Transportation Disadvantaged Service Plan

Orange, Osceola, and Seminole Counties
Minor Update 2026



Central Florida Regional Transportation Authority

LYNX®

Prepared by:
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April 2026

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TDLCB ROSTER (February 2026)

ROSTER
TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD

CHAIRMAN: Deputy Mayor Ken Gilbert
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Marilyn Baldwin

REPRESENTATIVE FOR THE ELDERLY (OVER 60)
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Vacant

Alternate:

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Ms. Tashara Cooper	
Ms. Cena Underwood	

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TDLCB CERTIFICATION

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

APPROVED BY METROPLAN ORLANDO
3/11/2026 K. Smith

Date: March 11, 2026

Name (DOPA): MetroPlan Orlando

Address: 250 S. Orange Avenue
Suite 200
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: Christine Moore
Honorable Christine Moore

Title: Chairperson of MetroPlan Orlando

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

REPRESENTING	MEMBER	TERM
ELECTED OFFICIALS	Hon. Ken Gilbert (Osceola) Hon. Pat Bates (Seminole) Hon. Mayra Uribe (Orange)	- - -
FLORIDA DEPT OF TRANSPORTATION	Jo Santiago-Mercer	-
AGENCY FOR PERSONS WITH DISABILITIES	Jeanette Estes Alt: Sharon Jennings	-
MEDICAL COMMUNITY	Betsy Delano Alt: Frances Collazo-Rivas	-
FLORIDA DEPT. OF EDUCATION/ VOCATIONAL REHABILITATION	Sharon Wright Alt: None	-

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

ECONOMICALLY DISADVANTAGED	Yvette Reyes Alt: Nicola Norton	-
CHILDREN AT RISK	Vacant Alt: Vacant	-
REGIONAL WORKFORCE DEVELOPMENT	Angela Hunter Alt: Janeé Olds	-
PUBLIC EDUCATION	Adam Zubritsky	-
VETERANS	Alnita Whitt	-
MEDICAID (AHCA)	Calvin Smith	-
FLORIDA DEPT. OF ELDER AFFAIRS	Wendy Ford Alt: Tim Timmerman	-
REPRESENTING THE ELDERLY (OVER SIXTY)	Charlotte Campbell	Two Years
REPRESENTING THE DISABLED	Marilyn Baldwin	Three Years
CITIZEN ADVOCATE	Neika Berry	One Year
CITIZENS ADVOCATE (SYSTEM USER)	Bob Melia	Three Years
FOR-PROFIT OPERATOR	N/A	-
NON-VOTING MEMBERS	Kimberly Frye, ACCESS LYNX Alt: Selita Stubbs	-
	Jennifer Jensen, Emergency Medical Services Alt: Amanda Freeman	-
	Luiz Nieves, SunRail CAC	-
	Tashara Cooper, At Large Alternate	-
	Cena Underwood, At Large Alternate	-
	Frances Collazo-Rivas, Alternate representing the Medical Community	

TDSP CERTIFICATION

The Transportation Disadvantaged Service Plan (TDSP) and rates were reviewed and evaluated. The Transportation Disadvantaged Local Coordinating Board (TDLCB) approved the TDSP and rates at the meeting held May 14th, 2026.

_____Mayor Ken Gilbert, TDLCB Chairperson

Date: May 14th, 2026

TDLCB ATTENDANCE OF TDSP CERTIFICATION

(May 14th attendance sheet)

I. INTRODUCTION

The Transportation Disadvantaged Service Plan (TDSP) reflects LYNX's commitment to maintain and improve transportation services for the Transportation Disadvantaged (TD) and serves as a framework for transit service performance evaluation.

As the Community Transportation Coordinator (CTC) for Orange, Osceola, and Seminole counties, LYNX is responsible for meeting the transportation needs of older adults, individuals with lower incomes, and individuals with disabilities through the arrangement of quality, cost-effective and efficient, transportation services within its service area. The TDSP is required by the State of Florida Commission for the Transportation Disadvantaged (CTD) and approved by the Transportation Disadvantaged Local Coordinating Board (TDLCB). The TDSP outlines a strategy for meeting the state of Florida requirements through service planning, development and implementation of transportation resources and includes the following sections:

- Development Plan
- Service Plan
- Quality Assurance Section

As part of this TDSP annual update, the Development Plan has been revised to include the latest needs assessment relating to TD services and progress updates for the goals, objectives, and strategies as well as the implementation plan.

II. DEVELOPMENT PLAN

The Development Plan component of the TDSP outlines the goals and objectives for delivery of TD services in Orange, Osceola, and Seminole Counties. The data presented herein reviews the history, current programming, and plans for the continued delivery of quality TD services.

Introduction to the Transportation Disadvantaged Program

The purpose of the Transportation Disadvantaged Program is to ensure the availability of efficient, cost-effective, and quality transportation services for the transportation disadvantaged population throughout the State of Florida. The program was established shortly after FDOT and the Department of Health and Rehabilitation Services (HRS) entered into an interagency agreement in the mid-1970's to address concerns about duplication and fragmentation of transportation services. The mandate to coordinate transportation services designed to meet the needs of the transportation disadvantaged was enacted in 1979 as Florida Statute Chapter 427. This statute defines the 'transportation disadvantaged' as:

"*...those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or children who are handicapped or high-risk or at-risk as defined in Section 411.202, Florida Statutes*."

The Coordinating Council was established within FDOT to implement the Transportation Disadvantaged Program. The CTD, established as an independent commission, replaced the Coordinating Council in 1989, when the Florida Legislature made extensive modifications to Chapter 427. The Commission was authorized to hire its own staff and allocate funding for specialized transportation services available through the new Transportation Disadvantaged Trust Fund (TDTF), the source of which was a fifty-cent license tag fee.

Federal Level Roles and Responsibilities

As a federally funded fixed-route transit system, and in accordance with the 1964 Civil Rights Act, LYNX is required to offer complementary transit service to persons with disabilities who live within ¾ mile of the fixed route system and are unable to use the service due to a disability. TD efforts were significantly strengthened by Executive Order (EO) 13330 on the Coordination of Human Service Programs issued by President George

W. Bush on February 24, 2004. This EO created an interdepartmental Federal Council on Access and Mobility to reduce duplication among federally funded human service transportation services, increase the efficient delivery of such services, and expand transportation access for older individuals, persons with disabilities, and persons with low-income within their own communities.

In August 2005, the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU), created a requirement for a locally developed, coordinated public transit/human services transportation planning process. Starting in Federal Fiscal Year 2007, projects funded under three Federal Transit Administration (FTA) programs must be derived from a locally developed coordinated public transit-human services transportation plan. The minimum required plan contents include:

- Identification of current providers and services;
- Assessment of transportation needs of older adults, persons with disabilities, and individuals with lower incomes, as appropriate;
- Identification of strategies and/or activities to address those needs and service gaps; and
- Implementation priorities, based on time, resources and feasibility.

In July 2012, Congress authorized the Moving Ahead for Progress in the 21st Century Act (MAP-21); with its provisions taking effect October 1, 2012. One of the impacts of MAP-21 was the consolidation of the Section 5316 Job Access and Reverse Commute (JARC) into the Urbanized Mass Transit Formula Program (section 5307) and the Rural Transit Formula Funding Program (Section 5311). The New Freedom (Section 5317) grant program was incorporated into the Section 5310 grant program. MAP-21 continues the provision that projects selected for funding must be included in the Locally Developed and Coordinated Human Services Transportation Plan (HSTP). LYNX's latest update to HTSP was completed in 2025 and can be found in **Attachment 7**.

Local Level Roles and Responsibilities

MetroPlan Orlando, the local Metropolitan Planning Organization (MPO) is the Designated Official Planning Agency (DOPA) appointed by the Commission. MetroPlan Orlando is required to establish the TDLCB to provide information, advice, and direction to the CTC. MetroPlan Orlando performs this role with its TDLCB which reviews and makes recommendations on the delivery of TD services for Orange, Osceola, and Seminole counties. The TDLCB meets quarterly, at a minimum, to review and provide

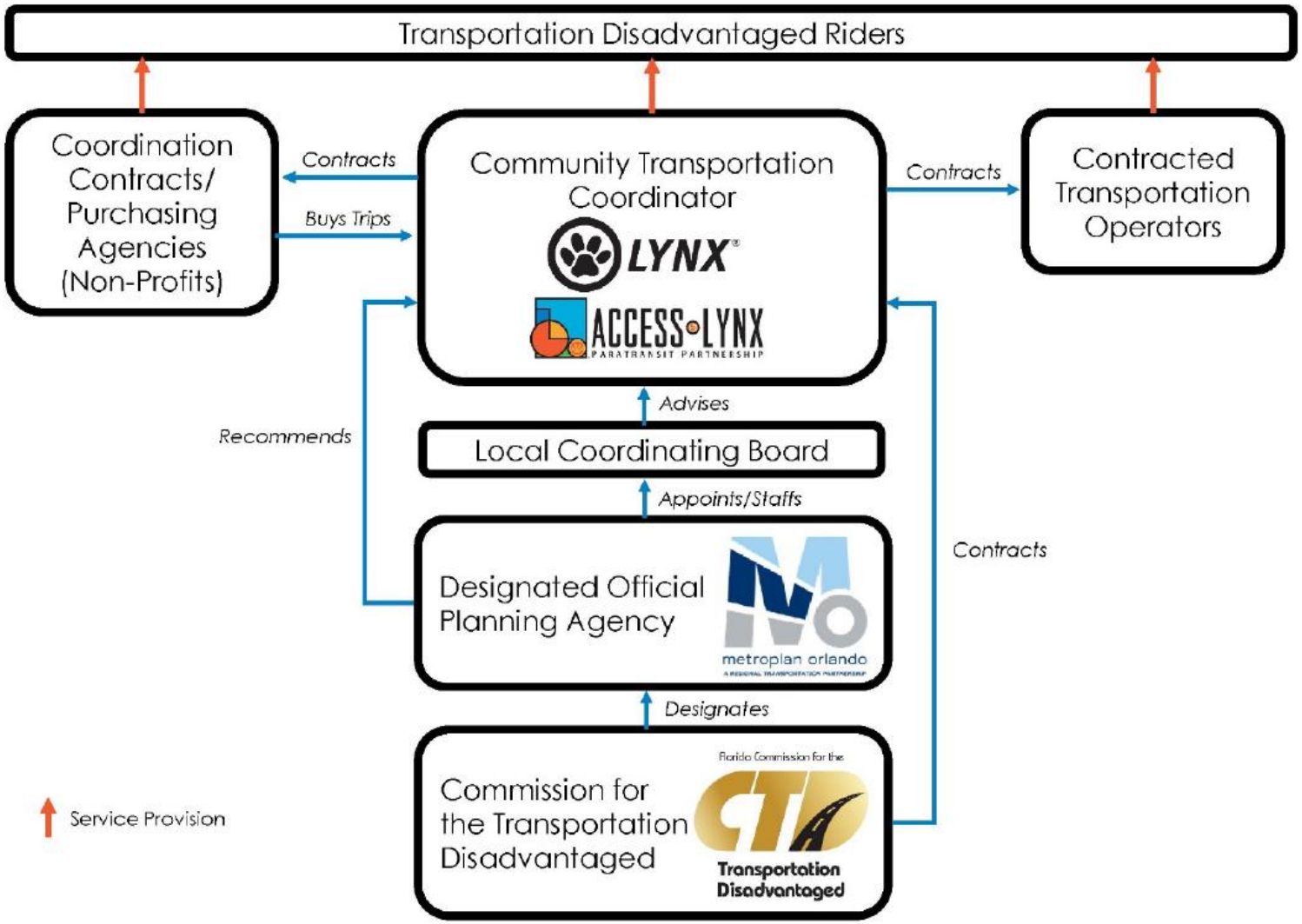
recommendations on service, safety, eligibility, and grievances which may be brought to them regarding the service delivery. The TDLCB is also responsible for reviewing and approving the five-year TDSP and the associated annual updates at the local level. After TDLCB approval, the CTD completes the TDSP final review and approval process.

Upon approval by the TDLCB, as CTC, LYNX may subcontract or broker transportation services to private transportation operators. LYNX is also responsible for short-range operational planning, administration, monitoring, coordination, arrangement, and delivery of transportation disadvantaged services originating within their designated service area. The CTC reviews all Transportation Operator contracts annually before renewal, to ensure the effectiveness and efficiency of the operator and to determine compliance with the standards of the Commission. Community Transportation Coordinators also have the following powers and duties:

- Collect annual operating data for submittal to the Commission.
- Review all transportation operator contracts annually.
- Approve and coordinate the utilization of school bus and public transportation services in accordance with the transportation disadvantaged service plan.
- Review all applications for local government, federal, and state transportation disadvantaged funds, and develop cost-effective coordination strategies.
- Establish priorities with regard to the recipients of non-sponsored transportation disadvantaged services that are purchased with TDTF dollars.

Figure 1 is a concept chart of the Transportation Disadvantaged Program.

Figure 1 - Transportation Disadvantaged Program Concept Chart



Community Transportation Coordinator Designation Date and History

LYNX has been the designated CTC for Orange, Osceola, and Seminole Counties since October 1, 1992. The Florida Commission for the Transportation Disadvantaged entered into a Memorandum of Agreement (MOA), dated September 14, 1992, with LYNX to assume coordinator duties and approve the Trip/Equipment Grant for LYNX to provide non-sponsored transportation to the transportation disadvantaged persons in the area.

Consistent with the national trends and the elimination of state-sponsored provision of transportation services for Medicaid clients, in March 2015, ACCESS LYNX stopped providing Medicaid services, as a result of Medicaid transitioning to Management Care organizations providing transportation services.

LYNX provides TD trips using the ACCESS LYNX paratransit service. ACCESS LYNX operates under the Mobility Services Division of LYNX. Passenger trips are provided using LYNX paratransit vehicles. However, individuals who can utilize non-ACCESS LYNX vehicles may be offered trips through Transportation Network Companies (TNCs) or taxi services in an effort to provide passengers with various mobility options.

Organizational Charts

LYNX's paratransit partnership is the result of a cooperative effort among LYNX, funding partners, advocates, system users, and elected officials from throughout the three-county area.

Figures 2 and 3 are organizational charts for LYNX and LYNX's Mobility Services Department as of March 2026.

In addition to the Mobility Services Division organizational chart, all service providers report to the Director of Mobility Services.

Figure 2 – LYNX Organizational Chart (March 2026)

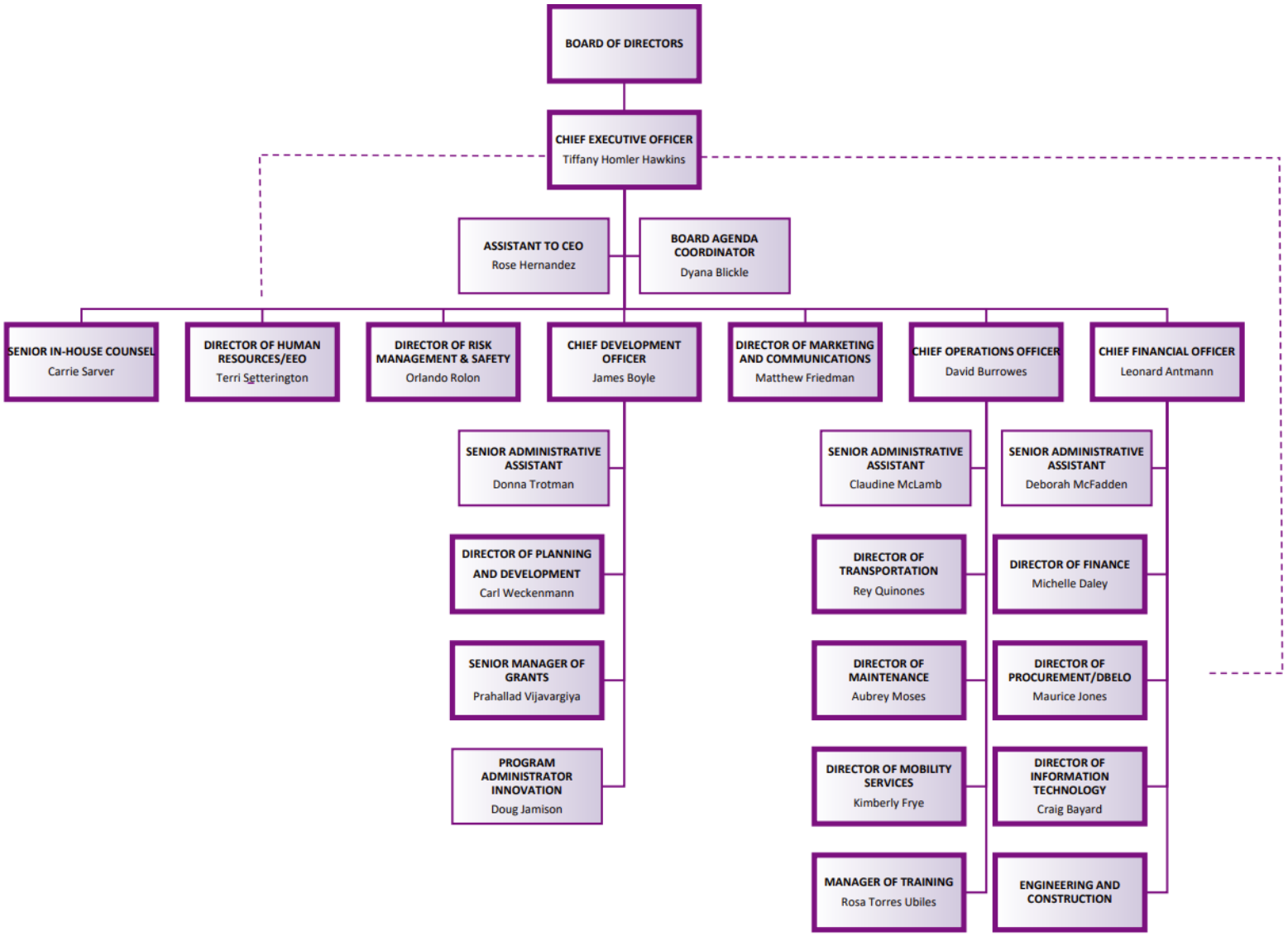
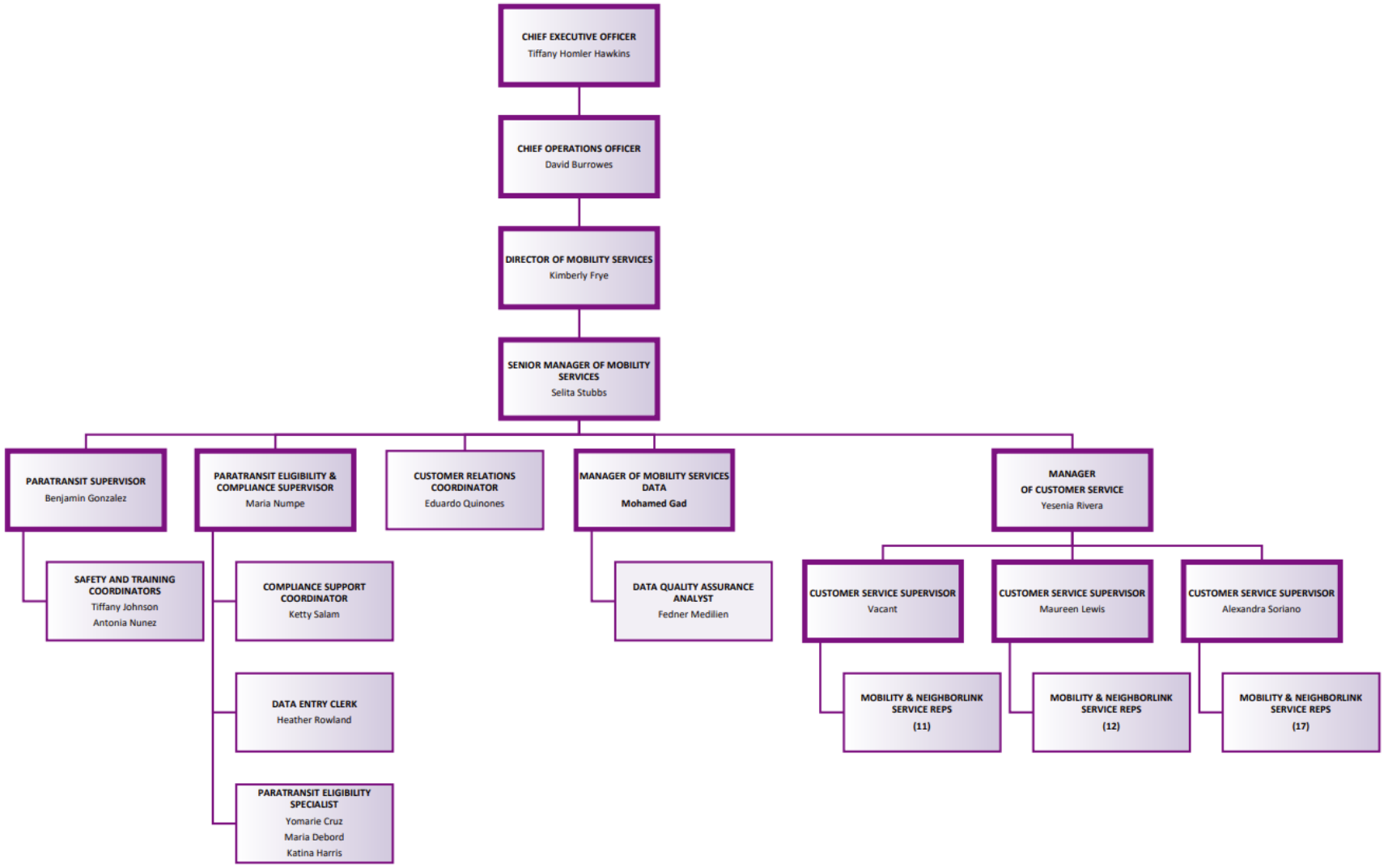


Figure 3 – LYNX Mobility Services Organizational Chart (March 2026)



Consistency Review of Other Plans

As required for the TDSP, LYNX has reviewed various local planning documents to ensure consistency among the planning processes and collaborative efforts of LYNX and MetroPlan Orlando (the DOPA/MPO for Orange, Osceola, and Seminole counties). This section documents the review of the following documents:

- The LYNX Transit Development Plan (TDP) outlines the agency's operating and capital improvement strategy for the next ten (10) years, guiding the agency's activities, priorities, and budgets. The TDP undergoes a major update every five (5) years and minor updates annually. The current annual update covers fiscal years 2025–2034, reviews the past year's accomplishments, incorporates necessary revisions, and adds a new tenth year.

  In addition, transit policies from the Orange, Osceola, and Seminole County comprehensive plans were reviewed and summarized as part of the development of the LYNX TDP to ensure consistency.

- Commission for the Transportation Disadvantaged (CTD) Five (5) Year / 20 Year Plan, which sets forth the goals and objectives of the state in administering the TD Program.

- MetroPlan Orlando's Metropolitan Transportation Plan (MTP), 20-year plan, developed with LYNX, FDOT, and other regional partners. The 2050 MTP was adopted in December 2025. The 2050 Plan is guided by five overarching goals that together advance the vision for a regional transportation system that safely and efficiently moves people and goods through a variety of options that support the region's vitality.

  - **Safety** - Provide a safe and secure transportation system for all users.
  - **Reliability** – Provide a reliable transportation system across all modes for people and freight.
  - **Connectivity** - Enhance lives through improved access to jobs and services for people of all ages and abilities.
  - **Community** – Enhance the health and vitality of our region's communities and environments.

- **Prosperity** – Strengthen our region's economy.

- MetroPlan Orlando's Transportation Improvement Program (TIP), the five-year implementation plan for the region to support transportation projects. Projects included in the latest FY2025/26-2029/30 TIP were reviewed to ensure consistency with this TDSP annual update.

Service Area Profile and Demographics

Service Area Description

The TD service area for LYNX includes all of Orange, Osceola, and Seminole counties, covering approximately 2,574 square miles in Central Florida. Orange County covers 908 square miles, Osceola County covers 1,322 square miles, and Seminole County covers 344 square miles. ACCESS LYNX paratransit service operates throughout this tri-county region, including the communities of Orlando, Kissimmee, Sanford, Altamonte Springs, Lake Mary, Apopka, Ocoee, Winter Park, Maitland, Longwood, Oviedo, St. Cloud, Winter Springs, and Winter Garden. The service area also includes major attractions such as Walt Disney World, Universal Orlando Resort, SeaWorld Orlando, along with other local destinations.

LYNX is the primary public transportation provider within the three-county region, complimented by several other regional transportation services. In addition to TD and ADA paratransit, LYNX currently operates 63 fixed-route bus lines that travel across Orange, Osceola, and southern Seminole Counties. LYNX also operates nine (9) NeighborLink on-demand service areas in Orange and Osceola County. Additional transportation services operated independently from LYNX include SunRail, a commuter rail service managed by the Central Florida Commuter Rail Commission (CFCRC), and SCOUT, an on-demand service available across five (5) service areas in Seminole County.

Figure 4 shows a map of the entire three-county TD service area along with LYNX fixed-route bus lines, NeighborLink service areas, the ¾-mile ADA service area, and SunRail regional corridor.

