



LYNX TITLE VI PROGRAM UPDATE 2014-2016

Prepared by Tindale-Oliver & Associates, Inc. | October 2013

FEDERAL TRANSIT ADMINISTRATION

TITLE VI PROGRAM UPDATE

CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY

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DRAFT REPORT

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Table of Contents

Introduction	1
Title VI Program Policy Statement	1
Major Accomplishments since the 2010 Title VI Submittal	3
Pending Financial Awards for Fiscal Year 2014	3
Title VI Program Checklist	4
General Reporting Requirements	6
Title VI Notice to the Public	6
Title VI Complaint Procedures	6
Title VI Complaint Form	7
List of Active Title VI Investigations, Complaints, and Lawsuits	7
Civil Rights Compliance Review Activities	8
Public Participation Plan	11
Public Hearing Guidelines:	12
Fare Increase – Required Activities:.....	12
Other Activities Related to Fare Increase – Not Required:.....	13
Service Reductions – Required Activities:.....	13
Other Activities Related to Service Reductions – Not Required:.....	13
LYNX Program of Projects (Capital Investments) – Required Activities.....	14
Public Notice	14
Public Comments	15
Public Outreach Activities	15
Security	17
Language Assistance Plan	17
Four-Factor Framework	18
Factor 1 - The Number and Proportion of LEP Persons Served or Encountered in the Eligible Service Population.....	18
Factor 2 - The Frequency with which LEP Persons come into Contact with the Agency’s Programs, Activities, and Services.....	22
Factor 3 - The Importance of the Programs, Activities, and Services to LEP Persons	23
Factor 4 - The Cost and Resources Available	24

Minority Representation on Committees and Councils.....	25
Subrecipient Compliance with Title VI.....	27
New Facilities Equity Analysis	28
Board Approval of Title VI Documentation.....	28
Program Specific Requirements.....	28
System-Wide Service Standards and Policies	29
Vehicle Load	29
Vehicle Headways	30
On-Time Performance.....	30
Service Availability	37
Service Policies.....	38
Distribution of Transit Amenities for Each Mode	38
Vehicle Assignment for Each Mode	39
Transit Security	40
Demographic Analysis.....	40
Customer Demographics and Travel Patterns	48
Monitoring Program	49
Major Service Policy.....	52
Disparate Impact Policy	52
Disproportionate Burden Policy.....	52
Equity Analysis	53
Conclusion.....	53
Appendix A: Title VI Complaint Forms	54
Appendix B: LEP Data.....	55
Appendix C: Monitoring Program Data.....	86
Appendix D: Equity Analyses.....	87
Appendix E: LYNX Service Area Maps	88
Appendix F: Board Approval	89
Appendix G: Subrecipient Title VI Program	90
Appendix H: Public Outreach	91

List of Tables

Table 1: LEP Population by County and LYNX Service Area 22
Table 2: Total LEP Populations 22
Table 3: Translation Requests by Language 23
Table 4: LYNX TAC Racial Composition 25
Table 5: Regional Working Group Racial Composition 26
Table 6: Vehicle Load Standards 29
Table 7: On-Time Performance Standards 30
Table 8: LYNX Vehicle Headways and Service Spans by Route 31
Table 9: Network Spacing 37
Table 10: Percent Minority Bus Stops by Bid 38
Table 11: Population Below Poverty Level 41
Table 12: Minority Population 41
Table 14: Distribution of LYNX Service Minority and Non-minority 50

List of Figures

Figure 1: 2010 Survey Respondents by Household Income 48
Figure 2: 2010 On-Board Survey – Fare Type by Household Income 49

List of Maps

Map 1: Orange County LEP Census Blocks 19
Map 2: Osceola County LEP Census Blocks 20
Map 3: Seminole County LEP Census Blocks 21
Map 4: Orange County Below Poverty Level Census Tracts 42
Map 5: Orange County Minority Census Tracts 43
Map 6: Osceola County Below Poverty Level Census Tracts 44
Map 7: Osceola County Minority Census Tracts 45
Map 8: Seminole County Below Poverty Level Census Tracts 46
Map 9: Seminole County Minority Census Tracts 47

Introduction

The Central Florida Regional Transportation Authority d.b.a. LYNX, as the public transportation provider in Orange, Osceola, and Seminole counties, is required to submit to the Federal Transit Administration (FTA) a Title VI Program update every three years. This report is intended to demonstrate compliance with Title VI requirements and ensure that transit services are equitably distributed and provide equal access and mobility to any person without regard to race, color, or national origin.

This update for 2014-2016 has been prepared pursuant to Title VI of the Civil Rights Act of 1964, FTA Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients" published October 1, 2012. This update also summarizes the LYNX transit service provisions since the last Program update was approved.

Title VI Program Policy Statement

As a provider of public transportation whose employees have extensive daily contact with the public, the Central Florida Regional Transportation Authority d.b.a. LYNX, recognizes its responsibility to the community it serves and is committed to a policy of non-discrimination. It is LYNX' policy that we work to ensure non-discriminatory transportation in support of our service philosophy to enhance the lives of our customers daily with pride, passion, and performance, as well as, the organizational mission to link our community by providing quality mobility options with innovation, integrity, and teamwork.

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

The Environmental Justice component of Title VI guarantees fair treatment for all people and allows LYNX to identify and address, as appropriate disproportionate and adverse effects of its program, policies, and activities on minority and low-income populations.

The three fundamental Environmental Justice concepts are to:

1. Avoid, minimize, or mitigate disproportionately high and adverse human health or environmental effects, including social and economic effects, on minority and low-income populations.
2. Ensure the full and fair participation by all potentially affected communities in the transportation decision-making process.
3. To prevent the denial of, reduction in, or significant delay in the receipt of benefits by minority and low-income populations.

Desna Hunte, Compliance Manager, has been designated as the LYNX' Civil Rights Officer responsible for civil rights compliance and monitoring to ensure non-discriminatory provision of transit services and

programs. However, along with the Chief Executive Officer, all directors, managers, and their staff share in the responsibility for making LYNX' Title VI Program a success. Implementation of the Title VI Program is given the same priority as compliance with all other legal obligations incurred by LYNX in its financial assistance agreements with the U.S. Department of Transportation.

To request a copy of the agency's Title VI Program, contact LYNX. Any person who believes that they have been denied a benefit, excluded from participation in, or discriminated against under Title VI has the right to file a formal complaint in writing to the Manger of Compliance, responsible for civil rights compliance and monitoring to ensure nondiscriminatory provision of transit services and programs.

File your formal complaint in writing to: Desna Hunte, Manager of Compliance, 455 N. Garland Avenue, Orlando, Florida 32801 or by calling (407) 254-6117. Please be sure to include your name, address, and how to contact you (phone number, email address, etc.) 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.

Individuals and organizations may file a complaint with the Federal Transit Administration's Office of Civil Rights by obtaining the complaint form from:

http://www.fta.dot.gov/civilrights/title6/civil_rights_5104.html.

John M. Lewis, Jr.
Chief Executive Officer

Date

Major Accomplishments since the 2010 Title VI Submittal

- LYNX completed its major Transit Development Plan Update for 2013-2022.
- In October 2012, LYNX received final permitting for the Kissimmee Transfer Center. The Center consists of eight bus bays and 16 passenger waiting shelters. Other enhancements include sidewalks, information kiosks, landscaping, lighting, passenger seating, CCTV security, bike racks, and other passenger amenities. Construction is anticipated to be completed by 2013.
- As of February 2013, LYNX is in the process of conducting two Design-Build projects for the Parramore and the East-West BRT expansions. Design plans have been substantially completed for both Projects, with construction initiated on November 14, 2012 for the East-West project. Construction on the Parramore project is anticipated to begin in the spring of 2013. Both projects are expected to be in operation by 2014.
- LYNX is in the process of completing the US 192 Alternatives Analysis (AA). The study is focused on exploring and recommending the role that premium transit should play along the corridor from east of Kissimmee to US 27 in south Lake County.
- LYNX is in the process of completing the SR 50 AA to identify locally preferred alternatives for the corridor. The study will examine the 21.5-mile east-west segment along State Road 50 between the University of Central Florida and West Oaks Mall in Orange County, passing through downtown Orlando and connecting with two SunRail stations south of SR 50.
- LYNX has identified service adjustments and route restructuring related to the findings of its recent Comprehensive Operational Analysis. The potential service improvements were designed to improve the efficiency of the service and should correspondingly improve customer delivery and satisfaction with the service.
- LYNX continues to work with the Florida Department of Transportation (FDOT), as well as local government staff from around the region, on service planning, community outreach and safety outreach activities in advance of SunRail beginning operation in the Spring of 2014. LYNX will be adjusting existing routes to serve SunRail stations and will be increasing frequency on several routes.
- LYNX is currently in the process of implementing a new stored-value card. The Title VI analysis has been completed to review the impacts of the new fare media and the new fare structure. Pending FTA's review and approval of the Title VI Program, the new fare card will be implemented to allow customers seamless travel between the new SunRail system and LYNX bus routes.
- Two ticket vending machines have been purchased for LYNX Central Station (LCS) to efficiently accommodate the increased passenger traffic LYNX anticipates when SunRail begins service.

Pending Financial Awards for Fiscal Year 2014

The following federal grants are currently under review.

- FL-95-x060
- FL-04-0179
- FL-90-x789-01 (amendment)

Title VI Program Checklist

The following checklists identify the Title VI Program reporting requirements, as described in FTA Circular 4702.1B with the associated page numbers from this report that address those requirements. The first checklist applies to all recipients of federal funding assistance, while the second checklist refers to all fixed-route transit providers operating 50 or more fixed-route vehicles in peak service and located in an urbanized area of 200,000 or more in population.

Checklists for all Recipients:

1. Title VI Notice to the Public

Requirement: Submit a copy of the Title VI Notice to the Public, including a list of locations where the notice is posted.

Title VI Plan: Page 6

2. Title VI Complaint Procedure

Requirement: Submit a copy of the LYNX procedures for filing a Title VI complaint.

Title VI Plan: Page 6

3. Title VI Complaint Form

Requirement: Submit a copy of the LYNX form for filing a Title VI complaint.

Title VI Plan: Appendix A

4. List of Transit-Related Title VI Investigations, Complaints, and Lawsuits

Requirement: Submit a list of any Title VI investigations, complaints, or lawsuits filed with the agency since the time of the last submittal.

Title VI Plan: Page 7

5. Public Participation Plan

Requirement: Submit information about outreach methods to engage minority and Limited English Proficiency (LEP) populations and a summary of outreach efforts made since the time of the last submittal.

Title VI Plan: Page 11

6. Language Assistance Plan

Requirement: Submit a copy of the agency's plan for providing language assistance to LEP persons, which is based on the Department of Transportation LEP guidance.

Title VI Plan: Page 17

7. Minority Representation

Requirement: Submit a table depicting the membership of non-elected committees and councils broken down by race and a description of the process the agency uses to encourage the participation of minorities on such committees.

Title VI Plan: Page 25

8. Subrecipient Compliance with Title VI

Requirement: Submit a description of how the agency monitors its subrecipients for compliance with Title VI and a schedule of subrecipient Title VI program submissions.

Title VI Plan: Page 26

9. Title VI Equity Analysis

Requirement: Submit a Title VI Equity Analysis if the recipient has constructed a facility (vehicle storage facility, maintenance facility, operation center, etc.) since the time of the last submittal.

Title VI Plan: Page 27

10. Board Approval of Title VI Documentation

Requirement: Submit a copy of board meeting minutes, resolution, or other appropriate documentation showing the board of directors or appropriate governing entity or officials responsible for policy decisions reviewed and approved the Title VI Program.

Title VI Plan: Page 89 to be included after December 4, 2013 Board meeting

Checklist for Transit Providers Operating 50 or More Fixed-Route Vehicles in Peak Service and Located in an Urbanized Area of 200,000 or More in Population:

1. Service Standards

Requirement: Submit the agency's system-wide service standards by mode for vehicle load, vehicle headway, on-time performance, and service availability.

Title VI Plan: 28

2. Service Policies

Requirement: Submit the agency's system-wide policies by mode for distribution of transit amenities and vehicle assignment.

Title VI Plan: 36

3. Demographic Analysis

Requirement: Submit a demographic analysis of the transit provider's service area, including demographic maps and charts.

Title VI Plan: 39

4. Customer Demographics and Travel Patterns

Requirement: Submit passenger demographic data and travel patterns collected from passenger surveys.

Title VI Plan: 46

5. Monitoring Program

Requirement: Submit the results of the monitoring program of service standards and policies and any action taken to verify Board approval of the monitoring results.

Title VI Plan: 48

6. Major Service Policy

Requirement: Submit a description of the public engagement process for setting the major service change policy and disparate impact policy, with verification of Board approval of those policies.

Title VI Plan: 49

7. Equity Analysis

Requirement: Submit the results of any equity analysis for any major service changes and/or fare changes implemented since the last Title VI Program submission, with verification of Board approval of the equity analysis for any service or fare changes.

Title VI Plan: 49

General Reporting Requirements

The following information addresses Title VI general reporting requirements as described in FTA Circular 4702.1B.

Title VI Notice to the Public

A Title VI Notice to the Public must be displayed to inform a recipient's customers of their rights under Title VI. At a minimum, recipients must post the notice on the agency's website and in public areas of the agency's office(s), including the reception desk, meeting rooms, etc.

The following Title VI Notice to the Public is posted in the LYNX schedule book, terminals, administrative offices, and website:

Notifying the Public of Rights under Title VI

The Central Florida Regional Transportation Authority D/B/A LYNX

- LYNX operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with LYNX.
- For more information on LYNX's civil rights program, and the procedures to file a complaint, contact 407-841-2279, email dhunte@golynx.com, or visit our administrative office at 455 N. Garland Avenue, Orlando, Florida 32801. For more information, visit www.golynx.com.
- Inquiries or complaints related to Title VI may be sent in writing to LYNX Title VI Officer, 455 N. Garland Avenue, Orlando, Florida 32801.
- A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Avenue, SE, Washington, DC 20590.
- If information is needed in another language, contact 407-841-2279.

Title VI Complaint Procedures

The following Title VI complaint procedures are located on the LYNX website and are in compliance with Title VI requirements. The procedures are also available in Spanish and presented in Appendix A.

As a recipient of federal financial assistance, the Central Florida Regional Transportation Authority d/b/a LYNX has in place the following Title VI complaint procedure.

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the Central Florida Regional Transportation Authority (hereinafter referred to as "the

Authority”) may file a Title VI complaint by completing and submitting the agency’s Title VI Complaint Form. The Authority investigates complaints received no more than 180 days after the alleged incident. The Authority will process complaints that are complete.

Once the complaint is received, the Authority will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

The Authority has 30 days to investigate the complaint. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has 30 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 30 business days, the Authority can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur. If the complainant wishes to appeal the decision, she/he has 30 days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

Title VI Complaint Form

The LYNX Title VI complaint form, in both English and Spanish, is available on the LYNX website and presented in Appendix A of this report.

List of Active Title VI Investigations, Complaints, and Lawsuits

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 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.

No lawsuits or complaints alleging that LYNX discriminates on the basis of race, color, or national origin with respect to service or other transit benefits have been filed since submittal of the previous Title VI Program.

Civil Rights Compliance Review Activities

FTA Region IV staff conducted a triennial review in 2013, which reviewed compliance with all FTA requirements. Results of the review were recently submitted to LYNX.

LYNX submitted the FY2013 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

The FY2014 Certifications and Assurances will be submitted when available.

Internal Review of 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 through 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 is driven by recommendations from the RWG, staff, logged customer concerns and request, and overall community benefit. The process of reviewing transit route performance is detailed below:

The RWG, established by the LYNX Board of Directors, reviews and provides input on the annual process of service improvement, program development, and other LYNX regular business. Staff from all cities and counties within the LYNX service area, Disney, FDOT, METROPLAN ORLANDO, and LYNX make up the RWG. 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 farebox recovery. All Links are then ranked by these performance criteria.

Secondly, all Links that display service performance in the bottom quartile (25%) 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 low performing routes 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 the LYNX service standards and the following 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 to 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 (CEO) with approval of the LYNX Board of Directors.

LYNX ensures oversight of capital projects through department capital budget meetings, after which LYNX directors are tasked with reviewing and prioritizing agency needs in concert with the CEO. The LYNX Directors Team (LDT) is a policy making team responsible for the planning, development, administration, control and programming of the Authority’s Capital Improvement Program (CIP). The LDT provides senior management oversight and direction for LYNX’ capital program.

The LDT is an internal committee made up of directors 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 LDT, the Planning and Grants divisions coordinate projects and funding.

The LDT holds review meetings with stakeholders, including prioritization meetings, as part of the annual budgeting cycle. During the course of the year, Finance 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/July LYNX Board meeting, the July/August 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 March/April Board of Directors meeting the LYNX proposed operating and at the June/July Board of Directors meeting the LYNX preliminary capital budget 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/August 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 meeting 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
- LDT, Planning, and Grants Coordination – Director of Finance
- Service Efficiency Review Committee (SERC) – Director of Planning
- LYNX Board of Director Review – Director of Finance

Public Participation Plan

LYNX completes a variety of public involvement activities to ensure a range of available opportunities for obtaining proper public input on the development and implementation of LYNX mobility services. There are two types of activities for which procedures are established:

1. Activities that require public participation based on Federal and/or State regulations; and
2. Activities that LYNX desires to solicit public input as an overall strategy to provide market driven transportation services.

As part of the public participation process, 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 10 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 participation on one or more than one activity so long as there is at least 21 days for comment before any one of the activities are 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 comment on the 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 and State regulations;
2. When service reductions take place such that any 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. Any service reduction impacting more than 25 percent of an individual route's total revenue hours, as determined by the Service Planning Manager in coordination with the Title VI Officer.
 - c. Any service reduction impacting more than 25 percent of an individual route's total revenue miles, as determined by the Service Planning Manager in coordination with the Title VI Officer.
 - d. When passenger fares and/or fare media are proposed to be raised beyond current pricing levels. This includes all LYNX services requiring a fare.
3. Once annually to review the Program of Projects as part of the Transit Development Plan (TDP) process.

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:

Fixed-route fare increases are increases in the base system, full adult fare. When the full fare is increased, discount fares, fare media, premium services, and paratransit fares 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 process is initiated, LYNX shall proceed with public notification of the proposed fare increase, following Title VI requirements. Once initiated, the following activities will be conducted to solicit input:

1. Prepare notices in the form of press releases in both English and Spanish, and on-board bus cards and flyers for paratransit vehicles in both English and Spanish.
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 input.

Other Activities Related to Fare Increase – Not Required:

When deemed appropriate and reasonable, LYNX may also 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 and television stations in both English and Spanish.

Service Reductions – Required Activities:

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

1. Reduces revenue hours of service by more than 25 percent of an individual route's total revenue hours.
2. Reduces revenue miles of service by more than 25 percent of an individual route's total revenue miles.
3. Eliminates a route altogether, unless the route is a service development or experimental service or has not been in existence for more than 2 years.

Public participation is required if any of the above activities impact more than 25 percent of an individual route's total revenue hours and/or total revenue miles, as determined by the Director of Planning in coordination with the Title VI Officer. When LYNX deems that one or all of the criteria have been met, the following activities shall occur.

1. Prepare notices in the form of press releases and via on-board bus cards in both English and Spanish.
2. Schedule a public hearing(s).
3. Notice of public hearing in accordance with the public notice procedures listed below.
4. Hold a public hearing(s) to gain input.

Other Activities Related to Service Reductions – Not Required:

When deemed appropriate and reasonable, LYNX 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 and television stations in both English and Spanish.

LYNX Program of Projects (Capital Investments) – Required Activities

Capital investment and/or improvement projects shall be programmed in the annual update of the LYNX Transit Development Plan (TDP), budget workshops, and the MetroPlan Orlando (the Metropolitan Planning Organization (MPO) for Orange, Osceola, and Seminole counties) Transportation Improvement Program (TIP). The MPO provides a process for early consultation and public participation to citizens, affected public agencies, representatives of transportation agencies, private providers of transportation, and other interested parties and local jurisdictions. MetroPlan Orlando presents all key issues to its Transportation Technical Committee, which are comprised of jurisdictional staff, private citizens, and elected officials in the urban area. Public hearings are also held on the Long Range Transportation Plan (LRTP) and the TIP prior to adoption by the MPO. The MPO's public participation activities will be in compliance with MetroPlan Orlando's most current Public Involvement Program.

The LYNX public participation process in the form of public workshop(s) for capital investments/improvements will be as follows:

1. Once annually, LYNX will develop a Program of Projects (POP) also known as the TDP, proposed to be funded with Federal, State, and local funding.
2. LYNX will publish notice of the POP's availability in a newspaper of general circulation in 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 TDP, which provides for additional public comment.
4. The POP/TDP 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 citizen committees, holding a public hearing, and final adoption by the MPO Board.

Public comments received on the POP/TDP 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 10 days prior to the proposed action. Public notice will 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 LEP. The notice will also be available on the LYNX website for translation into other languages. Translation will be completed as requested for vital documents and public notices. Based on data obtained from ridership surveys, notices will be developed and published in another language when that language is used by a minimum of 20 percent of the riders. Upon request, accommodations

will be made for information or notices to be provided in additional languages other than English or Spanish, as well as other accessible formats in compliance with the Americans with Disabilities Act and LEP provisions.

Should the hearing be for the purpose of route reduction, LYNX may opt to assign staff, where appropriate and available, to act as “living alerts” and notify the public of the hearing and to distribute comment cards. This action is optional and is not part of the overall policy and procedure.

Public Comments

LYNX solicits public input regarding mobility services, amenities, routing, fare structure, and fare media. In order to maximize the public’s opportunity to comment and become part of the official public record, LYNX has implemented the following public comment procedure:

1. Public comment period will encompass the date of the initial advertisement and until 21 days after the date of the initial advertisement.
2. Comments will be afforded:
 - a. Via the LYNX website at www.golynx.com.
 - b. In person at workshop(s) or hearing(s).
 - c. Via comment cards available in both English and Spanish.
 - d. To a Customer Service Representative by calling (407) 841-5969 during regular Customer Service business hours or TTY at (407) 423-0787 for our hearing impaired customers.
 - e. Via regular mail or delivery service.
 - f. Through electronic mail.
3. If part of an affected route or a particular service area is served by a population of 20 percent or more that speak a language other than English or Spanish, comment cards will be made available in that language.
4. LYNX staff, under the direction of the Chief Executive Officer (CEO), will compile and package all comments to be reviewed by the LYNX Board of Directors no later than one week prior to the LYNX Board of Directors meeting.
5. The public is also afforded the opportunity to comment on all proposed actions taken by the LYNX Board of Directors at their regularly scheduled meeting.

Public Outreach Activities

LYNX uses various forms of public involvement to tailor the outreach to the specific activity involved. Public outreach activities are designed to increase awareness of LYNX, determine public attitudes regarding the Authority’s 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 participation outreach effort to include, but not limited to:

1. Annual Transit Development Plan – Public workshops will be held in all three service counties and held prior to the TDP finalization for major update years to seek public input on the projects

proposed for funding. Minor update years shall solicit public input through a newspaper advertisement and at the LYNX Board meetings.

2. Transportation Disadvantaged Service Plan – The plan was available for review and comment on the LYNX Customer Service webpage. The public could post comments by clicking the “How can we help you?” field.
3. MPO Coordination – This includes participation by the MPO committees, MPO Board Meetings, and presentations when appropriate to Citizens Advisory Committee. Below is a list of coordination that will occur with the MPO. The list is not exhaustive as additional coordination will occur as needed for other projects, including Section 5310 (Enhanced Mobility of Seniors and Individuals with Disabilities subrecipient selection.)
 - a. TIP – Annual coordination with MPO.
 - b. Unified Planning Work Program (UPWP) – Annual submission of the proposed planning projects to be funded in the UPWP.
 - c. LRTP – Participation and input in to the development of a multi-modal transportation system.
 - d. Transportation Disadvantaged Local Coordinating Board (TDLCB) – As the Community Transportation Coordinator (CTC), LYNX participate in the TDLCB meeting. The TDLCB evaluates the service levels, safety, and other issues of transit operations provided by ACCESS LYNX serving the elderly, people with disabilities, or otherwise disadvantaged citizens in Orange, Osceola, and Seminole counties. The public is given an opportunity to comment to the TDLCB about public transportation during the meetings.
4. Speaker’s Bureau – LYNX key staff members may present to community groups, chambers of commerce, business organizations, elected officials, and neighborhood/community associations. Speakers Bureau presentations may also be requested at large.
5. Information Awareness Program – This includes marketing promotions targeted toward promoting the LYNX image throughout the community to both riding and non-riding customers.
6. Internet/Web Access – The LYNX website is currently accessible providing information on LYNX services, policies, projects, upcoming modifications, job opportunities, and more. The LYNX website includes a Title VI statement and overview, procedures for filing a complaint, and the Title VI complaint form. LYNX staff also responds to all email inquiries.
7. LYNX Committees – The committees established by LYNX assist with obtaining governmental and citizen input on the business of LYNX. Outreach activities through committees are listed below and may also cease when committees are no longer in existence.
 - a. Transit Advisory Committee – Committee comprised of disabled users and their advocates to represent the views of persons with disabilities.
 - b. 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.
8. Annual Budget – Public workshops in the form of presentations to the LYNX funding partners and the LYNX Board of Directors engage citizens in an interactive process of balancing service needs 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. LYNX will publish in a newspaper of general circulation, the regularly scheduled Board of Directors meeting at which time the proposed budget will be presented. The public will be given the opportunity at the Board of Directors meeting to comment on the proposed budget.

9. Press Releases – LYNX posts press releases on its website to announce service modifications and upcoming events and outreach activities.
10. Social Media – LYNX uses social media feeds to make announcements regarding service delays, service proposals, and upcoming events and outreach activities.

In addition to the activities previously listed, LYNX has conducted major outreach efforts for several planning studies that have occurred since the 2010 Title VI submittal, including the development of the Vision 2030, Community Connector Plan Update, LYMMO Expansion, Parramore Bus Rapid Transit, US 192 Alternatives Analysis (AA), and SR 50 AA. Each of the planning studies conducted a unique public outreach process designed to reach the residents within the affected communities and/or target populations.

Public workshops are held in the communities affected by the service modifications that exceed the established threshold and/or fare increases; therefore, if changes affect a minority community notice of the public meeting will be posted on the buses and the meeting should be in close proximity to the community providing an opportunity for all interested parties to attend. LYNX may also present to community groups in affected areas to reach a greater audience of participants. For all LYNX public meetings relating to service changes that exceed the threshold and fare increases, public notices are developed in both English and Spanish and posted on all LYNX bus routes, the terminal, and on the website to reach all groups, including minority populations. LYNX conducts public meetings in all three counties in the service area, when feasible. The meetings are geographically located on fixed bus routes, when possible. LYNX also provides transportation to and from the meeting at no charge for any person who would like to attend, but is unable to access the fixed-route bus.

Security

LYNX takes the safety and security of the public and its employees very seriously. In an effort to circumvent any disruptive or potentially harmful situations, LYNX will procure the services of an off-duty law enforcement officer or have a LYNX safety officer at all public hearings. Law enforcement officers will be uniformed and will be from the law enforcement agency of the jurisdiction in which the hearing(s) is being held. LYNX safety officers will have badges identifying their role and may attend any LYNX hosted meeting throughout the tri-county area.

Language Assistance Plan

LYNX has completed the following language assistance assessment and gathered data to gain an understanding of the public transportation needs of LEP persons in Orange, Osceola, and Seminole counties.

Four-Factor Framework

The four-factor framework includes four steps that assist transit agencies in developing a cost-effective mix of language assistance measures. The factors that should be considered during the LEP needs assessment include:

1. The number and proportion of LEP persons served or encountered in the eligible service population;
2. The frequency with which LEP persons come into contact with the agency's programs, activities, and services;
3. The importance of the programs, activities, and services to LEP persons; and
4. The cost and resources available.

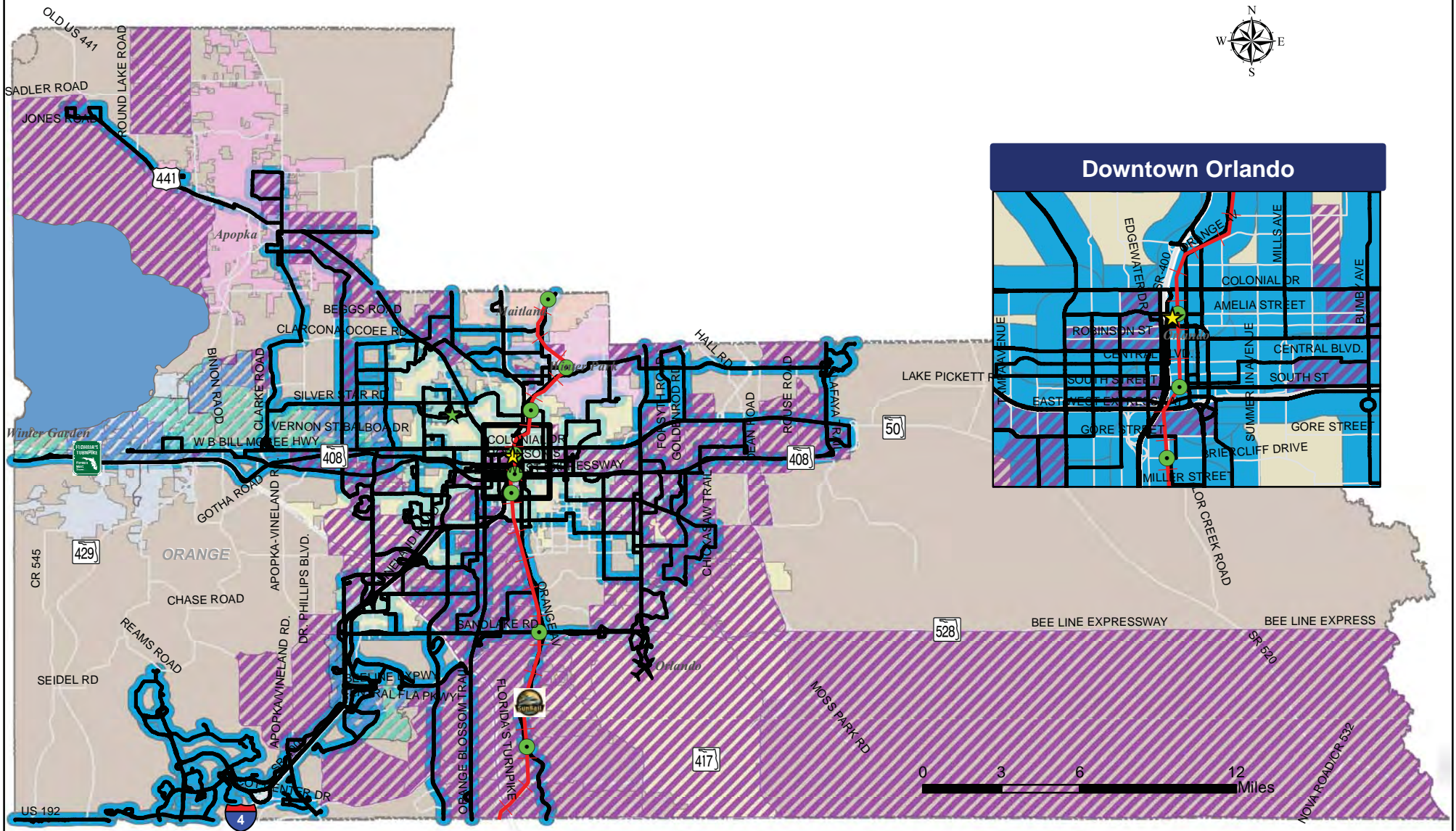
Factor 1 - The Number and Proportion of LEP Persons Served or Encountered in the Eligible Service Population

LYNX provides more than 29 million passenger trips each year within the tri-county service area. LYNX is continually providing information to LEP residents of the community. Over 11 percent of the population in Orange, Osceola, and Seminole County area who are five years of age or older speak a language other than English. LYNX has prepared this LEP Plan to document the steps being taken to provide assistance for LEP persons seeking meaningful access to LYNX programs and to identify any additional LEP needs that are not being met through the existing information dissemination process.

The number and proportion of LEP persons within the LYNX service area was assessed using the 2011 American Community Survey (ACS) estimates. The ACS data were reviewed to determine the number of people who speak English "very well" and "less than very well" for each Census block group within the LYNX service area. Table 1 presents the total population, the LEP population (those who speak English less than very well), and the proportion of LEP individuals for each county, the overall tri-county area, and within the LYNX service area. Table 2 presents the total LEP populations. The table presented in Appendix B shows the total population, LEP population, and percent LEP population in Orange, Osceola, and Seminole counties by Census tract code.

Maps 1 through 3 present the above average LEP block groups, the LYNX existing routes and the proposed LYNX routes based on the recommendations from the Comprehensive Operational Analysis (COA) scheduled to be completed this year for Orange, Osceola, and Seminole counties, respectively. The LEP block groups that are shown on the map represent those block groups above the average for county (Orange – 11.89%, Osceola – 17.98%, and Seminole – 5.57%). As shown on the maps, higher proportions of LEP persons are residing to the south and southeast portion of Orange County as well as in the east portion of the county near Forsyth Road, Goldenrod Road, Chickasaw Trail, and Alafaya Trail. Orange County LEP populations are also located in the City of Apopka and the north portion of the County just south of US 441. Osceola County's above average LEP block groups are located to the north central portion of the county near the City of Kissimmee, along US 192, Hunters Creek, Southchase, and Buena Ventura Lakes. Osceola County LEP populations are also located in the southeast portion of the county west and south of Poinciana Boulevard and in Poinciana. Higher proportions of LEP populations

Map 1: LYNX Title VI Analysis - LEP Block Groups - Orange County



Legend

- LYNX System - August 2013
- NeighborLink Areas
- 1/4 Mile Buffer

- SunRail Stations
- SunRail
- Downtown Orlando

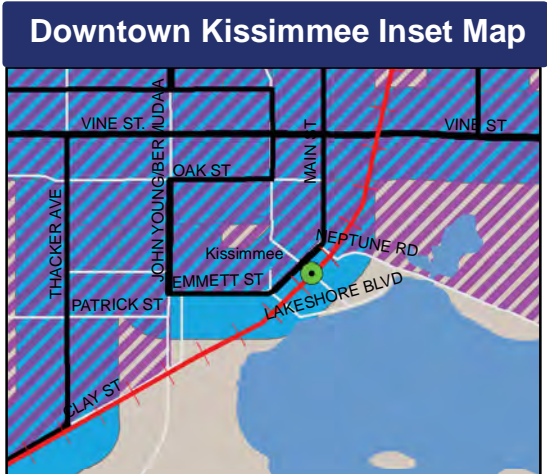
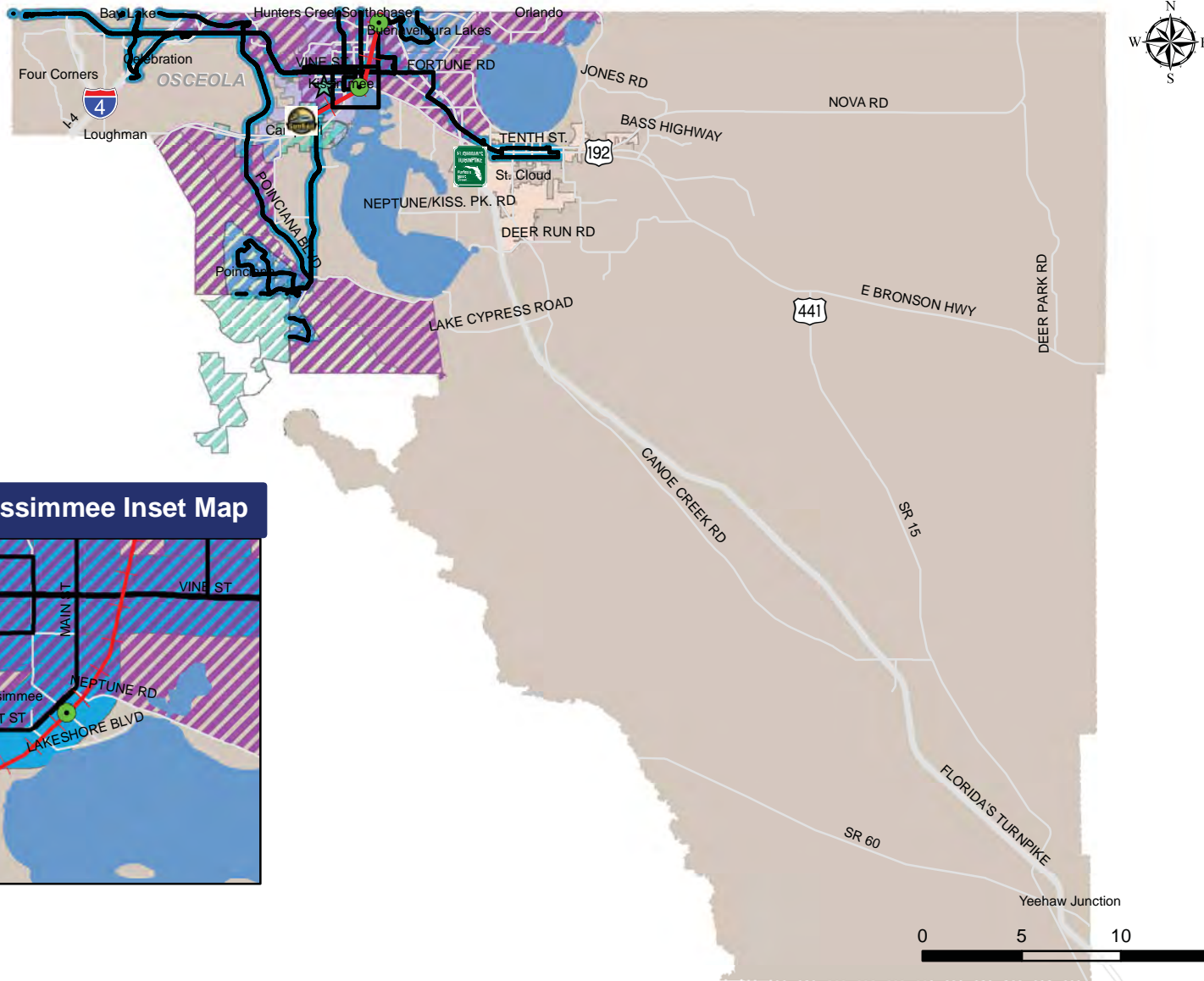
- LEP Block Groups
- LYNX Central Station
- LYNX Operations Center

- Apopka
- Maitland
- Orlando
- Winter Garden
- Winter Park



Source: 2011 American Community Survey

Map 2: LYNX Title VI Analysis - LEP Block Groups - Osceola County

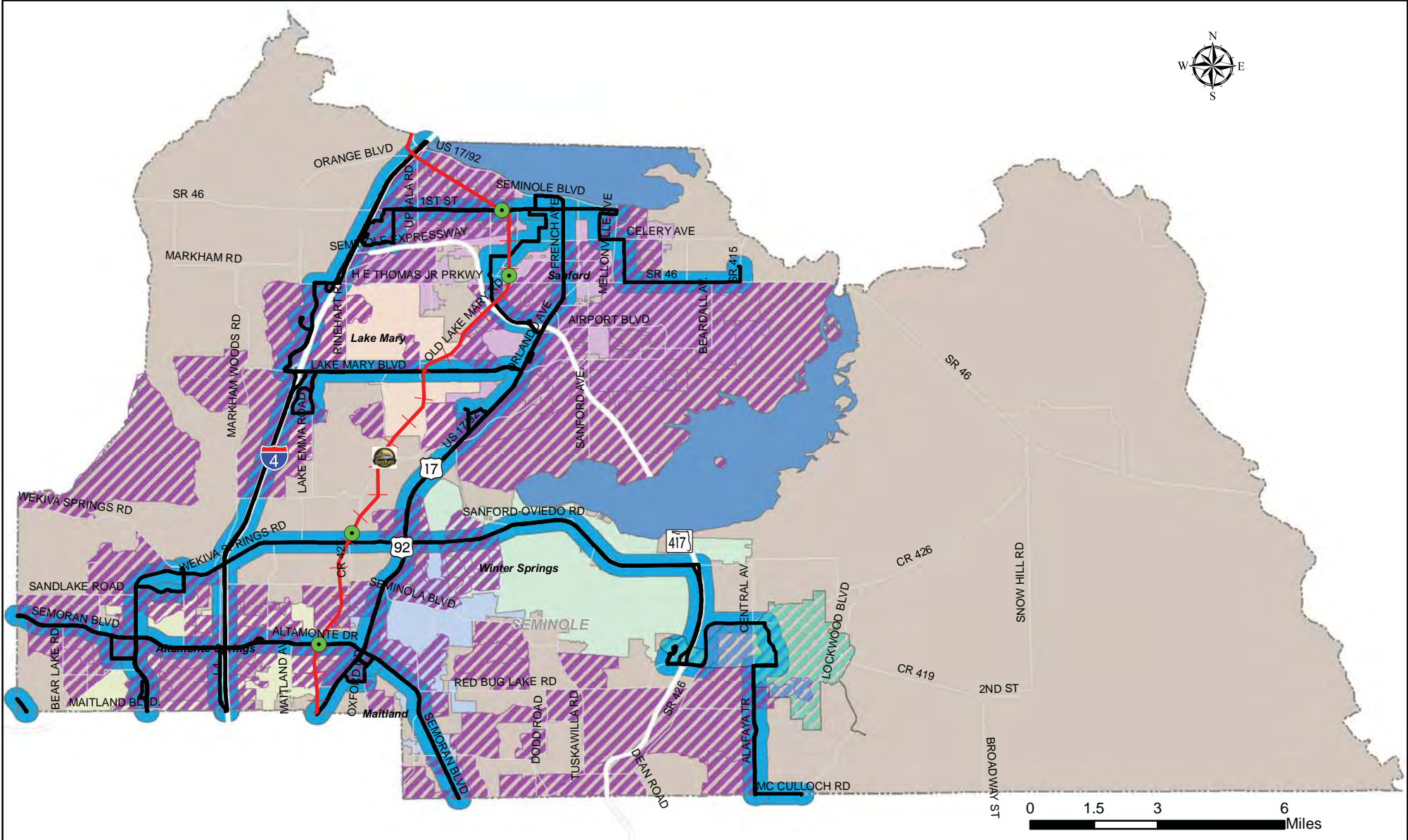


- Legend**
- LYNX System - August 2013
 - NeighborLink Areas
 - 1/4 Mile Buffer
 - LEP Block Groups
 - Osceola Facility
 - SunRail Stations
 - SunRail
 - Kissimmee
 - Poinciana
 - St. Cloud



Source: 2011 American Community Survey

Map 3: LYNX Title VI Analysis - LEP Block Groups - Seminole County



0 1.5 3 6 Miles

Legend

- LYNX System - August 2013
- NeighborLink Areas
- 1/4 Mile Buffer

- LEP Block Groups
- SunRail Stations
- SunRail

- Altamonte Springs
- Casselberry
- Lake Mary
- Sanford
- Maitland
- Winter Springs



Source: 2011 American Community Survey

in Seminole County are located in Sanford and south of Sanford, distributed throughout the southeast portion of the county, and to the east along I-4 and Winter Springs Road near the county line.

Table 1: LEP Population by County and LYNX Service Area

Geographic Area	Total Population	Population LEP	% LEP Population	Population LEP within 1/4 Mile of LYNX Service Area	% of Total Population within 1/4 mile of LYNX Service Area	% of LEP Population within 1/4 Mile of LYNX Service Area
Orange County	1,133,087	134,766	11.89%	101,819	8.99%	75.55%
Osceola County	265,328	47,712	17.98%	37,798	14.25%	79.22%
Seminole County	419,641	23,383	5.57%	13,529	3.22%	57.86%
Tri-County	1,818,056	205,861	11.32%	153,146	8.42%	74.39%

Table 2: Total LEP Populations

Total LEP Spanish Population	Total LEP Indo-European Population	Total LEP Asian-Pacific Island Population	Total LEP All Other Population	Total Population (Age 5 & Over)	Total LEP Population (Age 5 & Over)	LEP Percentage of Total Population
152,697	31,465	18,627	3,072	1,702,480	205,861	12.09%

LYNX will reach out to community organizations that serve LEP populations to better understand the number of LEP persons in the service area. The community organizations will be identified by reviewing information from the Internet and using LYNX' existing contacts and stakeholder list. In addition, the public school systems will be contacted in Orange, Osceola, and Seminole counties to obtain the latest statistics on the total number of enrolled LEP students and the languages spoken by those students. The statistics are important to the assessment since the students and their parents may rely on public transit for transportation to school and other activities.

Factor 2 - The Frequency with which LEP Persons come into Contact with the Agency's Programs, Activities, and Services

To quantify the frequency of LEP persons that come into contact with the agency's programs, activities, and services, LYNX staff tracks the number of requests for information in languages other than English and golynx.com website views in other languages. Tracking the language preference of the customer base will allow LYNX to better serve its customers and determine the percentage of LEP persons using LYNX services. Therefore, LYNX will know if materials are needed in languages other than English based on a high number of requests rather than relying on demographic data reported through the Census. The 2011 through 2013 website visit data was reviewed to determine the language preference of the users. In 2011, there was a total of 232,520 visits to the site, with the highest preference being English (215,341), followed by Spanish (2,467), English – United Kingdom (2,082), Chinese (1,907), and

Portuguese (1,713). In 2012, there was a total of 1,194,986 visits, with the highest preference being English (1,104,468), followed by English - United Kingdom (15,631), Spanish (12,777), and Portuguese (11,203). In 2013, there were a total of 854,258 visits to the website, with the highest language preference being English (785,969), followed by English – United Kingdom (12,519), Portuguese (9,050), and Spanish (8,688).

Table 3 below presents the number of people requesting translated written materials or translation at meetings by language requested for 2011 to 2013. As shown in the table, the greatest numbers of requests are for Spanish materials. LYNX’ current practice is to provide materials and public notices in English and Spanish.

Table 3: Translation Requests by Language

Language	2011	2012	2013
Spanish	250	193	235
French	1	2	
Hungarian	1		
Arabic	1		
Russian	2		
Greek	1		
Portuguese	1		1
Czech	1		
Serbian	1		
Mandarin		1	1
Haitian Creole		1	1
Vietnamese			1
Total Language Line	259	197	239

Factor 3 - The Importance of the Programs, Activities, and Services to LEP Persons

Due to the number of Spanish-speaking persons in the LYNX service area, system maps, on-board surveys, and public notices are translated into Spanish. The LYNX website has the ability to translate the pages in 71 different languages. Customer service representatives are also available to provide assistance to customers who speak Spanish. Customers may also request translation services at LYNX meetings that are open to the public. The notices that are published advertising the meetings include the contact information and timeline for requesting language services.

LYNX in its advertising effort seeks vendors that appeal to all populations. This ensures visual advertisements on-board vehicles or around the service area to attract and communicate with all existing riders and potential riders. LYNX hosts tunes in the terminal activities with music from various genres and language orientations. LYNX uses various radio and television advertisements and promotions in other languages to provide information and seek input from LEP groups.

Factor 4 - The Cost and Resources Available

Based on the needs and resources available, LYNX is currently providing the most cost effective means of delivering competent and accurate language services within its service area. LYNX continues to track language translation requests and monitor the need for additional language assistance. The resources that are available are listed below.

LYNX Website – The LYNX website uses Google Translate that allows the text to be translated to various different languages by clicking on the preferred language. In addition, the website provides announcements, information about LYNX, schedules, and maps. LYNX tracks the number of website visits by language requested.

Printed Materials – LYNX prints public notices and other materials in English and Spanish. LYNX monitors the frequency of requests for other than English materials.

Customer Service – LYNX makes every effort to ensure that its customer service telephone lines are staffed with persons who speak other languages.

Community Outreach – LYNX makes available persons who can serve as translators at community outreach meetings, as requested.

Language Line – LEP persons contacting LYNX for information may be connected to the language line when requesting a language not spoken by one of the LYNX customer service representatives.

Additional Language Assistance

LYNX recognizes that based on the LEP population shown as part of the Census and other LEP analysis, special effort is necessary to communicate important transit information to some of its riders in languages other than English. In order to meet this need, LYNX will enhance its LEP outreach based on the resources available. Some potential efforts that may be conducted are listed below.

Community Outreach – LYNX will contact community organizations that serve LEP persons within the LYNX service area to confirm the statistical analysis in an effort to quantify the number of persons in need of language assistance.

Signage – LYNX will post signs to communicate language services available at initial customer points. LYNX will enhance the availability of printed materials available in languages other than English.

Staff Training and Development – LYNX will continue to train staff on the importance of assisting LEP persons with obtaining information and accessing transit services

LEP Resources

Based on the current resources available, LYNX is providing the most cost-effective means of delivering LEP assistance in its service area. LYNX will continue to monitor the need for additional language assistance in Spanish or translation to new languages. If additional services are needed, LYNX will

determine which of those services are most cost-effective and feasible for implementation based on the current and projected resources available.

LEP Outreach Monitoring

LYNX will continue to monitor the number of request for information in a language other than English, the number of hits on the LYNX website in language other than English, the number of translated newspaper announcements, and the number of Spanish on-board surveys completed during planning efforts.

Minority Representation on Committees and Councils

The LYNX Board of Directors is the official decision –making body for LYNX. The composition of the Board is determined by Florida Statute 343.63; therefore, LYNX has no ability to ensure that there is adequate representation of minorities on this body.

The LYNX Transit Advisory Committee (TAC) is the only non-elected, advisory committee. Table 4 presents the membership broken down by race. Efforts to encourage the participation of minorities on the committee include outreach to regular minority users of the system, social service agency and existing member promotion of vacancies to the general public including minorities, posting public notices on the first floor open space, and advertising vacancies in the Orlando Sentinel. LYNX attempts to have representatives from all modes participate on the TAC.

Table 4: LYNX TAC Racial Composition

Name	Position	Race	Gender
Robert Melia	Chair	White	Male
Cheryl Stone	Vice-Chair	White	Female
Charles Graham	Member	White	Male
Dwight Sayer	Member	White	Male
Daphne White	Member	Black	Female
Zachary Alfson	Member	White	Male
Dianne Ketts	Member	White	Female
Judy Mathews	Member	White	Female
Thomas Cook	Member	White	Male
Lois Frazier	Member	Black	Female
William Fretts	Member	White	Male

RWG is comprised of planning staff representation from LYNX’ funding partners and their respective jurisdictions. LYNX invites all jurisdictions to the RWG meetings, but has no control over the hiring practices of these jurisdictions to ensure that there is minority representation on the RWG. Regular RWG members also have the ability to send representatives when they are not available for the meeting to discuss their jurisdictions interest. The current make-up of the RWG is shown below in Table 5.

Table 5: Regional Working Group Racial Composition

Name	Agency	Race/Ethnicity
Theresa Veley	LYNX	Caucasian
Vidal Riccian	FDOT	Hispanic
W Wharton	Seminole County Government	Caucasian
Emily Thompson	City of Orlando	Caucasian
Stephen Noto	City of Lake Mary	Caucasian
Steve Krug	City of Ocoee	Caucasian
Blanche Sherman	LYNX	African American
Kathy Shaw Clary	LYNX	Caucasian
Randy Schrader	City of Kissimmee	Caucasian
Jo Santiago	FDOT	Hispanic
Jeff Reine	LYNX	Caucasian
Tim Palermo	Osceola County Government	Caucasian
Andrea Ostrodka	LYNX	Caucasian
Laura Minns	LYNX	Caucasian
Courtney Miller	ReThink Your Commute	Caucasian
Baunie McConnell	LYNX	African American
M Boerger	City of Maitland	Caucasian
Tim May	LYNX	Caucasian
Mary Maskowitz	City of Sanford	Caucasian
Andrew Landis	ECFRPC	Caucasian
Claudia Korobkoff	City of Orlando	Hispanic
K Moore	City of Winter Park	Caucasian
Carla Johnson	Orange County Government	African American
Jeff Hopper	Seminole County Government	Caucasian
Doug Jamison	LYNX	Caucasian
Gary Huttman	Metroplan Orlando	Caucasian
Tiffany Homler	Osceola County Government	Caucasian
Eric Hill	Metroplan Orlando	African American
Bill Hearndon	LYNX	Caucasian
Daniel Healey	LYNX	Caucasian
John Hambley	City of Longwood	Caucasian
Bernard Guida	LYNX	Caucasian
Genoveva Fruet	City of Oviedo	Hispanic
Matthew Friedman	LYNX	Caucasian
Francis Flynn	City of Orlando	Caucasian
Elizebeth	ECFRPC	Caucasian
Anganie Durbal Mohammed	Orange County Government	Asian
David Moon	City of Apopka	Caucasian
Charles Wallace	City of Maitland	Caucasian
Jamie Coker	City of Altamonte Springs	Caucasian

Name	Agency	Race/Ethnicity
Kelly Brock	City of Casselberry	Caucasian
Dick Boyer	Seminole County Government	Caucasian
Sheryl Bower	City of Longwood	Caucasian
Mira Bourova	LYNX	Caucasian
Stuart Boggs	LYNX	Caucasian
Brian Fields	City of Winter Springs	Caucasian
Bellinda Balleras	LYNX	Asian

In addition, LYNX participates with METROPLAN ORLANDO and its committees. LYNX has no ability to ensure that there is adequate representation of minorities on the METROPLAN ORLANDO committees; however as the areas MPO they are also mandated to ensure compliance with Civil Rights regulations. LYNX Program Management Plan for the Section 5310 program includes potential procedures for selecting competitive projects using independent selection committees. The selection committees may be established by LYNX, METROPLAN ORLANDO, or the Florida Department of Transportation. While there is not an established independent selection committee at this time, LYNX will identify and encourage minority representatives to participate on the committee for the competitive selection process selecting applications for funding under Section 5310.

Subrecipient Compliance with Title VI

LYNX extends Federal financial assistance to subrecipients through the competitive selection process. The fiscal year (FY) 2012 subrecipients are listed below along with the type of federal assistance received.

- ITN Orlando – New Freedom
- Meals on Wheels, Etc. – New Freedom
- Osceola Opportunity Center – Job Access and Reverse Commute
- Seminole Mental Health – New Freedom

Subrecipients are required to sign executed subrecipient agreements and the FTA Certifications and Assurances and to comply with the same federal requirements as the primary recipient, including Title VI. LYNX completes annual on-site monitoring visits at each subrecipient location to ensure funds are being used in accordance with the terms awarded and in compliance with Title VI. While on-site, the subrecipients' audited financial records, invoices and supporting documentation to support the invoice, and actual services provided are reviewed. The reviewed invoices and supporting documentation are compared to invoices submitted to LYNX to verify accuracy. For trip assistance the rate is based on 50 percent of the approved trip rate used by the Community Transportation Coordinator as established through the state of Florida, or the rate derived from review of the specific agency's financial statements to ensure the operating assistance does not create supplanting and does not over compensate the agency for 50 percent of the eligible costs of trips.

During the on-site reviews, the agencies' vehicles are inspected for cleanliness and working wheelchair lifts. During the FY2012 on-site monitoring reviews, each of the subrecipients were asked to provide the most current Title VI Policy and to show how the Title VI Statement is posted for customer awareness. During the FY2013 annual reviews to be conducted in the winter of 2013 after the close of the fiscal year, a similar monitoring visit as described for FY2012 will be conducted for all subrecipients. The FY2014 Title VI subrecipients will be provided scaled-down versions of the adopted and approved FY2014 LYNX Title VI Program. The subrecipient Title VI Program will include a notice to beneficiaries, complaint procedures, complaint form, public participation plan, and language assistance plan when appropriate. Subrecipients will be required to have their respective Board of Directors adopt the Title VI Plan and submit the signed plan with confirmation of Board approval to LYNX no later than April 1, 2014. A draft Subrecipient Title VI Program is presented as Appendix G. The draft will be modified as necessary for subrecipients requiring additional elements, including language assistance plans.

LYNX will continue to conduct on-site monitoring visits at subrecipients' locations to ensure that the subrecipients are operating in compliance with the Federal requirements and the Title VI notice, complaint procedures, and complaint form are visible and available to clients.

New Facilities Equity Analysis

Facilities do not include bus shelters since those are considered transit amenities or transit stations as those are evaluated during project development and the National Environmental Policy Act (NEPA) process. Facilities included under the requirement to complete an equity analysis include, but are not limited to, storage facilities, maintenance facilities, operations centers, etc.

No new facilities have been planned since the previous Title VI Program submission in 2010. When future facilities are planned, LYNX will complete a Title VI equity analysis during the planning stage with regard to where the project is located or sited to ensure the location is selected without regard to race, color, or national origin.

Board Approval of Title VI Documentation

The LYNX Board of Directors will be asked to approve this Title VI Program Update at the November 14, 2013 board meeting. Review and approval of the Title VI Program by the Board of Directors is required by FTA. The LYNX Board of Directors approval will be presented as Appendix F.

Program Specific Requirements

Chapter IV of FTA Circular 4702.1B provides program specific guidance for recipients that operate 50 or more fixed-route vehicles in peak service and are located in a geographic area with a population of 200,000 or greater. LYNX meets the threshold for fixed-route transit providers that are required to meet all requirements documented in Chapter IV of the circular (i.e., setting service standards and policies, collecting and reporting data, monitoring transit service, and evaluating fare and service changes).

System-Wide Service Standards and Policies

Service standards and policies have been set for each fixed-route mode of service operated by LYNX, including local fixed-route bus, Xpress bus service (express service to Volusia County), FastLink (weekday morning and afternoon commuter service designed to provide quicker service by reducing stops along specific corridors), LYMMO (free downtown Orlando circulator), NeighborLink (flex-service aimed to make it easier for residents living in less-populated areas to make use of both local transportation and LYNX' local bus system), and Access LYNX paratransit demand response service. Quantitative standards for vehicle load, vehicle headways, on-time performance, and service availability are listed below.

Vehicle Load

The average of all vehicle loads during the off-peak period should not exceed the vehicle's achievable seating capacities, which are 32 passengers for 35' low-floor buses, 40 passengers for 40' low-floor buses, 43 passengers for 40' standard buses, 28 passengers for 32' standard buses, 28 passengers for 29' low-floor buses, 54 passengers for low-floor 60' articulated buses, and 56 passengers for high-floor 60' articulated buses. The average of vehicle load during the peak period should allow for 1.25 passengers per seat during the peak hour. Routes which are experiencing capacity issues for two consecutive trips may be candidates for articulated buses within that service block rather than increased frequency. Xpress bus service should be scheduled to allow for no standees at all times. The vehicle load on paratransit vehicles will not exceed the seating capacity. Table 6 presents the vehicle load standards in tabular format for each mode operated by LYNX.

Table 6: Vehicle Load Standards

Vehicle Type/Service	Seated Capacity	Standing Capacity– Off-Peak	Standing Capacity– Peak	Maximum Vehicle Load – Off-Peak	Maximum Vehicle Load – Peak	Maximum Load Factor – Peak
Local Bus 35' Low-Floor Bus (Fixed-Route)	32	0	8	32	40	1.25
Local Bus 40' Low-Floor Bus (Fixed-Route and XpressLink)	40	0	0	40	40	1.00
Local Bus 40' Standard Bus (Fixed-Route and XpressLink)	43	0	0	43	43	1.00
LYMMO 32' Standard (Bus Rapid Transit)	28	0	7	28	35	1.25
LYMMO 35' Standard (Bus Rapid Transit)	32	0	8	32	40	1.25
Local Bus 29' Low-Floor (NeighborLink)	28	0	7	28	35	1.25
Articulated 60' Low-Floor (Fixed-Route and FastLink)	54	0	13.5	54	67.5	1.25
Articulated 60' High-Floor (Fixed-Route and FastLink)	56	0	14	56	70	1.25

Vehicle Headways

Local bus service should be scheduled with headways of not more than 60 minutes but with a goal of 30 minutes or better and base hours of service should be between 6 AM and 10 PM on weekdays.

NeighborLink service operating in rural areas requires that passengers call at least two hours before they want to leave their home and schedule a pickup time or access the service from the scheduled fixed point connection. The NeighborLinks should connect at the scheduled fixed point every hour. The base hours for NeighborLinks are Monday through Saturday, from 5:30 AM to 8 PM.

Xpress bus service (FastLink) should be scheduled with headways of not more than 30 minutes, but with a goal of 15 minutes or better. The base hours for Xpress bus service are Monday through Friday, from 6:30 AM to 7: PM.

BRT service should be scheduled with headways of 15 minutes or better.

Expansion of the span of service for all modes should occur when ridership is such that it begins to exceed the off-peak service standard in the first or last hours of service.

Paratransit service (ACCESS LYNX) should be scheduled between the same hours that the fixed-route bus system is in operation. Vehicle headways will vary depending on the scheduled trips.

Table 8 presents the service span and frequency of service for each of the existing LYNX routes. As shown in the table, 41 percent of the peak weekday routes operate with headways of 60 minutes, 35 percent have peak weekday headways of 30 minutes, and nine percent operate at 15 minutes. Approximately 10 percent of the routes operate with trips only in the morning and afternoon periods. Six percent of the routes do not operate on Saturday, while 33 percent do not operate on Sunday.

On-Time Performance

The on-time performance standard for all modes operated by LYNX is measured by arriving 5 minutes early or 5 minutes after schedule. Routes which are in the bottom ten percent for this metric should be examined for further improvements. Table 7 shows the on-time performance standard by mode.

Table 7: On-Time Performance Standards

Mode	On-Time Performance Measure (Percent)	On-Time Performance Measure (Time)
Local Bus	95%	5 Minutes Late or Early
NeighborLink	95%	5 Minutes Late or Early
Express Bus	95%	5 Minutes Late or Early
Bus Rapid Transit	95%	5 Minutes Late or Early
Paratransit	90%	30 Minutes Late or Early with Drop-Off Time Maintained to Schedule

Table 8: LYNX Vehicle Headways and Service Spans by Route

Route	Vehicle Headways				Service Span					
	Weekday Peak	Weekday	Sunday	Saturday	Weekday Start	Weekday End	Sunday Start	Sunday End	Saturday Start	Saturday End
1 - Winter Park / Altamonte Springs	60	60	0	60	5:15 AM	9:31 PM	no service	no service	5:15 AM	9:31 PM
3 - Lake Margaret	60	60	60	60	5:30 AM	10:35 PM	4:15 AM	8:35 PM	5:30 AM	10:35 PM
4 - S. Orange Blossom Trail/Kissimmee	30	30	30	30	4:29 AM	1:30 AM	4:31 AM	10:16 PM	4:30 AM	10:50 PM
6 - Dixie Belle	60	60	0	60	4:55 AM	8:55 PM	no service	no service	4:55 AM	8:55 PM
7 - S. Orange Ave./Florida Mall	60	60	60	60	4:56 AM	12:35 AM	5:15 AM	8:35 PM	4:56 AM	12:35 AM
8 - W. Oak Ridge Rd./International Dr.	10	15	30	30	4:45 AM	3:05 AM	4:45 AM	10:05 PM	4:45 AM	1:10 AM
9 - Winter Park / Rosemont	60	60	60	60	5:40 AM	12:30 AM	5:40 AM	8:00 PM	5:40 AM	10:00 PM
10 - East U.S. 192/St. Cloud	60	60	0	60	3:55 AM	11:10 PM	no service	no service	3:55 AM	11:10 PM
11 - S. Orange Ave./Orlando International Airport	30	30	60	30	4:15 AM	12:05 AM	5:45 AM	9:05 PM	4:15 AM	11:05 PM
13 - University of Central Florida / LCS	60	60	60	60	4:30 AM	12:05 AM	5:45 AM	10:05 PM	4:30 AM	12:05 AM
14 - Calvary Towers	60	60	60	60	6:15 AM	8:35 PM	6:15 AM	6:35 PM	6:15 AM	8:35 PM
15 - Curry Ford Rd./Valencia Comm. College East	30	30	60	30	4:45 AM	1:05 AM	5:15 AM	10:05 PM	4:45 AM	11:05 PM
17 - N. Orange Ave./Apopka	15	30	60	30	4:45 AM	1:35 AM	4:45 AM	8:40 PM	4:45 AM	10:35 PM

Route	Vehicle Headways				Service Span					
	Weekday Peak	Weekday	Sunday	Saturday	Weekday Start	Weekday End	Sunday Start	Sunday End	Saturday Start	Saturday End
18 - S. Orange Ave./Kissimmee	60	60	0	60	4:41 AM	11:05 PM	no service	no service	4:41 AM	11:05 PM
20 - Malibu Street / Mercy Drive	60	60	60	60	4:51 AM	10:30 PM	4:45 AM	8:35 PM	4:51 AM	10:30 PM
21 - Carver Shores	30	30	60	30	4:11 AM	1:35 AM	4:56 AM	10:05 PM	4:11 AM	1:35 AM
23 - Winter Park / Spring Village	60	60	0	60	5:12 AM	8:42 PM	no service	no service	5:12 AM	8:42 PM
24 - Millenia	60	60	60	60	6:05 AM	6:26 PM	6:35 AM	6:20 PM	6:05 AM	6:26 PM
25 - Mercy Drive / Shader Road	30	30	60	30	5:10 AM	9:55 PM	6:04 AM	9:45 PM	5:10 AM	9:55 PM
26 - Pleasant Hill Road	30	60	0	60	5:25 AM	9:44 PM	no service	no service	5:25 AM	9:44 PM
28 - E. Colonial Dr./Azalea Park	30	30	60	60	4:15 AM	1:05 AM	4:45 AM	8:05 PM	4:45 AM	10:05 PM
29 - E. Colonial Dr./Goldenrod	30	30	60	60	4:30 AM	1:35 AM	5:15 AM	8:35 PM	5:15 AM	10:35 PM
31 - LYMMO	4	4	15	10	6:00 AM	10:21 PM	10:00 AM	10:21 PM	10:00 AM	12:21 AM
34 - Sanford / Goldsboro	60	60	0	60	5:10 AM	9:00 PM	no service	no service	5:10 AM	9:00 PM
36 - Lake Richmond	30	30	60	30	4:30 AM	12:05 AM	6:15 AM	8:05 PM	4:30 AM	10:05 PM
37 - Park Promenade Plaza/Florida Mall	30	30	60	30	4:45 AM	11:29 PM	5:00 AM	10:35 PM	5:00 AM	10:35 PM

Route	Vehicle Headways				Service Span					
	Weekday Peak	Weekday	Sunday	Saturday	Weekday Start	Weekday End	Sunday Start	Sunday End	Saturday Start	Saturday End
38 - Downtown Orlando/International Dr.	15	15	15	15	6:00 AM	5:54 PM	6:00 AM	5:40 PM	6:00 AM	5:54 PM
40 - Americana Blvd./Universal Orlando	60	60	60	60	4:00 AM	1:35 AM	4:45 AM	8:35 PM	4:00 AM	1:35 AM
41 - S.R.436 Crosstown	30	30	60	30	4:18 AM	1:09AM	4:58 AM	11:22 PM	4:18 AM	1:09AM
42 - International Drive/Orlando International Airport	30	30	60	30	4:44 AM	12:30 AM	4:46 AM	11:05 PM	4:44 AM	12:30 AM
44 - Clarcona/Zellwood	60	60	0	60	5:01 AM	9:10 PM	no service	no service	5:01 AM	9:10 PM
45 - Lake Mary	60	60	0	60	5:21 AM	8:40 PM	no service	no service	5:21 AM	8:40 PM
46E - SR 46 / Midway	60	60	0	60	7:10 AM	7:51 PM	no service	no service	7:10 AM	7:51 PM
46W - SR 46/Seminole Town Center	60	60	60	60	5:15 AM	10:00 PM	5:55 AM	8:25 PM	5:45 AM	10:00 PM
48 - W Colonial Dr./ Park Promenade Plaza	30	30	60	60	4:15 AM	12:16 AM	4:45 AM	8:05 PM	4:45 AM	10:05 PM
49 - W Colonial Dr./ Pine Hills Rd	30	30	60	60	4:30 AM	12:45 AM	5:15 AM	8:35 PM	5:15 AM	10:35 PM
50 - Downtown Orlando/Magic Kingdom	30	30	30	30	5:15 AM	1:05 AM	5:15 AM	1:05 AM	5:15 AM	1:05 AM
51 - Conway/Orlando International Airport	60	60	60	60	5:30 AM	11:05 PM	5:15 AM	9:05 PM	5:30 AM	11:05 PM
54 - Old Winter Garden Rd.	60	60	0	60	5:23 AM	8:21 PM	no service	no service	5:23 AM	8:21 PM

Route	Vehicle Headways				Service Span					
	Weekday Peak	Weekday	Sunday	Saturday	Weekday Start	Weekday End	Sunday Start	Sunday End	Saturday Start	Saturday End
55 - West U.S.192/Four Corners	30	30	30	30	5:30 AM	11:05 PM	5:30 AM	11:05 PM	5:30 AM	11:05 PM
56 - West U.S.192/Magic Kingdom	30	30	30	30	5:45 AM	11:50 PM	5:45 AM	11:50 PM	5:45 AM	11:50 PM
57 - John Young Parkway	60	60	0	60	5:00 AM	9:16 PM	no service	no service	5:00 AM	9:16 PM
58 - Shingle Creek Circulator	30	30	30	30	6:29 AM	11:43 PM	6:29 AM	11:43 PM	6:29 AM	11:43 PM
102 - Orange Ave./ South 17-92	15	15	30	30	4:15 AM	12:35 AM	5:15 AM	11:05 PM	4:45 AM	11:35 PM
103 - North 17-92 / Sanford	15	15	60	30	5:05 AM	10:44 PM	5:35 AM	8:04 PM	5:15 AM	10:44 PM
104 - East Colonial Drive / UCF	30	30	60	30	5:06 AM	11:39 PM	5:45 AM	9:05 PM	5:03 AM	11:42 PM
105 - West Colonial Drive / Winter Garden	30	30	60	60	4:57 AM	11:50 AM	5:00 AM	8:47 PM	4:59 AM	11:49 AM
107 - Downtown Orlando/Florida Mall	15	30	30	30	4:15 AM	2:05 AM	4:45 AM	10:05 PM	4:45 AM	11:05 PM
111 - Orlando International Airport / Sea World	60	60	60	60	5:30 AM	11:15 PM	5:30 AM	11:15 PM	5:30 AM	11:15 PM
125 - Silver Star Rd - Crosstown	20	20	60	30	4:42 AM	1:35 AM	4:42 AM	8:35 PM	4:42 AM	1:35 AM
200 - West Volusia Express	30	45	0	0	6:00 AM	6:35 PM	no service	no service	no service	no service
204 - Clermont Express	30	30	0	0	5:30 AM	6:50 PM	no service	no service	no service	no service

Route	Vehicle Headways				Service Span					
	Weekday Peak	Weekday	Sunday	Saturday	Weekday Start	Weekday End	Sunday Start	Sunday End	Saturday Start	Saturday End
210 - KnightLYNX Blue	0	40	0	40	8:00 PM	2:40 AM	no service	no service	8:00 PM	2:40 AM
211 - KnightLYNXGreen	0	20	0	20	8:00 PM	2:51 AM	no service	no service	8:00 PM	2:51 AM
300 - LYNX 3D: Downtown Orlando/Hotel Plaza	600	600	600	600	6:30 AM	6:00 PM	6:30 AM	6:00 PM	6:30 AM	6:00 PM
301 - LYNX 3D: Pine Hills/Animal Kingdom	600	600	600	600	6:05 AM	6:20 PM	6:05 AM	6:20 PM	6:05 AM	6:20 PM
302 - LYNX 3D: Rosemont/Magic Kingdom	600	600	600	600	5:55 AM	6:26 PM	5:55 AM	6:26 PM	5:55 AM	6:26 PM
303 - LYNX 3D: Washington Shores/Disney's Hollywood Studios	600	600	600	600	6:15 AM	6:00 PM	6:15 AM	6:00 PM	6:15 AM	6:00 PM
304 - LYNX 3D: Rio Grande/Vistana Resort	600	600	600	600	6:11 AM	6:25 PM	6:11 AM	6:25 PM	6:11 AM	6:25 PM
305 - LYNX 3D: Metro West/Disney's All Star Resort	1440	1440	1440	1440	6:09 AM	7:19 AM	6:09 AM	7:19 AM	6:09 AM	7:19 AM
306 - LYNX 3D: Poinciana/Magic Kingdom	1440	1440	1440	1440	6:15 AM	6:05 PM	6:15 AM	6:05 PM	6:15 AM	6:05 PM
313 - Winter Park	60	60	0	60	6:34 AM	8:20 PM	no service	no service	6:34 AM	8:20 PM
319 - Richmond Heights / Richmond Estates	30	30	60	30	4:30 AM	1:05 AM	4:45 AM	8:05 PM	4:30 AM	1:05 AM
405 - Apopka Circulator	60	60	60	60	4:45 AM	12:51 AM	4:45 AM	8:01 PM	4:45 AM	8:56 PM
416 - Poinciana/Haines City	90	90	0	90	5:40 AM	7:00 PM	no service	no service	7:00 AM	3:20 AM

Route	Vehicle Headways				Service Span					
	Weekday Peak	Weekday	Sunday	Saturday	Weekday Start	Weekday End	Sunday Start	Sunday End	Saturday Start	Saturday End
426 - Poinciana Circulator	60	60	0	60	5:10 AM	10:00 PM	no service	no service	5:10 AM	10:00 PM
427 - US 27/Haines City	60	60	0	120	5:27 AM	7:13 PM	no service	no service	6:48 AM	3:38 AM
434 - SR 434 Crosstown	60	60	0	60	5:30 AM	9:51 PM	no service	no service	5:30 AM	9:51 PM
441 - FastLYNX 441	30	0	0	0	5:25 AM	7:00 PM	no service	no service	no service	no service
443 - Lee Rd Crosstown	60	60	60	60	5:15 AM	9:00 PM	6:15 AM	6:05 PM	5:25 AM	9:00 PM
445 - Apopka/West Oaks Mall	0	600	0	600	6:53 AM	6:07 PM	no service	no service	6:53 AM	6:07 PM
17-92 - Fast Link 17-92	0	45	0	0	5:30 AM	6:44 PM	no service	no service	no service	no service

Service Availability

Routes should be spaced between ¼-mile and 1 mile apart, based on population density and percent of households without automobiles. The criteria that will be used to establish new routes and the network spacing standards are presented in Table 9.

