

May 9, 2014

Steve Holmes, Executive Director
Commission for the Transportation Disadvantaged
605 Suwannee Street, MS-49
Tallahassee, Florida 32399-0450

RE: MOA Contract #TD1375
07/01/2013 to 06/30/2018

Mr. Holmes,

LYNX is hereby submitting our Annual Update for 2014 of our Five Year Transportation Disadvantaged Service Plan (TDSP) that corresponds with the above referenced five year Memorandum of Agreement. Please note that these updates were presented to our Local Coordinating Board (LCB) and approved at the regularly scheduled LCB meeting on May 8, 2014.

Below are the pages of the TDSP to be updated, with a brief explanation of why the changes have occurred:

Page 4A

Local Coordinating Board Certification

Certifying that the LCB has reviewed and approved the TDSP Update. A Roll Call Voting Sheet is included identifying all the LCB members, their affiliation, and whether they voted for or against the submittal of this document. It further identifies those members who are absent from the meeting.

Page 4B-4D

Previous TDSP Review Letters

Mandatory requirement of a TDSP Update.

Page 6-10

Transportation Disadvantaged Local Coordinating Board Membership Roster

Updated due to changes in membership of the Local Coordinating Board.

Page 18

Figure 2 – LYNX Paratransit Operations Division Organizational Chart

Updated due to staffing change.

Page 19

Figure 3 – LYNX Organizational Chart

Page 20

Figure 4 – MV Transportation Organizational Chart

Page 24-26

Local Coordinating Board Membership Certification

Updated due to changes in membership of the Local Coordinating Board.

Pages 35-36

Section I. D. – Goals, Objectives, Strategies and Implementation.

Mandatory requirement of a TDSP Update.

Pages 36-38

Section I. E. – Implementation Plan

Mandatory requirement of a TDSP Update.

Pages 51-52

Table 8 – Provider Information

This section includes an inventory of the available transportation services in the service area, including public, private, non-profit, and local commuter service providers.

Pages 53-57

Table 12 – Vehicle Inventory

Update due to changes in the vehicle inventory.

Page 60

System Safety Program Plan (SSPP) Annual Safety Certification

Updated annually as required by Rule 14-90, Florida Administrative Code.

Page 62-66

Table 10 – Service Standards

Updated to include items required by the previous year TD Commission TDSP Approval Letter.

Page 70

Table 11 – Rate Structure

Updated due to the acceptance/approval of the FY 2011 CTC Rate Review Worksheet.

Steve Holmes, Executive Director
Commission for the Transportation Disadvantaged
May 9, 2014
Page 3

Pages 110-123

Attachment 6 – LCB CTC Annual Evaluation

Updated with the most recent TDLCB evaluation of the CTC.

Pages 144-156

Attachment 9 – Rate Calculation Model Worksheets

Updated with current financial year data.

Should you have any questions or require any further updates, please contact me.

Sincerely,



William E. "Bill" Hearndon
Manager of Paratransit Operations

cc: Tangee Mobley, Chief Operating Officer
Andrea Ostradka, Manager of Strategic Planning
Gaby Serrado, MetroPlan Orlando
Joint Local Coordinating Board of Orange, Osceola, and Seminole Counties (via
Gaby Serrado and MetroPlan Orlando)

The Commission for the Transportation Disadvantaged hereby agrees and accepts this update/amendment to the above referenced MOA/TDSP, effective July 1, 2014.

Executive Director

Date

Page 4A

Local Coordinating Board Certification

Certification

The Local Coordinating Board hereby certifies that an annual evaluation of this Community Transportation Coordinator was conducted consistent with the policies of the Commission for the Transportation Disadvantaged and all recommendations of that evaluation have been incorporated in this Service Plan. We further certify that the rates contained herein have been thoroughly reviewed, evaluated and approved. This Transportation Disadvantaged Service Plan was reviewed in its entirety and approved by the Board at an official meeting held on:

Date

Coordinating Board Chairperson

Approved by:

Commission for the Transportation Disadvantaged

Date

Executive Director

Pages 4B-4D

Previous TDSP Review Letter



April 15, 2014

Rick Scott
Governor

David Darm
Chairman

Mike Willingham
Vice Chairman

Steve Holmes
Executive Director

Ms. Gabriella Serado
Planner
MetroPlan Orlando
315 East Robinson Street
Suite 355
Orlando, Florida 32801

Mr. William Hearndon
Manager of Paratransit Operations
LYNX
455 North Garland Avenue
Orlando, Florida 32801

Re: 2013-2018 Orange, Osceola and Seminole County Transportation
Disadvantaged Service Plan - MOA #TD1375

Dear Ms. Serado and Mr. Hearndon:

We have reviewed and approved the 2013-2018 Orange, Osceola and Seminole County Transportation Disadvantaged Service Plan (TDSP). A signed copy of the certification indicating our approval of this service plan is attached. I would like to take this opportunity to state the following requirements to include in the next annual update:

- **Public Participation.** Identify the local process that allows representatives of public, private, and non-profit transportation and human services providers and members of the public to participate in the development and update of the Transportation Disadvantaged Service Plan.
- (f) A local toll free phone number for complaints or grievances shall be posted inside the vehicle. The local complaint process shall be outlined as a section in the local Transportation Disadvantaged Service Plan including, advising the dissatisfied person about the Commission's Ombudsman Program as a step within the process as approved by the local Coordinating Board

Ms. Ms. Serado and Mr. Hearndon
April 15, 2014
Page Two

Please continue to follow the Instruction Manual for future updates. If you have any questions about these comments, please feel free to contact me at (850) 410-5713.

Sincerely,

A handwritten signature in blue ink that reads "Robert Craig". The signature is fluid and cursive, with the first name "Robert" and last name "Craig" clearly distinguishable.

Robert Craig
Project Manager

Attachments: Executed Transmittal Letter



September 3, 2013

Steve Holmes, Executive Director
Commission for the Transportation Disadvantaged
605 Suwannee Street, MS-49
Tallahassee, Florida 32399-0450

RE: MOA Contract #TD1375
07/01/2013 to 06/30/2013

Mr. Holmes,

LYNX is hereby submitting our Major Update of our Five Year Transportation Disadvantaged Service Plan (TDSP) that corresponds with the above referenced five year Memorandum of Agreement. This Major Update was presented to our Local Coordinating Board (LCB) and approved at the regularly scheduled LCB meeting on August 15, 2013.

Should you have any questions or require any further updates, please contact me.

