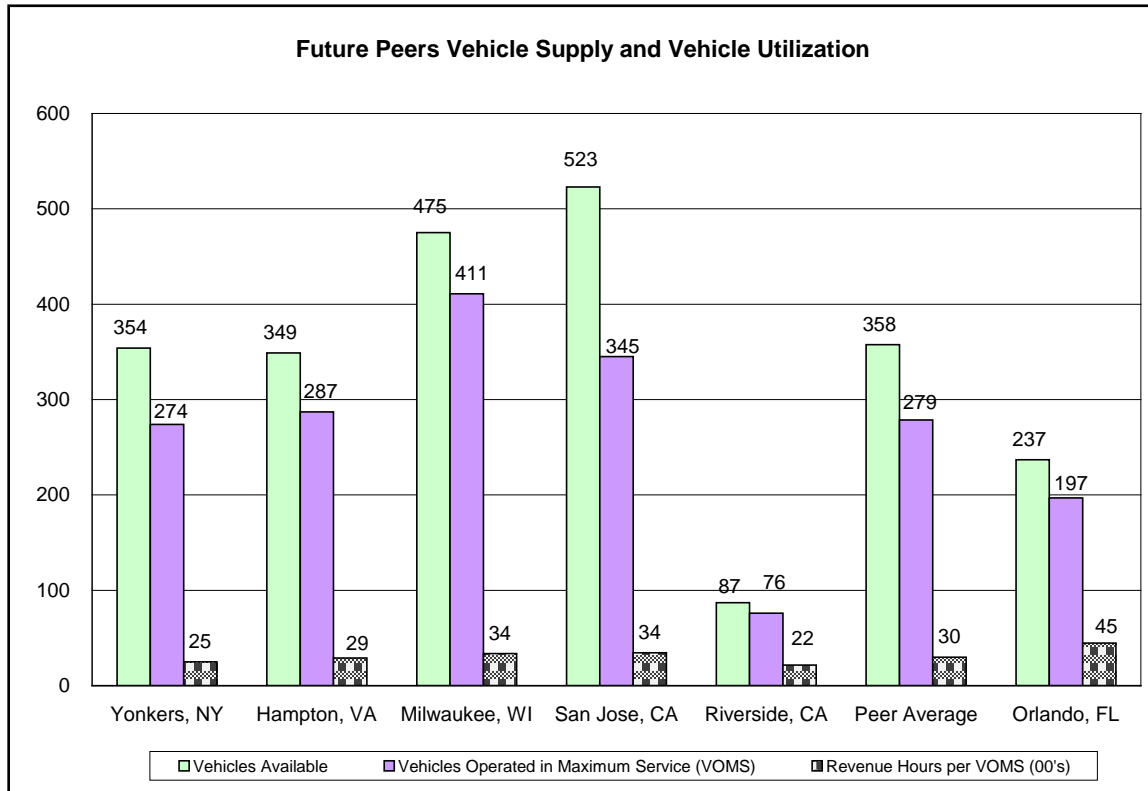


Figure 2-8 Future Peers Vehicle Supply and Utilization
Source: Florida Transit Information System – 2007

Service Coverage

LYNX revenue hours per capita are 9.8%, lower than the future peer average, and basically even regarding revenue miles per capita. If the service area is to remain the same, LYNX must grow our revenue hours and miles per square mile to maintain adequate transportation services in the Central Florida area. See Figure 2-9. *Please note that the 2007 Database contains national statistics for 2004 only. Florida Transit Properties statistics are for 2005.*