Table 9: Network Spacing

Percent of Households without Autos	Population Density (Households per Acre)			
	Over 10 (Urban)	7 to 10 (High Density Suburban)	4 to 6.9 (Low Density Suburban)	Under 4 (Rural)
Over 15.0	1,300 feet (1/4 mile)	1,300 feet (1/4 mile)	1,300 feet (1/4 mile)	2,600 feet (1/2 mile)
10.0 to 15.0	1,300 feet (1/4 mile)	1,300 feet (1/4 mile)	2,600 feet (1/2 mile)	5,280 feet (1 mile)
5.0 to 9.9	1,300 feet (1/4 mile)	2,600 feet (1/2 mile)	5,280 feet (1 mile)	*
Below 5.0	2,600 feet (1/2 mile)	5,280 feet (1 mile)	*	*

*These areas should be served using NeighborLink services.

Service could be extended to major commercial/employment uses based on overall square footage and/or number of employees/patrons, including the following thresholds.

- Individual businesses of 350 or more employees
- Shopping centers of more than 1,000 square feet of leased retail space
- Medical facilities with more than 100 beds
- Academic institutions with an enrollment of 1,000 full time students
- Social/government agencies that attract substantial daily patrons

The bus stop spacing standards for the LYNX network are listed below.

- An average of 4 bus stops per mile when population density is over 10 households per acre.
- An average of 2 bus stops per mile when population density is from 4 to 9.9 households per acre.
- An average of 1 bus stop (as needed) per mile when population density is 4 households per acre.
- Xpress service should have an average of 1 bus stop per mile where the route overlays with local service.

Direct fixed-route service should be provided to park-and-rides that attract over 150 passengers per day. In addition, park-and-ride facilities should be provided at appropriate stops on rapid and express services to serve transit users from medium and low density residential areas.

Service Policies

Distribution of Transit Amenities for Each Mode

LYNX analyzes the service area for the placement of passenger shelters. Shelter placement has been achieved through 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 a limited public right-of-way (ROW) available for shelter placement.

LYNX uses the 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 RWG, made up of representatives from the various jurisdictions served by LYNX, also participate in the identification of potential installation sites.

Transfer stations will be located where land is available and most feasible for LYNX to access for locations where six or more buses converge for scheduled service. Transfer stations are equipped with security cameras for CCTV.

As of August 2013, LYNX has a total of 4,504 bus stops in the tri-county service area. A total of 58 percent of the bus stops are located within minority census tracts as shown in Table 10 below.

Table 10: Percent Minority Bus Stops by Bid

Bid Period	Bus Stop Total	Bus Stops in Title VI Areas	% of Bus Stops in Title VI Areas
Apr-11	4,423	2,580	58.33%
Aug-11	4,476	2,611	58.33%
May-12	4,487	2,635	58.73%
Aug-12	4,488	2,638	58.78%
Sep-12	4,470	2,633	58.90%
Dec-12	4,508	2,637	58.50%
Mar-13	4,558	2,682	58.84%
Aug-13	4,504	2,632	58.44%

Local Fixed-Route Bus – Bus stops with 400 or more weekly boardings should have shelters and benches. Bus stops with 100 or more weekly boardings should have benches. LYNX buses are equipped with fareboxes and will have on-board validators. Automatic Passenger Counters (APCs) should be on a minimum of 20 percent of the LYNX fleet and randomly rotated to collect data.

NeighborLink – NeighborLink stops that are not scheduled pick-ups shall have shelters or benches in accordance with the 400 and 100 weekly boarding thresholds.

BRT (LYMMO) - BRT will have shelters for major stop locations at a minimum of every four city blocks when in dedicated lanes and as can be safely permitted in mixed traffic.

Xpress Bus – Stops shall be placed at the beginning, midpoint, and final destination of the route. Shelters should be added to these locations if the stops are in a park-and-ride lot or if the boarding meets the threshold noted above. Benches will be placed at these locations if they meet the 100 weekly boardings threshold.

Paratransit (ACCESS LYNX) – LYNX paratransit vehicles have cashless fareboxes and may receive upgrades based on LYNX funding and customer need to accept cash. LYNX paratransit vehicles/buses are equipped with Global Positioning Systems (GPS).

LYNX distributes technology based on service area assessment made of service operated, budgetary constraints, and customer needs.

Vehicle Assignment for Each Mode

Buses are randomly assigned to all routes for each system service change (coinciding with operator bids of runs, specified in the Labor Agreement), which occurs approximately every three 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. The older vehicles are typically deployed on routes closest to the LYNX Operations Center. The random assignment process is conducted at both operating bases.

The random assignment process and any specific exceptions by mode are described below:

Local Fixed-Route Bus – The buses are randomly assigned to the routes. Exceptions to the process occur when Automatic Passenger Counters (APC) are needed to track service standards since LYNX' entire fleet is not equipped with APC units, larger buses are need based on demand, older buses are needed on shorter routes to minimize issues due to aging, or advertisement has been purchased for buses operating within a certain geographic area.

LYMMO (Bus Rapid Transit) – The downtown Orlando circulator operates in dedicated lanes using uniquely painted buses that identified as providing the LYMMO service.

Express Bus – The vehicles operated on the express bus service have a single front door used for both passenger boarding and alighting and are assigned to direct Links due to the minimal stops. These suburban coaches are used on the Xpress, direct, and FastLinks.

Paratransit (ACCESS LYNX) – The ACCESS LYNX system does not randomly assign vehicles, but rather uses the entire paratransit fleet to provide services throughout the three county service area. Manifests are made daily preventing discrimination in assignment of paratransit vehicles since trip origins and destinations are requested by the customer and not the agency.

LYNX will track the exceptions to the random assignment of vehicles by mode as necessary for future planning efforts.

Transit Security

LYNX makes every effort to ensure that its vehicles and facilities are safe for the general public and staff. LYNX completes regular training sessions, provides lighting at the bus shelters, when feasible, and installs cameras on buses and at the facilities. LYNX also maintains a preventative maintenance schedule in accordance with FTA guidelines to ensure the safe performance of vehicles. Throughout the year LYNX completes safety and security training and campaigns such as the “See Something, Say Something” to ensure a safe operating environment.

Demographic Analysis

The 2010 Census and the 2011 American Community Survey (ACS) were used to map the minority and low-income¹ populations throughout the LYNX service area (Orange, Osceola, and Seminole counties) at the Census tract level to review the populations that may be impacted by major service changes and/or fare increases. In addition, the latest LYNX on-board survey results that included income and fare usage data were reviewed to understand the demographics of the LYNX rider and the typical patron fare type. Table 11 shows the percent of the service area population that is below poverty level. Approximately 14 percent of the population in the tri-county area is below the poverty level, with 64 percent of persons below the poverty level residing within ¼-mile of the LYNX fixed-route bus service. Table 12 shows the minority population within the LYNX service area. The minority population in the tri-county area is approximately 48 percent of the total population, with 35 percent of the minority population residing within ¼-mile of the LYNX fixed-route bus service.

Maps 4 through 9 present the Census tracts with higher-than-average proportions of low-income and minority persons for each of the counties in the service area. Maps 4 and 5, for Orange County, show that the majority of above-average minority and low-income Census tracts are located within the LYNX service area, with the exception of a couple low-income Census tracts located to the east along SR 528 and to the north near the Lake County line and minority Census tracts to the east of Orlando. Maps 6 through 7, for Osceola County, illustrate that a large portion of low-income persons are located outside of the LYNX service area in the eastern and southern portions of the county; however, there are higher-than-average low-income Census tracts in Downtown Kissimmee where LYNX services are provided and the future SunRail Station is planned. In addition, the above average minority Census tracts are located in the LYNX service area near Downtown Kissimmee and in the southern portion of the county near Polk County. As shown in Maps 8 and 9 for Seminole County, the majority of above-average minority and low-income Census tracts are located in the LYNX service area, with the exception of the low-income Census tracts located in the east and north portions of the county. The maps also depict higher than average numbers of persons below the poverty level located along portions of the SunRail corridor and surrounding several of the future stations, including Sanford, Altamonte Springs, Downtown Orlando, Sand Lake Road, and Kissimmee.

¹ Low-income is defined as the population below the poverty level as estimated in the 2011 American Community Survey.

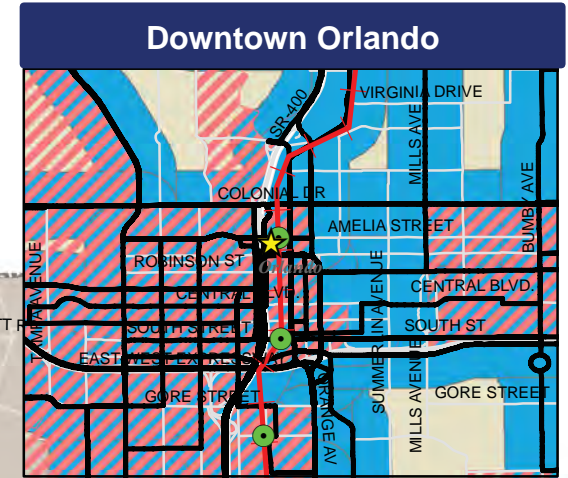
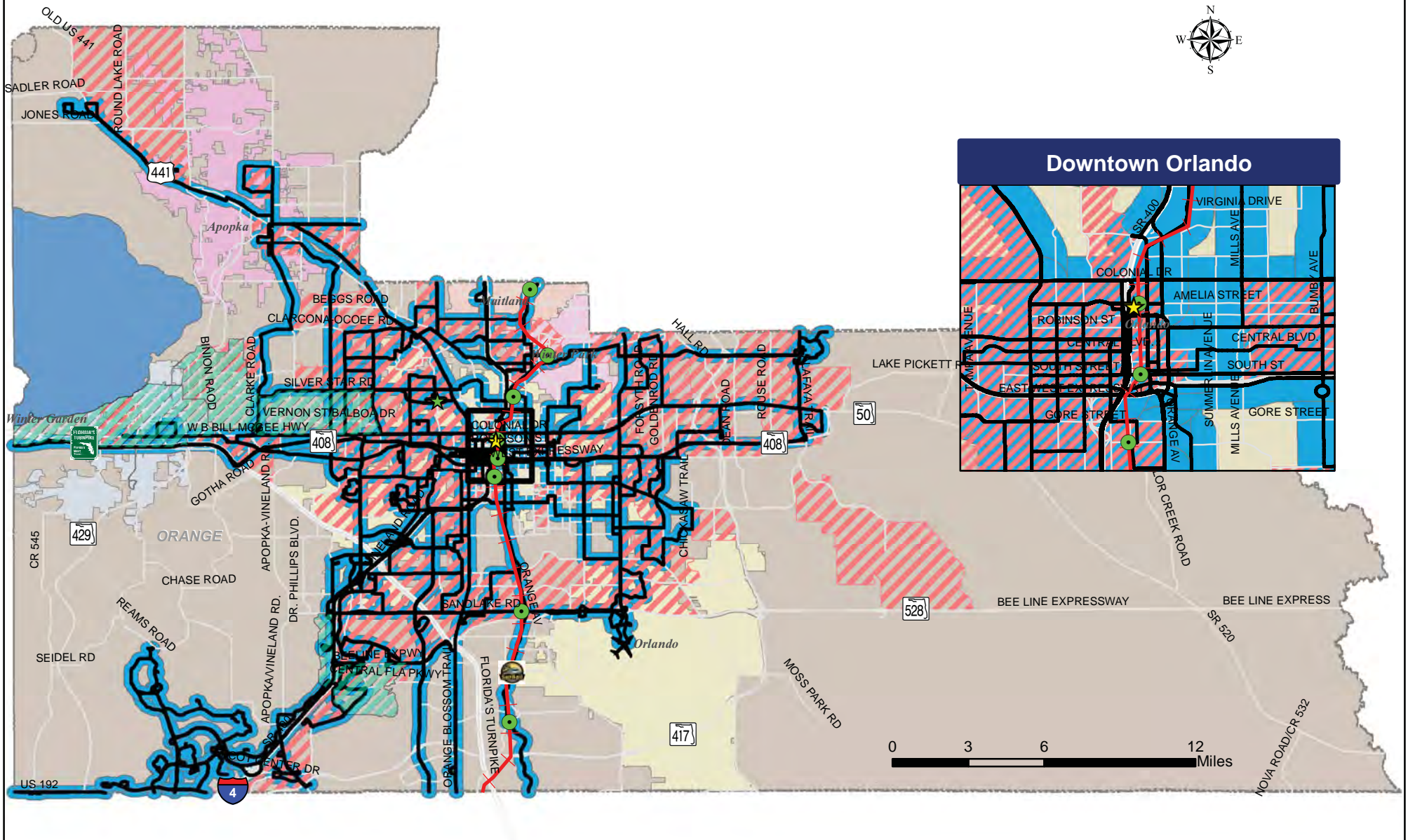
Table 11: Population Below Poverty Level

County	Total Population (BP)	Population Below Poverty	% Below Poverty	Population Below Poverty with 1/4 Mile Buffer	% of Total Population Within 1/4 mile Buffer	% of Below Poverty Population Within 1/4 Mile Buffer
Orange	1,111,228	165,065	14.85%	108,927	9.80%	65.99%
Osceola	262,409	36,458	13.89%	20,979	7.99%	57.54%
Seminole	416,345	41,675	10.01%	25,873	6.21%	62.08%
Tri-County	1,789,982	243,198	13.59%	155,779	8.70%	64.05%

Table 12: Minority Population

County	Total Population (Min)	Population Minority	% Minority (2010 Census)	Population Minority with 1/4 Mile Buffer	% of Total Population Within 1/4 mile Buffer
Orange	1,145,956	596,750	52.07%	379,468	33.11%
Osceola	268,685	155,987	58.06%	125,487	46.70%
Seminole	422,718	134,495	31.82%	129,921	30.73%
Tri-County	1,837,359	887,232	48.29%	634,876	34.55%

Map 4: LYNX Title VI Analysis - Below Poverty Census Tracts - Orange County



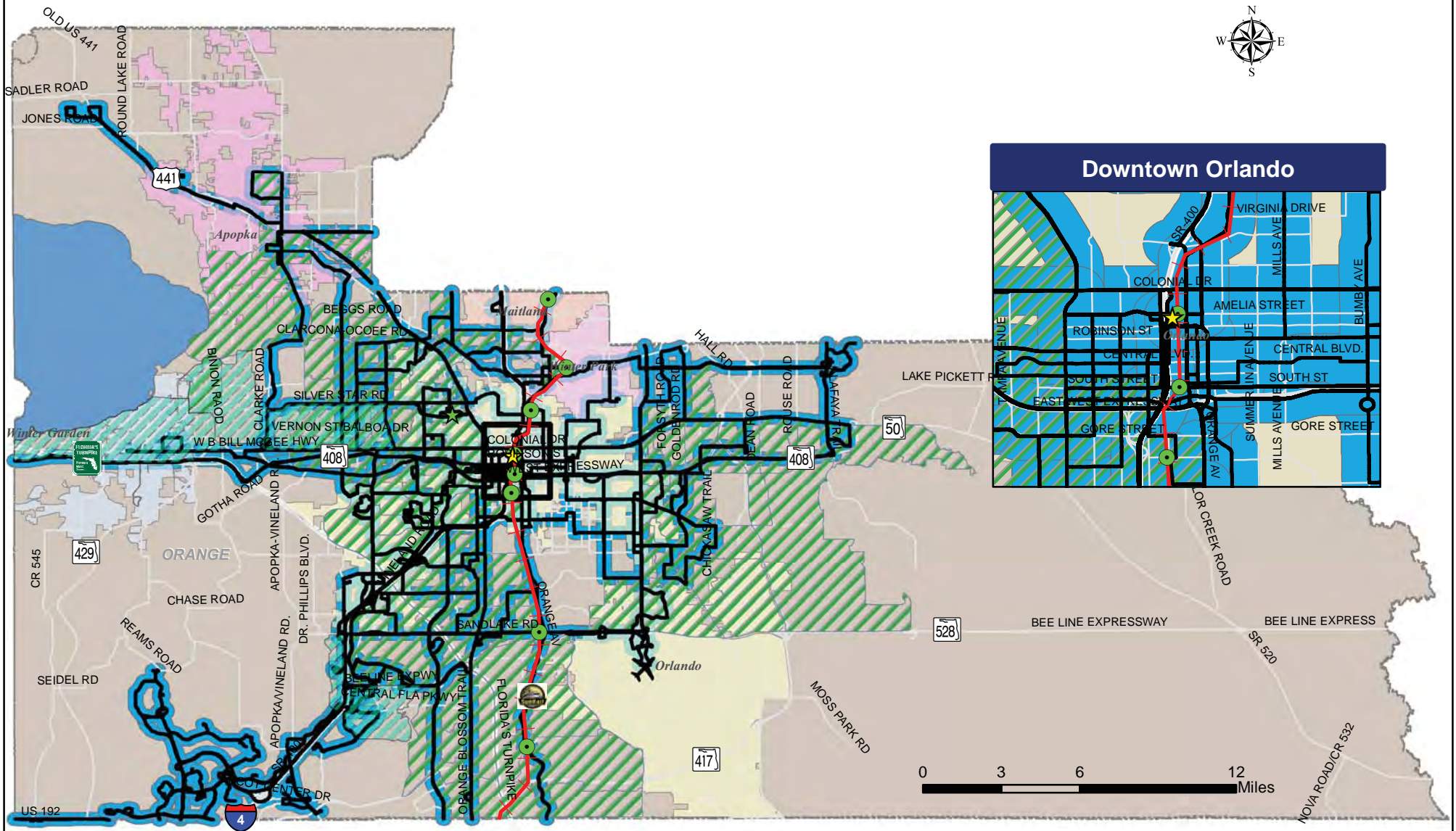
Legend

- LYNX System - August 2013
- NeighborLink Areas
- 1/4 Mile Buffer
- SunRail Stations
- SunRail
- Downtown Orlando
- Below Poverty Census Tracts
- LYNX Central Station
- LYNX Operations Center
- Apopka
- Winter Garden
- Maitland
- Winter Park
- Orlando



Source: 2011 American Community Survey

Map 5: LYNX Title VI Analysis - Minority Census Tracts - Orange County



Legend

- LYNX System - August 2013
- NeighborLink Areas
- 1/4 Mile Buffer

- SunRail Stations
- SunRail
- Downtown Orlando

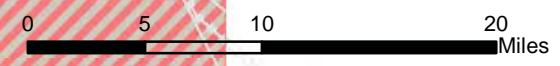
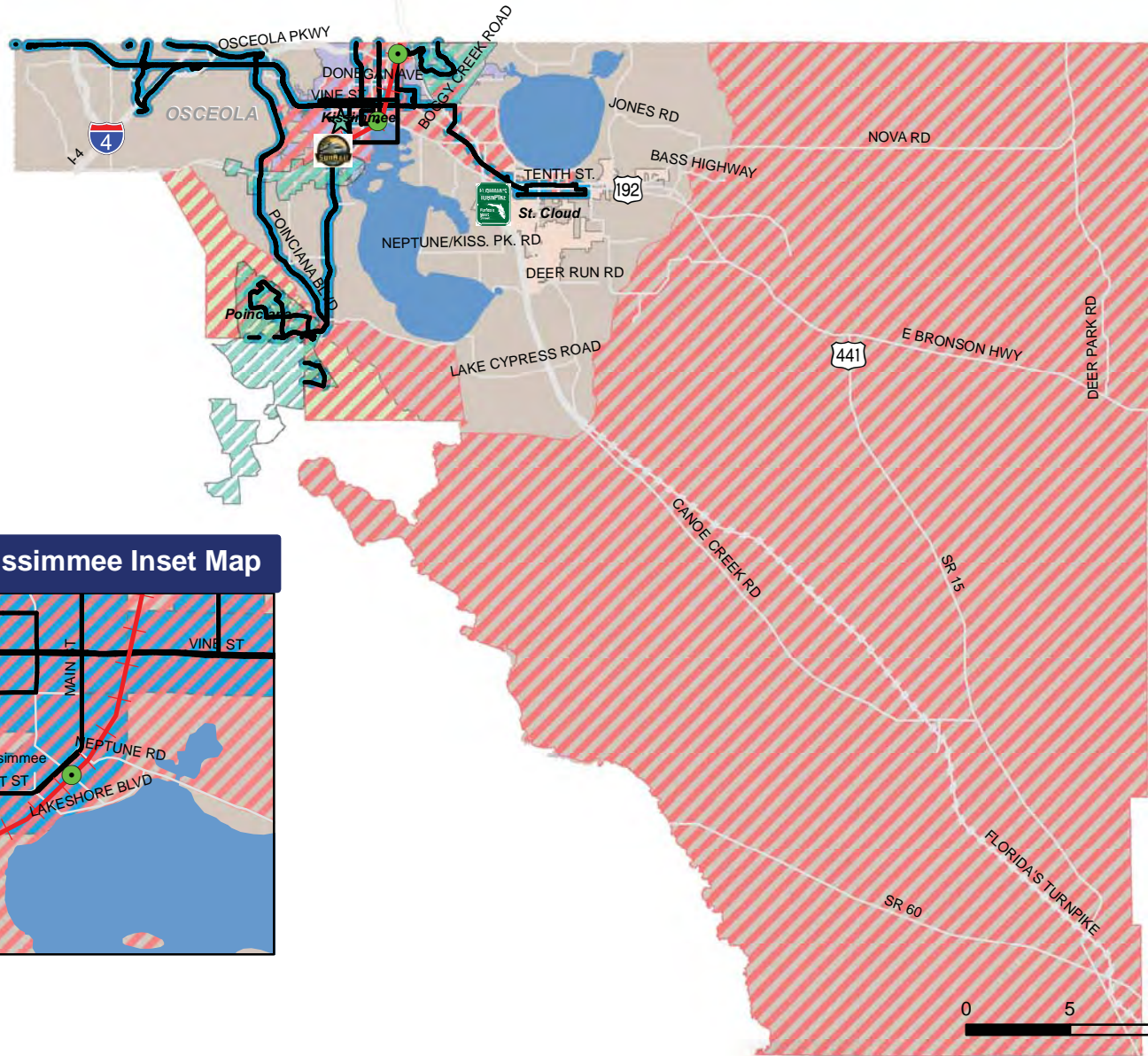
- Minority Census Tracts
- LYNX Central Station
- LYNX Operations Center

- Apopka
- Winter Garden
- Maitland
- Winter Park
- Orlando

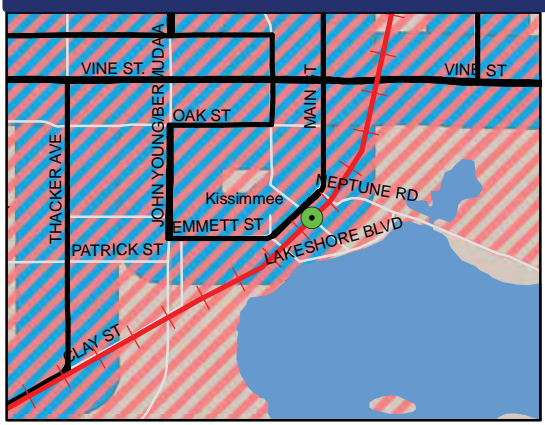


Source: 2011 American Community Survey

Map 6: LYNX Title VI Analysis- Below Poverty Census Tracts - Osceola County



Downtown Kissimmee Inset Map

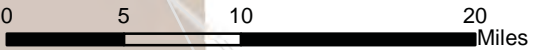
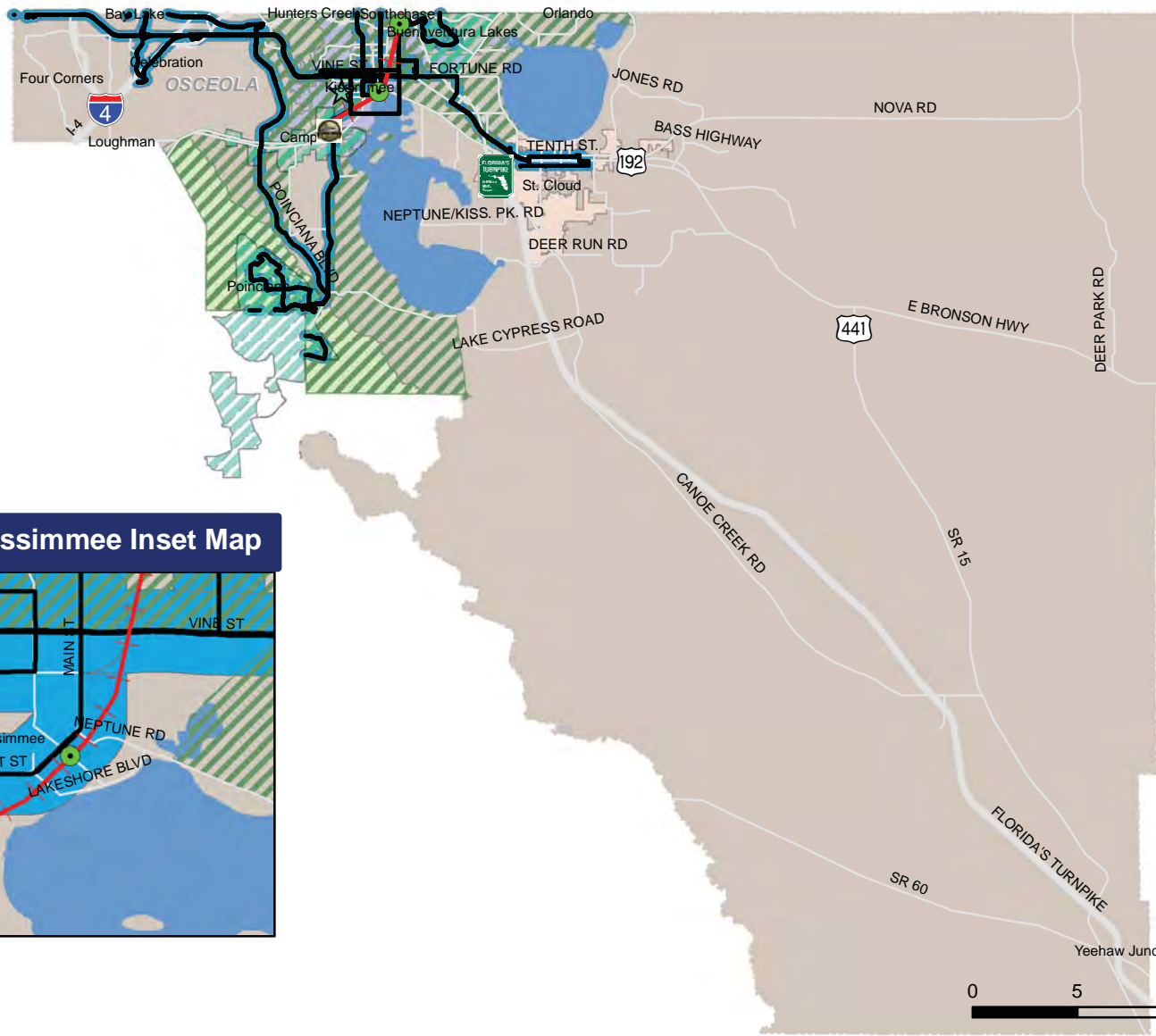


- Legend**
- LYNX System - August 2013
 - Below Poverty Census Tracts
 - Kissimmee
 - Osceola Facility
 - SunRail Stations
 - Poinciana
 - 1/4 Mile Buffer
 - SunRail
 - St. Cloud

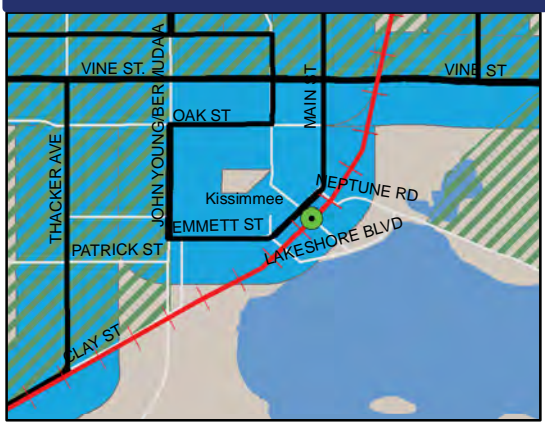


Source: 2011 American Community Survey

Map 7: LYNX Title VI Analysis - Minority Census Tracts - Osceola County



Downtown Kissimmee Inset Map



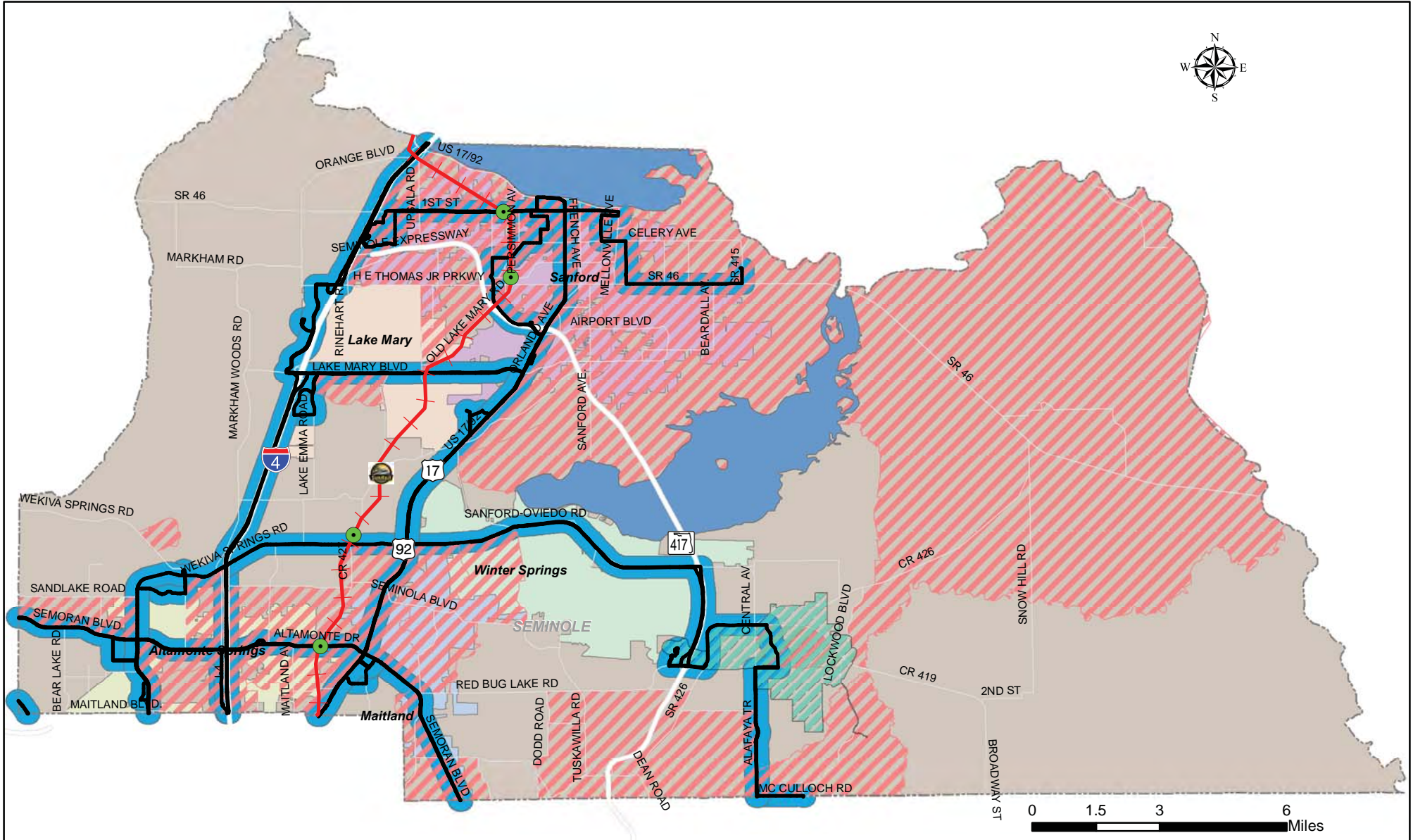
Legend

- LYNX Existing System - August 2013
- NeighborLink Areas
- 1/4 Mile Buffer
- Minority Census Tracts
- SunRail Stations
- SunRail
- Osceola Facility
- Kissimmee
- Poinciana
- St. Cloud



Source: 2011 American Community Survey

Map 8: LYNX Title VI Analysis - Below Poverty Census Tracts - Seminole County



Legend

- LYNX System - August 2013
- NeighborLink Areas
- 1/4 Mile Buffer

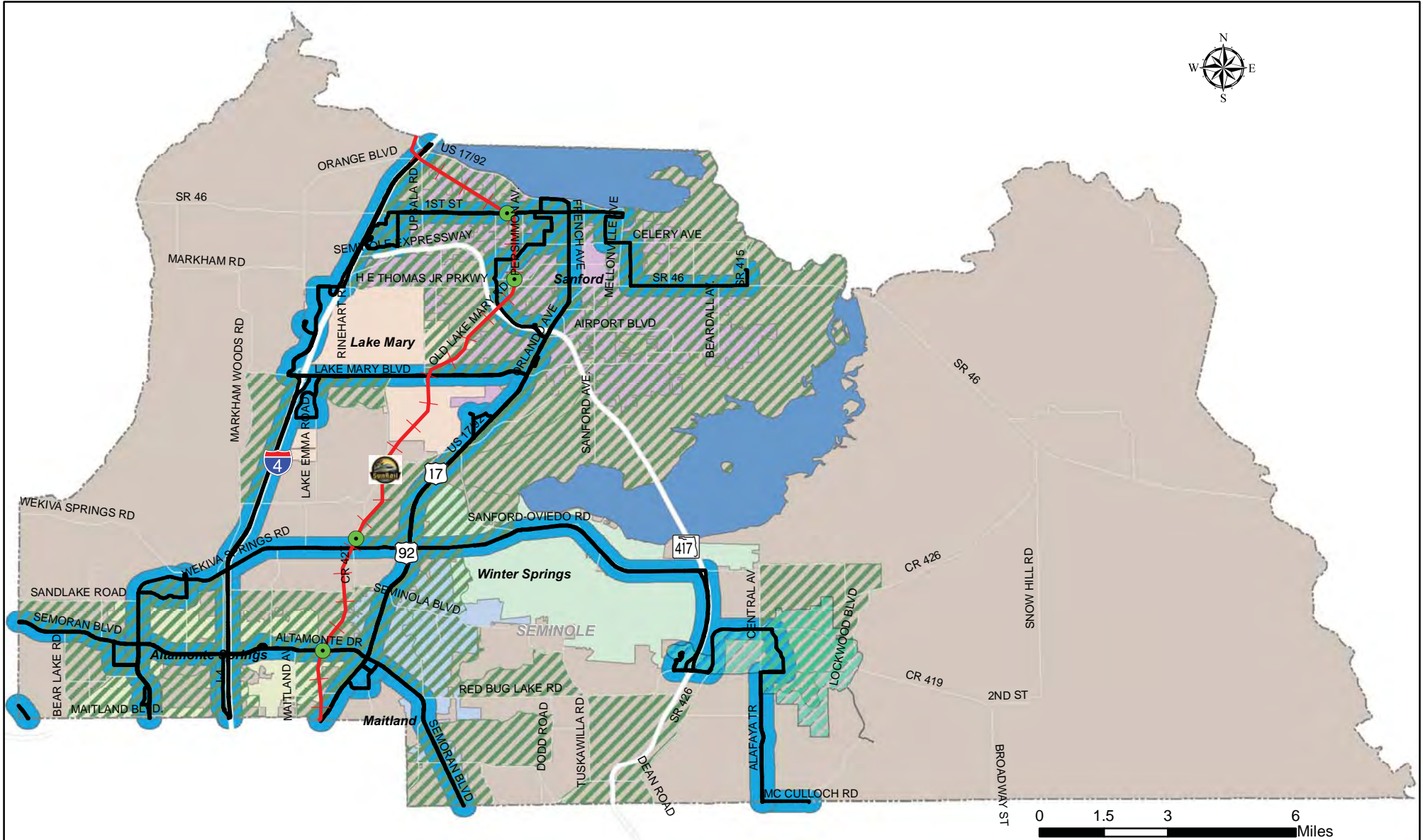
- Below Poverty Census Tracts
- SunRail Stations
- SunRail

- Altamonte Springs
- Casselberry
- Lake Mary
- Maitland
- Sanford
- Winter Springs









Source: 2011 American Community Survey







Map 9: LYNX Title VI Analysis - Minority Census Tracts - Seminole County



Legend

-  LYNX System - August 2013
-  NeighborLink Areas
-  1/4 Mile Buffer

-  Minority Census Tracts
-  SunRail Stations
-  SunRail

-  Altamonte Springs
-  Casselberry
-  Lake Mary
-  Maitland
-  Sanford
-  Winter Springs



Source: 2011 American Community Survey

Appendix E presents the demographic maps for the tri-county area. These maps show the higher-than-average proportions of minority, low-income, and LEP populations and were developed using the overall averages for the tri-county area rather than the individual county averages that were used to develop Maps 4 through 9.

Customer Demographics and Travel Patterns

The number of low-income persons using LYNX public transportation services as identified in the results of the 2010 LYNX on-board survey was reviewed. Table 13 and Figure 1 present the distribution of income for the survey respondents in tabular format and graphically. As shown in the table and figure, approximately 44 percent of the survey respondents resided in households with incomes of less than \$10,000.

Table 13: 2010 Survey Respondents by Household Income

Household Income	Survey Responses	Percent
Less than \$10,000	2648	44%
\$10,000 to \$19,999	1634	27%
\$20,000 to \$29,999	1077	18%
\$30,000 to \$39,999	408	7%
\$40,000 to \$49,999	159	3%
\$50,000 to \$74,999	110	2%
\$75,000 to \$99,999	31	1%
\$100,000 or Greater	20	0%
Total	6087	100%

Figure 1: 2010 Survey Respondents by Household Income

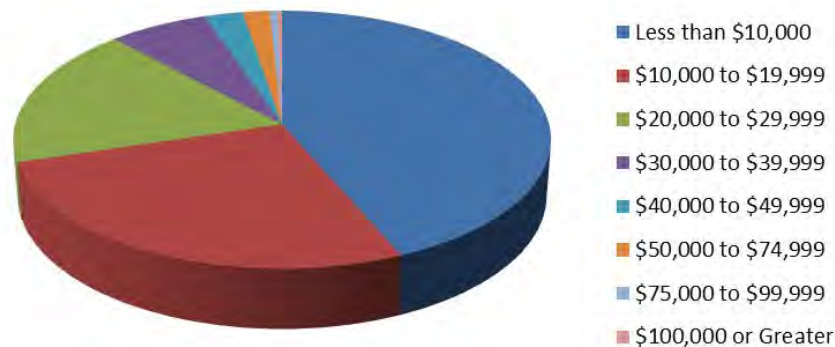
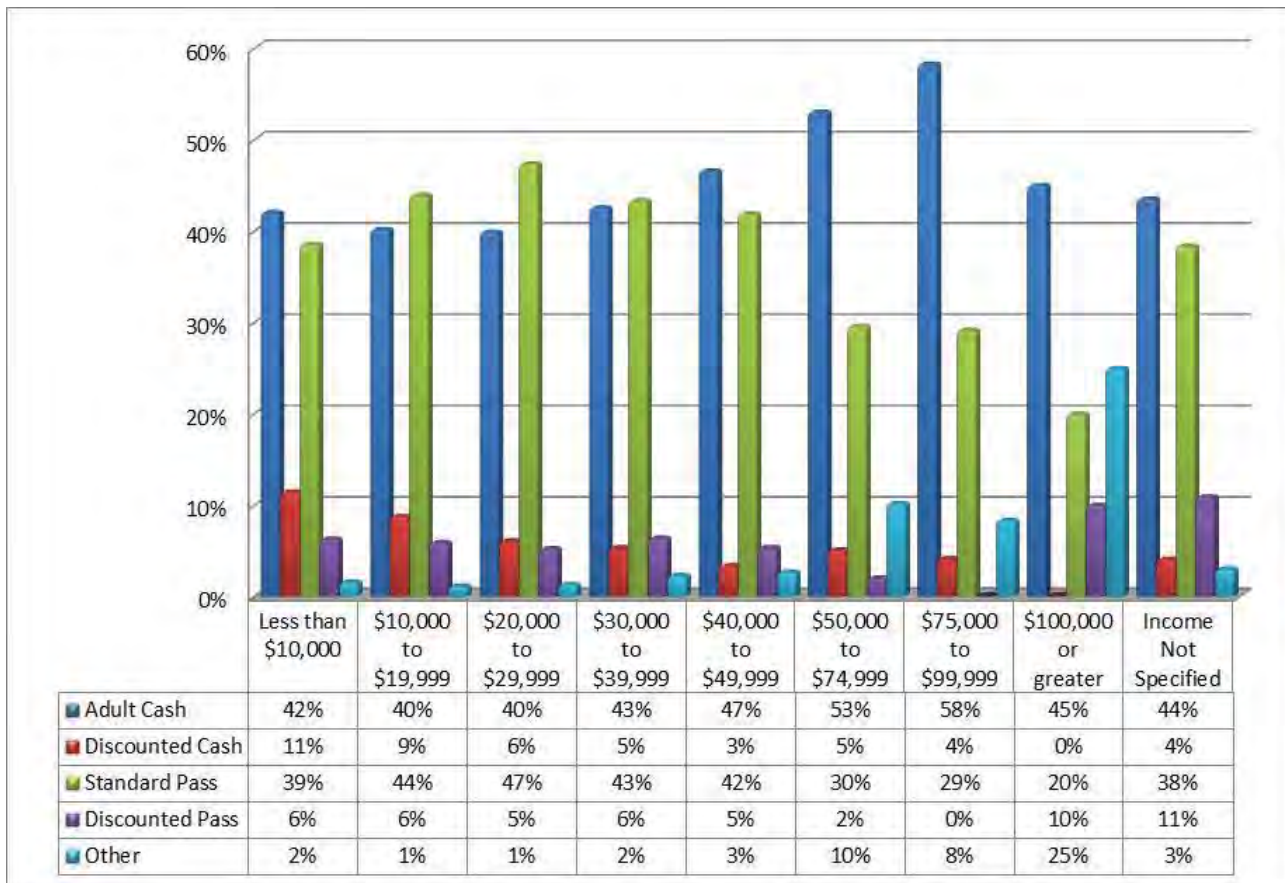


Figure 2 shows the method of fare payment used by riders with different household incomes. The full cash fare was the primary fare type for riders with household incomes of less than \$10,000 and greater than \$40,000. The standard pass was the primary fare type for riders with household incomes between \$10,000 and \$39,999.

Figure 2: 2010 On-Board Survey – Fare Type by Household Income



Monitoring Program

An assessment of sample routes that meet the definition of a “minority route” and non-minority routes was completed to monitor whether any disparities exist in the review of current operations using the established service standards and policies. Minority routes are defined as ones in which at least one-third of the revenue miles are located in a Census block, Census block group, or Traffic Analysis Zone where the percentage of minority population exceeds the percentage minority population in the service area. LYNX reviews the miles hours and frequencies of its minority routes and its non-minority routes to determine if equitable service is being provided throughout the Central Florida area. Listed below are the LYNX routes that are considered minority routes based on the definition. A table depicting the minority and non-minority routes is included in Appendix C. LYNX provides 66 percent of its service on

minority routes and 33 percent of its service on non-minority routes. The service span and frequency is based on demand for service and in accordance with the service standards as identified above in this Title VI Program. The weekday, Saturday, and Sunday service span and headways are equitable as shown in Table 14 below.

Table 14: Distribution of LYNX Service Minority and Non-minority

Route Descriptions	No. of Routes	30-Minute Weekday Headway	30-Minute Saturday Headway	30-Minute Sunday Headway	Weekday Service	Saturday Service	Sunday Service
Non-Minority routes	24	8	7	3	24	22	14
Minority routes	48	16	14	5	48	46	34
Percent of non-minority	33%	33%	29%	13%	100%	92%	58%
Percent of minority	67%	33%	29%	10%	100%	96%	71%
Non-minority percent of total	N/A	11%	10%	4%	33%	31%	19%
Minority percent of total	N/A	22%	19%	7%	67%	64%	47%

- Route 1: Winter Park/Altamonte Springs
- Route 4: South US 411/Kissimmee
- Route 7: S Orange Avenue/Florida Mall
- Route 8: W Oak Ridge Road/International Drive
- Route 9: Winter Park/Rosemont
- Route 17: North US 441/Apopka
- Route 18: S Orange Avenue/Kissimmee
- Route 20: Malibu/Mercy Drive
- Route 21: Carver Shores
- Route 23: Winter Park/Spring Lake
- Route 24: Millennia
- Route 25: Mercy Drive/Shader Road
- Route 26: Pleasant Hill Road
- Route 34: Sanford/Goldsboro
- Route 36: Lake Richmond
- Route 37: Park Promenade/Florida Mall
- Route 38: Downtown Orlando/International Drive
- Route 40: Americana Boulevard/Universal Orlando
- Route 41: State Road 436
- Route 42: International Drive/Orlando International Airport
- Route 44: Clarcona/Zellwood
- Route 46E: SR46/Midway
- Route 46W: SR 46/Seminole Town Center
- Route 48: W Colonial Drive/Park Promenade

- Route 49: W Colonial Drive/Pine Hills
- Route 50: Downtown Orlando/Magic Kingdom
- Route 54: Old Winter Garden Road
- Route 57: John Young Parkway
- Route 58: Shingle Creek
- Route 105: West Colonial Drive/Winter Garden
- Route 107: South US 441/Florida Mall
- Route 111: OIA/Sea World
- Route 125: Silver Star Road Crosstown
- Route 204: Clermont Express
- Route 211: Knight LINX 01
- Route 300: 3-D Downtown Orlando/Hotel Plaza
- Route 301: 3-D Pine Hills/Animal Kingdom
- Route 302: 3-D Rosemont/Magic Kingdom
- Route 303: 3-D Washington Shores/Disney MGM
- Route 304: 3D-Rio Grande/Vistana
- Route 305: 3D-Metro West/All Star Resorts
- Route 306: Poinciana/Magic Kingdom
- Route 319: Richmond Heights/Richmond Estates
- Route 405: Apopka Circulator
- Route 426: Poinciana
- Route 441: S. OBT Express
- Route 443: Lee Road Crosstown
- Route 445: Apopka to West Oaks Mall

The completed monitoring program described above using the service standards and policies established in this Title VI Program Update for FY2014-2016 is presented in Appendix C. During Title VI Program updates, LYNX will conduct public involvement activities, such as those conducted during this update to determine if the service standards and corresponding monitoring program is viewed positively by the public or to determine if changes are needed.

For FY2010 through FY2013, LYNX reviewed service performance by route using APC data for on-time performance and vehicle load to determine if routes required adjustments. Using this review process, LYNX suggested route modifications to its Board of Directors to mitigate customer impacts. A portion of the recommendations impacted minority routes as shown by the equity analysis data contained in Appendix C.

The LYNX Title VI Compliance Officer will be responsible for coordinating future monitoring efforts with Planning, Grants, Procurement, and Operations on a quarterly basis to ensure the Title VI Program is being adhered to. This monitoring will include meetings with these departments in addition to review of the route service standard report.

LYNX will maintain procedures identified in this Program to assure continued compliance with Title VI. These procedures will allow for comparing the level and quality of transit services against overall system averages.

Major Service Policy

LYNX completes minor service changes on a regular basis related to running time adjustments to improve efficiency and effectiveness of service. The performance measures are reviewed along with Service Planning Manager and SERC input when making these minor changes.

Major Service changes include any modifications that affect 25 percent or more of any individual routes revenue hours and/or miles, fare changes, and all fares that will change as a result of a capital project. When any change exceeds the established threshold, LYNX will proceed with posting the appropriate public notices and conducting public hearings in compliance with the Public Participation Plan detailed previously in this Title VI Program Update.

The adverse effect will be measured by the change between the existing and proposed service levels that would be deemed significant. Additions to service may also result in disparate impacts, if the addition is at the expense of reductions to other routes.

Disparate Impact Policy

Any time there is a difference in impacts between minority and non-minority populations of plus or minus ten percent, such differences in adverse impacts are disparate. For example, if the minority population makes up 30 percent of the overall population, but would bear 45 percent of the impacts, there may be a disparate impact since the minority group bears 15 percent more than its expected share. The Disparate Impact Policy will be applied uniformly to all modes of service operated by LYNX.

During LYNX' public hearings the premise of disparate impact was discussed, as well as the proposed service standards and monitoring activities. Appendix H contains the PowerPoint presentation given to the public and the transcripts of the three hearings. A hearing was held in Orange, Osceola, and Seminole County for geographic coverage. Hearing locations were selected based on accessibility to the public via fixed-route and geographic coverage. Hearings were noticed in accordance with the guidelines contained in this Title VI Program.

Disproportionate Burden Policy

The Disproportionate Burden Policy applies to adverse effects on low-income populations as a result of service changes, fare changes, and all fare changes that will change as a result of a capital project. Any time there is a difference in impacts between low-income and non-low-income populations of plus or minus ten percent, such differences in adverse impacts are disproportionate. For example, if the low-income population makes up 30 percent of the overall population, but would bear 45 percent of the impacts, there may be a disproportionate impact since the low-income group bears 15 percent more than its expected share. The Disproportionate Burden Policy will be applied uniformly to all modes of service operated by LYNX.

During LYNX' public hearings the premise of disparate impact was discussed, as well as the proposed service standards and monitoring activities. Appendix H contains the PowerPoint presentation given to the public and the transcripts of the three hearings. A hearing was held in Orange, Osceola, and Seminole County for geographic coverage. Hearing locations were selected based on accessibility to the public via fixed-route and geographic coverage. Hearings were noticed in accordance with the guidelines contained in this Title VI Program.

Equity Analysis

The service and fare equity analyses that have been completed for FY2010 through FY2013 are presented as Appendix D of this Title VI Program Update.

Conclusion

This LYNX Title VI update has been prepared pursuant to Title VI of the Civil Rights Act of 1964, FTA Circular 4702.1B, "Title VI and Title VI Dependent Guidelines for Federal Transit Administration Recipients (October 1, 2012)." The objectives detailed in this Title VI Program Update include the following:

- Ensure that federally-assisted benefits and related services are made available and are equitably distributed.
- Ensure that the level and quality of federally-assisted services are sufficient to provide equal access and mobility to all persons.
- Ensure adequate opportunities for all to participate in the planning and decision-making processes.
- Ensure that placement of transit services and facilities are equitable.
- Ensure that corrective and remedial actions are taken for all applications and receipts of federal assistance to prevent discriminatory treatment of any beneficiary.
- Provide procedures for investigating Title VI complaints.
- Take responsible steps for ensuring that meaningful access to programs and activities is provided for persons with Limited English Proficiency.
- Inform the public of their rights under Title VI.

Appendix A: Title VI Complaint Forms

Section IV

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?

Yes No

If yes, check all that apply.

Federal Agency

Federal Court State Agency

State Court Local Agency

Please provide information about a contact person at the agency/court where the complaint was filed.

Name:

Title:

Agency:

Address:

Telephone:

Section VI

Name of agency complaint is against:

Contact person:

Title:

Telephone number:

You may attach any wirtten materials or other informatino that you think is relevant to your complaint.

Signature and date required below.

Signature

Date

Please submit this form in person at the address below, or mail this form to:

LYNX

Desna Hunte, Title VI Coordinator

455 N. Garland Avenue

Orlando, Florida 32801

Antes de completar este formulario, por favor lea LYNX Title VI Complaint Procedures en nuestra página informática en www.golynx.com o visite nuestra oficina. La siguiente información es necesaria y requerida para ayudar a procesar su queja. Si necesita ayuda para completar este formulario, por favor contáctenos al (407) 254-6117. Las quejas deben ser recibidas dentro de 180 días de la fecha que la presunta discriminación ocurrió.

Sección I:

Nombre:

Dirección:

Teléfono (Casa):

Teléfono (Trabajo):

Correo Electrónico:

¿Requiere formato accesible?

Letra Grande
TDD

Cinta Audio
Otro

Sección II:

¿Está presentando esta queja para usted?

Sí*

No

*Si contesto "sí" a esta pregunta, siga a la Sección III.

Si no, por favor suministre el nombre y la relación de la persona a quien usted le esta completando esta queja:

Explique por qué esta siendo representado por otra persona:

Por favor confirme que ha obtenido el permiso del reclamante de esta queja.

Sí

No

Sección III:

Creo que la discriminación que he experimentado se basaba en (marque todas las casillas que apliquen):

Raza Color Origen Nacional

Fecha de la Supuesta Discriminación (Mes, Día, Año):

Explique detalladamente lo que pasó y por qué usted cree que fue discriminado(a). Describa a todas las personas involucradas. Incluya el nombre y datos de contacto sobre la persona que discriminó (si lo conoce) así como nombres y datos de contacto de testigos. Por favor incluya cualquier otra información que podría ayudarnos en nuestra investigación de esta queja. Por favor suministre cualquier documentación relevante a esta queja.

Sección IV

¿Ha presentado esta queja con cualquier otra agencia Federal, estatal, local, o con cualquier Tribunal Federal o estatal?

Sí No

En caso afirmativo, marque todos los que se aplican.

Agencia Federal

Corte Federal

Corte Estatal

Agencia Estatal

Agencia Local

Sírvanse proporcionar información sobre la persona de contacto en la Agencia/corte donde se presentó la queja.

Nombre:

Título:

Agencia:

Dirección:

Teléfono:

Sección VI

Nombre de la agencia la cual esta denunciando esta queja:

Nombre:

Título:

Teléfono:

Usted puede incluir cualquier material escrito u otra información que sea pertinente a su queja.

Firma y fecha requerida abajo.

Firma

Fecha

Por favor, entregue este formulario en persona a la dirección indicada abajo, o envíe por correo este formulario a:

LYNX

Desna Hunte, Title VI Coordinator

455 N. Garland Avenue

Orlando, Florida 32801

Cualquier persona que piensa o que ha sido discriminada por motivos de raza, color u origen nacional por Central Florida Regional Transportation Authority (en lo sucesivo, "la Autoridad") puede presentar una queja del Título VI, al completar y enviar el formulario de la agencia titulado "Title VI Complaint Form". La Autoridad investigara las quejas recibidas dentro de 180 días del alegado incidente. La Autoridad procesara las quejas que se han recibido en su totalidad.

Una vez recibida la queja, la Autoridad la revisará para determinar si nuestra oficina tiene jurisdicción. El reclamante recibirá una carta, informando a él/ella si la queja será investigada por nuestra oficina.

La Autoridad tiene 30 días para investigar la queja. Si se necesita más información para resolver el caso, la Autoridad podrá contactarse con el reclamante. El reclamante tiene 30 días laborales desde la fecha citada en la carta, para enviar la información solicitada al investigador asignado al caso. Si el investigador no está en contacto con el reclamante, o no recibe la información adicional necesitada para su caso, dentro de los 30 días laborales, la autoridad administrativa puede cerrar el caso. Un caso puede ser cerrado administrativamente también, si el reclamante ya no desea proseguir su caso.

Después que el investigador repasa la queja, él/ella emitirá una de dos cartas a el reclamante: una carta de cierre o una carta de conclusión. La carta de cierre resume las alegaciones y afirma que no hubo una violación del Título VI, y que el caso será cerrado. La carta de conclusión resume las alegaciones y las entrevistas sobre el supuesto incidente; y explica si una acción disciplinaria se producirá en conjunto con entrenamiento adicional u otra acción hacia el empleado. Si el demandante desea apelar la decisión, él/ella tiene 30 días después de la fecha citada en la carta para hacerlo.

Una persona también puede presentar una queja directamente con la Federal Transit Administration, en la Oficina de Derechos Civiles del FTA , 1200 New Jersey Avenue NW, Washington, DC 20590 .

Notificando al Público de los Derechos Bajo el Título VI

The Central Florida Regional Transportation Authority D/B/A LYNX

- LYNX opera sus programas y servicios sin distinción de raza, color y origen nacional de acuerdo con el título VI de los Civil Rights Act. Cualquier persona que cree que él o ella ha sido agraviado por cualquier práctica discriminatoria ilegal bajo el título VI puede presentar una queja con LYNX.
- Para más información sobre el programa derechos civiles de LYNX y los procedimientos para presentar una queja, contáctenos al 407-841-2279, ó escribanos a nuestro correo electrónico dhunte@golynx.com, ó visite nuestra oficina administrativa en 455 N. Garland Avenue, Orlando, Florida 32801. Para más información, visite nuestra página informática www.golynx.com.
- Preguntas o quejas relacionadas con título VI pueden enviarse por escrito al LYNX Title VI Officer, 455 N. Garland Avenue, Orlando, Florida 32801.
- Se puede reclamar directamente con la Administración Federal de Tránsito una queja a la oficina de derechos civiles, atención: Title VI Program Coordinator, East Building, 5th Floor – TCR, 1200 New Jersey Avenue, SE, Washington, DC 20590.
- Si se necesita información en otro idioma, comuníquese llame al 407-841-2279.

Appendix B: LEP Data

LEP Population by Census Tract Code

Census Tract Code	Spanish Population	Indo-European Population	Asian-Pacific Island Population	All Other Population	Total Population (Age 5 & Over)	Total LEP Population (Age 5 & Over)	LEP Percentage of Total Population
17804	38	32	-	39	2,524	109	4.32%
17105	299	104	179	36	6,249	618	9.89%
15402	-	-	-	-	862	-	0.00%
14808	87	247	108	-	9,517	442	4.64%
15105	304	75	-	-	2,713	379	13.97%
15402	29	-	-	-	590	29	4.92%
14606	1,098	813	-	27	6,818	1,938	28.42%
16804	61	9	45	17	873	132	15.12%
14302	1,049	85	10	-	2,841	1,144	40.27%
16902	848	289	19	-	1,932	1,156	59.83%
17004	35	41	253	-	1,222	329	26.92%
11600	105	144	9	-	1,635	258	15.78%
17004	100	16	13	-	1,792	129	7.20%
15106	196	55	53	-	2,845	304	10.69%
15106	103	58	-	-	3,219	161	5.00%
16715	1,054	-	39	63	5,991	1,156	19.30%
14805	190	508	126	-	4,637	824	17.77%
15201	107	246	38	-	5,449	391	7.18%
17703	-	-	66	-	935	66	7.06%
17703	308	3	-	-	1,793	311	17.35%
17703	121	4	-	-	774	125	16.15%
17600							0.00%

Census Tract Code	Spanish Population	Indo-European Population	Asian-Pacific Island Population	All Other Population	Total Population (Age 5 & Over)	Total LEP Population (Age 5 & Over)	LEP Percentage of Total Population
	-	-	-	-	555	-	
14400	68	28	-	11	789	107	13.56%
11600	8	69	28	-	1,248	105	8.41%
11600	100	-	-	-	732	100	13.66%
14502	433	357	-	18	3,383	808	23.88%
16903	1,205	584	45	29	5,177	1,863	35.99%
12305	741	189	208	-	7,445	1,138	15.29%
14100	-	-	-	15	2,091	15	0.72%
12306	41	49	33	-	3,277	123	3.75%
18700	-	-	-	-	814	-	0.00%
14704	680	808	113	-	11,139	1,601	14.37%
17808	77	-	40	-	3,401	117	3.44%
12303	306	191	205	-	6,318	702	11.11%
17600	302	-	-	-	1,816	302	16.63%
12304	171	274	40	-	5,786	485	8.38%
12201	62	372	10	35	3,899	479	12.29%
15001	300	10	-	-	1,429	310	21.69%
16904	892	387	293	-	3,377	1,572	46.55%
16902	279	49	112	11	1,250	451	36.08%
15501	57	-	11	-	1,610	68	4.22%
15501	-	-	-	-	885	-	0.00%
12307	-	153	-	-	1,912	153	8.00%
12307	187	243	9	-	4,351	439	10.09%
12202	68	325	92	-	2,899	485	16.73%

Census Tract Code	Spanish Population	Indo-European Population	Asian-Pacific Island Population	All Other Population	Total Population (Age 5 & Over)	Total LEP Population (Age 5 & Over)	LEP Percentage of Total Population
16402	224	-	-	34	1,764	258	14.63%
10200	-	-	16	-	627	16	2.55%
18900	-	-	-	-	901	-	0.00%
16601	146	14	-	-	4,026	160	3.97%
17807	796	-	-	-	3,674	796	21.67%
17300	342	136	-	-	3,004	478	15.91%
17200	191	-	73	-	1,974	264	13.37%
17107	274	210	409	60	7,412	953	12.86%
15104	499	16	17	-	4,454	532	11.94%
17400	204	-	-	-	1,403	204	14.54%
17200	-	-	-	-	882	-	0.00%
17501	276	59	147	-	4,417	482	10.91%
15601	-	-	-	-	1,048	-	0.00%
15501	55	-	-	-	2,228	55	2.47%
15601	1	-	-	-	962	1	0.10%
16804	117	-	52	-	557	169	30.34%
15701	-	-	45	-	717	45	6.28%
16407	223	60	31	-	4,849	314	6.48%
18800	5	-	7	-	1,170	12	1.03%
10400	-	50	-	-	896	50	5.58%
10500	-	19	-	-	655	19	2.90%
10500	42	75	8	-	386	125	32.38%
10400	-	-	-	-	452	-	0.00%
10300	-	-	-	-	-	-	12.04%

Census Tract Code	Spanish Population	Indo-European Population	Asian-Pacific Island Population	All Other Population	Total Population (Age 5 & Over)	Total LEP Population (Age 5 & Over)	LEP Percentage of Total Population
18800	9	14	36	-	490	59	3.23%
10200	-	-	17	-	526	17	1.24%
17805	13	-	-	-	1,047	13	11.22%
15300	304	8	21	-	2,967	333	1.05%
15300	12	-	-	-	1,148	12	7.18%
12500	9	-	44	-	738	53	4.32%
12600	67	-	23	-	2,083	90	0.00%
12701	-	-	-	-	855	-	0.00%
12600	-	-	-	-	1,535	-	0.14%
12701	1	-	-	-	739	1	2.53%
11300	-	18	20	-	1,504	38	0.00%
10300	-	-	-	-	902	-	0.95%
10200	10	-	-	-	1,053	10	0.00%
10300	-	-	-	-	652	-	8.25%
10802	48	29	-	-	933	77	12.54%
10200	49	-	101	-	1,196	150	3.00%
11000	22	-	-	-	734	22	12.72%
11000	131	-	-	-	1,030	131	0.00%
16410	-	-	-	-	983	-	8.76%
12701	379	12	61	-	5,158	452	0.00%
15902	-	-	-	-	1,636	-	11.85%
15901	82	-	-	-	692	82	0.00%
15801	-	-	-	-	344	-	1.20%
	-	5	-	-	416	5	

Census Tract Code	Spanish Population	Indo-European Population	Asian-Pacific Island Population	All Other Population	Total Population (Age 5 & Over)	Total LEP Population (Age 5 & Over)	LEP Percentage of Total Population
11000	100	-	-	-	744	100	13.44%
11100	152	-	15	-	1,943	167	8.59%
11300	9	114	-	-	1,095	123	11.23%
10200	120	-	-	-	1,255	120	9.56%
11300	-	-	-	-	1,158	-	0.00%
11200	-	-	45	-	819	45	5.49%
11200	-	30	-	-	603	30	4.98%
11200	-	-	12	-	707	12	1.70%
15801	287	-	-	-	801	287	35.83%
15901	11	-	-	-	920	11	1.20%
15901	34	-	-	-	726	34	4.68%
16001	-	12	-	-	350	12	3.43%
15902	14	-	61	-	758	75	9.89%
18800	13	7	-	-	650	20	3.08%
12800	32	-	-	-	493	32	6.49%
14400	141	108	40	-	2,280	289	12.68%
14301	95	50	-	-	953	145	15.22%
14200	387	55	-	-	2,158	442	20.48%
14302	386	65	-	-	1,320	451	34.17%
13900	12	-	9	-	1,760	21	1.19%
18800	-	-	-	-	413	-	0.00%
16100	72	-	-	-	1,523	72	4.73%
16100	16	-	-	-	751	16	2.13%
12800							2.85%

Census Tract Code	Spanish Population	Indo-European Population	Asian-Pacific Island Population	All Other Population	Total Population (Age 5 & Over)	Total LEP Population (Age 5 & Over)	LEP Percentage of Total Population
	12	11	-	-	806	23	
10802	41	-	-	-	922	41	4.45%
16714	452	18	-	-	3,213	470	14.63%
12800	-	-	-	-	399	-	0.00%
14000	26	6	-	-	2,084	32	1.54%
16804	736	85	6	36	3,160	863	27.31%
13801	56	-	-	-	1,290	56	4.34%
13802	10	-	26	-	1,547	36	2.33%
14100	-	79	17	-	884	96	10.86%
12900	-	-	-	-	887	-	0.00%
12900	60	-	16	-	1,045	76	7.27%
17501	63	-	-	-	1,683	63	3.74%
15602	-	7	14	-	1,424	21	1.47%
15602	-	16	-	-	1,093	16	1.46%
15702	-	-	-	-	547	-	0.00%
15702	-	-	-	-	1,155	-	0.00%
11000	-	-	-	-	374	-	0.00%
11200	5	26	-	-	1,021	31	3.04%
13300	730	-	-	-	1,936	730	37.71%
13300	88	-	-	-	1,149	88	7.66%
11100	-	-	28	-	429	28	6.53%
11100	32	-	46	-	675	78	11.56%
13605	151	-	11	-	3,052	162	5.31%
17103	76	97	103	62	3,466	338	9.75%

Census Tract Code	Spanish Population	Indo-European Population	Asian-Pacific Island Population	All Other Population	Total Population (Age 5 & Over)	Total LEP Population (Age 5 & Over)	LEP Percentage of Total Population
12100	181	236	-	-	3,086	417	13.51%
15103	150	-	45	-	2,208	195	8.83%
15106	-	-	-	-	378	-	0.00%
16200	145	17	-	-	4,038	162	4.01%
15202	143	18	17	2	3,177	180	5.67%
14701	56	6	-	-	1,205	62	5.15%
15802	22	12	-	-	1,136	34	2.99%
16001	-	-	-	-	1,799	-	0.00%
16002	-	-	-	-	731	-	0.00%
15802	10	11	-	-	1,329	21	1.58%
16002	-	13	-	-	732	13	1.78%
13300	423	-	39	-	3,056	462	15.12%
13603	1,044	57	29	-	4,811	1,130	23.49%
16409	120	11	53	-	3,151	184	5.84%
13403	446	-	-	-	2,128	446	20.96%
13403	191	-	-	-	772	191	24.74%
16802	410	-	9	-	1,935	419	21.65%
12401	92	250	76	-	7,335	418	5.70%
12600	-	-	-	-	1,269	-	0.00%
12402	431	27	9	-	4,021	467	11.61%
12000	35	74	43	-	2,974	152	5.11%
16002	-	-	-	-	806	-	0.00%
16100	40	-	34	-	2,242	74	3.30%
12800							11.68%

Census Tract Code	Spanish Population	Indo-European Population	Asian-Pacific Island Population	All Other Population	Total Population (Age 5 & Over)	Total LEP Population (Age 5 & Over)	LEP Percentage of Total Population
12900	15	-	137	-	1,301	152	5.31%
10802	-	-	17	-	320	17	1.82%
12900	-	-	16	-	878	16	0.00%
13503	-	-	-	-	714	-	28.97%
13802	635	-	5	-	2,209	640	1.30%
14000	13	1	-	-	1,080	14	0.00%
14000	-	-	-	-	753	-	0.00%
13505	-	-	-	-	901	-	18.41%
12000	597	18	-	-	3,341	615	6.15%
15202	32	69	71	-	2,799	172	31.32%
18700	291	-	-	-	929	291	4.49%
15202	66	30	-	7	2,293	103	10.69%
16602	131	-	-	-	1,226	131	8.11%
16302	126	-	-	-	1,553	126	18.13%
16406	481	77	7	-	3,117	565	7.45%
16200	98	25	-	14	1,838	137	0.00%
16200	-	-	-	-	1,055	-	1.94%
17300	-	-	13	-	671	13	21.80%
14813	273	-	11	-	1,303	284	18.50%
16601	233	94	199	-	2,844	526	9.19%
16602	423	-	81	37	5,888	541	6.33%
17006	268	84	78	14	7,012	444	23.78%
17004	415	141	274	-	3,491	830	19.94%
	-	174	174	-	1,745	348	

Census Tract Code	Spanish Population	Indo-European Population	Asian-Pacific Island Population	All Other Population	Total Population (Age 5 & Over)	Total LEP Population (Age 5 & Over)	LEP Percentage of Total Population
17008	765	385	204	15	6,832	1,369	20.04%
16902	398	-	-	-	1,473	398	27.02%
17011	1,288	217	412	119	6,027	2,036	33.78%
11300	58	-	-	-	970	58	5.98%
17902	32	41	11	-	1,545	84	5.44%
14601	126	-	-	-	3,182	126	3.96%
17103	399	43	122	-	6,404	564	8.81%
15103	271	-	279	-	3,745	550	14.69%
17804	131	15	65	-	5,668	211	3.72%
16704	1,085	154	413	9	11,944	1,661	13.91%
15300	-	-	13	-	1,676	13	0.78%
14809	25	52	42	-	1,936	119	6.15%
14807	305	137	155	86	6,178	683	11.06%
18700	42	89	-	-	2,157	131	6.07%
14904	232	109	-	-	3,496	341	9.75%
14701	393	40	-	-	2,042	433	21.20%
12202	118	88	-	-	1,869	206	11.02%
12100	119	170	188	-	2,220	477	21.49%
14701	149	121	80	-	1,139	350	30.73%
14701	42	115	-	-	1,199	157	13.09%
17300	1,166	11	-	-	4,371	1,177	26.93%
13604	535	11	106	-	5,267	652	12.38%
16504	444	65	13	20	4,661	542	11.63%
15003							11.59%

Census Tract Code	Spanish Population	Indo-European Population	Asian-Pacific Island Population	All Other Population	Total Population (Age 5 & Over)	Total LEP Population (Age 5 & Over)	LEP Percentage of Total Population
	596	13	-	-	5,253	609	
12403							9.98%
	206	222	58	-	4,871	486	
15002							26.26%
	1,174	-	29	-	4,581	1,203	
17001							6.78%
	34	30	-	12	1,121	76	
15004							6.83%
	125	188	205	-	7,579	518	
14906							4.37%
	156	57	34	-	5,655	247	
14100							6.16%
	-	91	35	-	2,045	126	
14100							0.00%
	-	-	-	-	371	-	
16408							2.93%
	34	-	26	-	2,051	60	
16410							19.48%
	381	13	11	28	2,223	433	
16712							16.61%
	1,121	76	80	14	7,772	1,291	
17400							1.66%
	71	-	-	-	4,286	71	
16301							13.05%
	391	129	237	-	5,801	757	
17902							23.04%
	126	-	30	-	677	156	
16507							4.89%
	292	67	157	-	10,546	516	
12600							2.03%
	-	35	-	-	1,724	35	
14702							20.84%
	409	679	26	38	5,527	1,152	
14703							18.49%
	231	72	-	60	1,963	363	
14601							22.82%
	298	732	-	21	4,605	1,051	
14811							6.95%
	124	91	162	-	5,426	377	
14812							12.29%
	116	214	45	-	3,052	375	
14812							14.61%
	74	20	99	-	1,321	193	
14607							16.38%
	363	278	-	56	4,256	697	
17504							13.60%
	145	45	37	-	1,669	227	

Census Tract Code	Spanish Population	Indo-European Population	Asian-Pacific Island Population	All Other Population	Total Population (Age 5 & Over)	Total LEP Population (Age 5 & Over)	LEP Percentage of Total Population
14301	822	49	152	-	2,561	1,023	39.95%
14809	-	-	-	-	661	-	0.00%
16503	261	131	136	66	4,557	594	13.03%
13803	179	7	-	-	2,982	186	6.24%
16402	56	24	24	-	881	104	11.80%
14804	331	131	64	-	5,204	526	10.11%
12307	-	-	-	-	1,026	-	0.00%
16411	281	-	-	33	3,161	314	9.93%
16412	314	11	120	-	4,763	445	9.34%
16713	1,384	56	56	-	6,985	1,496	21.42%
16505	301	43	16	-	2,635	360	13.66%
16709	1,366	-	171	-	6,679	1,537	23.01%
16508	472	15	13	56	6,592	556	8.43%
17902	60	38	-	-	2,013	98	4.87%
17902	71	-	-	-	723	71	9.82%
17400	-	-	7	-	1,442	7	0.49%
17702	28	-	-	-	2,201	28	1.27%
17701	543	75	105	-	4,952	723	14.60%
17802	336	-	183	-	8,507	519	6.10%
17802	210	40	17	-	4,207	267	6.35%
16903	1,032	1,011	33	35	6,420	2,111	32.88%
15701	38	22	-	-	1,211	60	4.95%
11701	22	11	-	-	1,085	33	3.04%
15801	-	-	-	-	-	-	0.00%

Census Tract Code	Spanish Population	Indo-European Population	Asian-Pacific Island Population	All Other Population	Total Population (Age 5 & Over)	Total LEP Population (Age 5 & Over)	LEP Percentage of Total Population
	-	-	-	-	506	-	
14605							4.86%
	73	124	-	-	4,057	197	
14806							9.53%
	251	118	69	-	4,596	438	
15201							1.20%
	7	-	-	-	583	7	
16509							6.45%
	154	13	15	-	2,820	182	
14810							4.34%
	96	56	98	8	5,946	258	
14000							1.16%
	27	-	-	-	2,337	27	
16802							13.14%
	385	8	41	-	3,303	434	
12800							4.96%
	10	31	-	-	827	41	
17504							9.19%
	378	8	-	-	4,202	386	
16710							18.59%
	532	-	123	36	3,717	691	
16716							9.30%
	333	107	35	12	5,235	487	
16717							16.36%
	250	16	130	-	2,420	396	
16509							5.26%
	57	-	-	17	1,408	74	
14904							11.16%
	-	71	-	-	636	71	
17501							7.71%
	144	18	-	-	2,101	162	
17806							5.01%
	165	53	-	-	4,347	218	
17503							13.62%
	390	-	-	-	2,864	390	
17104							6.21%
	371	89	96	-	8,947	556	
17503							2.51%
	38	-	-	-	1,511	38	
17105							2.78%
	20	31	59	-	3,963	110	
17600							11.07%
	140	10	-	-	1,355	150	
17104							4.00%
	293	54	140	-	12,172	487	
15402							20.45%
	128	-	-	-	626	128	