Land Use

The Central Florida region has been moving towards a renewed emphasis on the use of transit and pedestrian supportive land use mixes in new projects on key corridors as well as an improved jobs-to-housing balance. Local municipalities have begun implementing smart growth best practices and are encouraging transit-oriented development, redevelopment, and mixed-use neighborhood development.

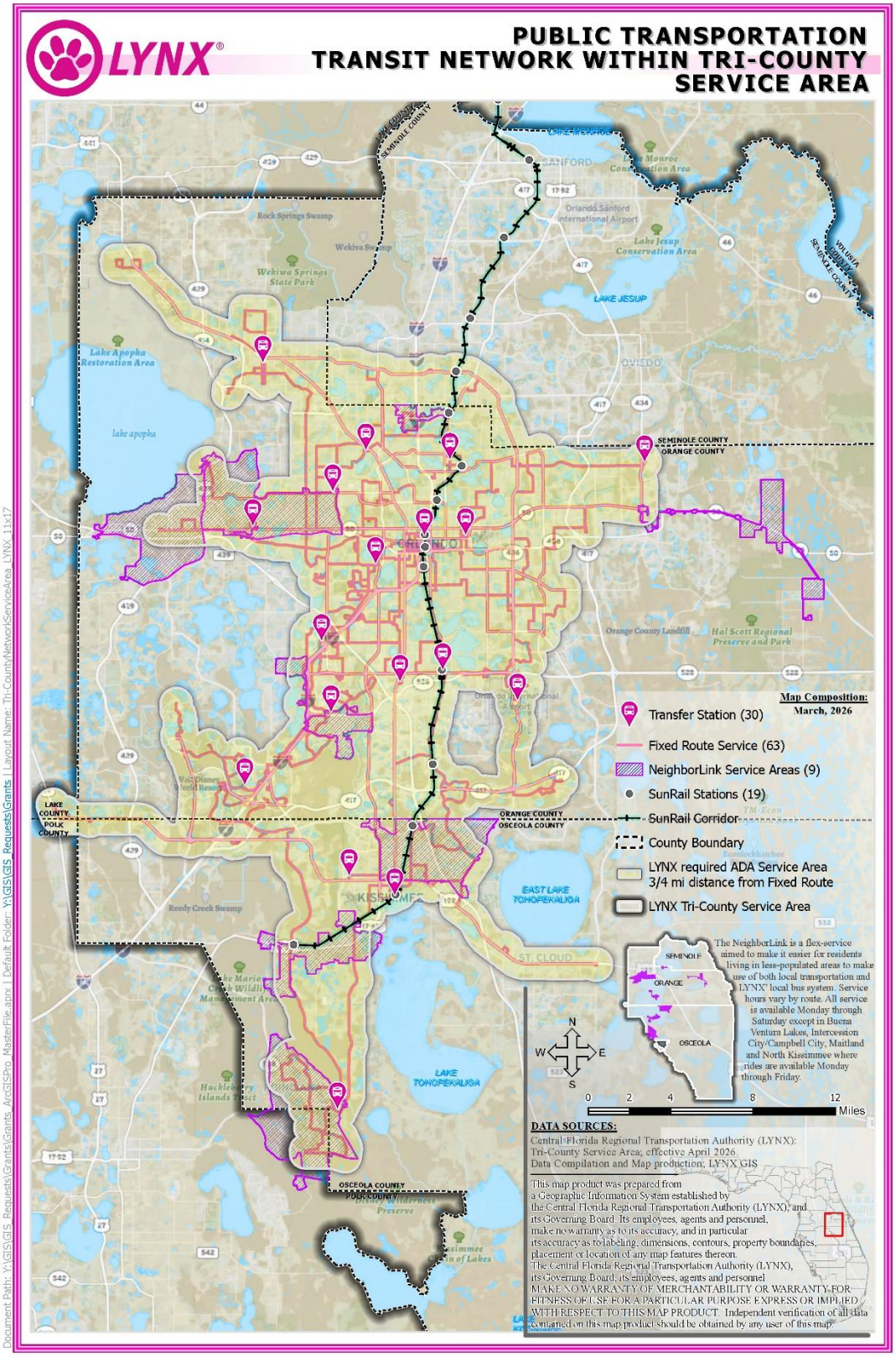
- **Orange County:** The eastern portion of Orange County is mostly rural with some low-density suburban areas. Moving west towards Orlando, it becomes low to medium-density residential suburban with urban/downtown activity. The southwest is characterized by large commercial and entertainment districts, driven by major

theme parks and visitor accommodations alongside low to medium-density residential zones.

- **Osceola County:** Southern and eastern areas of Osceola County are primarily rural or conservation land with some designated as rural settlements. Concentrated development is in the northwestern part around Kissimmee, St. Cloud, and Poinciana, classified mainly as low to medium-density suburban, with mixed-use and tourist commercial centers related to theme parks.

- **Seminole County:** The eastern areas of Seminole County are mainly agricultural or conservation land with some low-density suburban areas. The western portion is largely suburban, featuring low to medium-density residential and commercial uses.

Figure 4 - LYNX Network Service Area (April 2026)



Demographics

Population and Composition

There is no one-size-fits-all transit approach that can be applied in every metropolitan area across the country. Therefore, it is important to understand the make-up and demographics of the community that transit intends to serve. The following section will include demographic data tables that represent the population within the three county Central Florida region. This includes demographics of transportation disadvantaged (TD) populations that have historically been dependent on public transit services:

- Older adults (65 years and older)
- Individuals with disabilities
- Veterans
- Population below poverty

Understanding the demographic makeup of the LYNX service area helps identify areas with high percentages of historically disadvantaged communities. The following population and demographic tables were developed using the most recently completed demographic dataset provided by the U.S. Census Bureau, the 2024 American Community Survey (ACS) 5-Year Estimate.

Table 1 - Service Area Population by County

Population	Orange	Osceola	Seminole	Total Service Area
Total Population	1,471,937	427,415	481,470	**2,380,822**
Population as a percent of total service area	62%	18%	20%	**100%**

2024 American Community Survey 5-Year

Table 2 - Service Area Population Change by County

County	2025 TDSP	2026 TDSP	Population Change	Percent Change
Orange	1,440,471	1,471,937	+31,466	**+2.2%**
Osceola	406,943	427,415	+20,472	**+5.0%**
Seminole	474,912	481,470	+6,558	**+1.4%**
Total	**2,322,326**	**2,380,822**	**+58,496**	**+2.5%**

2025 TDSP: 2023 American Community Survey 5-Year
2026 TDSP: 2024 American Community Survey 5-Year

Tables 1 and 2 show updated population estimates for the three counties and their year-over-year changes since the 2025 TDSP Minor Update. The region's total population is estimated at 2,380,822, with 62% in Orange County, 20% in Seminole County, and 18% in Osceola County. Overall, the population grew by 58,496 (+2.5%). Osceola County saw the fastest growth, adding 20,472 residents (+5.0%). Orange County recorded the largest numeric increase, gaining 31,466 residents (+2.2%). Seminole County grew by 6,558 residents (+1.4%).

Table 3 - Sex and Age Demographics by County

Demographics	Orange		Osceola		Seminole		Total Service Area	
	Persons	% of Total Pop.	Persons	% of Total Pop.	Persons	% of Total Pop.	**Persons**	**% of Total Pop.**
Female	747,470	50.8%	215,407	50.4%	247,071	51.3%	**1,209,948**	**50.8%**
Male	724,467	49.2%	212,008	49.6%	234,399	48.7%	**1,170,874**	**49.2%**
Under 18 Years Old	314,642	21.4%	102,052	23.9%	98,915	20.5%	**515,609**	**21.7%**
18 to 24 years	150,238	10.2%	37,996	8.9%	38,633	8.0%	**226,867**	**9.5%**
25 to 29 Years	115,478	7.8%	29,102	6.8%	33,138	6.9%	**177,718**	**7.5%**
30 to 34 Years	119,901	8.1%	31,540	7.4%	35,488	7.4%	**186,929**	**7.9%**
35 to 39 Years	109,122	7.4%	30,713	7.2%	35,830	7.4%	**175,665**	**7.4%**
40 to 44 Years	110,758	7.5%	33,811	7.9%	34,915	7.3%	**179,484**	**7.5%**
45 to 49 Years	97,455	6.6%	29,905	7.0%	31,949	6.6%	**159,309**	**6.7%**
50 to 54 Years	93,812	6.4%	27,448	6.4%	31,924	6.6%	**153,184**	**6.4%**
55 to 59 Years	87,648	6.0%	25,839	6.0%	29,083	6.0%	**142,570**	**6.0%**
60 to 64 Years	81,144	5.5%	21,747	5.1%	31,543	6.6%	**134,434**	**5.6%**
65 and Older	191,739	13.0%	57,262	13.4%	80,052	16.6%	**329,053**	**13.8%**

2024 American Community Survey 5-Year

Table 3 shows sex and age demographics for the three counties. The region is nearly evenly split by sex, with 50.8% female and 49.2% male. Orange County has the largest share of younger residents, with 47.6% under age 34. Osceola County has the highest proportion of minors (23.9% under 18). Seminole County has the oldest population profile, with 29.2% over age 54 and the largest share of seniors at 16.6% over age 65.

Table 4 - Race Demographics by County

Demographics	Orange		Osceola		Seminole		Total Service Area	
	Pop.	% of Pop.	Pop.	% of Pop.	Pop.	% of Pop.	**Pop.**	**% of Pop.**
Hispanic or Latino	497,773	33.8%	239,150	56.0%	115,251	23.9%	**852,174**	**35.8%**
Non-Hispanic or Latino	974,164	66.2%	188,265	44.0%	366,219	76.1%	**1,528,648**	**64.2%**
African American or Black	293,693	20.0%	47,181	11.0%	56,660	11.8%	**397,534**	**16.7%**
American Indian or Alaska Native	4,450	0.3%	2,057	0.5%	934	0.2%	**7,441**	**0.3%**
Asian	79,590	5.4%	12,324	2.9%	26,087	5.4%	**118,001**	**5.0%**
Native Hawaiian and Pacific Islander	1,385	0.1%	258	0.1%	255	0.1%	**1,898**	**0.1%**
White	618,799	42.0%	161,840	37.9%	284,854	59.2%	**1,065,493**	**44.8%**
Other	145,229	9.9%	100,243	23.5%	27,924	5.8%	**273,396**	**11.5%**
Identified by Two or More	328,791	22.3%	103,512	24.2%	84,756	17.6%	**517,059**	**21.7%**

2024 American Community Survey 5-Year

Table 4 shows race and ethnicity demographics for the three counties. Regionwide, 44.8% identify as White, 16.7% as African American or Black, 11.5% as Other, 5.0% as Asian, and 0.3% as American Indian or Alaska Native, with 21.7% identifying as two or more races. Hispanic or Latino residents make up 35.8% of the population, while 64.2% identify as Non-Hispanic or Latino. Seminole County has the highest share of White residents (59.2%). Osceola County has the largest Hispanic or Latino population (56.0%) and the highest share identifying as Other (23.5%). Orange County has the largest proportion of African American or Black residents (20.0%).

Table 5 – TD Population Summary

Demographics	Orange		Osceola		Seminole		Total Service Area	
	Pop.	% of Pop.	Pop.	% of Pop.	Pop.	% of Pop.	**Pop.**	**% of Pop.**
Older Adults (65 and older)	191,739	13.0%	57,262	13.4%	80,052	16.6%	**329,053**	**13.8%**
Individuals with Disabilities	161,954	11.1%	57,716	13.6%	56,642	11.9%	**276,312**	**12.2%**
Veterans	60,655	5.2%	19,424	6.0%	25,085	6.6%	**105,164**	**5.9%**
Population Below Poverty	186,235	13.0%	54,289	12.8%	43,010	9.0%	**283,534**	**11.6%**
Total TD Population	**600,583**	**10.6%**	**188,691**	**11.5%**	**204,789**	**11.0%**	**994,063**	**10.9%**

2024 American Community Survey 5-Year

Table 6 - TD Population Change by County

Demographics	Orange			Osceola			Seminole		
	2025 TDSP	2026 TDSP	**Percent Change**	2025 TDSP	2026 TDSP	**Percent Change**	2025 TDSP	2026 TDSP	**Percent Change**
Older Adults (65 and older)	183,681	191,739	**+4.4%**	54,492	57,262	**+5.1%**	77,478	80,052	**+3.3%**
Individuals with Disabilities	160460	161,954	**+0.9%**	53,617	57,716	**+7.6%**	54,484	56,642	**+4.0%**
Veterans	60385	60,655	**+0.4%**	18,678	19,424	**+4.0%**	25,890	25,085	**-3.1%**
Population Below Poverty	182784	186,235	**+1.9%**	50,246	54,289	**+8.0%**	43,264	43,010	**-0.6%**
Total TD Population	**587,310**	**600,583**	**+2.3%**	**177,033**	**188,691**	**+6.6%**	**201,116**	**204,789**	**+1.8%**

2025 TDSP: 2023 American Community Survey 5-Year
2026 TDSP: 2024 American Community Survey 5-Year

Tables 5 and 6 show the TD population estimate for the three counties and their year-over-year changes since the 2025 TDSP Minor update. Regionwide, the TD population is approx. 994,063, with Orange County accounting for the largest number of residents across every TD demographic, including older adults, individuals with disabilities, veterans, and residents living below poverty. Seminole County has the highest

percentages of older adults (16.5%) and veterans (6.6%), while Osceola County has the highest percentage of individuals with disabilities (13.6%).

TD populations increased in all three counties, though at different rates. Osceola County experienced the fastest overall growth at +6.6%, with notable increases in older adults (+5.1%), individuals with disabilities (+7.6%), and residents below poverty (+8.0%). Orange County experienced a +2.3% increase, with a notable increase in older adults (+4.4%). Seminole County experienced a +1.8% increase, with notable increases in older adults (+3.3%) and individuals with disabilities (+4.5%), however had declines in veterans (-3.1%) and population below poverty (-0.6%). Overall, the TD population in the region continues to grow, emphasizing the need for more transportation options.

Housing Characteristics and Cost Burden

According to the 2022 Home Matters Report from the Florida Housing Coalition, over 2.1 million low-income Florida Households pay more than 30% of their incomes for housing. Of these low—income and cost-burdened households, 1.2 million also fall into the category of severely cost-burdened, meaning they pay more than 50% of their incomes for housing. These populations are more likely to use public transportation services due to lower disposable income, so it's important to understand burden of housing costs in the LYNX service area to better concentrate transportation efforts.

Table 7 shows housing characteristics across the three counties. Regionwide, 89.6% of housing units are occupied, with 60.3% owner-occupied and 39.7% renter-occupied. Orange County has the highest share of renter-occupied units (43.2%), while Seminole County has the highest share of owner-occupied units (66.2%). Osceola County has the most available units, reflected in a 16.7% vacancy rate, whereas Seminole County has the fewest, with a 93.8% occupancy rate.

Table 7 - Service Area Housing Unit Characteristics

Housing Units	Orange		Osceola		Seminole		Total Service Area	
	Housing Units	% of Total Units	Housing Units	% of Total Units	Housing Units	% of Total Units	**Housing Units**	**% of Total Units**
Total Units	586,805	100.0%	171,410	100.0%	199,565	100.0%	**957,780**	**100.0%**
Occupied Units	527,776	89.9%	142,794	83.3%	187,248	93.8%	**857,818**	**89.6%**
Vacant Units	59,029	10.1%	28,616	16.7%	12,317	6.2%	**99,962**	**10.4%**
Owner-Occupied Units	299,786	56.8%	93,287	65.3%	123,956	66.2%	**517,029**	**60.3%**
Renter-Occupied Units	227,990	43.2%	49,507	34.7%	63,292	33.8%	**340,789**	**39.7%**

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The Shimberg Center of Housing Studies at the University of Florida annually releases county housing cost burden estimates, based on the U.S. Department of Housing Development (HUD) Comprehensive Affordability Strategy (CHAS). **Tables 8 through 10** show estimated cost burdened households in the three counties based on area median income (AMI). Seminole County has the highest proportion of households (69%) not burdened by housing costs, while Osceola County has the highest proportion of households at least moderately burdened (37.9%). Osceola County also has the highest proportion of households severely burdened (18.%).

- **Extremely Low-Income** - Household is at or below 30% of the AMI for households of the same size.
- **Very Low-Income** - Household is at or below 50% of the AMI for household of the same size.
- **Low-Income** - Household is at or below 80% of the AMI for households of the same size.
- **Not Burdened** - Household pays >30% of its gross income on housing costs.
- **Moderately Burdened** – Household pays >30% but no more than 50% of its gross income on housing costs.

- **Severely Burdened** - Household pays >50% of its gross income on housing costs.

Table 8 - Burden of Housing Costs by Income – Orange County

Income	Housing Burden – Orange County		
	Not Burdened	Moderately Burdened	Severely Burdened
Extremely Low-Income	1.2%	1.2%	9.1%
Very Low-Income	2.6%	4.4%	5.1%
Low-Income	8.2%	8.7%	2.1%
AMI >80%	7.8%	2.7%	0.3%
AMI >100%	43.8%	2.5%	0.4%
Total	**63.5%**	**19.5%**	**17.0%**
Total Burdened	NA	**36.5%**	

Shimberg Center for Housing Studies, 2022 Estimates

In Orange County, 36.5% of households are at least moderately burdened by housing costs, with 17.0% being severely burdened. Low-income to extremely low-income households are disproportionately cost burdened, with 30.6% of households being low to extremely low-income burdened by housing costs.

Table 9 - Burden of Housing Costs – Osceola County

Income	Housing Burden – Osceola County		
	Not Burdened	Moderately Burdened	Severely Burdened
Extremely Low-Income	1.5%	1.3%	9.1%
Very Low-Income	3.7%	4.8%	6.2%
Low-Income	9.3%	9.3%	2.3%
AMI >80%	9.5%	2.7%	0.2%
AMI >100%	36.4%	1.8%	0.1%
Total	**62.1%**	**19.8%**	**18.0%**
Total Burdened	NA	**37.8%**	

Shimberg Center for Housing Studies, 2022 Estimates

In Osceola County, 37.8% of households are at least moderately burdened by housing costs, with 18.0% being severely burdened. Low-income to extremely low-income households are disproportionately cost burdened, with 33.0% of households being low to extremely low-income burdened by housing costs.

Table 10 - Burden of Housing Costs – Seminole County

Income	Housing Burden - Seminole County		
	Not Burdened	Moderately Burdened	Severely Burdened
Extremely Low-Income	0.9%	0.9%	6.1%
Very Low-Income	2.4%	3.4%	5.2%
Low-Income	7.4%	7.7%	2.1%
AMI >80%	7.4%	2.6%	0.2%
AMI >100%	51.3%	2.1%	0.2%
Total	**69.5%**	**16.8%**	**13.7%**
Total Burdened	NA	**30.5%**	

Shimberg Center for Housing Studies, 2022 Estimates

In Seminole County, 30.5% of households are at least moderately burdened by housing costs, with 13.7% being severely burdened. Low-income to extremely low-income households are disproportionately cost burdened, with 25.4.6% of households being low to extremely low-income burdened by housing costs.

Population Projection

The Bureau of Economic and Business Research (BEBR) at the University of Florida creates county population projections using six different techniques in five-year increments (linear, exponential, share-of-growth, shift-share, constant-share, and constant). **Table 11** shows medium growth population projections for the three counties from 2025 to 2050. More detail on the methodology of these projections can be found in "Projections of Florida Population by County, 2030-2050, with Estimates for 2025" by Stefan Rayer and Conor Comfort in Florida Populations Studies, Volume 59, Bulletin 203 (February 2026).

Table 11 - BEBR Population Projections 2030 - 2050 by County

County	2025	2030	2035	2040	2045	2050	Growth 2020 - 2050	
							Pop.	Percent Change
Orange	1,536,045	1,652,800	1,741,900	1,809,900	1,859,200	1,899,600	**+363,555**	**+23.7%**
Osceola	484,915	562,900	626,400	677,200	718,600	754,900	**+269,985**	**+55.7%**
Seminole	495,106	517,500	533,700	545,500	555,100	562,700	**+67,594**	**+13.7%**
Total	**2,516,066**	**2,733,200**	**2,902,000**	**3,032,600**	**3,132,900**	**3,217,200**	**+701,134**	**+27.9%**

Bureau of Economic and Business Research (BEBR), Projections of Florida Population by County, 2030-2050, with Estimates for 2025 (Medium Growth Projections)

Regionwide population is projected to grow substantially by 2050, increasing by +27.9%, or approx. 701,134 residents, reflecting the broader statewide trend of sustained, long-term growth. Osceola County is projected to be the region's fastest-growing county, increasing by +55.7% by 2050, the second-highest percentage increase in Florida. Orange County is projected to add approx. 363,555 residents by 2050, the highest number increase in Florida.

Labor Force and Employment

In Central Florida the local labor market significantly influences public transportation, shaping both transit demand and travel patterns. When unemployment is low, there is a heightened demand for public transit for work-related commuting. Conversely, during periods of high unemployment, the demand for public transit remains robust, but often shifts towards more localized, home-based trips. In such times, people may increasingly rely on public transit due to its affordability, emphasizing the role of the labor market in defining the purpose of public transportation use in the three-county region.

According to the U.S. Bureau of Labor Statistics, in the past 15 years the Central Florida labor market for the Orlando-Kissimmee-Sanford Metropolitan Area has continued to improve from an unemployment rate of 10.6% in December 2010, decreasing to 4.4% in December 2025. The impacts of the COVID-19 pandemic, which began in March of 2020, briefly impacted the local tourism-based economy significantly. The unemployment rate reached a high of 22.3% in May 2020, however rebounded to 6.8% by January 2021. When the Center of Disease Control (CDC) declared the end of the pandemic in May 2023, the unemployment rate was at 2.8%.

Table 12 - Labor Force and Unemployment

Area	Civilian Labor Force	Number Unemployed	Unemployment Rate		
			December 2024	December 2025	**Percent Difference**
Orlando-Kissimmee-Sanford Metropolitan Area	1,539,334	67,906	3.0%	4.4%	**+1.4%**
State of Florida	11,213,061	495,594	3.2%	4.4%	**+1.2%**

U.S. Bureau of Labor Statistics, December 2024
U.S. Bureau of Labor Statistics, December 2025

Table 12 shows the current labor force and unemployment rates for the Orlando-Kissimmee-Sanford Metropolitan Area and the State of Florida from December 2025. The statewide and metropolitan area unemployment rate were the same (4.4%). Year-over-year the unemployment rate of the metropolitan area increased by a difference of +1.4% while the statewide unemployment rate increased by a difference of +1.2%.

Summary of ACCESS LYNX Trips

ACCESS LYNX provided a total of 691,554 trips in CY2025 (January 1, 2025 – December 31, 2025). **Table 13** shows these trips by purpose. Employment makes up the largest share of trips (29.4%), followed by dialysis and cancer-related trips (23.6%) and recreational trips (20.5%). In total, 70.6% of trips were non-employment related and 35.8% were dialysis/medical related.

Table 14 shows how ACCESS LYNX trips by purpose changed year-over-year. Total trips increased by 42,728 (+6.6%) from CY2024 and CY2025. Work related trips increased by 17,859 (9.6%), non-work-related trips increased by 24,869 (+5.4%) and dialysis/medical related trips increased by 6,920 (+2.9%). As the region's population continues to grow, so has the demand for ACCESS LYNX paratransit services.

Table 13 - ACCESS LYNX Trips by Purpose (CY2025)

Purpose	Trip Count	Percentage of Trips
Employment (Work)	203,420	29.4%
Dialysis/ Cancer	162,938	23.6%
Recreational	141,510	20.5%
Education	84,714	12.2%
Medical	84,303	12.2%
Shopping	11,915	1.7%
Functional Assessment	1,830	0.3%
Nutritional	924	0.1%
FEMA (Emergency Trips)	0	0.0%
Total Trips	**691,554**	**100%**
Total Non-Work-Related Trips	*488,134*	*70.6%*
Total Dialysis/Medical Related Trips	*247,241*	*35.8%*

LYNX Mobility Services Department

Table 14 - ACCESS LYNX Trips by Purpose Change from CY2024 and CY2025

Purpose	CY2024 Trip Count	CY2025 Trip Count	Change	
			Trip Count	Percent Change
Employment (Work)	185,561	203,420	**+17,859**	**+9.6%**
Dialysis/ Cancer	161,975	162,938	**+963**	**+0.6%**
Recreational	129,823	141,510	**+11,687**	**+9.0%**
Education	80,686	84,714	**+4,028**	**+5.0%**
Medical	78,346	84,303	**+5,957**	**+7.6%**
Shopping	10,029	11,915	**+1,886**	**+18.8%**
Functional Assessment	1,503	1,830	**+327**	**+21.8%**
Nutritional	770	924	**+154**	**+20.0%**
FEMA (Emergency Trips)	133	0	**-133**	**-100.0%**
Total Trips	**648,826**	**691,554**	**42,728**	**+6.6%**
Total Non-Work-Related Trips	*463,265*	*488,134*	*+24,869*	*+5.4%*
Total Dialysis/Medical Related Trips	*240,321*	*247,241*	*+6,920*	*+2.9%*

LYNX Mobility Services Department

ACCESS LYNX Trip Generators

Table 15 shows a list of the top 20 trip generators for the ACCESS LYNX service from CY2025.