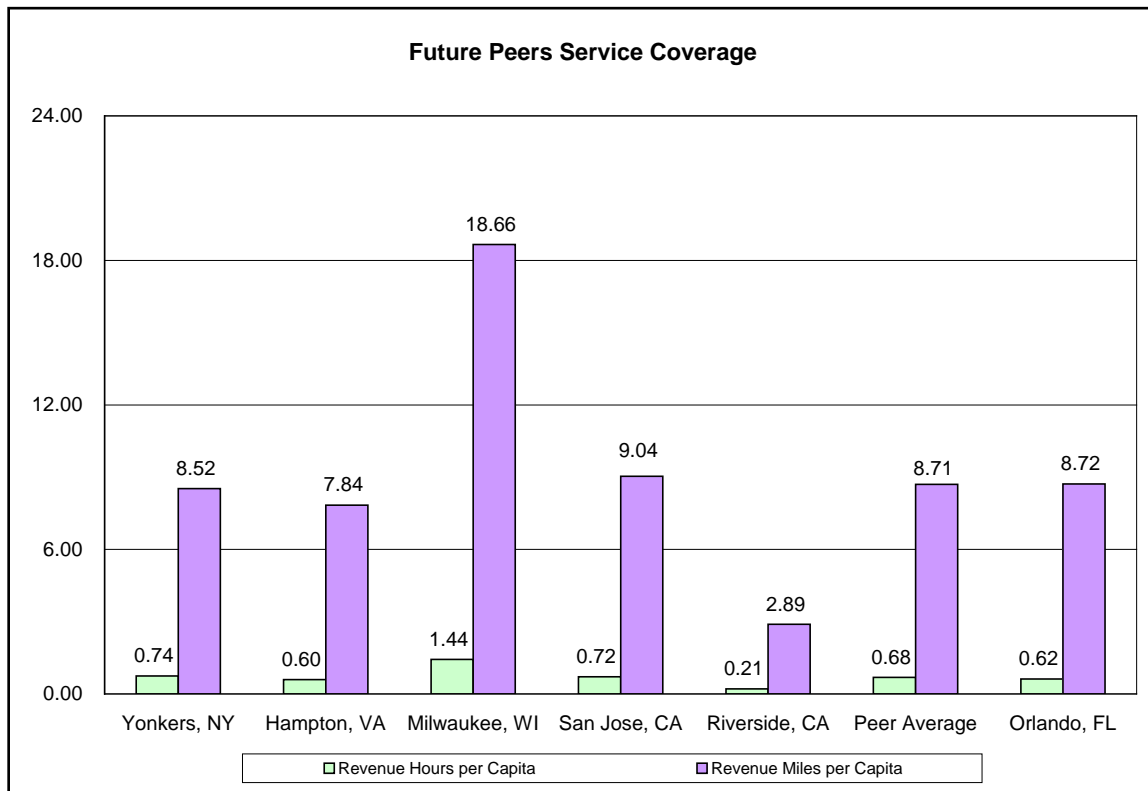


Figure 2-9 Future Peers Service Coverage
Source: Florida Transit Information System – 2007

Service Consumption and Effectiveness

One of the greatest challenges for LYNX is to match the performance of our future peers in the form of passenger trips. LYNX passenger trip per capita is 32.5% less than the future peer average. Progress is being made however. The 2008 LYNX TDP showed that the discrepancy between LYNX and our future peers was 36%. See Figure 2-10.

The service effectiveness of LYNX would need to increase to match the effectiveness of our future peers. Passenger trips per revenue mile are 32.6% less than the future peer average and passenger trips per revenue mile are 25.2 % less. Again, the 2008 LYNX TDP showed that the discrepancy between LYNX and our future peers in trips per revenue mile was 27%, noting increased effectiveness. *Please note that the 2007 Database contains national statistics for 2004 only. Florida Transit Properties statistics are for 2005.*