Census Tract Code	Spanish Population	Indo-European Population	Asian-Pacific Island Population	All Other Population	Total Population (Age 5 & Over)	Total LEP Population (Age 5 & Over)	LEP Percentage of Total Population
11701	4	50	-	-	1,962	54	2.75%
11702	-	329	14	-	1,585	343	21.64%
11701	-	17	-	-	1,376	17	1.24%
11702	-	-	-	-	2,182	-	0.00%
13507	1,222	38	43	-	5,596	1,303	23.28%
17001	66	30	-	13	1,154	109	9.45%
14301	154	-	-	-	766	154	20.10%
14200	1,314	824	40	-	7,468	2,178	29.16%
16803	381	26	63	16	2,504	486	19.41%
17504	680	-	-	-	1,559	680	43.62%
15105	-	-	-	-	447	-	0.00%
17012	231	52	93	-	2,740	376	13.72%
17013	1,439	229	46	66	8,148	1,780	21.85%
17014	1,371	281	249	-	11,304	1,901	16.82%
17015	326	74	159	24	6,714	583	8.68%
17016	147	171	91	2	3,629	411	11.33%
17016	322	155	121	27	4,718	625	13.25%
17017	341	92	13	-	4,200	446	10.62%
17017	182	20	-	-	1,030	202	19.61%
17108	325	224	16	-	2,778	565	20.34%
17108	27	-	178	-	3,285	205	6.24%
17109	-	51	61	-	5,324	112	2.10%
17109	-	24	10	-	1,029	34	3.30%
18200							11.20%

Census Tract Code	Spanish Population	Indo-European Population	Asian-Pacific Island Population	All Other Population	Total Population (Age 5 & Over)	Total LEP Population (Age 5 & Over)	LEP Percentage of Total Population
	156	30	16	20	1,982	222	
18200							10.48%
	81	33	83	-	1,879	197	
13405							25.29%
	545	-	-	-	2,155	545	
13607							9.66%
	480	42	-	-	5,406	522	
16734							19.66%
	2,037	27	173	46	11,615	2,283	
990000							#DIV/0!
	-	-	-	-	-	-	
16733							14.52%
	764	8	18	-	5,442	790	
13201							28.56%
	361	-	-	-	1,264	361	
13402							19.09%
	542	-	63	-	3,169	605	
13511							17.46%
	467	-	-	-	2,674	467	
13606							21.65%
	269	108	35	-	1,903	412	
13702							7.02%
	106	-	12	-	1,680	118	
14503							18.47%
	251	174	-	-	2,301	425	
16907							63.52%
	266	394	-	-	1,039	660	
17400							42.88%
	804	-	-	-	1,875	804	
17901							17.54%
	201	-	-	-	1,146	201	
17901							3.80%
	40	-	-	-	1,052	40	
18000							0.82%
	-	7	-	-	856	7	
18000							7.12%
	111	11	25	-	2,064	147	
18100							5.13%
	137	-	-	-	2,669	137	
18100							0.00%
	-	-	-	-	491	-	
18300							3.86%
	33	-	-	-	854	33	
18300							0.00%
	-	-	-	-	271	-	
18300							8.70%
	-	52	-	-	598	52	

Census Tract Code	Spanish Population	Indo-European Population	Asian-Pacific Island Population	All Other Population	Total Population (Age 5 & Over)	Total LEP Population (Age 5 & Over)	LEP Percentage of Total Population
18300	12	-	-	66	989	78	7.89%
18400	185	10	-	-	1,333	195	14.63%
18400	13	-	-	-	424	13	3.07%
18400	131	8	-	-	819	139	16.97%
18500	24	-	24	-	2,276	48	2.11%
18500	100	-	-	-	612	100	16.34%
18500	39	9	-	9	650	57	8.77%
18900	-	-	-	-	407	-	0.00%
18900	-	150	-	-	866	150	17.32%
18900	34	21	9	-	924	64	6.93%
18900	70	-	48	-	466	118	25.32%
18900	67	14	44	-	1,964	125	6.36%
13201	347	23	-	-	2,518	370	14.69%
13900	49	-	41	-	1,992	90	4.52%
18200	80	44	55	-	4,444	179	4.03%
13701	13	-	25	-	1,537	38	2.47%
13202	1,040	-	91	-	4,850	1,131	23.32%
13406	1,165	45	-	13	3,564	1,223	34.32%
13508	498	24	17	-	2,196	539	24.54%
13510	341	24	-	-	2,027	365	18.01%
13509	36	37	-	-	934	73	7.82%
13512	1,127	60	10	-	4,714	1,197	25.39%
13511	338	-	-	-	1,899	338	17.80%
13606							34.98%

Census Tract Code	Spanish Population	Indo-European Population	Asian-Pacific Island Population	All Other Population	Total Population (Age 5 & Over)	Total LEP Population (Age 5 & Over)	LEP Percentage of Total Population
	537	-	-	-	1,535	537	
13701							25.18%
	717	-	15	-	2,907	732	
13702							1.55%
	15	-	-	-	970	15	
13702							15.09%
	235	55	-	-	1,922	290	
13801							4.42%
	48	-	-	-	1,087	48	
14503							6.24%
	140	26	7	-	2,771	173	
14504							11.00%
	280	40	82	-	3,654	402	
14608							7.42%
	63	210	-	11	3,825	284	
14609							15.35%
	132	491	-	90	4,646	713	
14908							12.71%
	426	273	108	-	6,349	807	
14909							3.34%
	10	-	87	-	2,905	97	
16510							9.50%
	65	48	154	25	3,073	292	
16511							13.79%
	418	9	50	-	3,460	477	
16723							12.20%
	434	-	140	20	4,870	594	
16724							17.00%
	831	-	31	20	5,187	882	
16728							5.35%
	152	46	64	-	4,896	262	
16727							12.37%
	875	36	133	28	8,664	1,072	
16729							9.92%
	1,038	135	144	144	14,735	1,461	
16730							6.56%
	1,419	94	292	-	27,523	1,805	
16731							2.65%
	121	6	-	-	4,794	127	
16732							10.71%
	1,191	129	149	82	14,488	1,551	
16806							27.98%
	2,746	268	35	54	11,089	3,103	
16807							23.48%
	3,054	274	271	-	15,331	3,599	
16906							33.79%
	781	259	-	-	3,078	1,040	

Census Tract Code	Spanish Population	Indo-European Population	Asian-Pacific Island Population	All Other Population	Total Population (Age 5 & Over)	Total LEP Population (Age 5 & Over)	LEP Percentage of Total Population
16907	563	530	99	-	3,567	1,192	33.42%
43400	160	24	-	-	2,162	184	8.51%
43600	243	65	16	-	5,834	324	5.55%
43700	126	-	-	-	2,762	126	4.56%
43400	10	-	14	-	761	24	3.15%
43400	71	15	-	-	791	86	10.87%
43400	58	-	-	-	927	58	6.26%
43500	-	-	-	-	558	-	0.00%
43500	-	-	-	-	934	-	0.00%
43500	255	8	-	-	1,503	263	17.50%
43500	9	21	-	-	360	30	8.33%
43800	91	27	-	-	2,709	118	4.36%
43500	-	-	-	-	1,091	-	0.00%
43800	-	-	-	-	839	-	0.00%
40802	188	152	55	41	4,006	436	10.88%
43800	-	-	-	-	803	-	0.00%
43800	49	-	-	-	1,831	49	2.68%
40902	229	36	-	16	822	281	34.18%
42100	1,713	328	42	49	7,846	2,132	27.17%
42000	1,873	36	44	4	6,670	1,957	29.34%
41700	275	-	-	-	2,004	275	13.72%
41700	684	7	-	-	2,598	691	26.60%
41700	52	-	-	-	280	52	18.57%
41100							21.30%

Census Tract Code	Spanish Population	Indo-European Population	Asian-Pacific Island Population	All Other Population	Total Population (Age 5 & Over)	Total LEP Population (Age 5 & Over)	LEP Percentage of Total Population
	2,182	220	12	-	11,332	2,414	
41300							24.43%
41300	1,262	198	-	-	5,976	1,460	21.32%
41001	819	585	-	-	6,586	1,404	13.75%
41001	707	79	15	-	5,827	801	3.57%
41001	15	-	16	-	868	31	0.00%
41600	-	-	-	-	335	-	27.72%
42200	130	-	-	-	469	130	33.46%
42200	841	15	-	-	2,558	856	26.77%
42200	413	128	-	-	2,021	541	35.47%
42500	1,152	143	-	16	3,696	1,311	29.48%
42800	1,766	264	116	-	7,280	2,146	25.53%
42800	470	76	-	-	2,139	546	18.94%
43100	1,133	40	21	13	6,372	1,207	8.97%
42900	264	-	76	-	3,789	340	27.16%
42900	2,271	14	71	-	8,673	2,356	24.14%
40804	1,194	142	-	-	5,534	1,336	29.34%
40901	603	22	13	40	2,311	678	13.09%
40803	281	62	-	-	2,620	343	2.84%
40801	118	83	-	-	7,076	201	12.86%
41001	62	-	-	-	482	62	4.17%
41001	15	2	-	-	408	17	11.92%
43203	59	2	-	21	688	82	12.64%
43204	353	22	215	-	4,668	590	11.34%
	1,097	-	43	-	10,050	1,140	

Census Tract Code	Spanish Population	Indo-European Population	Asian-Pacific Island Population	All Other Population	Total Population (Age 5 & Over)	Total LEP Population (Age 5 & Over)	LEP Percentage of Total Population
43204	37	5	-	-	1,895	42	2.22%
43205	70	-	-	-	1,758	70	3.98%
43301	52	8	9	-	1,202	69	5.74%
43206	-	-	-	-	257	-	0.00%
42701	2,036	-	95	-	7,237	2,131	29.45%
42702	2,283	36	-	50	6,108	2,369	38.79%
42601	718	-	-	-	2,918	718	24.61%
40902	1,160	72	73	73	3,911	1,378	35.23%
43201	-	-	-	-	103	-	0.00%
42602	2,212	140	154	-	9,740	2,506	25.73%
40803	209	57	-	-	823	266	32.32%
43202	-	-	-	-	572	-	0.00%
40804	148	42	-	-	1,926	190	9.87%
41002	1,294	63	-	-	6,953	1,357	19.52%
43302	428	53	44	-	10,252	525	5.12%
41600	33	-	-	-	253	33	13.04%
42400	1,255	-	53	-	6,677	1,308	19.59%
42300	598	51	-	-	2,638	649	24.60%
42300	157	3	-	-	857	160	18.67%
42300	538	22	-	-	2,174	560	25.76%
41100	1,040	73	-	-	4,766	1,113	23.35%
41500	1,530	229	163	20	11,012	1,942	17.64%
41600	141	25	7	-	1,453	173	11.91%
41600							18.30%

Census Tract Code	Spanish Population	Indo-European Population	Asian-Pacific Island Population	All Other Population	Total Population (Age 5 & Over)	Total LEP Population (Age 5 & Over)	LEP Percentage of Total Population
	129	-	-	-	705	129	
41800							18.67%
	50	6	31	-	466	87	
41800							31.30%
	324	47	40	-	1,313	411	
41600							34.32%
	151	-	-	-	440	151	
41800							20.85%
	216	-	-	30	1,180	246	
41900							34.51%
	1,740	196	32	-	5,702	1,968	
43700							3.73%
	45	22	16	-	2,224	83	
20301							5.64%
	56	-	12	-	1,205	68	
20302							11.35%
	160	-	15	-	1,542	175	
20903							13.96%
	105	68	25	-	1,418	198	
21100							4.65%
	63	37	-	-	2,152	100	
20902							9.14%
	125	-	80	-	2,244	205	
21502							2.76%
	8	10	-	-	651	18	
20805							18.51%
	93	-	31	-	670	124	
20903							7.62%
	247	-	-	-	3,242	247	
20903							25.00%
	55	36	-	55	584	146	
21201							1.51%
	21	-	-	-	1,390	21	
21203							3.65%
	137	26	50	-	5,830	213	
21204							0.86%
	12	11	-	-	2,673	23	
21204							4.05%
	56	22	102	-	4,445	180	
21204							0.00%
	-	-	-	-	1,521	-	
21306							3.12%
	70	-	-	-	2,245	70	
22209							4.81%
	26	44	-	-	1,456	70	
20812							3.11%
	8	-	-	11	611	19	

Census Tract Code	Spanish Population	Indo-European Population	Asian-Pacific Island Population	All Other Population	Total Population (Age 5 & Over)	Total LEP Population (Age 5 & Over)	LEP Percentage of Total Population
20812	98	-	-	-	1,908	98	5.14%
20500	-	-	-	-	255	-	0.00%
20101	-	-	-	-	334	-	0.00%
21312	78	-	63	-	3,725	141	3.79%
20808	142	37	-	-	2,899	179	6.17%
20803	9	-	-	-	1,419	9	0.63%
22002	8	43	-	-	989	51	5.16%
21306	-	-	9	-	983	9	0.92%
21306	11	-	-	-	1,406	11	0.78%
21307	119	-	50	-	2,271	169	7.44%
21307	50	28	-	16	3,673	94	2.56%
21313	132	14	-	-	3,804	146	3.84%
21313	-	20	-	-	1,045	20	1.91%
21314	-	-	-	14	1,104	14	1.27%
21403	-	-	-	-	753	-	0.00%
21902	278	-	-	-	1,963	278	14.16%
21506	14	-	8	-	2,192	22	1.00%
21404	79	-	-	-	1,079	79	7.32%
21314	147	-	108	-	2,317	255	11.01%
21315	-	-	-	-	1,009	-	0.00%
21315	48	14	-	-	2,303	62	2.69%
21315	38	6	20	-	3,132	64	2.04%
21316	55	-	-	-	1,257	55	4.38%
21316							2.96%

Census Tract Code	Spanish Population	Indo-European Population	Asian-Pacific Island Population	All Other Population	Total Population (Age 5 & Over)	Total LEP Population (Age 5 & Over)	LEP Percentage of Total Population
	-	22	60	-	2,772	82	
21311	23	-	-	-	2,446	23	0.94%
21505	64	-	21	-	2,694	85	3.16%
21613	147	12	-	-	2,295	159	6.93%
21802	195	26	-	-	2,318	221	9.53%
21317	124	-	21	-	1,448	145	10.01%
21317	43	-	36	-	2,420	79	3.26%
21317	102	119	36	-	4,440	257	5.79%
21318	188	-	17	-	3,360	205	6.10%
21321	15	17	11	-	1,195	43	3.60%
22001	122	24	-	-	1,198	146	12.19%
21803	181	44	-	-	2,307	225	9.75%
21614	14	-	-	12	1,230	26	2.11%
22101	130	28	31	-	2,314	189	8.17%
20402	21	13	25	-	2,131	59	2.77%
22101	202	-	-	-	2,268	202	8.91%
21321	89	-	46	-	1,326	135	10.18%
21319	-	-	-	-	1,558	-	0.00%
21320	39	45	-	62	2,665	146	5.48%
21320	54	-	-	-	1,257	54	4.30%
21320	89	-	-	-	423	89	21.04%
21401	126	-	-	-	1,272	126	9.91%
21403	88	10	-	-	4,207	98	2.33%
20500	18	10	-	-	523	28	5.35%

Census Tract Code	Spanish Population	Indo-European Population	Asian-Pacific Island Population	All Other Population	Total Population (Age 5 & Over)	Total LEP Population (Age 5 & Over)	LEP Percentage of Total Population
21902	-	-	-	-	563	-	0.00%
21902	-	-	-	-	337	-	0.00%
22001	-	-	-	-	690	-	0.00%
21902	-	34	-	85	1,733	119	6.87%
22002	93	13	-	-	863	106	12.28%
21403	-	31	-	20	1,662	51	3.07%
21403	-	33	-	-	1,251	33	2.64%
21404	77	63	17	-	1,025	157	15.32%
21502	141	3	97	-	1,718	241	14.03%
22206	39	-	-	-	515	39	7.57%
20600	367	176	-	-	5,927	543	9.16%
22201	53	-	33	-	1,536	86	5.60%
21608	47	-	-	-	557	47	8.44%
21705	385	50	16	-	2,596	451	17.37%
21502	55	-	-	-	1,946	55	2.83%
21504	-	-	11	-	709	11	1.55%
21506	30	-	21	-	1,100	51	4.64%
21604	86	9	-	-	2,212	95	4.29%
21604	-	9	-	-	1,983	9	0.45%
21706	195	118	33	-	2,275	346	15.21%
21802	-	-	-	-	695	-	0.00%
21614	106	20	-	-	2,328	126	5.41%
20803	51	24	-	-	1,834	75	4.09%
22104	-	-	-	-	-	-	3.99%

Census Tract Code	Spanish Population	Indo-European Population	Asian-Pacific Island Population	All Other Population	Total Population (Age 5 & Over)	Total LEP Population (Age 5 & Over)	LEP Percentage of Total Population
22104	57	-	-	-	1,430	57	4.68%
21606	86	-	-	26	2,394	112	15.83%
21606	266	-	-	-	1,680	266	0.58%
21606	6	-	-	-	1,043	6	9.62%
21608	192	49	50	-	3,026	291	7.85%
21608	143	-	46	-	2,409	189	5.69%
21401	64	-	-	-	1,124	64	5.36%
22005	121	-	13	-	2,499	134	3.73%
21306	93	-	-	-	2,492	93	2.87%
22207	56	-	-	-	1,950	56	10.14%
21201	38	-	13	-	503	51	2.55%
20903	38	-	-	-	1,488	38	6.98%
20101	-	-	50	-	716	50	0.00%
22106	-	-	-	-	691	-	0.65%
21608	-	8	-	-	1,230	8	5.22%
21609	26	35	-	-	1,168	61	10.13%
21611	130	9	-	-	1,372	139	3.74%
21613	76	-	-	-	2,031	76	2.32%
21614	15	-	-	-	646	15	9.99%
21615	196	14	-	-	2,102	210	0.00%
21615	-	-	-	-	1,535	-	4.29%
21616	13	16	-	-	676	29	3.97%
21616	93	-	-	-	2,343	93	2.27%
21616	-	25	-	-	1,101	25	

Census Tract Code	Spanish Population	Indo-European Population	Asian-Pacific Island Population	All Other Population	Total Population (Age 5 & Over)	Total LEP Population (Age 5 & Over)	LEP Percentage of Total Population
22105	110	-	-	15	2,193	125	5.70%
20301	40	-	-	-	694	40	5.76%
21404	69	-	-	-	2,397	69	2.88%
21505	28	14	-	-	1,625	42	2.58%
21000	38	-	127	-	1,587	165	10.40%
20202	-	-	-	-	785	-	0.00%
20202	35	12	-	-	422	47	11.14%
21313	-	-	6	-	1,055	6	0.57%
21318	217	41	120	31	3,671	409	11.14%
21401	13	-	-	-	1,121	13	1.16%
21705	59	-	-	-	1,278	59	4.62%
21705	213	-	-	-	1,148	213	18.55%
21706	141	40	-	-	845	181	21.42%
21707	14	-	-	-	483	14	2.90%
21707	72	31	-	-	1,861	103	5.53%
21707	-	-	-	-	1,026	-	0.00%
21707	22	-	-	-	783	22	2.81%
20903	106	-	-	-	1,578	106	6.72%
21404	168	50	-	-	1,638	218	13.31%
21609	31	7	-	-	1,982	38	1.92%
21612	-	16	-	-	1,654	16	0.97%
22206	7	-	15	-	685	22	3.21%
20902	21	-	-	-	527	21	3.98%
21503							2.83%

Census Tract Code	Spanish Population	Indo-European Population	Asian-Pacific Island Population	All Other Population	Total Population (Age 5 & Over)	Total LEP Population (Age 5 & Over)	LEP Percentage of Total Population
	47	-	-	-	1,663	47	
21504							3.86%
	35	10	-	10	1,426	55	
21504							0.00%
	-	-	-	-	809	-	
21704							2.38%
	55	-	-	-	2,313	55	
21704							7.07%
	130	22	-	-	2,151	152	
21707							16.38%
	235	35	16	13	1,825	299	
21708							6.54%
	22	-	87	17	1,927	126	
21708							11.22%
	83	12	40	-	1,203	135	
21708							11.81%
	199	-	-	16	1,820	215	
21802							12.57%
	180	-	-	-	1,432	180	
21803							15.22%
	104	-	-	17	795	121	
21806							11.17%
	147	-	-	-	1,316	147	
21311							1.05%
	14	-	-	-	1,338	14	
21401							8.20%
	170	-	-	-	2,073	170	
20201							5.80%
	60	-	-	-	1,035	60	
20401							0.00%
	-	-	-	-	871	-	
22104							24.23%
	545	30	-	-	2,373	575	
21612							8.92%
	43	-	50	-	1,043	93	
21805							3.74%
	59	-	-	-	1,578	59	
22002							6.95%
	17	-	21	-	547	38	
22201							3.93%
	25	-	-	-	636	25	
22209							4.65%
	21	17	17	-	1,182	55	
22209							7.31%
	99	-	34	-	1,820	133	
21708							16.27%
	160	36	-	-	1,205	196	

Census Tract Code	Spanish Population	Indo-European Population	Asian-Pacific Island Population	All Other Population	Total Population (Age 5 & Over)	Total LEP Population (Age 5 & Over)	LEP Percentage of Total Population
21806	100	15	-	-	2,275	115	5.05%
21806	13	75	10	-	1,095	98	8.95%
21901	152	62	32	-	1,422	246	17.30%
21901	30	14	44	-	1,283	88	6.86%
21901	10	-	165	-	1,435	175	12.20%
20806	118	-	-	33	3,375	151	4.47%
21000	129	54	16	-	2,432	199	8.18%
21201	11	-	-	-	1,876	11	0.59%
21307	10	12	-	-	1,601	22	1.37%
20401	-	-	-	-	866	-	0.00%
20201	53	-	-	7	794	60	7.56%
21612	113	-	26	-	1,464	139	9.49%
20102	9	7	-	-	1,231	16	1.30%
21320	106	-	17	-	2,235	123	5.50%
22205	89	24	-	-	1,352	113	8.36%
20701	11	21	7	-	4,162	39	0.94%
20703	64	26	25	-	1,959	115	5.87%
22002	172	14	-	-	1,507	186	12.34%
22004	85	-	-	-	1,714	85	4.96%
22004	-	-	-	-	323	-	0.00%
22005	83	21	-	-	779	104	13.35%
22005	78	16	9	-	2,421	103	4.25%
22005	-	87	-	-	1,148	87	7.58%
20202							5.57%

Census Tract Code	Spanish Population	Indo-European Population	Asian-Pacific Island Population	All Other Population	Total Population (Age 5 & Over)	Total LEP Population (Age 5 & Over)	LEP Percentage of Total Population
	159	-	-	-	2,854	159	
20703							4.10%
	17	55	25	35	3,221	132	
22205							2.23%
	-	30	9	-	1,745	39	
20701							5.30%
	78	21	19	-	2,227	118	
20807							13.78%
	349	129	-	-	3,469	478	
20600							5.63%
	31	47	150	27	4,530	255	
20703							2.00%
	18	-	-	-	898	18	
20704							7.13%
	60	44	74	-	2,495	178	
20803							5.92%
	25	47	22	-	1,588	94	
20803							4.89%
	71	-	-	-	1,451	71	
20805							2.26%
	40	8	-	-	2,120	48	
20805							2.08%
	20	28	-	-	2,308	48	
22101							14.62%
	221	-	-	-	1,512	221	
22101							0.00%
	-	-	-	-	872	-	
22104							0.00%
	-	-	-	-	1,044	-	
22105							5.58%
	75	-	-	-	1,343	75	
20705							9.16%
	51	83	71	-	2,238	205	
20500							1.01%
	-	15	-	-	1,490	15	
20500							0.00%
	-	-	-	-	308	-	
20810							2.54%
	53	8	19	-	3,145	80	
20903							3.89%
	58	-	-	-	1,491	58	
20805							8.73%
	69	-	48	-	1,340	117	
20806							0.00%
	-	-	-	-	591	-	
20806							9.05%
	132	-	-	-	1,458	132	


Census Tract Code	Spanish Population	Indo-European Population	Asian-Pacific Island Population	All Other Population	Total Population (Age 5 & Over)	Total LEP Population (Age 5 & Over)	LEP Percentage of Total Population
20806	41	-	-	-	1,066	41	3.85%
20807	97	-	-	-	1,792	97	5.41%
20807	10	-	-	-	1,060	10	0.94%
22106	142	44	-	-	2,768	186	6.72%
22106	59	-	18	-	2,970	77	2.59%
22106	36	-	-	-	659	36	5.46%
22201	11	13	-	-	644	24	3.73%
22201	-	-	-	-	948	-	0.00%
22201	56	-	-	-	957	56	5.85%
22206	91	-	-	-	1,408	91	6.46%
20701	49	18	-	-	4,736	67	1.41%
21611	68	10	-	10	2,802	88	3.14%
20704	-	102	-	-	3,110	102	3.28%
20810	11	50	-	-	1,421	61	4.29%
20402	-	-	-	-	945	-	0.00%
21100	-	-	-	-	795	-	0.00%
20808	27	-	12	-	1,052	39	3.71%
20811	16	14	-	-	592	30	5.07%
20811	80	-	16	-	1,492	96	6.43%
20811	32	-	-	-	1,251	32	2.56%
20811	12	12	-	-	645	24	3.72%
20811	80	-	-	-	459	80	17.43%
20901	222	-	-	-	1,362	222	16.30%
20901							19.02%

Census Tract Code	Spanish Population	Indo-European Population	Asian-Pacific Island Population	All Other Population	Total Population (Age 5 & Over)	Total LEP Population (Age 5 & Over)	LEP Percentage of Total Population
	235	128	-	-	1,909	363	
22206	79	-	-	-	1,686	79	4.69%
22206	-	40	-	-	1,147	40	3.49%
22207	76	25	-	-	2,567	101	3.93%
22207	152	-	150	-	1,794	302	16.83%
22208	22	35	12	83	2,231	152	6.81%
22208	16	17	-	-	941	33	3.51%

Appendix C: Monitoring Program Data

As part of the LYNX monitoring program a random sample of minority and non-minority routes are selected and reviewed to determine if the service is provided in accordance with the service standards is equitable. This monitoring includes review of headways and span of service for the latest schedule, review of APC data for load factors and on-time performance. Amenities placement is also reviewed for equity at each bid interval to ensure that capital investment is being made without regard to race, color, national origin, and income. The LYNX GIS Supervisor or GIS Analyst maintains the database of all LYNX stops, whether those locations have shelters or other transit amenities, and if the placement of amenities is along minority routes or within minority census tracts. LYNX existing amenities have been mapped and incorporated into a LYNX Bus Stop Inventory as well as posted online at <http://www.golynx.com/about-lynx/what-we-are-working-on/gis-mapping/interactive-maps.stml>, allowing the general public access. In addition, overall county totals for amenities are also provided online at <http://www.golynx.com/lynxmap/DataDownload/index.htm> and reviewed bi-annually.

Welcome to the LYNX GIS Data Download Page

Total number of stops: 4,508	
Stops in Orange County: 3,365, Stops in Seminole County: 622, Stops in Osceola County: 467, Stops in Lake County: 18, Stops in Polk County: 35, Stops in Volusia County: 1	
Total number of shelters: 909	
Shelters in Orange County: 649, Shelters in Seminole County: 131, Shelters in Osceola County: 128, Shelters in Volusia County: 2	
LYNX Shelters: 678, Culver Shelters: 156, Other Shelters: 75	

LYNX GIS
 (407) 841-2279
gis@lynx.com

Planned amenities and changes to existing amenities will be added to the LYNX database to determine if the planned amenities or proposed changes would create disparities.

Table 1 below displays the current LYNX service span and headway for minority and non-minority routes. When service changes are proposed the LYNX Service Planning staff will coordinate with the Manager of Compliance to determine if the proposed changes will impact minority routes and the degree of the impact in accordance with the thresholds established in this Title VI Program. The proposed changes will be mapped and coded in Trapeze or TBEST software for potential impacts to miles hours and frequencies for protected groups. If a disparate impact or disproportionate burden is determined LYNX will follow this plan to engage the public, seek alternative options or provide

mitigation. The review of LYNX services will be monitored quarterly. Examples of the monitoring completed by LYNX is included below Table 1.

42200										110.1
42300										48.6
42400										37.7
42500										1.6
42601										
42602										
42701										2.6
42702										
42900										26.6
43203										9.7
43204										
43302										
43400										3.8
43500										
43600										
90902										
Total						262.1		137.1		8077.1

URBAN TRANSPORTATION ASSOCIATES

Link No	Route	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13
1	N Orange Ave./Altamonte Mall	289	280	234	231	224	224	230	223	-	-	-	-
2	Colonialtown	-	-	-	-	-	-	-	-	-	-	-	-
3	Lake Margaret	632	695	634	669	697	632	610	585	-	-	-	-
4	South U.S. 441/Kissimmee	4,563	4,757	4,685	4,540	5,017	4,747	4,592	4,382	-	-	-	-
5	Lake George/Fort Gatlin	-	-	-	-	-	-	-	-	-	-	-	-
6	Dixie Belle	152	114	108	134	95	134	133	133	-	-	-	-
7	S. Orange Ave./Florida Mall	843	759	823	834	760	731	769	723	-	-	-	-
8	W. Oak Ridge Rd./Int'l Dr.	5,421	5,395	5,123	5,236	5,424	5,239	5,301	5,398	-	-	-	-
9	N. Orange Ave./Rosemont	619	576	566	569	582	575	572	577	-	-	-	-
10	East U.S. 192/St. Cloud	594	641	661	672	795	767	713	756	-	-	-	-
102	Orange Ave/South 17/92	1,771	1,716	1,647	1,775	1,822	1,717	1,640	1,642	-	-	-	-
103	North 17/92 Sanford	1,102	1,018	926	970	1,065	937	942	784	-	-	-	-
104	East Colonial	1,798	1,746	1,700	1,805	1,921	1,739	1,842	1,788	-	-	-	-
105	West Colonial	1,915	1,895	1,829	1,792	1,906	1,758	1,707	1,776	-	-	-	-
11	S. Orange Ave./OIA	783	770	767	729	744	699	717	742	-	-	-	-
111	OIA/Disney	2,100	1,886	1,299	577	564	544	568	577	-	-	-	-
12	Buenaventura Lks/Boggy Ck	-	-	-	-	-	-	-	-	-	-	-	-
125	Silver Star Rd. Crosstown	1,807	1,912	1,870	1,924	1,985	1,904	1,880	1,737	-	-	-	-
13	University of Central Florida	569	615	564	596	651	598	615	654	-	-	-	-
14	Princeton Street/Plymouth Apts.	21	36	28	42	19	19	29	21	-	-	-	-
15	Curry Ford Rd./V.C.C. East	1,158	1,177	1,169	1,262	1,336	1,223	1,272	1,213	-	-	-	-
16	College Park/The Meadows	-	-	-	-	-	-	-	-	-	-	-	-
17	North U.S. 441/Apopka	1,776	1,728	1,696	1,783	1,835	1,744	1,668	1,587	-	-	-	-
1792	Fastlink 17/92	-	-	-	-	-	-	-	-	-	-	-	-
18	S. Orange Ave./Kissimmee	1,251	1,245	1,212	1,298	1,288	1,236	1,196	1,182	-	-	-	-
19	Richmond Heights	-	-	-	-	-	-	-	-	-	-	-	-
20	Malibu/Pine Hills	580	635	621	702	656	636	540	609	-	-	-	-
200	Volusia Express	-	-	-	-	-	-	-	-	-	-	-	-
204	Clermont Express	-	-	-	-	-	-	-	-	-	-	-	-
209	UCF/Downtown Orlando Late Night Shuttle Service	-	-	-	-	-	-	-	-	-	-	-	-
21	Carver Shores/Tangelo Park	2,397	2,226	2,429	2,495	2,461	2,281	2,268	2,251	-	-	-	-
210	Knightlynx Blue Line	56	145	74	167	110	171	94	-	-	-	-	-
211	Knightlynx Green Line	40	52	20	38	49	73	51	-	-	-	-	-
212	UCF Shuttle	-	-	-	-	107	52	100	-	-	-	-	-
22	Richmond Estates	-	-	-	-	-	-	-	-	-	-	-	-
23	Winter Park/Forest City	373	393	386	400	427	410	363	339	-	-	-	-
24	Millenia	322	273	278	220	221	247	214	236	-	-	-	-
25	Silver Star Rd.	879	963	842	857	910	853	892	848	-	-	-	-
26	Pleasant Hill Rd./Poinciana	655	663	620	608	670	572	719	745	-	-	-	-
27	Plant St./Oakland	-	-	-	-	-	-	-	-	-	-	-	-
28	E. Colonial Dr./Azalea Park	863	903	916	866	958	933	957	971	-	-	-	-
29	E. Colonial Dr./Goldenrod	1,079	1,027	1,045	921	1,016	1,009	959	933	-	-	-	-
30	Colonial Dr. Crosstown	-	-	-	-	-	-	-	-	-	-	-	-
300	Downtown Orlando/Hotel Plaza	71	66	69	80	75	102	79	87	-	-	-	-
301	Pine Hills/Animal Kingdom	198	194	223	194	176	163	177	209	-	-	-	-
302	Rosemont/Magic Kingdom	162	135	164	170	185	184	192	185	-	-	-	-
303	Washington Shores/Disney-MGM	119	112	102	100	122	104	118	125	-	-	-	-
304	Rio Grande/Vistana Resort	146	156	156	165	179	175	162	161	-	-	-	-
305	Metro West/All-Star Resort	90	82	83	86	90	93	116	96	-	-	-	-
306	Poinciana/Downtown Disney Westside Transfer Center	66	75	73	80	76	76	71	85	-	-	-	-
31	Lymmo	1,641	1,405	1,113	1,387	1,348	1,334	1,305	1,178	-	-	-	-
313	VA Clinic	130	108	133	146	156	160	156	128	-	-	-	-
319	Richmond Heights	1,267	1,318	1,232	1,126	1,225	1,088	1,006	1,009	-	-	-	-
32	Union Park/Bithlo	-	-	-	-	-	-	-	-	-	-	-	-
34	Sanford/Goldsboro	168	185	181	188	191	181	295	561	-	-	-	-
36	Lake Richmond	576	589	555	593	622	589	554	562	-	-	-	-
37	Park Promenade Plaza/Florida Mall	2,559	2,514	2,631	2,560	2,726	2,440	2,574	2,507	-	-	-	-
38	Downtown Orlando/Int'l Dr.	545	530	478	582	639	608	628	627	-	-	-	-
39	U.S. 17-92/Sanford	-	-	-	-	-	-	-	-	-	-	-	-
40	Americana/Universal Orlando	1,334	1,335	1,447	1,372	1,448	1,373	1,360	1,327	-	-	-	-
405	Apopka Circulator	246	246	212	186	194	160	206	250	-	-	-	-
41	S.R. 436 Crosstown	4,236	4,377	4,375	4,531	4,655	4,349	4,402	4,351	-	-	-	-
414	UCF Alafaya/Waterford Lakes	-	-	-	-	-	-	-	-	-	-	-	-
416	Poinciana/Haines City	-	-	54	17	23	14	26	19	-	-	-	-
42	International Dr./OIA	2,628	2,789	2,624	2,934	2,898	2,821	2,861	2,937	-	-	-	-
426	Pleasant Hill Rd./Poinciana	377	391	360	339	352	319	230	189	-	-	-	-
427	US 27/Haines City	-	-	23	32	32	38	39	35	-	-	-	-
43	Central Florida Pkwy.	-	-	-	-	-	-	-	-	-	-	-	-
434	SR 434 Crosstown	354	328	326	374	398	342	343	296	-	-	-	-

44	Clarcona/Zellwood	484	454	443	532	500	432	422	409	-	-	-	-
441	Fastlink 441	-	-	-	-	-	-	-	-	-	-	-	-
442	Clarcona/Zellwood	-	-	-	-	-	-	-	-	-	-	-	-
443	Lee Rd. Crosstown	552	539	557	568	605	550	552	478	-	-	-	-
444	Universal/Northbridge	-	-	-	-	-	-	-	-	-	-	-	-
445	Lake Mary	17	91	2	25	34	6	23	104	-	-	-	-
45	Lake Mary	186	178	172	184	190	149	159	140	-	-	-	-
46	W. S.R. 46/Seminole Towne Ctr.	-	-	-	-	-	-	-	-	-	-	-	-
46E	Central Florida Regional Hospital/Downtown Sanford	331	357	304	241	198	170	98	94	-	-	-	-
46W	W. S.R. 46/Seminole Towne Center	138	156	186	308	357	363	227	104	-	-	-	-
47	Oviedo	-	-	-	-	-	-	-	-	-	-	-	-
48	W. Colonial Dr./Park Promenade	1,059	1,121	1,065	1,166	1,161	1,047	1,017	1,083	-	-	-	-
49	W. Colonial Dr./Pine Hills	1,285	1,223	1,234	1,199	1,328	1,279	1,210	1,277	-	-	-	-
50	Downtown Orlando/Magic Kingdom	2,224	2,087	2,366	2,474	2,494	2,452	2,623	2,568	-	-	-	-
51	Conway/OIA	640	695	738	713	688	636	621	607	-	-	-	-
52	Pine Castle/Tradeport	-	-	-	-	-	-	-	-	-	-	-	-
53	Story Rd./Tildenville	-	-	-	-	-	-	-	-	-	-	-	-
54	Old Winter Garden Rd.	303	371	327	323	467	353	369	356	-	-	-	-
55	West U.S. 192/Orange Lake	1,843	1,781	1,972	2,009	2,021	2,142	2,053	1,870	-	-	-	-
56	West U.S. 192/Magic Kingdom	1,797	1,979	1,960	2,092	2,044	1,964	1,967	1,947	-	-	-	-
57	John Young Pkwy.	621	714	741	775	821	747	774	752	-	-	-	-
58	Shingle Creek	96	101	71	107	103	106	120	90	-	-	-	-
99	Farebox Errors	-	-	210	-	-	-	-	-	-	-	-	-
99A	Farebox Miscounts / Jams	-	-	54	-	-	-	-	-	-	-	-	-

Select Fiscal Year **2013**

44	Clarcona/Zellwood	-	-	-	-	-	-	-	-	-	-	-	-
441	Fastlink 441	-	-	-	-	-	-	-	-	-	-	-	-
442	Clarcona/Zellwood	-	-	-	-	-	-	-	-	-	-	-	-
443	Lee Rd. Crosstown	386	346	343	336	378	343	334	350	-	-	-	-
444	Universal/Northbridge	-	-	-	-	-	-	-	-	-	-	-	-
445	Lake Mary	-	-	-	-	-	-	-	-	-	-	-	-
45	Lake Mary	-	-	-	-	-	-	-	-	-	-	-	-
46	W. S.R. 46/Seminole Towne Ctr.	-	-	-	-	-	-	-	-	-	-	-	-
46E	Central Florida Regional Hospital/Downtown Sanford	-	-	-	-	-	-	-	-	-	-	-	-
46W	W. S.R. 46/Seminole Towne Center	274	266	241	237	260	249	184	79	-	-	-	-
47	Oviedo	-	-	-	-	-	-	-	-	-	-	-	-
48	W. Colonial Dr./Park Promenade	902	812	854	874	775	759	731	854	-	-	-	-
49	W. Colonial Dr./Pine Hills	600	824	724	758	798	760	771	807	-	-	-	-
50	Downtown Orlando/Magic Kingdom	1,767	1,774	2,394	2,286	2,132	2,004	2,179	2,241	-	-	-	-
51	Conway/OIA	433	499	498	536	543	453	525	545	-	-	-	-
52	Pine Castle/Tradeport	-	-	-	-	-	-	-	-	-	-	-	-
53	Story Rd./Tildenville	-	-	-	-	-	-	-	-	-	-	-	-
54	Old Winter Garden Rd.	-	-	-	-	-	-	-	-	-	-	-	-
55	West U.S. 192/Orange Lake	1,287	1,287	1,312	1,463	1,532	1,401	1,510	1,415	-	-	-	-
56	West U.S. 192/Magic Kingdom	1,409	1,414	1,637	1,617	1,555	1,544	1,582	1,605	-	-	-	-
57	John Young Pkwy.	-	-	-	37	-	-	-	-	-	-	-	-
58	Shingle Creek	100	72	75	84	88	72	92	84	-	-	-	-
99	Farebox Errors	-	-	-	-	-	-	-	-	-	-	-	-

Select Fiscal Year **2013**

Appendix D: Equity Analyses

Desna Hunte - Analysis of impact

From: Michael Knispel
To: Hunte, Desna
Date: 8/17/2012 3:10 PM
Subject: Analysis of impact
CC: Bryan, Jerry; Walter, Tony
Attachments: Wells St Analysis.docx

Desna, attached please find the Analysis of Impact regarding the bus stop consolidation along Wells St.

Please let me know if you have any questions.

~~~~~  
Michael Knispel  
Service Planner  
(407) 254-6136  
[mknispel@golynx.com](mailto:mknispel@golynx.com)





ANALYSIS OF IMPACT  
Bus Stop Consolidation along Wells Street  
Washington Shores, Orlando, Florida

Service Planning Division  
Planning and Development Department  
August 16, 2012

At the direction of the CEO the Service Planning Division has undertaken the task of locating and removing or consolidating underutilized bus stops within our system to help improve on time performance. This has been an ongoing process and at the suggestion of the Risk Management and Safety Division with the support of the Transportation Division we turned our attention to the portion of Link 319 that serves Wells Street in the Washington Shores area of Orlando.<sup>1</sup>

Taking a trip on Wells Street one could easily assume there are too many stops in such a short distance. This assumption is proven true by measuring the length of the road and the distance between the bus stops. Wells Street is a residential street in the Washington Shores neighborhood of Orlando that measures 1,640 feet in length (0.31 miles) between Bruton Boulevard and Mable Butler Avenue, the only segment of the road LYNX serves. Bus stops are currently placed to provide convenient access to the two streets that cross Wells and the two streets that cap it. Within that span are 8 bus stops, 4 serving either direction. This equates to 1 bus stop every 410 feet. Conversely, on S. Cottage Hill Road between C.R. Smith Street and W. South Street in the neighborhood of Lake Mann Shores also in Orlando a residential street with a similar demographic and network of tertiary roads, and comparable length, LYNX provides access with 4 bus stops, 2 serving either direction. This equates to one bus stop every 653 feet. This second scenario helps LYNX serve the neighborhood more effectively by reducing the number of times our buses have to make a complete stop.

LYNX employees Automated Passenger Counters onboard its buses, these devices tell staff within 90% certainty the boarding and alighting activity at each stop within our system<sup>2</sup>. With APCs we have determined that 5 of 8 bus stops along Wells Street have less than acceptable daily boarding and alighting activity. Additionally, two of the five fall within the bottom 10% of stops along route 319.

In August of 2011 Service Planning staff had determined the most viable way to identify underutilized bus stops within the system was to look at the stops on a per route basis. Each stop would be ranked based on the number of unique boarding and alighting events taking place daily at each stop. The bottom 10% of stops on each route would be targeted for removal or consolidation with another stop nearby. However, staff has used discretion in these activities to ensure stops located a great distance from others or serving individuals with special needs would not be affected, regardless of stop activity or ranking in the "Stops Below 10% Ranking Summary<sup>3</sup>." Two of the five stops along Wells Street were identified in this survey as being underutilized (bottom 10%). The other three fall in the bottom 20%. With this information Service Planning staff have taken a critical look at this situation and determined that two stops in either direction, consolidated in the center of the length of the road would achieve improved service levels with minimal impact to the riders of Link 319.

In the bus stop consolidation scenario being proposed; individuals living on Riley Street wishing to travel on the Link 319 westbound on Wells Street would walk an additional 116 feet over the 132 feet they currently walk to their nearest bus stop or they can walk 547 feet to an existing stop unaffected by this consolidation. Individuals wishing to travel on the Link 319 eastbound on Wells Street would walk 267 feet west of Riley instead of 120 feet east of Riley. This is an addition of 147 feet added to their walk. Or they can walk 449 feet to an existing stop unaffected by this consolidation. Individuals living on Guinyard Way wishing to travel on the Link 319 westbound on Wells Street would walk 235 feet east instead of 103 ft west. This is an addition of 132 ft added to their walk or they can walk 603 feet to an existing bus stop unaffected by this consolidation. Individuals wishing to travel on the Link 319 eastbound would walk an additional 64 feet over the current 132 feet they currently walk to their nearest bus stop or they can walk 549 feet to an existing bus stop unaffected by this consolidation<sup>4</sup>.

This consolidation would place the average distance between stops on Wells Street at approx 547 feet thus bringing the level of service provided on Wells St in line with the service provided on LYNX' other urban corridors.

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<sup>1</sup> Appendix "A"

<sup>2</sup> Appendix "B"

<sup>3</sup> Appendix "C"

<sup>4</sup> Appendix "D"

## APPENDIX "A"

(8/17/2012) Michael Knispel - Route 319 Service stop on Wells Street

Page 1

**From:** Lorna Hall  
**To:** Knispel, Michael  
**CC:** Bryan, Jerry; Burnett, David; McConnell, Baunie  
**Date:** 3/1/2012 4:41 PM  
**Subject:** Route 319 Service stop on Wells Street  
**Attachments:** Route 319 Wells St Service Stops.pptx

Michael,

An issue has been identified with a service stop on Wells St for Route 319. Please see the attached Safety Issue, Background information, GIS service stop map and LYNX route map.

I would like to recommend the following

- 1.) #1 Stop be relocated approximately 200 feet farther east on Wells St.
- 2.) re-evaluate the need for four (4) service stops on Wells Street between Bruton Blvd and Mable Buller, covering a distance of @ 1,698 ft.

If you have any questions, please contact me.

Thank you for your assistance in this matter.

Lorna

Lorna J. Hall  
Safety & Security Officer  
Direct 407.254.6032  
Fax 407.254.6346  
Cellular 321.287.6089  
[lhall@golynx.com](mailto:lhall@golynx.com)

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Slide 1

**Link 319**  
Outbound Service Stops on South Side of Wells St, Orlando, FL

**Safety Issue**  
Service Stop #1 is placed @120 ft east of the intersection of Bruton Blvd and Wells St. This service stop placement makes it very difficult for a 40 ft bus to make the right turn from the #1 lane on Bruton Blvd onto the two lane Wells St and align the bus within 6 inches of the curb at Service Stop #1.

**Background Information**  
There are four (4) Stops on Wells St between Bruton Blvd and Mable Butler, covering a distance of 1,638 ft.

- #1 Stop - 101 ft from the intersection of Bruton Blvd and Wells St.
- #2 Stop - 201 ft east of Stop #1 (just east of Gumpard Way)
- #3 Stop - 462 ft east of Stop #2 (just east of Wiley Ave)
- #4 Stop - 333 ft east of Stop #3 (just west of the intersection of Wells St and Mable Butler)

**Recommendation**  
The following is the recommendation of the Safety Department:

- 1) #1 stop be relocated farther east on Wells St approximately 200 ft. This will allow for an adequate distance for a 40 ft bus to make the right turn from the #1 lane on Bruton Blvd onto the two lane Wells St and align the bus within 6 inches of the curb at Service Stop #1.
- 2) Re-evaluate the need for four (4) Stops on Wells St between Bruton Blvd and Mable Butler, covering a distance of 1,638 ft.

Slide 2



Slide 3

**Link 319**  
Outbound Highways  
Monday through Friday  
Service

**SERVING:**  
Orange County, Florida  
Orange County, Florida  
Orange County, Florida  
Orange County, Florida

**Service Area:**  
Orange County, Florida  
Orange County, Florida  
Orange County, Florida  
Orange County, Florida

**Sunday & Holiday**

| Time  | Stop | Time  | Stop |
|-------|------|-------|------|
| 06:00 | 1    | 06:00 | 1    |
| 06:15 | 2    | 06:15 | 2    |
| 06:30 | 3    | 06:30 | 3    |
| 06:45 | 4    | 06:45 | 4    |
| 07:00 | 1    | 07:00 | 1    |
| 07:15 | 2    | 07:15 | 2    |
| 07:30 | 3    | 07:30 | 3    |
| 07:45 | 4    | 07:45 | 4    |
| 08:00 | 1    | 08:00 | 1    |
| 08:15 | 2    | 08:15 | 2    |
| 08:30 | 3    | 08:30 | 3    |
| 08:45 | 4    | 08:45 | 4    |
| 09:00 | 1    | 09:00 | 1    |
| 09:15 | 2    | 09:15 | 2    |
| 09:30 | 3    | 09:30 | 3    |
| 09:45 | 4    | 09:45 | 4    |
| 10:00 | 1    | 10:00 | 1    |
| 10:15 | 2    | 10:15 | 2    |
| 10:30 | 3    | 10:30 | 3    |
| 10:45 | 4    | 10:45 | 4    |
| 11:00 | 1    | 11:00 | 1    |
| 11:15 | 2    | 11:15 | 2    |
| 11:30 | 3    | 11:30 | 3    |
| 11:45 | 4    | 11:45 | 4    |
| 12:00 | 1    | 12:00 | 1    |
| 12:15 | 2    | 12:15 | 2    |
| 12:30 | 3    | 12:30 | 3    |
| 12:45 | 4    | 12:45 | 4    |
| 13:00 | 1    | 13:00 | 1    |
| 13:15 | 2    | 13:15 | 2    |
| 13:30 | 3    | 13:30 | 3    |
| 13:45 | 4    | 13:45 | 4    |
| 14:00 | 1    | 14:00 | 1    |
| 14:15 | 2    | 14:15 | 2    |
| 14:30 | 3    | 14:30 | 3    |
| 14:45 | 4    | 14:45 | 4    |
| 15:00 | 1    | 15:00 | 1    |
| 15:15 | 2    | 15:15 | 2    |
| 15:30 | 3    | 15:30 | 3    |
| 15:45 | 4    | 15:45 | 4    |
| 16:00 | 1    | 16:00 | 1    |
| 16:15 | 2    | 16:15 | 2    |
| 16:30 | 3    | 16:30 | 3    |
| 16:45 | 4    | 16:45 | 4    |
| 17:00 | 1    | 17:00 | 1    |
| 17:15 | 2    | 17:15 | 2    |
| 17:30 | 3    | 17:30 | 3    |
| 17:45 | 4    | 17:45 | 4    |
| 18:00 | 1    | 18:00 | 1    |
| 18:15 | 2    | 18:15 | 2    |
| 18:30 | 3    | 18:30 | 3    |
| 18:45 | 4    | 18:45 | 4    |
| 19:00 | 1    | 19:00 | 1    |
| 19:15 | 2    | 19:15 | 2    |
| 19:30 | 3    | 19:30 | 3    |
| 19:45 | 4    | 19:45 | 4    |
| 20:00 | 1    | 20:00 | 1    |
| 20:15 | 2    | 20:15 | 2    |
| 20:30 | 3    | 20:30 | 3    |
| 20:45 | 4    | 20:45 | 4    |
| 21:00 | 1    | 21:00 | 1    |
| 21:15 | 2    | 21:15 | 2    |
| 21:30 | 3    | 21:30 | 3    |
| 21:45 | 4    | 21:45 | 4    |
| 22:00 | 1    | 22:00 | 1    |
| 22:15 | 2    | 22:15 | 2    |
| 22:30 | 3    | 22:30 | 3    |
| 22:45 | 4    | 22:45 | 4    |
| 23:00 | 1    | 23:00 | 1    |
| 23:15 | 2    | 23:15 | 2    |
| 23:30 | 3    | 23:30 | 3    |
| 23:45 | 4    | 23:45 | 4    |

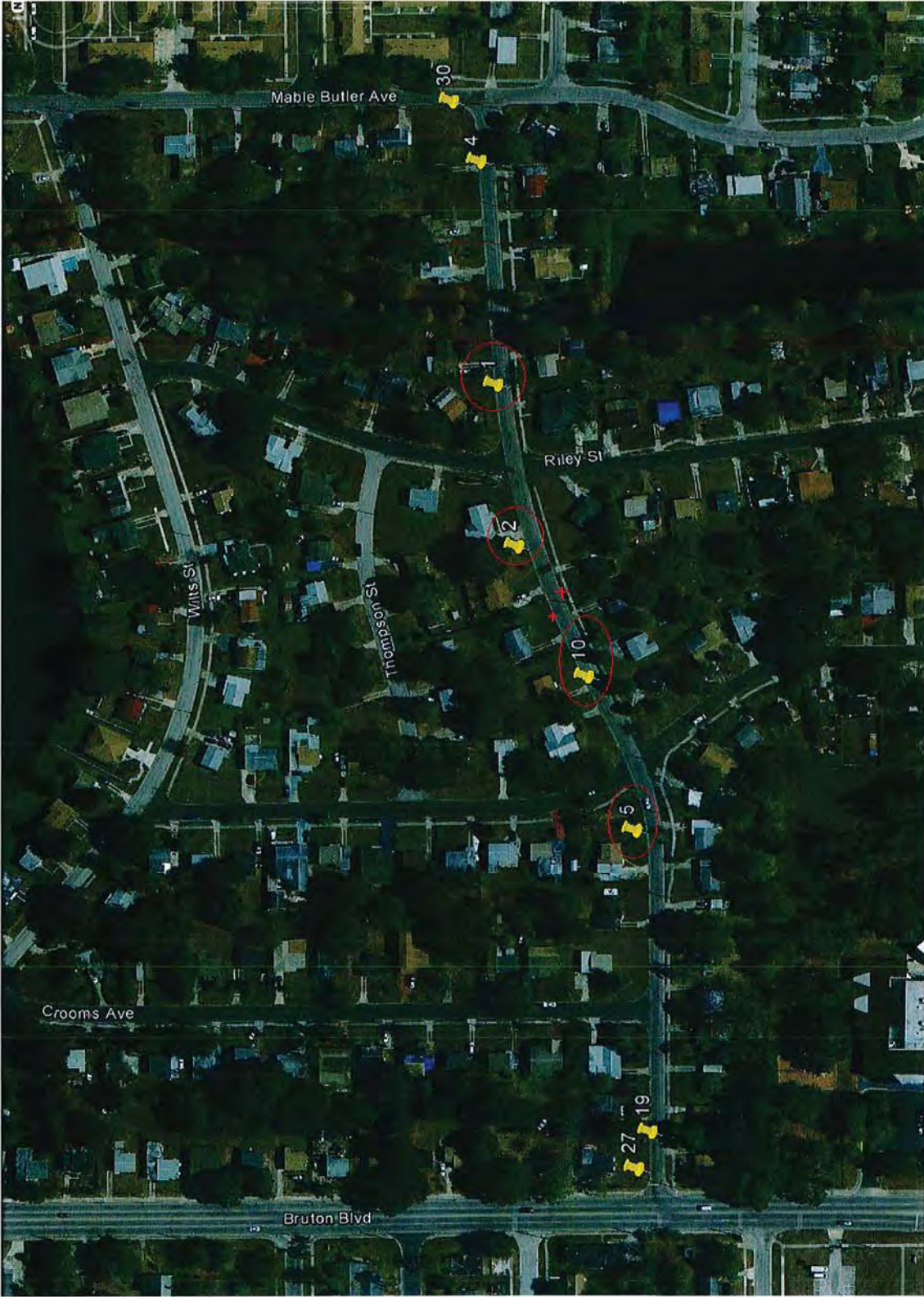
APPENDIX "B"

**WELLS ST DAILY BUS STOP USAGE DECEMBER 4, 2011 THROUGH MAY 19, 2012**

| DAY OF WEEK | ROUTE | UNIQUE BUS STOP ID | DIRECTION | STOP NAME                          | TOTAL ON | TOTAL OFF | TOTAL | AVERAGE LOAD | AVERAGE LATITUDE | AVERAGE LONGITUDE | AVERAGE DELTA | SAMPLES |
|-------------|-------|--------------------|-----------|------------------------------------|----------|-----------|-------|--------------|------------------|-------------------|---------------|---------|
| WEEKDAYS    | 319   | 4559               | OUTBOUND  | 1500 MABLE BUTLER AVE AND WELLS ST | 5        | 24        | 30    | 7            | 28.522848        | -81.421209        | 98            | 6       |
| WEEKDAYS    | 319   | 4563               | OUTBOUND  | 3700 WELLS ST AND RILEY AVE        | 0        | 2         | 2     | 7            | 28.522401        | -81.422941        | 82            | 6       |
| WEEKDAYS    | 319   | 4564               | OUTBOUND  | WELLS ST AND GUINYARD WAY          | 0        | 5         | 5     | 7            | 28.522100        | -81.424426        | 140           | 6       |
| WEEKDAYS    | 319   | 4565               | OUTBOUND  | WELLS ST AND BRUTON BLVD           | 1        | 25        | 27    | 6            | 28.521952        | -81.425921        | 20            | 6       |
| WEEKDAYS    | 319   | 4581               | INBOUND   | 3900 WELLS ST AND BRUTON BLVD      | 16       | 3         | 19    | 6            | 28.521887        | -81.425675        | 166           | 7       |
| WEEKDAYS    | 319   | 4582               | INBOUND   | 3800 WELLS ST AND GUINYARD WAY     | 8        | 1         | 10    | 6            | 28.522268        | -81.423702        | 157           | 7       |
| WEEKDAYS    | 319   | 4583               | INBOUND   | 3700 WELLS ST AND RILEY AVE        | 1        | 0         | 1     | 6            | 28.522548        | -81.422196        | 108           | 7       |
| WEEKDAYS    | 319   | 4584               | INBOUND   | 3600 WELLS ST AND MABLE BUTLER AVE | 3        | 1         | 4     | 6            | 28.522896        | -81.421159        | 83            | 7       |
| SATURDAY    | 319   | 4559               | OUTBOUND  | 1500 MABLE BUTLER AVE AND WELLS ST | 0        | 4         | 4     | 6            | 28.522854        | -81.421152        | 134           | 1       |
| SATURDAY    | 319   | 4563               | OUTBOUND  | 3700 WELLS ST AND RILEY AVE        | 0        | 4         | 4     | 6            | 28.522404        | -81.422929        | 153           | 1       |
| SATURDAY    | 319   | 4564               | OUTBOUND  | WELLS ST AND GUINYARD WAY          | 0        | 3         | 3     | 5            | 28.522102        | -81.424392        | 113           | 1       |
| SATURDAY    | 319   | 4565               | OUTBOUND  | WELLS ST AND BRUTON BLVD           | 1        | 11        | 12    | 5            | 28.521879        | -81.425854        | 61            | 1       |
| SATURDAY    | 319   | 4581               | INBOUND   | 3900 WELLS ST AND BRUTON BLVD      | 8        | 0         | 8     | 5            | 28.521856        | -81.425634        | 53            | 1       |
| SATURDAY    | 319   | 4582               | INBOUND   | 3800 WELLS ST AND GUINYARD WAY     | 1        | 0         | 1     | 5            | 28.522224        | -81.423788        | 73            | 1       |
| SATURDAY    | 319   | 4583               | INBOUND   | 3700 WELLS ST AND RILEY AVE        | 2        | 0         | 2     | 5            | 28.522575        | -81.422312        | 21            | 1       |
| SATURDAY    | 319   | 4584               | INBOUND   | 3600 WELLS ST AND MABLE BUTLER AVE | 0        | 1         | 1     | 5            | 28.523130        | -81.421262        | 125           | 1       |
| SUNDAY      | 319   | 4559               | OUTBOUND  | 1500 MABLE BUTLER AVE AND WELLS ST | 0        | 3         | 3     | 5            | 28.522888        | -81.421297        | 12            | 2       |
| SUNDAY      | 319   | 4563               | OUTBOUND  | 3700 WELLS ST AND RILEY AVE        | 0        | 0         | 0     | 5            | 28.522381        | -81.423064        | 71            | 2       |
| SUNDAY      | 319   | 4564               | OUTBOUND  | WELLS ST AND GUINYARD WAY          | 0        | 2         | 2     | 4            | 28.522085        | -81.424512        | 156           | 2       |
| SUNDAY      | 319   | 4565               | OUTBOUND  | WELLS ST AND BRUTON BLVD           | 0        | 2         | 3     | 4            | 28.521668        | -81.425755        | 13            | 2       |
| SUNDAY      | 319   | 4581               | INBOUND   | 3900 WELLS ST AND BRUTON BLVD      | 7        | 0         | 7     | 5            | 28.521804        | -81.425639        | 21            | 2       |
| SUNDAY      | 319   | 4582               | INBOUND   | 3800 WELLS ST AND GUINYARD WAY     | 3        | 0         | 3     | 5            | 28.522227        | -81.423702        | 175           | 2       |
| SUNDAY      | 319   | 4583               | INBOUND   | 3700 WELLS ST AND RILEY AVE        | 1        | 0         | 1     | 5            | 28.522517        | -81.422218        | 232           | 2       |
| SUNDAY      | 319   | 4584               | INBOUND   | 3600 WELLS ST AND MABLE BUTLER AVE | 0        | 0         | 0     | 5            | 28.522879        | -81.421134        | 105           | 2       |

|                                 |    |    |    |    |    |
|---------------------------------|----|----|----|----|----|
| 1041 700 AMELIA ST & WESTMOREL  | 6  | 19 | 25 | 36 | 48 |
| 2206 100 WESTMORELAND DR & WAS  | 8  | 17 | 25 | 37 | 48 |
| 4567 BRUTON BLVD & KIRKLAND BL  | 5  | 20 | 25 | 38 | 50 |
| 2207 200 WESTMORELAND DR & ROB  | 10 | 14 | 24 | 39 | 48 |
| 4565 WELLS ST & BRUTON BLVD     | 1  | 23 | 24 | 40 | 50 |
| 7045 300 AMELIA AVE & REVARE A  | 2  | 22 | 24 | 41 | 48 |
| 4551 2600 ORANGE CENTER BLVD &  | 6  | 18 | 24 | 42 | 50 |
| 5052 2000 RAVENHALL AVE & KING  | 12 | 11 | 23 | 43 | 50 |
| 5455 400 WESTMORELAND DR & SOU  | 10 | 13 | 23 | 44 | 50 |
| 5054 1800 WILLIE MAY'S PKY & EV | 10 | 13 | 22 | 45 | 50 |
| 2279 400 WESTMORELAND DR & AME  | 16 | 6  | 22 | 46 | 50 |
| 5461 400 WESTMORELAND DR & AND  | 8  | 14 | 22 | 47 | 48 |
| 4566 BRUTON BLVD & COVINGTON S  | 2  | 19 | 21 | 48 | 50 |
| 4581 3900 WELLS ST & BRUTON BL  | 18 | 2  | 20 | 49 | 50 |
| 5033 1900 WILLIE MAY'S PKY & WE | 10 | 10 | 20 | 50 | 50 |
| 4558 1400 MABLE BUTLER AVE & W  | 1  | 19 | 20 | 51 | 50 |
| 4559 1500 MABLE BUTLER AVE & W  | 3  | 16 | 19 | 52 | 50 |
| 4557 1200 MABLE BUTLER AVE & S  | 5  | 14 | 18 | 53 | 50 |
| 2208 400 WESTMORELAND DR & LIV  | 7  | 11 | 18 | 54 | 48 |
| 2283 1 WESTMORELAND DR & CENTR  | 10 | 8  | 18 | 55 | 50 |
| 5459 800 WESTMORELAND DR & GOR  | 9  | 8  | 17 | 56 | 50 |
| 5019 4000 PRINCE HALL BLVD & B  | 7  | 10 | 17 | 57 | 50 |
| 5056 4500 CEPEDA ST & WILLIE M  | 6  | 10 | 16 | 58 | 50 |
| 5022 4200 PRINCE HALL BLVD & K  | 6  | 10 | 16 | 59 | 50 |
| 7046 300 AMELIA AVE & REVARE A  | 13 | 2  | 15 | 60 | 50 |
| 4579 BRUTON BLVD & ROSEBORO ST  | 9  | 5  | 14 | 61 | 50 |
| 7585 W AMELIA ST & N PARAMORE   | 1  | 12 | 13 | 62 | 48 |
| 4574 AARON AVE & GALLIMORE ST   | 10 | 3  | 13 | 63 | 50 |
| 4595 1000 GORE ST & WOODS AVE   | 8  | 5  | 13 | 64 | 48 |
| 5023 4300 PRINCE HALL BLVD & S  | 4  | 9  | 13 | 65 | 50 |
| 5030 2200 MESSINA AVE & KIRKLA  | 6  | 6  | 12 | 66 | 50 |
| 5018 2500 BRUTON BLVD           | 9  | 3  | 11 | 67 | 50 |
| 4580 1900 BRUTON BLVD & COVING  | 9  | 2  | 11 | 68 | 50 |
| 5038 4400 CEPEDA ST & IVEY LN   | 7  | 4  | 11 | 69 | 50 |
| 5029 4700 KING COLE BLVD & MES  | 5  | 6  | 11 | 70 | 50 |
| 4555 3400 ROGERS DR & BETHUNE   | 0  | 10 | 11 | 71 | 50 |
| 2205 1 WESTMORELAND DR          | 4  | 6  | 10 | 72 | 48 |
| 5014 1200 GORE ST & WOODS AVE   | 5  | 5  | 10 | 73 | 50 |
| 5031 4600 KIRKLAND BLVD & RAVE  | 6  | 3  | 9  | 74 | 50 |
| 4575 AARON AVE & KIRKLAND BLVD  | 8  | 1  | 9  | 75 | 50 |
| 4587 1200 MABLE BUTLER AVE & C  | 2  | 6  | 8  | 76 | 50 |
| 4582 3800 WELLS ST & GUNYARD    | 8  | 0  | 8  | 77 | 50 |
| 5021 4100 PRINCE HALL BLVD & C  | 3  | 5  | 8  | 78 | 50 |
| 4586 1400 MABLE BUTLER AVE & W  | 6  | 2  | 8  | 79 | 50 |
| 5024 4300 PRINCE HALL BLVD & C  | 2  | 5  | 8  | 80 | 50 |
| 4564 WELLS ST & GUNYARD WAY     | 0  | 6  | 6  | 81 | 50 |
| 5020 4100 PRINCE HALL BLVD & M  | 4  | 2  | 6  | 82 | 50 |
| 3684 3400 ROGERS DR & BETHUNE   | 5  | 0  | 6  | 83 | 47 |
| 7043 W AMELIA ST & N PARAMORE   | 4  | 1  | 5  | 84 | 50 |
| 4563 3700 WELLS ST & RILEY AVE  | 0  | 5  | 5  | 85 | 50 |
| 4585 1500 MABLE BUTLER AVE & W  | 3  | 1  | 5  | 86 | 50 |
| 4576 KIRKLAND BLVD              | 3  | 1  | 4  | 87 | 50 |
| 5037 4400 CEPEDA ST             | 1  | 2  | 4  | 88 | 50 |
| 7576 4300 KING COLE BLVD & AAR  | 1  | 2  | 4  | 89 | 50 |
| 4584 3600 WELLS ST & MABLE BUT  | 2  | 1  | 3  | 90 | 50 |
| 5025 4400 PRINCE HALL BLVD & S  | 2  | 1  | 3  | 91 | 50 |
| 4578 4100 KIRKLAND BLVD         | 1  | 1  | 2  | 92 | 50 |
| 4554 3400 ROGERS DR             | 0  | 0  | 1  | 93 | 50 |
| 3685 3400 ROGERS DR             | 1  | 0  | 1  | 94 | 47 |
| 4583 3700 WELLS ST & RILEY AVE  | 0  | 0  | 0  | 95 | 50 |
| 5017 1600 BRUTON BLVD & NIMONS  | 0  | 0  | 0  | 96 | 50 |

APPENDIX "D"



## Desna Hunte - Bus Stop consolidation in Washington Shores

---

**From:** Michael Knispel  
**To:** Hunte, Desna  
**Date:** 8/7/2012 4:33 PM  
**Subject:** Bus Stop consolidation in Washington Shores  
**CC:** Bryan, Jerry; Walter, Tony  
**Attachments:** Wells St Future.bmp

---

Hello Desna, Service Planning along with Safety have targeted four bus stops for consolidation into two stops. The stops are located on Wells St. between Mable Butler Ave and Bruton Blvd. We would like your analysis to determine if there are any Title VI implications that we may be missing.

I am attaching an image showing the stops in the area with their average daily usage during the previous bid period. The stops that have been targeted for consolidation are circled in red, the location of the new stops is indicated by a red "x".

Thanks for your help.

---

Michael Knispel  
Service Planner  
(407) 254-6136  
[mknispel@golynx.com](mailto:mknispel@golynx.com)



Mable Butler Ave

30

4

Riley St

Wilts St

Thompson St

2

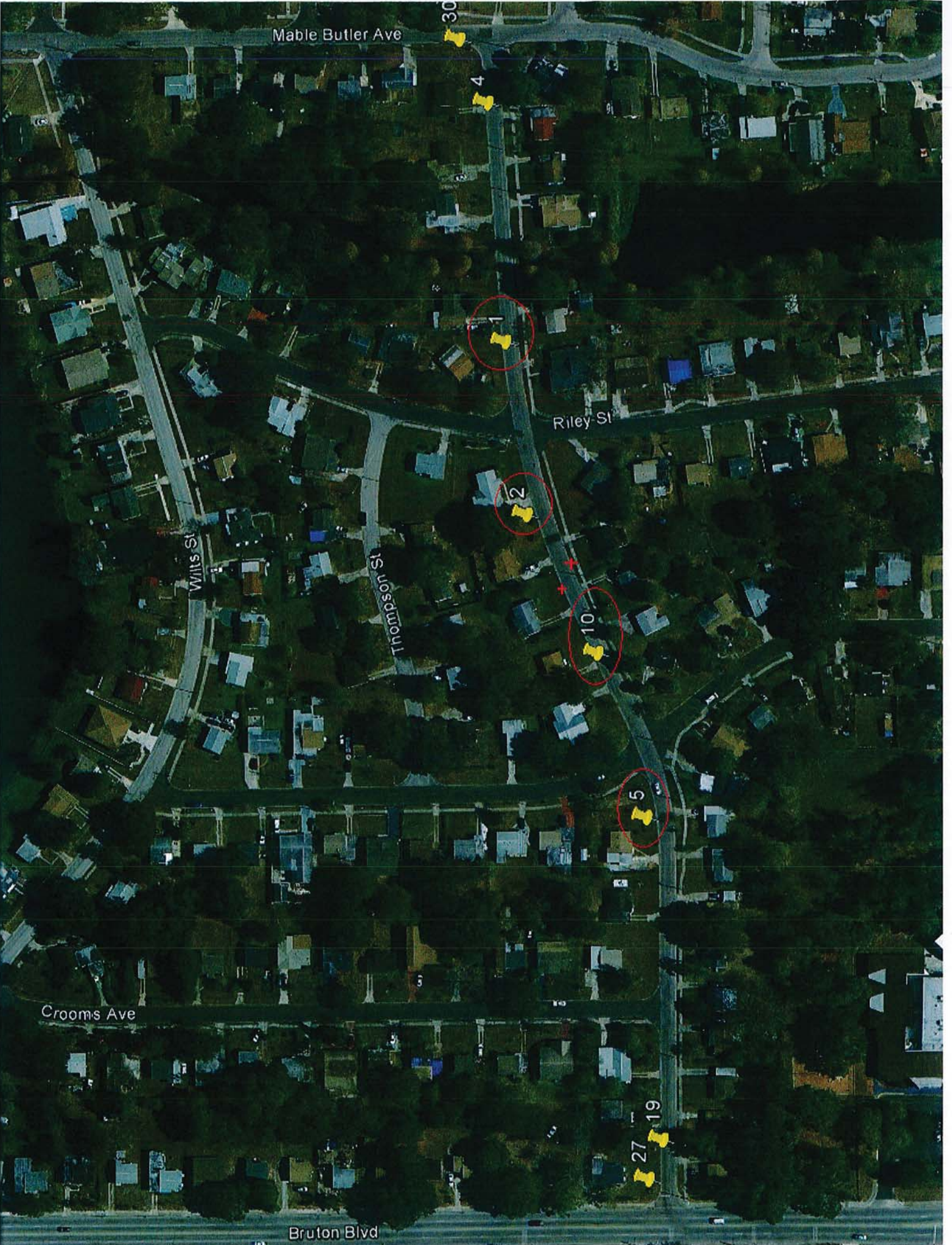
10

5

Crooms Ave

27 19

Bruton Blvd



## Desna Hunte - Semoran Blvd Stop Consolidation

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**From:** Michael Knispel  
**To:** Hunte, Desna  
**Date:** 6/15/2011 10:27 AM  
**Subject:** Semoran Blvd Stop Consolidation  
**Attachments:** lakehowell.jpg; Michael Knispel.vcf

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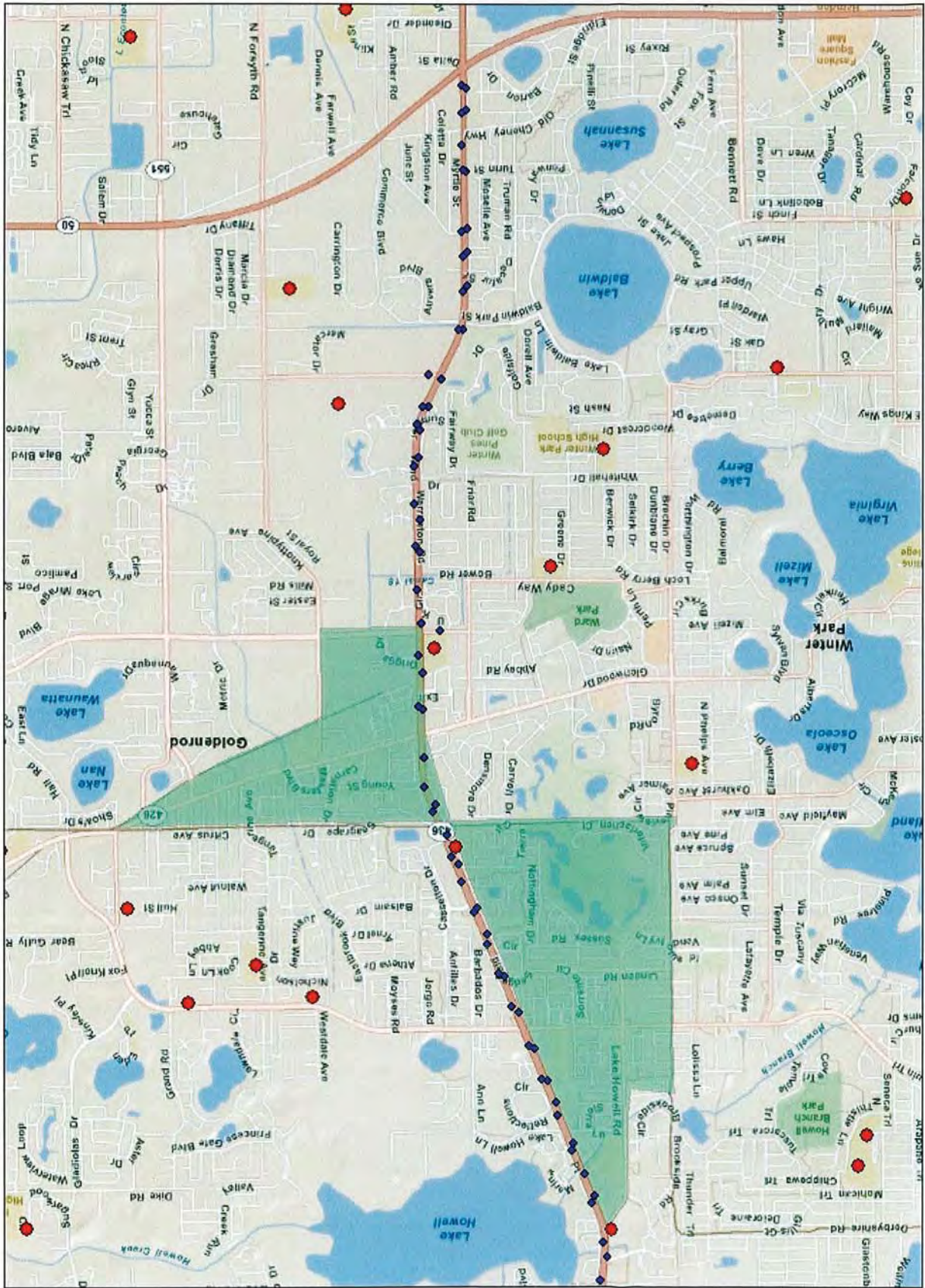
Desna, Jeff Reine is working with FDOT to improve some of our bus stop locations on the SR 436 corridor between Old Cheney Hwy and Lake Howell Rd. As a result of these possible improvements service planning would like to consolidate as many bus stops as possible.

Attached is a map with the Title VI overlay, stops along Semoran, and schools. The green shaded areas represent Title IV areas as identified by census data acquired by our GIS section.

Let me know if you have questions.