Table 15 - ACCESS LYNX Top 20 Trip Generators (CY2025)

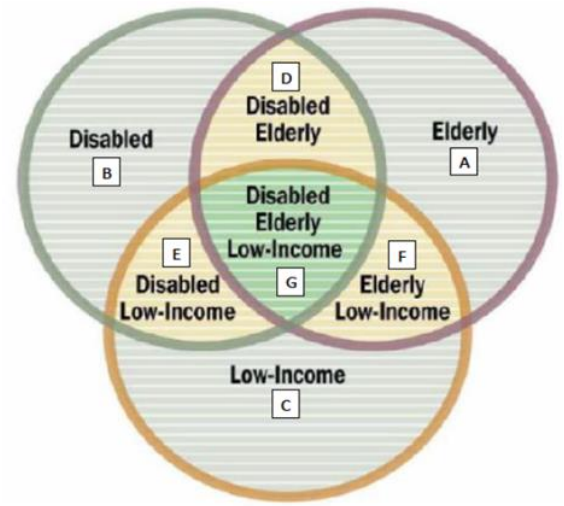
Facility	Number of Trips
Dialysis - Davita Apopka	9,421
Lighthouse Kunze	9,148
Sea World of Florida	7,393
Lighthouse New Hampshire	7,238
Primrose Center	6,978
Dialysis - DaVita Metrowest	6,749
Dialysis - DaVita St. Cloud	6,675
Dialysis - DaVita Orlando	6,265
Dialysis - DaVita Central Orlando	6,100
Dialysis - DaVita Orlando East	5,934
Dialysis - Fresenius West Orlando	5,594
Dialysis - Fresenius Apopka	5,558
Universal Employee Parking	4,884
Dialysis - Fresenius Casselberry	4,712
Inspire of Central Florida	4,648
Dialysis - DaVita Orlando Airport	4,508
Dialysis - DaVita Kissimmee	4,480
Dialysis - Dialysis Center East Orlando	4,422
Dialysis - DaVita Clarcona	4,415
Dialysis - DaVita Winter Garden	4,382

LYNX Mobility Services Department

Service Analysis

A service analysis was completed to forecast the potential TD population and determine the demand for future TD services. The FDOT and FCTD define two categories of TD persons. Category I includes all disabled, elderly, and low-income persons, and children who are "high-risk" or "at-risk" as defined by Florida Statute 411.202. Category II is based on the Florida Statute definition of "transportation disadvantaged," which includes disabled, elderly, and low-income persons who cannot transport themselves or purchase transportation. **Figure 5** shows the general TD population and overlaps among those populations.

Figure 5 - General TD Population Groups



Forecasts of TD Population

The following forecast estimate is the same analysis conducted in the 2023 TDSP Major Update and covers the years of 2021 to 2028.

Based on the Center for Urban Transportation Research (CUTR) report, *Forecasting Paratransit Services Demand – Review and Recommendations*, a forecast of the TD population within the service area was estimated over a 10-year period. The demand estimates were calculated based on the following:

- Formulas in the CUTR spreadsheet tool
- 2021 ACS 1-Year estimates

- BEBR Population Projections for 2025 and 2030, with Estimates for 2021 (published on February 10, 2022)

Tables 17 through 22 include the TD population estimates by county, based on a service area population coverage determined using the total population of census block groups within ¾ miles of fixed route service and adjacent to NeighborLink service, and service operating 365 days per year. The growth rate is based on BEBR population projections for each county. The service area population coverage and growth rate for each county are listed below.

- Orange County – 66% population coverage, 1.6% growth rate
- Osceola County – 59% population coverage, 2.7% growth rate
- Seminole County – 64% population coverage, 0.9% growth rate

Tables 17, 19, and 21 show the forecasts of the general TD population from 2021 to 2028 for each of the overlapping populations shown in **Figure 5**. As shown in **Table 15**, the general TD population in all three counties is approximately 30% of the total population. The TD population is anticipated to increase by 12%, 20%, and 6% for Orange County, Osceola County, and Seminole County, respectively, from 2021 to 2028.

Tables 18, 20, and 22 show the forecast of the critical need TD population and estimated annual number of TD trips from 2021 to 2028. As shown in **Table 16**, the critical need TD population is approximately 11% of the general TD population in all three counties. The number of daily critical need trips for the three-county service area is anticipated to increase from 50,027 daily trips to 56,387 daily trips (13%) from 2021 to 2028.

Table 16 - Service Area TD Population Forecast and Trip Demand

Three-County Service Area	2021 (Year of Base Data)	2023	2028	% Increase (2021 to 2028)
Total Population	2,257,645	2,332,706	2,532,802	12.2%
General TD Population	704,992	728,671	791,824	12.3%
TD Population % of Total Population	31%			
Critical Need TD Population	77,992	80,648	87,739	12.5%
Critical Need TD Population % of TD Population	11%			
Total Daily TD Trips	**50,027**	**51,732**	**56,387**	**12.7%**

Table 17 - Orange County General TD Population Forecast

General TD Population Forecast	2021	2022	2023	2024	2025	2026	2027	2028
Overlapping Circle Component								
E - Estimate non-elderly/disabled/ low income	24,851	25,251	25,657	26,070	26,490	26,917	27,350	27,790
B - Estimate non-elderly/ disabled/not low income	71,531	72,682	73,852	75,041	76,249	77,476	78,724	79,991
G - Estimate elderly/disabled/low income	7,965	8,093	8,223	8,356	8,490	8,627	8,766	8,907
D - Estimate elderly/ disabled/not low income	49,458	50,254	51,063	51,885	52,720	53,569	54,431	55,307
F - Estimate elderly/non-disabled/low income	13,227	13,440	13,656	13,876	14,099	14,326	14,557	14,791
A - Estimate elderly/non-disabled/not low income	108,862	110,614	112,395	114,204	116,042	117,910	119,808	121,737
C - Estimate low income/not elderly/not disabled	163,073	165,698	168,365	171,075	173,829	176,627	179,470	182,359
TOTAL GENERAL TD POPULATION	**438,967**	**446,033**	**453,213**	**460,508**	**467,921**	**475,453**	**483,106**	**490,882**
	% Increase (2021 to 2028)							*11.8%*
TOTAL POPULATION	**1,390,637**	**1,413,022**	**1,435,767**	**1,458,878**	**1,482,361**	**1,506,222**	**1,530,468**	**1,555,103**

Table 18 - Orange County Critical Need TD Population Forecast and Annual TD Trip Demand

Critical Need TD Population Forecast	2021	2022	2023	2024	2025	2026	2027	2028
Total Critical TD Population								
Disabled	31,996	32,511	33,034	33,566	34,107	34,656	35,213	35,780
Low Income Not Disabled No Auto/Transit	16,304	16,567	16,833	17,104	17,380	17,659	17,944	18,232
Total Critical Need TD Population	*48,300*	*49,078*	*49,868*	*50,671*	*51,486*	*52,315*	*53,157*	*54,013*
Daily Trips - Critical Need TD Population								
Severely Disabled	1,568	1,593	1,619	1,645	1,671	1,698	1,725	1,753
Low Income - Not Disabled - No Access	30,962	31,460	31,967	32,481	33,004	33,535	34,075	34,623
TOTAL DAILY TRIPS CRITICAL NEED TD POPULATION	32,530	33,079	33,638	34,207	34,785	35,401	36,027	36,665
	% Increase (2021 to 2028)							*12.7%*
ANNUAL TRIPS	**11,873,279**	**12,073,937**	**12,277,987**	**12,485,485**	**12,696,489**	**12,921,217**	**13,149,923**	**13,382,676**

Table 19 - Osceola County General TD Population Forecast

General TD Population Forecast	2021	2022	2023	2024	2025	2026	2027	2028
Overlapping Circle Component								
E - Estimate non-elderly/disabled/ low income	5,924	6,083	6,245	6,413	6,584	6,761	6,942	7,127
B - Estimate non-elderly/ disabled/not low income	29,300	30,084	30,890	31,717	32,566	33,438	34,333	35,252
G - Estimate elderly/disabled/low income	3,108	3,191	3,277	3,364	3,454	3,547	3,642	3,739
D- Estimate elderly/ disabled/not low income	15,412	15,825	16,248	16,683	17,130	17,588	18,059	18,543
F - Estimate elderly/non-disabled/low income	5,032	5,167	5,305	5,447	5,593	5,743	5,896	6,054
A - Estimate elderly/non-disabled/not low income	29,988	30,791	31,615	32,462	33,331	34,223	35,139	36,080
C - Estimate low income/not elderly/not disabled	40,895	41,990	43,114	44,268	45,453	46,670	47,920	49,202
TOTAL GENERAL TD POPULATION	**129,659**	**133,130**	**136,694**	**140,354**	**144,111**	**147,969**	**151,931**	**155,998**
	% Increase (2021 to 2028)							*20.3%*
TOTAL POPULATION	**400,417**	**411,137**	**422,144**	**433,445**	**445,049**	**456,964**	**469,197**	**481,758**

Table 20 - Osceola County Critical Need TD Population Forecast and Annual TD Trip Demand

Critical Need TD Population Forecast	2021	2022	2023	2024	2025	2026	2027	2028
Total Critical TD Population								
Disabled	10,332	10,609	10,893	11,185	11,484	11,792	12,107	12,431
Low Income Not Disabled No Auto/Transit	5,122	5,259	5,400	5,544	5,693	5,845	6,002	6,162
Total Critical Need TD Population	*15,454*	*15,868*	*16,293*	*16,729*	*17,177*	*17,637*	*18,109*	*18,594*
Daily Trips - Critical Need TD Population								
Severely Disabled	506	520	534	548	563	578	593	609
Low Income - Not Disabled - No Access	9,726	9,987	10,254	10,529	10,810	11,100	11,397	11,702
TOTAL DAILY TRIPS CRITICAL NEED TD POPULATION	10,233	10,405	10,581	10,760	10,942	11,136	11,333	11,533
	% Increase (2021 to 2028)							*12.7%*
ANNUAL TRIPS	**3,734,881**	**3,798,000**	**3,862,187**	**3,927,458**	**3,993,832**	**4,064,522**	**4,136,464**	**4,209,680**

Table 21 - Seminole County General TD Population Forecast

General TD Population Forecast	2021	2022	2023	2024	2025	2026	2027	2028
Overlapping Circle Component								
E - Estimate non-elderly/disabled/ low income	4,075	4,111	4,147	4,183	4,220	4,256	4,294	4,331
B - Estimate non-elderly/ disabled/not low income	23,450	23,655	23,862	24,071	24,282	24,494	24,709	24,925
G - Estimate elderly/disabled/low income	1,692	1,707	1,722	1,737	1,752	1,767	1,783	1,798
D- Estimate elderly/ disabled/not low income	18,334	18,494	18,656	18,820	18,984	19,151	19,318	19,487
F - Estimate elderly/non-disabled/low income	3,097	3,124	3,151	3,179	3,207	3,235	3,263	3,292
A - Estimate elderly/non-disabled/not low income	52,562	53,022	53,486	53,954	54,427	54,903	55,384	55,868
C - Estimate low income/not elderly/not disabled	33,156	33,446	33,739	34,034	34,332	34,633	34,936	35,242
TOTAL GENERAL TD POPULATION	**136,366**	**137,560**	**138,764**	**139,978**	**141,204**	**142,439**	**143,686**	**144,944**
	% Increase (2021 to 2028)							*6.3%*
TOTAL POPULATION	**466,591**	**470,675**	**474,795**	**478,951**	**483,143**	**487,372**	**491,638**	**495,941**

Table 22- Seminole County Critical Need TD Population Forecast and Annual TD Trip Demand

Critical Need TD Population Forecast	2021	2022	2023	2024	2025	2026	2027	2028
Total Critical TD Population								
Disabled	10,688	10,781	10,876	10,971	11,067	11,164	11,261	11,360
Low Income Not Disabled No Auto/Transit	3,550	3,581	3,612	3,644	3,676	3,708	3,740	3,773
Total Critical Need TD Population	*14,238*	*14,362*	*14,488*	*14,615*	*14,743*	*14,872*	*15,002*	*15,133*
Daily Trips - Critical Need TD Population								
Severely Disabled	524	528	533	538	542	547	552	557
Low Income - Not Disabled - No Access	6,741	6,800	6,860	6,920	6,980	7,041	7,103	7,165
TOTAL DAILY TRIPS CRITICAL NEED TD POPULATION	7,265	7,388	7,513	7,640	7,769	7,906	8,046	8,189
	% Increase (2021 to 2028)							*12.7%*
ANNUAL TRIPS	**2,651,704**	**2,696,518**	**2,742,089**	**2,788,431**	**2,835,555**	**2,885,744**	**2,936,822**	**2,988,804**

Needs Assessment

Increasing Demand

Based on the TD ridership forecasts, the TD population is anticipated to increase by 12%, 20%, and 6% for Orange County, Osceola County, and Seminole County, respectively, from 2021 to 2028. The number of daily critical need trips is anticipated to increase from 50,027 daily trips to 56,387 daily trips (13%) from 2021 to 2028. BEBR population forecasts beyond 2028 reflect further increases in the overall three-county population and that growth is anticipated to fuel increasing demand for TD transportation services.

Expanded Fixed-Route and/or NeighborLink Public Transit

Expanding the existing transit network, in terms of geographic coverage and service levels, would greatly benefit the TD population. Expanding public transportation in the three-county area would improve transportation access for all TD individuals and could reduce transportation costs as trips are moved from the more expensive door-to-door service to the fixed-route network. Supporting the expansion of LYNX's fixed-route bus network is well within the scope of the CTC's role of coordinating transportation across the three-county area. Expansion of the SunRail commuter rail system would also be beneficial.

Technology

The advent of new customer-facing technologies has improved the overall passenger experience for transit riders throughout the country. As these technologies are being deployed, special care is required to facilitate access to TD persons, particularly those with disabilities. Many agencies are still developing best practices and are also slowly rolling out new features, available via mobile tools or their websites, to their client base. Deliberate instructional and educational efforts are needed to "get the word out" and acclimate riders to the advantages offered by these new tools. Transit agencies will also need to adapt those tools and work with technology vendors to modify their offerings to best serve users of their services.

Revenue Vehicles/Equipment

Lingering supply chain issues stemming from the post-COVID demand for goods and materials have impacted both the availability of new and replacement fleet vehicles and the availability of replacement parts for existing vehicles. This is a critical concern that

influences decisions on how and when to expand new service, even if new operating dollars become available. Furthermore, delays in the delivery of replacement parts further delays preventative maintenance actions. This results in higher maintenance costs over time and could ultimately lead to unreliable equipment being kept in service to meet service demand.

Barriers to Coordination

Legislation and Funding that Supports Coordination

A lack of consistent and enforceable legislation strategies that ensure agencies mandated to purchase transportation through the coordinated transportation systems are doing so continues to be an issue. Such strategies would help ensure that policies and priorities identified in various agency planning efforts result in service provided to the populations that need it most.

Limited TD program funding remains an issue. Changes in funding levels have not kept pace with trip demand. As local human service agencies decrease transportation service levels, their client base turns to LYNX for their transportation needs and this further increases the need for more resources to deliver high-quality transportation services for the TD population.

Dispersed Development Patterns

Dispersed development patterns make it difficult to effectively provide transportation service to the broad service area. The dispersed development patterns lead to increased population and jobs in areas that are not yet served by fixed-route or NeighborLink service, thereby creating more demand for paratransit door-to-door services. The broad service area reflects a diverse set of transportation needs across the three counties and multiple municipalities.

Technology/Accessibility

As new technology is considered for deployment, the systems should be tested for accessibility and ease of use. This includes developing technology that facilitates use of trip reservation and trip tracking features, developing marketing and educational materials that explain the benefits of using that technology, and also working with technology vendors to update or modify their offerings to encourage use by older persons and persons with disabilities.

Qualified/Trained Staff

Hiring and retaining experienced and qualified staff continues to be an ongoing barrier of coordination. Impacts include competing employment demand across industries, staffing shortages, and increased client trip demand.

Goals, Objectives, and Strategies

The overall goal of the Community Transportation Coordinator (CTC) 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."*

The overall CTC goal provides direction for LYNX to follow in providing services to the TD population. Additional goals defined in this TDSP and listed in **Table 23** guide the priorities of the LYNX Mobility Services Division.

Goals, objectives, and strategies were developed using the results of the needs assessment, information from the barriers to coordination, input from the public outreach efforts, and strategies identified in the implementation plan. In this way, each goal is supported by objectives and strategies that can be carried forward by LYNX to achieve the goal. To support the success of strategies, each has a performance measure and target that can be quantified or qualified through regular review and analysis.

Table 23 - ACCESS LYNX Goals and Objectives

Goal 1: Transition paratransit customers to the most appropriate mode of transportation				
Objective	**Strategy**	**Target**	**Measure**	**Status**
Educate new and existing paratransit riders on how to use available public transportation options.	Analyze eligibility database for potential candidates, i.e. ACCESS Plus+ Program. Provide information for ACCESS Plus+ Program by sending letters, emails, and calls to clients.	Increase number of TD clients enrolled in ACCESS Plus+ Program.	Number of ACCESS Plus+ trips provided each month.	Correct
	Notify TD clients located in NeighborLink zones of available service.	Transition TD client trips to NeighborLink or other available service.	Number of clients who transition one or more trips to NeighborLink service.	Correct
	As additional NeighborLink services are added, notify TD passengers within the service area of the availability of the service and provide training on using the service.	Increase the number of TD clients using NeighborLink services, when available and feasible.	Number of passengers requesting travel training.	Correct
Goal 2: Customer outreach and education				
Objective	**Strategy**	**Target**	**Measure**	**Status**
Increase educational opportunities to show users how to download and use new apps and technology	Develop instructional videos on how to use new customer-facing technology.	Preparation of instructional videos for all new customer-facing technology.	Percent instructional videos created for new customer-facing technologies launched within the prior year.	Correct
Educate the public on mobility services at LYNX	Provide representation at local and regional community events and fairs, etc.	Participate in at least two community events each quarter to educate region on mobility resources.	The number of events attended each quarter.	Correct

Goal 3: Improve community perception of public transportation				
Objective	**Strategy**	**Target**	**Measure**	**Status**
Reduce the number of customer service concerns for TD service	Continue to implement internal workflow and procedures for addressing incoming complaints/concerns.	Close out 100% of complaints within 14 days of receipt.	The number of concerns closed out beyond 14 days.	Correct
	Monitor ACCESS LYNX on-time performance.	Maintain on-time performance of 90% each year.	Annual system on-time performance.	Correct
	Implement scheduling system map upgrades.	Implementation of scheduling software map upgrades.	Initial completion by Summer 2023 with periodic service change updates.	Correct
Enhance customer-facing technology	Implement updates to the web reservation system and new text/IVR system technology.	Maintain average call hold times to 3 minutes or less.	Average call hold time.	Correct
	Explore opportunities for implementation of new fare payment options.	Develop an approach for assessing the return on investment (ROI) of different fare payment options for paratransit users.	Complete approach by Fall 2025.	Correct
Goal 4: Program Administrative and Service Delivery Efficiency				
Objective	**Strategy**	**Target**	**Measure**	**Status**
Use innovative practices to deliver high quality services	Review existing service delivery and technology tools to assess new opportunities and efficiencies.	Review and update TDSP goals, objectives, and implementation plan actions.	Annual preparation of TDSP update.	Correct

Goal 5: Provide transit services that support regional mobility options and changing travel demand				
Objective	**Strategy**	**Target**	**Measure**	**Status**
Ensure service delivery efficiency and consistency with other transportation modes	Ensure that all TD requests received by Mobility Services Division are communicated with Service Planning and considered in service changes planning.	Ongoing meetings with the Planning and Development department to ensure communication.	Completed communications meeting.	Correct

Implementation Schedule

ACCESS LYNX's Five-Year Implementation Schedule, shown in **Table 24**, is prepared consistent with the goals, objectives, and strategies shown in **Table 23**.

Implementation actions are organized under one of the corresponding TDSP goals. An associated timeline for completion of each action is also shown along with the responsible department that would perform the work.

Table 24 - Five-Year Implementation Schedule

Goal 1: Transition paratransit customers to the most appropriate mode of transportation			
Action	**Begin**	**End**	**Responsible Department(s)**
Implement new ACCESS Plus+ program for TD clients with a focus on using NeighborLink services, where available	October 2023	Ongoing	Mobility Services
Work with the planning department to review areas with higher populations of TD passengers that may benefit from additional NeighborLink zones	Ongoing	Ongoing	Mobility Services
Continue to identify the most appropriate vehicle type for passenger trips, when available	Ongoing	Ongoing	Mobility Services
Goal 2: Customer outreach and education			
Action	**Begin**	**End**	**Responsible Department(s)**
Develop training materials to educate passengers on available technologies and how to use the technologies, including WebACCESS	August 2023	Ongoing	Mobility Services
As text messaging capabilities and new technologies become available, provide educational materials on how to use the new services	January 2024	Ongoing	Mobility Services
Automatically assign PawPass numbers to all customer accounts and provide educational materials on how to use the PawPass	January 2024	Ongoing	Mobility Services
Goal 3: Improve community perception of public transportation			
Action	**Begin**	**End**	**Responsible Department(s)**
Continue to review average call hold time and staffing levels by time of day	Ongoing	Ongoing	Mobility Service
Encourage customers to book reservations through WebACCESS to reduce call volumes	2023	Ongoing	Mobility Services

Continue software Global Positioning System upgrades giving operators the most current maps available	Ongoing	Ongoing	Mobility Services
Work with the ITS department to explore potential new fare payment options on the paratransit vehicles	July 2023	July 2025	Mobility Services
Complete annual customer service satisfaction surveys	Ongoing	Ongoing	Mobility Services
Goal 4: Program Administrative and Service Delivery Efficiency			
Action	**Begin**	**End**	**Responsible Department(s)**
Explore the opportunity for TD reservations earlier than 24 hours in advance of the trip	July 2023	May 2024	Mobility Services
Update the LYNX website and WebACCESS system to improve ease of use for the visually impaired	July 2023	July 2024	Mobility Services
Goal 5: Provide transit services that support regional mobility options and changing travel demands			
Action	***Begin***	***End***	***Responsible Department(s)***
On Going meetings with Mobility Services Leadership Team and the Service Planning Division	July 2023	Ongoing	Senior Manager of Mobility Services / Director of Mobility Services
Share TD requests with Service Planning	July 2023	Ongoing	Senior Management Team

III. SERVICE PLAN

Types, Hours, and Days of Service

The ACCESS LYNX coordinated system offers door-to-door demand-response and subscription paratransit trips to ambulatory and non-ambulatory persons. These services are designed to meet the needs of any sponsor approaching LYNX for transportation services. Sponsors of service, through the coordinated system, transport the full range of TD clients.

- LYNX sponsors the ADA complementary paratransit service which is designed for persons with disabilities living within ¾ miles of a fixed-route but that cannot access or use the regular fixed-route services;

- The TD Program is a state-sponsored program that receives funding from the TDTF, as administered by the FCTD. The TDTF non-sponsored monies are used to provide trips for people who have no other way of providing for their own transportation needs.

ACCESS LYNX services are available any time that the LYNX bus system is in operation. LYNX operates fixed-route service operates seven days a week. Consequently, ACCESS LYNX is available 24 hours a day, 365 days a year. Subscription service and demand response options are acceptable as follows:

- **Subscription Service** – Subscription service is offered based on availability. A subscription trip is defined as trips going from the same location to the same destination on the same day(s) of the week on an ongoing basis. In keeping with the concept of a standing order, customers are allowed to modify their subscription no more than once in any 30-day period.

- **Demand Response –** A demand response trip is defined as a trip that is not automatically scheduled through the subscription service but instead requires an advanced reservation. Maximum advanced reservation windows is (7) days for TD and ADA passengers.

Accessing Services

Scheduling Trips

Reservations are taken from 8:00 a.m. to 5:00 p.m., seven days a week. Customer service is available 24 hours a day, seven days a week. The peak call times are 8:00 a.m. to 10:00 a.m. and 2:00 p.m. to 5:00 p.m. Customers are encouraged to call during other times of the day.

Agencies have the option of faxing trip requests to ACCESS LYNX. To assure faxed information has been received, the information is faxed back to the sending agency with a confirmation number, estimated pick-up time, and cost of the trip.
Route and schedule information for LYNX fixed-route service can be obtained by calling LYNX Customer Service at 407-841-LYNX (5969). Customers with hearing impairments may use the 711 Florida Relay Service.

- Reservations and Customer Service – (407) 423-TRIP (8747) Reservations and Customer Service
- Agency Fax Option – (407) 517-9537 FAX
- 711 Florida Relay Service

In addition to phone and fax options for reserving trips, customers can also use the WebACCESS tool via the LYNX website to book and manage their trips.

In determining the pick-up time for a trip, the customer provides the time they need to arrive at their appointment. Customers will be given a pick-up window based on the trip length, time of day, vehicle availability, and multi-load factors. The customer will then be given a window of time that the vehicle should arrive to get them to their appointment on time. On the return trip, the trip window begins at the requested return time for a span of thirty minutes. The advanced notification time required to obtain services is shown in **Table 25**, along with other relevant trip sponsor operating policies.

