

# Mobility Management Services

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**MetroPlan Orlando  
Quality Assurance Task Force (QATF)**

**July 24, 2018**

# Background



- 🐾 December 1, 2017 – LYNX offers new alternative modes of transportation (Taxi)
- 🐾 Our Goal - transition 20% or more to Taxi
- 🐾 Initial identification of riders
  - 🐾 Review of 6 month trip history
  - 🐾 Persons who had used taxi multiple times in the last 6 months
- 🐾 LYNX continues to refine current rider criteria

# Internal Criteria for Booking Taxi Trips



- ④ Mileage Parameters (0 to 15 miles)
- ④ Trips scheduled for tomorrow
- ④ Trips scheduled as Subscription trips
- ④ Time parameters (6:00am to 7:00pm)
- ④ Individuals that “Opt In” for Taxi Service

# Internal Criteria for **Not** Using Taxi



- ④ Customer that requires individualized assistance
- ④ Specific zip codes during non-peak hours identified by the taxi company
- ④ Customers that require signing in/out of a facility
- ④ Trips that are more than 15 miles
- ④ Trips that are outside the time parameters due to limited taxi availability

# Internal Process for Cancellations



- 🐾 Same day cancellation – Customer Service Rep cancels within software system and calls Taxi Call Center
- 🐾 Next day cancellations – Customer Service Rep cancels within software system
- 🐾 Taxi Company initiated Cancellations after 5:30pm – Customer Service Rep calls the customer & verifies situation (example: hospital or out-of-town)
- 🐾 On-Line cancellations – Customer Service runs a report; Processes in software; Follows up with a call to the Taxi Call Center
- 🐾 Capacity Issues – If taxi is unable to complete a trip, LYNX provides a shared ride option

# Thank You