~~~~~  
Michael Knispel
Service Planner
(407) 254-6136
mknispel@golynx.com





Desna Hunte - US 192 stop consolidation

From: Jerry Bryan
To: Edward Johnson; Tony Walter
Date: 5/6/2011 2:31 PM
Subject: US 192 stop consolidation
CC: Bill Zielonka; Desna Hunte; Michael Knispel; Rodney Walls; Sherry Zi...
Attachments: US 192 Stops.docx; US 192 stops.pdf; Jerry Bryan.vcf

Service Planning staff has done an analysis of the US 192 corridor from Osceola Square Mall to Lake County to determine if some bus stops in the corridor could be consolidated and/or removed. The intent is to assist the Link 55 & 56 routes in adhering to their schedules.

Attached are two documents. The Word doc is a listing of nine stops we identified for relocation, consolidation or removal. The second doc is a pdf map of the corridor showing the location of the stops in question.

Potential Title VI Impact: Only one stop, Stop # 8157, is located in a Title VI area, and this stop is being proposed to be moved to the far side of the intersection of Armstrong Blvd, approximately 200 feet to the east.

Safety & Security: We would like a review of our proposed relocates to ensure we didn't miss anything. Mike & I were careful in determining new locations, but an extra set of eyes never hurts.

Any questions please advise.

Jerry Bryan

Manager of Service Planning & Design
LYNX - Central Florida Regional Transportation Authority
455 N. Garland Avenue, Orlando, FL 32801
407-254-6042

US 192 Stops - Links 55 & 56

Proposed Bus Stop Adjustments

Westbound:

Stop 3974 (West of Elese Drive) - Remove, close to Stop 3975 which is located in a cutout

Stop 3977 (East of Seralago Drive) - Remove

Stop 3982 (In front of Celebration at Safari Trail) - Pending removal. Confirming with the 192 Improvement District

Stop 5602 (East of W. Orange Blvd) - Move to far side of intersection

Eastbound:

Stop 5059 (West of Avalon Road) - Move to far side of intersection

Stop 5604 (West of W. Orange Blvd) - Move to far side of intersection

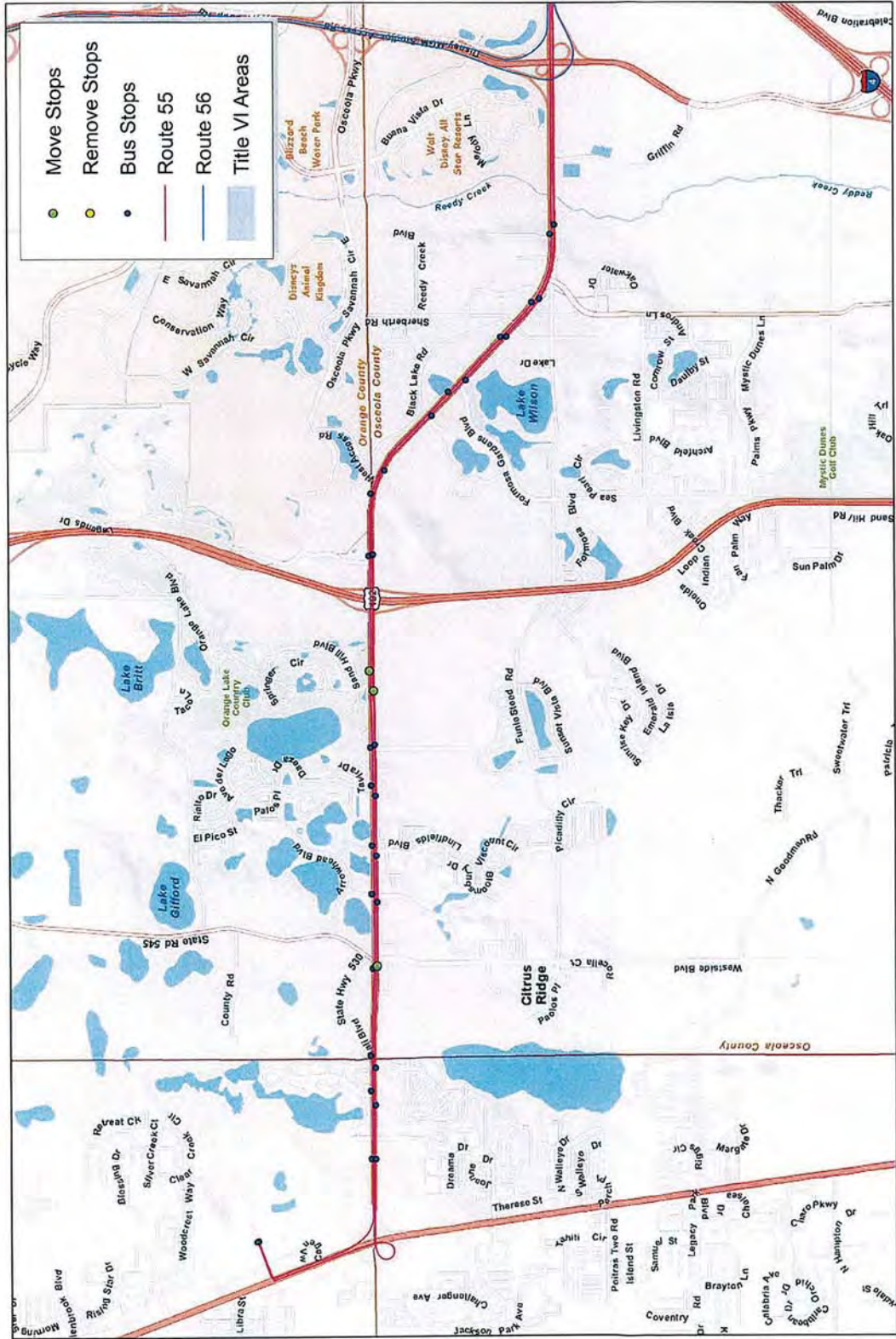
Stop 3986 - (In front of Celebration at Safari Trail) - Pending removal. Confirming with the 192 Improvement District

Stop 3993 (West of Elese Drive) - Remove, close to stop 3992, which is located in a cutout

Stop 8157 (West of Armstrong Blvd) - Move to far side of intersection

US 192 BUS STOP ANALYSIS AND RECOMMENDATIONS

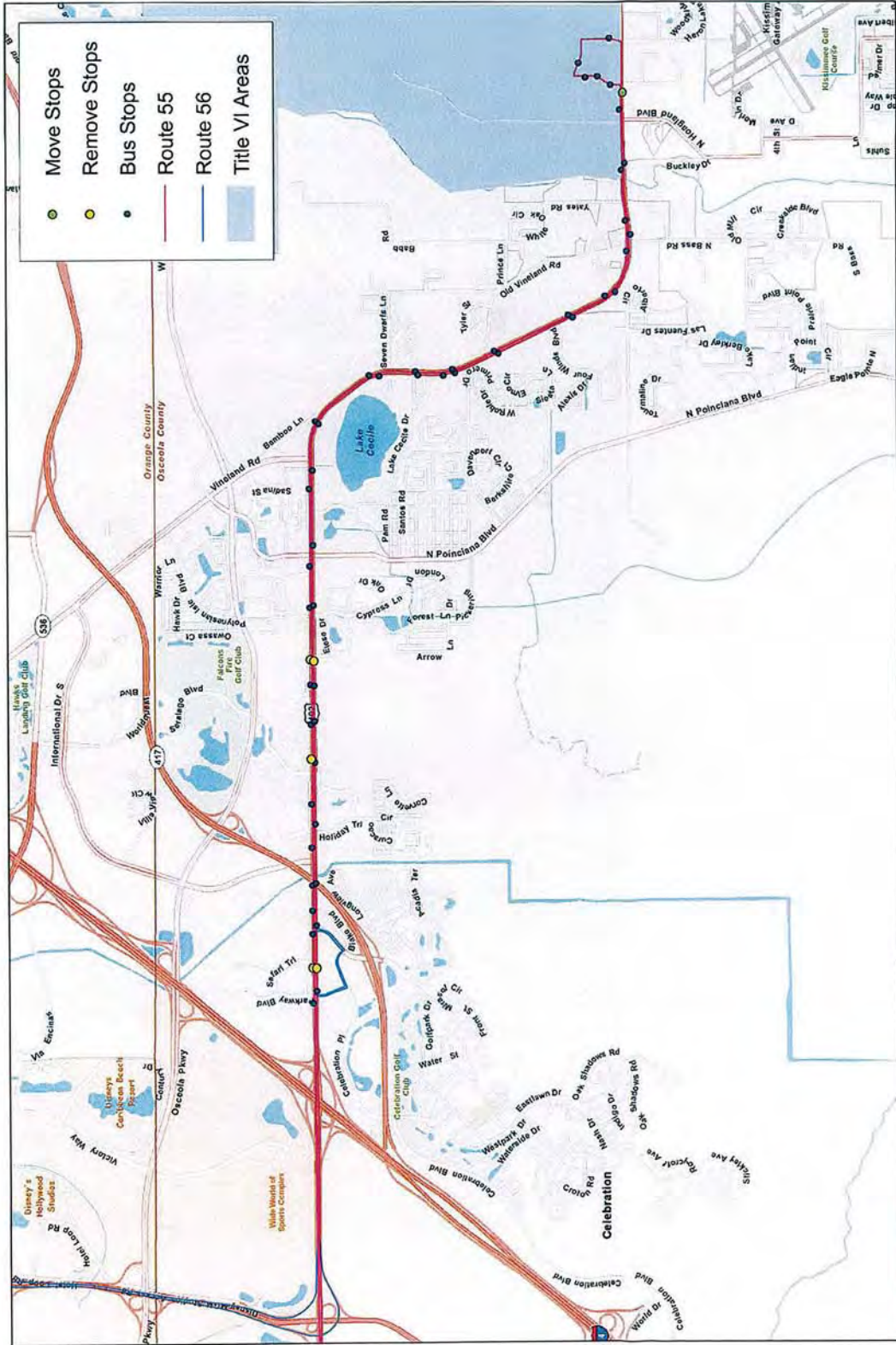
West of World Dr.



Created by
LYNX GIS
05/06/2011

US 192 BUS STOP ANALYSIS AND RECOMMENDATIONS

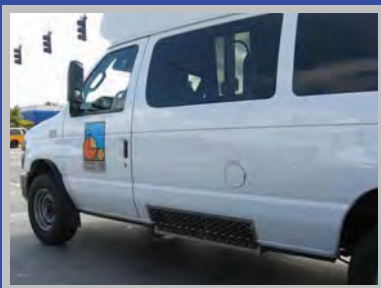
East of World Dr.



LYNX Title VI Analysis of Proposed August 2013 Service Changes



July 2013



Central Florida Regional Transportation Authority d.b.a. LYNX
August 2013 Service Proposal Title VI Review - July 12, 2013

Introduction

LYNX has proposed making system-wide service changes with an implementation date of August 11, 2013. The LYNX Board of Directors is scheduled to vote on the proposed changes at the July 25, 2013 Board Meeting.

Transit providers are required to evaluate the equity of the proposed service changes if those changes are major as defined by the agency's adopted Title VI Program. LYNX's Title VI policy states that 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 any 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. Any service reduction impacting more than 25 percent of an individual route's total service hours, as determined by the Service Planning Manager in coordination with the Title VI Officer.
 - c. When passenger fares and/or fare media are proposed to be raised beyond current pricing levels. This includes all LYNX services requiring a fare.
3. Once annually to review the Program of Projects.

The following evaluation of the proposed service changes was completed to determine if the modifications meet the threshold for requiring a public hearing and full Title VI analysis as stated in 2(b) above.

Analysis of Proposed August 2013 Service Changes

The system-wide service changes include proposed routing modifications for implementation in August 2013 as follows:

- Link 1 – Winter Park/Altamonte Springs (Orange County/Seminole County) – Will now depart northbound towards Denning Drive and Webster Avenue.
- Link 4 – U.S. 441/Kissimmee (Orange County/Osceola County) – Will split into two routes (Link 4 and 107). The new alignment will travel between Osceola Square Mall and Florida Mall.
- Link 7 – South Orange Avenue/Florida Mall (Orange County) – Will now travel to LCS via Livingston Street and depart towards Amelia Street.
- Link 8 – West Oak Ridge Road/International Drive (Orange County) – Will now travel to LCS via Amelia Street.
- Link 11 – South Orange Avenue/Orlando International Airport (Orange County) – Will now travel to LCS via Livingston Street and depart towards Amelia Street.

- Link 15 – Curry Ford Road/Valencia College East (Orange County) – Will now travel towards Valencia College East via Orange Avenue, Anderson Street and Bumby Avenue to Curry Ford Road. The route will travel to LCS via Bumby Avenue, South Street, Magnolia Avenue and Livingston Street.
- Link 23 – Winter Park/Spring Village (Orange County) – Will now depart southbound towards Denning Drive from Webster Avenue.
- Link 28 – East Colonial Drive/Azalea Park (Orange County) – Timepoint will move from Semoran Boulevard and Grant Street to Semoran Boulevard and Curry Ford Road (in front of Pollo Tropical).
- Link 40 – Americana Boulevard/Universal Orlando (Orange County) – Will arrive and depart LCS via Division Avenue and Amelia Street.
- Link 51 – Conway Road/Orlando International Airport (Orange County) – Will now travel towards Orlando International Airport via Orange Avenue, Robinson Street, Colonial Plaza SuperStop, Primrose Drive, Lake Underhill Road and Conway Road. It will travel towards LCS via Magnolia Avenue and Livingston Street.
- Link 55 – (Osceola County) – West U.S. 192 – Will no longer serve the Cagan Crossings Wal-Mart. The new end of the line will now be at U.S. 192 and Legacy Boulevard.
- Link 56 – (Osceola County) – West U.S. 192/Magic Kingdom – Due to year-long construction, the route will no longer layover at Disney University. The new layover point will be the Disney Ticket and Transportation Center after returning from Disney University.
- Link 102 – Orange Avenue/South U.S. 17-92 (Orange County/Seminole County) – Will no longer circle the Orlando Jai-Alai facility heading towards LCS.
- Link 103 – North U.S. 17-92/Sanford (Seminole County) – Will no longer circle the Orlando Jai-Alai facility heading towards Sanford.
- Link 104 – East Colonial (Orange County) – Will now depart LCS via Livingston Street, Garland Avenue to Colonial Drive. Will now travel to LCS via Amelia Street.
- Link 111 – Orlando International Airport/SeaWorld (Orange County) – Will now serve the Destination Parkway SuperStop towards Central Florida Parkway and Sea Harbor Drive.
- Link 304 – Downtown Disney Direct (Orange County) – Will now travel International Drive between Nickelodeon Suites and Lake Buena Vista Resort Village & Spa.
- Link 313 – Winter Park (Orange County) – Will no longer circle the Winter Park Hospital when traveling to LCS.
- Link 416 – Poinciana/Haines City (Polk County/Osceola County) – Will now serve the Polk County Health Center and Parkview Village. The last Poinciana bound trip will serve Haines City High School. The route will now operate every 90 minutes.
- Link 427 – U.S. 27/Haines City (Polk County) – Will no longer serve the Cagan Crossings Wal-Mart. The new end of the line will now be at U.S. 192 and Legacy Boulevard.
- Link 443 – Winter Park/Pine Hills (Orange County) – Monday-Saturday the route will no longer circle Winter Park Hospital towards LCS.

The scheduled alignment changes were reviewed and are minor in most circumstances. While some stops were removed along the route or the routes were realigned for efficiency purposes, the general areas remain covered by LYNX services and accessible to the existing passengers. The paragraphs below identify and assess more significant route modifications.

- Link 304 – Based on discussions with LYNX service planning staff and review of the service, the proposed routing changes for Link 304 will not affect passengers. The existing route did not stop along the segment that is proposed to be rerouted to International Drive. The revised routing would allow more passenger access to the route by adding additional stops along International Drive. The scheduled alignment changes in comparison to the existing routing are depicted in Map 1.
- Links 55 and 427 – During the development of proposed service changes for August 2013, funding discussions indicated that service connecting routes with Lake County at the Cagan Crossings Wal-Mart may need adjustment due to funding shortfalls. Based on these discussions, the advertisement of route changes included Links 55 and 427 no longer serving the Cagan Crossings Wal-Mart on US 27 in Lake County; however, since the advertisement, LYNX staff indicated that service on Links 55 and 427 would not be modified during the August 2013 service change. Due to the continuation of these Links as they currently are provided by LYNX, there is no impact.

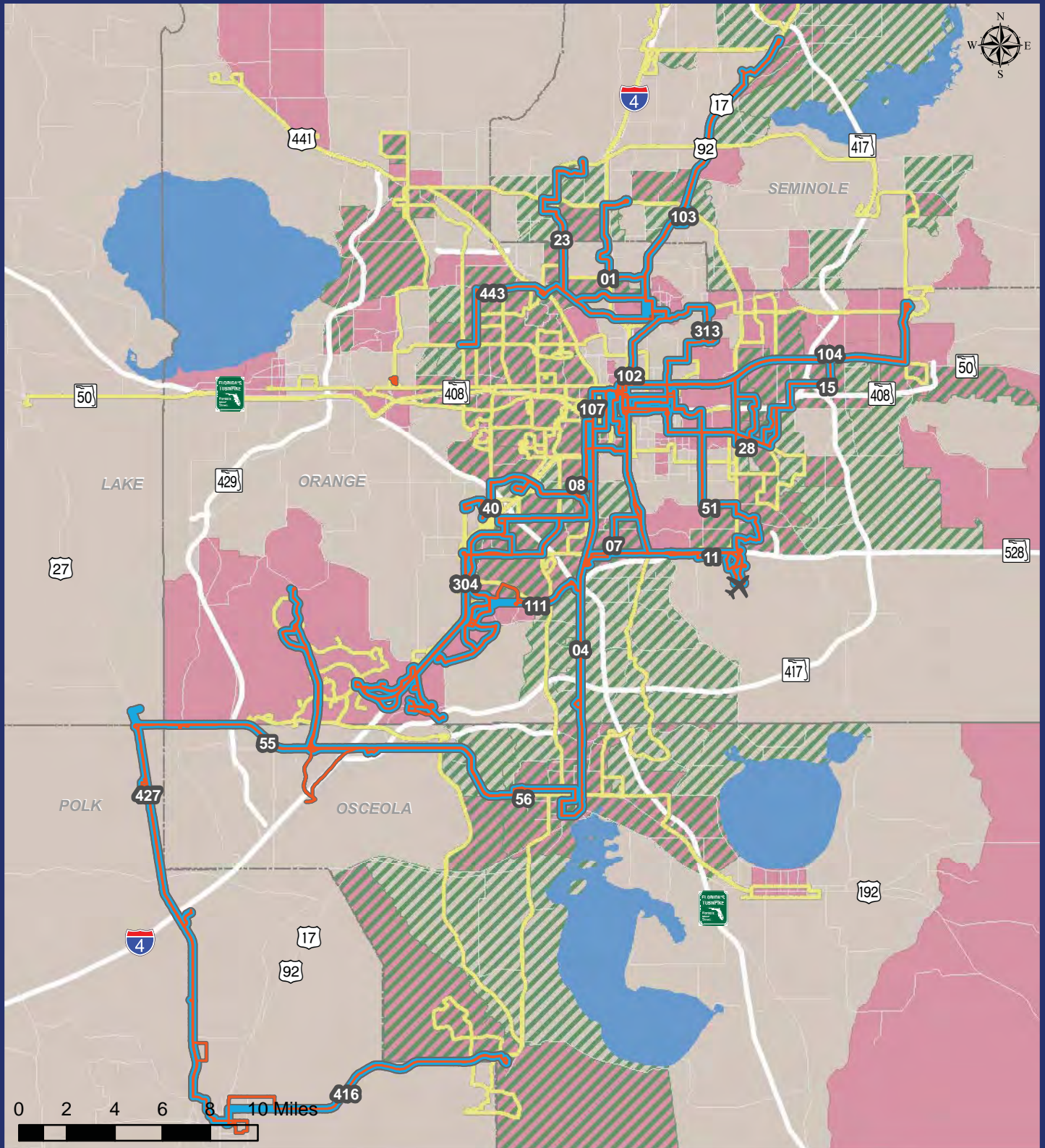
A review of the proposed changes, in accordance with LYNX's adopted Title VI policy, indicates that eight of the routes scheduled for modification exceed the 25 percent threshold for requiring a Title VI analysis based on the increase or decrease in overall service hours. Routes exceeding the threshold based on hours include:

- Link 4 - (-58 Composite)
- Link 26 - (-29% Weekday)
- Link 46W - (122% Saturday)
- Link 107 - (100% Composite)
- Link 426 - (61% Weekday)
- Link 441 - (61% Weekday)
- Link 443 - (29% Saturday)
- Link 445 - (-26% Weekday)

While all of the routes listed above meet the LYNX threshold requiring further Title VI analysis under the current policy, based on discussion with LYNX staff and an assessment of the proposed changes the following has been determined:

- Links 4 and 107 – The Link 4 has been split into two route alignments to allow more efficient travel for shorter trips, but providing the same coverage along the entirety of the previous route. Link 4 previously provided service from LCS to Osceola Square Mall, the revised alignment on Link 4 provide service from Sand Lake Road to Osceola Square mall, while the Link 107 covers the northern portion of the previous Link 4 alignment serving Florida Mall to LCS. In

LYNX Title VI Analysis



Route Changes with Minority and Below Poverty Census Tracts

- Selected Existing LYNX Bus Routes
- Proposed LYNX Bus Route Changes
- - - All Existing LYNX Routes
- Minority Census Tracts
- Below Poverty Census Tracts



Source: 2011 American Community Survey

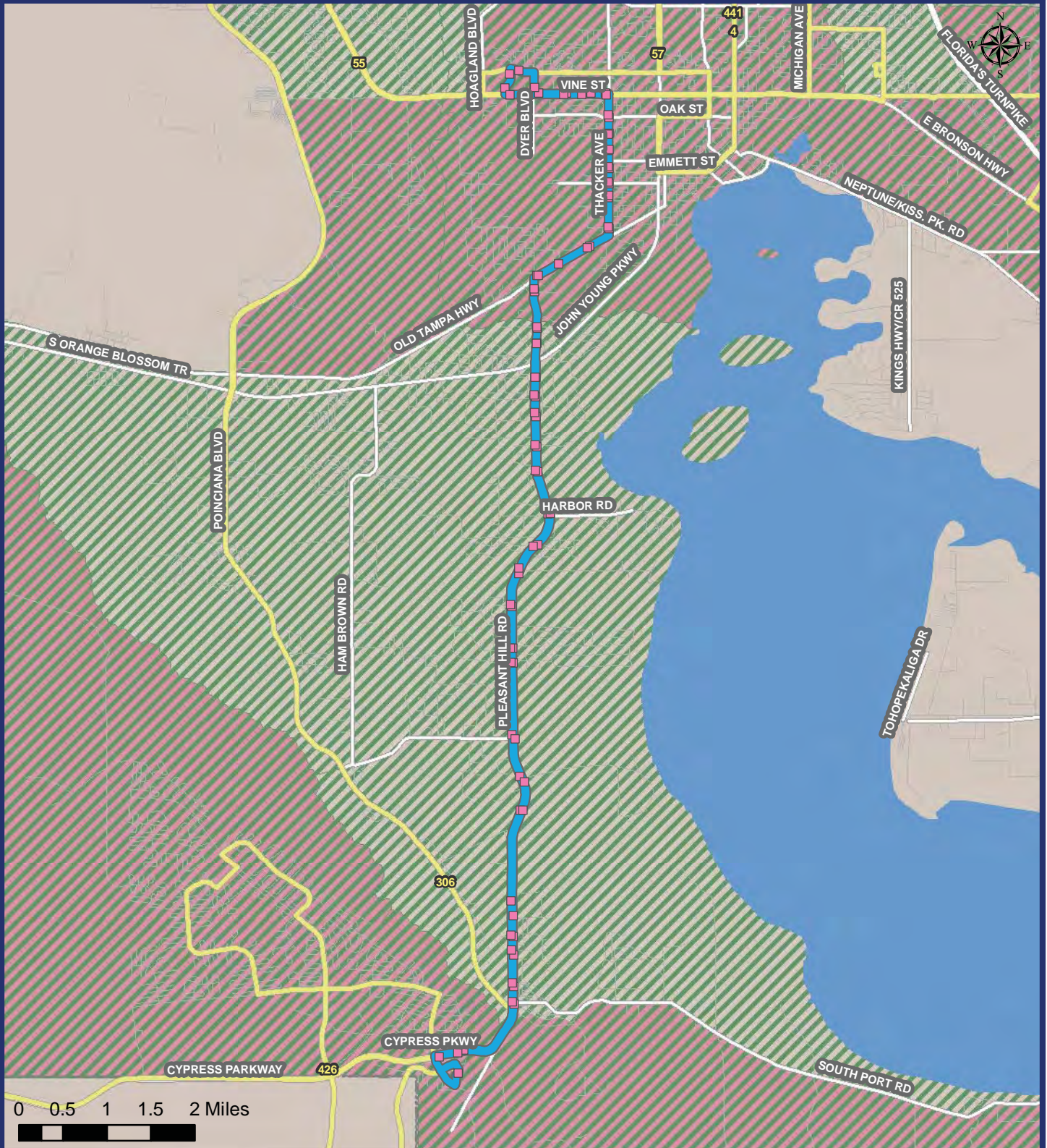
addition, the FastLink provides limited stop service coverage from Osceola Square Mall to LCS to allow passengers who would like to travel the entire distance without transferring between the Link 4 and the Link 107 an additional option. The service hour changes on the Link 4 and Link 107 cancel out any potential impact.

- Link 26 - The hours reduced from the Link 26 include both revenue and non-revenue hours. The actual reduction in revenue hours for this route is 19 percent, which could impact customers. During the service planning process Automatic Passenger Counter (APC) data was reviewed to determine at the stop and trip level, how service could be modified to make the Link 26 more efficient with the least impact to existing customers. Based on the outcome of the APC data review, evaluation of the route performance, and service planning staff input, it was determined that hours could be reduced on Link 26 and added to Link 426 to provide overall better connectivity of service in the Poinciana area. The Link 26 proposed service hour modifications could impact passengers; therefore, LYNX staff has plans to conduct outreach to determine potential impacts.
- Link 445 - The hours reduced from the Link 445 are non-revenue hours and will not affect customers. While this route meets the threshold requiring Title VI analysis, based on the planned changes no low-income or minority areas will be impacted by the reduction in non-revenue hours. This change will reduce deadhead mileage.
- The other routes listed above meet the threshold based on the addition of hours to the routes. While the modifications to these routes do not negatively impact the customer, the analysis is still required to determine the impact of adding additional time to one route and service area in lieu of another and the impact to the minority and low-income populations. The service hour additions to Links 46W, 426, 441, and 443 all add service to routes that traverse minority communities. In addition, these service hour additions are geographically allocated providing additional service to Orange, Osceola, and Seminole Counties.

Maps 2 through 7 present each of the routes listed above along with the surrounding minority and below poverty level census tracts for the surrounding area. As shown on the maps, each of the routes travels through minority and/or low-income census tracts. Link 443 is the only route that meets the 25 percent impact on total service hours threshold and has a proposed alignment change. This route will no longer circle the Winter Park Hospital towards LYNX Central Station. LYNX will continue to provide coverage near the hospital at North Lakemont Avenue and Aloma Avenue; however, the area to the east of the hospital is a below poverty level census tract. This low-income census tract will still have access to service provided by Links 13 and 313, which connect with the Link 443. Additional outreach can be completed at the two stops on the segment of Link 443 scheduled to be cut; however, the stop at Loch Lomond Drive has relatively low boardings and alightings and the stop at Lakemont Avenue & East Goodrich Avenue is only 400 feet from a stop that will be maintained on Link 443.

Service spans for each of the existing routes were also reviewed as part of this analysis. In comparison to the proposed service spans for implementation in August 2013, none of the routes reviewed exceed the established LYNX policy threshold of a 25 percent difference in total hours.

LYNX Title VI Analysis



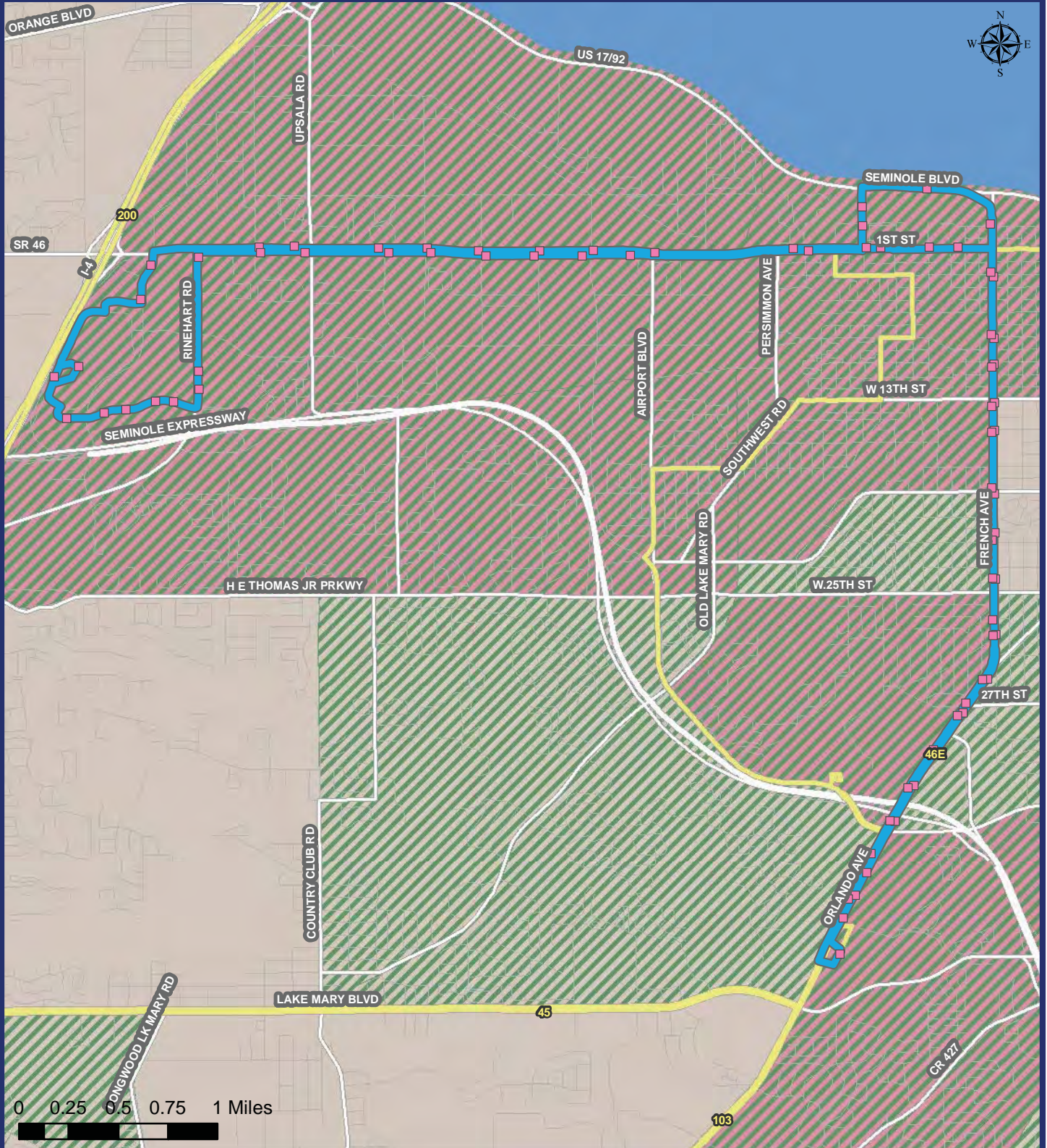
Route 26 with Minority and Below Poverty Census Tracts

- LYNX Route 26
- All Existing LYNX Routes
- Existing Stop Locations
- Minority Census Tracts
- Below Poverty Census Tracts



Source: 2011 American Community Survey

LYNX Title VI Analysis



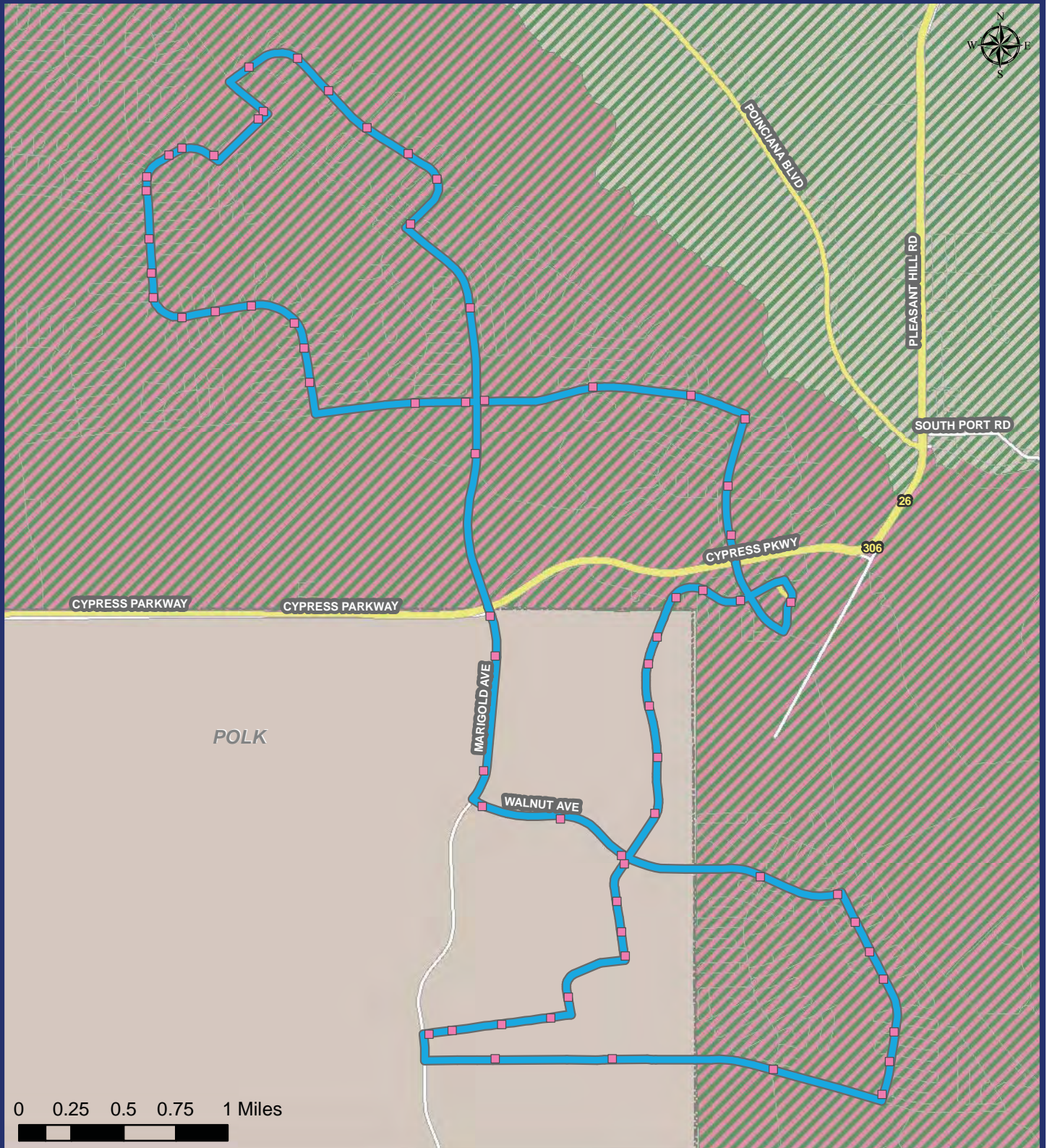
Route 46W with Minority and Below Poverty Census Tracts

- LYNX Route 46W
- All Existing LYNX Routes
- Existing Stop Locations
- Minority Census Tracts
- Below Poverty Census Tracts



Source: 2011 American Community Survey

LYNX Title VI Analysis



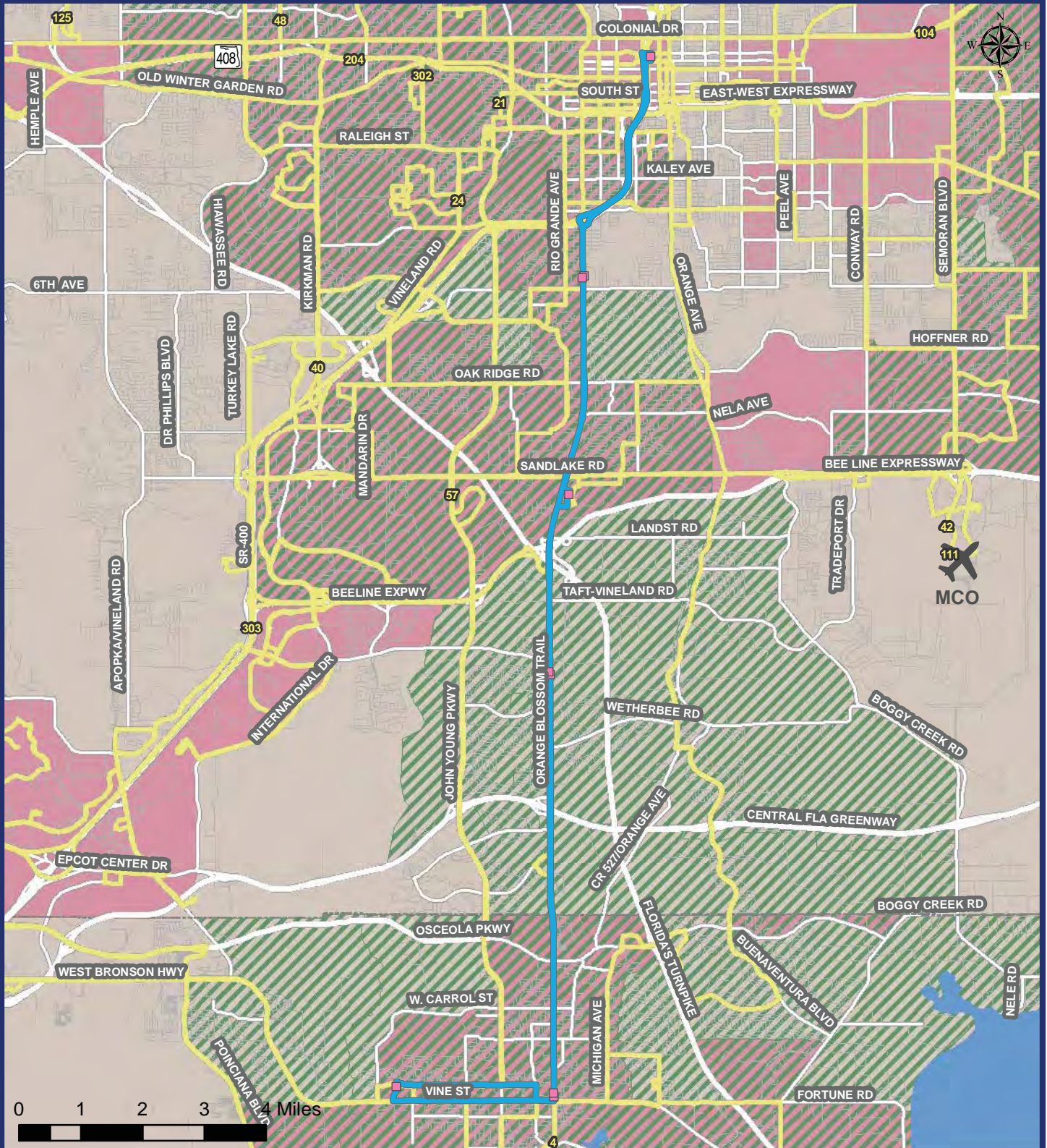
Route 426 with Minority and Below Poverty Census Tracts

- LYNX Route 426
- All Existing LYNX Routes
- Existing Stop Locations
- Minority Census Tracts
- Below Poverty Census Tracts



Source: 2011 American Community Survey

LYNX Title VI Analysis



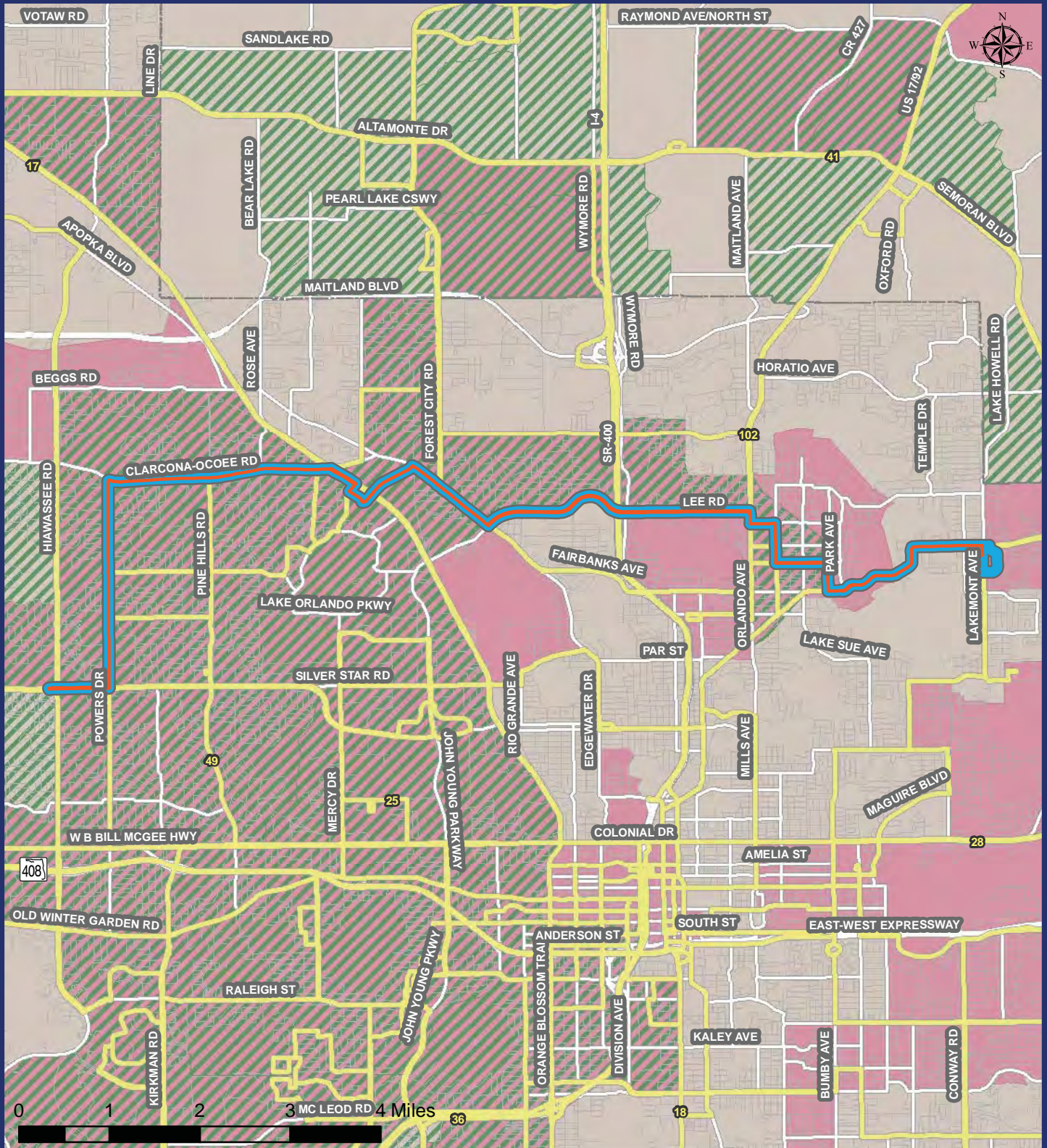
Route 441 with Minority and Below Poverty Census Tracts

- LYNX Route 441
- All Existing LYNX Routes
- Existing Stop Locations
- Minority Census Tracts
- Below Poverty Census Tracts



Source: 2011 American Community Survey

LYNX Title VI Analysis



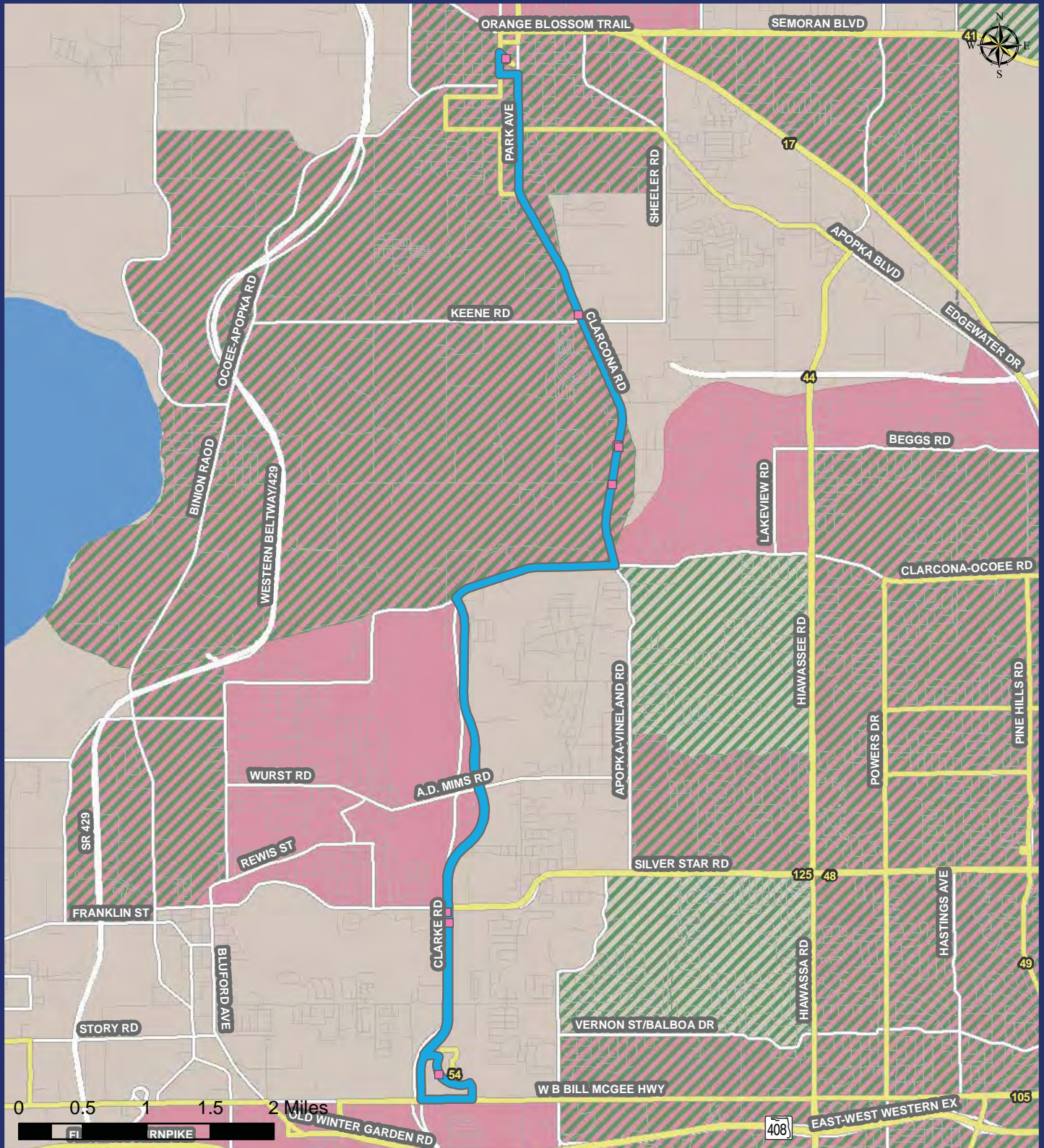
Route 443 with Minority and Below Poverty Census Tracts

- LYNX Route 443 (Existing)
- LYNX Route 443 (Proposed)
- All Existing LYNX Routes
- Existing Stop Locations
- Minority Census Tracts
- Below Poverty Census Tracts



Source: 2011 American Community Survey

LYNX Title VI Analysis



Route 445 with Minority and Below Poverty Census Tracts

- LYNX Route 445
- All Existing LYNX Routes
- Existing Stop Locations
- Minority Census Tracts
- Below Poverty Census Tracts



Source: 2011 American Community Survey

Preliminary Findings

Based on the findings from the preliminary analysis, the greatest impact would be to the customers on the Link 26 with regard to service hours. The reduction in hours on the Link 445 does not affect the schedule times for passengers. The other four routes that have increases in hours based on the service modifications all appear to serve minority and low-income areas. The options for proceeding with the scheduled service changes are presented below.

1. Following the scheduled public outreach, present service changes for approval at the July 2013 Board Meeting, and proceed with all service modifications excluding the Links 4, 26, 46W, 107, 426, 441, 443, and 445 to allow for proper notification (21 days in advance for public notice and 30 day public comment period) and scheduling of a public hearing on the impacts of the changes to those routes. If no major impacts are identified during the public comment period and public hearing, proceed with implementation of the changes on the identified eight routes.
2. Following the scheduled public outreach, present service changes for approval at the July 2013 Board Meeting, and proceed with all service modifications in conjunction with the public hearing process (21 days in advance for public notice and 30 day public comment period). Based on the outcome of the public comment and public hearing process, reverse any service changes that were identified through the process as negatively impacting passengers at the next scheduled service change.
3. Postpone all service changes until September 2013 to allow for required activities as described in LYNX's Title VI and Public Participation policies.
4. Following the scheduled public outreach, present service changes for approval at the July 2013 Board Meeting, and proceed with implementation of the proposed service changes effective August 11, 2013 at the risk of not being in compliance with the literal meaning of the adopted LYNX Title VI and Public Participation policies.
5. Following the scheduled outreach, a public hearing can be held at the onset of the LYNX July 25, 2013 Board Meeting to allow for any additional comments prior to the Board taking action on the August service changes. The June 17, 2013 Notice of LYNX service changes advertised all changes to be made and indicated that the Board would vote on these changes at the July 25, 2013 meeting. LYNX could provide an additional announcement of a comment period on proposed service changes and proceed with service changes if no adverse comments are received. The Board Meeting will serve as the official public hearing.

LYNX Fare Equity Analysis

Executive Summary



September 2013

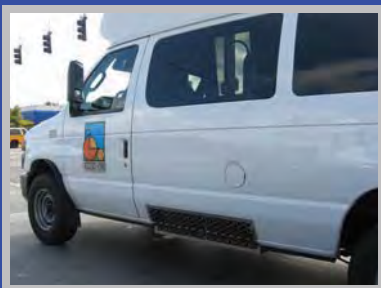


Table of Contents

Introduction	1
Disparate Impact Policy	3
Public Participation Policy.....	4
Background	5
Service Area Demographics	5
Stored Value Card Analysis	16
Transit Agency Review	16
Recommendation.....	21

List of Tables

Table 1: LYNX Existing and Proposed Fare Structure.....	1
Table 2: SunRail Proposed Zonal Fare Structure.....	3
Table 3: SunRail Proposed Stored Value Fare Structure.....	3
Table 4: Service Area Demographics	6
Table 5: Agencies with Stored Value Passes	16
Table 6: 2010 Survey Respondents Household Income.....	18

List of Figures

Figure 1: 2010 Survey Respondents Household Income	18
Figure 2: 2010 On-Board Survey – Fare Type by Household Income	19
Figure 3: 2008 On-Board Survey – Fare Type by Household Income	20
Figure 4: 2008 On-Board Survey - Fare Type by Ethnicity	21

List of Maps

Map 1: Orange County Poverty Census Tracts	7
Map 2: Orange County Minority Census Tracts.....	8
Map 3: Orange County LEP Census Block Groups.....	9
Map 4: Osceola County Poverty Census Tracts	10
Map 5: Osceola County Minority Census Tracts	11
Map 6: Osceola County LEP Census Block Groups.....	12
Map 7: Seminole County Poverty Census Tracts	13
Map 8: Seminole County Minority Census Tracts.....	14
Map 9: Seminole County LEP Census Block Groups.....	15

Introduction

Transit providers that operate 50 or more fixed route vehicles in peak service and are located in urbanized areas (UZA) of 200,000 or more people, or that otherwise meet the threshold defined in Chapter IV of the Federal Transit Administration (FTA) Circular 4702.1B, must conduct a Title VI equity analysis whenever they plan a fare change and/or a major service change. Equity analyses are required regardless of whether proposed changes would cause positive or negative impacts to riders. In other words, transit providers must conduct an equity analysis for all fare changes and for major service reductions and major service expansions. Financial exigencies and other special circumstances (e.g., economic hardships, size of transit provider's service area or staff) do not exempt transit providers from the requirement to conduct equity analyses.

As the public transportation provider for Orange, Osceola, and Seminole counties, the Central Florida Regional Transportation Authority (d.b.a. LYNX) reviews its fare structure, pass usage, and potential fare revenue with the goal of reaching reasonable farebox recovery ratios based on the cost of providing service, while remaining equitable to customers. The last fare assessment was completed in 2008, with the recommendations implemented effective January 2009 to increase the base fare to \$2.00 and associated increases to the passes. In association with the January 2009 fare changes, LYNX submitted equity analysis information to FTA to ensure no disparate or adverse impacts were created by the fare change. In September 2011, the LYNX Board approved a modification to the LYNX fare structure with an effective date of December 4, 2011. The December 4, 2011 fare structure removed a number of passes that were established but never implemented and/or under utilized in an effort to simplify fare options for customers. Now, with the implementation of SunRail, the Central Florida commuter rail, LYNX and SunRail are coordinating to establish additional fare options that would allow customers to seamlessly transfer between the modes. Table 1 presents the existing LYNX fare structure that will remain in place and Table 2 presents the proposed new fares that may be incorporated into the LYNX fare structure, pending the completion of public outreach and approval by the LYNX Board of Directors and the FTA. Table 3 displays the tiered discount stored value option proposed in the SunRail Fare Policy document reviewed as a portion of the stored value component of this document.

Table 1: LYNX Existing and Proposed Fare Structure

Service	LYNX Fare Structure Fare Type	Fare
Fixed Route	Full Fare	\$2.00
	Youth Fare	\$1.00
	Senior and Disabled Fare	\$1.00
	Income Qualified (IQ) Fare	\$1.00
	Transfers	Free
	Express	\$3.50
	Express Discount Fare	\$1.75

Service	LYNX Fare Structure Fare Type	Fare
	Pick-Up-Line	\$2.00
	PUL Discount Fare	\$1.00
	Shuttle	Determined Per Event
	Children (age 6 and under)*	Free
	Daily	\$4.50
	Discount Daily	\$2.25
	7-Day	\$16.00
	Discount 7-Day	\$8.00
	30-Day	\$50.00
	Discount 30-Day	\$25.00
	Express Daily	\$6.50
	Express Daily Discount	\$3.25
	Express 7-Day	\$23.00
	Express 7-Day Discount	\$11.50
	Express 30-Day	\$70.00
	Express 30-Day Discount	\$35.00
	Stored Value Discount Card	10% (not currently offered)
LYMMO	Single Ride	Free
Special Events	Shuttle – Single Ride	Determined Per Event
VOTRAN XL (Express LYNX)	Single Ride	\$ 3.50
	Seniors/Students	\$ 1.75
ACCESS LYNX	ADA Fare (Inside ¼ mile radius)	\$ 4.00
	ADA Fare (Outside ¼ mile radius)	\$ 7.00
	Medicaid Fare	\$ 1.00
<i>As authorized by the Local Coordinating Board</i>	TD Fare – 0 to 4.99 Miles	\$ 2.50
	TD Fare – 5 to 9.99 Miles	\$ 3.50
	TD Fare – 10 Miles	\$ 4.50

Table 2: SunRail Proposed Zonal Fare Structure

# of Zones Traveled	One-Way	Reduced One-Way	Round Trip	Reduced Round Trip	Weekly	Reduced Weekly	Monthly	Reduced Monthly	Annual	Reduced Annual
1	\$2.00	\$1.00	\$3.75	\$1.75	\$17.00	\$8.50	\$56.00	\$28.00	\$560.00	\$280.00
2	\$3.00	\$1.50	\$5.50	\$2.75	\$25.00	\$12.50	\$84.00	\$42.00	\$840.00	\$420.00
3	\$4.00	\$2.00	\$7.50	\$3.75	\$34.00	\$17.00	\$112.00	\$56.00	\$1,120.00	\$560.00
4	\$5.00	\$2.50	\$9.50	\$4.75	\$42.50	\$21.25	\$140.00	\$70.00	\$1,400.00	\$700.00

Table 3: SunRail Proposed Stored Value Fare Structure

Stored Value Purchase Examples	Bonus Value	Smart Card Fee	Stored Value
\$5	0%	\$5.00	\$5.00
\$10	5%	\$5.00	\$10.50
\$25	10%	\$5.00	\$27.50
\$50	15%	\$5.00	\$57.50
\$100	20%	\$5.00	\$120.00
\$200	25%	\$5.00	\$250.00
\$300	25%	\$5.00	\$375.00

In addition to and in conjunction with the implementation process for the proposed fares listed in Table 2 and 3, LYNX will be implementing new technologies to further improve the customer experience and allow for seamless travel between the commuter rail and the bus system. The new technologies include the installation of on-board validators on LYNX buses to validate smart and stored-value cards, as well as, the agreed upon free transfers between the modes and Ticket Vending Machines (TVMs) at LYNX Central Station. The initial two TVMs will be installed concurrently with the start of SunRail service; however, LYNX plans to expand the inventory of TVMs throughout the community in future years. Supplemental to the fare structures shown in Tables 1 through 3, the fare policy included in the full Fare Equity Report appendices, guide how customers can utilize each fare type. This fare policy and fare technology equity analysis is being conducted to review the potential adverse impacts to the covered populations under Title VI of the Civil Rights Act of 1964 and in accordance with FTA Circular 4702.1B.

Disparate Impact Policy

All fare changes, media, and technology modifications to be implemented by LYNX with the onset of SunRail were reviewed to determine whether disparate impacts exist on the basis of race, color, or national origin in accordance with the Civil Rights Act of 1964 (Title VI Regulations). Impacts to low-income population covered under Environmental Justice Executive Order 12898 were also reviewed during this equity analysis. The disparate impact will be measured by a comparison between the proportion of persons in the protected class who are adversely affected by the fare structure, media and/or technology change and the proportion of persons not in the protected class who are adversely affected. The comparison population for a statistical measure of disparate impact is all persons who are

either affected by the proposed fare changes or who could possibly be affected by the fare change (e.g., potential passengers). For example, if an increase is recommended to a fare category used by 60 percent minority customers and the overall system ridership is 40 percent minority, then the recommended change to that particular fare category may have a disparate impact on minority customers. When conducting the equity analysis the population of the service area can also be utilized as the comparison population and compare the service area population to the overall population in Census tracts or block groups.

As stated in FTA Circular 4702.1B, “Transit providers that have implemented or will implement a New Start, Small Start, or other new fixed guideway capital project shall conduct a service and fare equity analysis. The service and fare equity analysis will be conducted six months prior to the beginning of revenue operations, whether or not the proposed changes to existing service rise to the level of “major service change” as defined by the transit provider. All proposed changes to parallel or connecting service will be examined. If the entity that builds the project is different from the transit provider that will operate the project, the transit provider operating the project shall conduct the analysis. The service equity analysis shall include a comparative analysis of service levels pre-and post- the New Starts/Small Starts/new fixed guideway capital project. The analysis shall be depicted in tabular format and shall determine whether the service changes proposed (including both reductions and increases) due to the capital project will result in a disparate impact on minority populations. The transit provider shall also conduct a fare equity analysis for any and all fares that will change as a result of the capital project.” Therefore, LYNX is completing this equity analysis for the introduction of the smart and stored value card options that will be implemented as a mechanism for using both the SunRail and LYNX systems.

This equity analysis reviewed the disparate impacts for the entire LYNX service area (Orange, Osceola, and Seminole counties), to determine the effects resulting from the introduction of a new fare structure and fare technology.

Public Participation Policy

In accordance with the existing LYNX Public Participation Policy, LYNX will conduct public participation activities when the following is proposed:

- Any fare increase for LYNX services and fare media;
- Any service modifications impacting more than 25 percent of an individual route’s total revenue hours, revenue miles, days of service, service frequencies, or service spans. The exception of this reduction of service threshold will be routes that have existed less than two years or have been introduced as service development or experimental service; and,
- Any major capital or planning project, which requires Federal or State funding participation.

Public outreach and a public hearing will be held to provide the public with an opportunity to comment on the proposed recommendations from this analysis, after which any necessary modifications to the fare structure, policy, and technology will be completed and brought to the LYNX Board for approval.

Background

The LYNX fare structure has been established based on the cost of providing service and reaching an optimal farebox recovery ratio. The SunRail fare was set to be consistent with the \$2.00 base fare on the bus and includes zonal pricing for service through the different counties. Zonal pricing was recommended in lieu of distance pricing after reviewing various commuter rail systems across the nation and conducting a series of meetings between the participating agencies (LYNX, the Florida Department of Transportation's SunRail staff, and Votran) to discuss the fare alternatives. In addition, SunRail ridership projections were completed to assess the potential usage of the system. SunRail is expected to carry as many passengers as one lane of I-4. The SunRail projections show opening day ridership for the 31-mile initial operating segment of SunRail at about 4,300 passenger trips per day, escalating to 7,400 trips by 2030. SunRail is a premium mode of service and consistent with systems throughout the country has a pricing structure that is higher than bus pricing. Establishing the base price for the initial zone at \$2.00 maintains consistency with the LYNX structure, while the additional \$1.00 charge per zone for cash fares delineates the premium nature of the service type. Customers may access the areas served by SunRail by bus; however, the bus system may be a longer trip requiring additional transfers over what would be required by rail. The proposed time savings, reduced potential for transfer, and reliability of schedule (no traffic impediments), factor into SunRail's increased costs for multiple zone travel.

Service Area Demographics

The 2010 Census and the 2011 American Community Survey (ACS) were used to map the minority, low-income, and limited English Proficiency (LEP) populations throughout the LYNX service area (Orange, Osceola, and Seminole counties) at the Census block and tract level to review the populations that may be impacted by the introduction of a new fare media to the LYNX service area. In addition, the latest LYNX on-board survey results that included income and fare usage data were reviewed to understand the demographic of the LYNX rider and the typical patron fare type. Table 4 shows the average low-income, minority, and LEP population for each county within the service area and the entire tri-county service area. The entire LYNX service area was reviewed as all passengers will have access to the new fare media and technology, regardless of their geographical location within the service area.

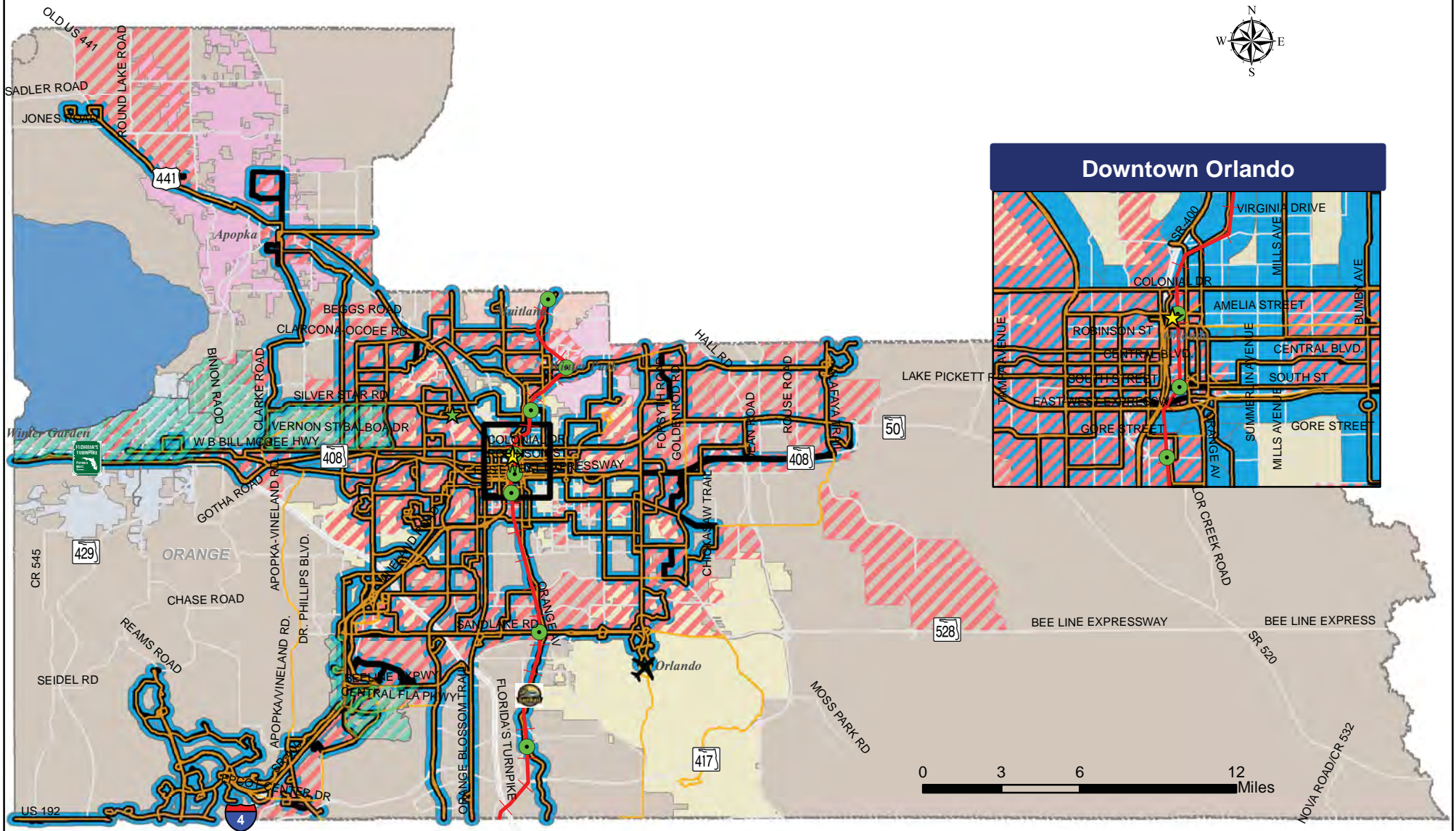
Maps 1 through 9, present the Census block groups with higher than average proportions of low-income, minority, and LEP persons for each of the counties in the service area. Maps 1 through 3, for Orange County, show that the majority of above average minority and low-income Census tracts are located within the LYNX service area, with the exception of a couple low-income Census tracts located to the east along SR 528 and to the north near the Lake County line and minority Census tracts to the east of Orlando. Maps 4 through 6, for Osceola County, illustrate that a large portion of low-income persons are located outside of the LYNX service area in the eastern and southern portions of the county; however, there are higher than average low-income Census tracts in Downtown Kissimmee where LYNX services are provided and the future SunRail Station is planned. In addition, the above average minority Census tracts are located in the LYNX service area near Downtown Kissimmee and in the southern portion of the county near Polk County. As shown in Maps 7 through 9 for Seminole County, the

majority of above average minority and low-income Census tracts are located in the LYNX service area, with the exception of the low-income Census tracts located in the east and north portions of the county. In addition, there are a number of LEP Census blocks throughout the tri-county area. The maps also depict higher than average numbers of persons below the poverty level located along portions of the SunRail corridor and surrounding several of the future stations, including Sanford, Altamonte Springs, Downtown Orlando, Sand Lake Road, and Kissimmee.