Table 25 - ACCESS LYNX Operating Policies

Operating Policy	Transportation Disadvantaged	Americans with Disabilities Act
Maximum Advance Reservation	Seven (7) days	Seven (7) days
Limit on Subscription Service	Life Sustaining Medical, Other Medical, and Employment Trips Only	None
Same Day Service Allowed	No	No
Out of Service Area	No	No
Fare Structure	0-4.9 miles=$2.50 5-9.9 miles=$3.50 10+ miles =$4.50	$4.00 for ADA trips $7.00 for premium trips
Attendant	No	Yes, one at no charge
Companion	Yes, same as for rider	Yes, same as for rider

Route and schedule information for LYNX fixed-route service can be obtained by calling LYNX Customer Service at 407-841-LYNX (5969) or on the LYNX website at https://www.golynx.com/maps-schedules/routes-schedules.stml. Customers with hearing impairments may use the 711 Florida Relay Service.

Cancellations/No Shows

ACCESS LYNX requests that a customer give 24-hour notice of cancellation but will accept one-hour notice.

A “no show” is defined as a scheduled trip that is not cancelled at least one hour prior to the scheduled pick-up time. Sponsoring agencies may be notified each time a customer fails to appear for a scheduled trip. TD trips that are considered “no show” from the customer’s residence will automatically have the return trip cancelled unless otherwise notified by the customer.

ACCESS LYNX has developed a suspension policy for customers who engage in willful and chronic no-show:

A customer will be subject to suspension after meeting the following conditions:

1. Accumulate ten (10) penalty points in one calendar month
2. Have booked at least twenty (20) trips that month
3. Have "no-showed" or "late cancelled" at least 50% of those trips.

A rider will be subject to suspension only if both the minimum number of trips booked and the minimum number of penalty points are reached during the calendar month. LYNX will notify riders by telephone after they have accumulated five (5) penalty points. Note: Trips cancelled with less than one hour notice prior to the scheduled pick-up time will be considered a no-show.

Customer may appeal a no-show finding by following the appeal process. Letters will be sent to any customer who exceeds the above limits to remind them of the policy. Customers who are using the service for life-sustaining medical purposes will not be suspended unless they engage in violent, illegal, or disruptive behavior.

Eligibility

Customers requesting transportation by the ACCESS LYNX program must first complete the appropriate eligibility application and submit it, completed, to the ACCESS LYNX Eligibility Section. LYNX Eligibility staff will then date stamp and review the form according to eligibility guidelines for final eligibility determination. Customers will be instructed by telephone and by letter as to their status and progress.

Transportation Disadvantaged (TD) Program

For customers to access the TD program, they must first be certified as eligible through the application process. The applicant must meet two of the three following categories to be eligible.

1. **Have no access to a fixed route.** All customers who are within three-quarters of a mile of LYNX fixed-route service will be required to use that service. Applicants who cannot access fixed-route bus system must demonstrate why through a functional assessment. For applicants outside the three-quarter mile radius, ACCESS LYNX

demand response service will be offered as a feeder service to fixed-route or as direct transport.

2. **Have a disability**. As necessary, a functional Assessment of the applicant's abilities may be performed. In addition, Travel Training may be offered if the applicant needs assistance in learning how to navigate the fixed-route system. Finally, if the applicant cannot use LYNX fixed-route, ACCESS LYNX demand response service will be offered.

3. **Have an income level at or below 185% of the Federal Poverty Level based on the individual applicant's income – not household income**. The current Federal Income Poverty Guidelines Table will be utilized. Documentation verifying income status will be requested. Acceptable forms of income verification are listed on the TD Program Application (presented in the appendices)

The LYNX application for TD program eligibility can be found in **Attachment 2**.

American with Disabilities Act of 1990 (ADA) Paratransit Service

LYNX maintains a certification and eligibility process for customers for ADA paratransit services based on federal ADA implementing regulations. LYNX determines eligibility by using a fixed-route service area boundary of ¾ of a mile and categories of eligibility as described in federal statute. ACCESS LYNX also follows the guidelines in the Americans with Disabilities Act Paratransit Eligibility Manual. The five categories of ADA eligibility are:

- **Permanent (Continued) Eligibility**. Automatic recertification will be considered for individuals who cannot use LYNX bus service under any circumstances and/or whose disability is unlikely to improve. Customers who have been provided permanent eligibility will receive a verification document to update / recertify their information and note any changes in their travel abilities or needs every three years from the date of initial eligibility.

- **Unconditional Eligibility**. Persons unable to use fully-accessible fixed-route services. Any individual with a disability who is unable, due to a physical or cognitive impairment (including a vision impairment), and without the assistance of another individual (except the operator of a wheelchair lift or other boarding assistance device) to board, ride, or disembark from any vehicle on the system which is readily accessible to and usable by individuals with disabilities.

- **Conditional Eligibility**. Any individual who is able to use the fixed-route buses for some of their trips and qualify for paratransit service for other trips. Persons who cannot navigate some architectural or environmental barriers such as: lack of curb cuts, grassy areas, steep terrain, intersections too difficult to negotiate, etc. Travel training can assist these individuals in learning to use the fixed-route service.

- **Transitional Eligibility (temporary)**. Any individual who has a health condition or disability that temporarily prevents him/her from using the fixed-route bus system. An example would be persons whose previous health condition or disability has changed due to therapy, corrective surgery or other. Travel Training can assist these individuals in learning how to access fixed-route, eventually eliminating the need for paratransit use.

- **Visitor Eligibility (temporary)**. Any individual visiting our area may request paratransit service by providing the appropriate documentation for a time period of up to 21 days.

The LYNX application for ADA program eligibility can be found in **Attachment 3**.

Functional Assessment and Travel Training for ADA

The ACCESS LYNX Eligibility Section is the “gatekeeper” for paratransit entry. Functional Assessment is used and provides a detailed method to determine whether applicants are more capable of using conventional public transportation.

Various types of eligibility determination processes are acceptable: self-certification with medical documentation, one-on-one interview, or functional assessments provided by a third party. Self-certification is performed for all applicants 80 years of age or older, certified legally blind (corrected visual acuity of greater than 20/200), quadriplegic, or that reside in a skilled nursing facility. Documentation may be requested.

ACCESS LYNX contracts with a third party to administer the functional assessment in a fair and sophisticated manner. The Travel Training program portion assists those able to utilize the public bus system in maneuvering throughout our tri-county area. When determining eligibility for paratransit service, ACCESS LYNX will consider each client’s physical and cognitive abilities and disabilities based on several factors such as, but not limited to, whether the client can stand at a bus stop alone for at least 10 minutes, if a certain weather condition affects physical ability, if a client can safely maneuver to and from a bus stop, if the client is easily confused, and ability to communicate. A licensed occupational therapist performs assessments and Travel Training is conducted one-on-

one by a certified trainer. This assessment is a fair and equitable process for all. ACCESS LYNX also encourages those who are able to ride fixed-route buses to do so.

Appeals Process For ADA

If a customer has been denied eligibility for ACCESS LYNX ADA paratransit service, they have the right of appeal. The appeals process consists of two steps:

1. **Customer must contact the Manager of Mobility Services to review his/her application relative to why customer was denied eligibility for ADA paratransit service.** Additional information may be supplied. If the original determination is not changed, the customer may appeal to an Appeals Panel. If the customer wishes to appeal, he/she must submit a written request within 60 days of the receipt of the original determination.

2. **Upon receipt of the appeal, the Appeals Process (as developed under the Federal Transit Administration model process) will be followed**. The Appeals panel will render its determination within thirty (30) days of its consideration of the appeal. The Appeal Process and Request for Appeal is in **Attachment 4** and **Attachment 5**, respectively.

Visitors (ADA customers visiting the area from another area)

ACCESS LYNX provides complementary ADA paratransit service to visitors. A visitor is defined as someone who does not reside in the tri-county region served by LYNX. For the period of a visit, the visitor is treated exactly like an eligible local user, without any higher priority being given to either.

A visitor can become eligible in one of two ways. The visitor may present ADA paratransit eligibility documentation from his or her local jurisdiction. LYNX will give full faith credibility to the ID card or other documentation from the visitor. If the individual has no such documentation, LYNX may require the provision of proof of visitor status (i.e., proof of residence) and, if the individual's disability is not apparent, proof of the disability (i.e., a letter from a doctor or rehabilitation professional).

Once documentation is found to be satisfactory, LYNX will make service available on the basis of the individual's statement that he or she is unable to use the fixed-route transit system. Eligibility will be for any twenty-one (21) days within a 365 day period, after which the customer must apply for ACCESS LYNX eligibility.

Other Sponsors of Service

Sponsors of service for dialysis patients within the ACCESS LYNX program make their own eligibility determinations. These sponsors of service determine which of their customers are eligible for service and notify ACCESS LYNX of service needs on a trip-by-trip basis. All requests must be made by an authorized person, which is verified when the trip is taken.

Trip Prioritization

Since the definition of TD persons includes individuals who, because of age, income, or disability, cannot provide or arrange for their own transportation, LYNX supports a balanced approach to the expenditure of TDTF monies. Subscription and demand response trips provided via ACCESS LYNX paratransit will continue to be the primary mode of trips provided with Trust Funds. The following breakdown of trips are based on TD trips only.

- 69% Subscription trips are generated by the scheduling software the same day and time every week.
- 31% Demand response trips require an advanced reservation(s) that are not automatically scheduled by the scheduling software.

The LYNX Board of Directors does not have an established policy for prioritizing demand response trips. If prioritization was necessary due to the availability of grant funds, the prioritization of Trust Fund trips within each category could potentially be as follows:

Subscription Trips

1. Life-sustaining medical trips, i.e., dialysis, cancer treatment, other than can be documented
2. Other medical trips
3. Employment trips

Demand Response Trips

1. Life-sustaining medical trips, i.e., dialysis, cancer treatment, other than can be documented.
2. Other medical trips
3. Employment trips
4. Educational/vocational trips
5. Other trip purposes

LYNX's Mobility Management Operating Model

Effective December 1, 2017, LYNX enhanced the way it delivers transportation services to its customers. The agency adopted a mobility management model of transportation service provision. The following changes resulted from the shift to the new operating model:

- Call center functions are operated directly by LYNX for better ACCESS LYNX program management. Call center staff are cross trained on all LYNX services and anyone who answers an incoming call will be able to assist the customer directly, without transferring the call.
- For customers who are able to use other modes of transportation, LYNX can review trip origins and destinations to determine the most efficient mode of travel.
- Customers are offered free travel training to learn how to use other modes of transportation.
- Reduced fare identification cards are available for ACCESS LYNX customers to use on LYNX's fixed route bus and NeighborLink programs.
- LYNX developed a fare payment smart phone application which allows customers to pay their fare on their smart phone.

Transportation Operators and Coordination Contractors

Operator Capability

The selection process for paratransit service operator consists of a Request for Proposal (RFP) process and includes consideration of the relevant experience of the provider, vehicle fleet information, record-keeping procedures, financial stability, cost and ability to mobilize for service

Driver Training

ACCESS LYNX providers have comprehensive professional driver training programs in place to assure consistent and effective training of all ACCESS LYNX drivers. These programs meet the requirements of FDOT and the Federal Transit Administration (FTA).

In addition, before a driver is placed into service for the ACCESS LYNX program they must pass U.S. Department of Transportation physical and pre-employment drug

screening. All drivers must have a valid Florida driver's license appropriate for the type and size of vehicle they will be operating, acceptable motor vehicle operating record, and acceptable criminal background check. Drivers must be at least 21 years of age and speak, read, and write English.

Coordinated Providers

LYNX developed a Coordination Contract for those agencies that can provide their own transportation more efficiently than LYNX can. In the contract, each agency agrees to provide transportation to customers eligible for their respective programs, subject to a Scope of Services. In the Scope, operators meet the following criteria for service:

- Hours and days of service
- Vehicle standards for ambulatory and non-ambulatory customers
- Provide sources of transportation funding
- Passenger assistance
- Safety requirements
- System safety program plan
- Drug testing and drug free work place
- Insurance meeting CTD minimum requirements
- Reporting requirements:
    - Complaints
    - Accidents
    - Operating and financial data
    - Vehicle inventory
    - Record keeping
    - Monitoring and auditing

Coordination Contract Approval Policy

Rule Chapter 41-2.002 defines a Coordination Contract as "a written contract between the Community Transportation Coordinator and an agency who receives transportation disadvantaged funds and performs some, if not all, of its own transportation services, as well as transportation services to others, when shown to be more effective and more efficient from a total system perspective. The contract reflects the specific terms and conditions that will apply to those agencies that perform their own transportation, as well as joint utilization and cost provisions for transportation services to and from the community transportation coordinator."

The rule further states that "The Community Transportation Coordinator shall enter into a Coordination Contract to show the specific terms and conditions, as outlined in the Memorandum of Agreement with those agencies who receive transportation disadvantaged funds and who, from a total system approach, can perform more effectively and more efficiently their own transportation under those conditions not covered in Rule 41-2.015, F.A.C."

LYNX, as the Community Transportation Coordinator (CTC) for Orange, Osceola and Seminole counties, has the responsibility for entering into and monitoring the terms and coordination contracts. The Director of Mobility Services must approve all potential coordination contracts. Using the following factors, requests for Coordination Contracts are reviewed to assure the transportation proposal is the most cost effective and efficient utilization that is possible from a total system approach.

- What percentage of their transportation disadvantaged services is the agency proposing to transport?
- What are the anticipated funding sources?
- What are the unique and diverse needs of the customer?
- Is the requestor compliant with all the requirements of reporting insurance, safety, and other terms that apply equally to any transportation operator?
- Any other relevant factors?

All requests from agencies interested in entering into a Coordination Contract with the CTC must submit the request in writing to:

Director of Mobility Services
LYNX
455 North Garland Avenue
Orlando, FL 32801-1518

A detailed summary of the services must be provided by the requestor, relative agency information, agency contact information and a summary of the transportation services to be provided under this Coordination Contract, which must address each of the above items. Agencies approved for a Coordination Contract must maintain a System Safety Program Plan as required by Chapter 14-90 FS and a drug testing program in compliance the Drug Free Work Place Act of 1991. **Table 26** contains a list of coordinated system service providers within LYNX's coordinated system as of CY2025 (January 1, 2025 – December 31, 2025).

Table 26 - Coordinated System Service Providers (CY2025)

Organization	Address	City & State
Aspire Health Partners, Inc.	5151 Adanson St.	Orlando, FL
Central Florida Group Homes, L.L.C.	5243 Little Debbie Pkwy., Suite 101	Ooltewah, TN
Crystal Lake Supportive Enviroment Inc	2710 Staten Ave.	Orlando, FL
Life Concepts, Inc D.B.A. Quest, Inc.	1509 E. Colonial Dr.	Orlando, FL
Meals On Wheels, Etc., Inc.	2801 S. Financial Ct.	Sanford, FL
National Mentor Health Care LLC.	6600 France Avenue S. St. 300	Edina, MN
Osceola County Council On Aging, Inc.	700 Generation Point	Kissimmee, FL
Osceola Mental Health Inc. Dba Park Place Behavioral Health Care	206 Park Place Blvd.	Kissimmee, FL
Primrose Center, Inc.	2733 South Fern Creek Ave.	Orlando, FL
Special Hearts Farm, Inc.	10557 Oakview Pointe Terrace	Gotha, FL
The Evangelical Lutheran Good Samaritan Society-Kissimmee Village	4800 W. 57th St.	Sioux Falls, SD
The Opportunity Center, Inc.	310 N. Clyde Ave.	Kissimmee, FL

LYNX Mobility Services Department

Public Transit Utilization

ACCESS LYNX is committed to the use of fixed-route service therefore, our goal is to transition as many customers from paratransit to fixed routes as possible. LYNX also offers travel training to help customers make the transition from paratransit service to fixed-route.

School Bus Utilization

Each school board provided to LYNX as the Community Transportation Coordinator their reports of Vehicle Availability for use within the Coordinated System, and in each case the prices provided were greater than prices charged by private operators under the Coordinated System.

The barrier to use of school bus services is that of availability. School Bus services are available between the hours of 9:30 a.m. and 1:00 p.m. This is the time frame of least demand within the system.

Vehicle Inventory

Tables 27 and 28 shows the inventory of LYNX vehicles used to provide paratransit and NeighborLink services as of FY2025 (October 1, 2024 – September 30, 2025).

Table 27 - Paratransit Vehicle Inventory (FY2025)

Paratransit Vehicle Inventory (FY2025)						
Vehicle Number	**Year**	**Make**	**VIN**	**Ramp or Lift**	**Seat Capacity**	**Wheelchair Capacity**
7190	2018	Ford	1FDFE4FS4HDC57562	Lift	12	4
7201	2018	Ford	1FDFE4FS7GDC57117	Lift	12	4
7202	2018	Ford	1FDFE4FS3HDC53051	Lift	12	4
7203	2018	Ford	1FDFE4FS5HDC57568	Lift	12	4
7204	2018	Ford	1FDFE4FS3HDC57567	Lift	12	4
7205	2018	Ford	1FDFE4FSXHDC39924	Lift	12	4
7206	2018	Ford	1FDFE4FS0HDC58885	Lift	12	4
7207	2018	Ford	1FDFE4FS5HDC58882	Lift	12	4
7208	2018	Ford	1FDFE4FS3HDC57570	Lift	12	4
7209	2019	Ford	1FDFE4FS6KDC10038	Lift	12	4
7210	2019	Ford	1FDFE4FS3JDC43464	Lift	12	4
7211	2019	Ford	1FDFE4FS4KDC10037	Lift	12	4
7212	2019	Ford	1FDFE4FS1JDC41891	Lift	12	4
7213	2019	Ford	1FDFE4FS2KDC17357	Lift	12	4
7214	2019	Ford	1FDFE4FS2KDC10036	Lift	12	4
7215	2019	Ford	1FDFE4FS3JDC41875	Lift	12	4
7216	2019	Ford	1FDFE4FS1JDB41874	Lift	12	4
7217	2019	Ford	1FDFE4FS4JDC41884	Lift	12	4
7218	2019	Ford	1FDFE4FSXJDC41887	Lift	12	4
7219	2019	Ford	1FDFE4FSXKDC51384	Lift	12	4
7220	2019	Ford	1FDFE4FS3KDC51386	Lift	12	4
7221	2019	Ford	1FDFE4FS1KDC51385	Lift	12	4
7222	2020	Ford	1FDWE3F69KDC72790	Lift	12	3
7223	2020	Ford	1FDWE3F66KDC72763	Lift	12	3
7224	2020	Ford	1FDWE3F68KDC72764	Lift	12	3

Paratransit Vehicle Inventory (FY2025)						
Vehicle Number	Year	Make	VIN	Ramp or Lift	Seat Capacity	Wheelchair Capacity
7225	2020	Ford	1FDWE3F64KDC72776	Lift	12	3
7226	2020	Ford	1FDWE3F64KDC72762	Lift	12	3
7227	2020	Ford	1FDWE3F62KDC72761	Lift	12	3
7228	2020	Ford	1FDWE3F65KDC72768	Lift	12	3
7229	2020	Ford	1FDWE3F62KDC72758	Lift	12	3
7230	2020	Ford	1FDWE3F65KDC72785	Lift	12	3
7231	2020	Ford	1FDWE3F61KDC72766	Lift	12	3
7232	2020	Ford	1FDWE3F6XKDC72765	Lift	12	3
7233	2020	Ford	1FDWE3F67KDC72786	Lift	12	3
7234	2020	Ford	1FDWE3F61KDC72783	Lift	12	3
7235	2020	Ford	1FDWE3F64KDC72759	Lift	12	3
7236	2020	Ford	1FDWE3F69KDC72787	Lift	12	3
7237	2020	Ford	1FDWE3F63KDC72784	Lift	12	3
7238	2020	Ford	1FDWE3F62KDC72775	Lift	12	3
7239	2020	Ford	1FDWE3F60KDC72760	Lift	12	3
7240	2020	Ford	1FDWE3F67KDC72772	Lift	12	3
7241	2020	Ford	1FDWE3F60KDC72774	Lift	12	3
7242	2020	Ford	1FDWE3F66KDC72777	Lift	12	3
7243	2020	Ford	1FDWE3F63KDC72770	Lift	12	3
7244	2020	Ford	1FDWE3F69KDC72773	Lift	12	3
7245	2020	Ford	1FDWE3F67KDC72769	Lift	12	3
7246	2020	Ford	1FDWE3F66KDC72780	Lift	12	3
7247	2020	Ford	1FDWE3F60KDC72788	Lift	12	3
7248	2020	Ford	1FDWE3PN9MDC20750	Lift	12	3
7249	2020	Ford	1FDWE3F68KDC72778	Lift	12	3
7250	2020	Ford	1FDWE3F68KDC72781	Lift	12	3

Paratransit Vehicle Inventory (FY2025)						
Vehicle Number	Year	Make	VIN	Ramp or Lift	Seat Capacity	Wheelchair Capacity
7251	2020	Ford	1FDWE3F6XKDC72782	Lift	12	3
7252	2020	Ford	1FDWE3FN1MDC20774	Lift	12	3
7253	2020	Ford	1FDWE3FN6MDC20771	Lift	12	3
7254	2020	Ford	1FDWE3FN4MDC20770	Lift	12	3
7255	2020	Ford	1FDWE3FN2MDC20766	Lift	12	3
7256	2020	Ford	1FDWE3FN9MDC20764	Lift	12	3
7257	2020	Ford	1FDWE3FN7MDC20763	Lift	12	3
7258	2020	Ford	1FDWE3FN3MDC20761	Lift	12	3
7259	2020	Ford	1FDWE3FN2MDC20749	Lift	12	3
7260	2020	Ford	1FDWE3F65KDC72771	Lift	12	3
7261	2020	Ford	1FDWE3F63KDC72767	Lift	12	3
7262	2020	Ford	1FDWE3FN2MDC20752	Lift	12	3
7263	2020	Ford	1FDWE3FN0MDC20751	Lift	12	3
7264	2020	Ford	1FDWE3FN3MDC20775	Lift	12	3
7265	2020	Ford	1FDWE3FN6MDC20768	Lift	12	3
7266	2020	Ford	1FDWE3FN3MDC20758	Lift	12	3
7267	2020	Ford	1FDWE3FN1MDC20757	Lift	12	3
7268	2020	Ford	1FDWE3FNXMDC20756	Lift	12	3
7269	2020	Ford	1FDWE3FN6MDC20754	Lift	12	3
7270	2020	Ford	1FDWE3FN4MDC20753	Lift	12	3
7271	2021	Ford	1FDWE3FN0MDC20765	Lift	12	3
7272	2021	Ford	1FDWE3FN5MDC20762	Lift	12	3
7273	2021	Ford	1FDWE3FN8MDC20755	Lift	12	3
7274	2021	Ford	1FDWE3FN8MDC20769	Lift	12	3
7275	2021	Ford	1FDWE3FN5MDC20759	Lift	12	3
7276	2021	Ford	1FDWE3FN8MDC20772	Lift	12	3

Paratransit Vehicle Inventory (FY2025)						
Vehicle Number	Year	Make	VIN	Ramp or Lift	Seat Capacity	Wheelchair Capacity
7277	2021	Ford	1FDWE3FN5MDC20776	Lift	12	3
7278	2021	Ford	1FDWE3FN0MDC20779	Lift	12	3
7279	2021	Ford	1FDWE3FN7MDC20777	Lift	12	3
7280	2021	Ford	1FDWE3FN9MDC20778	Lift	12	3
7281	2021	Ford	1FDWE3FN4MDC20767	Lift	12	3
7282	2021	Ford	1FDWE3FN1MDC20760	Lift	12	3
7283	2021	Ford	1FDWE3FNXMDC20773	Lift	12	3
7284	2021	Ford	1FDWE3FN9MDC36365	Lift	12	3
7285	2021	Ford	1FDFE4FS6FDA35280	Lift	12	3
7300	2021	Ford	1FDWE3FN7MDC41757	Lift	12	3
7301	2021	Ford	1FDWE3FN1MDC40832	Lift	12	3
7302	2021	Ford	1FDWE3FN0MDC41759	Lift	12	3
7303	2021	Ford	1FDWE3FN1MDC40829	Lift	12	3
7304	2021	Ford	1FDWE3FN4MDC41764	Lift	12	3
7305	2021	Ford	1FDWE3FN2MCD41763	Lift	12	3
7306	2021	Ford	1FDWE3FN3MDC40833	Lift	12	3
7307	2021	Ford	1FDWE3FN9MDC41761	Lift	12	3
7308	2021	Ford	1FDWE3FN0MDC41762	Lift	12	3
7309	2021	Ford	1FDWE3FN7MDC41760	Lift	12	3
7310	2021	Ford	1FDWE3FN9MDC41758	Lift	12	3
7311	2021	Ford	1FDWE3FNXNDC22766	Lift	12	3
7312	2021	Ford	1FDWE3FNXMDC40831	Lift	12	3
7313	2021	Ford	1FDWE3FN8MDC40830	Lift	12	3
7314	2021	Ford	1FDWE3FN3NDC22768	Lift	12	3
7315	2021	Ford	1FDWE3FN5MDC41756	Lift	12	3
7316	2021	Ford	1FDWE3FN8NDC22765	Lift	12	3