Sincerely,

William E. "Bill" Hearndon
Manager of Paratransit Operations

cc: Stuart Boggs, Director of Planning
Andrea Ostrodka, Manager of Strategic Planning
Gabriella Serado, MetroPlan Orlando
Joint Local Coordinating Board of Orange, Osceola, and Seminole Counties (via Gabriella Serado and MetroPlan Orlando)

The Commission for the Transportation Disadvantaged hereby agrees and accepts this update/amendment to the above referenced MOA/TDSP, effective July 1, 2013.

for Executive Director

4-10-14
Date

407-841-2279
www.golynx.com

455 North Garland Avenue
Orlando, FL 32801-1518

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**Transportation Disadvantaged
Local Coordinating Board
Membership Roster**



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A REGIONAL TRANSPORTATION PARTNERSHIP

**TRANSPORTATION DISADVANTAGED
LOCAL COORDINATING BOARD
MEMBERSHIP ROSTER
January 2014**

ORANGE COUNTY:

Cmsr. Scott Boyd
CHAIRMAN

Orange County Board of County
Commissioners
201 S. Rosalind Avenue
P.O. Box 1393
Orlando, FL 32802

407-836-7350
Fax 407-836-5879

SEMINOLE COUNTY:

Cmsr. John Horan
VICE- CHAIRMAN

Seminole County Government
1101 E. First Street
Sanford, FL 32771

407-665-7205
Fax 407-665-7958

OSCEOLA COUNTY:

Cmsr. Michael Harford

Osceola County Government
One Courthouse Square - Suite
4700
Kissimmee, Florida 34741

407-742-2000
Cell 407-908-4348

CITIZEN ADVOCATE:

Ms. Diane Ketts

2121 Wintermere Point Drive
Winter Garden, FL 34787

407-656-6567

Alternate:

CITIZEN ADVOCATE:

(System User)
Mr. Dwight Sayer

12516 Hammock Point Circle
Clermont, FL 34711 Home Cell

407-877-1970
Cell 321-948-1466

Alternate: Ms. Cheryl Stone

**AGENCY FOR PERSONS WITH
DISABILITIES:**

Ms. Sharon Jennings

400 West Robinson Street, S-430
Orlando, FL 32801

407-245-0440 x611
Fax 407-245-0413

Alternate: Mr. Manuel Garay

407-245-0440 x654

**DEPARTMENT OF EDUCATION &
VOCATIONAL REHABILITATION:**

Mr. Wayne Olson

3555 Maguire Boulevard
Suite 205
Orlando, FL 32803

407-897-2725
Fax 407-897-2752

ECONOMICALLY DISADVANTAGED:

Ms. Samme Ripley

2100 East Michigan Street
Orlando, FL 32806

407 836 6568

Alternate: Ms. Wanda Rosa

**FLORIDA DEPARTMENT OF
TRANSPORTATION:**

Ms. Jo Santiago

133 S. Semoran Boulevard
Orlando, FL 32807

407-482-7875

Alternate:

FOR-PROFIT OPERATOR:

Mr. Chris York

1200 West South Street
Orlando, FL 32805

407-851-8201

Alternate: Mr. Jacob Ulvano

MEDICAID:

Mr. Benjamin Akinola

400 W. Robinson Street
Suite S309
Orlando, FL 32801

407-420-2483
Fax 407-423-6492

Alternate: Ms. Charlotte Keller

MEDICAL COMMUNITY:

Ms. Milagros Carrion

4301 Vineland Rd. Ste. E-17
Orlando, FL 32811

407-425-4415
Fax 407-422-9055

PUBLIC EDUCATION:

Mr. Mike Barnett

OCPS Transportation Services
Safety/Training Department
5149 North Pine Hills Road
Orlando, FL 32808

407-521`-2339
x7228
Fax 407-521-2343

Alternate: Ms. Olga Vazquez

Orange County Public Schools
Educational Leadership Center
445 West Amelia Street
Orlando, FL 32801-1127

407-317-3981 x2035

**REPRESENTATIVE FOR PERSONS
WITH DISABILITIES:**

Ms. Marilyn Baldwin

8427 Lainie Lane
Orlando, FL 32818

407-293-0565

Alternate: Ms. Marsha Shapiro

2651 Davelly St
Kissimmee, FL 34747

(407) 390-0006

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

Mr. Win Adams

646 Fellowship Drive
Fern Park, FL 32730

407-682-2310

Alternate: Ms. Trevour Thompson

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

Mr. Randall Hunt

988 Woodcock Road
Suite 200
Orlando, FL 32803

407-514-1802
Fax 407-228-1835

Alternate: Ms. Sarah Lightell

407-228-1800
Fax 407-228-1835

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

Ms. Judy Binns

4C's
3500 West Colonial Drive
Orlando, FL 32808

407-532-4189
Fax 407-445-7340

Alternate: Ms. Jessica Sheets

VETERANS:

Mr. Edward "Alex" Alexander

Orange County Veterans
Services
2100 East Michigan Street
Orlando, FL 32806407-836-8987
Fax 407-836-8999*Alternate:***NON-VOTING MEMBERS****Orange County EMS:**

Mr. Todd Stalbaum

Office of the Medical Director
2002-A East Michigan Street
Orlando, FL 32806

407-836-6515

*Alternate: Ms. Vanessa Butler***LYNX:**

Mr. Bill Hearndon

455 North Garland Avenue
Orlando, FL 32801407-254-6092
Fax 407-254-6354*Alternate: Mr. Tim May*

407-254-6055

LYNX TAC REPRESENTATIVE:

Mr. Robert Melia

7609 Mistletoe Court
Orlando, FL 32807

407-841-8911

*Alternate: Will Lusk***MetroPlan Orlando:**Ms. Gabriella Serrado
*Transportation Planner*315 East Robinson Street
Suite 355
Orlando, FL 32801407-481-5672 x 312
Fax 407-481-5681Ms. Cathy Goldfarb
*Board Services Coordinator*315 East Robinson Street
Suite 355
Orlando, FL 32801407-481-5672 x 315
Fax 407-481-5681