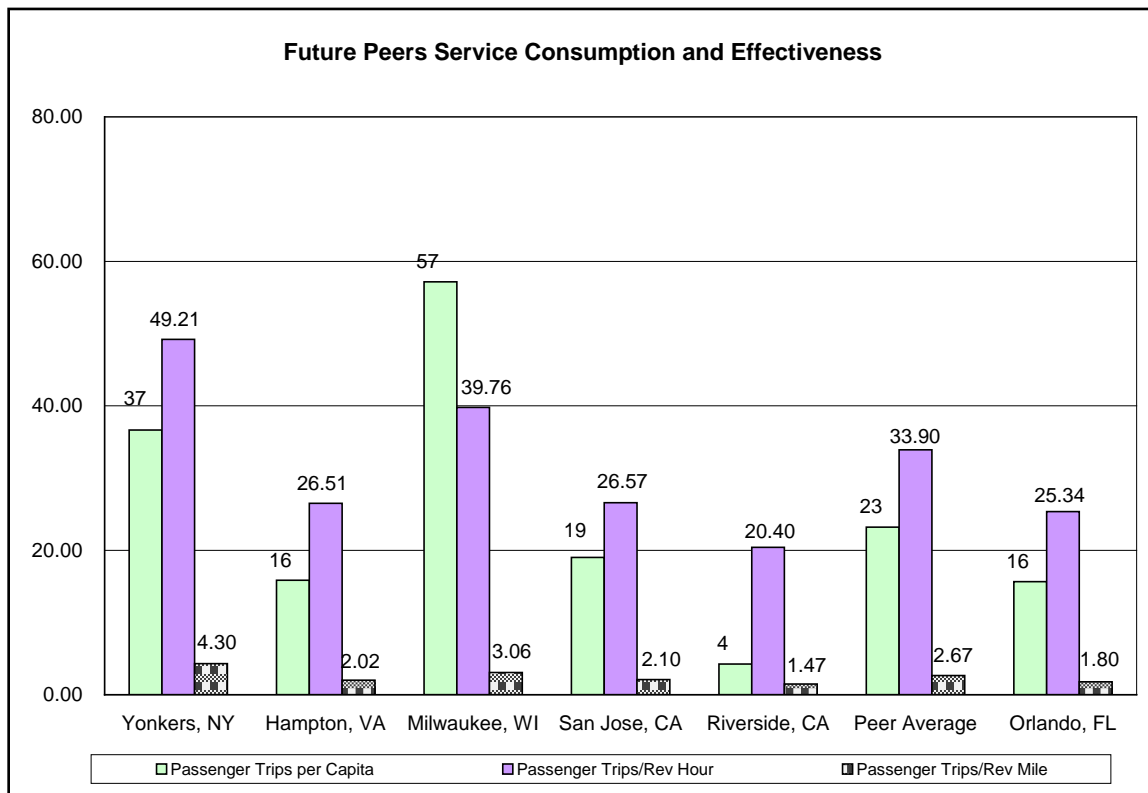


Figure 2-10 Future Peers Service Consumption and Effectiveness
Source: Florida Transit Information System – 2007

Cost Efficiency

LYNX would need a motorbus –operating budget of \$103,750,000 to meet the future peer average. This takes into account the assumption that the operating cost per revenue hour of service would remain constant 20 years into the future. Since this scenario is unlikely to play out, the total operating budget need may be higher. See Figure 2-11. *Please note that the 2007 Database contains national statistics for 2004 only. Florida Transit Properties statistics are for 2005.*