Paratransit Vehicle Inventory (FY2025)						
Vehicle Number	Year	Make	VIN	Ramp or Lift	Seat Capacity	Wheelchair Capacity
7317	2021	Ford	1FDWE3FNXMDC40828	Lift	12	3
7318	2021	Ford	1FDWE3FN1NDC22767	Lift	12	3
7400	2025	Ford	1FDFE4FN2SDD08753	Lift	12	2
7401	2025	Ford	1FDFE4FN0SDD08654	Lift	12	2
7402	2025	Ford	1FDFE4FNXSDD08872	Lift	12	2
7403	2025	Ford	1FDFE4FN4SDD08639	Lift	12	2
7404	2025	Ford	1FDFE4FNXSDD14543	Lift	12	2
7405	2025	Ford	1FDFE4FN7SDD14807	Lift	12	2
7406	2025	Ford	1FDFE4FN3SDD08731	Lift	12	2
7407	2025	Ford	1FDFE4FNXSDD14591	Lift	12	2
7408	2025	Ford	1FDFE4FN9SDD14632	Lift	12	2
7409	2025	Ford	1FDFE4FN5SDD13817	Lift	12	2
7410	2025	Ford	1FDFE4FN0SDD14597	Lift	12	2
7411	2025	Ford	1FDFE4FN1SDD15421	Lift	12	2
7412	2025	Ford	1FDFE4FN7SDD13317	Lift	12	2
7413	2025	Ford	1FDFE4FN7SDD13849	Lift	12	2
7414	2025	Ford	1FDFE4FN6SDD13325	Lift	12	2
7415	2025	Ford	1FDFE4FN4SDD13887	Lift	12	2
7416	2025	Ford	1FDFE4FN3SDD13315	Lift	12	2
7417	2025	Ford	1FDFE4FN6SDD13860	Lift	12	2
7418	2025	Ford	1FDFE4FN9SDD13058	Lift	12	2
7419	2025	Ford	1FDFE4FN2SDD13077	Lift	12	2
7420	2025	Ford	1FDFE4FN6SDD08870	Lift	12	2
7421	2025	Ford	1FDFE4FNXSDD08760	Lift	12	2
7422	2025	Ford	1FDFE4FN7SDD12989	Lift	12	2
7423	2025	Ford	1FDFE4FN0SDD08797	Lift	12	2

Paratransit Vehicle Inventory (FY2025)						
Vehicle Number	Year	Make	VIN	Ramp or Lift	Seat Capacity	Wheelchair Capacity
7424	2025	Ford	1FDFE4FNXSDD07110	Lift	12	2
7425	2025	Ford	1FDFE4FNXSDD06894	Lift	12	2
7426	2025	Ford	1FDFE4FN3SDD07109	Lift	12	2
7427	2025	Ford	1FDFE4FN6SDD08657	Lift	12	2
7428	2025	Ford	1FDFE4FN9SDD13786	Lift	12	2
7429	2025	Ford	1FDFE4FN0SDD08802	Lift	12	2
7430	2025	Ford	1FDFE4FNXSDD08869	Lift	12	2
7431	2025	Ford	1FDFE4FN4SDD08799	Lift	12	2
7432	2025	Ford	1FDFE4FN9SDD07048	Lift	12	2
7433	2025	Ford	1FDFE4FN8SDD14444	Lift	12	2
7434	2025	Ford	1FDFE4FN0SDD14454	Lift	12	2
7435	2025	Ford	1FDFE4FN2SDD14472	Lift	12	2
7436	2025	Ford	1FDFE4FN2SDD14245	Lift	12	2
7437	2025	Ford	1FDFE4FN2SDD08834	Lift	12	2
7438	2025	Ford	1FDFE4FN0SDD08735	Lift	12	2
7439	2025	Ford	1FDFE4FN9SDD08748	Lift	12	2
7440	2025	Ford	1FDFE4FN5SDD06849	Lift	12	2
7441	2025	Ford	1FDFE4FN1SDD14527	Lift	12	2
7442	2025	Ford	1FDFE4FN7SDD14290	Lift	12	2
7443	2025	Ford	1FDFE4FN2SDD14388	Lift	12	2
7444	2025	Ford	1FDFE4FNXSDD07267	Lift	12	2
7445	2025	Ford	1FDFE4FN5SDD14224	Lift	12	2
7446	2025	Ford	1FDFE4FN8SDD14945	Lift	12	2
7447	2025	Ford	1FDFE4FNXSDD14283	Lift	12	2
7448	2025	Ford	1FDFE4FNXSDD07267	Lift	12	2
7449	2025	Ford	1FDFE4FN0SDD14857	Lift	12	2

Paratransit Vehicle Inventory (FY2025)						
Vehicle Number	Year	Make	VIN	Ramp or Lift	Seat Capacity	Wheelchair Capacity
7450	2025	Ford	1FDFE4FN1SDD14298	Lift	12	2
7451	2025	Ford	1FDFE4FN7SDD21238	Lift	12	2
7452	2025	Ford	1FDFE4FN9SDD14744	Lift	12	2
7453	2025	Ford	1FDFE4FN1SDD21008	Lift	12	2
7454	2025	Ford	1FDFE4FN8SDD21152	Lift	12	2
7455	2025	Ford	1FDFE4FN0SDD14633	Lift	12	2
7456	2025	Ford	1FDFE4FNXSDD20908	Lift	12	2
7457	2025	Ford	1FDFE4FN6SDD21277	Lift	12	2
7458	2025	Ford	1FDFE4FNXSDD21007	Lift	12	2
7459	2025	Ford	1FDFE4FN9SDD20978	Lift	12	2
7460	2025	Ford	1FDFE4FN2SDD20952	Lift	12	2
7461	2025	Ford	1FDFE4FN9SDD20799	Lift	12	2
7462	2025	Ford	1FDFE4FN5SDD21058	Lift	12	2
7463	2026	Ford	1FDFE4FN4TDD02051	Lift	12	2
7464	2026	Ford	1FDFE4FNXSDD31276	Lift	12	2
7465	2026	Ford	1FDFE4FN4SDD31404	Lift	12	2
7466	2026	Ford	1FDFE4FNXSDD28183	Lift	12	2
7467	2026	Ford	1FDFE4FN2SDD31286	Lift	12	2
7468	2026	Ford	1FDFE4FN2SDD21275	Lift	12	2
7469	2026	Ford	1FDFE4FN6SDD28326	Lift	12	2
7470	2026	Ford	1FDFE4FN9SDD31317	Lift	12	2
7471	2026	Ford	1FDFE4FN3TDD02056	Lift	12	2
7472	2026	Ford	1FDFE4FN1SDD28055	Lift	12	2
7473	2026	Ford	1FDFE4FN2SDD28212	Lift	12	2
7474	2026	Ford	1FDFE4FN0SDD35062	Lift	12	2
7475	2026	Ford	1FDFE4FN6TDD02147	Lift	12	2

Paratransit Vehicle Inventory (FY2025)						
Vehicle Number	Year	Make	VIN	Ramp or Lift	Seat Capacity	Wheelchair Capacity
9031	2018	Dodge	2C7WDGCG9JR337910	Ramp	4	1

LYNX Mobility Services Department

Table 28 - NeighborLink Vehicle Inventory (FY2025)

NeighborLink Vehicle Inventory (FY2025)						
Vehicle Number	Year	Make	VIN	Ramp or Lift	Seat Capacity	Wheelchair Capacity
6831-12	2020	Ford	1FDFE4FS0KDC75242	Lift	12	2
6832-12	2020	Ford	1FDFE4FS4KDC75244	Lift	12	2
6833-12	2020	Ford	1FDFE4FS8KDC75246	Lift	12	2
6834-12	2020	Ford	1FDFE4FS9KDC75238	Lift	12	2
6835-12	2020	Ford	1FDFE4FS9KDC75241	Lift	12	2
6836-12	2020	Ford	1FDFE4FS7KDC75240	Lift	12	2
6837-12	2020	Ford	1FDFE4FS6KDC75245	Lift	12	2
6838-12	2020	Ford	1FDFE4FS3KDC75249	Lift	12	2
6839-12	2020	Ford	1FDFE4FS1KDC75248	Lift	12	2
6840-12	2020	Ford	1FDFE4FS0KDC75239	Lift	12	2
6841-12	2020	Ford	1FDFE4FS2KDC75243	Lift	12	2
6842-12	2020	Ford	1FDFE4FS1KDC75251	Lift	12	2
6844-12	2020	Ford	1FDFE4FSXKDC75250	Lift	12	2
6845-12	2020	Ford	1FDFE4FS3KDC75252	Lift	12	2
6847-12	2025	Ford	1FDFE4FN0SDD15216	Lift	12	2
6848-12	2025	Ford	1FDFE4FN7SDD14984	Lift	12	2
276-218	2018	Ford	1FDFE4FS3HDC58881	Lift	12	2
277-218	2018	Ford	1FDFE4FS1HDC57566	Lift	12	2
278-218	2018	Ford	1FDFE4FS9HDC53054	Lift	12	2

LYNX Mobility Services Department

System Safety Program Plan

The memorandum of agreement between the Community Transportation Coordinator (CTC) and the Florida Commission for the Transportation Disadvantaged (FCTD) requires the CTC to develop and implement a System Safety Program Plan (SSPP). The required SSPP has been submitted to and approved by FDOT, as required by Chapter 14- 90: Equipment and Operational Safety Standards Governing Public-Sector Bus Transit Systems, F.A.C. According to this rule, the SSPP assures compliance with the minimum standards established and includes safety considerations and guidelines for the following:

- Carrier and CTC Management
- Vehicles and equipment
- Operational functions
- Driving requirements
- Maintenance and training\Equipment for transporting wheelchairs
- Federal, state and local regulations, ordinances, or laws
- Private contracted service provider

The SSPP outlines driver training requirements and vehicle inspection requirements. Required safety equipment for vehicles is:

- Seat belts
- Wheelchair securement systems and restraining devices (lap-type body belts)
- Dry chemical fire extinguishers (tagged and inspected annually)
- First aid kits
- Two-way radios

The SSPP limits the number of consecutive hours a driver can work, requires defensive driving, and passenger assistance/sensitivity training for all drivers. It further requires all subcontracted service providers be certified before providing service in the coordinated transportation system and requires vehicles undergo bi-annual safety inspections. The SSPP also includes driver and accident policies.

Extensive record keeping by the CTC and the individual subcontractors is also required, including personnel data, operational reports, dispatching logs, driver trip sheets and reports of accidents, incidents, and service delays. The most recent certified SSPP is included in **Attachment 8**.

Inter-county Services

LYNX does not coordinate TD services with other counties outside of our three-country service area. However, LYNX staff maintain professional working relationships with other Community Transportation Coordinators throughout the state.

Natural Disaster/Emergency Procedures

In the event of a natural disaster, LYNX is designated as Emergency Support Function #1 (Transportation) and Emergency Support Function #8 (Public Health and Human Services) for Orange County. This designation carries the responsibility of evacuating all special needs customers, nursing homes, and other facilities with a need. When there is advanced warning, Emergency Management will contact LYNX and put the CTC on alert. Then, ACCESS LYNX will notify the contractor of the situation.

Marketing

LYNX's website provides information on all of LYNX's services, including paratransit. Guide maps and schedules are available on the website, and printed versions are available at major transfer centers. Informational videos and helpful contact and reference information are also posted on the LYNX website. ACCESS LYNX applications and the "How to Ride" guide are also posted on the LYNX website. ACCESS LYNX also participates in community outreach activities. These activities consist primarily of community and social service associations, affiliations, and agencies that invite LYNX staff to speak about the ACCESS LYNX program.

Acceptable Alternatives

LYNX operates public transit services throughout the three-county service area. LYNX has been the designated CTC for many years, with the most recent designation occurring on July 1, 2023. LYNX has been successful in operating the coordinated system and currently there are no recommended alternatives to the existing structure of the coordinated system within any of three counites, Orange, Osceola, or Seminole.

Service Standards

Service standards are integral to the development and implementation of a quality transportation program. **Table 29** lists the current ACCESS LYNX service standards. Standards in the table include both minimum FCTD required standards and a number of additional standards that are relevant to the ACCESS LYNX operation.

Table 29 - ACCESS LYNX Service Standards

Standard	Description
Advance Reservations Requirements	Reservations for all ACCESS LYNX customers, including ADA and TD customers, are taken up to seven (7) days in advance.
Advance Reservations Limit	When calling to schedule appointments, ADA customers should call 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. Customers should have all 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.
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).
Call Hold Time	It is LYNX's goal to have average hold times for inbound telephone of no more than three minutes (3:00) for the day. This three-minute (3:00) standard is to be achieved for 90% of the hourly time periods that a phone line is in operation, measured monthly.
Cardio-pulmonary Resuscitation Training	Drivers within the coordinated system are not required to be trained in cardiopulmonary resuscitation.
Complaints	ACCESS LYNX will respond to all complaints within five business days, unless unavoidable investigation delays occur. Responses will be via phone or letter, based on the customer's preference. The monthly standard for valid complaints regarding contractor performance is fewer than three valid complaints per 1,000 one-way passenger trips.

Standard	Description
Contract Monitoring	ACCESS LYNX performs quarterly 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 within the ACCESS LYNX system are trained in defensive driving and passenger assistance, tested, certified and, upon completion, is provided with photo identification.
Driver Identification	LYNX, as the CTC, has an existing Drug and Alcohol Policy, which complies with DOT regulations. All contractors must comply with these regulations.
First Aid Training	Drivers within the coordinated system are not required to be trained in first aid techniques.
No-Show Policy	A customer may have no more than 5 no-shows within any 30-day period, which will result in an offense. A letter is sent to each customer to help them understand how important it is to call and cancel trips. During the review process, the subscription privilege may be cancelled if a customer has excessive valid no show occurrences. A customer may request for the subscription to be re-established. After a review of the past trips, a subscription may be re-instated if there have been no infractions for ninety (90) day period. Trips cancelled with less than one hour notice prior to the scheduled pickup time, cancel at the door, and driver unable to locate the customer at pickup time, will be considered a No Show.
On-time Performance	The ACCESS LYNX On-Time Performance Standards for the contracted operators are 90% or greater of trips on time. Trips are on-time if picked up before the end of the 30-minute "Pickup" window.
Out of Service Area Trips	ACCESS LYNX does not provide transportation services outside of our three county service area.

Standard	Description
Passenger Assistance	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.
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, and trip history.
Pick-up windows	Trips are on time if they are picked up within the negotiated 30-minute pickup window
Subscriptions	The current policy provides for a change of a subscription only once within a 30 day period. If a customer request changes more often than this, the subscription will be cancelled, and the customer will have to call in for each individual trip. This policy will be strictly enforced.
Transport of Personal Care Attendant and Dependent Children Policy	Within the ACCESS LYNX ADA program, each eligible rider is allowed one personal care attendant (PCA), as long as the PCA is picked up at the same point of origin as the rider and is dropped at the same location as the eligible rider. The PCA must be necessary for the safety of the rider or needed for assistance to the rider.
Trip Negotiations	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 in the greater Orlando area is at its minimum, as well. 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 (including TD trips). We often receive calls in reference to the status of a pick up time, we remind customers that we may arrive anytime within the 30 minute negotiated pickup window. We also ask customers to please wait until we are outside that window before a call is placed regarding the pick up.

Standard	Description
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.
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	In accordance with Florida Statute 316.613 (Child restraint requirements): *"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 manufacturers integrated child seat. For children aged 4 through 5 years, a separate carrier, an integrated child seat, or a seat belt may be used."* The child's PCA 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.
Vehicle Cleanliness	All vehicles in the ACCESS LYNX system must be clean, both interior and exterior. This is monitored through customer reports, street supervision, and periodic inspections.
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, NeighborLink, or future SunRail service.
Demand Response	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. 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, however the time is not guaranteed. 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 with a goal of 90 minutes or less.

Local Grievance Procedures/Process for TD

A grievance is defined as any ongoing service problem that interferes with accessing a major life activity, such as work, healthcare, employment, education, shopping, social activities, or other life-sustaining activities.

ACCESS LYNX in conjunction with the TDLCB, has developed and implemented rules and procedures to ensure quality control and to provide participating customers, funding agencies and others with an impartial body to hear complaints and settle disputes concerning services rendered. It should be noted that the TDLCB holds jurisdiction only over TD concerns. ADA concerns are under the jurisdiction of the FTA.

A Grievance Subcommittee has been appointed by the TDLCB Chair and consists of at least three voting members of the TDLCB and may also include other appointed volunteers. The procedures of the grievance forms are in **Attachment 6**.

CTC Monitoring Procedures of Operators and Coordination Contractors

LYNX monitors contracted providers quarterly for contractual, state, and federal regulations compliance. The first three quarterly monitoring reviews of the calendar year consist of a review of 25 of all records. Records are randomly selected for review. The last, or fourth, quarterly monitoring review of the calendar year, consists of a review of 100 percent of all records. The monitoring accomplishes reviews of SSPP compliance, driver qualifications and certification, and maintenance of vehicles and equipment.

LYNX monitors coordination agency providers annually for state and federal regulation compliance.

Cost/Revenue Allocation and Rate Structure Justification

The CTD rate model was used to calculate the one-way ambulatory and wheelchair rates for FY2026/2027. The model considers the costs and revenues for operating service, including administrative expenses for the following:

- Coordination contractor inspections
- Coordination contractor monitoring
- Coordination contractor reporting
- Monthly reporting
- Road supervision
- Contract compliance

Table 30 shows the FCTD calculated rates for FY2025/2026.

Rate justification worksheets can be found in **Attachment 9**.

Table 30 - Transportation Disadvantaged Trip and Equipment Calculated Rates FY2026/2027

Service Type	FY2025/2026 Rates	FY2026/2027 Rates	Percent Change
Ambulatory	$45.22	$44.84	-0.84%
Wheelchair	$77.52	$76.87	-0.84%

IV. QUALITY ASSURANCE

Quality assurance efforts consist of several elements, including the CTC Annual Evaluation process, compliance monitoring reports performed by the FCTD, and through sub-committees established through the TDLCB.

TDLCB and Sub-Committees

In addition to the TDLCB, two sub-committees were established to monitor and evaluate the services provided by or coordinated through the CTC. The two sub-committees include:

- Quality Assurance Task Force (QATF)
- Grievance Committee

Both groups work to find solutions and address comments, complaints, and complements regarding the ACCESS LYNX operation.

Importantly, ACCESS LYNX develops program service standards with input from the TDLCB. Section 2, Service Plan, has the standards that have been reviewed by the QATF and adopted with the approval of this TDSP by the TDLCB.

CTC Evaluation Process

As the designated CTC, LYNX is independently evaluated annually by the TDLCB using the FCTD's Evaluation Workbook, assessing competition, cost-effectiveness, and service availability. The most recent FY2024-2025 evaluation, completed in July 2025, identified no findings. Most recent CTC evaluation materials can be found in **Attachment 11**.

FCTD CTC Quality Assurance and Program Evaluation

The Quality Assurance and Program Evaluation (QAPE), conducted by the FCTD, reviews selected CTC services, policies, and records. The QAPE is performed every three years to fulfill FCTD's programmatic oversight and monitoring responsibilities related to:

- Florida Statutes Chapter 427
- Florida Administrative Code Rule 41-2

- Florida Administrative Code Rule 14-90
- The Transportation Disadvantaged Service Plan (TDSP)
- The System Safety Program Plan (SSPP)
- The FCTD Memorandum of Agreement (MOA)

During the most recent QAPE that was completed for calendar year 2024, no findings were identified. Most recent CTC QAPE materials can be found in **Attachment 12**.

Attachment 1 - Glossary of Terms

The following glossary is intended to coordinate terminology with the Florida Coordinated Transportation System. It is imperative that when certain words or phrases are used the definition is universally acknowledged.

Glossary of Terms	
Accidents	When used in reference to the AOR, the total number of reportable accidents that occurred through negligence of the transportation provider whereby the result was either property damage of $1,000,000 or more, or personal injury that required evacuation to a medical facility, or a combination of both
Actual Expenditure Report (AER)	An annual report completed by each state member agency and each official planning agency, to inform the commission in writing before September 15 of each year of the specific amount of funds the agency expended for transportation disadvantaged services.
Advance Reservation	This service requires a minimum one-day prior notice. It differs from subscription service in that ridership, times and pick-up/drop-off points may vary. It differs from demand-response service in that riders must provide prior day notice and must be going to a predetermined destination. It differs from fixed schedule/fixed route in that route and time schedules may vary and is available upon the user's request
Agency	An official, officer, commission, authority, council, committee, department, division, bureau, board, section, or any other unit or entity of the state or of a city, town, municipality, county, or other local governing body or a private nonprofit entity providing or arranging for transportation service as all or part of its charter.
American with Disabilities Act of 1990 (ADA)	A federal law, P.L. 101-336, the ADA provides protection against discrimination for individuals with disabilities.
Annual Budget Estimate (ABE)	Budget estimate of funding resources available for providing transportation services to the transportation disadvantaged, prepared annually to cover a period of one state fiscal year.
Annual Operating Report (AOR)	An annual report including a Finance and Fare Structure Element prepared by the community transportation coordinator detailing its designated are operating statistics for the most recent operating year.
Annual Performance Report (APR)	An annual report issued by the Commission for the Transportation Disadvantaged that combines all the data submitted in the annual Operating Reports (AOR) and the CTD Annual Report.
Availability	A measure of the capability of a transportation system to be used by potential riders, such as the hours the system is in operation, the route spacing, the seating availability, and the pick-up and delivery time parameters.

Glossary of Terms	
Bus	Any motor vehicle designed for carrying more than 10 passengers and used for the transportation of persons for compensation.
Bus Lane	A street or highway lane intended primarily for buses, either all day or during specified periods, but used by other traffic under certain circumstances.
Bus Stop	A waiting, boarding, and disembarking area usually designated by distinctive signs and by curbs or pavement markings.
Certified Minority Business Enterprise (CMBE)	Any small business concern which is organized to engage in commercial transactions, domiciled in Florida, and is at least 51 percent owned by minority persons and whose management and daily operations are controlled by such persons. The Florida Department of Management Services should certify these businesses.
Chapter 427, Florida Statutes	The Florida statute establishing the Commission for the Transportation Disadvantaged and prescribing its duties and responsibilities.
Commendation	Any written compliment of any aspect of the coordination system, including personnel, vehicle, service, etc.
Commercial Driver's License (CDL)	A license required if a driver operates a commercial motor vehicle, including a vehicle that carries 16 or more passengers (including the driver), or a vehicle weighing more than 26,000 pounds.
Commission for the Transportation Disadvantaged (CTD)	Authorized in Section 427.013, Florida Statutes, the Commission was established in 1989 to coordinate transportation services provided to the transportation disadvantaged, replacing the Coordinating Council on the Transportation Disadvantaged.
Community Transportation Coordinator (CTC)	Formerly referred to as the "coordinated community transportation provider, the CTC is recommended by the appropriate local planning agency as provided for in Section 427.015(1), Florida Statutes, and approved by the commission, to ensure that coordinated transportation services are provided to serve the transportation disadvantaged population in a designated service.
Competitive Procurement	Obtaining a transportation operator or other services through a competitive process based upon Commission-approved procurement guidelines.
Complaint	Written customer concern involving timeliness, vehicle condition, and quality of service, behavior of personnel, and other operational policies.
Complete (or full) Brokerage	Type of CTC network in which the CTC does not operate any transportation services itself, but contracts with transportation operators for the delivery of all transportation services.
Coordinated Transportation System	Includes the CTC, the transportation operators and coordination contractors under contract with the CTC, the official planning agency, and local Coordinating Board involved in the provision of service delivery to the transportation disadvantaged within the designated service area.
Coordinated Trips	Passenger trips provided by or arranged through a CTC.
Coordinating Board	An entity in each designated service area composed of representatives who provide assistance to the community transportation coordinator relative to the coordination of transportation disadvantaged services.

Glossary of Terms	
Coordination	The arrangement for the provision of transportation services to the transportation disadvantaged in a manner that is cost effective, safe, efficient, and reduces fragmentation and duplication of service. Coordination is not the same as total consolidation of transportation disadvantaged service in any given service area.
Coordination Contract	A written contract between the community transportation coordinator and an agency who receives transportation disadvantaged funds and performs some, if not all, of its own services as well as services to others when such service has been analyzed by the CTC and proven to be a safer, more effective, or more efficient service from a total system perspective. The Commission's standard contract reflects the specific terms and conditions that will apply to those agencies that perform their own transportation, as well as joint utilization and cost provisions for transportation services to and from the coordinator.
Deadhead	The miles or hours that a vehicle travels when out of revenue service. From dispatch point to first pick-up, and from last drop-off to home base, or movements from home base to maintenance garage or fuel depot, and return.
Demand Response	A paratransit service that is readily delivered with less than prior day notification, seven days a week, 24 hours a day. This service can be either an individual or a shared ride.
Designated Service Area	A geographical area subject to approval by the Commission, which defines the community where coordinated transportation services will be provided to the transportation disadvantaged.
Disabled Passenger	Any rider with a physical or cognitive impairment that substantially limits at least one major life activity (e.g., caring for one's self; walking, seeing, hearing, speaking, learning).
Dispatcher	The person responsible for having every schedule leave the yard or garage on time and maintaining a schedule monitoring the work force with the work load on a minute-by-minute basis. In demand-response transportation, the person who assigns the customer to vehicles and notifies the appropriate drivers.
Driver Hour	The period of one hour that a person (whose main responsibility is to drive vehicles) works.
Economies of Scale	Cost savings resulting from combined resources (e.g., joint purchasing agreements that result in a lower cost per gallon or quantity discount for fuel).
Effectiveness Measure	A performance measure that evaluates the level of resources expended to achieve a given level of output. An example of an efficiency measure is operating cost per vehicle mile.
Emergency	Any occurrence or threat, whether accidental, natural or caused by man which results in, or may result in, substantial denial of services to a designated service area for the transportation disadvantaged.