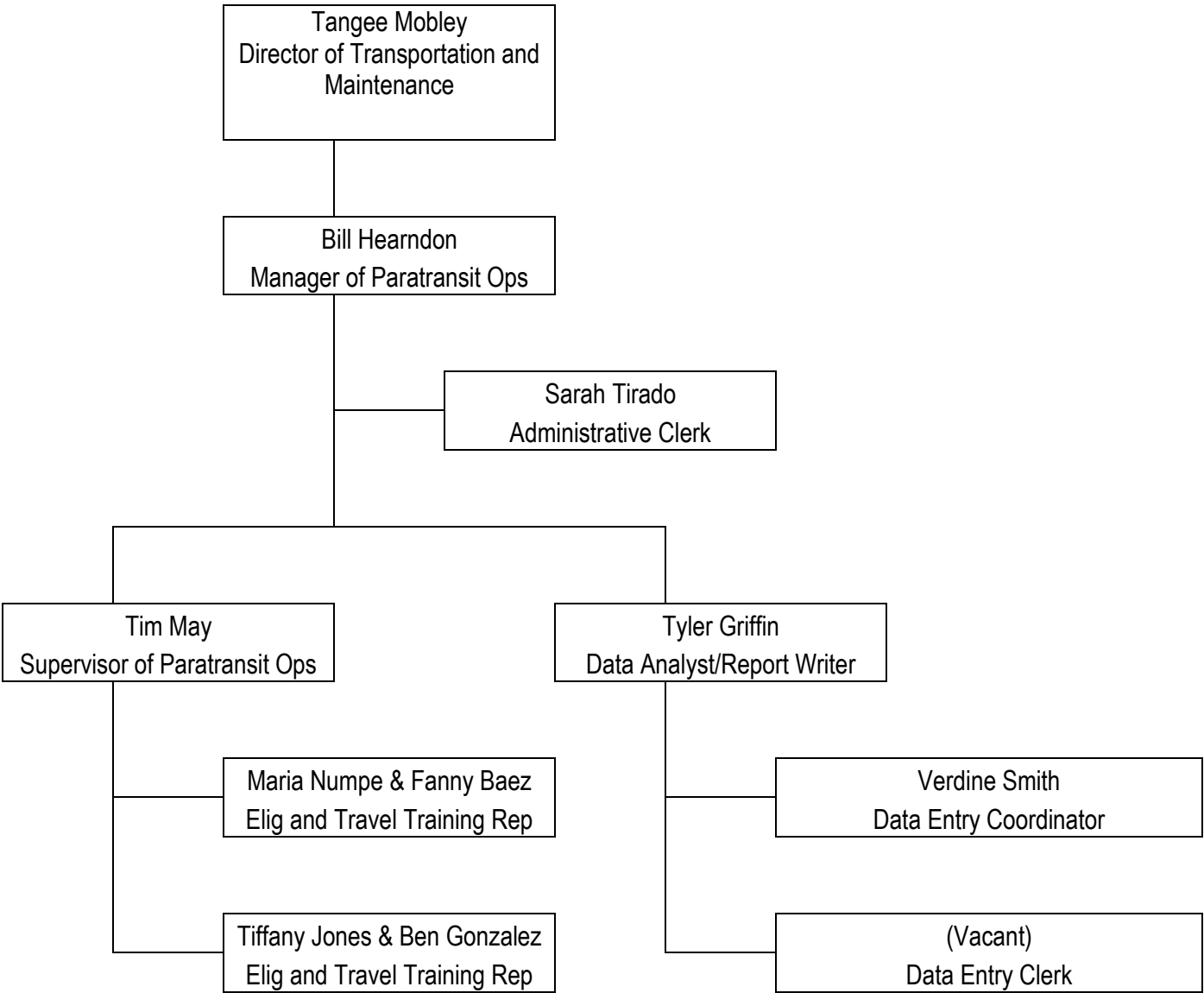
Page 18-20

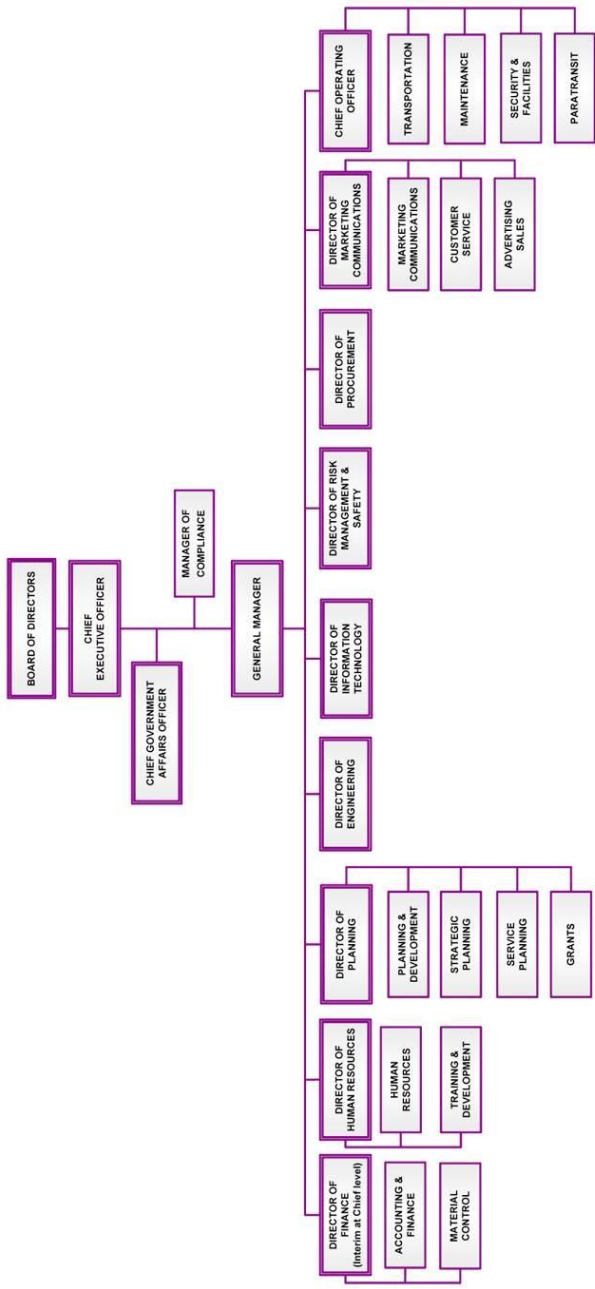
Figure 2
LYNX Paratransit Operations Division
Organizational Chart

Figure 3
LYNX Organizational Chart

Figure 4
MV Transportation
Organizational Chart

Figure 2 – LYNX Paratransit Operations Organizational Chart

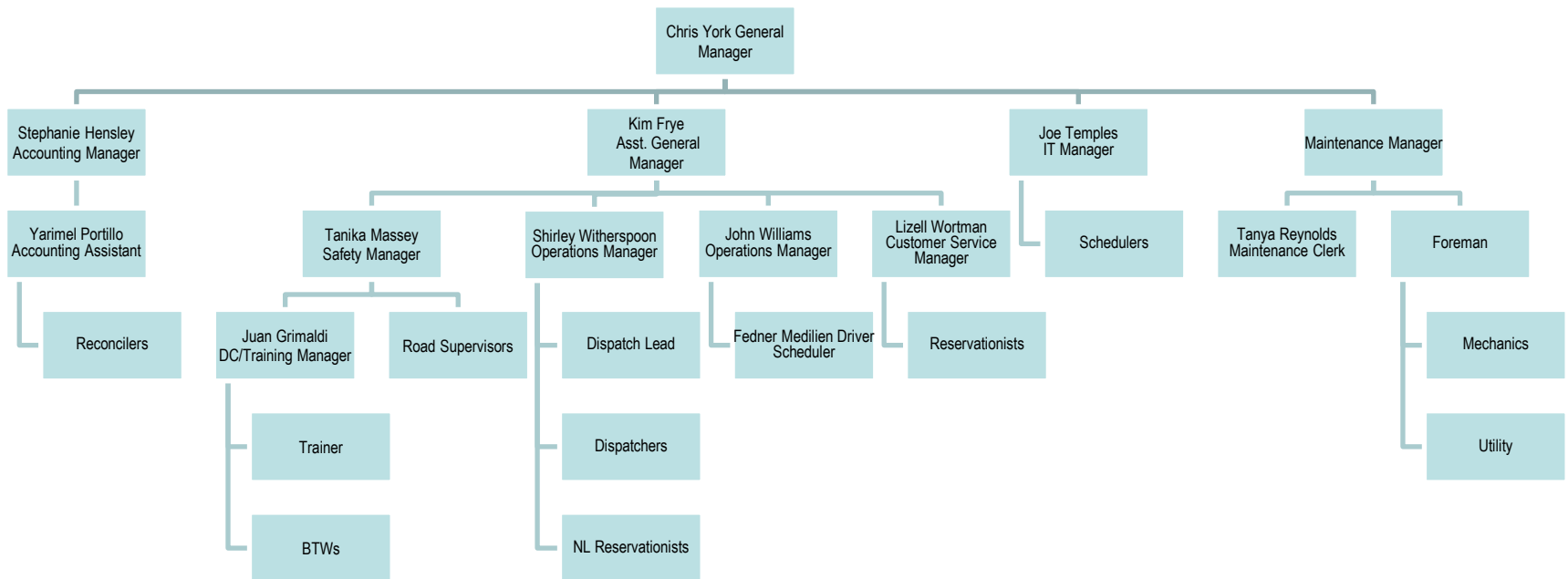




LYNX ORGANIZATIONAL CHART

July 3, 2012

MV Transportation Division 12



Pages 24-26

**Local Coordinating Board
Membership Certification**



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A REGIONAL TRANSPORTATION PARTNERSHIP