Table 4: Service Area Demographics

County	Total Population (BP)	Population Below Poverty	% Below Poverty	Total Population (Min)	Population Minority	% Minority (2010 Census)	Total Population (LEP)	Population LEP	% LEP Population
Orange	1,111,228	165,065	14.85%	1,145,956	596,750	52.07%	1,133,087	134,766	11.89%
Osceola	262,409	36,458	13.89%	268,685	155,987	58.06%	265,328	47,712	17.98%
Seminole	416,345	41,675	10.01%	422,718	134,495	31.82%	419,641	23,383	5.57%
Tri-County	1,789,982	243,198	13.59%	1,837,359	887,232	48.29%	1,818,056	205,861	11.32%

Map 1: LYNX Title VI Analysis - Poverty Census Tracts - Orange County



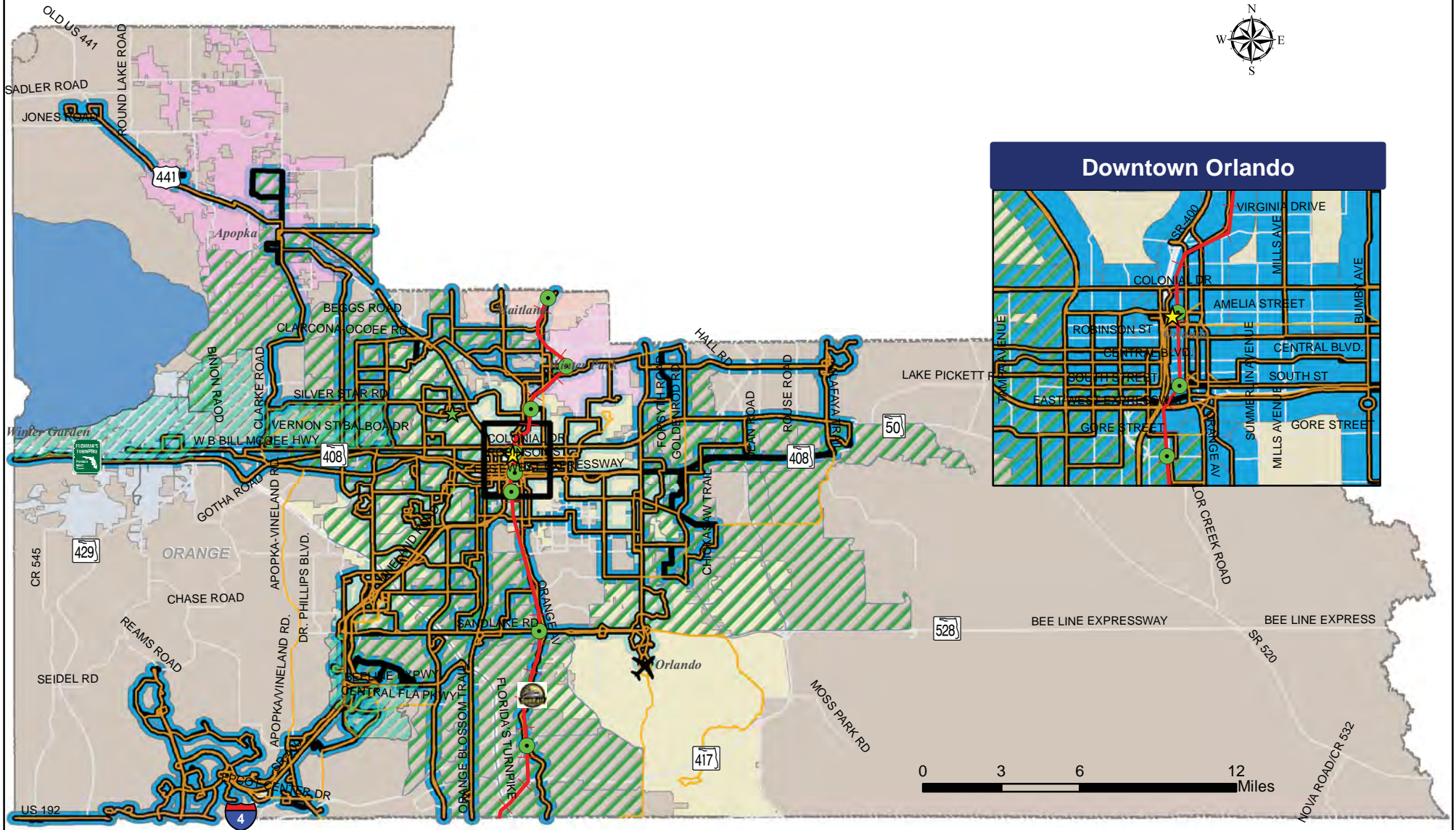
Legend

- | | | | | |
|---------------------------|------------------|-----------------------------|----------|---------------|
| COA Proposed Routes | SunRail Stations | Below Poverty Census Tracts | Apopka | Winter Garden |
| LYNX System - August 2013 | SunRail | LYNX Central Station | Maitland | Winter Park |
| NeighborLink Areas | Downtown Orlando | LYNX Operations Center | Orlando | |
| 1/4 Mile Buffer | | | | |



Source: 2011 American Community Survey

Map 2: LYNX Title VI Analysis - Minority Census Tracts - Orange County



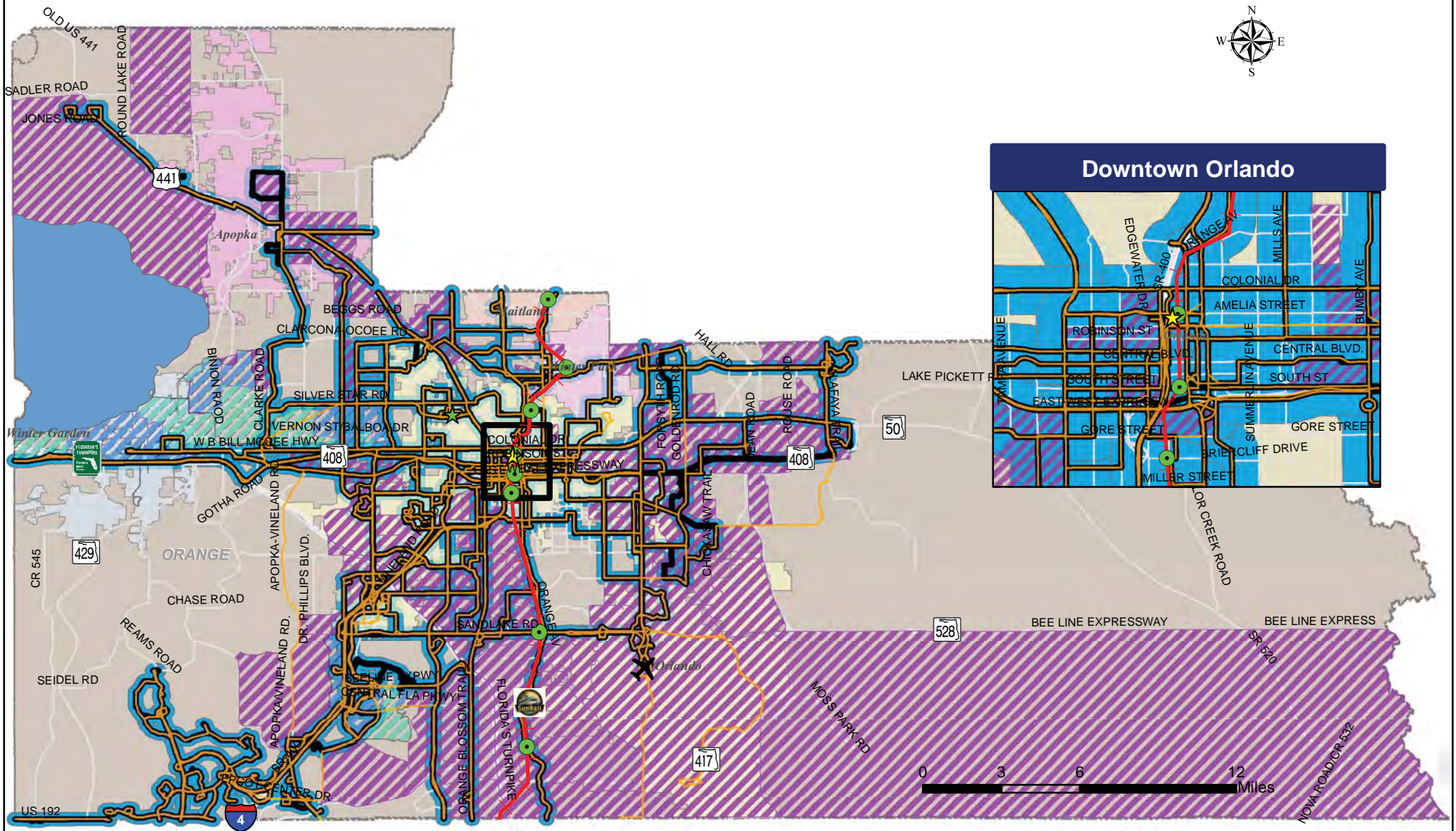
Legend

- COA Proposed Routes
- LYNX System - August 2013
- NeighborLink Areas
- 1/4 Mile Buffer
- SunRail Stations
- + SunRail
- Downtown Orlando
- Minority Census Tracts
- ★ LYNX Central Station
- ★ LYNX Operations Center
- Apopka
- Maitland
- Winter Garden
- Winter Park
- Orlando

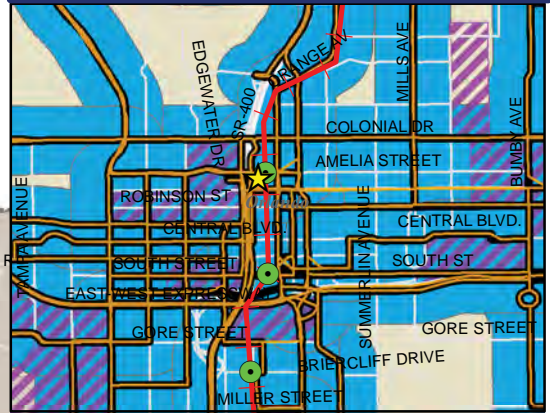


Source: 2011 American Community Survey

Map 3: LYNX Title VI Analysis - LEP Block Groups - Orange County



Downtown Orlando



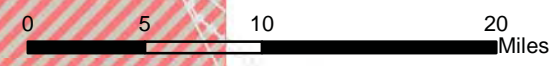
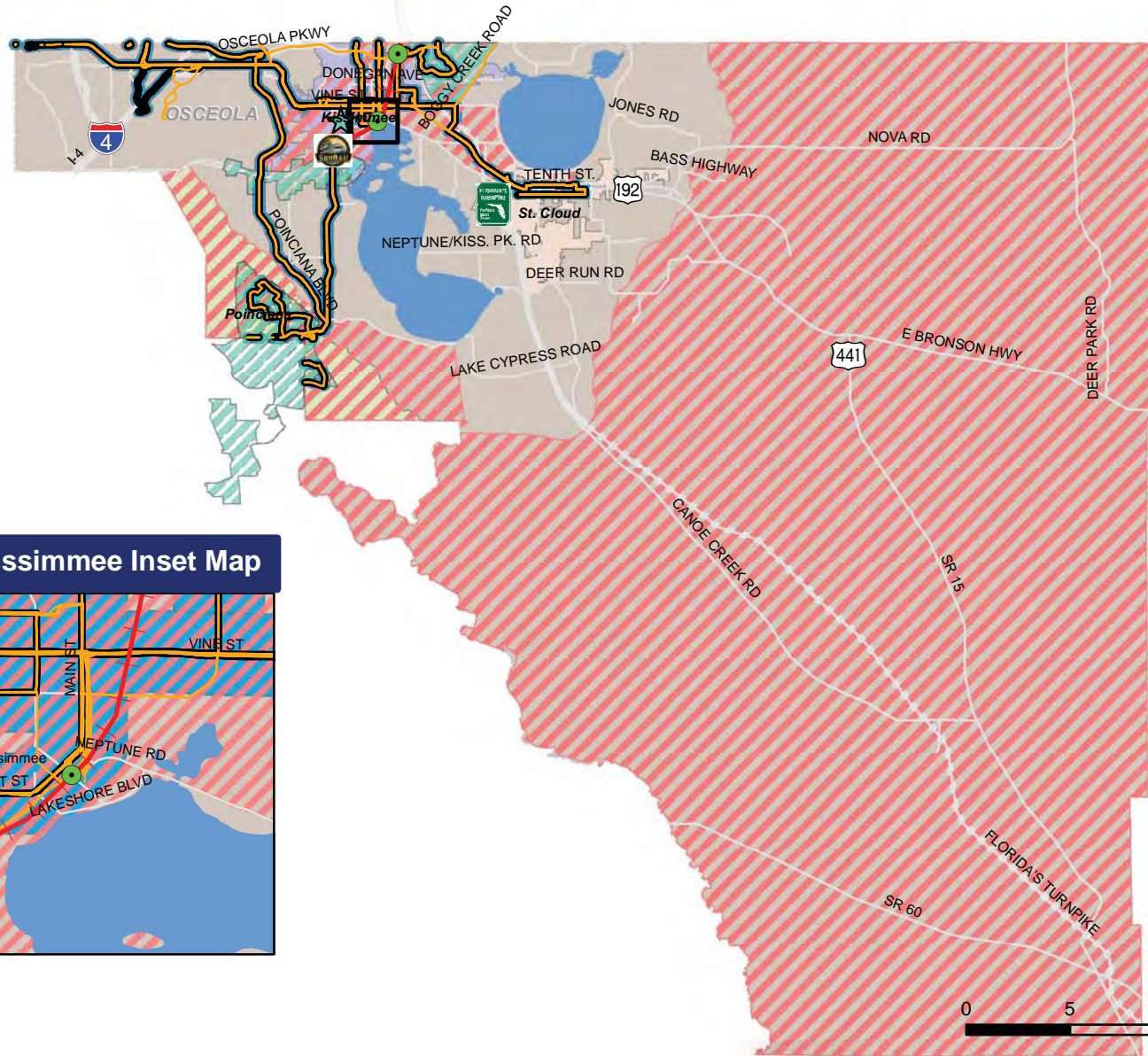
Legend

-  COA Proposed Routes
-  LYNX System - August 2013
-  NeighborLink Areas
-  1/4 Mile Buffer
-  SunRail Stations
-  SunRail
-  Downtown Orlando
-  LEP Block Groups
-  LYNX Central Station
-  LYNX Operations Center
-  Apopka
-  Maitland
-  Orlando
-  Winter Garden
-  Winter Park

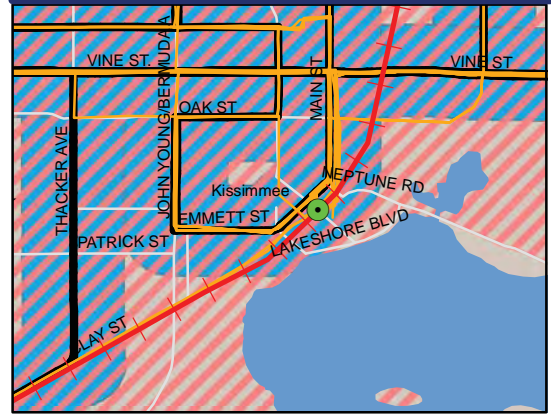


Source: 2011 American Community Survey

Map 4: LYNX Title VI Analysis- Poverty Census Tracts - Osceola County



Downtown Kissimmee Inset Map



Legend

- COA Proposed Routes
- LYNX System - August 2013
- NeighborLink Areas
- 1/4 Mile Buffer
- Osceola Facility
- SunRail Stations
- SunRail
- Below Poverty Census Tracts
- Kissimmee
- Poinciana
- St. Cloud



Source: 2011 American Community Survey

Map 5: LYNX Title VI Analysis - Minority Census Tracts - Osceola County



Downtown Kissimmee Inset Map



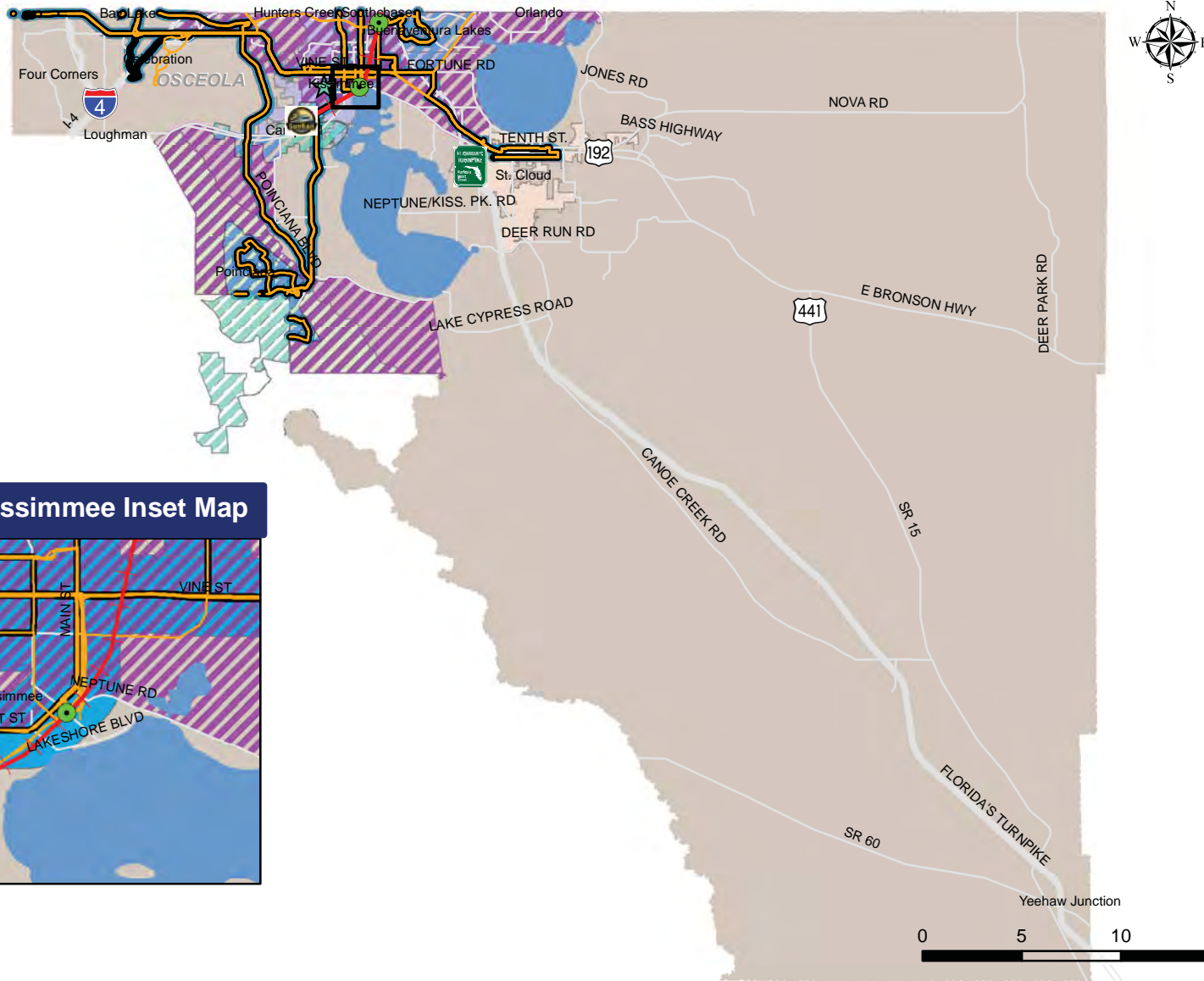
Legend

- COA Proposed Routes
- LYNX Existing System - August 2013
- NeighborLink Areas
- 1/4 Mile Buffer
- Minority Census Tracts
- SunRail Stations
- SunRail
- Osceola Facility
- Kissimmee
- Poinciana
- St. Cloud



Source: 2011 American Community Survey

Map 6: LYNX Title VI Analysis - LEP Block Groups - Osceola County



Downtown Kissimmee Inset Map



Legend

- COA Proposed Routes
- LYNX System - August 2013
- NeighborLink Areas
- 1/4 Mile Buffer

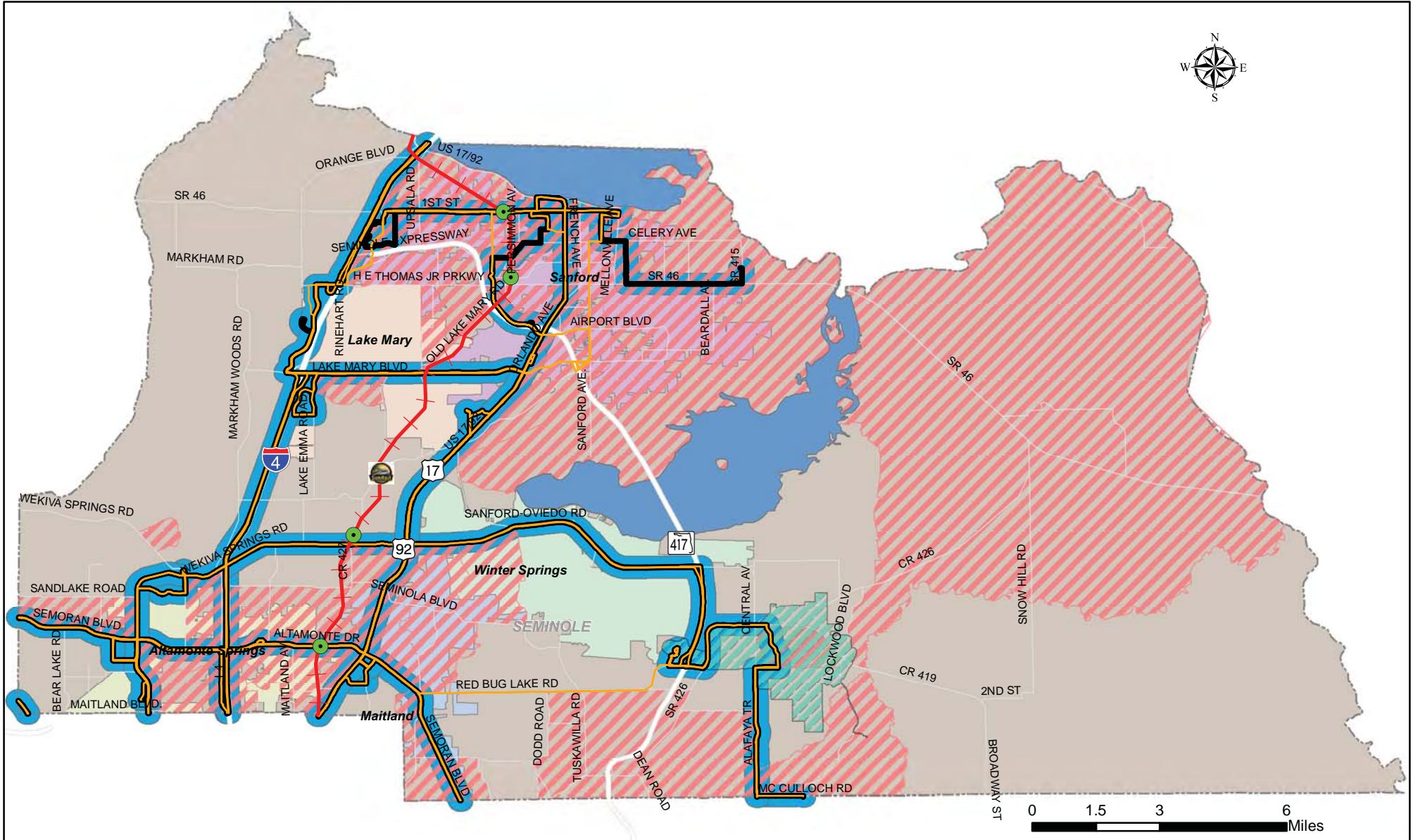
- Osceola Facility
- SunRail Stations
- SunRail
- LEP Block Groups

- Kissimmee
- Poinciana
- St. Cloud



Source: 2011 American Community Survey

Map 7: LYNX Title VI Analysis - Below Poverty Census Tracts - Seminole County



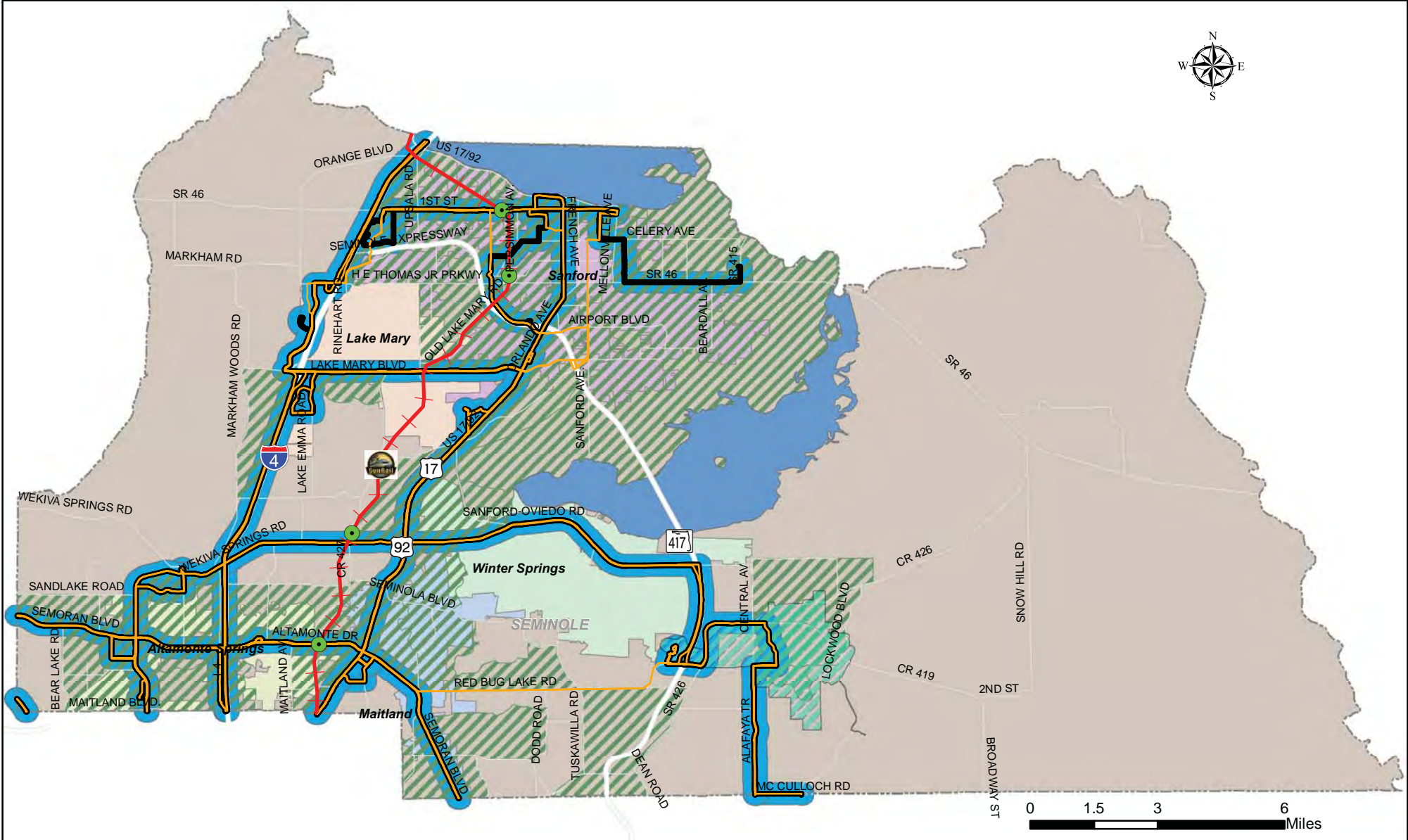
Legend

- COA Proposed Routes
- LYNX System - August 2013
- NeighborLink Areas
- 1/4 Mile Buffer
- SunRail Stations
- + SunRail
- Below Poverty Census Tracts
- Altamonte Springs
- Casselberry
- Lake Mary
- Maitland
- Sanford
- Winter Springs



Source: 2011 American Community Survey

Map 8: LYNX Title VI Analysis - Minority Census Tracts - Seminole County



0 1.5 3 6 Miles

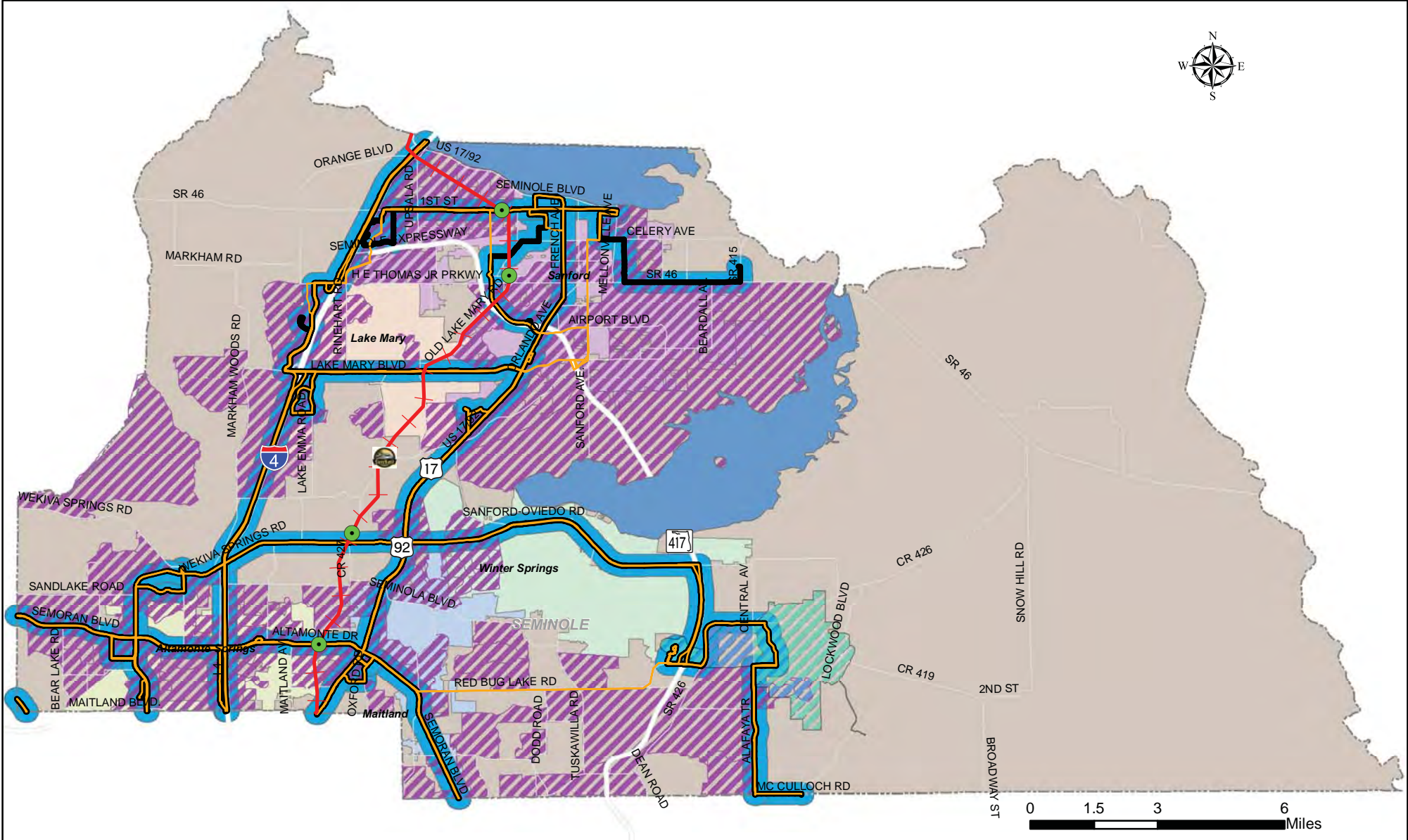
Legend

- COA Proposed Routes
- LYNX System - August 2013
- NeighborLink Areas
- 1/4 Mile Buffer
- SunRail Stations
- + SunRail
- Minority Census Tracts
- Altamonte Springs
- Casselberry
- Lake Mary
- Maitland
- Sanford
- Winter Springs



Source: 2011 American Community Survey

Map 9: LYNX Title VI Analysis - LEP Block Groups - Seminole County



0 1.5 3 6 Miles

Legend

- COA Proposed Routes
- LYNX System - August 2013
- NeighborLink Areas
- 1/4 Mile Buffer
- SunRail Stations
- + SunRail
- LEP Block Groups
- Altamonte Springs
- Casselberry
- Lake Mary
- Maitland
- Sanford
- Winter Springs



Source: 2011 American Community Survey

Stored Value Card Analysis

The research conducted to complete the equity analysis included a review of stored value card discounts for agencies operating commuter rail and bus service, an analysis of the low-income populations throughout the LYNX tri-county service area, and a review of the survey responses from the LYNX 2010 On-Board survey. The following documentation presents the key findings from the analysis.

Transit Agency Review

A review of 14 rail systems initially reviewed during the development of the SunRail Fare Policy document identified that only five of those systems offered stored-value passes, with none offering a tiered scale discount for stored value fare options. The majority of agencies that do offer stored-value passes use the passes as a mechanism for customers to load and automatically reload already discounted passes from the agency's established fare structure. These passes allow customers to load monthly and discounted multiple trip passes to the stored-value card. Some agencies have added customer pictures to the cards in an effort to minimize the number of cards carried by the passenger while still offering the established discounted fares available to qualifying passengers, including the elderly, disabled, and youth discounts. In addition, other agencies have offered flat discounts for either using the card or loading value greater than \$5.00. While not all transit systems use the electronic passes to validate transfers, some do use the stored-value cards to validate free or discounted transfers based on the time of travel between the different modes. Table 5 summarizes the results of the stored-value card review for agencies operating rail systems.

Table 5: Agencies with Stored Value Passes

Agency	Stored Value Pass	Card Name	Discount Offered	Notes:
New Mexico Railrunner (Albuquerque, New Mexico)	No			
Altamont Commuter Express (Stockton, California)	No			
Caltrain (San Carlos, California)	Yes	Clipper	\$0.25 on One-Way Tickets; Discounted Transfers	Monthly and 8-Ride Passes only sold using Clipper Card
MetroRail (Austin, Texas)	No			Stored Value Pass only available for MetroBus and MetroExpress services, not MetroRail
FrontRunner (Salt Lake City, Utah)	No			
Metrolink (Los Angeles, California)	No			
Music City Star Train (Nashville, Tennessee)	No			
Northstar (Minneapolis-St. Paul, Minnesota)	Yes	Go-To-Card	Customers receive a 10 percent discount when adding stored value denominations greater than \$5	

SD Coaster (Oceanside, California)	Yes	Compass Card	Free Transfers
SD Sprinter (Oceanside, California)	Yes	Compass Card	Free Transfers
SEA Sounder (Seattle, Washington)	Yes	ORCA Card	Customers may transfer the full value of the fare paid on the first leg of a trip and apply it towards any transfer to a participating agency service
TriMet Wes (Portland, Oregon)	No		
Trinity Railway Express (Dallas, Texas)	No		
Virginia Railway Express (Alexandria, Virginia)	No		

In addition to the agencies listed in Table 5, several of the connecting bus services were reviewed to determine how the stored value passes are used by the participating agency partners. For the CalTrain Clipper pass, each service provider determines the fares and other conditions for use of the card on its system. Golden Gate Transit offers a flat 10 to 20 percent discount to bus riders for using the Clipper card for Marin and intercounty travel. All of the other participating service providers use the Clipper card as a mechanism to load existing fare structures. The Clipper card is also used by the agencies for autoload when the card value reaches a specific limit, automatic calculation of transfer times and appropriate transfer discounts, and applying the appropriate discounts for eligible passengers.

In addition to the peer review, to further analyze potential impacts of offering stored value fare options, the number of low-income persons using LYNX public transportation services as identified in the results of the 2010 LYNX on-board survey, were reviewed. Table 6 and Figure 1 present the distribution of income for the survey respondents in tabular format and graphically. As shown in the table and figure, approximately 44 percent of the survey respondents resided in households with incomes of less than \$10,000.

Table 6: 2010 Survey Respondents Household Income

Household Income	Survey Responses	Percent
Less than \$10,000	2648	44%
\$10,000 to \$19,999	1634	27%
\$20,000 to \$29,999	1077	18%
\$30,000 to \$39,999	408	7%
\$40,000 to \$49,999	159	3%
\$50,000 to \$74,999	110	2%
\$75,000 to \$99,999	31	1%
\$100,000 or Greater	20	0%
Total	6087	100%

Figure 1: 2010 Survey Respondents Household Income

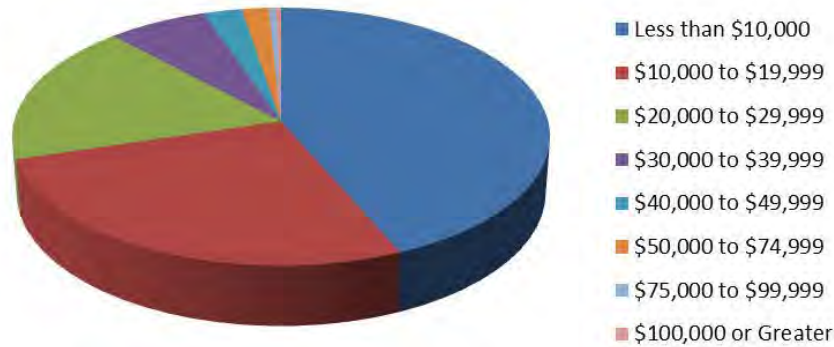


Figure 2 shows the method of fare payment used by riders with different household incomes. The full cash fare was the primary fare type for riders with household incomes of less than \$10,000 and greater than \$40,000. The standard pass was the primary fare type for riders with household incomes between \$10,000 and \$39,999. Figure 3 presents the results from the 2008 LYNX On-Board survey that were used in the equity analysis for the last fare increase implemented by LYNX. As shown in Figure 3, the rider demographic was similar to the responses received in 2010, with 67.6 percent of the respondents earning less than \$25,000 annually. Of those earning less than \$15,000, 41 percent used the full cash fare to ride the bus. Figure 4 presents the 2008 On-Board survey responses for the method of fare payment used by ethnicity. As shown in the figure, cash fare was the primary fare type used by both minority and non-minority groups, while the number of minority respondents was slightly greater than non-minority.

Figure 2: 2010 On-Board Survey – Fare Type by Household Income

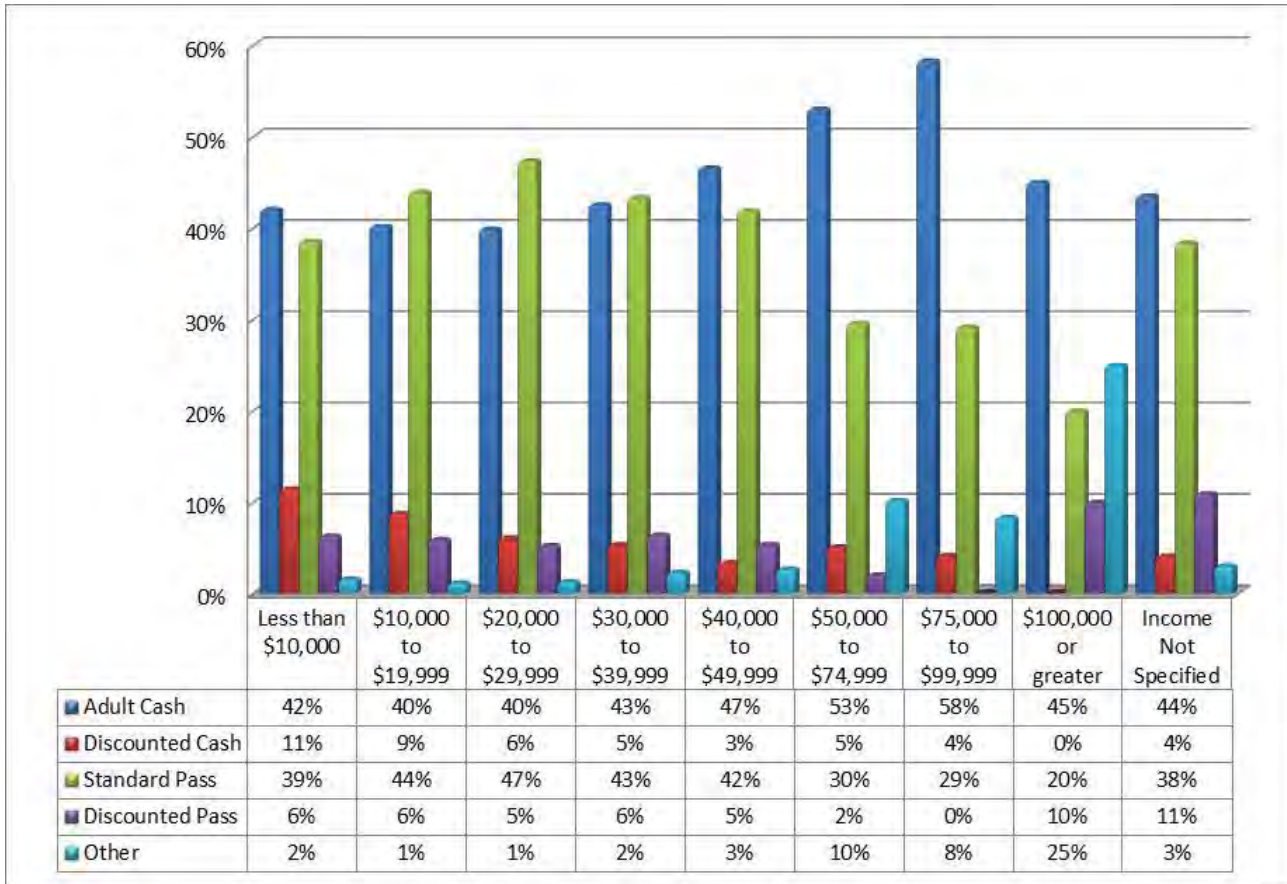


Figure 3: 2008 On-Board Survey – Fare Type by Household Income

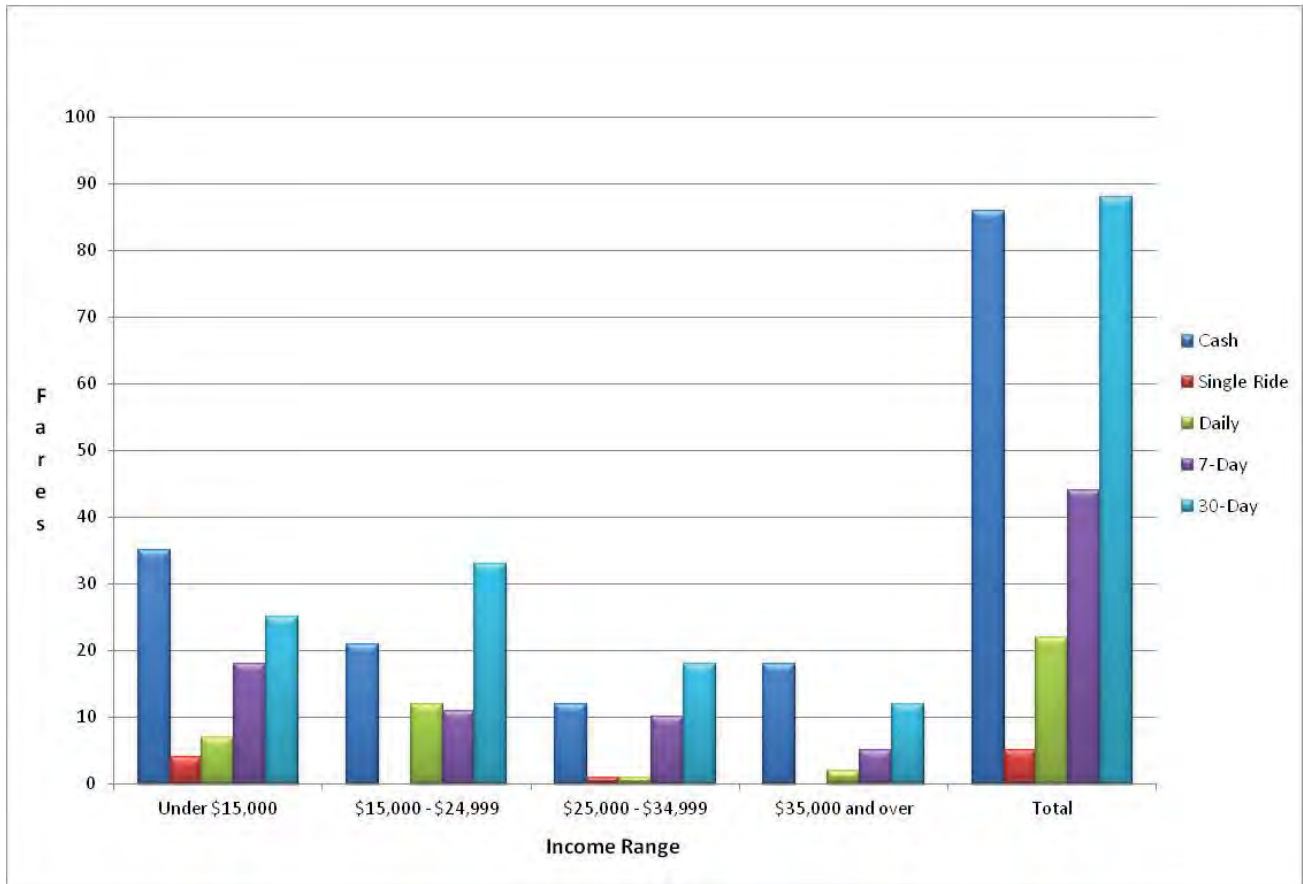
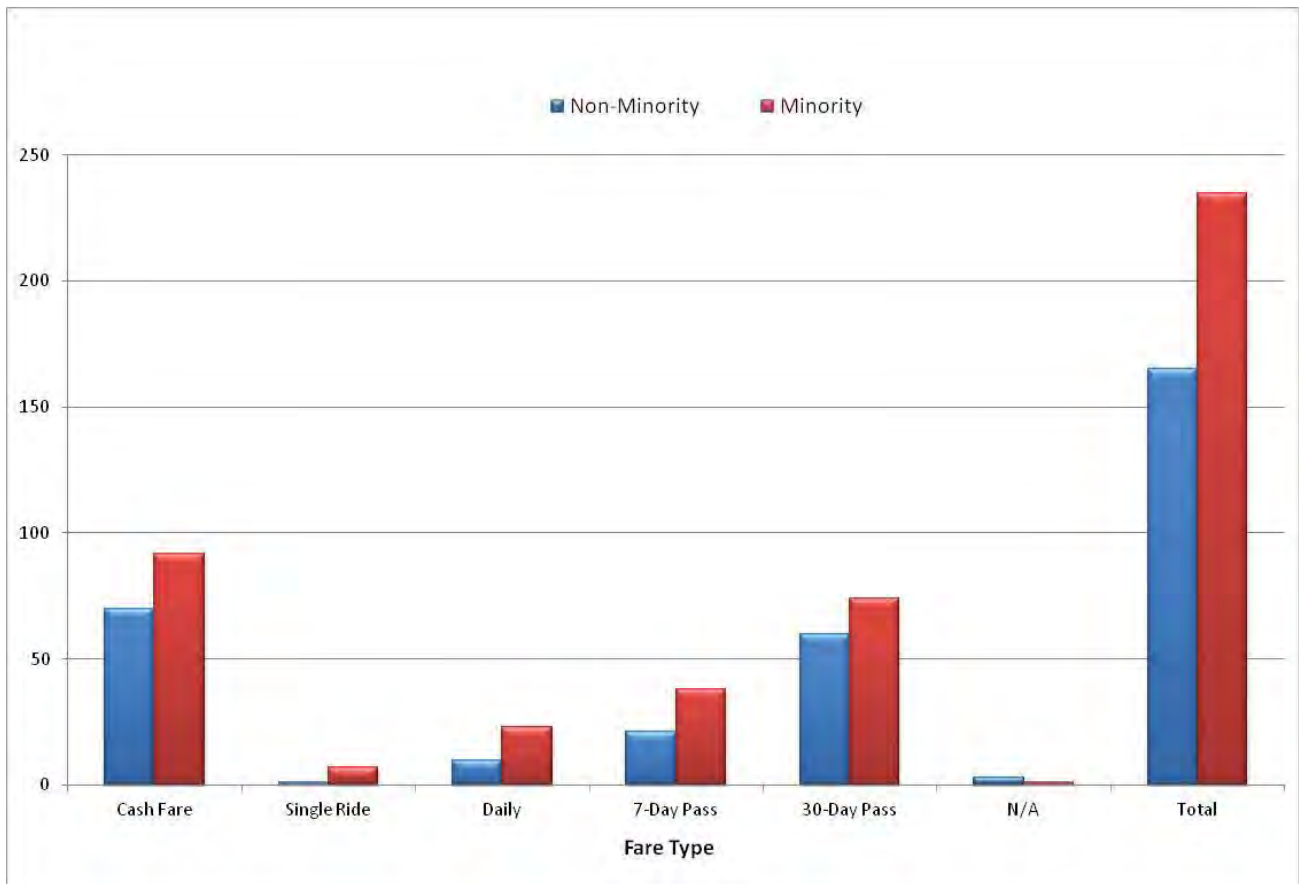


Figure 4: 2008 On-Board Survey - Fare Type by Ethnicity



Recommendation

Based on the equity analysis conducted, maintaining the existing LYNX fare structure for bus (fixed-route, Xpress, and FastLink), LYMMO, and paratransit, with the addition of the SunRail zonal fare structure and associated passes, does not create a disparity for covered populations. Public transit customers have the option of SunRail or bus service, so for those customers that can't afford the zonal fare structure, bus travel can still allow them access throughout the tri-county area. Establishing the SunRail cash fare base, consistent with the LYNX fixed-route bus fare pricing maintains consistency between public transit services and assists in mitigating any potential impacts. In establishing the LYNX pass fare discounts within the existing LYNX fare structure, ridership trends and previous pass usage were reviewed. Because SunRail is a new service and does not have actual ridership and pass usage data the proposed pass fares shown in Table 2 were developed based on the LYNX base fare for passes, with slight increase for the premium service level, and discounted for zone additions at approximately the same rate across each zone. The fare structures presented in Table 1 and Table 2 provide half fares for the elderly, youth, and persons with a disability as defined by the Americans with Disabilities Act of 1990 (ADA). Since the rider demographic has not changed significantly from the previous LYNX fare

equity analysis in 2009, and the SunRail zonal fares are relatively consistent but address the nature of the service, they were not found to create any disparity or adverse impact to the covered populations. Adding technology on board all LYNX vehicles and at the main passenger terminal (LYNX Central Station) provides equity in the distribution of technology for all LYNX bus customers. After reviewing the equity of the proposed fare structure, policy, and technology, all facets with exception of the tiered discount on stored-value fare options appear equitable. The flat 10-percent discount or any flat percentage discount applied across the board for use of the pre-paid, stored-value card is recommended to encourage passenger use of the cards and seamless transfers between the various service providers creating efficiencies in the collection of fares. Based on the review of the transit agencies that offer stored-value cards, of the agencies reviewed there were no operators identified that were providing greater discounts to customers based on a tiered scale of value loaded to the pre-paid cards. Due to the low-income populations utilizing LYNX services and also located in the tri-county area, offering a discount based on purchasing power appears inequitable to this population. Based on the inequity for low-income populations, it is recommended that LYNX maintain a flat stored-value discount of 10 percent or any flat percentage discount applied across the board, consistent with the currently adopted fare structure.

In addition, reduced fares for elderly and disabled persons would remain consistent to ensure compliance with the ADA. Consistent with LYNX's existing policy, the discounts will be offered on the LYNX and SunRail systems during both peak and non-peak hours. Consistent with LYNX current practice, persons with visual impairment will continue to use the LYNX bus system at no charge, as this reduces reliance on the more costly paratransit system. Because SunRail service is not required to offer complementary ADA paratransit service and, therefore, would not have the more costly trip provisions, passengers with visual impairments may not utilize SunRail service for free.

The fare policy recommendations also include free transfers from SunRail to any LYNX feeder bus service. Passengers transferring from LYNX to SunRail would need to pay a \$1.00 upgrade for each additional zone traveled. The transfer tickets will be read using the smart card validators on-board the LYNX feeder buses. Eligible ACCESS LYNX paratransit users will qualify for the same transfer policy of a free transfer or a reduced fare transfer upgrade charge for multiple zones traveled. This transfer policy requires SunRail to honor valid paper/magnetic transfers as well as monthly passes issued by LYNX. Similarly, LYNX will honor validated one-way tickets and passes issued by SunRail. SunRail and LYNX agree that whichever agency collects the fares, will keep the fares. Transfers are limited to 90 minutes.

In addition, the findings presented in this report demonstrate that LYNX's customer base is primarily low-income. There are many low-income Census tracts located within the LYNX service area. Keeping the discounts offered consistent with those discounts already available to LYNX's customers would mitigate the impact or any undue burden on covered populations with regard to the fare structure.

After public input, any social equity issues not found in review of the quantitative data will be analyzed to determine whether a disparate impact is created by the proposed fare policy, structure, and/or technology.

LYNX Comprehensive Operational Analysis - Title VI Analysis



Completed by:

Tindale-Oliver & Associates, Inc.

September 2013

Table of Contents

List of Tables	i
List of Maps	i
List of Figures	i
Introduction	1
Major Service Change Threshold Analysis	1
Demographic Analysis	6
Recommendations	19

List of Tables

Table 1: Phased FY2014 through FY2016 COA Recommendations by Route and Revenue Hours	2
Table 2: Phased FY2014 through FY2016 COA Recommendations by Route and Revenue Miles	4

List of Maps

Map 1: Below Poverty Census Tracts – Orange County	7
Map 2: Minority Census Tracts – Orange County	8
Map 3: LEP Census Tracts – Orange County	9
Map 4: Below Poverty Census Tracts – Osceola County	10
Map 5: Minority Census Tracts – Osceola County	11
Map 6: LEP Census Tracts – Osceola County	12
Map 7: Below Poverty Census Tracts – Seminole County	13
Map 8: Minority Census Tracts – Seminole County	14
Map 9: LEP Census Tracts – Seminole County	15

List of Figures

Figure 1: Link 54 Average Passengers Per Trip	17
Figure 2: Link 58 Average Passengers Per Trip	18
Figure 3: Link 405 Average Passengers Per Trip	18

Introduction

As part of the LYNX Comprehensive Operations Analysis (COA), a series of phased service modifications have been developed to improve efficiency and more closely achieve the objectives of the Transit Development Plan (TDP), which itself is intended to lead toward implementation of the Vision 2030 Long Range Plan. The route network modifications that were included in the COA analysis were phased for implementation in the long term and the short term.

LYNX has contracted with Tindale-Oliver & Associates, Inc. (TOA) to complete an equity analysis and review of potential impacts associated with the COA recommendations in coordination with the current update to the LYNX Title VI Program in accordance with Federal Transit Administration requirements under Circular 4702.1B.

As part of the equity analysis, TOA reviewed the proposed changes to revenue hours and revenue miles consistent with the LYNX Title VI Major Service Change policy. The analysis and findings are presented in the remainder of this report. It is important to note that only the COA recommendation proposed for FY2014, FY2015, and FY2016 were reviewed since the Title VI Program must be updated again for FY2017. In addition, longer term improvements beyond FY2016 for Links with recommendations scheduled from FY2014 to FY2016 were also reviewed since the recommendations were corresponding. However, this review was completed as an overview of any potential adverse impacts that may affect the covered populations as a result of implementing the FY2014 recommendations. The impacts from implementing the COA recommendations should be further reviewed prior to implementation since the operating environment may have changed from the time the COA recommendations are established to the scheduled implementation year. The analysis will need to be completed annually to assess the impacts of the proposed recommendations for each phased fiscal year using the most current LYNX service plan.

Major Service Change Threshold Analysis

The COA recommendations were reviewed to determine the routes that would exceed the Major Service Policy threshold of a 25 percent change to revenue hours or revenue miles. Table 1 presents the FY2014 through FY2016 COA recommendations by route with percent changes of 25 percent or greater in revenue hours. Table 2 presents the FY2014 through FY2016 COA recommendations by route with percent changes of 25 percent or greater in revenue miles. Routes must be reviewed regardless of whether the impact is positive or negative.

New routes and routes scheduled for elimination must also be reviewed to ensure that resources are being equally distributed across the LYNX system. Routes scheduled for elimination during the time period being reviewed include Link 405 (Apopka Circulator) and proposed elimination of Link 58 (Shingle Creek) in 2014. New routes proposed for implementation in 2014 include NeighborLinks on Celery Avenue in Sanford and in Lake Mary. New routes proposed for 2015 include two new 3D routes: Buena Ventura Lakes and Pine Hills.

Table 1: Phased FY2014 through FY2016 COA Recommendations by Route and Revenue Hours (Continued)

Phasing	Route	Revenue Hours			Annual Hours*	Proposed Revenue Hours - Post COA			COA Change Annual Hours*	Future Revenue Hours W COA	Percent Change for Revenue Hours			Percent Change Annual Revenue Hours
		Weekday	Saturday	Sunday		Weekday	Saturday	Sunday			Weekday	Saturday	Sunday	
2014	Link 48 - Reduce Evening Span of Service	53.65	26.08	23.08	16,403	52.52	26.08	23.08	\$ (289)	16,114	-2%	0%	0%	-2%
2016	Link 48 - Increase Eastbound Headways (6AM-10AM)	53.65	26.08	23.08	16,403	65.85	26.08	23.08	\$ 3,123	19,526	23%	0%	0%	19%
2014	Link 49 - Restructure Route As Part of Pine Hills Plan (Net 0 With Link 9)	52.75	25.92	22.92	16,155	52.75	25.92	22.92	\$ -	16,155	0%	0%	0%	0%
2014	Link 51 - Expand the morning Span of Service	36.08	36.02	31.62	12,907	38.38	36.02	31.62	\$ 589	13,496	6%	0%	0%	5%
2014	Link 54 - Eliminate Saturday Service	27.05	26.8	0	8,292	27.05	0	0	\$ (1,367)	6,925	0%	-100%	0%	-16%
2016	Link 55 - Restructure Route As Part of KIF Plan	73.08	73.33	73.33	26,701	94.39	94.64	94.64	\$ 7,778	34,480	29%	29%	29%	29%
2014	Link 56 - Expand Morning Span of Service	78.95	78.68	78.68	28,787	80.95	78.68	78.68	\$ 512	29,299	3%	0%	0%	2%
2016	Link 56 - Restructure Route As Part of KIF Plan	78.95	78.68	78.68	28,787	99.97	99.7	99.7	\$ 7,672	36,460	27%	27%	27%	27%
2014	Link 58 - Proposed for Elimination/More Discussion Required	11.7	11.7	11.7	4,271	0	0	0	\$ (4,271)	0	-100%	-100%	-100%	-100%
2016	Link 103 - Increase Northbound Headway (6AM-10AM)	79.78	44.8	22.1	23,990	102.78	44.8	22.1	\$ 5,888	29,878	29%	0%	0%	25%
2015	Link 104 - Increase Headway to 15 Minutes	81.73	81.77	37.98	27,296	166.23	81.77	37.98	\$ 21,632	48,928	103%	0%	0%	79%
2015	Link 125 - Restructure Route to Downtown Orlando	114.3	71.65	33.47	34,856	93.07	58.24	30.67	\$ (6,281)	28,575	-19%	-19%	-8%	-18%
2015	Link 301 - Restructure Route As Part of 3D Restructuring	7.1	7.1	7.1	2,592	6.38	6.38	6.38	\$ (263)	2,329	-10%	-10%	-10%	-10%
2015	Link 302 - Restructure Route As Part of 3D Restructuring (Included in Link 301)	7.28	7.28	7.28	2,657	7.28	7.28	7.28	\$ -	2,657	0%	0%	0%	0%
2015	Link 304 - Restructure Route As Part of 3D Restructuring	6.65	6.65	6.65	2,427	6.75	6.75	6.75	\$ 37	2,464	2%	2%	2%	2%
2015	Link 305 - Restructure Route As Part of 3D Restructuring	1.87	2.17	2.17	715	1.28	1.58	1.58	\$ (215)	500	-32%	-27%	-27%	-30%
2014	Link 319 - Reduce Evening Span of Service	53.62	53.77	23	17,803	52.36	53.77	23	\$ (323)	17,480	-2%	0%	0%	-2%
2014	Link 405 - Eliminate Route	18.5	16.93	16.68	6,567	0	0	0	\$ (6,567)	0	-100%	-100%	-100%	-100%
2014	Link 426 - Expand Morning Span of Service	29.67	17.67	0	8,497	31.34	17.67	0	\$ 428	8,924	6%	0%	0%	5%
2015	Link 441 - Expand Span of Service	14.08	0	0	3,604	24.73	0	0	\$ 2,726	6,331	76%	0%	0%	76%
2014	Link 443 - Re-Route for Pine Hills	41.75	41.75	25.17	14,277	30.76	31.03	16.6	\$ (3,857)	10,420	-26%	-26%	-34%	-27%
2014	Link 445 - Adjust Time Points	1.9	2.57	0	617	1.9	2.57	0	\$ -	617	0%	0%	0%	0%
2014	Link 1792 - Adjust Stop Spacing	8.95	0	0	2,291	8.95	0	0	\$ -	2,291	0%	0%	0%	0%

Table 2: Phased FY2014 through FY2016 COA Recommendations by Route and Revenue Miles (Continued)

Phasing	Route	Revenue Miles			Annual Revenue Miles*	Proposed Revenue Miles - Post COA			COA Change Annual Miles*	Future Revenue Miles Post COA	Percent Change for Revenue Hours			Percent Change Annual Revenue Hours
		Weekday	Saturday	Sunday		Weekday	Saturday	Sunday			Weekday	Saturday	Sunday	
2016	Link 48 - Increase Eastbound Headways (6AM-10AM)	143214	13858	13906	170,978	176903.6	13858	13906	\$ 33,690	204,668	24%	0%	0%	20%
2014	Link 49 - Restructure Route As Part of Pine Hills Plan (Net 0 With Link 9)	151524	14821	14872	181,217	151524	14821	14872	\$ -	181,217	0%	0%	0%	0%
2014	Link 51 - Expand the morning Span of Service	134157	26727	26920	187,804	142041.8	26727	26920	\$ 7,885	195,689	6%	0%	0%	4%
2014	Link 54 - Eliminate Saturday Service	88494	17630	0	106,124	88494	-892.69	0	\$ (18,523)	87,601	0%	-105%	0%	-17%
2016	Link 55 - Restructure Route As Part of KIF Plan	245143	48837	55540	349,520	269114.84	53612.64	60971.12	\$ 34,179	383,699	10%	10%	10%	10%
2014	Link 56 - Expand Morning Span of Service	309972	61544	69991	441,507	323232.8	61544	69991	\$ 13,261	454,768	4%	0%	0%	3%
2016	Link 56 - Restructure Route As Part of KIF Plan	309972	61544	69991	441,507	524333.6	104256.5	118566	\$ 305,649	747,156	69%	69%	69%	69%
2014	Link 58 - Proposed for Elimination/More Discussion Required	35438	7060	8029	50,527	35438	7060	8029	\$ (50,527)	0	0%	0%	0%	-100%
2016	Link 103 - Increase Northbound Headway (6AM-10AM)	214689	29853	15385	259,927	316548.84	29853	15385	\$ 101,860	361,787	47%	0%	0%	39%
2015	Link 104 - Increase Headway to 15 Minutes	267676	53326	28882	349,884	588697.44	53326	28882	\$ 321,021	670,905	120%	0%	0%	92%
2015	Link 125 - Restructure Route to Downtown Orlando	392228	57360	30256	479,844	300907.68	44365.2	23500.16	\$ (111,071)	368,773	-23%	-23%	-22%	-23%
2015	Link 301 - Restructure Route As Part of 3D Restructuring	23777	4737	5387	33,901	20315.88	4047.48	4602.84	\$ (4,935)	28,966	-15%	-15%	-15%	-15%
2015	Link 302 - Restructure Route As Part of 3D Restructuring (Included in Link 301)	30244	6025	6852	43,121	30244	6025	6852	\$ -	43,121	0%	0%	0%	0%
2015	Link 304 - Restructure Route As Part of 3D Restructuring	22994	4581	5210	32,785	23452.24	4672.29	5313.82	\$ 653	33,438	2%	2%	2%	2%
2015	Link 305 - Restructure Route As Part of 3D Restructuring	7058	1406	1599	10,063	5145.68	1025.03	1165.74	\$ (2,727)	7,336	-27%	-27%	-27%	-27%
2014	Link 319 - Reduce Evening Span of Service	124506	24804	12090	161,400	120922	24804	12090	\$ (3,584)	157,816	-3%	0%	0%	-2%
2014	Link 405 - Eliminate Route	49459	9017	10017	68,493	49459	9017	10017	\$ (68,493)	0	0%	0%	0%	-100%
2014	Link 426 - Expand Morning Span of Service	127913	16662	0	144,575	137308.2	16662	0	\$ 9,395	153,970	7%	0%	0%	6%
2015	Link 441 - Expand Span of Service	62991	0	0	62,991	97755.8	0	0	\$ 34,765	97,756	55%	0%	0%	55%
2014	Link 443 - Re-Route for Pine Hills	104814	20881	18741	144,436	64509.36	13175.92	11685.3	\$ (55,065)	89,371	-38%	-37%	-38%	-38%
2014	Link 445 - Adjust Time Points	5064	1009	0	6,073	5064	1009	0	\$ -	6,073	0%	0%	0%	0%
2014	Link 1792 - Adjust Stop Spacing	23930	0	0	23,930	23930	0	0	\$ -	23,930	0%	0%	0%	0%

The route modifications that exceed the threshold for FY2014 are listed below and will be further reviewed in the next section.

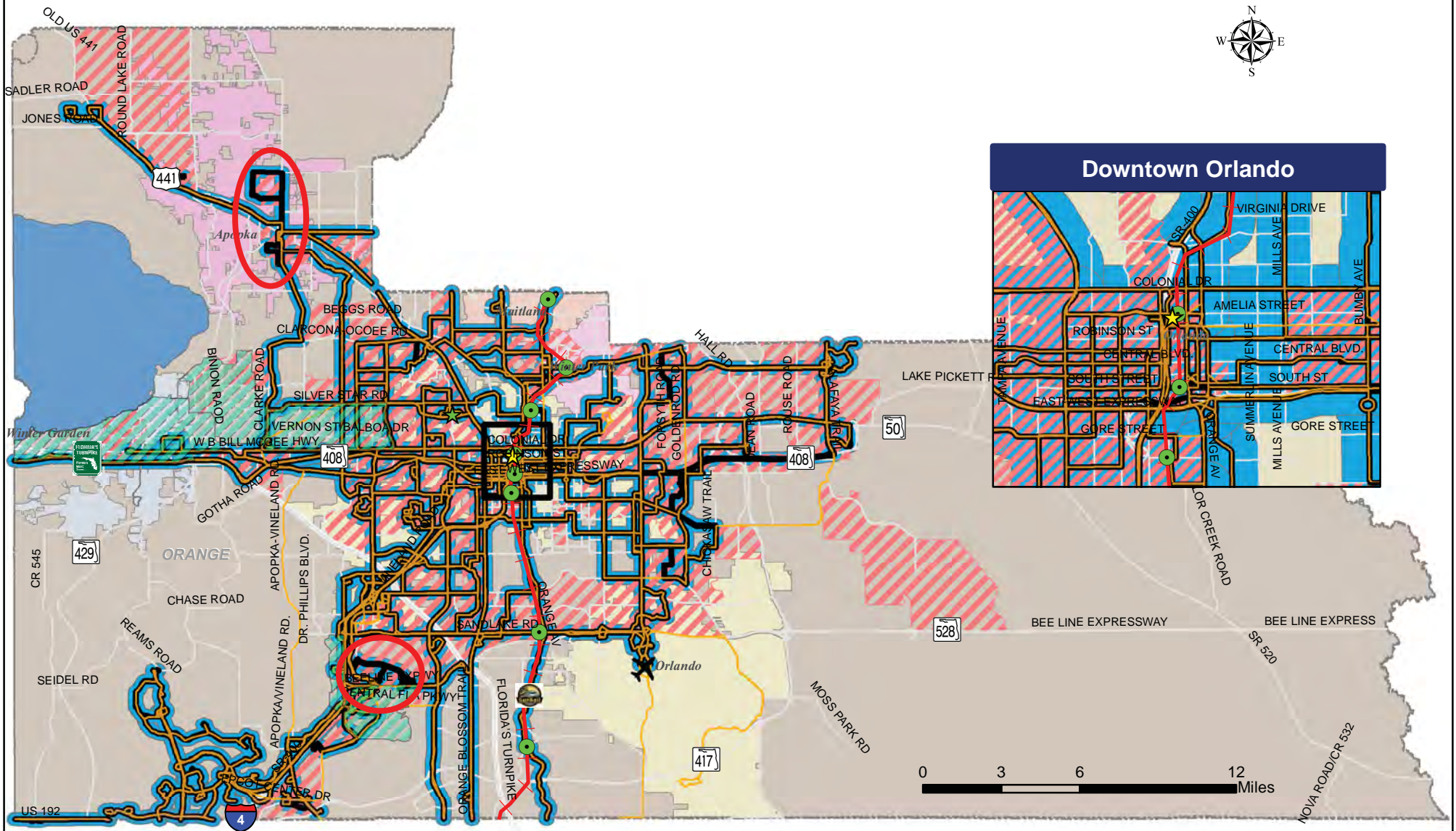
- Link 10 – Add Sunday service
- Link 37 – Restructure route as part of Pine Hills Plan
- Link 44 – Restructure route as part of Pine Hills Plan
- Link 45 – Extend route east to the Greenway and west to International Parkway and CR46A
- Link 46W – Extend route to Sand Point Road/remove French Avenue extension
- Link 48 – Restructure route as part of Pine Hills Plan
- Link 54 – Eliminate Saturday service
- Link 58 – Possible elimination/needs further discussion
- Link 405 – Elimination
- Link 443 – Restructure as part of Pine Hills Plan

Demographic Analysis

The routes listed above exceeded the established threshold; therefore, were further reviewed to determine the impacts to the minority, low-income, and Limited English Proficiency (LEP) populations. For new routes, increased services, or elimination of routes and services, the FY2014 through FY2016 COA recommendations were reviewed based on the spatial distribution of the changes to ensure that a specific geographic area would not be positively or negatively impacted over another. The 2011 American Community Survey (ACS) data was used to generate a series of maps depicting Census block groups with higher than average covered populations. Maps 1 through 9 present the above average Census blocks for minority, low-income, and LEP populations for each county within the LYNX network, the existing LYNX routes, and the short term (5 year) COA recommendations. Details of the COA modifications to the routes and the potential impacts are as follows.