Glossary of Terms	
Emergency Fuel	Transportation Disadvantaged trust fund monies set aside to address emergency situations and which can be utilized by direct contract without competitive bidding, between the commission and an entity to handle transportation services during a time of emergency
Employees	Persons employed in an organization.
Federal Transit Administration (FTA)	One of 10 modal administrations within the U.S. Department of Transportation, FTA administers federal funding to support a variety of locally planned, constructed, and operated public transportation systems throughout the U.S., including buses, subways, light rail, commuter rail, streetcars, monorail, passenger ferry boats, inclined railways, and people movers.
Fixed Route	Service in which the vehicle(s) repeatedly follows a consistent time schedule and stopping points over the same route, whereby such schedule, route or service is not at the user's request (e.g., conventional city bus, fixed guide-way).
Florida Administrative Code	A set of administrative codes regulating the State of Florida.
Florida Association of Coordinated Transportation System (FACTS)	A transportation system responsible for coordination and service provisions for the transportation disadvantaged as outlines in Chapter 427, Florida Statutes.
Florida Department of Transportation (FDOT)	A state-level agency responsible for providing a safe statewide transportation system that ensures the mobility of people and goods, enhances economic prosperity, and preserves the quality of the environment and communities. The CTD is housed under FDOT for administrative purposes.
Florida Statutes (F.S.)	The laws governing the State of Florida.
Full Time Equivalent (FTE)	A measure used to determine the number of employees based on a 40-hour work week. One FTA equals 40 work hours per week.
Fully Allocated Costs	The total cost, including the value of donations, contributions, grants or subsidies, to provide coordinated transportation, including those services which are purchased through transportation operators or provided through coordination contracts.
General Trips	Passenger trips by individuals to destinations of their choice, not associated with any agency program.
Goal	Broad conditions that define what an organization hopes to achieve.
Grievance Process	A formal channel for the adjustment of grievances through discussions with progressively higher levels of authority, culminating in mediation, if necessary.
In-Service	The time during which a vehicle is providing transportation service.
Intake Reservationist	An individual whose primary responsibility is to accept requests for trips, enter information on requests, determine eligibility, and provide customer service.
Latent Demand	Demand that is not being met with existing levels of service.
Limited Access	Inability of a vehicle, facility, or equipment to allow entry or exit to all persons. Lack of accessibility of vehicle, facility or equipment.

Glossary of Terms	
Load Factor	The ratio of use to capacity of equipment or a facility during a specified time period.
Local Government	An elected and/or appointed public body existing to coordinate, govern, plan, fund, and administer public services within a designated, limited geographic area of the state.
Local Government Comprehensive Plan	A plan that meets the requirements of Section 163.3177 and 163.3178, Florida Statute.
Local Coordinating Board (LCB)	An entity in each designated service area composed of representatives appointed by the official planning agency. Its purpose is to provide assistance to the community transportation coordinator concerning the coordination or transportation disadvantaged services.
Management Information System (MIS)	The mechanism that collects and reports key operating and financial information for managers on a continuing and regular basis.
Memorandum of Agreement (MOA)	The state contract included in the transportation disadvantaged service plan for disadvantaged services purchased by federal, state, or local government transportation disadvantaged fund. This agreement is between the commission and the community transportation coordinator and recognizes the community transportation coordinator as being responsible for the arrangement of the provision of transportation-disadvantaged services for a designated service area.
Metropolitan Planning Organization (MPO)	The area-wide organization responsible for conducting the continuous cooperative and comprehensive transportation planning and programming in accordance with the provisions of 23 U.S.C. 134, as provided in U.S.C. 104(f)(3). Also serves as the official planning agency referred to in Chapter 427, F.S.
Network Type	Describes how a community transportation coordinator provides service, whether as a complete brokerage, partial brokerage, or sole provider.
Non-Coordinated Trip	A trip provided by an agency, entity, or operator who is in whole or in part subsidized by local, state, or federal funds, and who does not have coordination/operator contract with the community transportation coordinator.
Non-Sponsored Trip	Transportation disadvantaged services that are not sponsored in whole by the Transportation Disadvantaged Trust Fund.
Objective	Specific, measurable conditions that the organization establishes to achieve its goals.
Off-Peak	A period of day or night during which travel activity is generally low and a minimum of transit service is operated.
Official Planning Agency (OPA)	The official body or agency designated by the Commission to fulfill the functions of transportation disadvantaged planning. The Metropolitan Planning Organization shall serve as the planning agency in areas covered by such organizations.

Glossary of Terms	
Operating Cost	The sum of all expenditures that can be associated with the operation and maintenance of the system during the particular period under consideration.
Operating Cost per Driver Hour	Operating costs divided by the total number of passenger trips, a measure of the efficiency of transporting riders. One of the key indicators of comparative performance of transit properties since it reflects both the efficiency with which service is delivered and the market demand for the service.
Operating Cost per Vehicle Mile	Operating costs divided by the number of vehicle miles, a measure of the cost efficiency of delivered service
Operating Environment	Describes whether the community transportation coordinator provides service in an urban or rural service area.
Operating Expenses	Sum of all expenses associated with the operation and maintenance of a transportation system
Operating Revenues	All revenues and subsidies utilized by the operator in the provision of transportation services.
Operating Statistics	Data on various characteristics of operations, including passenger trips, vehicle miles, operating costs, revenues, vehicles, employees, accidents, and road calls.
Operator Contract	A written contract between the community transportation coordinator and a transportation operator to perform transportation services.
Organization Type	Describes the structure of a community transportation coordinator, whether it is a private-for-profit, private non-profit, government, quasi-government, or transit agency.
Paratransit	Elements of public transit that provide service between specific origins and destinations selected by the individual user with such service being provided at a time that is agreed upon between the user and the provider of the service. Paratransit Services are provided by sedans, vans, buses, and other vehicles.
Partial Brokerage	Transportation services and contracts with one or more other transportation operators to provide the other portion of the on-street transportation disadvantaged services, including coordination contractors.
Passenger Miles	A measure of service utilization, which represents the cumulative sum of the distances ridden by each passenger. This is a duplicated mileage count. For example: if 10 people ride together for 10miles, there would be 100 passenger miles
Passenger Trip	A unit of service provided each time a passenger enters the vehicle, is transported, and then exits the vehicle. Each different destination would constitute a passenger trip. This unit of service is also known as a one-way passenger trip.
Passenger Trips per Driver Hour	A performance measure used to evaluate service effectiveness by calculating the total number of passenger trips divided by the number of driver hours.
Passenger Trips per Vehicle Mile	A performance measure used to evaluate service effectiveness by calculating the total number of passenger trips divided by the number of vehicle miles.

Glossary of Terms	
Peer Group Analysis	A common technique used to evaluate the general performance of a since operator relative to the performance of a comparable group of operators of similar size, operating environments, and modal characteristics.
Performance Measure	Statistical representation of how well an activity, task, or function is being performed. Usually computed from operating statistics by relating a measure of service output or utilization to a measure of service input or cost.
Planning Agency	The Official body or agency designated by the Commission to fulfill the functions of transportation disadvantaged planning in areas not covered by a metropolitan Planning Organization.
Potential TD Population	(Formerly referred to as TD Category 1.) Includes persons with disabilities, senior citizens, low-income persons, and high-risk or at risk children. These persons are eligible to receive certain governmental and social service agency subsidies for program-related trips.
Program Trip	A passenger trip supplied or sponsored by a human service agency for the purpose of transporting customers to and from a program of that agency (e.g., sheltered workshops, congregate dining, and job training).
Public Transit	Means the transporting of people by conveyances or systems of conveyances traveling on land or water, local or regional in nature, and available for use by the public. Public transit systems may be governmental or privately owned. Public transit specifically includes those forms of transportation commonly known as paratransit.
Purchased Transportation	Transportation services provided for an entity by a public or private transportation provider based on a written contract.
Request for Bids (RFB)	A competitive procurement process.
Request for Proposals (RFP)	A competitive procurement process.
Request for Qualifications (RFQ)	A competitive procurement process.
Reserve Fund	Transportation disadvantaged trust fund monies set aside each budget year to insure adequate cash is available for incoming reimbursement requests if estimated revenues do not materialize.
Revenue Hour	Total vehicle hours used in providing passenger transportation, excluding deadhead time.
Revenue Miles	Total number of service miles driven while passengers are actually riding on the vehicles. This figure should be calculated from first passenger pick-up until the last passenger drop-off, excluding any breaks in actual passenger transport. For example: if 10 passengers rode 10 miles together, there would be 10 revenue miles.
Ridesharing	Sharing of a vehicle by customers of two or more agencies, thus allowing for greater cost efficiency and improved vehicle utilization.

Glossary of Terms	
Road Call	Any in-service interruption caused by failure of some functionally necessary element of the vehicle, whether the rider is transferred or not. Road calls exclude accidents.
Ride 41-2, FAC	Rule adopted by the Commission for the Transportation Disadvantaged to implement provisions in Chapter 427, F.S.
Scheduler	A person who prepares an operating schedule for vehicles on the basis of passenger demand, level of service, and other operating elements such as travel times or equipment availability
Service Plan	A one-year implementation plan that contains the goals the Community Transportation Coordinator plans to achieve and the means by which they plan to achieve them. The plan shall be approved and used by the Coordinating Board to evaluate the Community Transportation Coordinator.
Sole Provider	(Also referred to as Sole Source.) Network type in which the CTC provides all of the transportation disadvantaged services.
Sponsored Trip	A passenger trip that is subsidized in part or in whole by a local, state, or federal government funding source (not including monies provided by the TD Trust Fund).
Standard	Established by authority, custom, or general consent as a model or example.
Stretcher Service	Form of non-emergency paratransit service whereby the rider is transported on a stretcher, litter gurney, or other device that does not meet the dimensions of a wheelchair as defined in the Americans with Disabilities Act
Subscription Service	A regular and recurring service in which schedules are prearranged to meet the travel needs of riders who sign up for the service in advance. The service is characterized by the fact that the same passengers are picked up at the same location and time and are transported to the same location, and then returned to the point of origin in the same manner.
System Safety Program Plan (SSPP)	A documented, organized approach and guide to accomplishing a system safety program set forth in Florida rule 14-90.
Total Fleet	All revenue vehicles held at the end of the fiscal year, including those in storage, emergency contingency, awaiting sales, etc.
Total Quality Management (TQM)	Management philosophy utilizing measurable goals and objectives to achieve qualify management practices.
Transportation Alternative	Those specific transportation services that are approved by rule to be acceptable transportation alternatives, as defined in s. 427.018, F.S.
Transportation Disadvantaged	Those persons, including children as defined in s. 411.202 F.S., who because of physical or cognitive disability, income status, or inability to drive due to age or disability are unable to transport themselves or to purchase transportation and have no other form of transportation available. These persons are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, or medically necessary or life-sustaining activities.

Glossary of Terms	
Transportation Disadvantaged Funds	Any local government, state, or federal funds that are used for transportation of transportation disadvantaged individuals. Such funds may include, but are not limited to, funds for planning, transportation provided pursuant to the ADA, administration of transportation disadvantaged service, operation, procurement and maintenance of vehicles or equipment, and capital investments. Transportation disadvantaged funds do not include funds expended by school districts for the transportation of children to public schools or to receive service as a part of their educational program.
Transportation Disadvantaged Population	(Formerly referred to as TD Category II.) Persons, including children, who, because of disability, income status, or inability to drive to age or disability are unable to transport themselves.
Transportation Disadvantaged Service Plan (TDSP)	A three-year implementation plan, with annual updates developed by the CTC and the planning agency, which contain the provisions of service delivery in the coordinated transportation system. The plan is reviewed and recommended by the Local Coordinating Board.
Transportation Disadvantaged Trust Fund	A fund administered by the Commission for the Transportation Disadvantaged in which all fees collected for the transportation disadvantaged program shall be deposited. The funds deposited may be used to subsidize a portion of transportation-disadvantaged person's transportation costs that are not sponsored by an agency.
Transportation Network Company (TNC)	A company that uses an online-enabled platform to connect passengers with drivers using their personal, non-commercial, vehicles. Examples include LYFT and Uber.
Transportation Operator	Public, private for-profit, or private non-profit entity engaged by the community transportation coordinator to provide service to the transportation disadvantaged pursuant to an approved coordinated transportation system transportation disadvantaged service plan.
Transportation Operator Contract	The Commission's standard coordination/operator contract between the community transportation coordinator and the transportation operator that outlines the terms and conditions for any services to be performed.
Trend Analysis	A common technique used to analyze the performance of an organization over a period of time.
Trip Priorities	Various methods for restricting or rationing trips.
Trip Sheet	A record kept of specific information required by ordinance, rule or operating procedure for a period of time worked by the driver of a public passenger vehicle in demand response service. Also known as a driver log.
Unduplicated Passenger Head Count (UPHC)	The actual number of people that were provided paratransit transportation services, not including personal care attendants, non-pay escorts, or persons provided fixed-schedule/fixed-route service.
Unmet Demand	Trips desired but not provided because of insufficient service supply.

Glossary of Terms	
Urbanized Area	An area that comprises one or more places ("central place") and the adjacent densely settled surrounding territory ("urban fringe") that together have a minimum of 50,000 persons.
U.S. Department of Transportation	A federal cabinet department of the United States government concerned with transportation established in 1966. Its mission is to "Serve the United States by ensuring a fast, safe, efficient, accessible and convenient transportation system that meets our vital national interests and enhances the quality of life of the American people, today and into the future."
Van Pool	A prearranged ride-sharing service in which a number of people travel together on a regular basis in a van. Van pools are commonly company-sponsored, with a regular volunteer driver.
Vehicle Inventory	An inventory of vehicles used by the CTC, transportation operators, and coordination contractors for the provision of transportation disadvantaged services.
Vehicle Miles	The total distance traveled by revenue vehicles, including both revenue miles and deadhead miles.
Vehicle Miles per Vehicle	A performance measure used to evaluate resource utilization and rate of vehicle depreciation, calculated by dividing the number of vehicle miles by the total number of vehicles.
Volunteers	Individuals who do selected tasks for the community transportation coordinator or its contracted operator, for little or no compensation.

Attachment 2 - ACCESS LYNX Transportation Disadvantaged (TD) Program Eligibility Application

ACCESS LYNX
PARATRANSIT PARTNERSHIP

ACCESS LYNX
TRANSPORTATION
DISADVANTAGED (TD) PROGRAM

Thank you for your interest in the Transportation Disadvantaged (TD) program which is a shared-ride door to door service provided to eligible residents of Orange, Osceola, and Seminole counties.

Eligibility:
To be eligible for the TD program, the applicant must meet **two of the three** following criteria:

1. Have no access to a fixed route.
2. Have a disability.
3. Have an income level at or below 185% of Federal Poverty level.

Note: The Federal Poverty Guidelines are published annually and applied to this program for income level qualification based solely on individual applicant income – not the applicant's household income. For reference, the Guidelines can be viewed at: www.aspe.hhs.gov.

If the disability criteria is applicable, the Medical section of this application (Section 4) must be completed and signed by a Licensed Medical Professional. You may attach supporting documentation to this application.

You are required to provide identi cation and applicable inancial supporting documents upon submission. Self-declaration of income is not accepted. Processing may take up to 21 days from receipt of completed application.

We will make every effort to verify your individual income and any medical information provided. If necessary, further information may be requested to determine eligibility.

Completed TD applications must contain all requested information. Please be sure to sign this application where appropriate, and attach a copy of your Florida ID or Driver's license along with all other required supporting documentation.

Mail Completed Application to:
ACCESS LYNX (Eligibility)
455 N Garland Ave.
Orlando, FL 32801
Fax Application to: (407) 849-6759
Information: (407) 423-8747 (select Option 6)

FOR OFFICE USE ONLY:
Client ID: _____ DATE RECEIVED _____
NEW _____RECERT _____

For Life Sustaining Trips Only – Check Here: ☐ Dialysis Only ☐ Cancer Treatment Only

APPLICATION: General Information (SECTION 1)

Date of Birth _____ Last 4 of Social Security Number _____

Last Name _____ First Name _____ Middle Initial _____

Home Address _____ Apartment Number _____

City _____ County _____ State _____ Zip Code _____

Complex/Subdivision/ Facility Name _____ Gate Code _____

Home Phone _____ Work Phone _____ Cell Phone _____ Email address _____

Mailing Address _____ Apt Number _____ City _____ County _____ State _____ Zip Code _____

Emergency Contact:

Name _____ Relationship _____ Phone number _____

Address / Apt Number _____ City _____ County _____ State _____ Zip Code _____

Please check all that apply to you:

☐ Service Animal	☐ Walker	☐ Portable Oxygen	☐ Wide Wheelchair
☐ Cane	☐ Hearing Loss	☐ Mental Impairment	☐ Mental Impairment (Do not Leave Unattended)
☐ Sight Impairment	☐ Deaf	☐ Manual Wheelchair	
☐ Assist Walking	☐ Need Attendant	☐ Power Wheelchair	
☐ Crutches	☐ Power Scooter	☐ Blind/Legally Blind	

Do you have weekly scheduled medical appointments? ☐ YES ☐ NO

How many medical appointments do you have in a month? _____

How do you currently travel to your destination?

☐ LYNX (City bus) ☐ Taxi ☐ TNC ☐ Drive yourself ☐ Other ☐ ACCESS LYNX

Please check the condition which prevents you from accessing a regular LYNX fixed route bus:
☐ The bus stop is too far (more than ¾ mile).

☐ The bus does not run where I need to go/when I need to go for employment.

☐ I have a disability that prevents me from using the LYNX fixed route bus.

Explain:_____

_____

Verification of Income (SECTION 2)

Total Individual Monthly Income $_____

Please attach proof of your total income **before** tax, including wages, tips, any Social Security income, pension, and other income. Acceptable forms of income verification include the following:

1. Minimum of two (2) most recent pay stubs $_____
2. DCF Cash Benefits/ Child support letter $_____
3. Unemployment Compensation income verification $_____
4. Social Security Proof of Income Letter (SSA/SSI/SSDI) $_____
5. Retirement / Pension statement (Include VA) $_____
6. First page of your most recent tax return $_____
7. Other (specify) $_____

*A Self-Declaration will not be accepted as proof of lack of income.

If you have $0.00 income, and you live in a house or apartment, please indicate how your rent/utilities are paid (this includes balance remaining after rent subsidy).

Additional documentation may be required to support individual income.

Applicant's Verification of Completion and Release: (SECTION 3)

Application Checklist:

Did you attach a copy of your Florida ID or Driver's license?	☐ YES	☐ NO
Did you attach all required documents?	☐ YES	☐ NO
Is the Medical Form completed by a Licensed Medical Professional?	☐ YES	☐ NO

Acknowledgments, Authorization, and Release by Applicant

I understand that the purpose of this application including the request for supporting documentation is to determine my eligibility for "Transportation Disadvantaged" Service. I understand that the information about my disability (if any) contained in Section 4 of this application and in any supporting documents will be kept confidential and shared only with LYNX employees and professionals involved in evaluating my eligibility.

I hereby authorize my medical representative to release any and all information regarding my medical condition to LYNX as it applies to this evaluation including without limitation the information requested in Section 4 of this application.

I affirm that the information in this application package is true and correct to the best of my knowledge. I understand that providing false or misleading information could result in my eligibility status being revoked. I agree to notify ACCESS LYNX within 10 days if there is any change in circumstances or I no longer need to use the transportation services.

Signature of Applicant _____ Date _____

Signature of Preparer (if other than applicant) _____ Date _____

Print Name (Preparer) _____ Relationship _____

Attachment 3 - ACCESS LYNX American with Disabilities Act (ADA) Program Eligibility Application

ACCESS·LYNX PARATRANSIT PARTNERSHIP

ACCESS LYNX
AMERICANS WITH DISABILITIES ACT (ADA) PROGRAM

Thank you for your interest in the Americans with Disabilities Act (ADA) program which is a shared-ride door to door service provided to eligible residents of Orange, Osceola, and Seminole counties.

Please be sure to complete all information requested and sign where appropriate. The Medical section must be completed and signed by a Licensed Professional (familiar with your disability or health condition and your functional abilities). If necessary, further information may be requested to determine eligibility.

Recertification Requirements:

Permanent (continued) Eligibility – Automatic recertification will be considered for individuals who cannot use LYNX bus service under any circumstances and/or whose disability is unlikely to improve. Customers who have been provided permanent eligibility will receive a verification document to update/recertify their information and note any changes in their travel abilities or needs **every three years from date of the initial eligibility.**

Standard Eligibility - All customers granted approval under this category (unconditional/conditional) will be required to recertify **every two years from date of the initial eligibility.**

Temporary Eligibility - All customers granted approval under this category will be required to recertify based on the length of time granted in the approval.

Customers that are ADA eligible with another transit provider may use ACCESS LYNX by providing documentation of their eligibility status prior to needing to travel. This same right applies to ACCESS LYNX customers traveling to other communities that offer complimentary ADA paratransit services.

Disclaimer: Completing this application does not automatically certify you for paratransit services. Some applicants may be required to go through a functional assessment to assist us in determining your level of eligibility. All applicants will be notified by mail of the outcome of their application. Processing may take up to 21 days from receipt of a completed application to include completion of a Functional Assessment if required.

Mail Completed Application to:
ACCESS LYNX (Eligibility)
455 N Garland Ave.
Orlando, FL 32801
Fax Application to: (407) 849-6759
Information: (407) 423-8747 (select Option 6)

FOR OFFICE USE ONLY: DATE RECEIVED_____
Client ID:_____ NEW_____RECERT _____PERM ELIG_____

APPLICATION: General Information (SECTION 1)

Date of Birth | Last 4 of Social Security Number

Last Name | First Name | Middle Initial | M/F

Home Address | Apartment Number

City | County | State | Zip Code

Complex/Subdivision/ Facility Name | Gate Code

Home Phone | Work Phone | Cell Phone | Email address

Mailing Address | Apt Number | City | County | State | Zip Code

Emergency Contact:

Name | Relationship | Phone number

Address / Apt Number | City | County | State | Zip Code

Please check all that apply to you:

- ☐ Service Animal
- ☐ Cane
- ☐ Sight Impairment
- ☐ Blind/Legally Blind
- ☐ Crutches
- ☐ Walker
- ☐ Hearing Loss
- ☐ Deaf
- ☐ Need Attendant
- ☐ Assist Walking
- ☐ Portable Oxygen
- ☐ Mental Impairment
- ☐ Manual Wheelchair
- ☐ Power Wheelchair
- ☐ Wide Wheelchair
- ☐ Power Scooter
- ☐ Mental Impairment (Do not Leave Unattended)
- ☐ Personal Care Attendant

How do you currently travel to your destination?

☐ LYNX (City bus/NeighborLink) ☐ Taxi ☐ TNC ☐ Drive yourself ☐ Other

Would you ride the bus if you were provided with a bus pass? ☐ Yes ☐ No

Do you currently have a LYNX Advantage ID card? ☐ Yes ☐ No

Functional Ability
Without the assistance of someone else, can you:

Board a bus?	☐ Yes ☐ No	Read/understand directions?	☐ Yes ☐ No
Handle coins and transfers?	☐ Yes ☐ No	Travel on a sidewalk?	☐ Yes ☐ No
Travel to nearest bus stop?	☐ Yes ☐ No	Stand at a bus stop?	☐ Yes ☐ No
Identify the correct bus?	☐ Yes ☐ No	Walk ¾ mile?	☐ Yes ☐ No
Climb a 12 inch step?	☐ Yes ☐ No	Cross a street?	☐ Yes ☐ No
Balance while seated?	☐ Yes ☐ No	Grip handles and railings?	☐ Yes ☐ No
Give address and phone number?	☐ Yes ☐ No	Recognize landmarks?	☐ Yes ☐ No
Wait outside for more than 15 minutes?	☐ Yes ☐ No	Travel through crowds?	☐ Yes ☐ No

Applicant's Release: (SECTION 2)

I understand that the purpose of this evaluation form is to determine my eligibility for ADA Service. I understand that the information about my disability contained in this application will be kept confidential and shared only with professionals involved in evaluating my eligibility. I hereby authorize my medical representative to release any and all information regarding my medical condition to LYNX as it applies to this evaluation.

I understand that providing false or misleading information could result in my eligibility status being revoked. I agree to notify ACCESS LYNX within 10 days if there is any change in circumstances or I no longer need to use the transportation services.