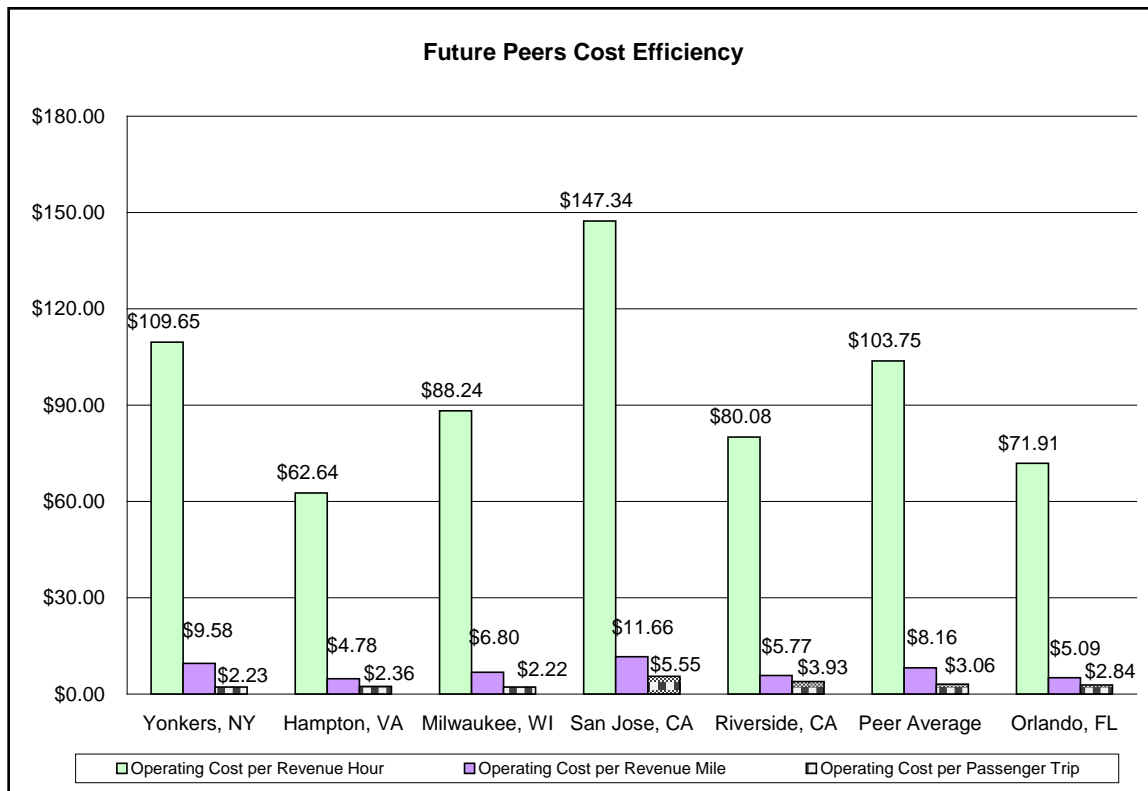


Figure 2-11 Future Peers Cost Efficiency
Source: Florida Transit Information System – 2007

Labor Productivity

LYNX would need to increase the number of employee hours to match the future peer average. Administration hours represent 37.6% fewer and operations hours are 12.8% less than the peer average. Peers who operate in modes such as light rail and ferry operations require more administration hours. See Figure 2-12. *Please note that the 2007 Database contains national statistics for 2004 only. Florida Transit Properties statistics are for 2005.*

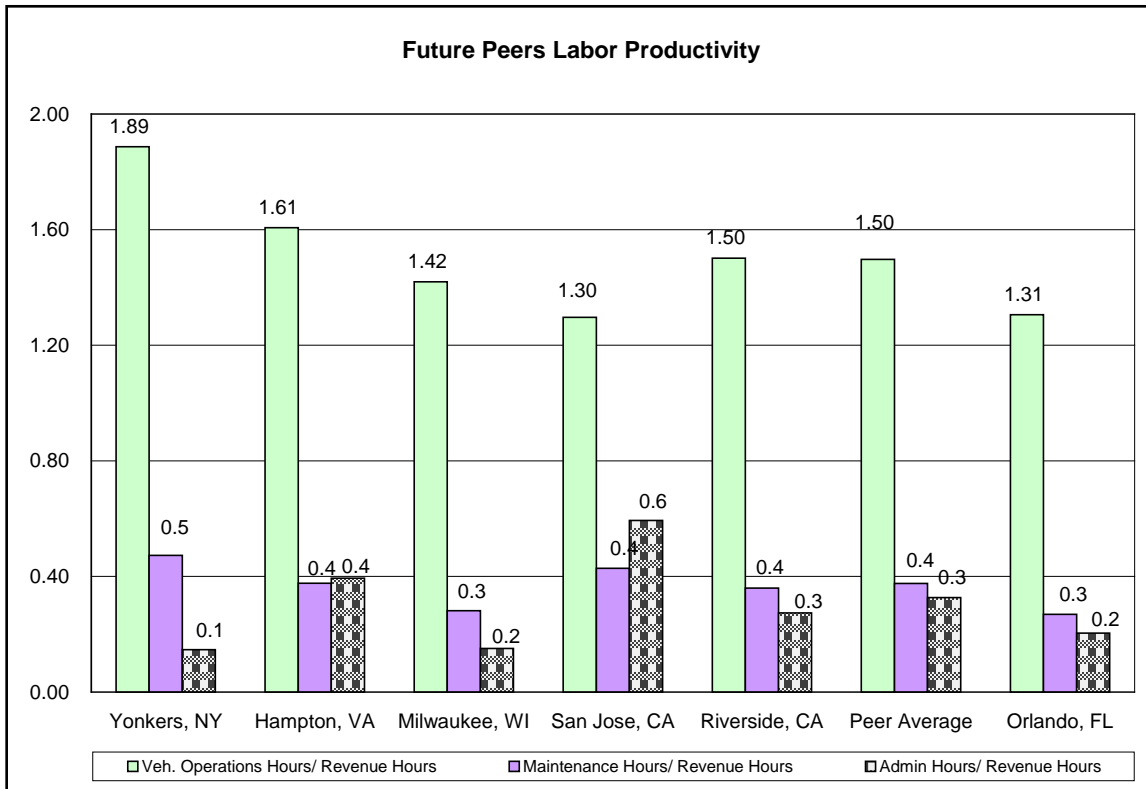


Figure 2-12 Future Peers Labor Productivity
Source: Florida Transit Information System – 2007

Appendix A - Key Market Research Findings

Historical Comparison

Below, Comprehensive Operations Analysis (COA) Survey results are compared to the previous 3 survey efforts conducted as part of LYNX Market Research Studies. Besides the 2005 COA on-board survey, only the 2001 Market Research effort involved on-board surveys.