- **Link 10 (Add Sunday service)** – Portions of this route are located within Census tracts with higher than average populations of minority and low-income individuals as well as Census blocks with higher than average populations of LEP persons.
- **Link 37 (Restructure route as part of Pine Hills Plan)** – This route is being extended Silver Star Road to the Apopka Superstop and will provide transit coverage along the area where Link 44 is being removed.
- **Link 44 (Restructure route as part of Pine Hills Plan)** – The southern portion of Link 44 from the Apopka Superstop to Silver Star Road is recommended for removal and will be replaced by an extension of Link 37. Portions of this route are located in Census tracts with above average percentages of minority and low-income populations and Census blocks with above average percentages of LEP persons.
- **Link 45 (Extend route east to the Greenway and west to International Parkway and CR 46A)** – The recommendation to Link 45 will increase transit coverage to the east where Census tracts with higher than average proportions of minority, low-income, and LEP persons are located. The extension to the west will serve higher than average proportions of LEP persons. However,

Map 1: LYNX Title VI Analysis - Poverty Census Tracts - Orange County



Legend

- COA Proposed Routes
- LYNX System - August 2013
- NeighborLink Areas
- 1/4 Mile Buffer

- SunRail Stations
- SunRail
- Downtown Orlando

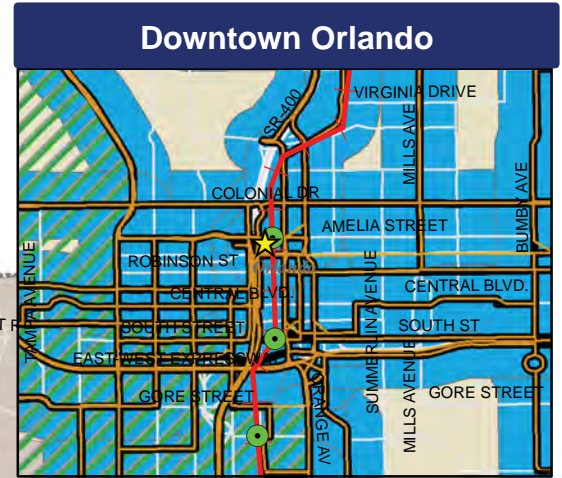
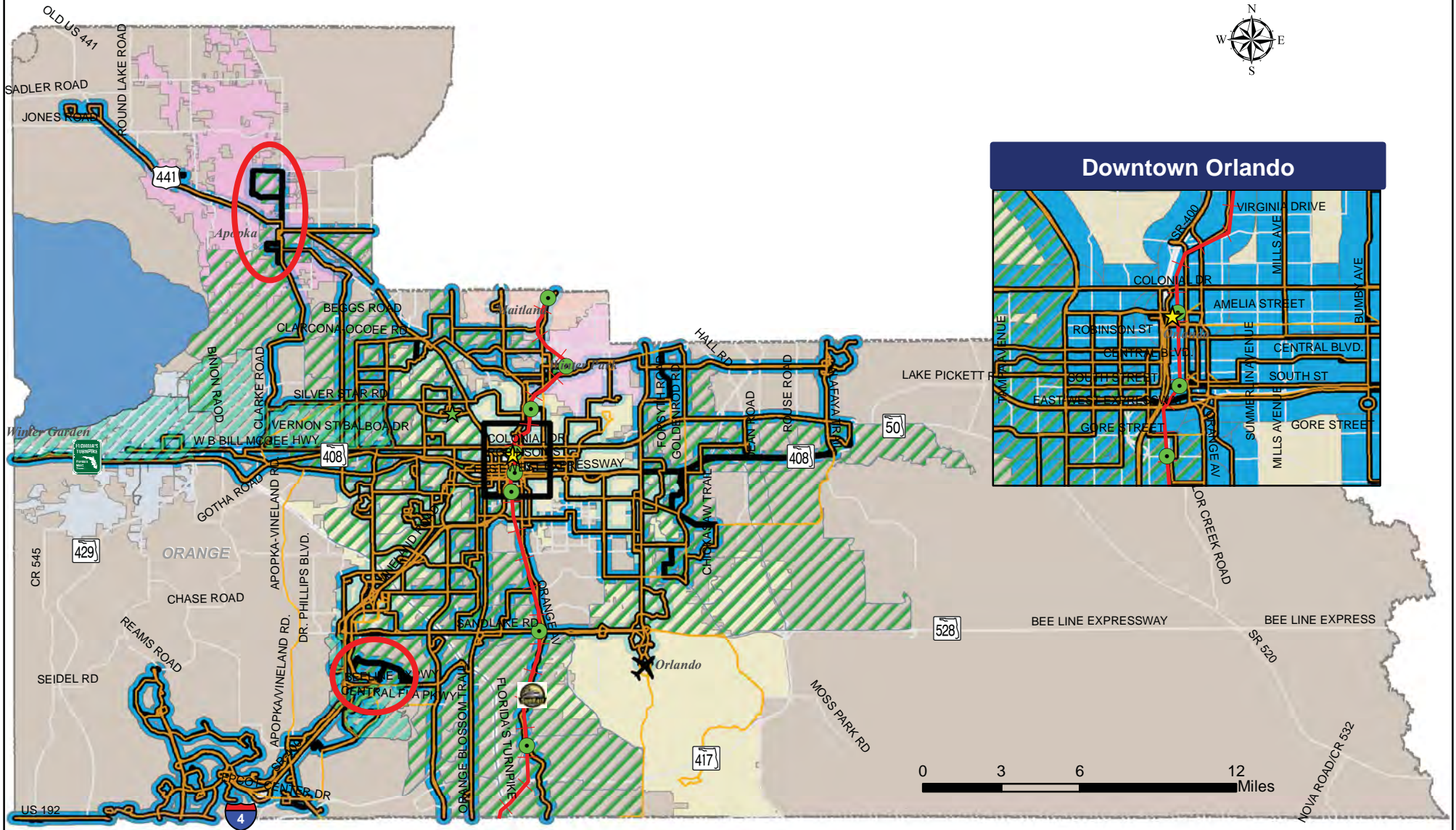
- Below Poverty Census Tracts
- LYNX Central Station
- LYNX Operations Center

- Apopka
- Winter Garden
- Maitland
- Winter Park
- Orlando



Source: 2011 American Community Survey

Map 2: LYNX Title VI Analysis - Minority Census Tracts - Orange County



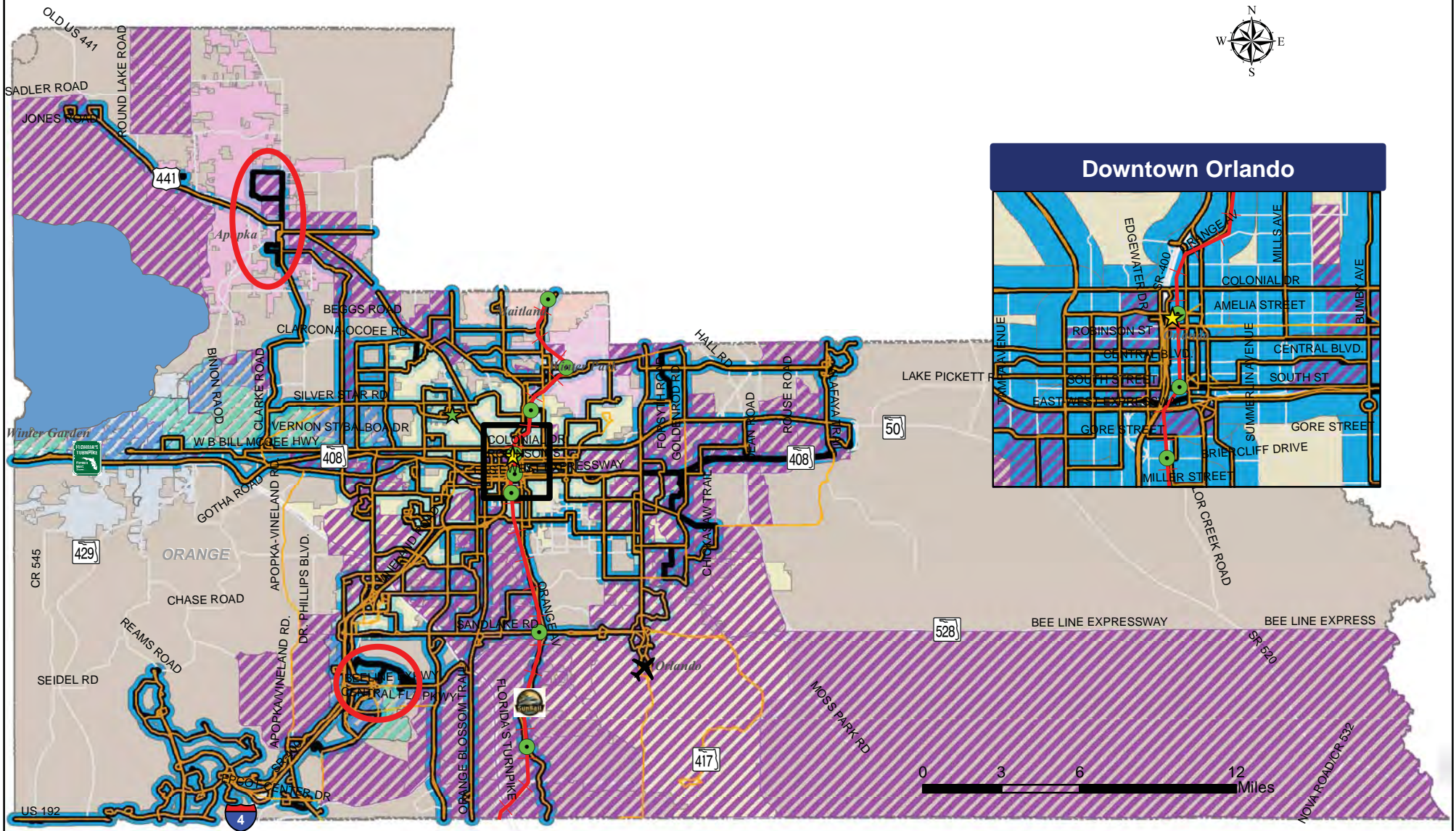
Legend

- COA Proposed Routes
- LYNX System - August 2013
- NeighborLink Areas
- 1/4 Mile Buffer
- SunRail Stations
- + SunRail
- Downtown Orlando
- Minority Census Tracts
- ★ LYNX Central Station
- ★ LYNX Operations Center
- Apopka
- Maitland
- Winter Park
- Orlando



Source: 2011 American Community Survey

Map 3: LYNX Title VI Analysis - LEP Block Groups - Orange County



Legend

- COA Proposed Routes
- LYNX System - August 2013
- NeighborLink Areas
- 1/4 Mile Buffer

- SunRail Stations
- SunRail
- Downtown Orlando

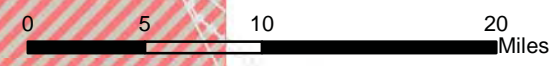
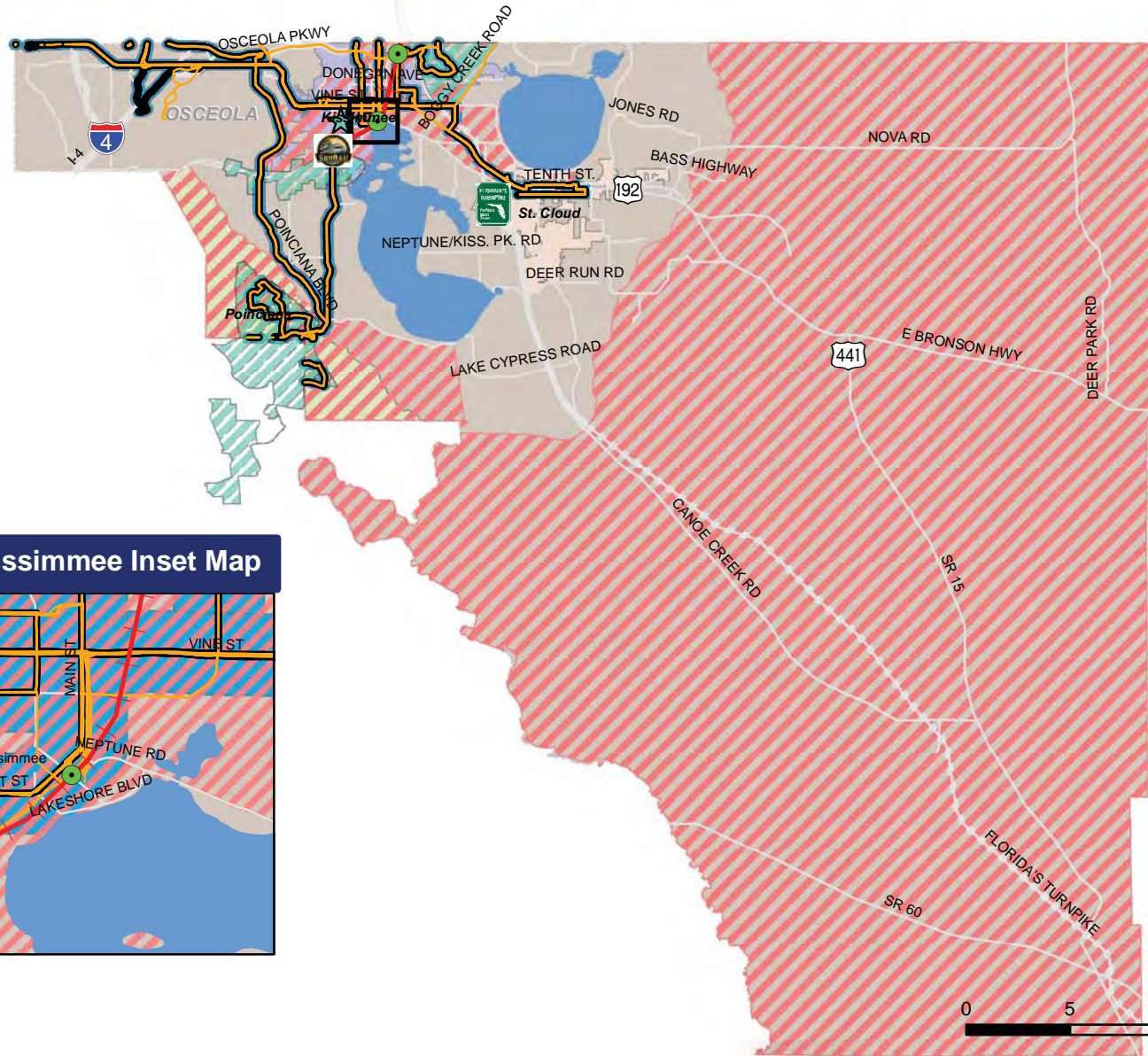
- LEP Block Groups
- LYNX Central Station
- LYNX Operations Center

- Apopka
- Maitland
- Orlando
- Winter Garden
- Winter Park

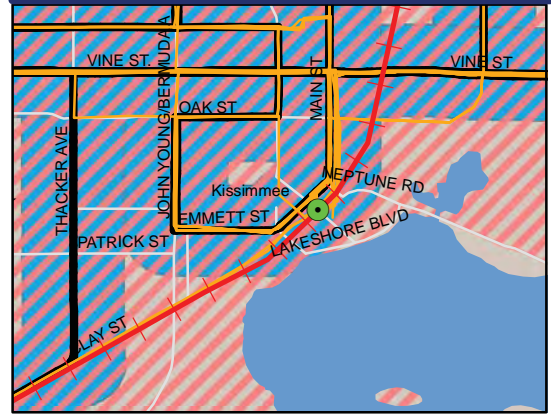


Source: 2011 American Community Survey

Map 4: LYNX Title VI Analysis- Poverty Census Tracts - Osceola County



Downtown Kissimmee Inset Map



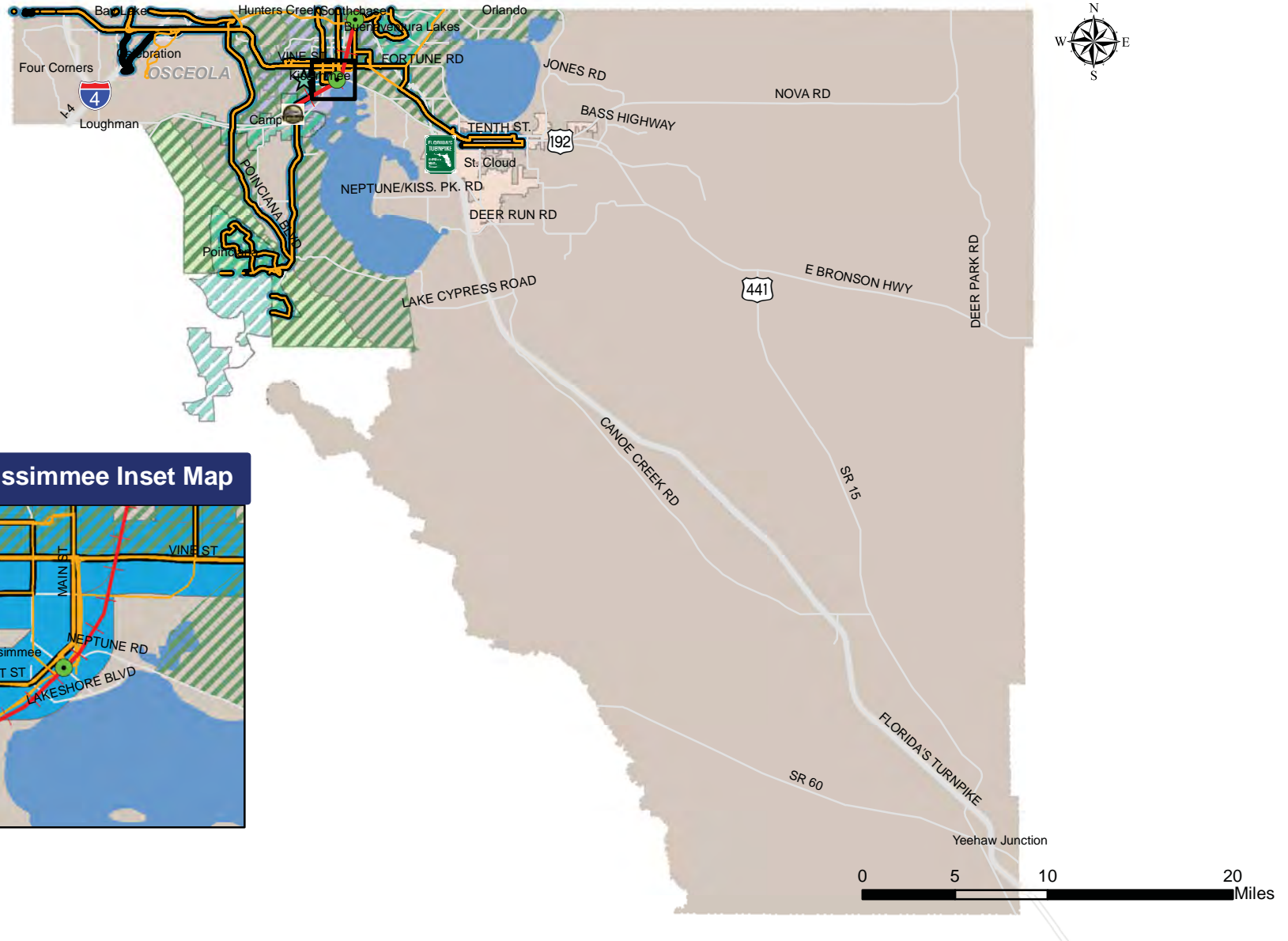
Legend

- COA Proposed Routes
- LYNX System - August 2013
- NeighborLink Areas
- 1/4 Mile Buffer
- Osceola Facility
- SunRail Stations
- SunRail
- Below Poverty Census Tracts
- Kissimmee
- Poinciana
- St. Cloud

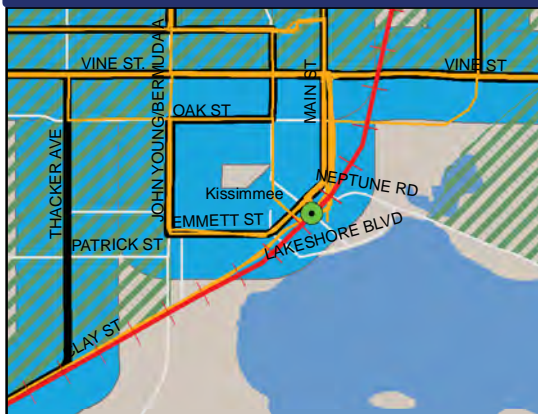


Source: 2011 American Community Survey






Map 5: LYNX Title VI Analysis - Minority Census Tracts - Osceola County



Downtown Kissimmee Inset Map



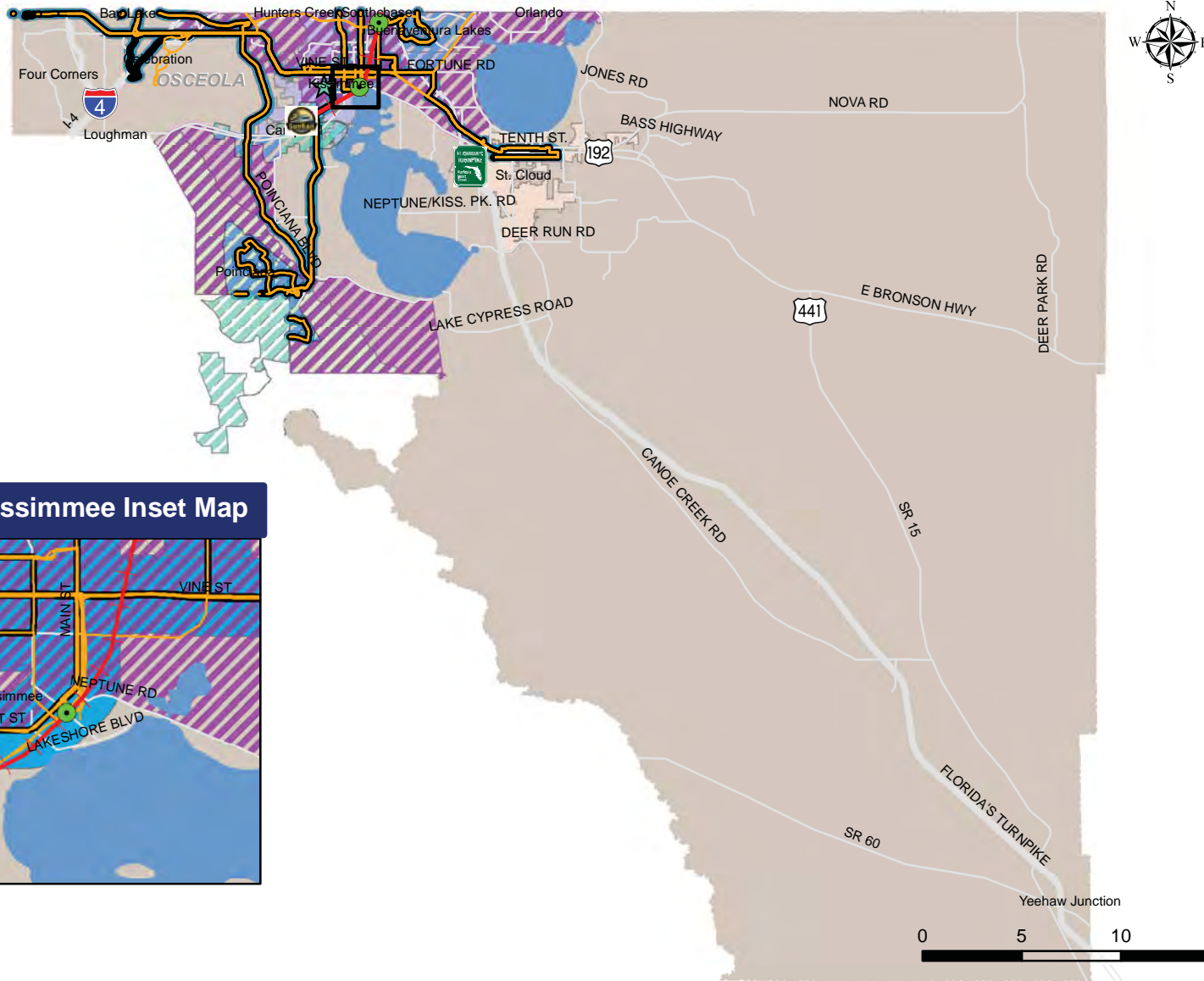
Legend

-  COA Proposed Routes
-  LYNX Existing System - August 2013
-  NeighborLink Areas
-  1/4 Mile Buffer
-  Minority Census Tracts
-  SunRail Stations
-  SunRail
-  Osceola Facility
-  Kissimmee
-  Poinciana
-  St. Cloud



Source: 2011 American Community Survey

Map 6: LYNX Title VI Analysis - LEP Block Groups - Osceola County



Downtown Kissimmee Inset Map



Legend

- COA Proposed Routes
- LYNX System - August 2013
- NeighborLink Areas
- 1/4 Mile Buffer

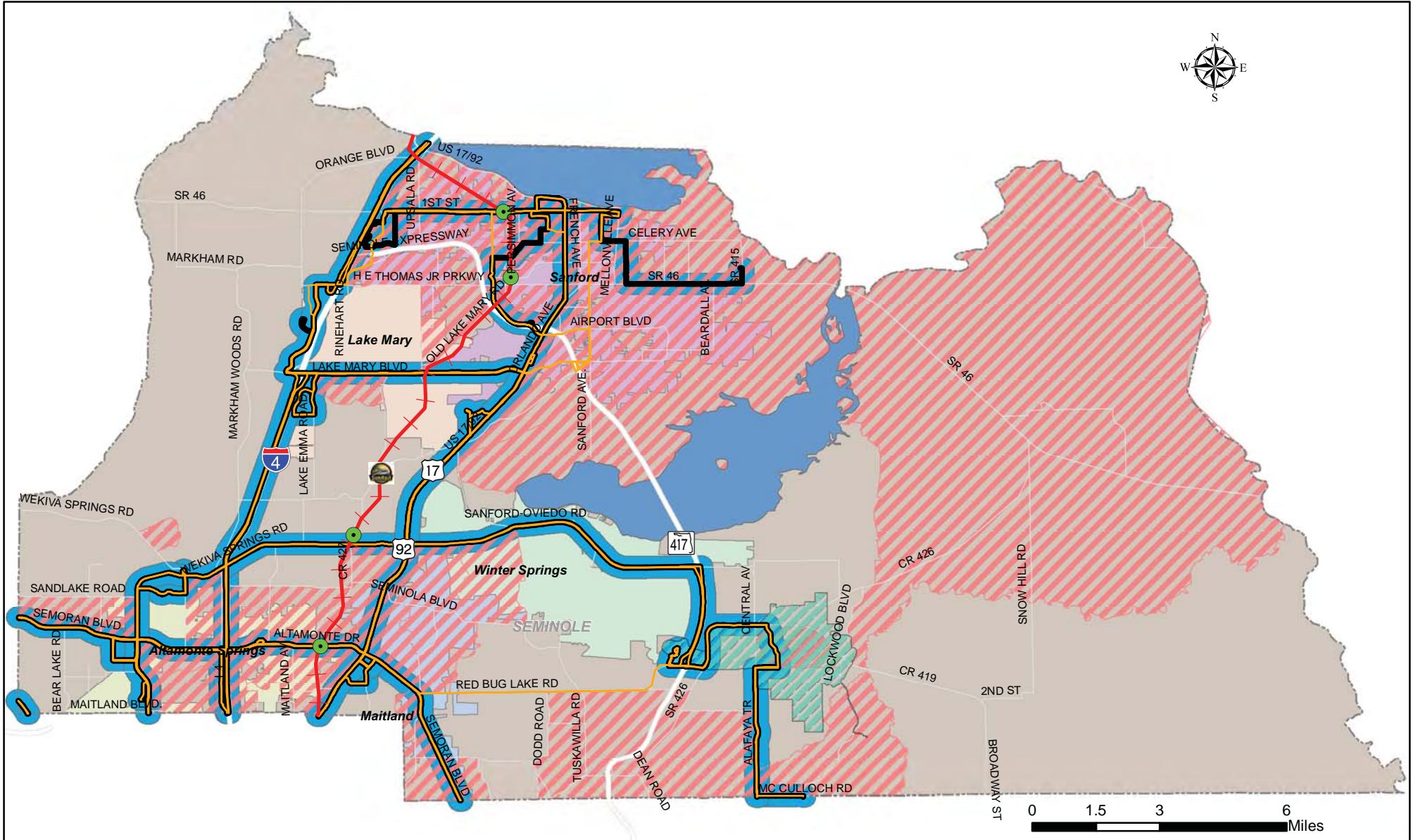
- Osceola Facility
- SunRail Stations
- SunRail
- LEP Block Groups

- Kissimmee
- Poinciana
- St. Cloud



Source: 2011 American Community Survey

Map 7: LYNX Title VI Analysis - Below Poverty Census Tracts - Seminole County



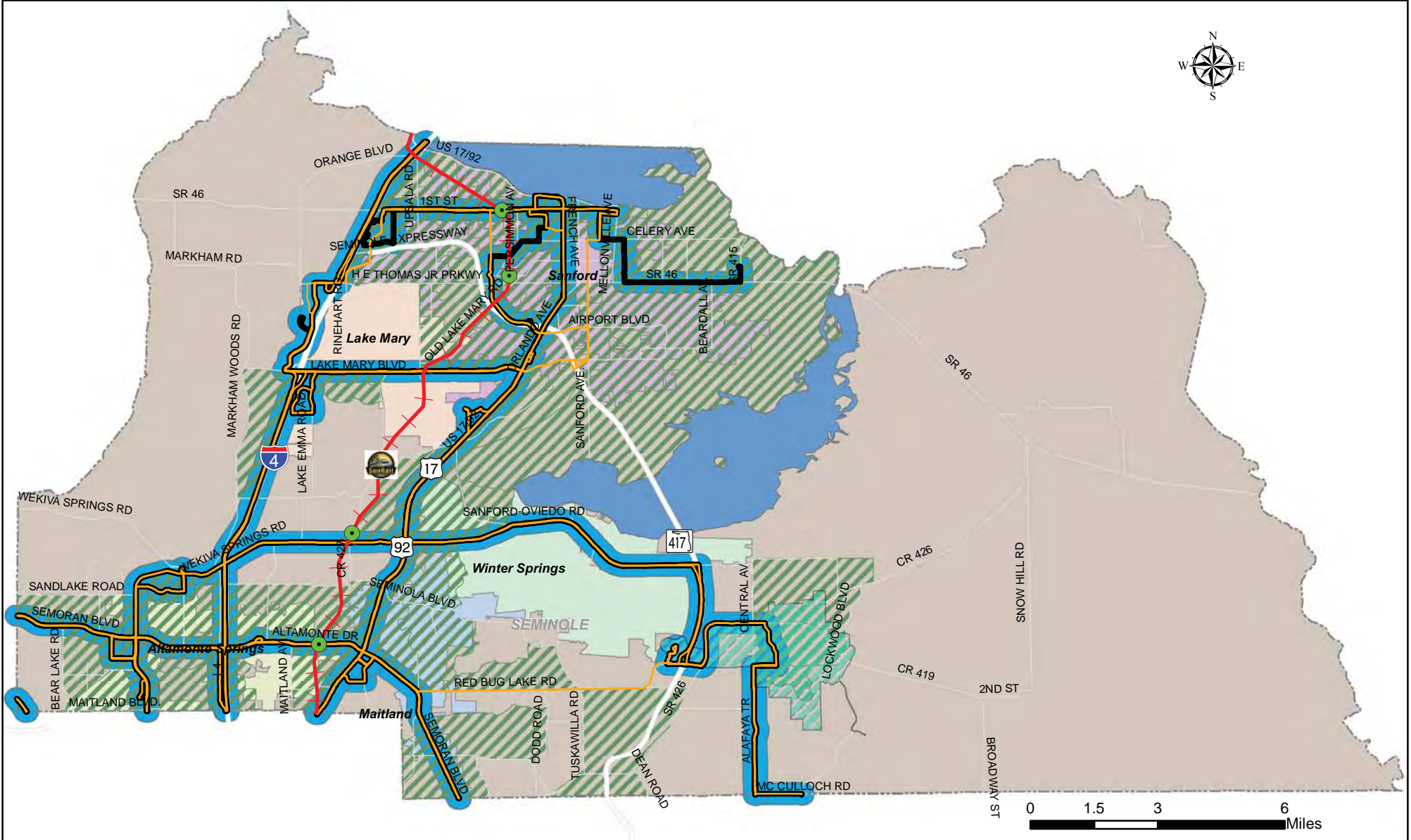
Legend

- COA Proposed Routes
- LYNX System - August 2013
- NeighborLink Areas
- 1/4 Mile Buffer
- SunRail Stations
- + SunRail
- Below Poverty Census Tracts
- Altamonte Springs
- Casselberry
- Lake Mary
- Maitland
- Sanford
- Winter Springs



Source: 2011 American Community Survey

Map 8: LYNX Title VI Analysis - Minority Census Tracts - Seminole County



0 1.5 3 6 Miles

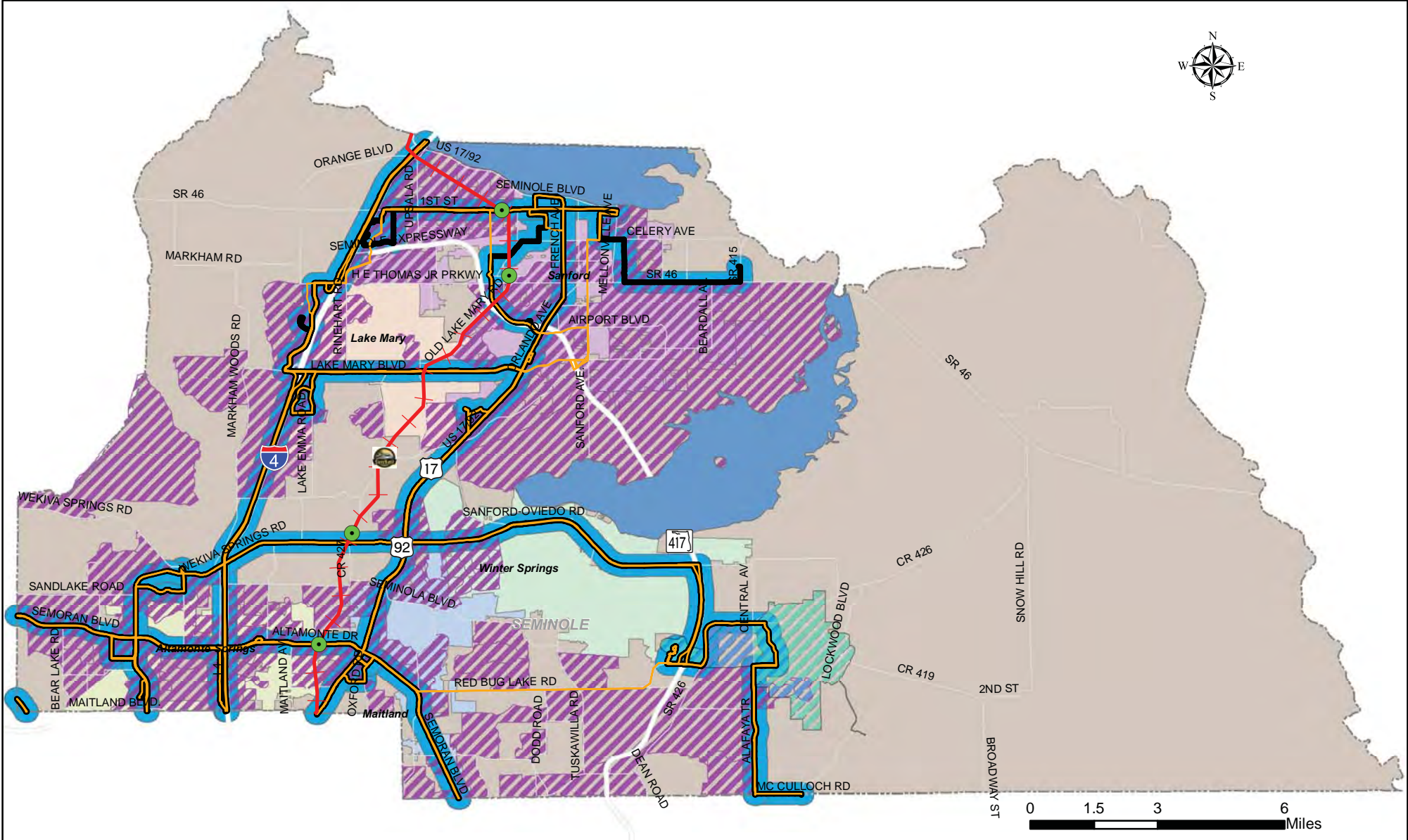
Legend

- COA Proposed Routes
- LYNX System - August 2013
- NeighborLink Areas
- 1/4 Mile Buffer
- SunRail Stations
- + SunRail
- Minority Census Tracts
- Altamonte Springs
- Casselberry
- Lake Mary
- Maitland
- Sanford
- Winter Springs



Source: 2011 American Community Survey

Map 9: LYNX Title VI Analysis - LEP Block Groups - Seminole County



Legend

- | | | | |
|---------------------------|------------------|-------------------|----------------|
| COA Proposed Routes | SunRail Stations | Altamonte Springs | Maitland |
| LYNX System - August 2013 | SunRail | Casselberry | Sanford |
| NeighborLink Areas | LEP Block Groups | Lake Mary | Winter Springs |
| 1/4 Mile Buffer | | | |



Source: 2011 American Community Survey

based on a review of the proposed modifications, the extension along AAA Drive is being removed and may negatively impact LEP persons wanting access to Seminole State College Heathrow Campus and the Seminole County Economic Development building.

- **Link 46W (Extend route to Sand Point Road/remove French Avenue extension)** – The modification to this route provides additional transit service south to Sand Pont Road, which is located in a Census block with an above average population of LEP persons. However, this route and 46E are both scheduled to be removed from French Avenue and replaced with a restructuring of Link 34. French Avenue has higher than average populations of minority and low-income persons along with a portion of a higher than average LEP Census block. While service will still be provided along French Avenue using the Link 34, there will be limited route coverage using the Link 34.
- **Link 48 (Restructure route as part of Pine Hills Plan)** – The route is being extended from Silver Star Road north on Powers Drive and east on Clarcona Ocoee Road to Orange Blossom Trail. The portion of the route being extended is located within Census tracts with higher than average proportions of minority and low-income populations. The route extension will cover the portion of the Link 443 that is recommended for elimination.
- **Link 54 (Eliminate Saturday service)** – Portions of the Link 54 are within Census tracts with higher than average proportions of minority and low-income populations and within Census blocks with above average numbers of LEP persons.
- **Link 58 (Possible elimination/needs further discussion)** – This route is located in an area with above average proportions of minority and low-income populations; however, there are adjacent transit service available and the Link 111 also operates along Universal Boulevard. In addition, LYNX operates NeighborLink 641 to the south of this route. The other transit services available may mitigate any impacts resulting from eliminating the route. This route is highlighted in red on Maps 1 through 3.
- **Link 405 (Eliminate route)** – This circulator route is located in an area with above average proportions of all the covered populations, including minority, low-income, and LEP persons. The route is highlighted in red on Maps 1 through 3.
- **Link 443 (Re-route for Pine Hills)** – The portion of this route from Silver Star Road to Orange Blossom Trail is proposed for elimination; however, the route segment will be covered by extensions of Link 48 and Link 49. The portion of the route being removed is located within Census tracts with higher than average proportions of minority and low-income populations; however, transit service will remain in the Census tract with implementation of the proposed recommendations to Link 48 and Link 49.

The additional services that are recommended for FY2014 include adding Sunday service to the Link 10 located in Osceola County and new NeighborLinks along Celery Avenue in north Seminole County and Lake Mary also located in Seminole County. The Link 10 recommendation will serve all of the covered populations along east US 192; however, the St. Cloud portion of the route does not appear to include any above average proportions of the covered populations. The Celery Avenue NeighborLink will serve minority and low-income populations in north Seminole County. The Lake Mary NeighborLink appears to be located in an area with below average proportions of minority, low-income, and LEP persons.

Link 46E did not exceed the Major Service Policy in terms of hours or miles; however, according to the mapping analysis the portion along SR 46 is being removed as part of the restructure. This portion of the route is located in Census blocks with higher than average proportions of minority and low-income populations, with a higher than average LEP Census block located to the south of SR 46. The populations along SR 46 may be negatively impacted by the alignment modification. The implementation of the Celery Avenue NeighborLink in this area may help to mitigate any impacts caused by reducing transit availability in the area.

Figures 1 through 3 present the average passengers per trip for routes with service elimination recommendations: Link 54 (elimination of Sunday service), Link 58 (route elimination), and Link 405 (route elimination). As shown in Figure 1, Saturday ridership on Link 54 is lower than the weekday ridership indicating that the route may be used more for commuter purposes. Figure 2 presents the ridership on Link 58 showing more passengers in the morning from approximately 6:30 a.m. to 7:45 a.m. and another peak of riders around 4:15 p.m. The route experiences lower ridership throughout the day. As shown in Figure 3, no more than 14 passengers were on the bus during any of the trips. The most passengers used the transit service around 1 p.m., with lower ridership throughout the day.

Figure 1: Link 54 Average Passengers Per Trip

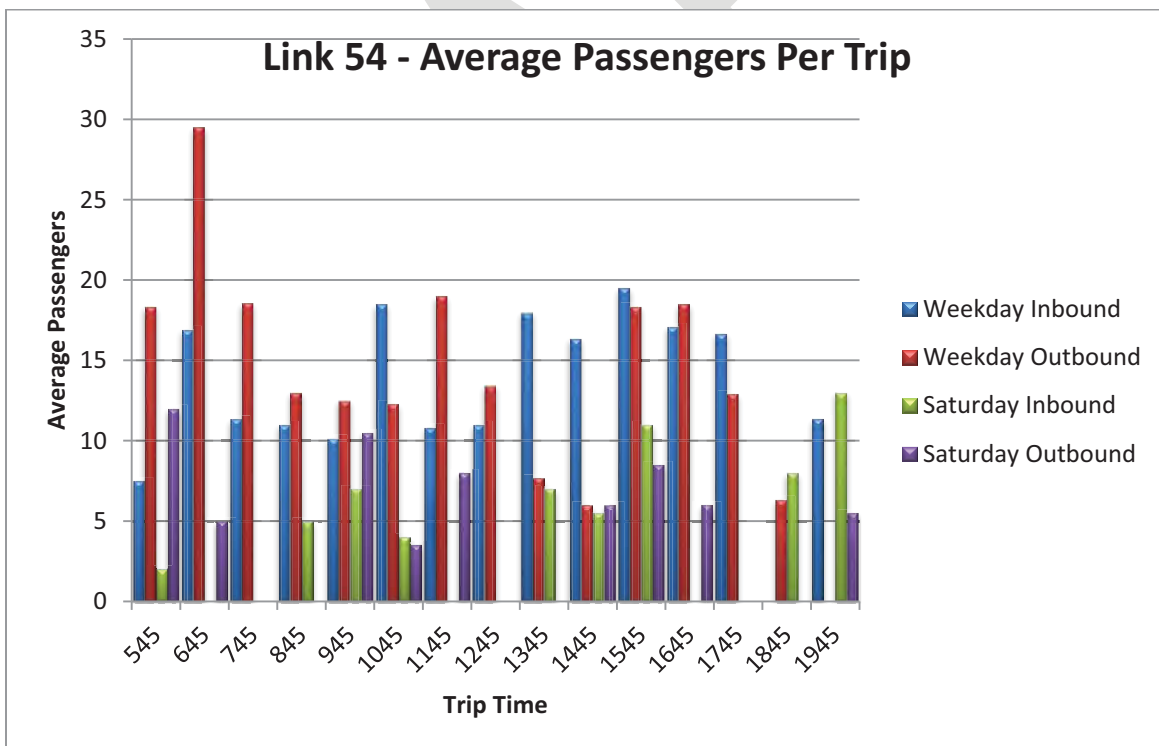


Figure 2: Link 58 Average Passengers Per Trip

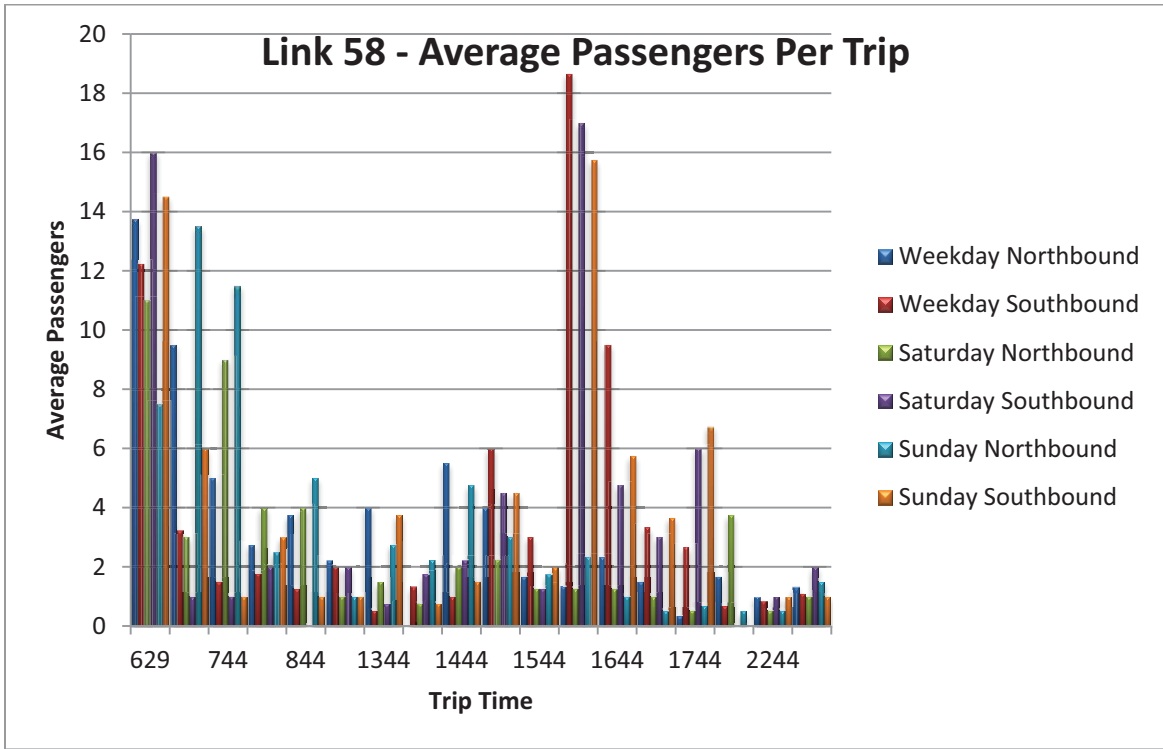
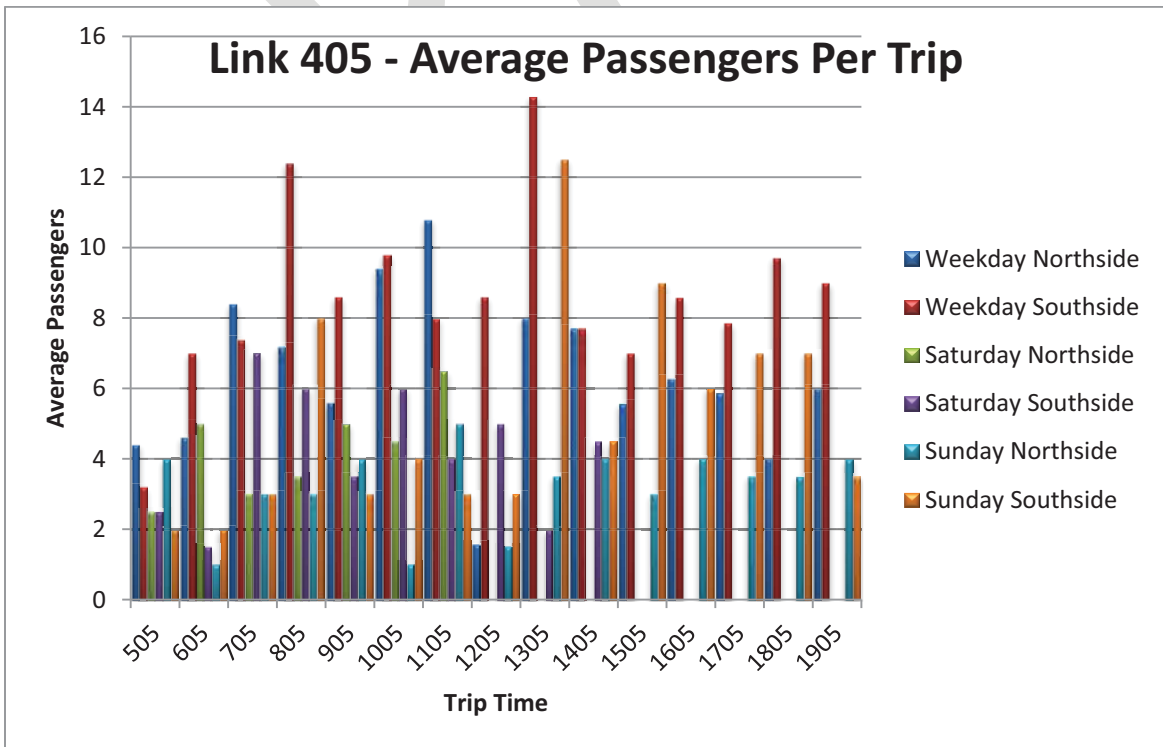


Figure 3: Link 405 Average Passengers Per Trip



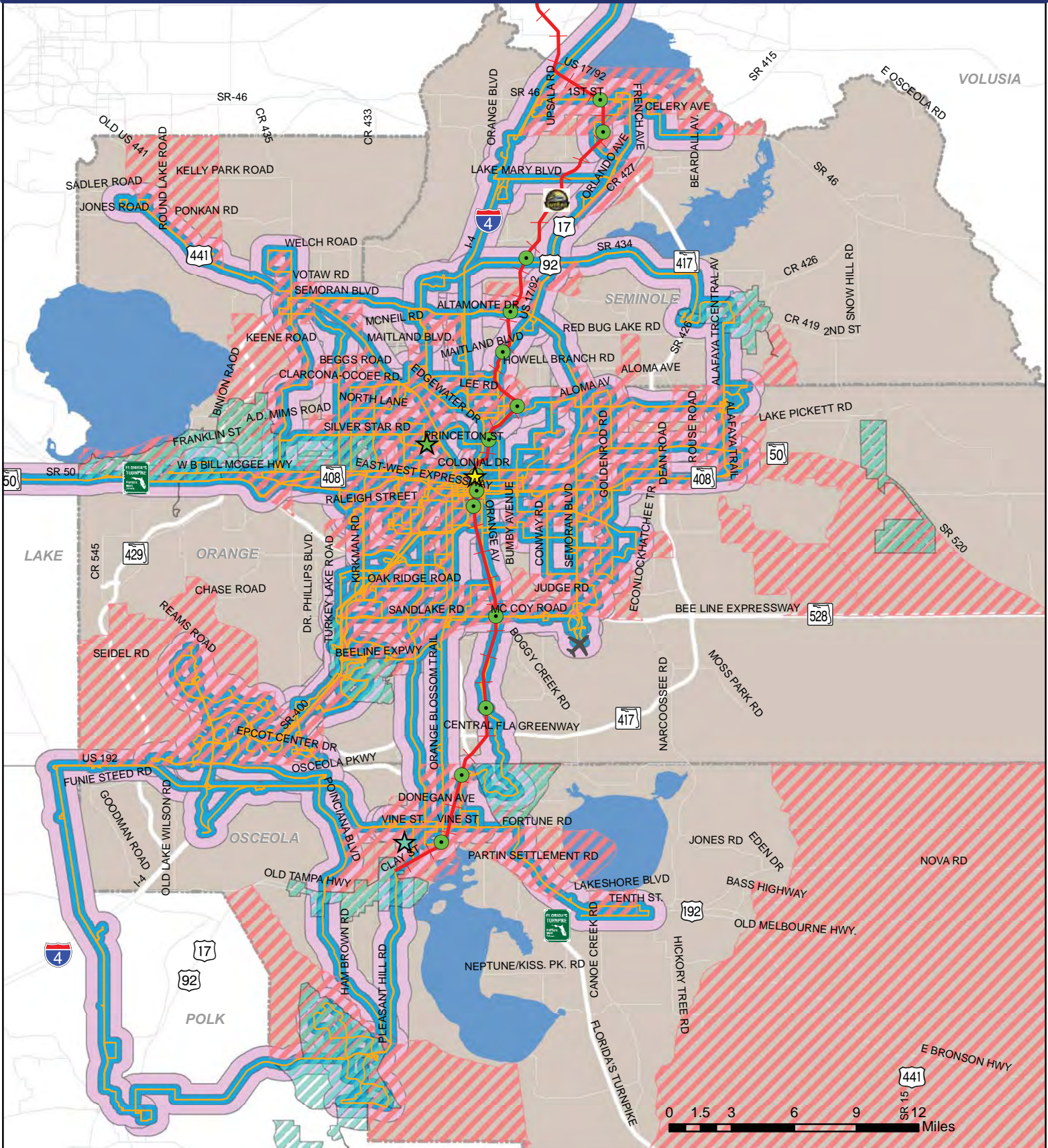
Recommendations

As stated previously in the introduction, it is important to note that each COA recommendation should be reviewed prior to implementation to ensure that the modification is evaluated against the current LYNX operating environment and considering any recommendations that may have been implemented in the previous year. While this analysis reviewed the COA recommendations for FY2014, the recommendations were reviewed comprehensively and consideration was given to recommendations that may offset the impact of other recommendations within the same vicinity. This Title VI review was completed on the FY2014 COA recommendations in their entirety. If only a portion of the recommendations are implemented, it could impact the outcome of the Title VI review and therefore, should be evaluated when implemented.











The LYNX formal public outreach process should be followed to give the public an opportunity to provide input on all of the COA recommendations, particularly those that are discussed in this report and exceed the established Major Service policy threshold.

Appendix E: LYNX Service Area Maps

Map x-x: LYNX Title VI Analysis - Poverty Census Tracts - LYNX System



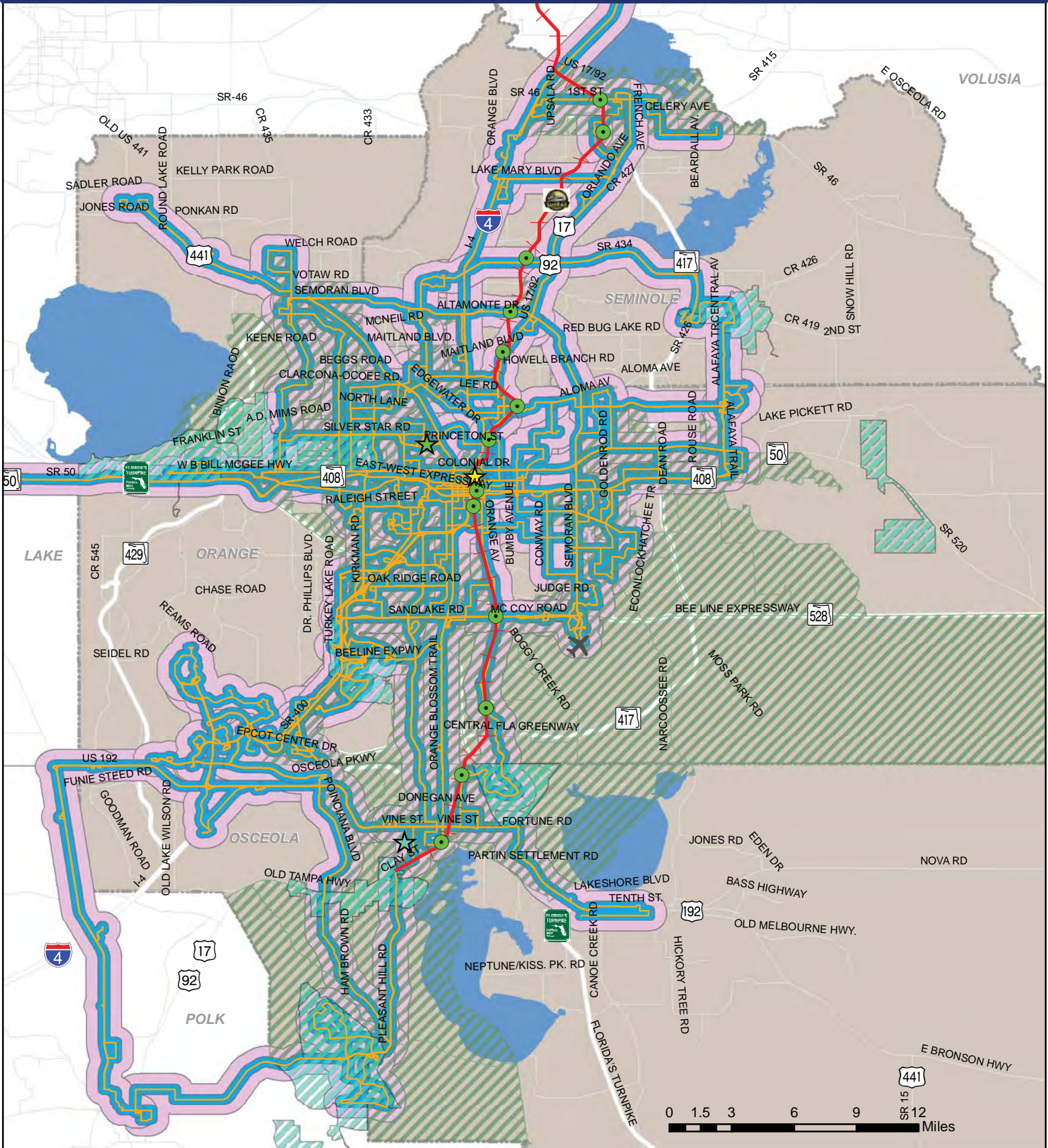
Legend

-  LYNX System - August 2013
-  Below Poverty Census Tracts
-  NeighborLink Areas
-  1/4 Mile Buffer
-  3/4 Mile ADA Buffer
-  SunRail Stations
-  SunRail
-  LYNX Central Station
-  LYNX Operations Center
-  Osceola Facility



Source: 2011 American Community Survey

Map x-x: LYNX Title VI Analysis - Minority Census Tracts - LYNX System



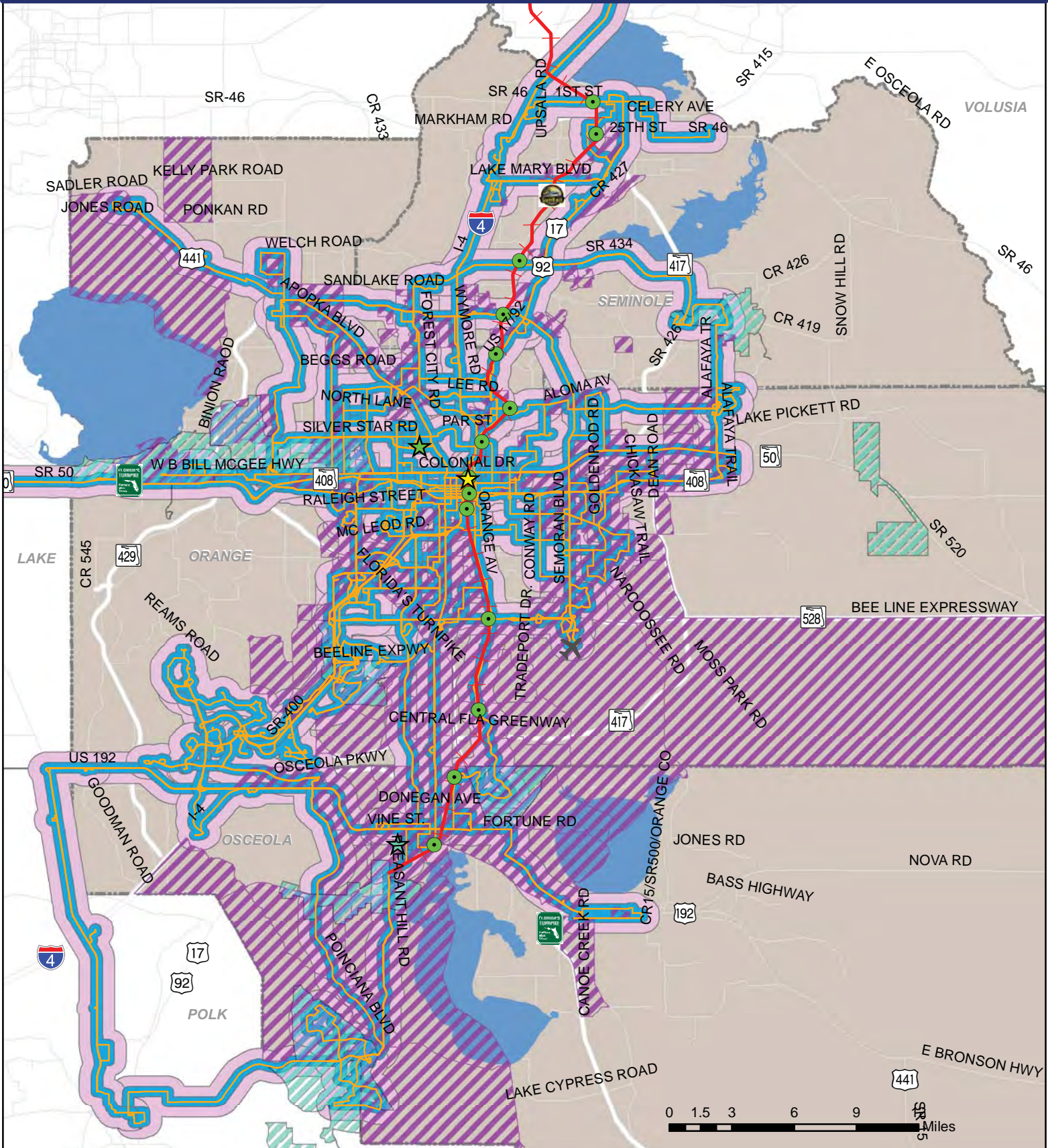
Legend

- LYNX System - August 2013
- 3/4 Mile ADA Buffer
- Minority Census Tracts
- NeighborLink Areas
- 1/4 Mile Buffer
- SunRail Stations
- LYNX Central Station
- LYNX Operations Center
- Osceola Facility
- SunRail










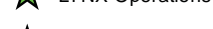


Source: 2011 American Community Survey

Map x-x: LYNX Title VI Analysis - LEP Block Groups - LYNX System



Legend

-  LYNX System - August 2013
-  LEP Block Groups
-  NeighborLink Areas
-  1/4 Mile Buffer
-  3/4 Mile ADA Buffer
-  SunRail Stations
-  SunRail
-  LYNX Central Station
-  LYNX Operations Center
-  Osceola Facility



Source: 2011 American Community Survey

Appendix F: Board Approval

Appendix G: Subrecipient Title VI Program



SUBRECIPIENT TITLE VI PROGRAM 2014-2016

FEDERAL TRANSIT ADMINISTRATION

TITLE VI PROGRAM

Subrecipient Name

Subrecipient Address

Subrecipient Phone Number

Subrecipient Website

DRAFT REPORT

Date Submitted

Table of Contents

Introduction	1
Title VI Program Policy Statement	1
Major Accomplishments since the 2010 Title VI Submittal	3
Pending Financial Awards for Fiscal Year 2014	3
Title VI Program Checklist	3
General Reporting Requirements	4
Title VI Notice to the Public	4
Title VI Complaint Procedures	4
Title VI Complaint Form	5
List of Active Title VI Investigations, Complaints, and Lawsuits	5
Civil Rights Compliance Review Activities	5
Public Participation Plan	6
Public Hearing Guidelines:	7
Public Notice	7
Public Comments	7
Minority Representation on Committees and Councils.....	8
Board Approval of Title VI Documentation.....	9
Conclusion.....	9
Appendix A: Title VI Complaint Form.....	10
Appendix B: Board Approval.....	12

Introduction

The Central Florida Regional Transportation Authority d.b.a. LYNX, as the public transportation provider in Orange, Osceola, and Seminole counties, is required to submit to the Federal Transit Administration (FTA) a Title VI Program update every three years. In addition, LYNX's subrecipients must also submit Title VI Programs to LYNX in an effort to demonstrate compliance with Title VI requirements and ensure that transit services are equitably distributed and provide equal access and mobility to any person without regard to race, color, or national origin.

This Title VI Program for 2014-2016 has been prepared pursuant to Title VI of the Civil Rights Act of 1964, FTA Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients" published October 1, 2012.

Title VI Program Policy Statement

As a subrecipient of federal funding whose employees have extensive daily contact with the public, the **subrecipient name**, recognizes its responsibility to the community it serves and is committed to a policy of non-discrimination. It is **subrecipient name**' policy that we work to ensure non-discriminatory transportation in support of our service philosophy to enhance the lives of our customers daily with pride, passion, and performance, as well as, the organizational mission to link our community by providing quality mobility options with innovation, integrity, and teamwork.

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

The Environmental Justice component of Title VI guarantees fair treatment for all people and allows **subrecipient name** to identify and address, as appropriate disproportionate and adverse effects of its program, policies, and activities on minority and low-income populations.

The three fundamental Environmental Justice concepts are to:

1. Avoid, minimize, or mitigate disproportionately high and adverse human health or environmental effects, including social and economic effects, on minority and low-income populations.
2. Ensure the full and fair participation by all potentially affected communities in the transportation decision-making process.
3. To prevent the denial of, reduction in, or significant delay in the receipt of benefits by minority and low-income populations.

Name of Subrecipient Compliance Manager, has been designated as the **subrecipient name**' Civil Rights Officer responsible for civil rights compliance and monitoring to ensure non-discriminatory provision of

transit services and programs. However, along with the Chief Executive Officer, all directors, managers, and their staff share in the responsibility for making **subrecipient name**' Title VI Program a success. Implementation of the Title VI Program is given the same priority as compliance with all other legal obligations incurred by **subrecipient name** in its financial assistance agreements with the U.S. Department of Transportation.

To request a copy of the agency's Title VI Program, contact **subrecipient name**. Any person who believes that they have been denied a benefit, excluded from participation in, or discriminated against under Title VI has the right to file a formal complaint in writing to the Manger of Compliance, responsible for civil rights compliance and monitoring to ensure nondiscriminatory provision of transit services and programs.

File your formal complaint in writing to: **Name of Subrecipient Compliance Manager, subrecipient's address** or by calling **subrecipient's phone number**. Please be sure to include your name, address, and how to contact you (phone number, email address, etc.). Once the investigation is completed, the customer is notified of the outcome of the investigation.

Individuals and organizations may file a complaint with the Federal Transit Administration's Office of Civil Rights by obtaining the complaint form from:

http://www.fta.dot.gov/civilrights/title6/civil_rights_5104.html.

Name
Chief Executive Officer

Date

Title VI Program Checklist

The following checklists identify the Title VI Program reporting requirements, as described in FTA Circular 4702.1B with the associated page numbers from this report that address those requirements. The first checklist applies to all recipients of federal funding assistance, while the second checklist refers to all fixed-route transit providers operating 50 or more fixed-route vehicles in peak service and located in an urbanized area of 200,000 or more in population.

Checklists for all Recipients:

1. Title VI Notice to the Public

Requirement: Submit a copy of the Title VI Notice to the Public, including a list of locations where the notice is posted.

Title VI Plan: Page 4

2. Title VI Complaint Procedure

Requirement: Submit a copy of the procedures for filing a Title VI complaint.

Title VI Plan: Page 4

3. Title VI Complaint Form

Requirement: Submit a copy of the form for filing a Title VI complaint.

Title VI Plan: Appendix A

4. List of Transit-Related Title VI Investigations, Complaints, and Lawsuits

Requirement: Submit a list of any Title VI investigations, complaints, or lawsuits filed with the agency since the time of the last submittal.

Title VI Plan: Page 5

5. Public Participation Plan

Requirement: Submit information about outreach methods to engage minority and Limited English Proficiency (LEP) populations and a summary of outreach efforts made since the time of the last submittal.

Title VI Plan: Page 6

6. Language Assistance Plan

Requirement: Submit a copy of the agency's plan for providing language assistance to LEP persons, which is based on the Department of Transportation LEP guidance.

Title VI Plan: Page 8

7. Minority Representation

Requirement: Submit a table depicting the membership of non-elected committees and councils broken down by race and a description of the process the agency uses to encourage the participation of minorities on such committees.

Title VI Plan: Page 8

8. Board Approval of Title VI Documentation

Requirement: Submit a copy of board meeting minutes, resolution, or other appropriate documentation showing the board of directors or appropriate governing entity or officials responsible for policy decisions reviewed and approved the Title VI Program.

Title VI Plan: Appendix B

General Reporting Requirements

The following information addresses Title VI general reporting requirements as described in FTA Circular 4702.1B.

Title VI Notice to the Public

A Title VI Notice to the Public must be displayed to inform a recipient's customers of their rights under Title VI. At a minimum, recipients must post the notice on the agency's website and in public areas of the agency's office(s), including the reception desk, meeting rooms, etc.

The following Title VI Notice to the Public is posted in the **subrecipient's name** administrative offices and **list any other locations**:

Notifying the Public of Rights under Title VI

Subrecipient Name

- **Subrecipient's name** operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with **subrecipient's name**.
- For more information on **subrecipient's name** civil rights program, and the procedures to file a complaint, contact **subrecipient contact information**.
- Inquiries or complaints related to Title VI may be sent in writing to **subrecipient contact information**.
- A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Avenue, SE, Washington, DC 20590.
- If information is needed in another language, contact **subrecipient phone number**.

Title VI Complaint Procedures

The following Title VI complaint procedures are located on the **subrecipient name's** website and are in compliance with Title VI requirements.

As a recipient of federal financial assistance, the **subrecipient name's** has in place the following Title VI complaint procedure.

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by **subrecipient name** may file a Title VI complaint by completing and submitting the agency's Title

VI Complaint Form. The **subrecipient name** investigates complaints received no more than 180 days after the alleged incident. The **subrecipient name** will process complaints that are complete.

Once the complaint is received, the **subrecipient name** will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

The **subrecipient name** has 30 days to investigate the complaint. If more information is needed to resolve the case, the **subrecipient name** may contact the complainant. The complainant has 30 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 30 business days, the **subrecipient name** can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur. If the complainant wishes to appeal the decision, she/he has 30 days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

Title VI Complaint Form

The **subrecipient name** Title VI complaint form is available on the **subrecipient name's** website and presented in Appendix A of this report.

List of Active Title VI Investigations, Complaints, and Lawsuits

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. 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, 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 **Manager of Compliance** for escalation.

Enter any Title VI investigations, lawsuits, or complaints.

Civil Rights Compliance Review Activities

FTA Region IV staff conducts LYNX triennial reviews, which review LYNX's compliance with all FTA requirements, as well as its subrecipients compliance. To ensure subrecipient compliance for those

agencies that receive Federal financial assistance through the competitive selection process that is administered by LYNX, LYNX completes annual on-site monitoring visits at each subrecipient location.

Subrecipients are required to sign executed subrecipient agreements and the FTA Certifications and Assurances and to comply with the same federal requirements as LYNX, including Title VI. LYNX completes annual on-site monitoring visits at each subrecipient location to ensure funds are being used in accordance with the terms awarded and in compliance with Title VI. While on-site, the subrecipients' audited financial records, invoices and supporting documentation to support the invoice, and actual services provided are reviewed. The reviewed invoices and supporting documentation are compared to invoices submitted to LYNX to verify accuracy. For trip assistance the rate is based on 50 percent of the approved trip rate used by the Community Transportation Coordinator as established through the state of Florida, or the rate derived from review of the specific agency's financial statements to ensure the operating assistance does not create supplanting and does not over compensate the agency for 50 percent of the eligible costs of trips.

During the on-site reviews, the subrecipients' vehicles are inspected for cleanliness and working wheelchair lifts. During the FY2012 on-site monitoring reviews, each of the subrecipients were asked to provide the most current Title VI Policy and to show how the Title VI Statement is posted for customer awareness.

LYNX will continue to conduct on-site monitoring visits at subrecipients' locations to ensure that the subrecipients are operating in compliance with the Federal requirements and the Title VI notice, complaint procedures, and complaint form are visible and available to clients. This Title VI Program has been submitted to LYNX as documentation of compliance with Title VI.

LYNX submitted the FY2013 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

The FY2014 Certifications and Assurances will be submitted when available.

Public Participation Plan

Subrecipient's name completes public outreach activities to ensure a range of available opportunities for obtaining proper public input on the development and implementation of mobility services. There are two types of activities for which procedures are established:

1. Activities that require public participation based on Federal and/or State regulations; and
2. Activities that the agency desires to solicit public input as an overall strategy to provide market driven transportation services.

As part of the public participation process, **subrecipient's name** will publish in a newspaper of general circulation, in both English and Spanish if required, a notice of activities that impact the agency's riding and non-riding customers. Notice will be published at least 10 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, **subrecipient's name** will proactively solicit public participation on one or more than one activity so long as there is at least 21 days for comment before any one of the activities are 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 comment on the activities will be considered in the entirety and will be packaged for the agency's Board of Directors and presented by staff at a regularly scheduled Board of Directors meeting prior to implementation of any action.

Public Notice

When formal public notice is warranted, **subrecipient's name** shall publish notice at least 10 days prior to the proposed action. Public notice will be published in newspapers of general circulation and shall be published in English and Spanish (if required) in compliance with Executive Order 13166 Access to Services for Persons with LEP. The notice will also be available on the **subrecipient's** website. Translation will be completed as requested for vital documents and public notices. Based on data obtained from ridership surveys and/or requests for information in other languages, notices will be developed and published in another language when that language is used by a minimum of 20 percent of the riders. Upon request, accommodations will be made for information or notices to be provided in additional languages other than English or Spanish, as well as other accessible formats in compliance with the Americans with Disabilities Act and LEP provisions. The agency will work with LYNX to provide language assistance.

Public Comments

Subrecipient name solicits public input regarding mobility services, amenities, and fare structure. In order to maximize the public's opportunity to comment and become part of the official public record, the agency has implemented the following public comment procedure:

1. Public comment period will encompass the date of the initial advertisement and until 21 days after the date of the initial advertisement.
2. Comments will be afforded:
 - a. Via the website at [subrecipient website](#).
 - b. In person at workshop(s) or hearing(s).
 - c. Via comment cards.
 - d. To a Customer Service Representative.

- e. Via regular mail or delivery service.
 - f. Through electronic mail.
3. If part of a particular service area is served by a population of 20 percent or more that speak a language other than English or Spanish, comment cards will be made available in that language.
 4. **Subrecipient** staff, under the direction of the Chief Executive Officer (CEO), will compile and package all comments to be reviewed by the Board of Directors.
 5. The public is also afforded the opportunity to comment on all proposed actions taken by the Board of Directors at their regularly scheduled meeting.

Language Assistance Plan

Translation will be completed as requested for vital documents and public notices. Based on data obtained from ridership intake and/or requests for information in other languages, documents will be developed and published in another language when that language is used by a minimum of 20 percent of the riders. Upon request, accommodations will be made for information or notices to be provided in additional languages other than English or Spanish, as well as other accessible formats in compliance with the Americans with Disabilities Act and LEP provisions. The agency will work with LYNX to provide language assistance as needed.

Minority Representation on Committees and Councils

Subrecipients that have transit-related non-elected planning boards, advisory councils, or committees, the membership of which is selected by the subrecipient, must provide a table depicting the racial breakdown of the membership of those committees, and a description of efforts made to encourage the participation of minorities on such committees. Subrecipients must submit all the above information to the primary recipient on a schedule requested by the primary recipient. Collection and storage of subrecipient Title VI Programs may be electronic at the option of the primary recipient. Table 4 presents the membership of the non-elected advisory committees broken down by race. Efforts to encourage the participation of minorities on the committee include outreach social service agency and existing member promotion of vacancies to the general public including minorities, and posting public notices on the first floor open space.

Table 1: Racial Composition of Non-elected Advisory Committees

Name	Position	Race	Gender

Board Approval of Title VI Documentation

The Board of Directors will be asked to approve this Title VI Program prior to submittal to LYNX as evidence of compliance with Title VI requirements. Review and approval of the Title VI Program by the Board of Directors is required by FTA. The Board of Directors approval will be presented as Appendix B.

Conclusion

This Title VI Program has been prepared pursuant to Title VI of the Civil Rights Act of 1964, FTA Circular 4702.1B, "Title VI and Title VI Dependent Guidelines for Federal Transit Administration Recipients (October 1, 2012)."

Appendix A: Title VI Complaint Form

Section IV

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?

Yes No

If yes, check all that apply.

Federal Agency

Federal Court State Agency

State Court Local Agency

Please provide information about a contact person at the agency/court where the complaint was filed.

Name:

Title:

Agency:

Address:

Telephone:

Section VI

Name of agency complaint is against:

Contact person:

Title:

Telephone number:

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below.

Signature

Date

Please submit this form in person at the address below, or mail this form to:

Subrecipient Name

Title VI Coordinator

Subrecipient Address

Subrecipient Address

Appendix B: Board Approval

Appendix H: Public Outreach

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NOTICE OF PUBLIC MEETING

LYNX

OSCEOLA SQUARE MALL

3831 WEST VINE STREET

KISSIMMEE, FLORIDA 34741

THURSDAY, OCTOBER 24, 2013

5:30 P.M. - 7:30 P.M.

-

1 P R O C E E D I N G S
 2 * * * * *
 3 MR. FRIEDMAN: Good evening, everyone.
 4 My name is Matt Friedman, and I am the
 5 director of marketing communications for LYNX.
 6 I would like to thank you all for coming to
 7 our public hearing regarding upcoming
 8 projects, including SunRail connectivity,
 9 expanded downtown Orlando LYMMO service,
 10 updating the LYNX Title VI Program for fiscal
 11 years 2014-16, and establishing a new fare
 12 structure through technology. We are here
 13 today to provide you information on the
 14 previously mentioned items, and an opportunity
 15 for you to share your thoughts and comments.
 16 Tonight, you will have the opportunity to
 17 voice your opinion. At the sign-in table,
 18 there are speakers cards. If you wish to
 19 voice your comments, you may do so after the
 20 presentations, but we ask that you fill out
 21 the speaker card first. Individuals will be
 22 called up to voice their comments in the order
 23 that the comments cards are received by Desna
 24 Hunte, manager of compliance, of the LYNX
 25 staff.

1 will be no expense to you.
 2 You may also send comments to Patricia
 3 Whitton at Tindale-Oliver & Associates, Inc.,
 4 135 West Central Boulevard, Suite 450,
 5 Orlando, Florida 32806, or pwhitton,
 6 p-w-h-i-t-t-o-n@tindaleoliver.com,
 7 t-i-n-d-a-l-e-o-l-i-v-e-r.com. The end of the
 8 comment period is close of business
 9 at 5:00 p.m. on November 1st, 2013, so please
 10 be sure to submit your comments before then.
 11 The time is now 5:30 p.m. I will ask
 12 that you take about 30 minutes to walk around
 13 the room and view the visual displays and
 14 review the handouts. There is LYNX staff
 15 stationed throughout the area identified by
 16 their LYNX ID badges. Please feel free to ask
 17 them any questions you may have at this time,
 18 but please be advised that any questions to
 19 staff at this time will not be part of the
 20 official record. The official opening of the
 21 public hearing will be in approximately 30
 22 minutes at 6:00 p.m.
 23 (A recess was taken.)
 24 THE COURT REPORTER: Okay. Just give me
 25 your name first.

1 Each individual will have three minutes
 2 to comment. When the three minutes are up, we
 3 will call on the next person for comments.
 4 Comments are to be held with regards to
 5 tonight's topics only. Comments regarding
 6 issues other than the purpose of this public
 7 hearing may be expressed through our customer
 8 relations staff or by filling out a customer
 9 relations comment card like this one located
 10 on the table in the back of the room. Only
 11 comments regarding tonight's topics will be
 12 heard at this time.
 13 Should you have questions, staff will be
 14 available after the hearing, but please be
 15 advised that your questions will not be part
 16 of the official record. If you do not feel
 17 comfortable commenting in front of the public,
 18 you can make your comments directly to the
 19 court reporter now in private, as well as
 20 privately after the hearing has concluded. In
 21 addition, there are comment cards at the
 22 sign-in table to give you the opportunity to
 23 write your comments, which you may turn in to
 24 us today, or you can mail them back to us.
 25 The comment cards are postage paid, so there

1 MS. COUNELIS: Joanne Counelis.
 2 THE COURT REPORTER: Can you spell your
 3 last name for me?
 4 MS. COUNELIS: C-o-u-n-e-l-i-s. And we
 5 need the bus out there on Longwood, Lake Mary
 6 Road via Lake Mary High School, the library,
 7 Lake Mary middle schools and YMCA. And we
 8 need to 24-hour bus service, including
 9 holidays, weekends, and nighttime so no one
 10 would get stranded out there in the middle of
 11 the night there. So that no one would get
 12 rained on, and no one would get sick or get
 13 cold or too hot.
 14 And we need the bus out there on Sunday
 15 and holidays on 434 and 45, all of it. We
 16 need every bus to be on this -- where people
 17 live, so that no one would get stranded
 18 for 24-hour bus service, including the one I
 19 just mentioned, including the Longwood, Lake
 20 Mary Road, okay?
 21 THE COURT REPORTER: Uh-huh. Got you.
 22 MS. COUNELIS: And don't forget Douglas
 23 Avenue, because I've been thinking of it
 24 sometimes. And Country Club Road in Lake
 25 Mary, of course, and, of course, in Sanford



1 in 46 West and East, and 34, including. And
2 we need all the buses in all the Florida
3 for 24-hour bus service, including the
4 holidays, weekends, and nighttime, so no one
5 will be stranded, and no one don't have to
6 walk so much like they do now.

7 Thank you.

8 THE COURT REPORTER: Thank you.

9 MS. COUNELIS: You're welcome. Thank
10 you. Much better. Don't forget SunRail,
11 please. Thank you. We need SunRail on
12 Sundays and holidays, too, besides Monday
13 through Friday, and Saturday. Thank you.

14 MR. FRIEDMAN: Hello, everyone. My name
15 is Matt Friedman. I'm the director of
16 marketing communications for LYNX. Today's
17 date is October 24th, 2013, and the time
18 is 6:05 p.m. I'm officially opening up the
19 public hearing at the Osceola Square
20 Mall, 3831 West Vine Street, Suite 60,
21 Kissimmee, Florida 34741.

22 This hearing is being held to provide
23 information to the public about SunRail
24 connectivity, expanded downtown Orlando LYMMO
25 service, updating the LYNX Title VI Program

1 Circular 4702.1A and Chapter 120 of the
2 Florida Statutes. Public participation at
3 this hearing is solicited without regard to
4 race, color, religion, gender, age, national
5 origin, disability, or family status.

6 Any inquiries or complaints related to
7 Title VI may be sent to the address provided
8 at the sign-in table. Our Title VI officer is
9 Desna Hunte, and she can be reached
10 at 407-841-2279. This meeting will be held
11 under direction by the LYNX Board of Directors
12 pursuant to Florida Statutes 343.64, allowing
13 LYNX the right to own, operate, maintain, and
14 manage a public transportation system in the
15 area of Seminole, Osceola, and Orange
16 Counties, as well as to fix, alter, establish
17 and collect rates, fares, fees, rentals, and
18 other charges for use of any public
19 transportation system or facilities owned and
20 operated by the authority.

21 Desna Hunte, who is the manager of
22 compliance, will present this Title VI Program
23 in just a second. Again, thank you in advance
24 for listening to the presentations and
25 providing your input. Again, we ask that you

1 for fiscal years 2014-16, and establishing a
2 new fare structure through technology. This
3 hearing will afford the public an opportunity
4 to comment on these actions.