APPROVED BY
METROPLAN ORLANDO

3-12-14 *[Signature]*

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

Date: February 13, 2014

Name (DOPA): MetroPlan Orlando

Address: 315 East Robinson Street
Suite 355
Orlando, Florida 32801

MetroPlan Orlando/Designated Official Planning Agency named above hereby certifies to the following:

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

Signature:

[Signature]
Honorable Bob Dallari

Title: Chairman of MetroPlan Orlando

**MEMBERSHIP OF THE LOCAL COORDINATING BOARD FOR ORANGE,
OSCEOLA, AND SEMINOLE COUNTIES**

| <u>POSITION</u> | <u>MEMBER</u> | <u>TERM</u> |
|---|---------------------------|-------------|
| ELECTED OFFICIALS | S. Scott Boyd (Orange) | - |
| | Michael Harford (Osceola) | - |
| | John Horan (Seminole) | - |
| FLORIDA DEPT. OF TRANSPORTATION | Jo Santiago | - |
| AGENCY FOR PERSONS WITH DISABILITIES | Sharon Jennings | - |

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

| | | |
|--|-----------------------|-------------|
| MEDICAL COMMUNITY: | Milagros Carrion | |
| FLORIDA DEPT. OF EDUCATION & VOCATIONAL REHABILITATION | Wayne Olson | - |
| ECONOMICALLY DISADVANTAGED | Samme Ripley | - |
| STATE COOR. COUNCIL EARLY CHILD.DEV. (4C) | Judy Binns | - |
| PUBLIC EDUCATION | Mike Barnett | - |
| VETERANS | Edward Alex Alexander | - |
| MEDICAID (AHCA) | Benjamin Akinola | - |
| FLORIDA DEPT. OF ELDER AFFAIRS | Randall Hunt | - |
| REPRESENTING THE ELDERLY (OVER SIXTY) | Win Adams | Two Years |
| REPRESENTING THE DISABLED | Marilyn Baldwin | Three Years |
| CITIZEN ADVOCATE | Diane Ketts | One Year |
| CITIZENS ADVOCATE (SYSTEM USER) | Dwight Sayer | Three Years |
| FOR-PROFIT OPERATOR | Chris York | One Year |
| NON-VOTING MEMBERS | Todd Stalbaum | - |
| | Bill Hearndon | |
| | Robert Melia | |

Pages 35-36

**Section I. D.
Goals, Objectives, Strategies,
and Implementation Plan**

D. Goals, Objectives, and Strategies

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

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

Goals establish the overall direction for LYNX to follow in providing services to the Transportation Disadvantaged market. The additional goals listed below are broad-reaching and were used in guiding the direction of the paratransit operations division.

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

Goal 1: Become recognized as the most technologically advanced transit system of our size in the country.

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

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

Goal 2: Elevate the role, image, and community support for public transit in Central Florida.

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

Strategy: Quick response to customer queries.
Call hold times reduced to an average of three minutes or less.

Goal 3: Strengthen LYNX' financial position, accountability, and organization productivity.

Objective: Determine ways to streamline processes or increase efficiencies.

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

Goal 4: Increase Fixed-Route Ridership

Objective: Evaluate paratransit riders for possible transition to fixed-route ridership.

Strategy: Determine the riders' eligibility through screening processes.
Identify potential candidates for referrals.

Goal 5: Enhance our internal and external customer relations.

Objective: Greater customer service and safety measures.
Strategies: Advanced reservations for sponsors.
Preventative accident standards.
Driver training and screening.
Contract monitoring.
Passenger assistance.
Service animal inclusion.
Will calls.

Pages 36-38

**Section I. E.
Implementation Plan**

E. Implementation Plan

1. Five-Year Transportation Disadvantaged Improvement Program

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

2. Implementation Schedule

Table 6 – Implementation Schedule

| Continue improvement of the fiscal condition of the organization | | | |
|---|--------------|------------|---------------------------------------|
| Action | Begin | End | Individual Responsible |
| Study and improve ways to reduce operating expenses | 7/01/2013 | Ongoing | Manager |
| Write reports to evaluate costs and improve efficiencies | 7/01/2013 | Ongoing | Data Analyst |
| Review previous year's revenues and expenses, consider service changes, project for worst possible position | 10/01/2014 | 12/31/2014 | Manager |
| Research available grants and other transportation funding sources to bring into the coordinated system | 7/01/2013 | Ongoing | Manager |
| Move paratransit customers to fixed-route when appropriate | 7/01/2013 | Ongoing | Manager Supervisor |
| Identify and address issues affecting increased operating expenses | 7/01/2013 | Ongoing | Manager Supervisor Data Analyst |
| Complete major capital projects | | | |
| Research available grants | 7/01/2013 | Ongoing | Manager |
| Integrate Smart Card technology with MDT implementation for alternative fare media | 7/01/2013 | 6/30/2015 | Manager Supervisor |
| Improvement of LYNX' reputation with the Community | | | |
| Attend and report at public meetings; meet regularly with funding partners | 7/01/2013 | Ongoing | Manager |
| Orient and involve Board of | 1/01/2014 | 3/31/2014 | Manager |

| | | | |
|---|-----------|-----------|-----------------------|
| Directors and staff in the basics of Paratransit Operations | | Completed | |
| Review business practices and make improvement where needed | 7/01/2013 | Ongoing | Manager Supervisor |
| Emphasize the value of paratransit service to the community when attending public meetings. | 7/01/2013 | Ongoing | Manager |
| Return to the basics of what LYNX does best | | | |
| Orient and involve other departments in the basics of paratransit operations | 4/01/2014 | 6/30/2014 | Manager Supervisor |
| Review all business practices and modify as appropriate | 7/01/2013 | Ongoing | Manager |
| Meet with internal and external customers to facilitate communications | 7/01/2013 | Ongoing | Manager Supervisor |
| Continue to improve Paratransit system | 7/01/2013 | Ongoing | Manager |
| Improve employee image and morale | | | |
| Praise employees when they have gone the extra mile to assist internal or external customers | 7/01/2013 | Ongoing | Manager Supervisor |
| Allow employees to provide input on business practices with the department | 7/01/2013 | Ongoing | Manager Supervisor |
| Meet regularly with employees to facilitate communications, keeping the employee “in the loop” | 7/01/2013 | Ongoing | Manager Supervisor |
| Encourage employees to interact with other departments to increase communications and broaden their understanding of the organization | 7/01/2013 | Ongoing | Manager Supervisor |
| Provide an opportunity for employees to learn new aspects of paratransit operations: cross train | 7/01/2013 | Ongoing | Manager Supervisor |