Historical Comparison of 1995, 1998, 2001 and 2005 the
COA On-Board Bus Passenger Surveys

COA FACTORED SURVEY RESULTS LYNX On Board Survey – Spring of 2005 – All Routes

How did you get this bus?	Responded	% of Total	% of Responses
Transferred	24,038	29.44	30.09
Was Dropped Off	5,318	6.51	6.66
Walked	44,286	54.24	55.44
Rode Bicycle	1,817	2.23	2.28
Drove and Parked	1,418	1.74	1.78
Other	3,004	3.68	3.76
No Response	1,768	2.16	0
Total	81,649	100.0	100.0

Where are you coming from now?	Responded	% of Total	% of Responses
Work	22,372	27.40	27.95
Home	36,168	44.30	45.18
Shopping	4,679	5.73	5.84
School	5,340	6.54	6.67
Medical/Dental	2,311	2.83	2.89
Recreation/Social	1,744	2.14	2.18
Other	7,444	9.12	9.3
No Response	1,590	1.95	0
Total	81,648	100.0	100.0

How will you continue the trip after riding this bus?	Responded	% of Total	% of Responses
Transfer	30,542	37.41	38.88
Be Picked Up	4,093	5.01	5.21
Walk	36,550	44.77	46.53
Drive	1,631	2.0	2.08
Ride Bicycle	1,926	2.36	2.45
Other	3,817	4.67	4.86
No Response	3,089	3.78	4.86
Total	81,648	100.0	100.0

Where are you going after you get off the bus?	Responded	% of Total	% of Responses
Work	23,221	28.44	29.18
Home	35,699	43.72	44.86
Shopping	4,343	5.32	5.46
Medical/Dental	2,043	2.5	2.57
Recreation/Social	2,780	3.41	3.49
School	4,601	5.63	5.78
Other	6,895	8.44	8.66
No Response	2,066	2.53	0
Total	81,648	100.0	100.0

How many transfers before final destination?	Responded	% of Total	% of Responses
None	31,405	38.46	40.18
One	26,343	32.26	33.7
Two	14,129	17.3	18.07
More Than Two	6,293	7.71	8.05
No Response	3,478	4.26	0
Total	81,648	100.0	100.0

How did you pay for this trip?	Responded	% of Total	% of Responses
Cash Fare	38,598	47.27	51.91
7-Day Pass	11,966	14.66	16.09
30-Day Pass	13,333	16.33	17.93
Day Pass	5,260	6.44	7.07
KIS Pass	3,030	3.71	4.08
AdvantAge Pass	2,166	2.65	2.91
No Response	7,296	8.94	0
Total	81,648	100.0	100.0

What improvements are needed?	Responded	% of Total	% of Responses
Frequency	32,033	21.47	26.47
Earlier Service	16,292	10.92	13.46
Later Service	26,309	17.63	21.74
Saturday Service	12,371	8.29	10.22
Sun/Hol Service	21,798	14.61	18.01
New Area Service	12,219	8.19	10.1
No Response	28,199	18.9	0
Total	149,221	100.0	100.0

Evaluate LYNX	Responded	% of Total	% of Responses
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Routing			
Excellent	19,107	23.4	27.03
Good	30,518	37.38	43.18
Fair	14,664	17.96	20.75
Poor	3,698	4.53	5.23
Very Poor	2,697	3.3	3.82
No Response	10,965	13.43	0
Total	81,649	100.0	100.0

Evaluate LYNX On Time Performance	Responded	% of Total	% of Responses
Excellent	12,601	15.43	18.06
Good	23,753	29.09	34.04
Fair	19,756	24.2	28.31
Poor	8,397	10.28	12.03
Very Poor	5,269	6.45	7.55
No Response	11,872	14.54	0
Total	81,649	100.0	100.0

Evaluate LYNX Frequency	Responded	% of Total	% of Responses
Excellent	11,161	13.67	17.14
Good	20,889	25.58	32.08
Fair	19,932	24.41	30.61
Poor	7,479	9.16	11.48
Very Poor	5,658	6.93	8.69
No Response	16,531	20.25	0
Total	81,649	100.0	100.0