5 The hearing was advertised in the Orlando
6 Sentinel on October 12th, 2013 in English and
7 in Spanish, and in the El Sentinel also on
8 October 12th, 2013. In addition, the hearing
9 has been advertised onboard the LYNX bus fleet
10 via an informational flyer, the LYNX website
11 at golynx.com, and LYNX's Facebook and Twitter
12 accounts.

13 I'd like to take this opportunity to
14 recognize any elected official or appointed
15 official who have joined us and who desire to
16 have their names entered into the official
17 record. Do we have any members of the
18 legislature with us today? Do we have any
19 mayors, city or county commissioners with us
20 today? Are there any other public officials
21 or representatives that wish to be recognized?

22 This meeting is being held in accordance
23 with LYNX's approved Title VI Program borne
24 out of the Civil Rights Act of 1964, as well
25 as the Federal Transit Administration

1 comment regarding the projects presented.
2 Comments regarding the projects presented may
3 be made by filling out the customer relations
4 comment card located at the sign-in table.

5 Questions regarding the presentations
6 will be addressed after the hearing, but
7 please be advised that your questions will not
8 be part of the official record. At this time,
9 Desna Hunte, manager of compliance, will
10 present.

11 MS. HUNTE: I'm Desna Hunte, the manager
12 of compliance, and a Title VI officer, and I'm
13 going to be presenting the Title VI Program
14 plan update for fiscal years 2014-16 for
15 public input prior to submission to the board
16 and the FTA. The information that I'm going
17 to present in a little bit explains the Title
18 VI Program, the public participation plan,
19 limited English proficiency, and environmental
20 justice, and the service standards set by LYNX
21 that will be included in the plan document.

22 The Title VI Program is a federal statute
23 based out of the Civil Rights Act of 1964, and
24 the premises of the program is
25 nondiscrimination, and it provides that no

1 person shall, on the grounds of race, color,
 2 national origin, be excluded from
 3 participation in, be denied the benefits of,
 4 or be subject to discrimination under any
 5 program or activity receiving federal funds.
 6 This program applies to LYNX as recipient of
 7 federal funds and their sub-recipients. The
 8 federal agency that regulates the program is
 9 the FTA, Federal Transit Administration.
 10 The program contains, as I said before,
 11 covers the fiscal years 2014-16, and it will
 12 contain notice of rights under Title VI.
 13 Also, how to file a complaint, the complaint
 14 form, the public participation plan, the LEP
 15 plan, the board of approval for the program to
 16 be submitted to FTA. The plan has to be
 17 submitted to FTA every three years, and there
 18 is drafts available for review.
 19 The public participation plan process
 20 contains the strategies that we use. We use
 21 the website to communicate the information,
 22 via also transit advisory board. There is
 23 outreach activities. The procedure is we
 24 advertise the meetings ten days -- ten working
 25 days prior to the meeting date. We accept

1 standards include vehicle load, on-time
 2 performance, vehicle assignments, vehicle
 3 headways, and service availability. The other
 4 part of the service standards is transit
 5 amenities, and that is our placement of our
 6 bus shelters.
 7 And I think that concludes my
 8 presentation. Any questions?
 9 MS. COUNELIS: Are we going to have a
 10 LYNX bus on Lake Mary, too, besides Longwood
 11 and Sanford as well?
 12 MR. PIMPINELLA: I am not privy to that
 13 information. I don't know. Sorry.
 14 MS. COUNELIS: Oh, man.
 15 MS. SHERMAN: Okay. Joanne, I think you
 16 got a copy of this one. Well, this is a copy
 17 of all the presentations, okay --
 18 MS. COUNELIS: Thank you.
 19 MS. SHERMAN: -- so you can do what you
 20 please with that. And Desna just went over
 21 the first part, I'm going to give you a brief
 22 overview of the part about the fare policy and
 23 the fare technology. I know that's so
 24 exciting.
 25 MS. COUNELIS: I'm excited.

1 public comment up to 21 days of public
 2 notification. The reason for the public
 3 participation process is to get and engage the
 4 community to get information and input on
 5 services or decisions that LYNX will make.
 6 The other part of the program plan is
 7 the LEP. And what that is, is the purpose is
 8 to ensure meaningful access for persons that
 9 may have limited ability to understand English
 10 and the English language. LYNX also provides
 11 translation in English and Spanish. And,
 12 also, translation is available through our
 13 website.
 14 The LEP plan is the assessment to develop
 15 a plan using the four factor analysis, and
 16 that is to determine the number of portion of
 17 LEP persons eligible to encounter and the
 18 number of people served by LYNX, frequency of
 19 contact, and to determine the resources that
 20 will be available to that population. The
 21 other part is the environmental justice, and
 22 it's an executive order that was passed in
 23 February of 1994.
 24 LYNX also has service standards as part
 25 of the LEP plan document, and the service

1 MS. SHERMAN: It is. You know, because
 2 we are bringing on the smart card technology.
 3 You know, it's almost like an ATM card, you
 4 can have stored value.
 5 MS. COUNELIS: Yeah.
 6 MS. SHERMAN: Yes, yes. There's some
 7 pictures in there.
 8 MS. COUNELIS: Like a credit card. Like
 9 the bus passes.
 10 MS. SHERMAN: Yes, it's a tap on. You're
 11 going to be able to tap on the bus with it and
 12 tap on SunRail with it.
 13 MS. COUNELIS: Can you take tap onto a
 14 small vehicle like that?
 15 MS. SHERMAN: No, we won't be able to do
 16 that.
 17 MS. COUNELIS: Oh, man.
 18 MS. SHERMAN: Not initially. We never
 19 know. Down the road, we might have it.
 20 So what we had to do is, you know, do a
 21 fare equity analysis, because we're going to
 22 take the SunRail FDOT fare structure and
 23 incorporate it into the LYNX's fare structure.
 24 Yes, I know. That was very challenging. So
 25 you take a look at this little picture here,

1 but you can't really see, okay, that's the
 2 SunRail. That's how much the SunRail pass you
 3 got. That's how much the --
 4 MS. COUNELIS: Nice.
 5 MS. SHERMAN: It would be good if we had
 6 page numbers, but here we go. This page right
 7 here, that's the SunRail fare structure.
 8 MS. COUNELIS: Oh, nice.
 9 MS. SHERMAN: But we're going to be
 10 selling those passes as well.
 11 MS. COUNELIS: I usually get the monthly
 12 kind.
 13 MS. SHERMAN: Yes, you get a 30-day pass.
 14 Turn the page one more time.
 15 MS. COUNELIS: I want reduced prices,
 16 because I'm handicapped.
 17 MS. SHERMAN: Yes. You're eligible for
 18 the reduced. SunRail is going to have reduced
 19 prices as well. See, this is going to be our
 20 smart card. It's a LYNX --
 21 MS. COUNELIS: Oh, my gosh.
 22 MS. SHERMAN: -- SunRail connection.
 23 We're going to have ticket vending machines in
 24 our lobby, so you can buy those cards.
 25 MS. COUNELIS: Oh, my gosh. That's

1 get a little transfer ticket. You must use
 2 the LYNX bus pass --
 3 MS. COUNELIS: It's in my bag.
 4 MS. SHERMAN: You have a 30-day pass?
 5 MS. COUNELIS: Yeah, I have the 30-day
 6 pass. It's purple.
 7 MS. SHERMAN: Right. Purple, but you
 8 have to -- if you don't get a smart card, you
 9 have to take that pass, and put it in that
 10 ticket vending machine, and then get your
 11 transfer ticket and you go, and your transfer
 12 is free for the first zones. When you go to
 13 another county, you got to pay another dollar
 14 or 50 cents for you, okay.
 15 MS. COUNELIS: Yeah.
 16 MS. SHERMAN: The ticket vending machines
 17 are these types of equipment here.
 18 MS. COUNELIS: Bang, bang.
 19 MS. SHERMAN: That's the validator that
 20 you go bang, bang on.
 21 MS. COUNELIS: Bang, bang.
 22 MS. SHERMAN: That's it. Tap on and tap
 23 off.
 24 MS. COUNELIS: Tap on and tap off.
 25 MS. SHERMAN: We did it as a part of this

1 awesome.
 2 MS. SHERMAN: This is the new SunCard.
 3 MS. COUNELIS: That's the new SunCard?
 4 MS. SHERMAN: That's a SunCard. You can
 5 use either one of those cards, okay, and buy
 6 the SunRail passes off of those. But you can
 7 also buy, what we call, a stored value, which
 8 is prepaid rides.
 9 MS. COUNELIS: Stored value.
 10 MS. SHERMAN: Stored value, which is if
 11 you spend, like, \$10, and get ten rides, but
 12 paid maybe \$8, okay. And then once you get
 13 the stored value, because that's what we want
 14 everyone to use, that's the seamless one. So
 15 you can take that and use the bus and get on
 16 SunRail --
 17 MS. COUNELIS: Yeah.
 18 MS. SHERMAN: -- without a problem, okay.
 19 That's a stored value. You can get a stored
 20 value from either one of those cards, okay.
 21 MS. COUNELIS: Yeah.
 22 MS. SHERMAN: You can also transfer free
 23 if you have a bus pass, but you have go to the
 24 ticket vending machine and take that bus pass
 25 and put it in that ticket vending machine and

1 effort here to make sure the public
 2 understands and making sure that we, you know,
 3 address this in an appropriate way when
 4 looking at the population, that we make sure
 5 that we don't have any discrimination,
 6 disparity based on income level.
 7 And to make sure we don't adversely
 8 affect anyone, we have to go through this
 9 equity analysis, okay, and that's what this
 10 information is about here. Based on the
 11 findings from the equity analysis from our
 12 consultant, the structure that we're proposing
 13 and the technology changes that we're
 14 proposing do not have a disparate impact or
 15 disproportionate burden on the low-income
 16 population.
 17 MS. COUNELIS: Oh, goody.
 18 MS. SHERMAN: That's an excellent thing.
 19 MS. COUNELIS: Is that good?
 20 MS. SHERMAN: Very good.
 21 MS. COUNELIS: Oh, wow. Cool.
 22 MS. SHERMAN: So there you go. That's a
 23 quick overview for you. And now, Tony is
 24 going to give you a quick overview of some of
 25 the route changes that are going to happen.

1 MS. COUNELIS: Yes, please.
 2 MR. PIMPINELLA: We're going to give you
 3 a quick introduction to SunRail feeders
 4 service plan, the downtown LYMMO expansion
 5 service, and the equity analysis. A service
 6 equity analysis, every time we have changes,
 7 we have to have a service assessment conducted
 8 by a transit provider to determine whether
 9 service changes, to increase or decrease, will
 10 result in disparate impact on the
 11 disproportionate burden of Title VI protected
 12 population; which means, you know, we don't
 13 want to put a burden on anybody -- any undue
 14 burden on those people that may not be able to
 15 afford the rides.
 16 MS. COUNELIS: Oh, shoot.
 17 MR. PIMPINELLA: So we have to do all
 18 those studies to make sure that we provide
 19 equal service to everybody.
 20 MS. COUNELIS: Yeah, why is your hand
 21 like that?
 22 MR. PIMPINELLA: Oh, because I got hurt.
 23 MS. COUNELIS: I hope you get to feel
 24 better.
 25 MR. PIMPINELLA: I will.

1 it does not get to two years, we really don't
 2 need to do any of these analyses. We can
 3 modify it. We can eliminate it, depending on,
 4 you know, if there is no --
 5 MS. COUNELIS: I don't like it limited.
 6 MR. PIMPINELLA: Now, these analyses need
 7 to be done at least six months before
 8 beginning the revenue of operation. If we are
 9 putting a new route, we have to do the
 10 analysis six months before. And the
 11 comparisons to the impact of the population,
 12 we have to do a step-by-step analytical
 13 methodology, step-by-step looking at it. We
 14 overlay the maps using the population and
 15 using the data about the population and, you
 16 know, the different --
 17 MS. COUNELIS: Yeah.
 18 MR. PIMPINELLA: -- types of households.
 19 And we have to have tables describing the
 20 impact that it would have had, and we have to
 21 have a narrative of what kind of method we use
 22 to do the analysis, and then, we apply the
 23 effect to the definition of consistency. Now,
 24 if there is disparate impact, we need to
 25 properly document it and let the appropriate

1 MS. COUNELIS: We need 24-hour bus
 2 service, including holidays, weekends --
 3 MR. PIMPINELLA: I understand.
 4 MS. COUNELIS: -- and the bus at
 5 Longwood/Lake Mary Road.
 6 MR. PIMPINELLA: Let me go through this
 7 first, okay.
 8 MS. COUNELIS: Thank you.
 9 MR. PIMPINELLA: Can I do that?
 10 MS. COUNELIS: Go forward.
 11 MR. PIMPINELLA: Thank you.
 12 MS. COUNELIS: You're welcome.
 13 MR. PIMPINELLA: And every time we change
 14 a route for more than 25 percent or one-fourth
 15 of the route, we need to do these service --
 16 the route is added, we have to do these
 17 analyses every time, and we have to
 18 demonstrate that the service does not -- you
 19 know, does not put a burden on certain people
 20 and not -- you know, everybody is going to be
 21 treated equally.
 22 Now, we do not have to do any kind of
 23 analysis or anything if we are -- if we are
 24 stopping a route that is less than two years
 25 old. So if we have a route that we start and

1 people know. If there is no burden, then we
 2 can move on.
 3 LYNX did a lot of outreach during the
 4 planning of the LYMMO expansion. And we did
 5 that by contacting county ridership, doing
 6 surveys, and we also did some data survey for
 7 the SunRail feeder service. We have a nice
 8 map here with -- or a nice, what do call it --
 9 I guess, a spreadsheet, which shows a lot of
 10 these routes that will serve the light rail,
 11 the SunRail system, like the 1, the 9,
 12 the 23, 25. And then, it explains how many
 13 miles the route runs and how many people --
 14 the percentage of the people that are
 15 minorities.
 16 This is, like, one of the routes. And
 17 this is Route 9, and what the proposal is, is
 18 to extend it down to the SunRail down at the
 19 Winter Park. And this map here, the yellow
 20 part is the new part that we will be adding,
 21 and the orange part is what's already there.
 22 All this gray in here shows where the
 23 minorities live. So that we're servicing
 24 these minorities and giving them an
 25 opportunity to go to the SunRail. We're going

1 to serve the SunRail.
 2 There is a possibility that we'll be
 3 expanded to, what is that, H.E. Thomas, Jr.
 4 Parkway, possibly, okay. Then we have
 5 the 102, and there's a proposal to extend it
 6 to the Altamonte SunRail. And it also goes by
 7 the Maitland SunRail, the Winter Park SunRail,
 8 and the Florida Hospital SunRail, but it does
 9 not go inside the hospital or any of those
 10 places. It stays on the road. It stays on
 11 the road. The 103 is same thing. We have a
 12 proposal extension to the Altamonte SunRail.
 13 MS. COUNELIS: Oh, wow.
 14 MR. PIMPINELLA: So you get off there.
 15 Link 111 at Sand Lake SunRail, we're proposing
 16 to go in there. And, also, we're proposing to
 17 increase the frequency during peak time. See,
 18 you like that, huh?
 19 MS. COUNELIS: Yeah, I like that.
 20 MR. PIMPINELLA: Same thing with 434.
 21 It's going to go to SunRail at Longwood, and
 22 it's going to go in here. This map doesn't
 23 really show it too well, but there's also a
 24 proposal to have half hour peak service.
 25 MS. COUNELIS: What about Lake Mary, do

1 after. Now, we have the LYMMO expansion.
 2 MS. COUNELIS: I like that.
 3 MR. PIMPINELLA: We did that. We have an
 4 expansion, and we did a lot of studies. We
 5 had technical committees, at least 20-plus
 6 meetings, projected advisory committee that
 7 had eight meetings, a policy board that did a
 8 presentation to the City of Orlando, the
 9 MetroPlan Orlando, and the LYNX Board,
 10 neighborhood sub-areas meetings. There was a
 11 lot of meetings done in the neighborhoods.
 12 There was a lot of advertisement on the
 13 website.
 14 And the study, it also listed 800
 15 individuals that we talked to. There were a
 16 lot of public meetings, workshops, open
 17 houses, community forums, and special events.
 18 We had to do all those things. Then
 19 activities conducted to engage the public and
 20 minority communities. We did the same thing
 21 pretty much with that as the other portion.
 22 And this is a nice map of the area with
 23 the -- let's see, the orange one is the
 24 existing LYMMO. I'm sure you've been on that.
 25 MS. COUNELIS: I've been on that.

1 they have half hour, too.
 2 MR. PIMPINELLA: Yes. We have a proposal
 3 to add half hour peak service to Lake Mary
 4 early in the morning, and later on in the
 5 middle of the afternoon.
 6 MS. COUNELIS: I like that.
 7 MR. PIMPINELLA: That's good. Then we
 8 have a new route plan from here, from
 9 Kissimmee, from our new terminal in Downtown
 10 Kissimmee to SunRail at Sand Lake Road, and
 11 this is an Xpress route as an intermediate
 12 step to phase two of the SunRail.
 13 MS. COUNELIS: Where is it in Kissimmee
 14 that train station at?
 15 MR. PIMPINELLA: It's down on Broadway
 16 and Neptune. It's right downtown.
 17 MS. COUNELIS: So how many miles between
 18 here and there?
 19 MR. PIMPINELLA: About two miles.
 20 MS. COUNELIS: I'm not walking that
 21 garbage.
 22 MR. PIMPINELLA: You don't have to walk.
 23 You can take the bus and go and transfer.
 24 MS. COUNELIS: Thank you. Much better.
 25 MR. PIMPINELLA: Like I said, questions

1 MR. PIMPINELLA: The red one is the
 2 east/west, that's going to start in April.
 3 MS. COUNELIS: I'll be there. That's my
 4 birthday.
 5 MR. PIMPINELLA: And then we have the
 6 Parramore, that's going to be a little further
 7 down the road, but that will start up soon.
 8 MS. COUNELIS: I like that, too.
 9 MR. PIMPINELLA: Okay. And all this --
 10 pretty much we did all this stuff to make sure
 11 that we can have a good service.
 12 Now, we also had some other rapid transit
 13 options. We did a study at 192, an
 14 alternative analysis, a 50 alternative. There
 15 were some other -- the proposed LYMMO
 16 expansions efforts to serve both the minority
 17 and non-minority areas. They serve
 18 residential and commercial areas, and the
 19 frequency is the same as the existing -- well,
 20 not quite. The frequency is 10 minutes
 21 peak, 15 minutes off-peak, and the hours of
 22 service are the same as the existing LYMMO.
 23 Okay. And the proposed expansion is
 24 free. It's a free-fare system, which would
 25 not result in any impact, it will not directly

1 result in changes to the existing fixed
2 routes, so everything stays the same. The
3 expansion should not displace,
4 disproportionately burden, or create disparate
5 impact on the Title VI Program's protective
6 groups, and it's not doing any of that.

7 So the service proposed route expansions
8 are to increase service on routes serving
9 minority communities to connectivity to
10 additional mode of services. So we've done
11 all these studies, done all this stuff.

12 MS. COUNELIS: I like that.

13 MR. PIMPINELLA: Service increases
14 related to SunRail connectivity should not
15 negatively impact the span of frequency of
16 service in existing routes and minority routes
17 after impact to ensure that modifications do
18 not impact the route connectivity for bus only
19 users. And the bases on the technology do not
20 present a disparate impact or burden to the
21 population.

22 And that's it. Now, you can ask one
23 question.

24 MS. COUNELIS: Are we going to be able to
25 get 45 and 434 on Sundays and holidays?

1 at this time. Please give your speaker card
2 to Desna Hunte of the LYNX staff, if you have
3 not already done so. Speaker cards are
4 located at the sign-in table, or you may get a
5 speaker card from Desna Hunte. Comments will
6 be taken in the order that the speaker cards
7 have been received.

8 In order for everyone to be heard,
9 comments will be limited to three minutes. If
10 you are part of a group, such as a homeowners'
11 association, et cetera, we ask that you
12 designate one person to speak for the group to
13 allow time for individuals to comment. If you
14 are the designated representative of a group,
15 you will be allowed a total of five minutes to
16 speak for the group. The group must be in
17 attendance at the hearing in order for the
18 extra time to be allotted. We ask that you
19 please clearly state your name, address, and
20 affiliation if you are representing a group.

21 Again, we ask that comments be held with
22 regards to tonight's topics only. Comments
23 regarding issues other than the purpose of
24 this public hearing may be expressed through
25 our customer relations staff, or by filling

1 MR. PIMPINELLA: I can't say that. I'm
2 not -- I don't make those decisions, so I
3 don't know. I really don't know about 45
4 and 434 on Sundays and holidays.

5 MS. COUNELIS: I'm just hoping that we
6 do.

7 MR. PIMPINELLA: Well, we can always
8 hope.

9 MS. COUNELIS: I want it so bad, because
10 I don't want to walk all the way down to the
11 Walmart like a fool, like I've been doing now.
12 Like, last Sunday I did, and I didn't like it.

13 MS. BARNETT: Joanne, we want to make
14 sure when we submit it to the board, the FTA
15 know that you were here, so sign this.

16 MS. COUNELIS: Sign the first one?

17 MS. BARNETT: Yes.

18 MS. COUNELIS: Oh, my goodness. Thank
19 you.

20 MR. PIMPINELLA: That means you're
21 special.

22 MS. COUNELIS: Thank you.

23 MR. FRIEDMAN: This concludes our
24 presentations. Anyone who wishes to comment
25 regarding the projects we presented, may do so

1 out a customer relations card that's located
2 in the back of the room. Only comments
3 regarding the projects presented will be heard
4 at this time. If you do not feel comfortable
5 commenting in front of the public, you can
6 make your comments to the court reporter in
7 private after the public speakers have
8 concluded.

9 In addition, there are comment cards at
10 the sign-in table, which are prepaid, to give
11 you the option of mailing your comments to us.
12 You may also send your comments to Patricia
13 Whitton at Tindale-Oliver & Associates,
14 Incorporated, 135 West Central Boulevard,
15 Suite 450, Orlando, Florida 32806, or
16 pwhitton, p-w-h-i-t-t-o-n@tindaleoliver,
17 t-i-n-d-a-l-e-o-l-i-v-e-r.com. To become part
18 of the public record, we must receive your
19 comments no later than 5:00 p.m. on
20 November 1st, 2013. We have no public
21 comments at this time.

22 (A brief recess was taken.)

23 MS. BARNETT: These are the routes that
24 you're concerned about?

25 MS. VASQUEZ: Yes, you know --

1 THE COURT REPORTER: Can you just state
2 them again for me?

3 MS. BARNETT: Do you want connections to
4 somewhere with these routes, or you want these
5 routes to maintain as they are?

6 MS. VASQUEZ: Well, yeah. At least,
7 probably more -- you know, definitely, because
8 I'm not sure if the FTA approved what they
9 were doing with the 55, but definitely bring
10 that 55 back up and bring it up all day long.
11 You know, extend service, actually, to make it
12 later, and make it earlier. Because it used
13 to run -- the first bus used to leave at 6:10
14 in the morning --

15 MS. BARNETT: Hold on one second for
16 that, because I want Tony to hear it. Tony,
17 can you come so you can listen to these
18 comments. Because he's in service planning,
19 so he would be doing some of the routes
20 adjustments and stuff, and I know he was
21 involved with the Link 55 changes.

22 MR. PIMPINELLA: Okay.

23 MS. VASQUEZ: Because the Link 55, it
24 actually used to run out of the Walmart
25 at 6:10 in the morning, and then it got pushed

1 haven't been able to look at the news so far.

2 But, you know, we need that route all day
3 long.

4 And yesterday there were about seven
5 people on the 8:00 bus leaving from here who
6 literally got off the bus at the west-most
7 point and started walking with, like, bags of
8 stuff, at least seven people. And people who
9 did not get on the bus because they would have
10 to walk, so instead they just called a cab.

11 MS. BARNETT: And the other ones were
12 the 10, the 18, the 57 --

13 MR. PIMPINELLA: The 18, I'm not quite
14 sure. I can't remember exactly what's going
15 on with the 18, but I think the first trip
16 from here is at 4-something in the morning.

17 MS. VASQUEZ: Yeah.

18 MR. PIMPINELLA: But if you can't get
19 here -- the problem with the 55 and also
20 the 56, if anything, is the fact --

21 MS. VASQUEZ: They're not married.

22 MR. PIMPINELLA: Well, now they are.
23 They may not be married next time. They might
24 be getting a divorce. But, anyways, besides
25 that, the way the routes were originally put

1 back. So a lot of people have been struggling
2 in the morning to catch their early morning
3 connections for people have to work at the
4 Florida Mall or who got to work early morning
5 at Disney.

6 I work over at Valencia, and I have to
7 get there at 8:00 in the morning. And
8 depending on if I'm lucky, I can catch the
9 connection through the 18, if I'm lucky and it
10 gets there a little early. If not, then I'm
11 stuck waiting for the 10. And the 10 is
12 either late, usually, or it's extremely full,
13 and it's running slow.

14 MS. BARNETT: So you said you want the 55
15 back all day, and then you want to extend it?

16 MS. VASQUEZ: Yeah. Because, you know,
17 people out there need it. Like, there's so
18 many people out there who are still stranded
19 right now.

20 MR. PIMPINELLA: Do you take it at the
21 Walmart?

22 MS. VASQUEZ: Yeah, I took it from the
23 Walmart. I walk five miles. So I know that
24 they were proposing -- you know, the FTA, I
25 don't know if they approved it, because I

1 together were going westbound. So everything
2 started from here going west. And then once
3 they got to the end of the line at the other
4 side, they came back. So if they started here
5 at 5:30, and they did not get to the other
6 side until 6:30, the next one coming back here
7 was at 6:40.

8 One of the things that we've been kicking
9 around, let's say, is to try to get that
10 disparaging starting time, kind of bridged a
11 little bit where we start one bus from one end
12 and one bus from the other. So we would have
13 an earlier bus coming this way, and then
14 another bus going that way. Then, eventually,
15 they, you know, all mix in.

16 But at this time, it's all in -- you
17 know, it's up to the commissioners, pretty
18 much, as to what we can do with it.

19 MS. VASQUEZ: Because the bus doesn't
20 even connect to the 441 in the morning.
21 There's no way to -- you're getting on the
22 first 55 in the morning, there's no way to
23 even connect to the last 441.

24 MR. PIMPINELLA: No, because it gets here
25 too late.

1 MS. VASQUEZ: Yes, and that's another
2 issue. Like, there's people who want to take
3 that fast 441, there's people who are, like,
4 you know, who get on the bus and they don't
5 know that they're not going to be able to make
6 it. They want that, and they want to be able
7 to connect to that FastLink 441.

8 MS. BARNETT: So then they take the 4?

9 MS. VASQUEZ: So they're stuck taking
10 the 4. And now, a lot of people were really
11 confused when you guys split up the 4 from
12 the 107. You know, they're like, if the 4 is
13 late, then I miss out on the 107, and it's
14 always -- and that kind of stuff, so that's
15 something I hear about a lot.

16 And then, I know this is asking for a
17 lot, but there's -- I know that there's one
18 guy who currently rides his bike ten miles to
19 get to the RaceTrac from up on 27. He leaves
20 his house at 5:30 in the morning to get on
21 that 6:48 a.m. bus, and he's got little ones,
22 just to get to work.

23 MR. PIMPINELLA: All I can say is we'll
24 try to work on it.

25 MS. VASQUEZ: Well, because he lives

1 what they can do within the current funding to
2 try and make better connections with the
3 routes and so forth. But with Lake County
4 LYNX, is not responsible for that service
5 area, even though they provided the service.
6 That was service through inner local
7 agreements.

8 MS. VASQUEZ: I understand. And, also,
9 it's hard to catch that 18 connection
10 sometimes. Because I'm supposed to be at work
11 at 8:00, and I've been very lucky to have --
12 because that 18 runs, even though you guys
13 have it spread out, the 10 and 18, which is
14 great for people going that way. Now, it's --
15 you know, it's a little bit harder because
16 it's, you know --

17 MS. BARNETT: And 18 limited may assist
18 with that. When SunRail starts and that's
19 brought on board, it may be able to assist
20 with that between here and Sand Lake, and it
21 would be a limited stop somewhere to the
22 FastLink or an Xpress route.

23 MS. VASQUEZ: Would Valencia be
24 considered to be one of those limited stops?

25 MR. PIMPINELLA: I don't think so. Not

1 north on 27. And, you know, I know you guys
2 are not really county commissioners, and trust
3 me, we've been talking to Lake County
4 Commissioners. We've been knocking FTA's door
5 and all that kind of stuff; however, we need
6 to be able to be connected as well up that
7 way. I know that's not you guys. I know
8 that's the county commissioners. But if
9 there's anything you guys can do, I'm going to
10 put the comment on the record.

11 Because we need to -- you know, we have
12 movie theaters and that kind of stuff, and
13 shopping plazas and all these jobs that are
14 possible in Lake County that we can't get to,
15 so we have to take jobs in Osceola and Orange
16 County, because that's where we can get to.

17 MR. PIMPINELLA: I feel for you, but I
18 can't really make any comment as to what's
19 going to happen, what can happen. It's not
20 necessarily in our hands. Someone else is
21 making that decision. And, you know, we would
22 like nothing better.

23 MS. BARNETT: With the LYNX service area,
24 we can definitely take the comments back and
25 service planning can evaluate them and see

1 likely, no.

2 MS. BARNETT: Well, we can take it under
3 consideration.

4 MR. PIMPINELLA: But we also need to
5 adhere to what SunRail dictates. And because
6 they're funding it, and that it gives us "X"
7 amount of dollars that we have for it. So,
8 you know, to get from here to Sand Lake, it's
9 about 45 minutes or so. And that's going by
10 rail, the expressways. And then, what is
11 that, Landstreet, Buena Ventura Lakes, Buena
12 Venture Boulevard, somewhere in that area
13 there may be stops somewhere. I'm not exactly
14 sure where. None of that has been determined
15 yet.

16 That's why. That's another thing, having
17 that there could be a stop at Valencia.
18 That's something that, you know, can be
19 considered.

20 MS. VASQUEZ: Okay.

21 MR. PIMPINELLA: Okay.

22 MR. FRIEDMAN: All speakers have been
23 given the opportunity to comment regarding
24 upcoming projects, including the SunRail
25 connectivity, expanded downtown Orlando LYMMO

1 service, updating the LYNX Title VI Program
2 for fiscal years 2014 through '16, and
3 establishing a new fare structure through
4 technology. If you have any questions
5 regarding tonight's topics, LYNX staff is
6 available to answer your questions. Please be
7 advised that your questions will not be part
8 of the official public record.

9 It is important for the public to have a
10 voice and be given a venue where comments and
11 opinions can be heard and documented into
12 public record. The LYNX Board of Directors
13 will be provided with a copy of these
14 proceedings and comments, whether they are via
15 the public arena, privately to the court
16 reporter, e-mail, voicemail, or written
17 comment.

18 I would like to personally thank each of
19 you for taking part in this process. The time
20 is now 7:30 p.m. I officially declare this
21 public hearing closed.

22 (Proceedings concluded at 7:30 p.m.)
23
24
25

CERTIFICATE OF REPORTER

1 STATE OF FLORIDA
2 COUNTY OF ORANGE

3
4 I, DANIELLE FERNANDEZ, Shorthand Reporter
5 and Notary Public, CERTIFY that I was authorized to
6 and did stenographically report the foregoing
7 proceedings, pages 3 through 38, and it is a true
8 and accurate record of my stenographic notes.

9 I FURTHER CERTIFY that I am not a
10 relative, or employee, or attorney, or counsel of
11 any of the parties, nor am I a relative or employee
12 of any of the parties' attorneys or counsel
13 connected with the action, nor am I financially
14 interested in the action.

15 DATED this 4th day of November, 2013.
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22 Danielle Fernandez
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NOTICE OF PUBLIC MEETING
LYNX
CENTRAL STATION
455 NORTH GARLAND AVENUE
ORLANDO, FLORIDA 32801
WEDNESDAY, OCTOBER 23, 2013
5:53 P.M. - 7:30 P.M.



1 P R O C E E D I N G S
 2 * * * * *
 3 MR. FRIEDMAN: Good evening, everyone.
 4 My name is Matt Friedman, and I'm the director
 5 of marketing communications for LYNX. I'd
 6 like to thank you all for coming this evening
 7 to our public hearing regarding upcoming
 8 projects that includes SunRail connectivity,
 9 expanded downtown LYMMO service, updating the
 10 LYNX Title VI Program for fiscal years 2014
 11 through '16, and establishing a new fare
 12 structure through technology.
 13 We are here tonight to provide you
 14 information on the previously mentioned items,
 15 and an opportunity for you to share your
 16 thoughts and comments. Tonight, you will have
 17 the opportunity to voice your opinion. At the
 18 sign-in table there are speaker cards. If you
 19 wish to voice your comments, you may do so
 20 after the presentations, but we ask that you
 21 fill out a speaker card in advance.
 22 Individuals will be called up in the order
 23 that your card was received.
 24 You can also get those from Desna Hunte
 25 over there, who is our manager of compliance.

1 mail back to us. The comment cards are
 2 postage paid, so there's no cost to you. You
 3 may also send comments directly to Patricia
 4 Whitton at Tindale-Oliver & Associates,
 5 Incorporated, 135 West Central Boulevard,
 6 Suite 450, Orlando, Florida 32806, or e-mail
 7 her at pwhitton,
 8 p-w-h-i-t-t-o-n@tindaleoliver,
 9 t-i-n-d-a-l-e-o-l-i-v-e-r.com.

10 The end of the comment period is at close
 11 of business at 5:00 on November 1st, 2013, so
 12 please be sure to submit your comments before
 13 then. We are also going to be hosting another
 14 public hearing tomorrow night at the Osceola
 15 Square Mall at 5:30.

16 Please do -- we ask that you take time
 17 this evening to walk around the room and view
 18 the displays that we have over here. If you
 19 have questions, again, you can ask LYNX staff,
 20 and ask them any questions you have, but be
 21 advised, again, that any questions to staff at
 22 this time will not be part of the official
 23 record.

24 Today's date is October 23rd, 2013, and
 25 I'm officially opening the public hearing at

1 Each individual will have three minutes to
 2 comment. And when the three minutes are up,
 3 we'll call on the next person for comments,
 4 and comments are only to be held with regards
 5 to tonight's topics and tonight's topics only.
 6 Comments regarding issues other than the
 7 purpose of the public hearing may be expressed
 8 through our customer relations staff or by
 9 filling out a customer relations card that's
 10 located in the back of the room as well. And,
 11 again, as I stated, only comments regarding
 12 tonight's topics will be heard this evening.
 13 Should you have questions, staff is
 14 available around this room and after the
 15 hearing. Please be advised that your
 16 questions will not be part of the official
 17 public record. If you don't feel comfortable
 18 commenting in front of the public, you may
 19 make your comments directly to the court
 20 reporter, who is over here, now or in private
 21 after the hearing has concluded.
 22 In addition, there are comment cards, as
 23 I stated, at the sign-in table to give each of
 24 you the opportunity to write down your
 25 comments, which you can turn into us today or

1 LYNX Central Station, 455 North Garland
 2 Avenue. It's here on the second floor space,
 3 Orlando, Florida 32801. This hearing is being
 4 held to provide information to the public
 5 about SunRail connectivity, the expanded
 6 downtown LYMMO service, updating the LYNX
 7 Title VI Program for fiscal years 2014
 8 through '16, and establishing a new fare
 9 structure through technology. This hearing
 10 will afford the public an opportunity to
 11 comment on these actions.

12 This hearing was advertised in the
 13 Orlando Sentinel on October 12th, 2013 in both
 14 English and in Spanish, and in the El
 15 Sentinel, also, on October 12th, 2013. In
 16 addition, this hearing has been advertised
 17 onboard the LYNX bus through informational
 18 flyers, the LYNX website at glynx.com, and
 19 LYNX's Facebook and Twitter accounts.

20 I'd like to take this time to recognize
 21 any elected official or appointed official who
 22 have joined us this evening who desire to have
 23 their names entered into the official record,
 24 do we have any members of the legislature with
 25 us today, any mayors, city, or county



1 commissioners with us? Are there any public
 2 officials that wish to be recognized?
 3 Seeing none, this meeting is being held
 4 in accordance with LYNX's approved Title VI
 5 Program and borne under the Civil Rights Act
 6 of 1964, as well as the Federal Transit
 7 Administration Circular 4702.1A and
 8 Chapter 120 of the Florida Statutes. Public
 9 participation at this hearing is solicited
 10 without regard to race, color, religion,
 11 gender, age, national origin, disability, or
 12 family status.
 13 Any inquires or complaints related to
 14 Title VI may be sent to the address provided
 15 at the sign-in table. Our Title VI officer is
 16 Desna Hunte, and she can be reached
 17 at 407-841-2279. This meeting will be held
 18 under direction by the LYNX Board of Directors
 19 pursuant to Florida Statute 343.64, allowing
 20 LYNX the right to own, operate, maintain, and
 21 manage a public transportation system in the
 22 areas of Seminole, Osceola, and Orange
 23 Counties, as well as to fix, alter, establish,
 24 and collect rates, fares, fees, rentals, and
 25 other charges for use of any public

1 from participation in, be denied the benefit
 2 of, or be subject to discrimination under any
 3 program or activity receiving federal
 4 financial assistance. The regulation applies
 5 to LYNX as a recipient of federal funds and
 6 it's sub-recipients. The FTA is the
 7 regulatory agency that oversees the program.
 8 The LYNX Title VI Program, again, as I
 9 said before, it covers fiscal years 2014
 10 to '16. It contains the following: The
 11 notice of Title VI rights, how to file a
 12 complaint and copy of the complaint form, any
 13 investigations that occurred during the
 14 previous Title VI submission, the public
 15 participation, the LEP plan. This also has to
 16 be submitted to our board in the -- for board
 17 approval, and the minutes need to be included
 18 upon submission. The Title VI Program has to
 19 be submitted every three years to the FTA.
 20 This slide just gives you an overview of
 21 the tri-county area and the minority
 22 population broken down by total population and
 23 minority population within the service area,
 24 the public participation process, which is the
 25 process we're in at this time. Prior to the

1 transportation system or facilities owned and
 2 operated by the authority.
 3 At this time, I'd like to call upon Desna
 4 Hunte, our manager of compliance, who will
 5 make our first presentation this evening.
 6 MS. HUNTE: Good evening, and welcome.
 7 My name is Desna Hunte, and I am the manager
 8 of compliance here at LYNX and the Title VI
 9 officer. I am presenting tonight the
 10 LYNX FY14-16 Title VI Program plan for input
 11 from the public, as well as prior to
 12 submission to the LYNX board for approval and
 13 the FTA, Federal Transit Administration.
 14 Today I am going to review the Title VI
 15 Program, talk about the public participation
 16 process, as well as the limited English
 17 proficiency, environmental justice, and the
 18 service standards set by LYNX, which will be
 19 included in our Title VI Program submission.
 20 The Title VI Program is a federal statute
 21 based out of the Civil Rights Act of 1964, and
 22 the premises of the relations is
 23 nondiscrimination, and it provides that no
 24 person shall, on the basis of or the grounds
 25 of race, color, national origin be excluded

1 submission of the plan, it is a requirement of
 2 the Title VI Program that we do have the
 3 public participation process and that process
 4 and that strategies that goes along into this
 5 is the use of the website to communicate the
 6 information, through transit advisory
 7 committees, outreach, and different various
 8 meeting platforms.
 9 The procedure is we advertise our
 10 meetings at least ten days prior to the
 11 meeting date. We accept public comment up
 12 to 21 days from the public notification. And,
 13 basically, what we're trying to get the
 14 desired outcome is to engage the community in
 15 transit planning and service decision-making,
 16 provide open access for input, as well as
 17 enhancing LYNX's provision of service to
 18 benefit all.
 19 The LEP section that's also, as I've
 20 said, included in the plan. The purpose is to
 21 ensure meaningful access for persons that may
 22 have limited ability to understand the English
 23 language. Its purpose is to provide benefit
 24 service and information and other important
 25 activities. LYNX currently prints most of its

1 material both in English and Spanish, and we
2 do have other translations available on our
3 website, as well as through our customer
4 service language line.

5 The assessment for the LEP is by using
6 the four factor analysis, and it is to
7 determine the number in proportion of LEP
8 persons eligible to be served or encountered
9 by LYNX, frequency of contact, the resources
10 available for LEP outreach, and the course
11 associated with that outreach, as well as the
12 nature and importance of the actions. The
13 next slide just talks about the total LEP
14 population, again, within our LYNX service
15 area.

16 The environmental justice is another
17 segment that's going to be as well included in
18 the Title VI Program. And what this is, is
19 it's an executive order that was passed in
20 February of 1994. And, also, an order by the
21 Department of Transportation of May 2012. And
22 this order guarantees fair treatment for all
23 people and allows LYNX to identify and
24 address, as appropriate, any disproportionate
25 or adverse effects of this program, policies,

1 is to have 30 minutes or better between the
2 hours of 6:00 and 10:00. The NeighborLink
3 with 24-hour scheduling, XpressLink and
4 FastLink with 15 minutes of better. Our BRT
5 service should be scheduled with headways 15
6 minutes or better. ACCESS LYNX should be
7 scheduled between the same hours as a fixed
8 route bus system is in operation. Service
9 availability for our routes is based, again,
10 on population, and that's based on the
11 population density and percent per household
12 by household per acre.

13 The next slide we're going to talk about
14 is our transit amenities. And the transit
15 amenities are, basically, our bus shelters.
16 And LYNX conducts an analysis of the service
17 area for the placement of shelters. And the
18 placement of shelters is, one, is done by
19 ridership, and that ridership is the number of
20 boarding at bus stops, sponsorships, as well
21 as the availability of land, also, through
22 assistance from any other sources, different
23 organizations, private interests, et cetera.

24 And I am at the end of my presentation.
25 If anyone has any questions that they would

1 and activities of minority and low-income
2 populations.

3 The next slide is also just going to give
4 you the population that's within the LYNX
5 service area, the population that's below
6 poverty level, that's broken down. It gives
7 you the total population, as well as the
8 population within the service area. And that
9 information is obtained from the 2010 Census
10 and the American Community Survey in order to
11 compile the details.

12 The next slide is the service standards
13 that LYNX has set, and the service standards
14 provides for having -- the first service
15 standard, actually, is the vehicle load, and
16 it provides for 25 percent above average
17 seated capacity, which is during peak for bus
18 modes. The other standard is on-time
19 performance and vehicle assignments. The
20 vehicle assignments will be random for all
21 modes operated by LYNX except for special
22 approved circumstances.

23 The next service standard is vehicle
24 headways, and the vehicle headways for local
25 bus service should be scheduled, and the goal

1 like to ask, okay?

2 UNIDENTIFIED SPEAKER: I was just
3 wondering, those service standards that are
4 set, where do they come from? Is that
5 something that's dictated by the federal
6 government, or is that something that's been
7 established by LYNX, and how old are they?

8 MS. BARNETT: FTA allows -- or the
9 Federal Transit Administration allows LYNX to
10 set their own service standards. They were
11 actually established this year as part of
12 LYNX's comprehensive operational analysis,
13 which is still being completed, so LYNX
14 actually established those.

15 UNIDENTIFIED SPEAKER: I guess with my
16 concern with it is, is just I don't see how
17 the standards challenge some of the issues for
18 people that are working and use the bus, or
19 work multiple jobs, how difficult it is to
20 work multiple jobs if you use the bus because
21 of how long routes are, how difficult
22 connections sometimes can be, and so I was
23 just wondering how the standards keep in mind
24 that people that are using the bus, maybe
25 working more than one job, and maybe traveling

1 all around the region to do that.
2 MS. BARNETT: And that was kept in mind
3 when you flip back to the service standards,
4 there's one in regards to on-time performance
5 so that customers can depend on the schedule
6 that routes should only be five minutes early
7 or five minutes late. And, also, that that
8 span of service should be between 6:00 a.m.
9 and 10:00 p.m. And when the ridership
10 capacity on specific routes start to exceed
11 that span of service, for instance, the
12 ridership at 5:00 a.m. starts to be greater
13 than the ridership at 6:00, at that point LYNX
14 needs to increase the span of service from the
15 set time.

16 So they're looking at their ridership,
17 and they're doing quarterly reviews of what's
18 coming in from their operational data to see
19 where they need to make modifications.

20 UNIDENTIFIED SPEAKER: So you're not
21 seeing a need for people who are working the
22 second or third shift to be able to catch the
23 bus at 11:00 or midnight or 1:00 a.m. to get
24 home from their second job right now, or is
25 that possibly because they don't think they

1 several of the LYNX's vehicles, they can now
2 monitor when the buses arrive at the location
3 and when they leave. So as they monitor that,
4 they can see routes that they have issues, and
5 either address it if it is a training thing
6 with the operator, or if it's a route issue
7 because of travel time, there's extra traffic
8 on a specific road, or the passenger loading,
9 if you have a lot of wheelchairs loading at a
10 specific or strollers, that actually delays --
11 they can actually analyze the information and
12 make adjustments to the schedule at their
13 normal bid changes to accommodate those
14 things. But drivers are supposed to leave at
15 their scheduled times.

16 If you go see that they're not, please
17 feel free to call a customer service line and
18 report that.

19 UNIDENTIFIED SPEAKER: I have done that,
20 and I don't get followed up or nothing on it.

21 UNIDENTIFIED SPEAKER: Like, on the
22 weekends, the 102 on Saturday and Sunday
23 because, like, there's not that much
24 supervision, they feel they can leave whenever
25 they feel like it even though they sat there

1 can, so they're not even trying to do that?

2 MS. BARNETT: Well, no, there is a need
3 on some routes for later evening service, and
4 LYNX tries to address that, for instance,
5 the 56, there's later service than 10:00 p.m.,
6 that span is just the base, it's not that
7 routes won't deviate from that and provide
8 later or earlier morning service.

9 UNIDENTIFIED SPEAKER: I actually want to
10 add to that. Some of the drivers go -- like,
11 I take the 57, and usually we sit at the
12 Walmart until 18 after the hour. And they're
13 usually just sitting there and I'm, like, hey,
14 can we go? And they're, like, we don't have
15 to be here until a certain time. And I said,
16 well, what does that have to do with me.
17 You're supposed to be leaving here at 18
18 after, not 25 after just because you have to
19 be somewhere else at a certain time and your
20 drive fast. That shouldn't stopped them from
21 leaving on time.

22 MS. BARNETT: That is correct. And that
23 standard now going forward will assist on them
24 monitoring that. Because with their APC,
25 automatic passenger counter data that's on

1 for 10 or 15 minutes.

2 MS. BARNETT: And now that they have
3 these service -- well, they're not set yet,
4 because we are getting the public feedback to
5 incorporate -- but once the service standards
6 are approved, then, Desna, as the compliance
7 manager, will have to monitor that to ensure
8 that they're being adhered to.

9 UNIDENTIFIED SPEAKER: The seating
10 capacity not being met for the number of
11 buses. Buses leave the station already full
12 to the backdoor and go all the way, you know,
13 you have to stand up all the way down Colonial
14 on 49. It's very dangerous.

15 MS. BARNETT: These are the standards
16 that's being proposed for fiscal years 2014
17 through '16. The current standard is 150
18 percent. So on a 40-foot vehicle, it's 40
19 seated. And right now with the current
20 standard, it allows them to have 60 people on
21 the bus. So now with standard, it will reduce
22 that, so you should see an improvement going
23 forward.

24 MS. SHERMAN: Everything is a work in
25 progress.

1 MS. BARNETT: Right.
2 MS. HUNTE: This is pretty much proposed
3 at this time.

4 MS. SHERMAN: It just doesn't
5 automatically occur. It depends on the
6 funding.

7 UNIDENTIFIED SPEAKER: One of the
8 standards was talking about 30-minute service
9 up to 10:00, that's not the way it is now, and
10 a lot of us have one-hour service starting
11 at 7:00.

12 MS. BARNETT: That is correct. The
13 allotted routes have hourly service, and
14 that's why Blanche Sherman actually said that
15 they're proposed. LYNX is, basically, each
16 year asking for funding from their funding
17 partners. So whatever level of funding they
18 receive, that's basically how they can deliver
19 service to the customer.

20 So they don't receive additional funding
21 to increase frequencies. They don't do that.
22 But this is proposed, so it would be the goal
23 that they're trying to reach and adhere to.
24 Any other questions?

25 UNIDENTIFIED SPEAKER: You just made a

1 Then when they get there, there's nowhere to
2 sit, there's no coverage or anything. It was
3 brought up, and lo and behold, the one on the
4 north side of Colonial got it on the westbound
5 side. But the one that we were talking about
6 was the one on the west side southbound. And
7 it was ironic because of the situation
8 where 28 drops off -- or 104 drops off and you
9 have to walk around to get to 41.

10 I do understand it being private
11 property, but, unfortunately, that land is up
12 for sale, it's been up for sale for how many
13 years now. You know, the bank went out six
14 years or something, there must be some way to
15 do something there for coverage. Because,
16 particularly, when the weather is bad, there
17 needs to be something there for a bus stop
18 that is used as much as that one is.

19 MS. BARNETT: Okay. Well, that comment
20 is on the record, and I'm sure the LYNX
21 planning staff will look into that specific
22 location. I know the 41 and the 28 and some
23 spots on Colonial there aren't any sidewalks
24 or there is private property, so there's not
25 enough right of way, or there are issues with

1 comment about the covered areas, when you know
2 that there is a transfer point that people do
3 sit at regularly, and it's been brought up
4 several different times, is there some reason,
5 some way to find out why nothing has been done
6 about it?

7 MS. BARNETT: Yes. And if you submit the
8 question to the customer service, you should
9 receive a response from LYNX. Sometimes the
10 reason a shelter has not been added to a
11 place, because there's not enough available
12 riders' right of way, or it could be private
13 land and so they can't acquire the land to put
14 a shelter on it.

15 So there could be a lot of different
16 reasons for why you have a stop that has a lot
17 of ridership or a lot of use, but it doesn't
18 actually have a shelter. But the goal is the
19 higher ridership locations actually get the
20 shelters.

21 UNIDENTIFIED SPEAKER: The reason I ask
22 is 41 is the one I'm talking about.
23 When 28 -- when 29 drops off, people that are
24 connecting to 41 southbound have to walk. You
25 know, they got to walk around the corner.

1 putting shelters, so --

2 Any other questions? I'm going to turn
3 it over to Blanche Sherman, and she's going to
4 go over the fare structure and fare policy.

5 MS. SHERMAN: Thank you, LaChant and
6 Desna. Did we address all your questions in
7 regards to the new proposed service standards?
8 At this time, I want to give you a brief
9 overview of some of the new changes we have
10 coming before you in regards to the SunRail
11 and how that is going to impact LYNX's fare
12 structure and the current fare media that we
13 will be using.

14 As a part of the Title VI Program, we are
15 required to do a fare equity analysis when we
16 introduce a new fare media or increase or
17 decrease our fares. LYNX is not increasing
18 their fares. We're not decreasing our fares.
19 What we're doing in regards to SunRail is
20 introducing to you a new type of fare media,
21 and it's called a smart card technology, okay.

22 And we have to do that to make sure -- we
23 have to go through this process so that what
24 we're doing does not have a disparate impact
25 or disproportionate burden on our Title VI

1 population, okay. This analysis is not
2 required when we have a fare free promotion or
3 when we're doing a temporary fare reduction or
4 when we're doing a promotional fare reduction
5 that lasts at least less than six months.

6 Some of the changes -- the proposed fare
7 changes that we have, as I mentioned before,
8 would not affect our existing bus fares or our
9 parent transit bus fares, but it will allow us
10 to introduce what we've had in our fare
11 structure for some time and that is a stored
12 value type card. I don't know if any of you
13 are familiar with that.

14 At this particular time, that's what
15 we're going to be introducing via a smart card
16 technology, and SunRail will be doing the same
17 thing. And, also, as I mentioned before, we
18 are going to be incorporating the SunRail fare
19 structure into our fare structure, because
20 we're going to be selling their passes and
21 everything on our fare card, and they're going
22 to be selling on their fare card, and the
23 charts you see below and the chart that we
24 have back there gives you the details of that
25 fare structure, okay.

1 stored value. So you pay \$10, and you get so
2 many rides for \$10, and that will be at a
3 discount, or you can purchase one of those
4 SunRail passes that we had listed earlier on
5 this card, too. You can reload these cards at
6 LYNX's TVMs that are located here at our LYNX
7 Central Station, and we're also going to have
8 them online as well.

9 I'm hoping this slide doesn't confuse
10 you, but helps you to understand a little bit
11 better. What I'm trying to present here is
12 the different type of fare media that you will
13 be, you know, dealing with. The current fare
14 media that LYNX has is their regular bus
15 passes. Now, these passes can only be used on
16 LYNX buses, okay.

17 If you want to transfer to SunRail, you
18 can go to a ticket vending machine, insert
19 that pass, if it's a valid route that can
20 transfer, so only certain routes are allowed
21 to be transferred because it's for
22 connectivity, okay. Then if it's a valid
23 route that is subject to a transfer, you can
24 take that bus pass and put it in a TVM machine
25 and it will give you a transfer ticket that

1 Now, the transfers will be free, I know
2 it's hard to see, but we do have a board in
3 the back. The transfers between SunRail and
4 LYNX are going to be free for paratransit and
5 if you're riding a fixed route, okay. This
6 other chart here gives you a scenario of the
7 transferring situation. To give you an
8 example, if you board a Florida train station
9 for a one-way trip, Seminole County, Avenue
10 County, and Osceola County, you got a \$3
11 charge, a \$4, and a \$5 charge.

12 SunRail's fare structure is a zonal type
13 fare. If you go from one county to the other,
14 you're going to have to pay an upcharge of a
15 dollar. So you start out \$2 on LYNX, and if
16 you go to another county, it's a dollar and
17 then another dollar. Again, the transfers
18 will be free, but they have to be subject to
19 the 90 minutes. It's the same thing that
20 you're dealing with now on their LYNX, okay.

21 This is a picture here of LYNX's SunRail
22 card. This is the LYNX SunRail connection
23 card. This is a store value type of card, a
24 smart card, stored value -- I'm sorry. Okay.
25 And on this smart card, you can purchase

1 you can go on SunRail and just tap on and
2 ride. So you when go on SunRail, you got to
3 tap on, tap off, okay.

4 The card that you see in the middle,
5 that's the SunCard. That is the FDOT SunCard,
6 that's also has a stored value option where
7 you can prepay for rides, and you can also buy
8 those same passes, you know, at the bottom for
9 SunRail, okay. And you can buy those from a
10 SunRail ticket vending machine, which will be
11 outside there and at the other stations, okay.
12 So that card, the stored value, is the
13 seamless card. It's the seamless fare media.
14 You buy a stored value for a LYNX card, stored
15 value for a SunCard, you can take that and
16 ride throughout the system, because it's like
17 a prepaid route. All you're doing is tap on
18 and keep on riding, okay.

19 Some of the technology that you're going
20 to be seeing here around the LYNX Central
21 Station and some of the other SunRail stations
22 are TVMs, which ours will be located inside
23 our lobby downstairs. You'll see some out on
24 the station, as well as those will be
25 SunRail's TVMs. Again, they're selling --

1 they may look different, but they're selling
2 the same thing. And the reason why they look
3 different, is because in the second phase of
4 LYNX, once we get through this implementation,
5 we're going to take some of the passes that
6 you now have, and try to, you know,
7 incorporate our own fare media on that card as
8 well in the future.

9 When you board a bus with one of those
10 cards, you're going to see this thing, it's an
11 onboard validator, that way you can just tap
12 on with that smart card. That validates your
13 transaction. And if it's prepaid, you know,
14 it takes it off your balance and everything.
15 But in the future, we'll be going out to the
16 various outlets that we have now, like we used
17 to have Albertsons, I think we have a few
18 more, and some of those stores. So you can go
19 there and get your cards reloaded.

20 UNIDENTIFIED SPEAKER: Is it going to
21 show us a balance so we know it's just
22 deducted the right amount?

23 MS. SHERMAN: It's an account-based type
24 system. It's almost like, I don't want to say
25 a credit card, but like an ATM card. You

1 pass, yes, ma'am. That is valid, but you can
2 only ride the bus with that pass. You can't
3 ride SunRail with that pass, but you can take
4 that pass, if you're coming off a route that
5 we have that is connecting the SunRail --

6 UNIDENTIFIED SPEAKER: How are we going
7 to know which routes they are?

8 MS. SHERMAN: We'll be advertising the
9 various routes that are connecting.

10 UNIDENTIFIED SPEAKER: So you mean, like,
11 if we come in here, basically, they are all
12 going to connect to SunRail, obviously.

13 MS. SHERMAN: It's a lot. It is a lot.

14 UNIDENTIFIED SPEAKER: So you're saying
15 that if we have a bus pass, and we transfer to
16 the train, to SunRail, it's going to know that
17 we can do that with no additional charge?

18 MS. SHERMAN: No. You would have to take
19 that bus pass and go into the ticket vending
20 machine, okay, and get you a transfer, and you
21 have 90 minutes, okay, to get to your
22 designation.

23 UNIDENTIFIED SPEAKER: And pay a dollar
24 or \$2 --

25 MS. SHERMAN: If you have to. Only if

1 know, you can't see it on your ATM card, but
2 you can call to check your balance, you
3 understand?

4 UNIDENTIFIED SPEAKER: Yeah, I do
5 understand. But I've also had problems where
6 it's been deducted incorrectly before. And we
7 do know that on the bus there are times that
8 you swipe your pass, and you may swipe it four
9 or five times before it finally takes.

10 MS. SHERMAN: That's probably a reader
11 problem. But on your pass when you swipe it
12 again, it's not going to change what you've
13 paid, because that's already been prepaid.
14 With this smart card, with this tapping on and
15 tapping off, it's, you know, almost like
16 dealing with someone taking money
17 automatically out of your account. You know,
18 it's -- so you just have to manage it in some
19 kind of way. You're not going to be able to
20 see anything on the back of this, but I will
21 look into that, okay.

22 UNIDENTIFIED SPEAKER: Excuse me. I'm
23 confused. If you buy a \$50 pass and it lasts
24 a month, it's not going to be valid anymore?

25 MS. SHERMAN: Yes. If you buy a LYNX \$50

1 you're getting into another zone. Only if
2 you're going into another zone.

3 UNIDENTIFIED SPEAKER: That is going to
4 be a mess. Because even your ticket windows
5 down where you only have three or four people
6 working them, you sometimes have 13 or 15
7 people in line.

8 MS. SHERMAN: We're going to have four
9 ticket vending machines.

10 UNIDENTIFIED SPEAKER: That's what I'm
11 saying. You have four people working down
12 there, and you still have a long line.

13 MS. SHERMAN: But --

14 UNIDENTIFIED SPEAKER: We'll see.

15 MS. SHERMAN: We will have to see.

16 UNIDENTIFIED SPEAKER: Excuse me. How
17 long is the SunRail going to be running?

18 MS. SHERMAN: Okay. Now, you're getting
19 into the service part of it.

20 UNIDENTIFIED SPEAKER: Well, you said we
21 have 90 minutes, so, you know --

22 MS. SHERMAN: SunRail I think is going to
23 be running on 30-minute frequencies?

24 MS. BARNETT: During the peak.

25 MS. SHERMAN: During the peak time.

1 UNIDENTIFIED SPEAKER: Two hours or
 2 otherwise, that's not going --
 3 UNIDENTIFIED SPEAKER: That's not going
 4 to help you if you have a two-hour wait.
 5 MS. SHERMAN: Thirty-minute frequencies.
 6 Well, we're not saying that the system is
 7 perfect, and I'm not going to tell you it's
 8 perfect, but I know we got to start somewhere.
 9 UNIDENTIFIED SPEAKER: Well, I'd like to
 10 know how they're going to check it when you're
 11 going county to county, because I know what's
 12 happening now --
 13 MS. SHERMAN: Sometimes it will be on an
 14 honor system, and there will be conductors on
 15 the trains that can come up to you with a
 16 handheld and make sure that you have a valid
 17 pass. There will be conductors on the trains.
 18 Just to give you some highlights of the
 19 equity analysis, okay.
 20 UNIDENTIFIED SPEAKER: Hopefully, you'll
 21 do better, right?
 22 MS. SHERMAN: We're trying. We're
 23 dealing with three counties, you know, three,
 24 Voltran, LYNX, and FDOT. You know, this is the
 25 first -- you know, we got to crawl before we

1 Also, we surveyed about the representing
 2 population of our ridership to determine how
 3 much of those riders are in that population at
 4 a certain income level using it to purchase
 5 cash a single ride, daily ride, or a 7-day, or
 6 a 30-day pass. And the majority, of course,
 7 is the cash and the 30-day. This chart shows
 8 you that when you look at it from a minority
 9 to minority standpoint, based on what they
 10 purchase in regards to our fare media, cash
 11 fare, single-ride fare, 7-day, 30-day, the
 12 majority of the minority purchases the cash
 13 and the 30-day.
 14 In conclusion, the equity analysis, it
 15 was determined that LYNX's fare structure and
 16 the fare technology changes do not result in a
 17 disparate impact or disproportionate burden.
 18 So the next step is that we would take all
 19 your comments and concerns and questions and
 20 take it back to our board. And, of course,
 21 we'll consider those comments and questions
 22 before we move forward, and before we finalize
 23 this issue.
 24 Any other comments or questions?
 25 UNIDENTIFIED SPEAKER: I was just

1 can walk, and we got to start somewhere is the
 2 way I see it.
 3 UNIDENTIFIED SPEAKER: Unfortunately,
 4 that didn't come with a set of directions just
 5 like our kids don't.
 6 MS. SHERMAN: Amen.
 7 Okay. Again, the equity analysis is a
 8 technical analysis to determine equity of the
 9 proposed fare structure. Again, this public
 10 outreach process is a part of that analysis.
 11 We have to make sure that the technology can
 12 provide the language and accessibility
 13 features for persons with disabilities. And,
 14 also, we have to review the existing ridership
 15 and the fare media that's being utilized.
 16 The maps and the other transit systems'
 17 comparison analysis is also required. And,
 18 again, we're proposing a base fare with a free
 19 discount, free transfer, and the discount
 20 fares for the SunRail fare connections with
 21 the LYNX fixed route bus fare. Some details
 22 pertaining to the equity analysis. You can
 23 see about 71 percent of our population that we
 24 surveyed is, basically, at the low-income
 25 level.

1 wondering how does the fare structure compare
 2 to, maybe, other metropolitan cities in the
 3 South. Because I just messaged one of my
 4 friends in Atlanta, he said that monthly fare
 5 is, like, \$95 per bus and rail, all zones.
 6 Whereas it seems like from this it would
 7 be \$140, and that's inclusive of LYNX, but
 8 also the SunRail.
 9 So I was just wondering how that cost
 10 compares to other cities. I know another
 11 friend of mine just said in Philadelphia,
 12 it's \$190, but that's including rail, trolley,
 13 multiple stops, probably way much more
 14 efficient than LYNX is, so --
 15 MS. SHERMAN: Was that a monthly?
 16 UNIDENTIFIED SPEAKER: -- are you able to
 17 be with your funding. So I'm just wondering
 18 how that lines up with other regions?
 19 MS. SHERMAN: Was that a monthly,
 20 the \$195?
 21 UNIDENTIFIED SPEAKER: Monthly.
 22 MS. SHERMAN: The monthly here when
 23 you're traveling one zone it's 56, but this is
 24 just rail. And, of course, LYNX monthly
 25 is \$50, okay. There's four zones, \$140 plus

1 the \$50, so compared to the one you just
2 mentioned for --
3 UNIDENTIFIED SPEAKER: Is there no senior
4 discounts?
5 MS. SHERMAN: Yes, ma'am. It's
6 discounted.
7 UNIDENTIFIED SPEAKER: So what's the
8 senior discount?
9 MS. SHERMAN: Fifty percent.
10 UNIDENTIFIED SPEAKER: Oh, okay. On the
11 SunRail, too?
12 MS. SHERMAN: Yes, ma'am.
13 UNIDENTIFIED SPEAKER: So if you just get
14 the one -- it is also 50 percent for one-day
15 travel for seniors, also?
16 MS. SHERMAN: Well, we have roundtrip on
17 SunRail that we have daily, of course, on
18 LYNX, but we just have roundtrip on SunRail.
19 UNIDENTIFIED SPEAKER: What if we don't
20 do roundtrip?
21 MS. SHERMAN: I thought you mentioned a
22 daily.
23 UNIDENTIFIED SPEAKER: Yeah.
24 MS. SHERMAN: We do have a one-way. Yes,
25 ma'am.

1 MS. SHERMAN: Actually, they're going to
2 be accepting the LYNX IDs. If you have a
3 valid LYNX one.
4 UNIDENTIFIED SPEAKER: It will take the
5 Votran one, too?
6 MS. SHERMAN: They should.
7 Yes, sir.
8 UNIDENTIFIED SPEAKER: With this equity
9 study, I thought one of the incentives of
10 SunRail is also to hopefully increase
11 ridership and encourage more people to use
12 SunRail and get out of their cars. Because,
13 like, as someone who doesn't have a car, I'm
14 very frustrated with how so much this region
15 is oriented for people with cars, almost
16 overwhelmingly so. I don't know how others
17 feel. You feel like you're treated inhumane,
18 like crap, people would almost be willing to
19 run you over, and they don't care you're in
20 their way.
21 So, like, it's just a horrible culture in
22 this region towards pedestrians and transit
23 riders in general. You know, and it gets more
24 overwhelming when you go to a stop and there's
25 not going to be a place to sit, there's not a

1 UNIDENTIFIED SPEAKER: There's a discount
2 on the one-way?
3 MS. SHERMAN: Yes. You have discounts on
4 the one-way, too. Everything is discounted
5 for the seniors and disabled.
6 Yes, sir?
7 UNIDENTIFIED SPEAKER: I have a question
8 as far as transfers. Now, are there limits to
9 the transferability; in other words, for
10 example, if I started out here. I came into
11 this station on LYNX, and I went on the
12 SunRail, and I rode up to DeBary. And then, I
13 transferred to a Volusia County bus, do I --
14 is there two transfers involved in that, or do
15 I have to pay another fare, or how does that
16 work?
17 MS. SHERMAN: There are transfers free on
18 the other end as well.
19 UNIDENTIFIED SPEAKER: Okay. So I can
20 come in and effectively transfer back out.
21 MS. SHERMAN: Uh-huh. With Votran.
22 Yes, ma'am?
23 UNIDENTIFIED SPEAKER: Do senior
24 passengers have to get an ID card that says
25 SunRail?

1 shelter. You know, you really can't connect
2 quickly to a stop, and you spend four hours
3 trying to get one way somewhere.
4 So I'm just curious is how if someone had
5 many friends who they feel compelled to, you
6 know, pay a car payment, pay car insurance,
7 you know, risk getting in an accident, dealing
8 with maintenance, I don't see how any of them
9 would be willing to do \$140 on top of that,
10 just in case they think that, you know.
11 So how are you going to provide an
12 incentive that's equitable to people that
13 maybe need to make the switch, so that we have
14 a more inclusive culture overall towards that.
15 Because we have to get more people out of cars
16 and be more mindful of people that don't have
17 cars. I don't know how this is going to do
18 that, you know.
19 MS. SHERMAN: Well, we have the stored
20 value. I keep talking about the stored value,
21 that allows you -- and it will be at a
22 discount, okay. So that stored value, if you
23 go back to -- I don't know which -- you go to
24 this slide -- the SunRail card and the LYNX
25 connection card, you can purchase stored value

1 fare media on either of those cards. You can
2 use that throughout the system, just go from a
3 LYNX bus tap, get on SunRail and tap on, tap
4 off and go. And it's prepaid, and you get a
5 discount for that.

6 UNIDENTIFIED SPEAKER: So it's, like,
7 you're paying into it monthly --

8 MS. SHERMAN: You can buy \$100 worth of
9 rides and get a discount.

10 (Simultaneous talking.)

11 MS. SHERMAN: I think it's ten percent
12 that we're proposing.

13 UNIDENTIFIED SPEAKER: Is there going to
14 be a charge for parking at SunRail terminals
15 where they park to ride?

16 MS. SHERMAN: Not to my knowledge. I
17 don't know. I can't speak for them, but not
18 to my knowledge.

19 UNIDENTIFIED SPEAKER: I was thinking
20 that would take away from the parking cost
21 downtown for people that have to pay a monthly
22 parking fee.

23 UNIDENTIFIED SPEAKER: That's going to be
24 one of the few incentives that, I think,
25 they're going to have.

1 just SunRail. That SunRail pass only allows
2 you to ride just SunRail.

3 UNIDENTIFIED SPEAKER: Plus your free
4 transfers from SunRail to either, I guess,
5 LYNX or the train.

6 MS. SHERMAN: Correct.

7 Yes, ma'am?

8 UNIDENTIFIED SPEAKER: With the -- I
9 apologize for coming in late, but I want to
10 understand this -- so you get off the SunRail.

11 Get on a LYNX bus, but what if you have a
12 transfer on a LYNX bus, you have to pay for
13 that other second transfer? Because the way
14 you guys are structured now, a lot of places,
15 the routes have changed --

16 MS. SHERMAN: Yes, ma'am. Where are you
17 starting your trip on SunRail or on LYNX?

18 UNIDENTIFIED SPEAKER: If we're starting
19 it on SunRail.

20 MS. SHERMAN: If you're starting it on
21 SunRail, you get a free transfer onto LYNX.

22 UNIDENTIFIED SPEAKER: Right. But what
23 if now, to get to your final designation it
24 requires a second transfer?

25 MS. SHERMAN: You will not get a second

1 MS. SHERMAN: Free parking.

2 UNIDENTIFIED SPEAKER: I wanted to ask a
3 question. The slide you just had on, it
4 says, \$28 reduced rate monthly, annually \$280,
5 that would be for ten months, that's not 12
6 months.

7 MS. SHERMAN: If it's annual, that's 12
8 months. Well, it wasn't necessarily based on
9 the fact that you take 28 times 12, so you got
10 a deeper discount with our annual pass.

11 (Simultaneous talking.)

12 THE COURT REPORTER: I can't get everyone
13 talking at once.

14 MS. SHERMAN: Okay. Yes. We have to go
15 one at a time. She's trying to record
16 everything.

17 I think that SunRail is trying to sell
18 them in advance, but I don't know if they
19 actually started right now.

20 UNIDENTIFIED SPEAKER: Is that just
21 SunRail for an annual pass, or is that LYNX,
22 also?

23 MS. SHERMAN: That's just SunRail.
24 Eventually, you'd be able to buy them when we
25 have our ticket vending machines, but that's

1 transfer.

2 UNIDENTIFIED SPEAKER: So you're paying
3 for that transfer at the full rate.

4 MS. SHERMAN: Right. Or whatever rate
5 you are subject to, okay.

6 UNIDENTIFIED SPEAKER: And then, I also
7 understand SunRail is not working on the
8 weekends; is that correct?

9 MS. SHERMAN: Monday through Friday.
10 (Simultaneous talking)

11 MS. SHERMAN: You have to look at the
12 service that SunRail is offering to make the
13 determination whether it meets your needs.
14 You know, whether it's going to give you the
15 connectivity and travel in the areas that you
16 need to travel. Right now, it's Monday
17 through Friday.

18 (Simultaneous talking)

19 MS. SHERMAN: We got to talk one at a
20 time for the court reporter.

21 UNIDENTIFIED SPEAKER: I have a question
22 about your Link 8.

23 MS. SHERMAN: We're going to have another
24 presentation that's going to tell you about
25 our feeder service that we're going to --

1 maybe that will help answer some of your
2 questions, okay. So I would like to introduce
3 Mike Knispel. He is our service planner, and
4 he's going to give you an overview of the
5 actual feeder service that we're going to have
6 connecting to SunRail, okay.

7 MR. KNISPEL: Okay. Folks, how are you.
8 My name is Mike. I'm with the service
9 planning department, and I'm going to speak to
10 you a little bit more about the Title VI
11 requirements that we face when we are
12 confronted with service changes or service
13 additions or service removals, anything of
14 that capacity. I'm also going to talk to you
15 about some of the analyses that we did
16 regarding the SunRail feeder service, which
17 will be going into place in April, and, also,
18 their LYMMO expansion when that starts up in
19 the next year or two.

20 Basically, in service equity analysis
21 what we do is, is we try and see how our
22 changes and service or additions in service
23 will affect different groups of people. I
24 don't know whether or not you all are aware,
25 but the Title VI laws are the laws that

1 Sir, I have a lot of material to go
2 through, so if you can hold your questions
3 towards the end, and I'll be more than happy
4 to answer as many questions as you all got.

5 So what we had to do is make -- to review
6 the route, the route miles, and the route
7 hours that we were cutting off the route. And
8 if they exceed a certain threshold, then we
9 are required to go through our public hearing
10 processes to do these analyses and to make
11 sure the public is afforded the opportunity to
12 comment, and we are providing the range of
13 alternatives.

14 So, basically, that's what our Title VI
15 review entails. Again, there are certain
16 criteria that we have to follow, such as we
17 have to do it six months prior to the startup
18 of new revenue operations. We have to compare
19 population impacts; in other words, we can't
20 take away 25 percent of service from a
21 low-income minority area, and then put it over
22 in Windermere or Dr. Phillips and give those
23 people more service on the backs of others.
24 We can't do it. We'll come under the
25 speculations of the feds.

1 prohibit us from discrimination against
2 protected classes of people, whether they are
3 minorities, low-income or whatnot.

4 As a recipient of federal dollars, we're
5 required to comply with the federal
6 regulations regarding Title VI, and,
7 therefore, we have to comply with these
8 regulations. The regulations don't tell us
9 that we cannot make a change. If we do find
10 that a service change is going to disparately
11 affect a certain population, it doesn't mean
12 we cannot do it, we just have to prove that we
13 provided alternatives, or that we reviewed the
14 alternatives that were available.

15 Basically, what happens is when we review
16 our routes, if we're going to do a service
17 change, and let me think of an example real
18 fast, the Link 111 back in last December, we
19 made a change to Link 111 wherein we shortened
20 the route. It used to run from Orlando
21 International Airport all the way out to
22 Disney. Our operational funding was cut back,
23 and as a result, we had to make modifications
24 to the route to accommodate the reduced
25 funding levels --

1 The analysis, it should include a
2 step-by-step analytical methodology, overlay
3 maps if we're using population data; in other
4 words, we have to show how many people are of
5 Hispanic origin, black, white, Caucasian, and
6 show on these overlays on maps the different
7 populations that are affected in the area that
8 we're making changes.