Pages 51-52

Table 8
Provider Information

Table 8
PROVIDER INFORMATION

Adventures In Caregiving
105 Oakland Av
Sanford, FL 32773

Ajuda, Corporation
6774 Magnolia Homes Road
Orlando, FL 32810

Ambassador Cottage
2118 Ambassador Ct.
Orlando, FL 32808

Be Safe Transportation
2605 Wembley Cross Way
Orlando, FL 32828

Bishop Grady Villas
401 Bishop Grady Court
St. Cloud, FL 34769

Brighter Future Services
902 Haverford Dr.
Ocoee, FL 34761

Central Florida Group Homes
1095 West Morse Boulevard
Winter Park, FL 32789

Crystal Lake
2500 Marlboro St.
Orlando, FL 32806

Elquanah Group Home
955 Tuskawilla Rd.
Orlando, FL 32708

Global Unity Care
P.O. Box 421983
Kissimmee, FL 34742

Health Inspirations
3829 West Washington Street
Orlando, FL 32805

Hodges Group Home
4001 Kaluga Park St.
Orlando, FL 32808

J & B Ttransportation Services
881 Bookfield Place
Apopka, FL 32712

Kinneret Apartments
515 S. Delaney Ave.
Orlando, FL 32801

Kirbicort
2901 Yule Court
Christmas, FL 32709

Kissimmee Good Samaritan Health Center
1500 South Gato Dr.
Kissimmee, FL 32746

Lakeside Behavioral Healthcare
1800 Mercy Dr.
Orlando, FL 32808

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

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

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

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

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

MV Transportation
1200 West South Street
Orlando, Florida 32805

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

Osceola ARC
310 N. Clyde Avenue
Kissimmee, FL 34741

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

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

Pachot Group Home
3905 Timber Trail
Orlando, FL 32808

Primrose Center
2733 S. Ferncreek Avenue
Orlando, FL 32806

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

Quest
500 E. Colonial Dr.
Orlando, FL 32803

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

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

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

Sweet Serenity Home
7914 Country Run Pkwy
Orlando, FL 32818

Trinity Home Care Facility
2502 Greywall Avenue
Ocoee, FL 34761

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

Zealene Hatcher
105 Oakland Ave
Sanford, FL 32773

Pages 53-57

Table 12
Vehicle Inventory

| Vehicle # | Vehicle Type | Vehicle Year | Bus Manufacturer | Bus Model | ADA Lift | Vehicle Length | Max Seat | Max WC |
|-----------|-------------------|--------------|------------------|--------------------|----------|----------------|----------|--------|
| 101 | Low Floor Cutaway | 2012 | ARBOC | Spirit of Mobility | RAMP | 23 | 12 | 2 |
| 102 | Low Floor Cutaway | 2012 | ARBOC | Spirit of Mobility | RAMP | 23 | 12 | 2 |
| 103 | Low Floor Cutaway | 2012 | ARBOC | Spirit of Mobility | RAMP | 23 | 12 | 2 |
| 104 | Low Floor Cutaway | 2012 | ARBOC | Spirit of Mobility | RAMP | 23 | 12 | 2 |
| 105 | Low Floor Cutaway | 2012 | ARBOC | Spirit of Mobility | RAMP | 23 | 12 | 2 |
| 106 | Low Floor Cutaway | 2012 | ARBOC | Spirit of Mobility | RAMP | 23 | 12 | 2 |
| 7000 | Cutaway | 2010 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7001 | Cutaway | 2010 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7002 | Cutaway | 2010 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7003 | Cutaway | 2010 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7004 | Cutaway | 2010 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7005 | Cutaway | 2010 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7006 | Cutaway | 2010 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7007 | Cutaway | 2010 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7008 | Cutaway | 2010 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7009 | Cutaway | 2010 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7010 | Cutaway | 2010 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7011 | Cutaway | 2010 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7012 | Cutaway | 2010 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7013 | Cutaway | 2010 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7014 | Cutaway | 2010 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7015 | Cutaway | 2010 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7016 | Cutaway | 2010 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7017 | Cutaway | 2010 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7018 | Cutaway | 2010 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7019 | Cutaway | 2010 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7020 | Cutaway | 2010 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7021 | Cutaway | 2010 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7022 | Cutaway | 2010 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7023 | Cutaway | 2010 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7024 | Cutaway | 2010 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7025 | Cutaway | 2010 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7026 | Cutaway | 2010 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7027 | Cutaway | 2010 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7028 | Cutaway | 2010 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7029 | Cutaway | 2010 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7030 | Cutaway | 2010 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7031 | Cutaway | 2011 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7032 | Cutaway | 2011 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7033 | Cutaway | 2011 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7034 | Cutaway | 2011 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7035 | Cutaway | 2011 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7036 | Cutaway | 2011 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7037 | Cutaway | 2011 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7038 | Cutaway | 2011 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7039 | Cutaway | 2011 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7040 | Cutaway | 2011 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7041 | Cutaway | 2011 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7042 | Cutaway | 2011 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7043 | Cutaway | 2011 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7044 | Cutaway | 2011 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7045 | Cutaway | 2011 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7046 | Cutaway | 2011 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |

| Vehicle # | Vehicle Type | Vehicle Year | Bus Manufacturer | Bus Model | ADA Lift | Vehicle Length | Max Seat | Max WC |
|-----------|--------------|--------------|------------------|-----------|----------|----------------|----------|--------|
| 7047 | Cutaway | 2011 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7048 | Cutaway | 2011 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7049 | Cutaway | 2011 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7050 | Cutaway | 2011 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7051 | Cutaway | 2011 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7052 | Cutaway | 2011 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7053 | Cutaway | 2011 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7054 | Cutaway | 2011 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7055 | Cutaway | 2011 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7056 | Cutaway | 2011 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7057 | Cutaway | 2011 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7058 | Cutaway | 2011 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7059 | Cutaway | 2011 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7060 | Cutaway | 2011 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7061 | Cutaway | 2012 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7062 | Cutaway | 2012 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7063 | Cutaway | 2012 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7064 | Cutaway | 2012 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7065 | Cutaway | 2012 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7066 | Cutaway | 2012 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7067 | Cutaway | 2012 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7068 | Cutaway | 2012 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7069 | Cutaway | 2012 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7070 | Cutaway | 2012 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7071 | Cutaway | 2012 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7072 | Cutaway | 2012 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7073 | Cutaway | 2012 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7074 | Cutaway | 2012 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7075 | Cutaway | 2012 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7076 | Cutaway | 2012 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7077 | Cutaway | 2012 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7078 | Cutaway | 2012 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7079 | Cutaway | 2012 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7080 | Cutaway | 2012 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7081 | Cutaway | 2013 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7082 | Cutaway | 2013 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7083 | Cutaway | 2013 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7084 | Cutaway | 2013 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7085 | Cutaway | 2013 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7086 | Cutaway | 2013 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7087 | Cutaway | 2013 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7088 | Cutaway | 2013 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7089 | Cutaway | 2013 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7090 | Cutaway | 2013 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7091 | Cutaway | 2013 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7092 | Cutaway | 2013 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7093 | Cutaway | 2013 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7094 | Cutaway | 2013 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7095 | Cutaway | 2013 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7096 | Cutaway | 2013 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7097 | Cutaway | 2013 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7098 | Cutaway | 2013 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7099 | Cutaway | 2013 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |

| Vehicle # | Vehicle Type | Vehicle Year | Bus Manufacturer | Bus Model | ADA Lift | Vehicle Length | Max Seat | Max WC |
|-----------|--------------|--------------|------------------|-----------|----------|----------------|----------|--------|
| 7100 | Cutaway | 2013 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7101 | Cutaway | 2013 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7102 | Cutaway | 2013 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7103 | Cutaway | 2013 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7104 | Cutaway | 2013 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7105 | Cutaway | 2013 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7106 | Cutaway | 2013 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7107 | Cutaway | 2013 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7108 | Cutaway | 2014 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7109 | Cutaway | 2014 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7110 | Cutaway | 2014 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7111 | Cutaway | 2014 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7112 | Cutaway | 2014 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7113 | Cutaway | 2014 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7114 | Cutaway | 2014 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7115 | Cutaway | 2014 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7116 | Cutaway | 2014 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7117 | Cutaway | 2014 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7118 | Cutaway | 2014 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7119 | Cutaway | 2014 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 7120 | Cutaway | 2014 | TurtleTop | Odyssey | YES | 23 | 12 | 4 |
| 8021 | Raise Roof | 2011 | StarTrans | Sentinel | Yes | 18 | 7 | 2 |
| 8022 | Raise Roof | 2011 | StarTrans | Sentinel | Yes | 18 | 7 | 2 |
| 8023 | Raise Roof | 2011 | StarTrans | Sentinel | Yes | 18 | 7 | 2 |
| 8024 | Raise Roof | 2011 | StarTrans | Sentinel | Yes | 18 | 7 | 2 |
| 8025 | Raise Roof | 2011 | StarTrans | Sentinel | Yes | 18 | 7 | 2 |
| 8026 | Raise Roof | 2011 | StarTrans | Sentinel | Yes | 18 | 7 | 2 |
| 8027 | Cutaway | 2012 | StarTrans | Candidate | Yes | 22 | 6 | 2 |
| 8028 | Cutaway | 2012 | StarTrans | Candidate | Yes | 22 | 6 | 2 |
| 8029 | Cutaway | 2012 | StarTrans | Candidate | Yes | 22 | 6 | 2 |
| 8030 | Cutaway | 2012 | StarTrans | Candidate | Yes | 22 | 6 | 2 |
| 8031 | Cutaway | 2012 | StarTrans | Candidate | Yes | 22 | 6 | 2 |
| 8032 | Cutaway | 2012 | StarTrans | Candidate | Yes | 22 | 6 | 2 |
| 8033 | Cutaway | 2012 | StarTrans | Candidate | Yes | 22 | 6 | 2 |
| 8034 | Cutaway | 2012 | StarTrans | Candidate | Yes | 22 | 6 | 2 |
| 8035 | Cutaway | 2012 | StarTrans | Candidate | Yes | 22 | 6 | 2 |
| 8036 | Cutaway | 2012 | StarTrans | Candidate | Yes | 22 | 6 | 2 |
| 8037 | Cutaway | 2012 | StarTrans | Candidate | Yes | 22 | 6 | 2 |
| 8038 | Cutaway | 2012 | StarTrans | Candidate | Yes | 22 | 6 | 2 |
| 8039 | Cutaway | 2012 | StarTrans | Candidate | Yes | 22 | 6 | 2 |
| 8040 | Cutaway | 2012 | StarTrans | Candidate | Yes | 22 | 6 | 2 |
| 8041 | Cutaway | 2012 | StarTrans | Candidate | Yes | 22 | 6 | 2 |
| 8042 | Cutaway | 2012 | StarTrans | Candidate | Yes | 22 | 6 | 2 |
| 8043 | Cutaway | 2012 | StarTrans | Candidate | Yes | 22 | 6 | 2 |
| 8044 | Cutaway | 2012 | StarTrans | Candidate | Yes | 22 | 6 | 2 |
| 8045 | Cutaway | 2012 | StarTrans | Candidate | Yes | 22 | 6 | 2 |
| 8046 | Cutaway | 2012 | StarTrans | Candidate | Yes | 22 | 6 | 2 |
| 8047 | Cutaway | 2012 | StarTrans | Candidate | Yes | 22 | 6 | 2 |
| 8048 | Cutaway | 2012 | StarTrans | Candidate | Yes | 22 | 6 | 2 |
| 8049 | Cutaway | 2012 | StarTrans | Candidate | Yes | 22 | 6 | 2 |
| 8050 | Cutaway | 2012 | StarTrans | Candidate | Yes | 22 | 6 | 2 |
| 8051 | Cutaway | 2012 | StarTrans | Candidate | Yes | 22 | 6 | 2 |
| 8052 | Cutaway | 2012 | StarTrans | Candidate | Yes | 22 | 6 | 2 |

| Vehicle # | Vehicle Type | Vehicle Year | Bus Manufacturer | Bus Model | ADA Lift | Vehicle Length | Max Seat | Max WC |
|-----------|--------------|--------------|------------------|-----------|----------|----------------|----------|--------|
| 8053 | Cutaway | 2012 | StarTrans | Candidate | Yes | 22 | 6 | 2 |
| 8054 | Cutaway | 2012 | StarTrans | Candidate | Yes | 22 | 6 | 2 |
| 8055 | Cutaway | 2012 | StarTrans | Candidate | Yes | 22 | 6 | 2 |
| 8056 | Cutaway | 2012 | StarTrans | Candidate | Yes | 22 | 6 | 2 |
| 8057 | Cutaway | 2012 | StarTrans | Candidate | Yes | 22 | 6 | 2 |
| 8058 | Cutaway | 2012 | StarTrans | Candidate | Yes | 22 | 6 | 2 |
| 8059 | Cutaway | 2012 | StarTrans | Candidate | Yes | 22 | 6 | 2 |
| 8060 | Cutaway | 2012 | StarTrans | Candidate | Yes | 22 | 6 | 2 |
| 8061 | Cutaway | 2012 | StarTrans | Candidate | Yes | 22 | 6 | 2 |
| 8062 | Cutaway | 2012 | StarTrans | Candidate | Yes | 22 | 6 | 2 |
| 8063 | Cutaway | 2012 | StarTrans | Candidate | Yes | 22 | 6 | 2 |
| 8064 | Cutaway | 2012 | StarTrans | Candidate | Yes | 22 | 6 | 2 |
| 8065 | Cutaway | 2012 | StarTrans | Candidate | Yes | 22 | 6 | 2 |
| 8066 | Cutaway | 2012 | StarTrans | Candidate | Yes | 22 | 6 | 2 |
| 8067 | Cutaway | 2012 | StarTrans | Candidate | Yes | 22 | 6 | 2 |
| 8068 | Cutaway | 2012 | StarTrans | Candidate | Yes | 22 | 6 | 2 |
| 8069 | Cutaway | 2012 | StarTrans | Candidate | Yes | 22 | 6 | 2 |
| 8070 | Cutaway | 2012 | StarTrans | Candidate | Yes | 22 | 6 | 2 |
| 8071 | Cutaway | 2012 | StarTrans | Candidate | Yes | 22 | 6 | 2 |
| 8072 | Cutaway | 2012 | StarTrans | Candidate | Yes | 22 | 6 | 2 |
| 8073 | Cutaway | 2012 | StarTrans | Candidate | Yes | 22 | 6 | 2 |
| 8074 | Cutaway | 2012 | StarTrans | Candidate | Yes | 22 | 6 | 2 |
| 8075 | Cutaway | 2012 | StarTrans | Candidate | Yes | 22 | 6 | 2 |
| 8076 | Cutaway | 2012 | StarTrans | Candidate | Yes | 22 | 6 | 2 |
| 8077 | Cutaway | 2012 | StarTrans | Candidate | Yes | 22 | 6 | 2 |
| 8078 | Cutaway | 2012 | StarTrans | Candidate | Yes | 22 | 6 | 2 |
| 8079 | Cutaway | 2012 | StarTrans | Candidate | Yes | 22 | 6 | 2 |
| 8080 | Cutaway | 2012 | StarTrans | Candidate | Yes | 22 | 6 | 2 |
| 8081 | Cutaway | 2012 | StarTrans | Candidate | Yes | 22 | 6 | 2 |
| 8082 | Cutaway | 2012 | StarTrans | Candidate | Yes | 22 | 6 | 2 |
| 8083 | Cutaway | 2012 | StarTrans | Candidate | Yes | 22 | 6 | 2 |
| 8084 | Cutaway | 2012 | StarTrans | Candidate | Yes | 22 | 6 | 2 |
| 8085 | Cutaway | 2012 | StarTrans | Candidate | Yes | 22 | 6 | 2 |
| 8086 | Cutaway | 2012 | StarTrans | Candidate | Yes | 22 | 6 | 2 |
| 8087 | Cutaway | 2012 | StarTrans | Candidate | Yes | 22 | 6 | 2 |
| 8088 | Cutaway | 2012 | StarTrans | Candidate | Yes | 22 | 6 | 2 |
| 8089 | Cutaway | 2012 | StarTrans | Candidate | Yes | 22 | 6 | 2 |
| 8090 | Cutaway | 2012 | StarTrans | Candidate | Yes | 22 | 6 | 2 |
| 21050 | SEDAN | 2011 | FORD | FUSION | NO | 14 | 4 | 0 |
| 21051 | SEDAN | 2011 | FORD | FUSION | NO | 14 | 4 | 0 |
| 21052 | SEDAN | 2011 | FORD | FUSION | NO | 14 | 4 | 0 |
| 21053 | SEDAN | 2011 | FORD | FUSION | NO | 14 | 4 | 0 |
| 21054 | SEDAN | 2011 | FORD | FUSION | NO | 14 | 4 | 0 |
| 21055 | SEDAN | 2011 | FORD | FUSION | NO | 14 | 4 | 0 |
| 21056 | SEDAN | 2011 | FORD | FUSION | NO | 14 | 4 | 0 |
| 21057 | SEDAN | 2011 | FORD | FUSION | NO | 14 | 4 | 0 |
| 21058 | SEDAN | 2011 | FORD | FUSION | NO | 14 | 4 | 0 |
| 21059 | SEDAN | 2011 | FORD | FUSION | NO | 14 | 4 | 0 |
| 21060 | SEDAN | 2011 | FORD | FUSION | NO | 14 | 4 | 0 |
| 21061 | SEDAN | 2011 | FORD | FUSION | NO | 14 | 4 | 0 |
| 21062 | SEDAN | 2011 | FORD | FUSION | NO | 14 | 4 | 0 |
| 21063 | SEDAN | 2011 | FORD | FUSION | NO | 14 | 4 | 0 |
| 21064 | SEDAN | 2011 | FORD | FUSION | NO | 14 | 4 | 0 |