Evaluate LYNX Hours of Operation	Responded	% of Total	% of Responses
Excellent	11,616	14.23	17.49
Good	21,155	25.91	31.86
Fair	17,406	21.32	26.21
Poor	9,023	11.05	13.59
Very Poor	7,207	8.83	10.85
No Response	15,241	18.67	0
Total	81,649	100.0	100.0

Evaluate LYNX Overall Service	Responded	% of Total	% of Responses
Excellent	14,244	17.45	21.52
Good	27,642	33.85	41.77
Fair	16,521	20.23	24.97
Poor	4,609	5.64	6.96
Very Poor	3,160	3.87	4.78
No Response	15,473	18.95	0
Total	81,649	100.0	100.0

How often do	Responded	% of Total	% of Responses
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you ride LYNX buses			
5 + days a week	52,829	64.7	68.71
3-4 days a week	13,302	16.29	17.3
1-2 days a week	5,241	6.42	6.82
> once a week	1,390	1.7	1.81
> once a month	2,037	2.49	2.65
First Time	2,093	2.56	2.72
No Response	4,756	5.82	0
Total	81,648	100.0	100.0

Are You?	Responded	% of Total	% of Responses
Working Full Time	53,491	54.6	58.53
Working Part Time	16,403	16.74	17.95
Unemployed	8,119	8.29	8.88
Student	8,357	8.53	9.14
Homemaker	2,011	2.05	2.2
Retired	3,006	3.07	3.29
No Response	6,590	6.73	0
Total	97,978	100.0	100.0

# of vehicles available at home	Responded	% of Total	% of Responses
None	37,708	46.18	49.43
One	22,206	27.2	29.11
Two	12,203	14.95	16.0
> than two	4,174	5.11	5.47
No Response	5,358	6.56	0
Total	81,648	100.0	100.0

Do you have a Drivers License?	Responded	% of Total	% of Responses
Yes	38,048	46.6	50.06
No	37,957	46.49	49.94
No Response	5,643	6.91	0
Total	81,648	100.0	100.0

Are You?	Responded	% of Total	% of Responses
Male	36,485	44.69	48.51
Female	38,732	47.44	51.49
No Response	6,432	7.88	0
Total	81,648	100.0	100.0

Do you consider yourself	Responded	% of Total	% of Responses
Black	29,755	36.44	38.98

White	19,229	23.55	25.19
Pacific Islander	917	1.12	1.2
Asian	1,784	2.19	2.34
Hispanic	17,619	21.58	23.08
Other	7,028	8.61	9.21
No Response	5,315	6.51	0
Total	81,648	100.0	100.0

What is your age?	Responded	% of Total	% of Responses
Under 15	1,480	1.81	1.94
16 to 22	20,135	24.66	26.42
23 to 34	19,720	24.15	25.87
35 to 59	29,818	36.52	39.12
60 to 64	3,134	3.84	4.11
65 or over	1,934	2.37	2.54
No Response	5,427	6.65	0
Total	81,648	100.0	100.0

Annual Household Income	Responded	% of Total	% of Responses
Under \$10,000	20,619	25.25	30.95
10,000-19,999	16,377	20.06	24.58
20,000-29,999	12,586	15.41	18.89
30,000-39,999	6,757	8.28	10.14
40,000-49,999	4,731	5.79	7.1
50,000-74,999	2,995	3.67	4.5
75,000-99,999	1,432	1.75	2.15
Over 100,000	1,120	1.37	1.68
No Response	15,032	18.41	0
Total	81,649	100.0	100.0

ENGLISH TO SPANISH PHRASE CARD

Thank you for riding LYNX.
Gracias por viajar en LYNX.

Have a nice day.
Que pase un buen día.

Good morning.
Buenos días.

Good afternoon.
Buenas tardes.

Good evening.
Buenas noches.

Do you have a pass?
¿Tiene usted un pasaje?

Do you have cash?
¿Tiene usted dinero en efectivo?

*Please pay your fare
and take a seat.*
**Por favor, pague la
tarifa y tome asiento.**

Do you need a free transfer?
**¿Necesita usted un pasaje
de transbordo gratuito?**

*Children age six and under ride
free (limit three) when
accompanied by an adult,
age 18 and over.*

**Los niños menores de seis años
viajan gratis (límite de tres)
cuando estén acompañados de
un adulto mayor de 18 años.**

*Sorry, I am not allowed
to make change.*
**Lo lamento, pero no puedo
dar cambio.**