9 So we can show that we did not, or if we
10 did, that we took the steps that were
11 necessary to communicate the necessary
12 information. The legal test must be properly
13 documented; in other words, what that means is
14 everything that we do has to be able to be
15 proved to the federal oversight committees
16 that we took the steps necessary to
17 communicate what is needed to the population.

18 Again, if there is a disproportionate
19 burden on a certain group, we have to take
20 steps to avoid, if possible, minimize or
21 mitigate the impacts where it's practical. We
22 took these steps when we -- and we collected
23 input for the LYMMO. We've had several public
24 meetings regarding the LYMMO expansion in the
25 neighborhoods where the LYMMO is planned to

1 operate in addition to other areas. We invite
2 input from riders as well as private car
3 owners, local businesses, residents, whoever
4 could possibly be affected by any of the
5 changes or additions to routes.

6 We did the same thing for the SunRail
7 feeder service, not the SunRail service, we're
8 only responsible for the bus portion
9 connecting SunRail to the rest of the Orlando
10 area. This is a table of some of the services
11 that are going to be impacted by SunRail. So
12 some of the routes that are going to be
13 changed or realigned to accommodate the
14 SunRail feeder service are the 1, the 9,
15 the 14, the 23, the 45, the 102, the 103,
16 the 111, the 434.

17 We're going to be adding a new route.
18 It's going to be called the 18L, "L," stand
19 for limited. It's more or less going to be
20 like our FastLink service. And, also, a lot
21 of the routes that come in contact with LYNX
22 Central Station, our main terminal right here
23 in downtown.

24 As you can see on the second table, we
25 have the route miles and the percentages of

1 analysis, so the information in this table
2 might not have been updated just yet.

3 Yeah, 30 miles, again, you know what, I
4 may be wrong, that might be roundtrip miles.
5 It's probably roundtrip miles, so I stand
6 corrected.

7 So these are some of the realignments on
8 the route that we're showing you. This is --
9 you can see Link 9 comes into the Webster and
10 Denning area, and it will be extended down
11 into -- further down into Winter Park to
12 connect to the SunRail station, which is
13 located further down to Park Avenue. The next
14 few slides will really just describe a series
15 of maps detailing the realignments of the
16 routes.

17 The realignment is depicted by the white
18 dashed line, so I'm going to try and, you
19 know, go through these. I'll keep the slides
20 up for a few seconds so you can absorb them,
21 and then we'll -- I'll move onto the next one.
22 This is the 1, 9, 14, and 23. They pretty
23 much all will come down the same way into the
24 Winter Park SunRail Station. The Link 45, I
25 guess, we don't have a map for that one, but

1 the routes that affects that are in a minority
2 Census track, and this is information that we
3 get from the U.S. Census Department, which is
4 when people respond to Census data ever ten
5 years, who -- you're asked questions, if
6 you're a minority, are you Latino, are you
7 Caucasian, all this data is used, and we use a
8 lot of it to determine individual groups of
9 people that were affected with our services
10 changes.

11 So, basically, what we're showing here is
12 each route, the route miles attached to the
13 route, those are one-way miles, and the
14 percentages of that route that affect minority
15 Census tracks.

16 UNIDENTIFIED SPEAKER: Is that mileage
17 roundtrip or one-way?

18 MR. KNISPEL: That one would be one-way,
19 ma'am. Which one are you referring to?

20 UNIDENTIFIED SPEAKER: The 111.

21 MR. KNISPEL: The 111. This, you know
22 what, might be old information from when it
23 used to go to Disney. That might have been --
24 this, again, we're required to have quite a
25 substantial amount of time to do this

1 that's a real simple -- that's a real simple
2 deviation. It's pretty much going to stay on
3 Lake Mary Boulevard, and it's going to jog up
4 into the station and come back. It's not
5 going to be a big impact to the route. It's
6 not going to affect too many people.

7 The Link 102, this is -- the original
8 concept was to send both Link 102 and Link 103
9 over into Maitland SunRail Station -- I'm
10 sorry -- into the Altamonte SunRail Station,
11 and that's what our analysis was based on;
12 however, we're incurring some cost overruns
13 with that, and we're in discussions with the
14 folks over at SunRail.

15 There may be some modifications to that
16 plan, wherein we'll still continue to stay in
17 Fernwood and Oxford, and we will provide an
18 additional route, I'll say an overlay route on
19 top of the Link 41, that will
20 provide 15-minute service to the SunRail
21 station from Fernwood and Oxford.

22 So you have the 41 operating at 30
23 minutes, and then you'll have the new route --
24 and I'm going to give you an imaginary
25 number -- it's the 112, will provide 30-minute

1 service as well, but only during the peak
 2 operating times when SunRail is operating. So
 3 you'll have 15-minute service on that card.
 4 Again, that's something that we're
 5 exploring right now, and we're talking about
 6 with the folks at SunRail, because we're
 7 having some discussions about the amount of
 8 hours that we need to provide service in
 9 contrast to the amount of hours that they
 10 think we need to provide service.
 11 UNIDENTIFIED SPEAKER: So would it be
 12 like a NeighborLink --
 13 MR. KNISPEL: No, it would be a regular
 14 route. It would operate the same route as it
 15 would -- it would operate between Fernwood and
 16 Oxford and the Altamonte Mall on the same
 17 alignment as the 41. And both the 41 and this
 18 route will go into the SunRail station in
 19 Altamonte, and then continue. Again, that's
 20 just an option we're looking at, but our
 21 analysis was done on serving the SunRail
 22 station with the 102, the 103, and the 41.
 23 UNIDENTIFIED SPEAKER: So 41 is part --
 24 MR. KNISPEL: Yes --
 25 UNIDENTIFIED SPEAKER: So what you're

1 or --
 2 MR. KNISPEL: Orange Avenue and Sand
 3 Lake. That's the extent of phase one for
 4 SunRail. The phase one SunRail is going run
 5 between DeLand and Sand Lake Road. Phase two
 6 is going to take it down to Kissimmee.
 7 Phase 3 is going to take it down to Poinciana.
 8 Phase 3 probably won't be in place until
 9 the 2020s. Phase one is DeBary, not DeLand,
 10 my apologies.
 11 So where our service is going to feed the
 12 SunRail off of Orange Avenue; in other words,
 13 the Link 111. But I really don't want to get
 14 into the details about the route change.
 15 These are the analyses that we did and, you
 16 know, the equity analyses based on these
 17 changes that we're presenting to you today.
 18 The 434, again, this is another one that
 19 we're discussing with the folks at SunRail in
 20 Seminole County to serve the SunRail station.
 21 Our goal is to have every bus -- every train
 22 meet a bus, basically. And we're having
 23 discussions about how that -- exactly how
 24 we're going to do that. So some of this is
 25 still in flux where it's still being worked

1 talking is leaving the 102 and the 103 the
 2 same, and the 41 will still go back and forth
 3 and just do a transfer between Altamonte Mall
 4 and --
 5 MR. KNISPEL: That's what we're
 6 discussing, nothing is carved in stone just
 7 yet. We're kind of working out some details.
 8 UNIDENTIFIED SPEAKER: I thought you
 9 meant you were just going from Fernwood to the
 10 rail station. I'm thinking that might as well
 11 be a shuttle bus.
 12 MR. KNISPEL: No, we'll go beyond, so
 13 this way there'll be 15-minute service on that
 14 small segment of the corridor.
 15 UNIDENTIFIED SPEAKER: That would be
 16 good.
 17 MR. KNISPEL: And the 103, also, is
 18 scheduled to go into the Altamonte SunRail
 19 Station, but, again, the same situation
 20 exists. The Link 111 will be going into the
 21 new SunRail station down at Sand Lake Road.
 22 The SunRail station is going -- if you're
 23 familiar with that area, it's right by the
 24 McDonald's over there where --
 25 UNIDENTIFIED SPEAKER: OBT and Sand Lake

1 out.
 2 The new 18L, this is a route that's
 3 really -- it's kind of going to be the Sand
 4 Lake Road to the Kissimmee extension of
 5 SunRail wherein it's going to be limited stop,
 6 if not an Xpress service, that's going to
 7 continue the trip between SunRail at Sand Lake
 8 Road and Kissimmee stations.
 9 UNIDENTIFIED SPEAKER: Does it go to the
 10 mall?
 11 MR. KNISPEL: Well, the service at the
 12 mall is going to be shifted over to the new
 13 modal station coming in our next bid change.
 14 So all that transfer activity is going to be
 15 shifted over to the downtown. So that's what
 16 we're doing in preparation for the arrival of
 17 SunRail and others, you know, three to five
 18 years down the line.
 19 UNIDENTIFIED SPEAKER: When does SunRail
 20 actually start running?
 21 MR. KNISPEL: SunRail is scheduled to
 22 start running in May of next year.
 23 So, again, we did the same thing with our
 24 LYMMO expansion. We've had 20 meetings of the
 25 technical committee. We've had eight meetings

1 of the project advisory group. There's policy
 2 board meetings, and this has gone to
 3 MetroPlan, the City of Orlando, the LYNX Board
 4 of Directors, I mean, pretty much anybody and
 5 everybody that's influential within the city
 6 has had a part of the LYMMO expansion. We've
 7 done several public workshops where we've
 8 gathered public input, and, I guess, we have a
 9 study contact list of approximately 800
 10 individuals, so that's pretty significant.
 11 As you can see this is a map of our LYMMO
 12 expansion. The orange line is our current
 13 LYMMO alignment. The green line is our new
 14 Parramore BRT, and red line is going to be the
 15 new cross-town LYMMO expansion. The other map
 16 you're seeing is just another version of the
 17 smaller map on the right -- on the left.
 18 Again, some more details regarding the
 19 equity analysis. We did -- basically, this
 20 was an alternative analysis study where we
 21 reviewed different options for the BRT. We
 22 looked at light rail. We looked at trolley.
 23 We looked at the different ways that we could
 24 possibly serve the community. These -- you
 25 know, these studies are mandated by other

1 on routes that are servicing minority
 2 communities and enhancing connectivity to an
 3 additional mode of service. So, you know,
 4 while there is an impact, it's not an adverse
 5 impact to most people. It's going to be a
 6 benefit. Again, we're not -- you know,
 7 basically just saying that the results of the
 8 studies that we have concluded, that we're not
 9 going to be adversely affecting any of the
 10 protective classes that we reviewed.
 11 Yes, ma'am?
 12 UNIDENTIFIED SPEAKER: In terms of the
 13 expansion, I noticed on your slide you said
 14 it's going to be ten minutes during peak hours
 15 and 15 minutes during non-peak; is that
 16 correct?
 17 MR. KNISPEL: Yes, that's correct.
 18 UNIDENTIFIED SPEAKER: Are there going to
 19 be shelters set up on some of these stops?
 20 MR. KNISPEL: Yes.
 21 UNIDENTIFIED SPEAKER: So all of the
 22 stops along these routes are going to have
 23 shelters, the LYMMO are just stops?
 24 MR. KNISPEL: Similar to our existing
 25 LYMMO stations, like if you go to the

1 federal rules and regulations that we're
 2 required to comply with.
 3 Also, there was a state -- we're in the
 4 process of the State Road 50 alternative
 5 analysis study, which may or not may result in
 6 a new monorail. I mean, I'm just throwing
 7 that out there. It's one of many, many
 8 alternatives that's out there. It could be a
 9 monorail. It could be a new subway. I mean,
 10 who knows what it could wind up to be. But
 11 right now, it's in the study. They're looking
 12 at the alternatives.
 13 The proposed LYMMO expansion efforts,
 14 we're going to serve both minority and
 15 non-minority areas. We're going to serve
 16 diverse income levels, residential and
 17 commercial uses. Like I said before, we
 18 pretty much made contact with all segments of
 19 the community when we did our outreach for the
 20 LYMMO expansion and the SunRail expansion.
 21 The LYMMO, similar to the existing LYMMO, it's
 22 going to be free. The existing LYMMO will
 23 stay in place. Again, nobody is going to be
 24 adversely affected, and -- back to SunRail.
 25 The SunRail feeder is increasing service

1 courthouse or right outside on the LYMMO lane
 2 here, will have a shelter. But if you go down
 3 to Jefferson Street or Magnolia, we don't have
 4 shelter.
 5 Sir, you had a question earlier. I'm
 6 sorry.
 7 UNIDENTIFIED SPEAKER: I was wondering
 8 about the 8, what's going on with the 8?
 9 MR. KNISPEL: I'm sorry. What about it?
 10 UNIDENTIFIED SPEAKER: That bus be late
 11 every day.
 12 UNIDENTIFIED SPEAKER: That's -- you know
 13 what, let's keep the focus on what we're
 14 talking about here. We're not talking about
 15 on-time performance or timeliness issues,
 16 we're talking about our equity analysis and
 17 the like. If you want to have -- we can have
 18 a whole separate dialogue about on-time
 19 performance, so let's keep it focused -- let's
 20 try and keep the focus.
 21 Yes, ma'am?
 22 UNIDENTIFIED SPEAKER: The 18L, where is
 23 that going to run --
 24 THE COURT REPORTER: I can't hear you,
 25 ma'am. I'm sorry. Can you speak up?

1 UNIDENTIFIED SPEAKER: The number 18L, is
2 it --

3 MR. KNISPEL: The young lady asked where
4 the Link 18L is going to be running from, or
5 what its route is going to be. It's going to
6 be starting at the Sand Lake Station, and it's
7 going to be running to our new Kissimmee Modal
8 Station, which is right near the Amtrak
9 station in Kissimmee.

10 UNIDENTIFIED SPEAKER: What street is it
11 going to ride on?

12 MR. KNISPEL: Ma'am, for the benefit of
13 all conversation, there's going to be no
14 stops, so it doesn't matter. There may be
15 stops once it gets down to Kissimmee, but it's
16 a limited-stop service. I mean, SunRail is
17 giving us money to get people from there to
18 Kissimmee.

19 UNIDENTIFIED SPEAKER: You mean, until
20 the rest of it is built?

21 MR. KNISPEL: Right. Until the rest of
22 it is built, then that route will more than
23 likely go away. It's going to be on Broadway
24 and Neptune, so it's right -- it's actually
25 right around the corner. It's right off the

1 intersections that we come to.

2 UNIDENTIFIED SPEAKER: I was just
3 wondering if, personally, I'm not sure if
4 having those dedicated stops on Magnolia is
5 effective. I would almost recommend moving
6 the LYMMO service to Garland and having it run
7 from Garland to Orange in a square. Like, I
8 don't know why it's on Magnolia. I never
9 found it, and other people might say
10 differently, but I don't personally find it
11 convenient for the LYMMO to run up and down
12 Magnolia.

13 And I think that the right of ways
14 actually make it slower to get down Magnolia,
15 because you have to wait for the cars to go,
16 then you have to wait for you to go. So I was
17 just wondering if there's been an analysis to
18 look at that, because I just find the bus to
19 go down Garland a lot faster than they do down
20 Magnolia.

21 MR. KNISPEL: There's a lot people that
22 are a lot smarter than me that did years and
23 years to be able to build this LYMMO system.
24 I know that the City and the federal
25 government invested millions of dollars in

1 corner of Sproul. It's in the heart of
2 Downtown Kissimmee right by the Amtrak
3 station.

4 Okay. Questions, we've been addressing a
5 lot of them already. Yes, sir?

6 UNIDENTIFIED SPEAKER: I'm just curious
7 about the LYMMO design that you're talking
8 about. I lived in downtown for a year before
9 I decided to move closer to UCF where I go to
10 school, and I always struggled with the LYMMO
11 because I felt like it took longer to get
12 through the city than just catching whatever
13 bus was going down Garland to get me to the
14 LYNX Central Station.

15 So I was just wondering if you all done
16 any kind of analysis regarding how slow the
17 LYMMO currently goes down Magnolia, because it
18 just takes awhile to get down Magnolia on the
19 LYMMO. Like, it gets kind of annoying.

20 MR. KNISPEL: The current average speed
21 for the LYMMO is about six miles an hour for
22 the existing route that runs between the
23 Centroplex garage and back. We do have a
24 dedicated right of way. We do have signal
25 prioritization at the majority of the

1 building it. I know that there are countries
2 throughout the world that invest billions of
3 dollars in BRT systems because of their
4 effectiveness in transporting people to
5 destinations, so I really can't answer your
6 question. But I do know that there's tons of
7 and tons of documentation on the hows and
8 whys --

9 MS. BARNETT: During the alternative
10 analysis study for the initial LYMMO and also
11 for the two expansion routes, they looked at
12 travel time, but you have to understand that
13 this is a different mode. Initially, they
14 looked at utilizing Orange Avenue, but the
15 State wasn't willing to up give road -- the
16 lanes on Orange Avenue for it to be dedicated.

17 But the City of Orlando pays for the
18 LYMMO route entirely from downtown development
19 board's funds, and the purpose of that is to
20 get people through downtown and create
21 circulation in downtown to support downtown
22 businesses, not necessarily for through
23 traffic. And that's why the speed on the
24 LYMMO is an average of six miles versus with
25 your regular fixed bus routes where you're

1 averaging about 15, 16, miles depending on the
 2 routes. So it's a different purpose.
 3 UNIDENTIFIED SPEAKER: I don't think it's
 4 the speed as much, it's just the stoplights.
 5 There's a lot of stop lights, and they're not
 6 quick stoplights. It just doesn't seem
 7 sufficient to me.
 8 MS. BARNETT: They actually have signal
 9 priority for the LYMMO lanes, which allows
 10 them to bypass some of the -- or change the
 11 signals, whatever, but it's controlled by the
 12 City of Orlando, not LYNX.
 13 MR. KNISPEL: We don't have signal
 14 priority, we do have what's called --
 15 MS. BARNETT: We do have signal priority,
 16 we don't have signal preemption.
 17 MR. KNISPEL: That's right. We don't
 18 have signal preemption, we have priority.
 19 And, basically, all that means is that the
 20 light will change when the bus is there. So
 21 if there's no bus there, regular vehicular
 22 traffic will continue to travel. They won't
 23 be impeded by the bus getting a light. That's
 24 all it means. It doesn't mean --
 25 UNIDENTIFIED SPEAKER: Well, the bus

1 technical, but the reason the LYMMO started
 2 was because they wanted to increase density in
 3 the downtown area to, you know, make some of
 4 the high-rises, and the level of service on
 5 the lane that were built, was a level of
 6 service of an "F". So, you know, similar to
 7 school, "F" is not good.
 8 So in order for them to increase their
 9 density in the downtown area, they had to come
 10 up with an alternative, either they had to
 11 widen the roadways to allow more vehicles, or
 12 they had to come up with an alternative mode.
 13 The LYMMO was that alternative mode that
 14 allowed the city to create some of the density
 15 and make it a true downtown.
 16 Some of the issue are that we're still a
 17 car focused population, but MetroPlan has
 18 started -- or has funded, actually, some new
 19 programs that are working with the police
 20 department to help enforcement with regards to
 21 jaywalking and cars not stopping for
 22 pedestrians. So there are some new efforts
 23 now to really try and refocus Central Florida,
 24 especially, because of the high bike and death
 25 fatality rates here, so that more people do

1 shows up and the light doesn't change
 2 immediately or even close to it.
 3 MR. KNISPEL: It's not supposed to. All
 4 it's supposed to do is alert the traffic
 5 signal that there's a bus there, and that the
 6 bus can get a signal. If the bus doesn't go
 7 there, it -- a simple way to put is, it's more
 8 for the benefit of vehicular traffic than it
 9 is for the benefit of the bus. That's it,
 10 because if you put the bus there and you give
 11 the bus that 15-second green time, then you
 12 have to prohibit the vehicular traffic from
 13 moving during that 15 seconds.
 14 UNIDENTIFIED SPEAKER: Well, the main
 15 question I'm asking is if we continue to make
 16 it too convenient for cars to get around,
 17 people aren't going to start using the LYMMO.
 18 That's apparent to me when using the LYMMO
 19 that it's still car centric in how the user
 20 ability is operating, and I just -- I don't
 21 see people having the patience that people are
 22 using right now have, because they're used to
 23 getting in their cars and parking in spots to
 24 ride the Orange route as it exists right now.
 25 MS. BARNETT: I don't want to get too

1 want to walk, bike, and take alternative
 2 modes. So there's a shift, but it's going to
 3 happen over time.
 4 UNIDENTIFIED SPEAKER: What kind of
 5 chance do we have of getting it -- so in all
 6 honesty, I'm not going to take a bus -- my
 7 scooter can go 4.5 miles an hour, I can
 8 literally ride from the library to here faster
 9 than I take a LYMMO, which makes no sense.
 10 UNIDENTIFIED SPEAKER: I can walk it
 11 faster.
 12 (Simultaneous talking.)
 13 MS. BARNETT: One at a time, because she
 14 needs to get your comments on the record.
 15 They can definitely look at the speed of
 16 LYMMO. But as I said, it is designed for
 17 downtown circulation to try and keep people
 18 from going back to the parking lot, for
 19 instance, on their lunch break and get in
 20 their vehicle to drive. Instead of going and
 21 getting in your car, you know, use this free
 22 LYMMO service to get around downtown.
 23 UNIDENTIFIED SPEAKER: Is there a way to
 24 get them to analyze it so that they can --
 25 UNIDENTIFIED SPEAKER: The preemption --

1 UNIDENTIFIED SPEAKER: -- so that --
2 because the LYMMO will get there and they'll
3 sit there, and by the time light starts to
4 change, the next one is already there.

5 MS. BARNETT: You probably will never get
6 preemption, in my opinion, because preemption,
7 it messes up the signals. And so to get the
8 cars traveling back on a regular rotation is
9 difficult. And, usually, that's reserved for
10 ambulance, police, fire, not for transit
11 vehicles. They do have priority, which they
12 may need to work on that. But when the
13 vehicle comes to the stop, that priority
14 should trigger the light to give them
15 preference to go.

16 UNIDENTIFIED SPEAKER: Now that I
17 understand, I'll watch for it.

18 MS. BARNETT: We'll probably take five
19 more minutes of questions, then he needs to
20 kind of close it up.

21 UNIDENTIFIED SPEAKER: I have a concern
22 because Magnolia already has a dedicated LYMMO
23 lane, Central does not. Are they going to
24 create a designated LYMMO lane?

25 MS. BARNETT: We're in the process --

1 UNIDENTIFIED SPEAKER: Well, I had a
2 general question in terms of all of LYNX, and
3 with all the technicalities of studies and,
4 you know, general analysis and, you know, time
5 reviews and time, doesn't anyone actually ride
6 the LYNX and see, okay, wait a minute. This
7 is not going to make this connection at all
8 and -- you know, do they actually ride them or
9 do they just sit behind their desk, because
10 that's a concern of mine.

11 MR. KNISPEL: We do go out and ride the
12 LYNX; however, we have invested quite a bit of
13 dollars in technology that we don't have to be
14 out there as frequently as we need to. We
15 have our CADDY, the "L" system, which tracks
16 every single bus in our system. We have our
17 automated passenger counters, which count the
18 passenger activity at every bus stop.

19 So, I mean, we don't have to be on the
20 bus, per se. We are on the bus. Rather than
21 one person riding one round every couple of
22 days, we have technology that allows us to be
23 on every bus in the system.

24 UNIDENTIFIED SPEAKER: And that's another
25 issue. I mean, technology in some cities, you

1 UNIDENTIFIED SPEAKER: I don't see that
2 happening. If we're stuck behind traffic,
3 we're not going nowhere.

4 (Simultaneous talking.)

5 MS. BARNETT: They're not widening the
6 road on Central. What they did was take away
7 an existing lane to make it a dedicated lane.
8 So if you were to go down Central now, right
9 today, you have cones. And now you have,
10 basically, one lane for travel versus two, and
11 then you have turn lanes when you get near the
12 intersection. That's in existence right now.
13 They're finishing up construction.

14 MR. KNISPEL: Then it's going to be
15 mixed. Part of the east/west LYMMO corridor
16 is going to be mixed traffic, and part of it
17 going to be a dedicated right of way. So to
18 the benefit of your opinion, we'll see. We'll
19 be able to have a comparison of where it
20 operates better. Does it operate better in
21 mixed traffic, or does it operate better on a
22 dedicated roadway.

23 So let's go for one more question before
24 we do -- are we going to do speakers cards --
25 anybody else?

1 can tell when a bus is coming. You can tell,
2 wait a minute -- you know, they have apps
3 available.

4 MR. KNISPEL: That's what -- we're
5 working on that. As a matter of fact, we do
6 have that technology available on the Link 13,
7 or we were testing it on the Link 13. I don't
8 know if it's still up and running. I think
9 it's called VAO, is the app. Don't quote me
10 on that. If you do a lookup on it. If you
11 look for VAO, you'll find out if we have it
12 here.

13 UNIDENTIFIED SPEAKER: But that would be
14 really customer oriented, because that's what
15 you guys need instead of, you know --

16 MR. KNISPEL: When federal grant money
17 comes available for different projects,
18 somebody has to make a decision on what
19 technology LYNX wants to pursue. And then
20 that technology was becoming popular at the
21 same time as computer-aided dispatch, LYNX
22 went in the direction of computer-aided
23 dispatch, and that's where we're at today.
24 All the buses are equipped with computer-aided
25 dispatch.

1 There may be a time where that becomes
2 where we will investigate going -- it's going
3 to -- the CADDY, and the "L," which we have
4 now, is the foundation of what you're talking
5 about. We need to know where the buses are
6 first before we can tell you what time they're
7 going to get there. We need to get there.
8 You know, it's a slow process, but we're
9 getting there.

10 UNIDENTIFIED SPEAKER: Brevard County
11 posts a schedule -- every bus stop has a
12 schedule on the pole.

13 MR. KNISPEL: We don't want to lie to
14 you. We don't want to say the bus is going to
15 be here at a certain time and it's not there.

16 (Simultaneous talking.)

17 MR. FRIEDMAN: What you're requesting is
18 something that we're in the process of working
19 on right now. It's going to take us several
20 years for us to roll it out. And we've been
21 having discussions over the last several
22 months, I know because I'm the person who
23 oversees it. But it's going to have to be
24 rolled out in phases.

25 We'll be rolling out some new maps and

1 there. It's on the eastside of Semoran. I
2 have gone by there on my scooter and caught a
3 lady sitting there, she had sat there for
4 two-and-a-half hours waiting for a bus that
5 doesn't even exist. Because when they come
6 north on Semoran, they turn around and go by
7 the 7-Eleven on Gatlin and come back out, and
8 it's a missed stop. All it would take is to
9 put a stop there -- put a sign there, no
10 longer a bus stop.

11 UNIDENTIFIED SPEAKER: All they got to do
12 is cover the bus stop sign --

13 MR. FRIEDMAN: All right. We need to get
14 back to the focus of tonight's hearing, but
15 you can talk to staff. They'll take that
16 information down --

17 UNIDENTIFIED SPEAKER: It's been called
18 in several times.

19 MR. FRIEDMAN: This is the first time
20 I've heard of this.

21 UNIDENTIFIED SPEAKER: Well, as big a
22 mouth as I have, you know that I told them.

23 MR. FRIEDMAN: I'm not saying you
24 haven't, but this is the first time that I'm
25 personally hearing about this, and we will

1 schedules, and doing new looks to the website.
2 Those are easy things to do. Those are
3 inexpensive things to do. Not a lot of
4 capital involved. Well, not much involved in
5 having to sustain it. Putting things at the
6 stops and things like that we'll end up doing.
7 There's also a lot of man time and hours in
8 expense, too, to change that stuff out --

9 UNIDENTIFIED SPEAKER: But have they ever
10 considered asking people that ride the bus to
11 be responsible for -- this is a place you pick
12 up every day, Betty, will you check it. And
13 if there's a problem, would you switch it out?

14 MR. FRIEDMAN: We have 4,300 stops,
15 ma'am, and most of these other locations, you
16 know, they're pushing 200 to 300 stops, so
17 these are things that we are working out and
18 some things that we have to do. But, again,
19 it's very expensive to roll these things out.
20 So the question that comes down a lot of times
21 is, do we do what you're talking about, or do
22 we put buses out there on the road for you.

23 UNIDENTIFIED SPEAKER: I know that
24 there's a stop there on 41, just north of
25 Gatlin on Semoran that no longer has a bus

1 look into it. One thing, again, we have 4,300
2 stops. We're -- so there's --

3 UNIDENTIFIED SPEAKER: I've been here
4 for 63 years, honey, I remember it from the
5 get-go.

6 MR. FRIEDMAN: So what we're doing is --
7 this does conclude our presentation for this
8 evening. Anyone who wishes to comment
9 regarding the projects we presented at this
10 time, it has to be specifically about what we
11 presented this evening, please give, if you
12 haven't done already, give your speaker card
13 to Desna Hunte over here. The speaker cards
14 are located at the sign-in table. Any
15 comments are to be taken in the order they
16 were received, and everyone has three minutes
17 to make their comments.

18 If you're part of a group, such as a
19 homeowners' association, we ask you designate
20 one person to speak for the group and allow
21 time for other individuals to comment. If
22 you're the designated representative of the
23 group, you will be allowed a total of five
24 minutes to speak for your group. The group
25 must be in attendance at the hearing in order

1 for the extra time to be allotted. We ask
2 that you please clearly state your name,
3 address, and affiliation if you are
4 representing a group.

5 Again, we ask that comments be held with
6 regards to tonight's topics only. Comments
7 regarding issues other than the purpose of the
8 public hearing may be expressed through our
9 customer relations staff or by filling out the
10 comment card located at the front of the room.
11 Only comments, again, regarding the project
12 presented tonight will be heard at this time.

13 If you do not feel comfortable commenting
14 in front of the public, you can make your
15 comments to our court reporter over here in
16 private after the speakers have concluded. In
17 addition, there are comment cards, as I
18 stated, at the sign-in table, which are
19 prepaid to give you the option of mailing your
20 comments to us.

21 You may also send comments to Patricia
22 Whitton at Tindale-Oliver & Associates,
23 Incorporated, 135 West Central Boulevard,
24 Suite 450, Orlando, Florida 32806, or
25 pwhitton, p-w-h-i-t-t-o-n@tindaleoliver,

1 at Sand Lake and Orange Avenue. There is no
2 bus that rides across Sand Lake Road to get
3 people anyplace on Sand Lake Road, not one
4 bus. It would be wonderful to have a bus
5 going across to pick up people at every major
6 intersection, the OBT, John Young, Orange
7 Avenue, a stop at the Florida Mall and keep
8 going to the 21, which is on Turkey Lake, and
9 keep going across.

10 There's no bus doing that route, and that
11 would be a help to the SunRail, too. Because
12 all these people that live in those areas from
13 one end to other end on Sand Lake can get to
14 SunRail. There's no bus. It's disgusting.
15 That's it.

16 MR. FRIEDMAN: Thank you.

17 MS. DORSKEY: That pertains to the
18 SunRail.

19 MR. FRIEDMAN: Okay.

20 UNIDENTIFIED SPEAKER: Excuse me. I also
21 submitted a comment card, and I'm not sure how
22 mine is not related to the presentation, but
23 whatever. What I plan to speak about is in
24 regards to the presentation, Steven Moran. I
25 don't remember exactly what I wrote down.

1 t-i-n-d-a-l-e-o-l-i-v-e-r.com. To be become
2 part of the public record, we must receive
3 your comments no later than 5:00 p.m. on
4 November 1st, 2013.

5 Now, I do have some speaker cards here,
6 and I am looking at the topics for discussion,
7 and they do not appear related to the
8 discussion and the topics that we presented
9 this evening. So what I'm going to ask now of
10 this group --

11 UNIDENTIFIED SPEAKER: I put in
12 something, and I think it's related to what we
13 were talking about.

14 MR. FRIEDMAN: Your name?

15 UNIDENTIFIED SPEAKER: Nona. I wrote a
16 couple of things down.

17 MR. FRIEDMAN: I will give you the floor,
18 Nona.

19 UNIDENTIFIED SPEAKER: We're --

20 MR. FRIEDMAN: Can you please state your
21 name?

22 MS. DORSKEY: Nona Dorskey.

23 MR. FRIEDMAN: And your address?

24 MS. DORSKEY: 11500 Westwood Boulevard in
25 Orlando. We're going to have a SunRail stop

1 MR. FRIEDMAN: You wrote down job
2 opportunities. You wrote about the bus
3 transit and improving accessibility. If you
4 have comments regarding improving
5 accessibility based upon tonight's
6 presentations, the floor is yours.

7 UNIDENTIFIED SPEAKER: I need to state my
8 name and my address?

9 MR. FRIEDMAN: Yes.

10 MR. MORAN: My name is David Moran, and I
11 live at 12150 Renaissance Court, Orlando,
12 Florida 32816 off of Alafaya Trail. And I'm
13 just concerned overall about the equity.

14 First, I just want to say that I feel like the
15 LYNX staff is doing -- they have a really
16 difficult task ahead of them in currently
17 trying to run a system that a lot of people in
18 this region do not care about.

19 I think that we have to, like, think
20 about that. That it is a very difficult
21 challenge to work with. I don't think the
22 LYNX staff is the enemy. I think the people
23 that are refusing to work with the system are
24 the problem.

25 But I'm just concerned about how the

1 fares that are being charged for SunRail are
2 truly equitable considering that I think many
3 people struggle to possibly even pay \$50 a
4 month to use the current LYNX system. And so
5 I think that that's a problem. And with the
6 LYMMO expansion, I'm just concerned, also, how
7 it doesn't seem to be including all of the
8 main street communities in the downtown, and.

9 I'm just wondering if there's a way that
10 the LYMMO can -- is there a future plan that
11 the LYMMO expansion, that the LYMMO is going
12 to be connecting all the main street areas,
13 and why it is specifically just the downtown.
14 Because I think a lot of people are going on
15 lunch or doing different things might be more
16 interested to go to Mills or 50, or they want
17 to go to Parramore, which I think is one of
18 the places being connected.

19 So I just have concern about why the
20 routes have been selected as they have, and
21 whether it's fair to all the different regions
22 that are within the city limits.

23 MR. FRIEDMAN: Those are questions and
24 discussions that you can have with Michael,
25 who made the presentation before I came back

1 opinions can be heard and documented into
2 public record. The LYNX Board of Directors
3 will be provide comments of these proceedings,
4 whether it be in a public arena, privately
5 with the court reporter, e-mail, voicemail, or
6 written comment.

7 I would personally like to thank each of
8 you for taking part in this process. The time
9 is now 7:30. I have officially declared this
10 public hearing closed.

(Proceedings concluded at 7:30 p.m.)

1 up here.

2 MR. MORAN: Okay. Thank you.

3 MR. FRIEDMAN: He can go over that stuff
4 with you.

5 Does anybody else have any comments in
6 reference to tonight's presentations? Thank
7 you. Questions can be asked of staff, okay,
8 which we do not have a problem answering. But
9 as far as the hearing and the format and
10 procedures to the hearing and the legal
11 element of it, comments need to be related to
12 this. We have no problem talking to you.

13 All speakers have been given the
14 opportunity to comment regarding the upcoming
15 projects, including the SunRail connectivity,
16 the expanded downtown LYMMO service, updating
17 the Title VI Program for fiscal years 2014
18 through '16, and establishing a new fare
19 structure through technology. If you have any
20 questions regarding tonight's topics, LYNX
21 staff is available to answer your questions.
22 Please be advised that your questions will not
23 be part of the official public record.

24 It is important for the public to have a
25 voice and be given a venue where comments and

1 CERTIFICATE OF REPORTER
2 STATE OF FLORIDA
3 COUNTY OF ORANGE

4 I, DANIELLE FERNANDEZ, Shorthand Reporter
5 and Notary Public, CERTIFY that I was authorized to
6 and did stenographically report the foregoing
7 proceedings, pages 3 through 80, and it is a true
8 and accurate record of my stenographic notes.

9 I FURTHER CERTIFY that I am not a
10 relative, or employee, or attorney, or counsel of
11 any of the parties, nor am I a relative or employee
12 of any of the parties' attorneys or counsel
13 connected with the action, nor am I financially
14 interested in the action.

15 DATED this 4th day of November, 2013.

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22 Danielle Fernandez
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NOTICE OF PUBLIC MEETING

LYNX

CITY OF CASSLEBERRY

95 TRIPLET LAKE DRIVE

CASSLEBERRY, FLORIDA 32707

TUESDAY, OCTOBER 22, 2013

3:30 P.M. - 5:30 P.M.

-

1 P R O C E E D I N G S
 2 * * * * *
 3 MR. FRIEDMAN: Good afternoon, everyone.
 4 My name is Matt Friedman. I'm the director of
 5 marketing communications for LYNX. I would
 6 like to thank you all for coming to our public
 7 hearing regarding the upcoming projects,
 8 including SunRail connectivity, expanded
 9 downtown Orlando LYMMO service, updating the
 10 Title VI Program for fiscal years 2014-16 in
 11 establishing a new fare structure through
 12 technology.
 13 We are here today to provide you
 14 information on the previously mentioned items,
 15 and an opportunity for you to share your
 16 thoughts and comments. This afternoon you'll
 17 have the opportunity to voice your opinion.
 18 At the sign-in table, there are speakers
 19 cards. If you wish to voice your comments,
 20 you may do so after the presentations, but we
 21 ask that you fill out the speaker cards first.
 22 Individuals will be called up to voice
 23 their comments in the order that the comment
 24 cards are received by Desna Hunte, who is our
 25 manager of compliance. Each individual will

1 postage paid, so there will be no expense to
 2 you. You may also send the comments directly
 3 to Patricia Whitton at Tindale-Oliver &
 4 Associates, 135 West Central Boulevard,
 5 Suite 450, Orlando, Florida 32806, or you can
 6 e-mail her at pwhitton, p-w-h-i-t-t-o-n,
 7 @tindaleoliver.com,
 8 t-i-n-d-a-l-e-o-l-i-v-e-r.com.
 9 The end of the comment period is close of
 10 business at 5:00 p.m. on November 1st, 2013,
 11 so please be sure to submit your comments
 12 before then. We'll also be hosting two
 13 additional workshops. One Wednesday, will be
 14 downtown Orlando at our main facility, 455
 15 North Garland Avenue, Orlando, Florida 32801,
 16 as well as at the Osceola Square Mall. Both
 17 hearings will begin at 5:30 p.m.
 18 The time is now 3:38. I ask that you
 19 take about 30 minutes to walk around the room
 20 and view the displays we have, and review the
 21 handouts. There's LYNX staff around this room
 22 stationed throughout the area, and please feel
 23 free to ask them questions you may have at
 24 this time. But please be advised, as
 25 previously stated, that any questions to staff

1 have three minutes to comment. When the three
 2 minutes are up, we'll call on the next person
 3 for comments.
 4 Comments are to be held with regards to
 5 tonight's topics only. And comments regarding
 6 issues other than the purpose of the public
 7 hearing, may be expressed through our customer
 8 relations staff or by filling out a customer
 9 relations comment card that are located in the
 10 back of the room. Only comments, again,
 11 regarding tonight's topics will be heard at
 12 this time.
 13 Should you have any questions, staff is
 14 available around this room. But please be
 15 advised your questions will not be part of the
 16 public record. If you do not feel comfortable
 17 commenting in front of the public, you can
 18 make your comments directly to our court
 19 reporter now or in private over here, as well
 20 as after the hearing has concluded.
 21 In addition, there are comment cards, as
 22 I said, at the sign-in table to give you the
 23 opportunity to write your comments down, which
 24 you may turn into us today, or you can mail
 25 them back to us. The comment cards are

1 will not be part of the official record. The
 2 official opening of the public hearing will be
 3 in approximately 30 minutes at, let's do some
 4 quick math, 4:10. Thank you.
 5 (A recess was taken.)
 6 MR. FRIEDMAN: Hello, everyone. Once
 7 again, my name is Matt Friedman. I'm the
 8 director of marketing communications for LYNX.
 9 Today's date is October 22nd, 2013, and the
 10 time is 4:10 p.m. I'm officially opening the
 11 public hearing at Cassleberry City Hall at 95
 12 Triplet Lake Drive, Cassleberry,
 13 Florida 32707.
 14 This hearing is being held to provide
 15 information to the public about SunRail
 16 connectivity, expanded downtown LYMMO service,
 17 updating the LYNX Title VI Program for fiscal
 18 years 2014 to '16, and establishing a new fare
 19 structure through technology. The hearing
 20 will afford the public an opportunity to
 21 comment on these actions.
 22 This hearing was advertised in the
 23 Orlando Sentinel on October 12th, 2013 in
 24 English and in Spanish, and the El Sentinel,
 25 also, on October 12th, 2013. In addition,



1 this hearing has been advertised aboard LYNX
 2 buses, the LYNX website at golynx.com, and
 3 LYNX's Facebook and Twitter accounts.
 4 I'd like to take this opportunity to
 5 recognize any elected or appointed officials
 6 who have joined us and who have a desire to
 7 have their names entered into the official
 8 record. Do we have any members of the
 9 legislature with us? Do we have any mayors,
 10 city or county commissioners with us today,
 11 and are there any public officials that wish
 12 to be recognized?
 13 This meeting is being held in accordance
 14 with LYNX's approved Title VI Program borne
 15 out of the Civil Rights Act of 1964, as well
 16 as the Federal Transit Administration
 17 Circular 4702.1A, and Chapter 120 of the
 18 Florida Statutes. Public participation at
 19 this hearing is solicited without regard to
 20 race, color, religion, gender, age, national
 21 origin, disability, or family status. Any
 22 inquiries or complaints related to Title VI
 23 may sent to the address provided at the
 24 sign-in table. Our Title VI officer is Desna
 25 Hunte, and she can be reached at 407-841-2279.

1 limited English proficiency, environmental
 2 justices, and service standards as established
 3 by LYNX.
 4 The Title VI Program is a federal statute
 5 based on the Civil Rights Act of 1964, and the
 6 premise of the regulation is nondiscrimination
 7 and provides that no person shall on the
 8 grounds of race, color, or national origin be
 9 excluded from participation in, be denied the
 10 benefits of, or be subjected to discrimination
 11 under any program or activity receiving
 12 financial assistance. The regulation applies
 13 to LYNX as a recipient of federal funds, and
 14 they're sub-recipients with FTA as the
 15 regulating agency that oversees the program.
 16 The Title VI Program, as previously
 17 mentioned, covers the fiscal year of 2014
 18 to '16, and it contains the following -- the
 19 program plan submission will contain the
 20 following: One, the notice of rights under
 21 Title VI, how to file a complaint, and a copy
 22 of the complaint form will be included in the
 23 plan document. Lists of Title VI
 24 investigations and complaints or lawsuits, the
 25 public participation plan, the LEP plan, any

1 This meeting will held under direction by
 2 the LYNX Board of Directors pursuant to
 3 Florida Statutes 343.64, allowing LYNX the
 4 right to own, operate, maintain, and manage a
 5 public transportation system in the areas of
 6 Seminole, Osceola, and Orange Counties, as
 7 well as to fix, alter, establish, and collect
 8 fares, rates, fees, rentals and other charges
 9 for use of any public transportation system or
 10 facilities owned and operated by the
 11 authority.
 12 Desna Hunte, our manager of compliance,
 13 will present in just a second, and thank you
 14 in advance for listening, and I'm going right
 15 to Desna. I'm sorry about that.
 16 MS. HUNTE: Okay. Good afternoon, and
 17 welcome. My name is Desna Hunte, and I am the
 18 manager of compliance and Title VI officer at
 19 LYNX, and I will be presenting the
 20 LYNX FY2014-16 Title VI Plan for public input
 21 prior to submission to the LYNX Board for
 22 approval and the FTA Transit Administration.
 23 I will be covering the following as
 24 included in the plan document, the Title VI
 25 Program, the public participation process,

1 racial breakdown of non-elected advisory
 2 boards/councils, the narrative describing
 3 sub-recipient monitoring, board of directors
 4 resolution will be included with the meeting
 5 minutes indicating the board approval of the
 6 program. The Title VI Program must be
 7 submitted to FTA every three years, and we
 8 will have our drafts available for review upon
 9 request.
 10 The next slide is going to show the
 11 Title VI coverage area for the tri-county area
 12 covering Orange, Osceola, and Seminole
 13 Counties broken down by total population, the
 14 minority population, the percentage of
 15 minority as per the 2010 Census track, and the
 16 minority population within the quarter mile
 17 buffer within the tri-county area.
 18 Prior to the submission of the program,
 19 as previously stated, we are seeking public
 20 input. And that's the purpose for the hearing
 21 today, is to solicit any public comments that
 22 anyone may have. And the strategies that we
 23 utilize to achieve public input is use of the
 24 website to communicate information by use
 25 of -- or by way of our transit advisory

1 committee, outreach using various meeting
 2 styles and platforms.
 3 The procedure that's utilized for the
 4 meetings are advertising the meetings at least
 5 ten days prior to the meeting date. We accept
 6 public comment up to 21 days from public
 7 notification, as well as determining when and
 8 what level of outreach is needed for various
 9 activities. The outcome that we seek is to
 10 engage in the community in transit planning
 11 and service decision-making, provide open
 12 access for input, enhance LYNX provisions of
 13 service to benefit all. Public comment will
 14 be considered in its entirety.
 15 The other component included in the
 16 Title VI Plan is the LEP, and it's a language
 17 assistance plan which is used as guidance for
 18 assessing the need for language assistance to
 19 LEP persons in Orange, Seminole, and Osceola
 20 Counties. Its purpose is to ensure meaningful
 21 access for persons that may have limited
 22 ability to understand the English language to
 23 benefit service information and other
 24 important activities within the tri-county
 25 area.

1 people, and allows LYNX to identify and
 2 address, as appropriate, any disproportionate
 3 and adverse effects of its program policies
 4 and activities on low-income and minority
 5 population. The environmental justice passed
 6 in February 1994, and the Department of
 7 Transportation EJ order in May of 2012.
 8 The next slide shows the environmental
 9 justice population, the poverty population
 10 within the LYNX service area, and this also is
 11 broken down by Orange, Seminole, Osceola, and
 12 the total population for the entire tri-county
 13 area. The data was compiled using the 2010
 14 Census and the American Community Survey was
 15 used to map the information.
 16 LYNX has set service standards and
 17 policies for each fixed route mode of its
 18 service, one of which is the vehicle load.
 19 And this provides for a 25 percent above
 20 seated capacity during the peak or bus modes,
 21 para-transit vehicles will not exceed seating
 22 capacity. The other is on-time performance,
 23 which is measured by arriving five minutes
 24 early or five minutes after schedule for bus
 25 modes and NeighborLink. That's also measured

1 LYNX utilizes various print materials and
 2 it's done in English and Spanish, currently.
 3 We also have other means of language
 4 translation through our website. We have a
 5 translation program, as well as through our
 6 customer service. We have a language line
 7 that if someone calls in, they can request to
 8 have translation in different languages.
 9 The LEP assessment is conducted using the
 10 four factor analysis to determine a number in
 11 proportion to LEP persons eligible to be
 12 served or encountered by LYNX, frequency of
 13 contact, nature and importance of the actions
 14 to people's lives, resources available for LEP
 15 outreach and costs associated with that
 16 outreach. This slide presents the service
 17 population where there is limited English
 18 proficiency. It's broken down by total
 19 population, the LEP population within the LYNX
 20 service area where there's limited English, as
 21 well as the percentage of that LEP population.
 22 The next portion of the Title VI Program
 23 is the environmental justice, and the
 24 environmental justice component of the
 25 Title VI guarantees fair treatment for all

1 by the vehicles arriving not later than 30
 2 minutes past the scheduled trip pick-up time
 3 in conjunction with the customer not arriving
 4 on time to their destination for Access LYNX.
 5 Vehicle assignment is another service
 6 standard that's incorporated, and those are
 7 done randomly for all modes as operated by
 8 LYNX, except for special approved
 9 circumstances. The other service standard
 10 incorporated is the vehicle headways, and it's
 11 for the local bus service, and should be
 12 scheduled with a goal of 30 minutes or better
 13 between 6:00 a.m. and 10:00 p.m. for fixed
 14 routes, a NeighborLink with two hours
 15 scheduling pick-up window and hourly
 16 connections to fixed points, Xpress and
 17 FastLink, the BRT service, as well as the
 18 ACCESS LYNX.
 19 I'm not going to read all of the details
 20 there. This slide shows service availability
 21 for routes. And routes, it says, should be
 22 spaced between a quarter mile and one mile
 23 apart based on population. The population
 24 density per household per acre without
 25 automobiles as shown on the table, which tells

1 you the percent of households without
 2 automobiles based on, again, the population
 3 density per acre.
 4 Another component of under the service
 5 standards is transit amenities placement.
 6 LYNX conducts an analysis of service area for
 7 the placement of shelters, and that's based on
 8 ridership, which is the number of boarding at
 9 bus stops is considered, also, through
 10 sponsorships, availability of land. The
 11 placement of shelters also have been achieved
 12 through the assistance from any sources, such
 13 as community organizations, private interests,
 14 et cetera.
 15 And this slide here represents the number
 16 of bus stops in total within our Title VI
 17 area. And with that, that concludes my
 18 portion of the presentation. Any questions?
 19 Okay. Since there are no questions, I
 20 will exit. Thank you.
 21 MS. SHERMAN: Good afternoon. Next in
 22 our public hearing process, I want to give you
 23 a brief overview of some of the fare structure
 24 changes that we have going forth with the
 25 SunRail effort and the fare technology. This

1 different, a little higher, because we are
 2 dealing with rails versus fixed routes and
 3 para-transit. But, again, there will be no
 4 changes to our basic fare structure for bus
 5 fare transit. Everything will be free as is.
 6 It's free now as far as transfers and discount
 7 fares.
 8 The one thing that we will be introducing
 9 in this process is the use of our stored fare
 10 media at a discount. And as I had mentioned
 11 before, we're incorporating this SunRail zonal
 12 fares, which are shown in the chart below.
 13 Transfers between LYNX and SunRail will be
 14 free, and the only time the person that rides
 15 a SunRail, bus, rail, whatever, you would have
 16 to pay -- when you go into that next county
 17 zone, you would have to pay that dollar fare
 18 or the 50 cents based on whether you're riding
 19 at a full fare or a discount fare. Again, the
 20 free transfers between SunRail and LYNX, the
 21 feeder bus.
 22 Some of -- the chart that you see here
 23 before you gives you a scenario and examples
 24 of what the transfer means, okay, and you can
 25 take a look at that, and it'll help you

1 effort is also required as a result of our
 2 public information process under our Title VI
 3 Program, right, okay.
 4 This slide basically explains to you the
 5 purpose of a fare equity analysis as required
 6 by our Title VI Program. When we have a fare
 7 increase or a fare change, such as our fare
 8 technology, any type of decrease in our fares
 9 as well, to make sure that we do not have a
 10 disparate impact or disproportionate burden on
 11 that protected population.
 12 The fare equity analysis is not required
 13 when there's an air quality promotion,
 14 temporary fare reductions, and promotional
 15 fare reductions. Some of the changes to
 16 LYNX's fare structure, basically, we're
 17 incorporating the SunRail fare structure into
 18 our fare structure. And the details of that
 19 SunRail fare structure is below here, the
 20 little chart.
 21 This structure was designed between LYNX
 22 Votran and FDOT, SunRail, to make sure that it
 23 was in line with the LYNX's fare policy or
 24 fare structure, as well as Votran's fare
 25 policies. The rates are, of course, a little

1 understand how that process will work. The
 2 riders will have 90 minutes to transfer
 3 between the bus and the rail and complete
 4 their transfers.
 5 The way that this will work is if you
 6 have a LYNX bus pass, you can take that bus
 7 pass and go to a ticket vending machine and
 8 insert that, and it will give you a transfer.
 9 It will be just like a limited pass, a limited
 10 use media, correct, that you can use, and you
 11 can go and tap that on at the station and get
 12 off and get on the SunRail. Now, once you go
 13 into that next zone, you will have to pay that
 14 upcharge if you're going to go to the next
 15 zone, okay.
 16 Primary aspects of the new fares and our
 17 fares media LYNX passes, again, will be
 18 accepted at the SunRail ticket vending
 19 machines to access the transfer of tickets to
 20 board SunRail. SunRail passes will be
 21 accepted onboard LYNX vehicles. Now, you have
 22 to first use -- we have two types of fare
 23 media. SunRail, you'll see a SunCard that
 24 SunRail is going to be coming out with, and
 25 this is ours, our fare media, the LYNX SunRail

1 connection. That SunCard, you have to begin
2 your trip on SunRail, okay. When you buy that
3 LYNX SunCard, you can begin your trip on LYNX,
4 okay.

5 I may have some promotions and some
6 additional education that we're going to have
7 to get out there to help you understand that a
8 little bit better. The one media that we have
9 worked together on to make it seamless
10 throughout this process is the stored value.
11 You take that stored value fare media, once
12 you purchase that, then you can start on a
13 LYNX bus and go throughout the system. That
14 is what we are considering our seamless fare,
15 a stored value, and you can purchase that on a
16 LYNX SunRail connection card and at SunCard as
17 well.

18 Some of the technology features are the
19 ticket vending machine, and ours will have a
20 little pink background, too, and that will be
21 located at our LYNX Central Station. And then
22 SunRail, I think theirs will have a green
23 background. And the item in the middle, is
24 the ongoing validators. You see these located
25 on all of the LYNX buses. This is going to be

1 threshold, and the income range that purchase
2 our cash single ride and daily, seven-day
3 or 30-day fare media of \$15,000, less daily,
4 more cash in the \$15,000 income range.
5 Looking at this from a non-minority and a
6 minority perspective, we have more, of course,
7 in the minority. And you'll connect the cash
8 fares, single fare, 30-day pass, and then the
9 total.

10 In conclusion in regards to the technical
11 analysis for the fare equity amounts is that
12 LYNX fare structure and fare technology
13 changes do not result in a disparate impact or
14 a disproportionate burden. So the next step
15 here is to acquire your public input, so we
16 can take that back to our board in
17 consideration whether we go forward with this
18 effort.

19 Any questions or comments? Did I go too
20 fast? I usually do. Thank you. The next
21 person you will have presenting is Ola with
22 our planning division. He's going to give you
23 some information on the service equity
24 analysis.

25 MR. ADELEKAN: Good afternoon, everybody.

1 our smart card technology. You can use that
2 and tap on, and you go on one of our LYNX
3 buses with that LYNX, SunRail connection fare
4 card. And in the future, you will be using
5 some Point of Sale machines, when we reach out
6 to our retailers.

7 The equity analysis, again, this is a
8 requirement under our Title VI Program, that
9 we reach out to the public, we evaluate the,
10 you know, feedback that we get from the public
11 and make sure we're not -- what we're doing is
12 not negatively impacting the low-income
13 population. We want to ensure that the
14 technology provides language and accessibility
15 for persons with disabilities, review the
16 existing ridership and fare media data as
17 well. We did maps and other transit system
18 comparisons and proposed a based fare and fare
19 discount that is consist with LYNX fare
20 structure. That's what we worked on with
21 SunRail.

22 Some results of equity analysis,
23 basically, from a surveyor, our survey
24 responses indicate that about 60-70 percent of
25 our population falls within the low-income

1 My name is Ola Adelekan. I'm a service
2 planner with LYNX. I'm going to be talking,
3 basically, about the routes that are affected,
4 I'll be talking about the service equity.

5 I'm about to implement two new routes
6 effected by the Title VI public requirements
7 that we need to follow is conduct a service
8 analysis, which service equity analysis is --
9 part of the service equity analysis is an
10 assessment conducted by a transit provider to
11 determine whether a service change, either
12 increases or decreases, will result in
13 disparate impacts or disproportionate burden
14 on Title VI protected populations.

15 Also, the analysis will be conducted six
16 months prior to the beginning of revenue
17 operation. And we need to do a comparison of
18 impacts using operation or ridership data in
19 which the analysis should be step-by-step an
20 analytical methodology, overlay maps, if using
21 population data, or accompanied by tables
22 describing the impacts on the routes. Also,
23 including a narrative of adverse analysis.

24 Going on forward from that, these are the
25 routes in which proposed changes will be made

1 to them. We have Link 1, the Link 9, 23, 45,
2 102, 103, 111, 434, and the Link 18L. I will
3 be going through the changes and specifically
4 what will be done. In the Link 1, the top is
5 required to service -- or is acquiring service
6 to Winter Park and will be extending the
7 service to Winter Park SunRail station and
8 frequency is going to be 60 minutes, all the
9 routes in which will be serving the Winter
10 Park service station at the Link 1, 9, 14,
11 and 23.

12 Moving on further, this is the Link 45.
13 The Link 45 service will be extended to the
14 Winter Park service station, and the frequency
15 is going to be 60 minutes. As you can see on
16 the slide, the lower portion of the zone
17 showing you how the service is going to go
18 through the Winter Park SunRail station.

19 On the Link 102, we are planning service
20 to be extended to the Altamonte Springs
21 station is going to go through Maitland,
22 Winter Park. It's going to service Florida
23 Hospital SunRail station, and frequency is
24 going to be 30 minutes peak and 60 minutes off
25 peak.

1 fact, the east/west should be in place by
2 April 2014, and it does touch a lot of --
3 quite a bit of the Title VI area in the
4 Westmoreland and Central Boulevard areas.
5 It's -- and then Parramore, it touches all
6 those parts there.

7 The proposed LYMMO expansion is still a
8 free ride as it is with the present LYMMO that
9 runs through downtown right now. Proposed
10 LYMMO will not directly result in changes to
11 the existed fixed-route system, but it will
12 connect, also, to the SunRail stations.
13 Proposed LYMMO expansions should not displace,
14 disproportionately burden, or create a
15 disparate impact on Title VI protected groups.

16 Like I said, it's going through a lot of
17 the areas. And as it today, it's a free ride
18 to all passengers. SunRail feeder service
19 proposed route expansions are increasing
20 service on routes serving the minority
21 communities and enhancing the community to
22 this additional mode of service.

23 So as we move forward with the LYMMO, we
24 will also have done a lot of the studies that
25 are required by the Title VI. At this time if

1 Same as the Link 103, we're extending
2 service to Altamonte SunRail station, and it's
3 going to be -- service is going to go quick,
4 like 15 minutes peak and 60 minutes off peak.
5 Link 111 will be serving the Sand Lake SunRail
6 station. Service is going to operate at 30
7 minutes peak and 60 minutes off peak. On the
8 Link 434, this will be serving the Longwood
9 SunRail station. Frequency is going to be 60
10 minutes. And on the 18L, this is a new
11 FastLink route, which is going to operate from
12 Kissimmee to Sand Lake SunRail station, peak
13 service at 30 minutes.

14 I'm going to, at this point, turn it over
15 to my other service planner who is going to
16 talk about the new LYMMO expansion, Tony
17 Pimpinella.

18 MR. PIMPINELLA: Good afternoon, folks.
19 I'm Tony Pimpinella, service planner. I'm
20 going to talk a little bit about the downtown
21 LYMMO expansion. We have a couple of
22 expansions that we've done some Title VI
23 research out for. Part of it was the
24 east/west and the Paramore extensions that are
25 coming in the near future. As a matter of

1 anyone has any questions on the SunRail feeder
2 and the LYMMO expansion, I will be happy to
3 answer your questions. If there are no
4 questions, we're done.

5 MR. FRIEDMAN: This concludes our
6 presentations. If anyone wishes to comment
7 regarding the projects we presented, may do so
8 at this time. Please give your speaker cards
9 to Desna Hunte of the LYNX staff, if you
10 haven't already done so. The speaker cards
11 are located at the sign-in table, or you may
12 get a speaker card from Desna Hunte directly.

13 Your comments will be taken in the order
14 that the speaker cards are received. For
15 everyone to be heard, comments will be limited
16 to five minutes. If you are part of a group,
17 such as a homeowners' association, et cetera,
18 we also ask that you designate one person to
19 speak for the group to allow time for
20 individuals to comment. If you are designated
21 representative of the group, you will be
22 allotted a total of five minutes to speak for
23 the group. The group must be in attendance at
24 the hearing for the extra time to be allotted.

25 We ask that you please clearly state your

1 name, address, and affiliation, if you're
2 representing a group. And, again, we ask that
3 comments be held with regards to tonight's
4 topics only. Comments regarding other issues
5 other than the purpose of this public hearing
6 may be expressed through our customer
7 relations staff or by filling out a customer
8 relations comment card that's located in the
9 back of the room. Only comments regarding the
10 projects presented will be heard at this time.
11 If you do not feel comfortable commenting in
12 front of the public, you may make your
13 comments to the court reporter over here in
14 private.

15 After the public speakers have concluded,
16 in addition to the comment cards as I stated
17 at the sign-in table, which are prepaid, to
18 give you the option of mailing your comments
19 to us. You may also send your comments to
20 Patricia Whitton at Tindale-Oliver &
21 Associates, 135 West Central Boulevard,
22 Suite 450, Orlando, Florida 32806, or you can
23 mail it to pwhitton,
24 p-w-h-i-t-t-o-n@tindaleoliver.com;
25 t-i-n-d-a-l-e-o-l-i-v-e-r.com. To become part

1 not on the majority of the population. Well,
2 there's a lot of people that don't have
3 vehicles who do need transportation, and it's
4 something that should be addressed at some
5 point in time, because there's a great amount
6 of people that have to walk a mile or more or
7 less to be able to get to main runs.

8 So that's one thing I was concerned
9 about. And I know that they're going to be
10 trying other stopping and starting and, you
11 know, as long as, you know, the people know
12 that there's a schedule going, you know,
13 instead of the on-demand bus service, you
14 know, the on-demand bus service isn't always
15 working. And if you can't count on a bus
16 being there, and then it throws off the
17 logistics of the bus system if just everybody
18 comes up and just plugs in and calls and says,
19 hey, I need a bus pick-up.

20 So I think sticking to a lot of the
21 scheduling makes everybody be able to plan
22 when and where to ride the bus system and the
23 public transportation system. And, you know,
24 I think a lot of fares that you have posted
25 now are equitable to the majority of the

1 of the public record, we must receive your
2 comments no later than 5:00 p.m. on
3 November 1st, 2013.

4 Would James Fraley -- is that correct?
5 MR. FRALEY: Yes.

6 MR. FRIEDMAN: Please come forward with
7 your comments. Please state your name and
8 address.

9 MR. FRALEY: James Fraley, 23 Teresa
10 Court, Casselberry. I was just concerned
11 about the fare structure that would change
12 along with the fare route, that the route
13 systems that they currently have, and I wanted
14 to say that a lot of the routes remain similar
15 to what they are now.

16 There's a lot of areas that aren't
17 served, especially in Seminole County, that a
18 lot of people are wanting. For example, in
19 Cassleberry, when you get off of 17-92
20 within 434 and 436, there's really no service
21 available to the people around there. And
22 although, looking at the presentations that
23 you have in the front of the room, it's based
24 off, from what you all been saying, it's based
25 off of whether or not the people have a car or

1 people. I think that's reasonable. Transfers
2 and trains and whatnot. So that's pretty much
3 all I wanted to say. Thank you.

4 MR. FRIEDMAN: Thank you, James. Is
5 there anybody else at this time? If anybody
6 else has anything to discuss, we will be here
7 until 5:30. Thank you.

8 (A recess was taken.)

9 MR. FRIEDMAN: All speakers have been
10 given the opportunity to comment regarding
11 upcoming projects, including the SunRail
12 connectivity, expanded downtown LYMMO service,
13 updating the LYNX Title VI Program for fiscal
14 years 2014 through '16, and establishing a new
15 fare structure through technology. If you
16 have any questions regarding tonight's topics,
17 LYNX staff is available to answer your
18 questions. Please be advised that your
19 questions will not be part of the official
20 public record.

21 It is important for the public to have a
22 voice and be given a venue where comments and
23 opinions can be heard and documented into the
24 public record. The LYNX Board of Directors
25 will be provide a copy of these proceedings

1 and comments, whether they are via the public
2 arena, or privately to the court reporter,
3 e-mail, voicemail, or a written comment. I
4 would personally like to thank each of you for
5 taking part in this process. The time is
6 now 5:30. I officially declare this public
7 hearing closed.

8 (Proceedings concluded at 5:30 p.m.)
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1 CERTIFICATE OF REPORTER

2 STATE OF FLORIDA
3 COUNTY OF ORANGE

4 I, DANIELLE FERNANDEZ, Shorthand Reporter
5 and Notary Public, CERTIFY that I was authorized to
6 and did stenographically report the foregoing
7 proceedings, pages 3 through 30, and it is a true
8 and accurate record of my stenographic notes.

9 I FURTHER CERTIFY that I am not a
10 relative, or employee, or attorney, or counsel of
11 any of the parties, nor am I a relative or employee
12 of any of the parties' attorneys or counsel
13 connected with the action, nor am I financially
14 interested in the action.

15 DATED this 4th day of November, 2013.
16
17
18
19
20
21



22 Danielle Fernandez
23
24
25

Patricia Whitton

From: Chris LeGoullon <clegoullon@yahoo.com>
Sent: Monday, October 28, 2013 9:29 PM
To: Patricia Whitton
Subject: suggestion for Lynx improvements

Follow Up Flag: Follow up
Flag Status: Flagged

Hi,

I couldn't make the community meetings, however as a loyal Lynx rider I would like to offer the following suggestions:

1) I've thought for a while that a "Where's my Bus?" or similar app would be great. This would essentially show where each bus is along its route. That way, if a bus is running late a rider could simply look online (or on their smartphone) and see beforehand instead of waiting endlessly at the stop. This would especially be useful in inclement weather. Not sure if the technology or funds exist for this type of feature, but it would be great.

2) Instead of straight 30-day and 7-day passes, make available cards that are based per trip, or Monday - Friday only. For example, I currently use the bus for work - I work Monday - Friday and buy a 30-day pass. However, the pass goes unused on the weekends. It would be great if Lynx offered a "commuter" pass that could only be used Monday-Friday and would be a bit cheaper than a standard 30 day pass (perhaps \$40 instead of \$50). Again, this would be great for the working folks who work a conventional schedule.

Anyway, these are my ideas for helping to make Lynx a better service for all. Thanks in advance for your consideration of my input.

Sincerely,
Chris LeGoullon

Patricia Whitton

From: Judith Ramirez <jfrmst@gmail.com>
Sent: Saturday, October 26, 2013 2:21 PM
To: Patricia Whitton
Subject: Suggestion for Lynx

Follow Up Flag: Follow up
Flag Status: Flagged

Ms. Whitton,

I will not be able to attend the upcoming workshop. I would like to suggest that a Lynx app be created. I would like to believe that many of the passengers who use Lynx own a cell phone. I understand that google maps is able to communicate which times the bus will be passing by, but it can be somewhat complicated. It is difficult to attain information that is needed in a matter of seconds when it takes the site awhile to load.

Thank you for your time,
Judith Ramirez

Patricia Whitton

From: Mike McDonough <mike_mcdonough@rocketmail.com>
Sent: Friday, October 18, 2013 1:11 PM
To: Patricia Whitton
Subject: Lynx and Sun Rail

Follow Up Flag: Follow up
Flag Status: Flagged

Suggestions:

- move the nearest bus stop next to the Sun Rail station.
- Combine the Sun Rail station and Lynx bus stop in downtown Sanford, Orlando, and Kississimmee.

Agape,
Mike

Patricia Whitton

From: Whitehouse, Herb <HerbW@abcfws.com>
Sent: Friday, October 18, 2013 3:03 PM
To: Patricia Whitton
Cc: Eicher, John
Subject: Lynx Connectivity for Businesses within a One Mile Radius of Light Rail Stops
Attachments: Light Rail Connectivity Letter to Patricia Whitton.pdf

Follow Up Flag: Follow up
Flag Status: Flagged

Patricia

The attached letter is focused on connectivity at the Sand Lake light rail stop; but ABC FW&S has many central Florida locations for which the same principles could apply.

Best regards,

Herb

Herbert A. Whitehouse | Authorized House Counsel
407-851-0000 x2559 | www.abcfws.com



Not a Member of the Florida Bar



December 18, 2013

Patricia Whitton
Tindale-Oliver & Associates, Inc.,
135 W. Central Blvd., Ste. 450,
Orlando, Fla., 32806

Dear Patricia:

The Central Florida Regional Transportation Authority (LYNX) has provided us with your name for providing input on light rail connectivity,

ABC FW&S is a large central Florida employer, with many central Florida locations, including a large store support center exactly one mile south of the Sand Lake Road light rail stop. Several of our employees at this location currently use LYNX bus services, and many more are considering the use of combined light rail / bus services...

...*if* the light rail trips are more frequent than the current bus services, *and if* LYNX provides timely connections for that last (first) mile.

Currently, only one bus, the #18 bus, serves South Orange Avenue to the south of Sand Lake road. Even during normal peak travel periods, that bus is currently scheduled to come only once an hour in each direction. Moreover, at the evening peak travel times (4:33 pm, and 5:33 pm at Landstreet), the buses heading north are typically between 15 and 30 minutes late. Of course, a small minority of the buses heading north in the evening arrive at the LandStreet stop outside of this 15 minute corridor; but the percentage of the buses arriving less than 15 minutes late does not appear (to our team members using the bus) to be significantly greater than the percentage arriving more than 30 minutes late.

We are hoping that LYNX connections at light rails stops will be frequent and timely, taking advantage of the reduced need for long (and traffic delay prone) north/south bus routes that the light rail seems to provide.

In addition, we would like to inquire as to when bus passengers, especially those riding on the longest bus routes that are at the greatest risk of long delays, can determine arrival times by texting numbers assigned to key stops, or by going on-line. The need/advantage for making this information available to riders is obviously less the more frequent the schedule and the shorter the route; but it would still be of great use to ABC FW&S team members, and to the riding public in general, while they are using buses that have longer bus routes.

Best regards,

A handwritten signature in black ink, appearing to read 'Herbert A. Whitehouse', written over a light blue horizontal line.

Herbert A. Whitehouse
Legal Services Manager

www.abcfws.com

Patricia Whitton

From: Joanne Flowers <jflowers6@cfl.rr.com>
Sent: Monday, October 14, 2013 12:37 PM
To: Patricia Whitton
Subject: NEW ROUTES

Follow Up Flag: Follow up
Flag Status: Flagged

Hello Patricia,

My name is Joanne Flowers & I live on Lake Debra Drive in Orlando. I would love to be a LYNX commuter, but the problem is that the closest bus stop in my area is almost 2 miles away from my apartment. There are 3 large apartment communities on Lake Debra Drive, along with several large neighborhoods from Raleigh Drive to Conroy, and no bus stops in that area at all. I work @ Universal CityWalk, do not have a car, & have to rely on the goodwill of my team members for rides to & from work. I don't understand why such a large area in the Dr. Philips area has no convenient bus stops for our community to take advantage of. I would like to see more stops added in our area so that we too, may become commuters. Thank you for your time & help in this matter.

Joanne Flowers

Title VI Program Public Hearing & Outreach

October 24, 2013

Osceola Square Mall

3831 West Vine Street, Suite 60

Kissimmee, FL. 34741

5:30 - 7:30 PM



Overview

- Title VI Program Explained
- Title VI Program – Public Participation Plan (PPP)
- Title VI Program – Limited English Proficiency (LEP)
- Title VI Program – Environmental Justice (EJ)
- Title VI Program - Service Standards

Title VI Program

- Statute based on Civil Rights Act of 1964
- Premise - nondiscrimination

“Title VI is a Federal statute and provides that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

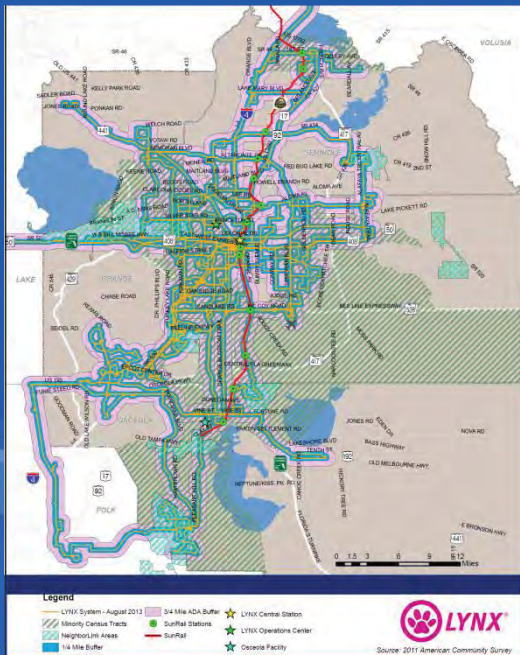
- Applies to LYNX as a recipient of federal funding and their sub-recipients
- Federal Transit Administration (FTA) regulating agency for LYNX

Title VI Program

- LYNX' Title VI Program must contain the following:
 - Notice of rights under Title VI
 - How to file a complaint and copy of complaint form
 - List of Title VI investigations and complaints or lawsuits
 - PPP
 - LEP plan
 - Racial breakdown of non-elected advisory boards/councils
 - Narrative describing subrecipient monitoring
 - Board of directors resolution or meeting minutes demonstrating board approval of Title VI Program
- LYNX must submit their Title VI Program every three years to FTA

Title VI Program

County	Total Population (Min)	Population Minority	% Minority (2010 Census)	Population Minority with 1/4 Mile Buffer	% of Total Population Within 1/4 mile Buffer
Orange	1,145,956	596,750	52.07%	379,468	33.11%
Osceola	268,685	155,987	58.06%	125,487	46.70%
Seminole	422,718	134,495	31.82%	129,921	30.73%
Tri-County	1,837,359	887,232	48.29%	634,876	34.55%



Title VI Program – Public Participation

- The public participation plan will contain:
 - Proactive Strategies
 - Use of website to communicate information
 - Transit Advisory Committee
 - Outreach using various meeting styles and platforms
 - Procedures
 - Advertise meetings at least **10** days prior to meeting date
 - Accept public comment up to **21** days from public notification
 - When and what level of outreach is needed for various activities
 - Desired Outcomes
 - Engage the community in transit planning and service decision making
 - Provide open access for input
 - Enhance LYNX' provision of service to benefit all equitably

Title VI Program – LEP

- The purpose is to ensure meaningful access for persons that may have limited ability to understand the English language to:
 - Benefits
 - Services
 - Information
 - Other important activities
- LYNX prints in English and Spanish currently
- Other language translation by request for vital documents
 - Website provides translation to other languages

Title VI Program – LEP

- Four Factor Analysis
 - Number/proportion of LEP persons eligible to be served/encountered by LYNX
 - Frequency of contact
 - Nature and importance of action to people’s lives
 - Resources available for LEP outreach & the costs associated with that outreach
- “Safe Harbor” – if LYNX provides written translation of vital documents for each eligible LEP language group that constitutes 5% or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with LYNX’ written translation obligations.

Title VI Program - LEP

County	Total Population (LEP)	Population LEP	% LEP Population
Orange	1,133,087	134,766	11.89%
Osceola	265,328	47,712	17.98%
Seminole	419,641	23,383	5.57%
Tri-County	1,818,056	205,861	11.32%