| Vehicle # | Vehicle Type | Vehicle Year | Bus Manufacturer | Bus Model | ADA Lift | Vehicle Length | Max Seat | Max WC |
|-----------|--------------|--------------|------------------|-----------|----------|----------------|----------|--------|
| 21065 | SEDAN | 2011 | FORD | FUSION | NO | 14 | 4 | 0 |
| 21066 | SEDAN | 2011 | FORD | FUSION | NO | 14 | 4 | 0 |
| 21067 | SEDAN | 2011 | FORD | FUSION | NO | 14 | 4 | 0 |
| 21068 | SEDAN | 2011 | FORD | FUSION | NO | 14 | 4 | 0 |
| 21069 | SEDAN | 2011 | FORD | FUSION | NO | 14 | 4 | 0 |

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**System Safety Program Plan
Annual Safety Certification**

Annual Safety Certification

Date Submitted: April 21, 2014
Bus Transit System Name: MV Transportation, Inc.
System Address: 1200 West South Street
City, State, Zip: Orlando, Florida 32805
Serving: Orange, Osceola, and Seminole Counties

The Bus Transit System named above hereby certifies to the Central Florida Regional Transportation Authority, d/b/a LYNX, the following:

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

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

Name: MV Transportation, Inc.
Address: 1200 West South Street
City, State, Zip: Orlando, Florida 32805

I hereby certify this information to be true and accurate,


Signature

4-21-14
Date

Chris York
Name (Printed)

General Manager
Title

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Table 10
Service Standards

III QUALITY ASSURANCE

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

A. Service Standards

Table 10
Service Standards

| STANDARD | ORANGE, OSCEOLA AND SEMINOLE LCB LANGUAGE |
|---|---|
| Advance Reservations Requirements | Reservations for all sponsors (except TD) are taken up to 7-day in advance. Trip requests under the TD program are taken one day prior to service. |
| Air Conditioning/ Heating | All vehicles must have working air conditioning and heating to be used for transporting passengers within the coordinated system. No vehicles are allowed to provide service without a functioning air conditioner and heater. If air conditioning or heating is not functioning properly, the operator is responsible for the repair prior to the transport of passengers. Vehicles will be pulled from service until deficiencies are corrected. |
| Billing Requirements | ACCESS LYNX carrier payments are made according to guidelines promulgated in Section 21.20 of the Transportation Disadvantaged Trust Fund (TDTF) Grant. (Section 287.0585, Florida Statutes) |
| Contract Monitoring | ACCESS LYNX performs annual evaluations and contract monitoring of the contracted operators. The monitoring accomplishes reviews of System Safety Program Plan compliance, driver qualifications and certification, and maintenance of vehicles and equipment. Primary contractors with LYNX are required to perform the same monitoring for any sub-contractors. At the time of the monitoring of the primary contractor, LYNX staff will verify sub-contractor monitoring reports. |
| Driver Criminal Background Screening | All drivers in the Coordinated System must have a favorable Florida Department of Law Enforcement (FDLE) background check. |
| Driver Identification | All drivers within the ACCESS LYNX system are trained in defensive driving and passenger assistance, tested, certified and, upon completion, is provided with photo identification. |
| Drug and Alcohol | LYNX, as the CTC, has an existing Drug and Alcohol Policy, which |

| STANDARD | ORANGE, OSCEOLA AND SEMINOLE LCB LANGUAGE |
|----------------------------------|--|
| Policy | complies with DOT regulations. All contractors must comply with these regulations. |
| Out-of-Service Area Trips | Out-of- Service Area Trips are provided to Medicaid recipients traveling to the closest facility able to provide the Medicaid compensatory service the client requires. |
| Passenger Assistance | <p>All drivers in the ACCESS LYNX system are required to be certified in Passenger Assistance Training. At a minimum, drivers are required to open the vehicle door, fasten passenger seat belts, secure wheelchairs, and close the door when necessary.</p> <p>Service is door-to-door (with the exception of stretcher customers).</p> <p>Drivers will not go beyond the first floor of residential buildings; customers are expected to be waiting on the first floor. Drivers will assist customers to first floor lobby of their appointments. If a client needs assistance beyond that point, they will need an escort to travel with them. Drivers will not go within buildings to retrieve customers.</p> <p>Drivers cannot assist a wheelchair customer down more than one step, nor pull a wheelchair through grass or sand.</p> <p>Passengers may be transported with portable oxygen, as long as driver assistance is not required in administering the oxygen and the container is no bigger than two liters.</p> |
| Passenger Property | Personal belongings are the sole responsibility of the passenger. Only those items that passengers can personally carry (usually up to three bags) will be transported at the risk of the passenger. Drivers are not responsible for, nor are they expected to load and unload, belongings of passengers they transport. |
| Passenger/Trip Database | ACCESS LYNX maintains a database of all customers within the program. This database tracks information such as social security number, home address, mailing address, passenger type, passenger needs, birth date, language, sponsors, trip history and Medicaid number. |
| Pick-up windows | <p>Trips are on time if they are picked up within the negotiated 30-minute pickup window</p> <p>Customers may not be scheduled to arrive at the destination on a going trip more than one hour early. Customers may not be picked up at the origin on a return trip more than one hour after the requested time.</p> |
| Reservation Hours | Reservations are accepted from 8:00 a.m. to 5:00 p.m. seven days per week. Reservation may be taken 7 days in advance, up to 5:00 p.m. the day before the trip. |