Signature of Applicant _____ Date _____

Signature of Preparer (if other than applicant) _____ Date _____

Print Name (Preparer) _____ Relationship _____

Medical Form (SECTION 3)

Instructions for Licensed professional (familiar with your disability or health condition and your functional abilities): Please complete the section below. The information that you provide must be based solely upon the applicant having an actual physical or mental impairment that substantially limits one or more major life activities.

Applicant Name:_____ Date of Birth:_____

What is the applicant's disability or condition and how does it prevent him/her from using LYNX?

_____

_____

☐ Cognitive Impairment ☐ Functional ☐ Hearing ☐ Visual
☐ Uncontrolled Fatigue ☐ Emotional ☐ Neurological

☐ Other – Explain:_____

Is the applicant's disability or condition ☐ Permanent? ☐ Temporary?

If Temporary, what is duration? _____

Are any of the following affected by the individual's disability? (Check all that apply)

☐ Orientation ☐ Monitoring time ☐ Gait or balance
☐ Problem Solving ☐ Judgment ☐ Inconsistent performance
☐ Short-term Memory ☐ Communication ☐ Long-term memory
☐ Inappropriate social behavior ☐ Do Not Leave Unattended

☐ Other (please explain) _____

If applicant is currently taking prescribed medication(s), does this medication enhance or diminish the individual's functional ability to travel independently? ☐ Yes ☐ No
If yes, please explain. _____

I, the undersigned, certify the medical information provided on the ADA Application is true and correct. I understand providing false or misleading information constitutes fraud and is considered a felony under the laws of the State of Florida.

_____ _____
Licensed Professional's Signature Medical License Number

_____ _____
Licensed Professional's Name (Print Legibly) Contact Number

_____
Contact Address

Attachment 4 - ACCESS LYNX Appeal Process

LYNX
Attn: Eligibility Coordinator
455. North Garland Ave.
Orlando, FL 32801-1518
407-423-TRIP (8747), Option 6

ACCESS LYNX ADA APPEAL PROCESS

Pursuant to US Department of Transportation regulations implementing ADA paratransit requirements (USC 49 Part 37 Subpart F. Section 37.125) ACCESS LYNX service may appeal:

- A determination that an applicant is not eligible for ADA paratransit service
- Conditions placed upon eligibility for use of ACCESS LYNX service
- Denial of a particular trip request due to conditional eligibility to any particular trip request

ACCESS LYNX will also hear appeals on:

- Suspension of service
- No-shows
- Conduct

Filing an Appeal:

1. All appeals must be filed in writing within 60 calendar days of the receipt of the original determination letter of ineligibility or conditional eligibility, suspension of service notification letter or denial of a specific trip request. If the 60th day after the original determination or trip denial is on a weekend or a legal holiday, an appeal will be accepted on the next subsequent business day.

2. The Authority will enclose an appeals form with the notification letter, time frame that the appeal is to be submitted, and who the appeal is to be submitted to. If, due to disability, the appellant is unable to send written notification of appeal, the Authority may designate a staff member to submit the appeal in the appellant's own words. The appellant also has the option of having the same source that filled out the original application write out the appeal.

3. The applicant shall identify in writing, their name, address, telephone number, and the facts in support of their appeal. In describing the appeal, the applicant shall clearly and concisely state why they believe determination does not accurately reflect their ability to use fixed route, or why suspension is inappropriate. Copies of all supporting documents will accompany the appeal when mailing. An appellant may, however, request an appeal hearing without providing additional detail and without the submission of additional written materials or information. Having all materials mailed assists the Coordinator in the review process. All materials must be filed with the Eligibility Coordinator of Paratransit, ACCESS LYNX, 455 North Garland Avenue, Orlando, Florida, 32801.

4. Upon receipt, all appeals will be date-stamped and referred to the ADA Coordinator for initial review and consideration. The Coordinator will review the request. If a third-party (panel) review is required, the appeal hearing should normally be conducted within one week following the determination of the Coordinator. If necessary, arrangements will be made with LYNX to transport the appellant to and from the appeal meeting. The appellant may bring a second party to assist with the presentation.

5. Interim Service:

   a. During the period between the receipt of an appeal of an initial determination regarding eligibility and the determination of the Review Panel, no ADA paratransit service will be provided to the applicant.

   b. If an appeal is taken based upon a determination of trip eligibility, service for the trip in question will be provided until an appeal hearing is concluded.

   c. If an appeal is taken based upon a suspension of service for any reason other than violent or threatening behavior, service will be provided until an appeal hearing is concluded.

d. If an appeal is taken based upon a suspension of service for violent or threatening behavior, service will not be provided during the appeal process.

6. If no decision has been made within 30 days of the hearing, service will be provided on an interim basis pending final determination.

7. After the *completion of the appeal process*, the Review Panel will render its determination within thirty (30) days of its consideration of the appeal.

8. A panel will hear the appeal for the Authority. The panel will consist of people who have been chosen for objectivity, independent perspective, and added knowledge of ADA paratransit eligibility, fixed route service and policies, paratransit service and policies, the disability of the appellant. The ACCESS LYNX Eligibility Coordinator will serve as the Administrator of the hearings and will record all proceedings. No management, to include the Paratransit Eligibility Coordinator, will have voting rights. The chair of the panel will be elected by the appeal panel to serve on an annual basis.

9. The panel will conduct the appeal meeting in an orderly and professional manner in accordance with Parliamentary Procedure (Robert's Rules). The Authority's staff will present information on why the determination of eligibility, suspension or no shows was made.

10. The panel will prepare a written determination that shall be delivered to the Authority. A simple majority ruling is required. The Authority's written determination will state the panel's reasons for confirming or overturning the original determination. The appellant will be notified via certified, return-receipt mail of the final determination.

11. The panel shall complete all appropriate paper work associated with the appeal. The appeals files shall be forwarded to the Authority for safekeeping and storage.

12. All materials that are written will be provided in a format accessible by the appellant.

13. The appeals process is the final decision within the Authority.

All appellant's materials and documentations, to include but not limited to, application and supporting materials remain the property of ACCESS LYNX and will be returned to the Supervisor or Coordinator at the conclusion of the hearing.

Members of the Review Panel will in no way discuss the details of an appeal or regarding the name or other identifying characteristics of the appellant with any person not directly involved in the appeal. Members may discuss information of a general sort regarding a particular type of disability and its functional impact upon a person to access fixed route in preparation for a hearing, but are advised to take care that information is not shared.

All session are audio taped. Tapes along with supporting materials will remain the property of ACCESS LYNX for five (5) years at which time they will be destroyed. Copies of these tapes and materials will be made and released only through the process of legal discovery (fact-finding) undertaken in any subsequent legal action.

Other accessible formats available upon request.

Attachment 5 - ACCESS LYNX Request for Appeal

PURPOSE: To apply for review of the decision to deny individual ADA Paratransit eligibility whether temporary or permanent.

To file an appeal of your Individual eligibility for paratransit services:

1. Complete the "Eligibility Determination Appeals Request Form". Completed forms must be submitted within sixty (60) calendar days of the date of denial stated on the "letter of denial". For example, if your denial date is March 1st, the deadline for submittal of the Eligibility Determination Appeals Request is May 1st.

The appeal request must include a complete form and any additional information documenting the individuals individual eligibility for Paratransit services.

2. The Appeals Request Form and any additional information must be submitted to the Manager of the Paratransit Intake Department or to an appointed representative. It must be submitted in an envelope, addressed to:

Paratransit Eligibility Appeals
Paratransit Operations, Intake Dept. Manager
455 North Garland
Orlando, Florida 32801

Upon receipt by Manager, the Appeals Request Form is immediately date-stamped

3. Upon receipt, the intake Manager reviews the Appeal Form for completeness and notes any additional information submitted. The Request Manager then completes and returns Response Letter to the appellant.

4. If an appeal is not submitted within 60 days, no hearing will be held - the appellant has missed the opportunity to appeal.

A. The Appeals Panel Representatives Pool is as follows:
   - One representative of a Transit Operator
   - One representative of the medical profession
   - One representative user of:
     a. Fixed Route
     b. Lift-Van /Ramped Taxi

c. Taxi
d. Agency Receiving Services

There will be three to five total Panel Members

B. Panel Members have an opportunity to review the Appeal Request Form and any accompanying material prior to the hearing date. All information is treated as confidential by the Panel Members and staff.
C. The applicant will be notified of the hearing date, time and location. They are strongly encouraged to attend the hearing although it is not required. If the applicant chooses, he/she may be accompanied by on representative and/or one attendant, and the applicant may provide an interpreter or may request that an interpreter be provided.
D. An appeal hearing is confidential and is not a public meeting. The location of the hearing will be held at a neutral site.
E. On the day of the hearing:
    1. The staff introduces appellant to panel members and reviews determination of eligibility for paratransit.
    2. The appellant and staff each have equal time (10 minutes) to present information specific to eligibility before Appeals Panel.
    3. The panel members may ask questions after the presentations by the staff and appellant at their discretion.
    4. Upon completion of questions, the appellant is informed:
        a. A decision on eligibility status will be made within thirty days.
        b. If a panel decision is not made by the 31st day, appellant may request use of Paratransit services until decision is made.
    5. Panel members discuss applicant's case and all other information provided as part of the hearings after applicant and staff are excused.
    6. Panel members may:
        a. Come to a common conclusion on eligibility;
        b. Vote on determination of eligibility; or
        c. State reasons for decision, special conditions for eligibility or denial of service.

Attachment 6 – TDLCB Grievance Procedures

metroplan orlando
A REGIONAL TRANSPORTATION PARTNERSHIP

ORANGE, OSCEOLA, AND SEMINOLE COUNTIES LOCAL COORDINATING BOARD

GRIEVANCE PROCEDURE FOR TRANSPORTATION DISADVANTAGED SERVICES

February 12, 2026

GRIEVANCE PROCEDURE

I. CREATION OF A GRIEVANCE PROCEDURE

a. This is hereby created and established as a Grievance Procedure.

b. The Transportation Disadvantaged Local Coordinating Board (TDLCB) Grievance Committee is hereinafter created and referred to as the Grievance Committee.

II. DEFINITIONS

As used in this procedure, the following words and terms shall have the meanings assigned herein:

a. **Community Transportation Coordinator (CTC)**
A transportation entity appointed to ensure that coordinated transportation services are provided to the transportation disadvantaged population in a designated service area.

b. **Transportation Disadvantaged (Customer)**
Those persons who, because of physical or mental disability, income status, or age or who for other reasons are unable to transport themselves or to purchase transportation, and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life sustaining activities, or children who are high-risk.

c. **Funding Agency**
Those agencies, which have a funding agreement with the CTC for transportation services for their transportation disadvantaged customers.

d. **Transportation Operator (Carrier)**
The entity providing transportation services for the transportation disadvantaged, whether it be private non-profit, private for profit, or public operator.

III. OBJECTIVE

a. The objective of the Grievance Process shall be to process, investigate and make recommendations, in a timely manner on formal written complaints/grievances that are not resolved between individual agencies/entities, including the CTC and the contract service provider and/or the contract service provider and the customer.

b. The implementation of these rules and procedures will ensure quality control and the ability to provide participating customers, funding agencies and others with an impartial body to hear complaints and submit recommendations regarding the grievance as indicated.

c. Apart from this grievance process, aggrieved parties with proper standing may also have recourse through Chapter 120, Florida Statutes Administrative Hearing Process, or the judicial court system.

IV. MEMBERS

a. Members of the Grievance Committee shall be appointed by the Transportation Disadvantaged Local Coordinating Board Chair and shall consist of at least five (5) voting members of the TDLCB and may include other appointed volunteers.

b. Grievance Committee members will be appointed annually, however, the committee will only meet should a grievance be elevated to the level of STEP TWO Appeal, as outlined in Section V. Grievance Procedures.

c. Term of Members

1. The members of the Grievance Committee shall serve a term of one year, with allowances for multiple terms.

2. The Grievance Committee shall elect a Chairperson and Vice-Chairperson.

3. A simple majority shall be present for any official action. The meetings shall be held at such times as the Grievance Committee may determine.

4. No voting member will have a vote on an issue that is deemed a conflict of interest.

V. GRIEVANCE PROCEDURES

a. A Grievance is defined as any ongoing service problem that interferes with accessing a major life activity, such as work, healthcare, employment, education, shopping, social activities, or other life sustaining activities.

1. A service problem must be documented as ongoing for a 30-day period.

2. The customer must demonstrate that they have unsuccessfully attempted to resolve the issue with the CTC on multiple occasions.

3. The customer must demonstrate a level of service that has been provided which is below locally accepted service standards.

4. The Grievance Committee may hear other issues at their discretion, such as issues related to carriers and/or sponsors of service.

b. Every effort will be made by the CTC to resolve service problems. However, if unable to resolve the problem and/or the grievant wishes to take further action, then the CTC will provide the grievant with assistance with the official grievance process.

STEP ONE

1. When the CTC is advised that the customer wishes to file a grievance, the CTC will send the customer the Grievance Form and a copy of the most recent **Orange, Osceola And Seminole Counties Local Coordinating Board Grievance Procedure For Transportation Disadvantaged Services.** Notification of the intent to file a Grievance must be made in writing to the CTC's Director of Mobility Services.

A file folder should be established for the grievance. This folder should have the name of the grievant and CTC File Number. The folder should contain the original support documentation, the CTC's response, and any other data about the case.

The CTC will respond to Grievance and issue a judgment based on:

- "Resolved" - The CTC feels that the customer's concerns, as stated in the Grievance Form, have been addressed to the best of their ability and the case is resolved.

- "Unresolved" - The CTC feels that the issues stated in the Grievance Form have not been resolved due to existing policy, procedure, service standards, lack of evidence or a lack of resolve.

3. If the customer feels that the concern has not been properly addressed, they will have the option to appeal as stated in Step Two of the Grievance Process. As part of the Step One Response, the customer will be notified of their right to appeal, as well as the process for appeal. Appeals must be submitted to MetroPlan Orlando (MPO) within ten (10) business days of the Step One Response (based on postmark).

STEP TWO

1. Upon responding to the customer's Step One Grievance, the CTC will forward all original documentation to the MPO.

2. Once notified of the customer's desire to appeal the decision, MPO staff will notify the Grievance Committee of the date of the Step Two Grievance Hearing. Upon receipt of the Appeal, the MPO shall have ten (10) working days to contact Grievance Committee members and set a grievance hearing date. The grievant and all parties involved shall be notified at least seven (7) business days before the hearing date by Certified Mail, Return Receipt Requested. The hearing will take place within thirty (30) days of the notice of appeal.

   a) The Grievance Committee shall have the power to hold hearings and conduct investigations in all matters relating to grievances brought before the committee.

   b) The Grievance Committee shall review the material presented and issue a recommendation or recommendations to all parties involved within ten (10)

working days of the date of the hearing. Said notice shall be sent to all parties by Certified Mail, Return Receipt Requested.

c) All meetings and hearings will be open to the public.

d) Minutes shall be kept at each hearing and filed with the TDLCB and shall be public record.

3. The MPO will complete the Grievance Tracking Form for this and subsequent steps of the process.

STEP THREE

1. Both the CTC and the grievant will have the right of appeal of any recommendation(s) of the Grievance Committee to the full TDLCB.

2. Upon notification of the desire to appeal the Step Two recommendation(s), the MPO will notify all parties of the date, time and location of the next scheduled TDLCB meeting via Certified Mail, Return Receipt Requested.

3. The MPO will update the file and the Grievance Log Tracking Form.

4. It is important to note that during the entire process, the CTC and/or MPO should keep the Commission for the Transportation Disadvantaged informed of the recommendation(s) made at the various steps of the process. Further, all files and documentation associated with the case must be kept updated by the CTC at all times during this process.

CERTIFICATION

The undersigned hereby certifies, as Chairperson of the Transportation Disadvantaged Local Coordinating Board for Orange, Osceola and Seminole Counties that the foregoing is a true and correct copy of the Grievance Procedures of the TDLCB as adopted the 12th day of February, 2026.

Honorable Ken Gilbert, Chairperson, for the Orange, Osceola, and Seminole Counties Transportation Disadvantaged Local Coordinating Board

GRIEVANCE TRACKING FORM
(FOR OFFICE USE ONLY)

CTC File Number: _____

Step 1 of the Grievance Process

Date Grievance Received at CTC: _____

CTC Representative: _____ File Established: _____

Date Grievance responded to: _____ Date Certified Letter Sent: _____

Date of Action: _____

Step 2 of the Grievance Process

Date Grievance Received at MPO: _____

Date sent to Grievance Committee of the TDLCB: _____

Date of Hearing: _____ Date Certified Letter Sent: _____

Date of Action: _____

Date Certified Letter Sent Regarding Recommendation(s): _____

Step 3 of the Grievance Process

Date Grievance Received at MPO: _____

Date sent to Local Coordinating Board: _____

Date of Hearing: _____ Date Certified Letter Sent: _____

Date of Action: _____

Date Certified Letter Sent Regarding Recommendation(s): _____

GRIEVANCE PROCESS FORM FOR THE ORANGE, OSCEOLA AND SEMINOLE COUNTIES TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD

AGENCY/INDIVIDUAL NAME: _____

ADDRESS: _____

CITY: _____ ZIP: _____

TELEPHONE: _____ E-MAIL: _____

PLEASE REVIEW THE ATTACHED RULES AND PROCEDURES PERTAINING TO GRIEVANCES.

This form stating the grievance shall be sent to the Community Transportation Coordinator (CTC) outlining the nature of the grievance, and where applicable, the date, time and place of the incident(s) constituting the grievance. (Additional pages may be attached. Please be sure to number all additional pages and/or attachments.)

Please send completed form and any supporting documentation to:

LYNX
Attn: Director of Mobility Services
445 N Garland Ave
Orlando, FL 32801 - 9920
(407) (407) 254-6169

GRIEVANCE FORM - CONTINUED

GRIEVANCE INFORMATION

GRIEVANCE FORM - CONTINUED

I hereby attest that these statements are true and correct,

Printed Name: _____

Signature: _____

Date: _____

Attachment 7 - LYNX Human Services Transportation Plan

Human Services Transportation Plan

FY 2025 Update

FINAL

April 2025





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1 INTRODUCTION

This document provides an updated version of the Human Services Transportation Plan (HSTP) for the Central Florida Regional Transportation Authority (d.b.a. LYNX). LYNX updates this plan as required by the Federal Transit Administration (FTA) for direct recipients of Section 5310 program funding, which enhances mobility for seniors and individuals with disabilities. Additionally, the update reflects recent shifts in local demographics, service gaps, and community needs. The priorities and strategies outlined in this version replace those in the 2022 HSTP update.

1.1 Requirements

Under federal transit law, projects funded through the Enhanced Mobility for Seniors and Individuals with Disabilities (Section 5310) Program must be part of a "locally developed, coordinated public transit-human services transportation plan." This plan must be "developed and approved through a process" that actively involves seniors, individuals with disabilities, public, private, and nonprofit transportation providers, human services organizations, and other community members who rely on transportation services. Coordinated plans are designed to identify the transportation needs of seniors, individuals with disabilities, and low-income populations, propose strategies to address these needs, and prioritize transportation services for funding and implementation.

Table 1-1 documents the FTA's required components of a HSTP and under what section each is addressed in this document.

TABLE 1-1: HSTP REQUIREMENTS

Requirement	Document Location
Assessment of transportation needs for individuals with disabilities, seniors, and persons with limited incomes.	Section 4
Inventory of available services that identifies areas of redundant services and gaps in services.	Section 4
Strategies to address the identified gaps in services.	Section 7
Identification of coordination actions to eliminate or reduce duplication of services and strategies for more efficient utilization of resources.	Section 8
Prioritization of implementation strategies.	Section 8
Developed through a process that included representatives of public, private and nonprofit transportation and human services providers, and members of the public including individuals with disabilities, seniors, and people with low incomes.	Section 6



1.2 Report Organization

This report is organized into sections that collectively support the development and implementation of LYNX's 2025 HSTP.

- **Section 1** introduces the plan by outlining its purpose, the regulatory requirements it addresses, and the organization of the report. It establishes the framework for understanding how the HSTP aligns with FTA's Section 5310 program and the broader goals of accessible transportation services.
- **Section 2** provides background information, including an overview of LYNX and the role of the Section 5310 program in enhancing mobility for seniors and individuals with disabilities. It sets the context for understanding LYNX's position as a key transportation provider and the program's significance in addressing community needs.
- **Section 3** examines existing conditions within the service area, presenting demographic profiles of populations critical to the plan, such as seniors, individuals with disabilities, low-income households, and veterans. It also explores geographic and economic factors like activity centers, major employers, and vehicle access rates, offering insights into current and future transportation demand.
- **Section 4** focuses on existing transportation services, detailing the contributions of LYNX, Community Transportation Coordinators (CTCs), subrecipient providers, and other service organizations. This section highlights the range of resources currently available and identifies foundational elements for service coordination.
- **Section 5** presents the findings of a peer agency review, outlining best practices and innovative approaches that can inform service improvements.
- **Section 6** summarizes public outreach efforts, including on-board surveys and stakeholder consultations, capturing community feedback to shape service priorities.
- **Section 7** identifies strategies to address unmet needs and establishes a strategy prioritization process to assist in formulating an implementation plan.
- **Section 8** presents an action plan to help LYNX implement priority strategies identified in the previous section.
- **Appendix A, B, and C** provide supplementary information, including the 2025 5310 Grant Application, detailed route profiles, and the status of previous HSTP strategies.



2 BACKGROUND

The following section provides background information about LYNX as the designated Community Transportation Coordinator (CTC) for the Orlando Metro Area and an overview of the Section 5310 Program.

2.1 LYNX Background

In 1989, the Florida Commission for the Transportation Disadvantaged (CTD) introduced the concept of CTCs to manage the distribution of the Transportation Disadvantaged (TD) Trust Fund to transportation providers within their respective service area. Since 1992, LYNX has served as the designated CTC for Orange, Osceola, and Seminole counties. In this role, LYNX is tasked with ensuring the delivery of cost-effective, efficient, seamless, and coordinated transportation services for individuals classified as TD within its service area.

ACCESS LYNX is LYNX's paratransit service designed to comply with the Americans with Disabilities Act (ADA). Along with the TD service, LYNX provides transportation for individuals who are unable to use LYNX's fixed route bus system due to physical or cognitive disabilities. To use ACCESS LYNX, individuals must complete an application process to certify their eligibility. Individuals select the program application, ADA or TD, that best fits their circumstances. All programs require input from a medical professional and functional assessment prior to eligibility determination. Individuals who do not qualify for other public agency programs may still be eligible for trips funded by the state's TD program.

The MetroPlan Orlando Transportation Disadvantaged Local Coordinating Board (TDLCB) plays a key role in identifying local service needs and offering guidance, recommendations, and oversight to LYNX regarding the coordination of services provided under the TD program. The TDLCB ensures compliance with state requirements for TD planning while promoting accessible public transportation for all, including individuals with transportation disadvantages. Its membership includes representatives from various groups, such as health and human services agencies, senior and disability advocates, private transportation providers, and members of the community.

2.2 Overview of the 5310 Program

The goal of the FTA's Section 5310 program is to improve mobility for seniors and individuals with disabilities by removing barriers to transportation services and expanding the transportation mobility options available. The Section 5310 program apportions funds among Census-designated large, urbanized areas (UZAs), small UZAs, and rural areas based on the population of seniors and individuals with disabilities in each. LYNX is the designated recipient of Section 5310 program funds for the Orlando and Kissimmee UZA, while the Florida Department of Transportation (FDOT) administers the rural area funding. The FY 2025 5310 grant application is included in Appendix A for reference.

3 EXISTING CONDITIONS

This section reviews the existing conditions and documents baseline data to establish an understanding of the environment in which public transportation operates within LYNX's service area. Specifically, this section seeks to understand the distribution of populations and current services available in relation to 5310 populations.

As shown in Map 3-1, LYNX's service area includes Osceola, Orange, and Seminole counties, specifically within many communities including and surrounding the Greater Orlando Metropolitan Statistical Area (MSA). Alongside LYNX service, the area also has rail service from SunRail, Brightline, and Amtrak as well as national intercity bus services provided by Greyhound.

3.1 Demographic and Socioeconomic Analysis

A series of maps, figures, and tables in this section illustrate selected population, demographic, and socioeconomic characteristics. These populations include the senior population (age 65 and older), people with disabilities, those living in poverty, households without vehicle access, and veteran status. Data for the baseline conditions are obtained from various primary sources including the U.S. Census Bureau's American Community Survey (ACS).