| STANDARD | ORANGE, OSCEOLA AND SEMINOLE LCB LANGUAGE |
|---|---|
| Service Animals | Service animals shall always be permitted to accompany their users in any system vehicle. |
| Service Hours | Services are available 24-hours a day, 365-days a year. |
| Smoking, Eating, and Drinking | No smoking, eating, or drinking is allowed at any time on an ACCESS LYNX vehicle. Exceptions are permitted when required due to an existing medical condition. |
| Transport of Escorts and Dependent Children Policy | <p>Within the ACCESS LYNX program, each eligible rider is allowed one escort, as long as the escort is picked up at the same point of origin as the rider and is dropped at the same location as the eligible rider. The escort must be necessary for the safety of the rider or needed for assistance to the rider.</p> <p>An escort must accompany all children under the age of fifteen. Only one escort may travel with children who have appointments or with adults who need assistance while traveling. Parents may also take one child who does not have an appointment with prior arrangements. All children under six years of age are required to ride in the back seat of the vehicle. (See "Use and Responsibility of Child Restraint Devices" below.)</p> |
| Two-Way Communications | All vehicles in the ACCESS LYNX system are required to have working two-way radios. Two-way communications availability is confirmed through safety inspections and monitoring. |
| Unscheduled Stops | With the exception of emergency medical conditions, vehicles will only make scheduled stops. Pursuant to Florida Statute Section 395.002: Emergency medical condition will be defined as "a medical condition manifesting itself by acute symptoms of sufficient severity, which may include severe pain, such that the absence of immediate medical attention could reasonably be expected to result in: (1) serious jeopardy to patient health, and/or; (2) serious impairment to bodily functions, and/or; (3) serious dysfunction of any bodily organ or part. |
| Use and Responsibility of Child Restraint Devices | <p>In accordance with Florida Statute 316.613 (Child restraint requirements):</p> <p>While transporting a child 5 years of age or younger, provide for protection of the child by properly using a crash-tested, federally approved child restraint device. For children aged through 3 years such restraint device must be a separate carrier or a vehicle manufacturer's integrated child seat. For children aged 4 through 5 years, a separate carrier, an integrated child seat, or a seat belt may be used.</p> <p>The child's escort is responsible for providing the child restraint device and properly installing it in the ACCESS LYNX vehicle. The driver is to review and approve of the installation before the vehicle departs the pickup point.</p> |
| Vehicle Cleanliness | All vehicles in the ACCESSSS LYNX system must be clean, both interior and exterior. This is monitored through customer reports, street supervision, and periodic inspections. |

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

| STANDARD | ORANGE, OSCEOLA AND SEMINOLE LCB LANGUAGE |
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| | before a call is placed regarding the pick up. |
| Trip Request Limit | The process of requesting service may be more time consuming because of the trip negotiation process discussed above. For this reason, we will take only three roundtrip requests during any call to ensure that all customers are afforded timely response when contacting our customer service line. |
| Advance Reservations Limit | When calling to schedule appointments, please call us as far in advance as you can, (we have up to a 7-day advance reservation period), and call between the hours of 10:00 a.m. and 2:00 p.m., whenever possible. Please have all of your information ready so that we can complete the request efficiently. |
| Accidents | The ACCESS LYNX Preventable Accident Standards for the contracted operators are less than one (1) preventable accident for every 100,000 vehicle miles of service provided. |
| Call Hold Time (If applicable) | It is LYNX' goal to have average inbound telephone hold times of no more than two minutes (2:00) for any given hourly period of the day. This two minute (2:00) standard is to be achieved for 95% of the hourly time periods that a phone line in question is in operation, measured monthly. |
| Complaints | <p>A local, toll free phone number is posted inside of all LYNX vehicles that advises customers to call should they wish to voice a concern or offer a compliment.</p> <p>The customer talks to a LYNX representative who documents the concern/compliment in the Active Citizen Response (ACR) database. The representative gathers all of the customers information, reads the information back to the customer for accuracy, and then refers the concern/compliment to the appropriate manager for resolution.</p> <p>Each concern/compliment is given a time frame in which the concern must be answered. Should the concern/compliment not be answered in the allotted time, the information is then escalated to the original manager's immediate supervisor. Customers can request a written response, or a call back once a resolution has been reached.</p> <p>Should the customer not be satisfied with the local resolution, they may contact the Florida CTD Ombudsman's Office at 850-488-6036. The Ombudsman's Office will contact LYNX for further investigation and resolution.</p> <p>The ACCESS LYNX Monthly Standards for Valid Complaints Relating to Contractor's Performance are to have fewer than three (3) valid complaints for every 1,000 one-way passenger trips provided.</p> |
| No-Show Policy | A customer may have no more than 4 no-shows within any 90-day period. |

| STANDARD | ORANGE, OSCEOLA AND SEMINOLE LCB LANGUAGE |
|---------------------------------|--|
| | <p>To exceed this will result in customer suspension of 30-days.</p> <p>Trips cancelled with less than three hour notice prior to the scheduled pickup time will be considered a No Show.</p> |
| On-time Performance | <p>The ACCESS LYNX On-Time Performance Standards for the contracted operators are 92% or greater of trips on time</p> <p>Trips are on-time if picked up before the end of the negotiated 30-minute window.</p> |
| Public Participation | <p>LYNX welcomes public, private, not for profit transportation, and human service providers to comment on the development of the Transportation Disadvantaged Service Plan (TDSP). These comments and suggestions can be made at the Transportation Disadvantaged Local Coordinating Board, and the Transportation Disadvantaged Quality Assurance Task Force meetings held at MetroPlan Orlando, as well as the LYNX website at www.golynx.com.</p> <p>In addition, further outreach, such as public workshop, are held throughout the service area during major update years.</p> |
| Public Transit Ridership | <p>Paratransit service is provided for those individuals who cannot access fixed route service. Eligibility screening is done for all programs, and referral to fixed-route service is done when it is determined that it is the appropriate mode of transportation for a customer. ACCESS LYNX goal is refer at a minimum 10% of individuals applying for service to fixed route service.</p> |
| Road Calls | <p>No more than 1 every 10,000 miles.</p> |

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Table 11
Rate Structure

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Rate Structure

| Service Type | Unit | Rate |
|---------------------------|------------------|-------------|
| Ambulatory | Per one-way trip | \$36.94 |
| Wheelchair | Per one-way trip | \$63.32 |
| Stretcher (Medicaid Only) | Per one-way trip | \$131.92 |

Pages 110-123

Attachment 6
LCB CTC Annual Evaluation

This document will be inserted when approved by the Local Coordinating Board.