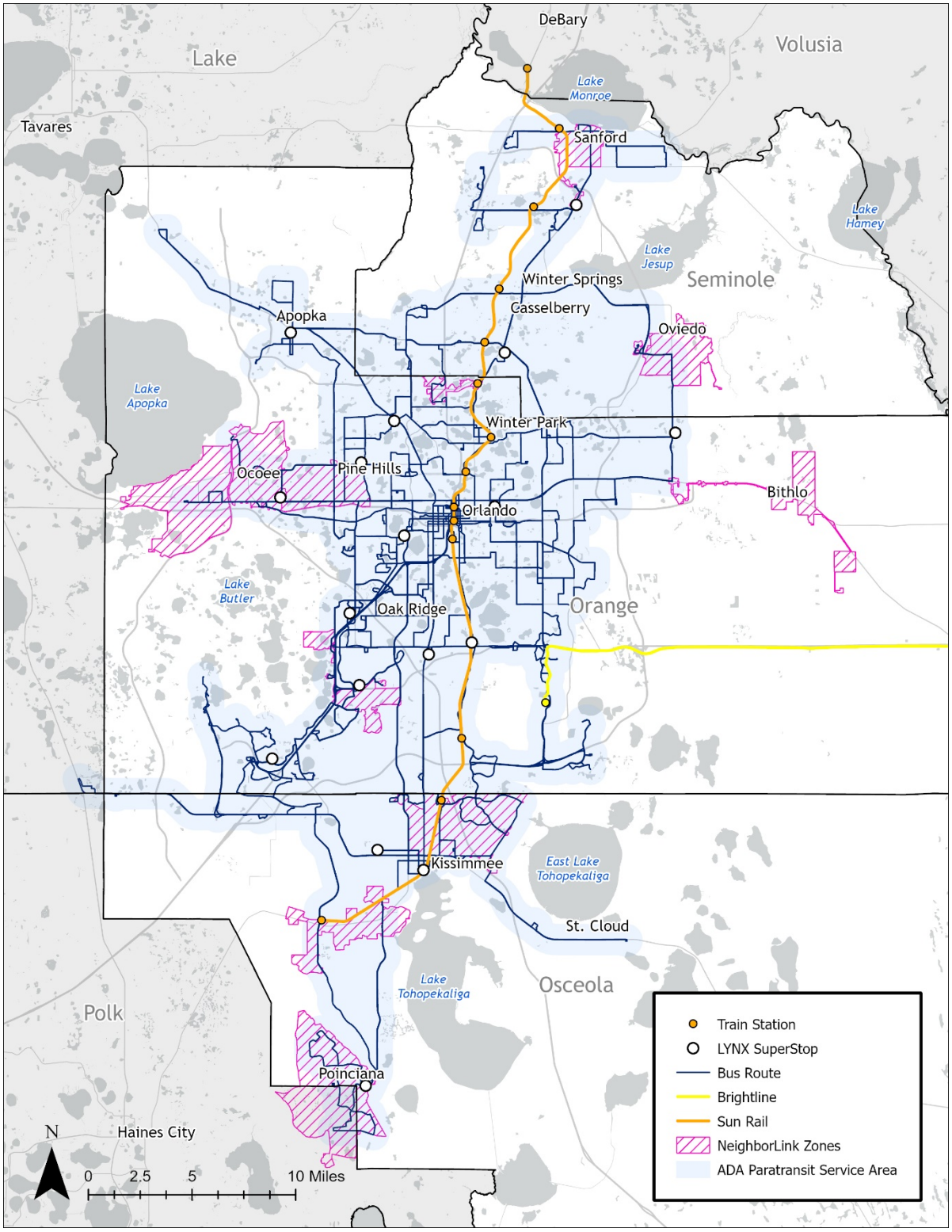
Florida attracts a wide variety of population groups. According to the 2022 ACS data shown in Table 3-1, Florida has a higher average senior population (20.9%) than the U.S. average (16.5%). Florida also has a slightly higher population of veterans (7.9%) than the U.S. average (6.6%). When it comes to individuals with disabilities as well as poverty rates, Florida has slightly higher numbers than the U.S. average (+0.6% and +0.4% respectively). Finally, it is worth noting that Florida residents, on average, are more likely to own a vehicle than the rest of the U.S., with zero-vehicle households encompassing only 6% of homes (compared to the U.S. average of 8.3%).

TABLE 3-1: DEMOGRAPHIC DISTRIBUTION OF THE U.S. AND FLORIDA

Demographic	U.S. Average	Florida Average	+/-
Senior (65+)	16.5%	20.9%	+4.4%
Disability	12.9%	13.5%	+0.6%
Poverty	12.5%	12.9%	+0.4%
Zero Vehicle	8.3%	6.0%	-2.3%
Veteran Status	6.6%	7.9%	+1.3%

Sources: 2022 American Community Survey, 5-Year Estimates

MAP 3-1 – LYNX SERVICE AREA

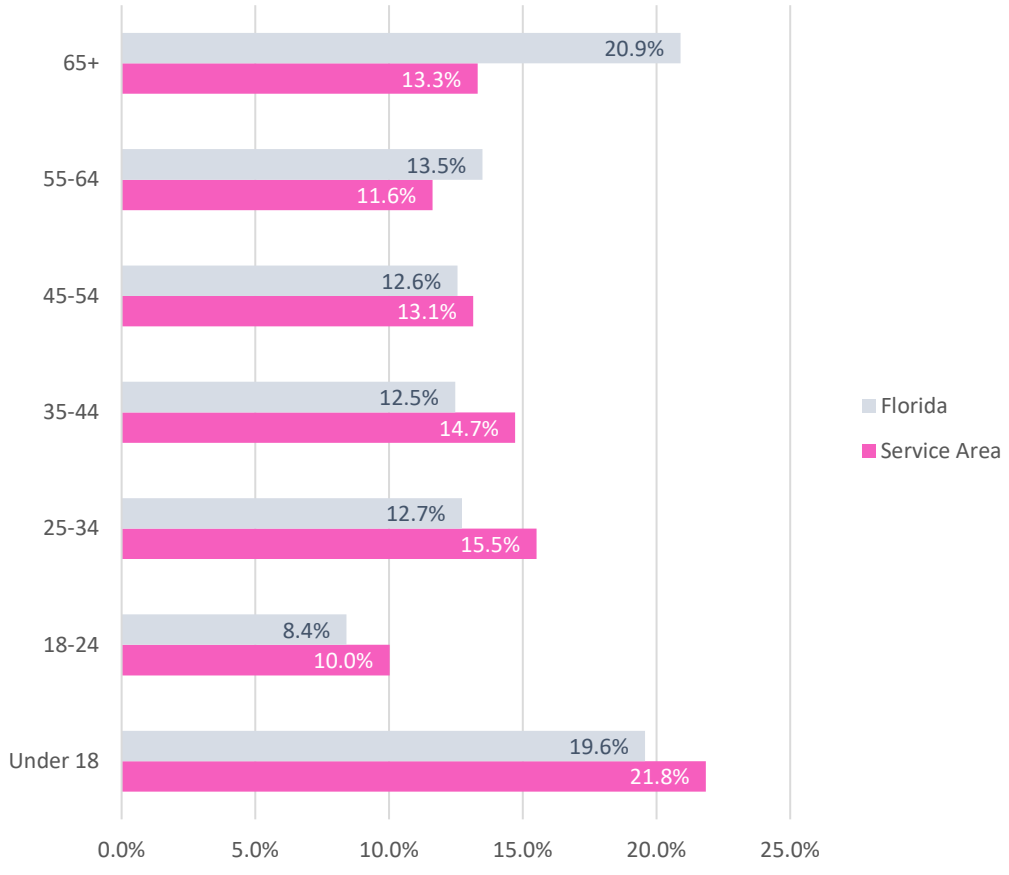


Sources: LYNX, SunRail, Brightline, FDOT

3.1.1 Senior Population

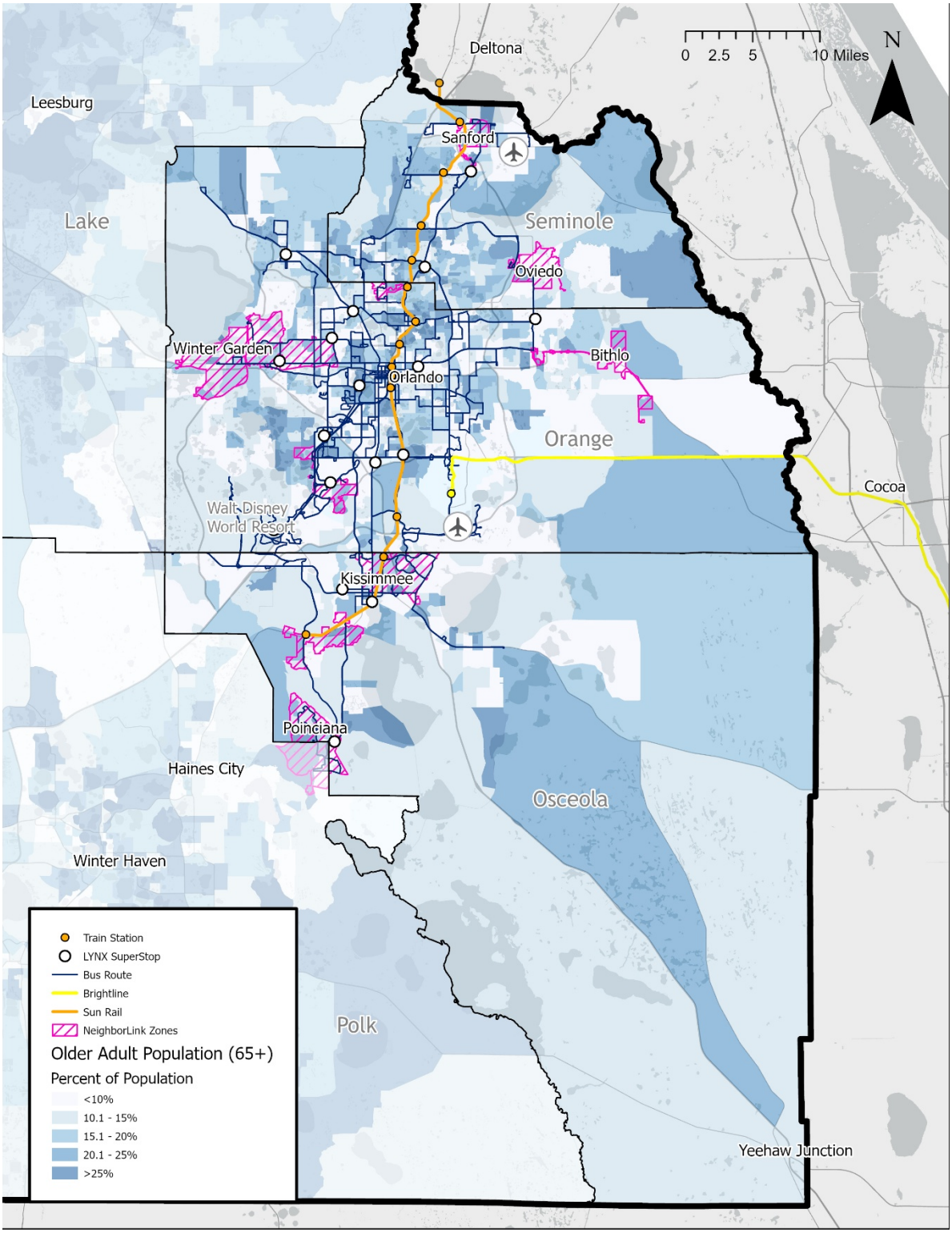
Figure 3-1 shows the age distribution of the population within the service area. Within the three counties (Osceola, Orange, and Seminole), approximately 13.3% of the population is comprised of seniors (over 65 years of age) compared to the state of Florida average of 20.9%. The highest density of seniors within the LYNX service area occurs in the following areas: along S. Orange Avenue just north of Sand Lake Road, Winter Park, south of SR 434 in Longwood (west of Ronald Reagan Boulevard), within the communities of Sand Lake and Doctor Phillips, and along the S. John Young Parkway corridor (between SR 408 and I-4). While there are larger accumulations of seniors living in the areas previously mentioned, there are several smaller communities that have a senior population greater than half of the total service area population. These include the Good Samaritan Society – Kissimmee Village, Cypress Cove, Lake Lucerne, Lake Cherokee, Fairways Country Club, South of Fort Mellon Park in Sanford, and Zellwood Station Golf Club in Zellwood. The distribution of senior populations within the LYNX service area is illustrated in Map 3-2.

FIGURE 3-1: AGE DISTRIBUTION



Source: 2022 American Community Survey

MAP 3-2 – SENIOR POPULATION

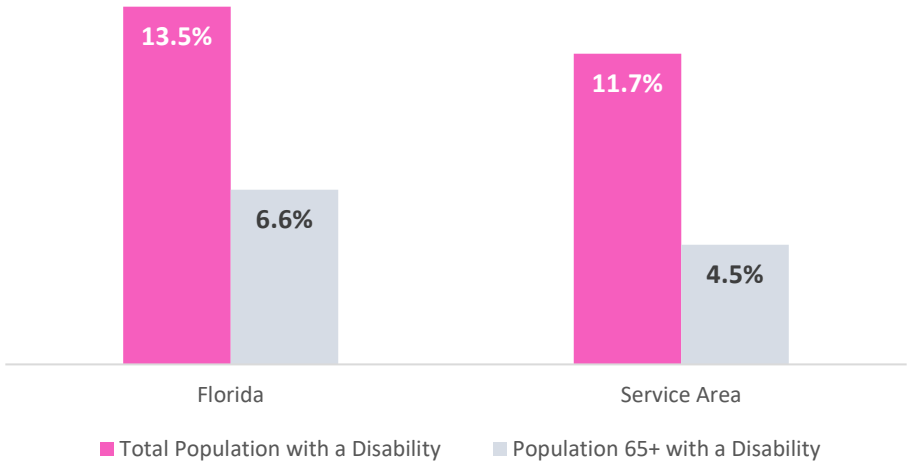


Sources: LYNX, SunRail, Brightline, FDOT, 2022 American Community Survey

3.1.2 Population with a Disability

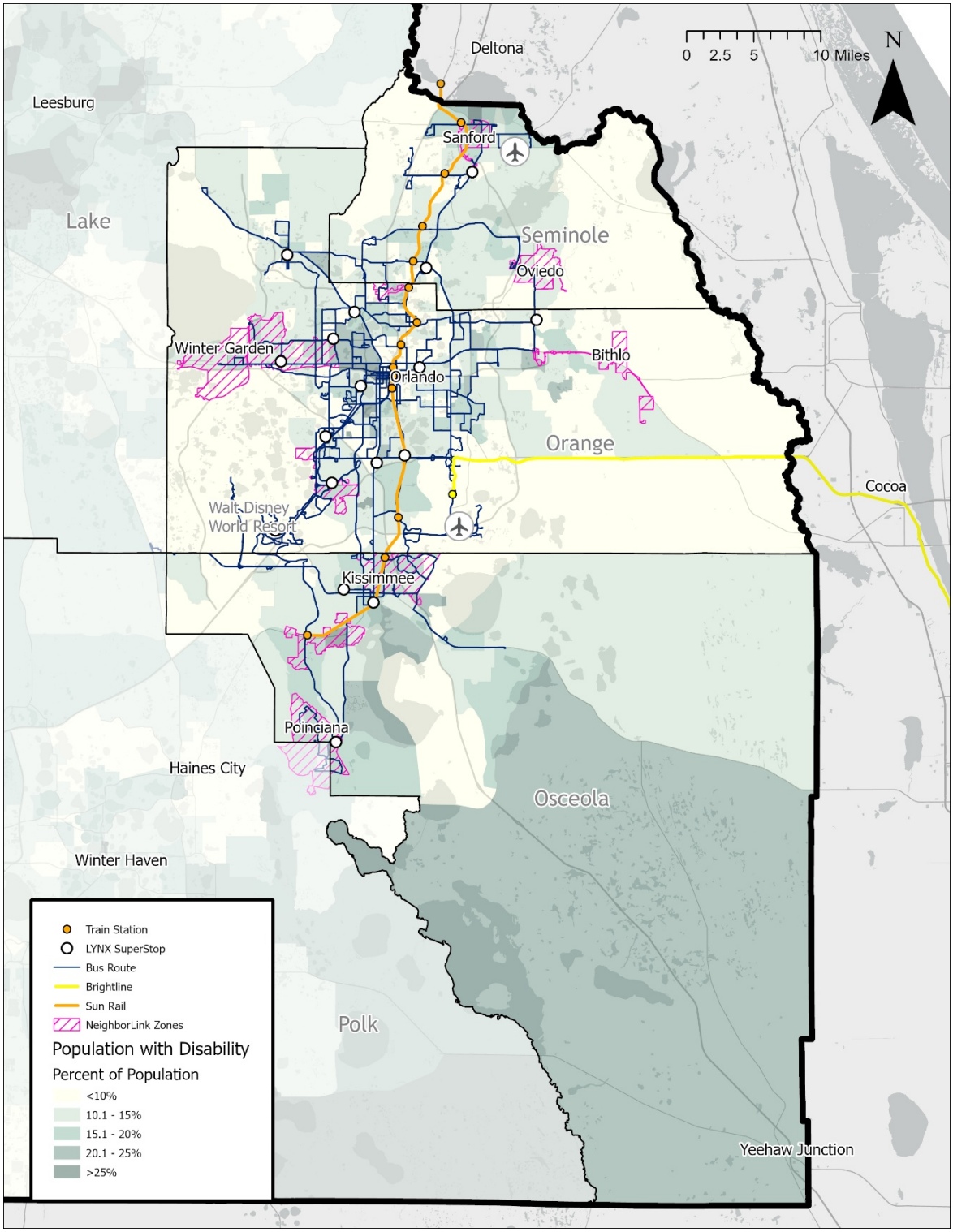
As shown in Figure 3-2, approximately 11.7% of the service area population has a disability, which is slightly lower than Florida's average of 13.5%. Osceola County has a higher percentage of individuals with a disability (13.9%) compared to Orange (11.2%) and Seminole (11.3%). Overall, the density of individuals with a disability within the LYNX service area is somewhat scattered, with some high density in communities surrounding John Young Parkway, especially between SR 408 and US 441. Other areas with high densities of populations with a disability include the community between E Semoran Boulevard and US 441 in Apopka, downtown Kissimmee, Sanford west of US 17 and north of Historic Goldsboro Boulevard, the community surrounding Lake Catherine (South of I-4 and east of S John Young Parkway), and University Park (south of SR 50 and north of SR 408). Of the largest census tracts by population, the tract with the highest percentage of persons with a disability is located along Whisper Lakes Boulevard in Orlando (35.3%). The distribution of individuals with disabilities within the LYNX service area is illustrated in Map 3-3.

FIGURE 3-2: POPULATION WITH A DISABILITY



Source: 2022 American Community Survey

MAP 3-3 – POPULATION WITH A DISABILITY



Sources: LYNX, SunRail, Brightline, FDOT, 2022 American Community Survey

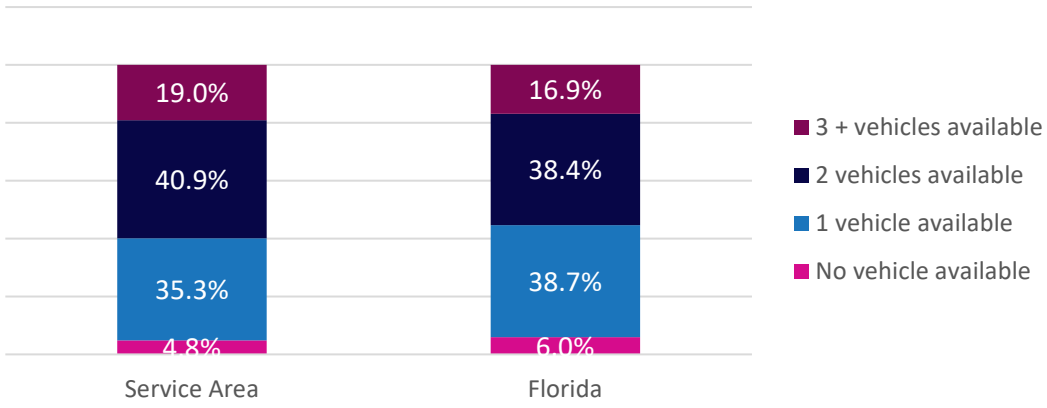
3.1.3 Low-Income Population

At 12.7%, the low-income population within the LYNX service area is similar to the statewide average of 12.9%. Both Orange and Osceola Counties have a higher percentage of low-income populations (13.5%) while Seminole County has a lower poverty rate of 9.6%. The highest density of low-income populations within the LYNX service area are in west downtown Orlando in the Parramore and Callahan neighborhoods, with poverty rates above 20% being prevalent throughout the entirety of the west side of Orlando. Other areas that see high poverty rates include Kissimmee, the neighborhoods surrounding Airport Lakes Park in Orlando, the western portion of Sanford, and University Boulevard (east of SR 417). The three census tracts with the highest poverty rates are spread throughout the metro area. The first is in the Parramore neighborhood in Orlando, which is located directly west of I-4 near Downtown Orlando. The second is a neighborhood comprised of university housing southwest of the University of Central Florida, which is expected as most of the population living here are full-time students. The third includes the neighborhood directly west of downtown Sanford between Lake Monroe and Historic Goldsboro Boulevard, which is currently served by NeighborLink Route 851. The distribution of low-income populations within the LYNX service area is illustrated in Map 3-4.

3.1.4 Population with Limited Vehicle Access

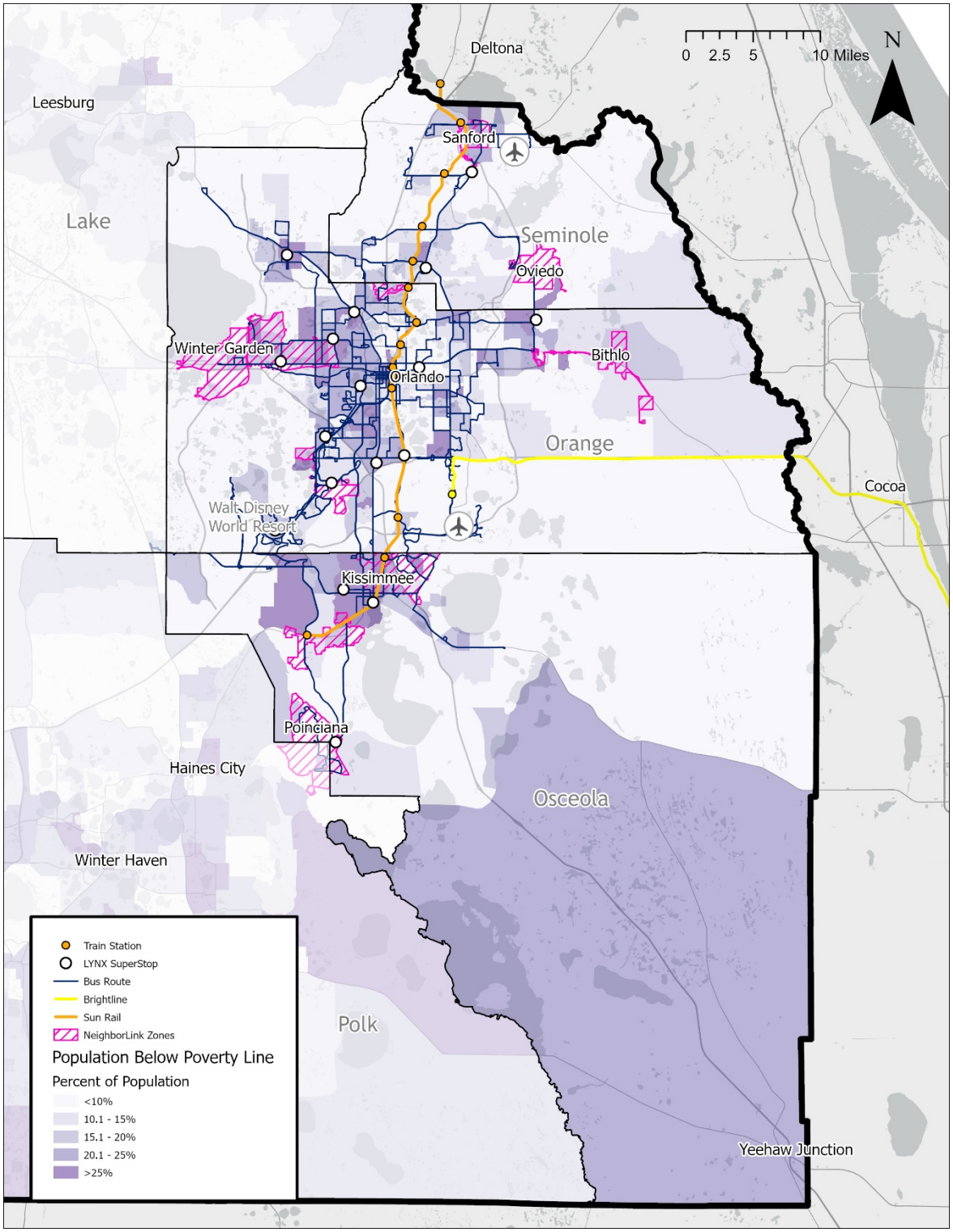
As shown in Figure 3-3, approximately 4.8% households within the LYNX service area have limited access to a vehicle, which is lower than the state of Florida average of 6.0%. Areas with the highest density of zero vehicle households areas are sporadic throughout the three county area but more prevalent around the west side of Orlando. Neighborhoods within central Orlando, such as Parramore Callahan and Holden Heights, are among these. Some notable corridors with high rates of zero vehicle households also include W Colonial Drive between US 441 and N Hiawassee Road, US 441 and 17 between W Colonial Drive and W Oak Ridge Road, and S John Young Parkway between the Florida Turnpike and W Kennedy Boulevard. Outside of west Orlando there are other, smaller geographies that have high rates of zero vehicle households. Map 3-5 highlights these areas.

FIGURE 3-3: VEHICLE ACCESS



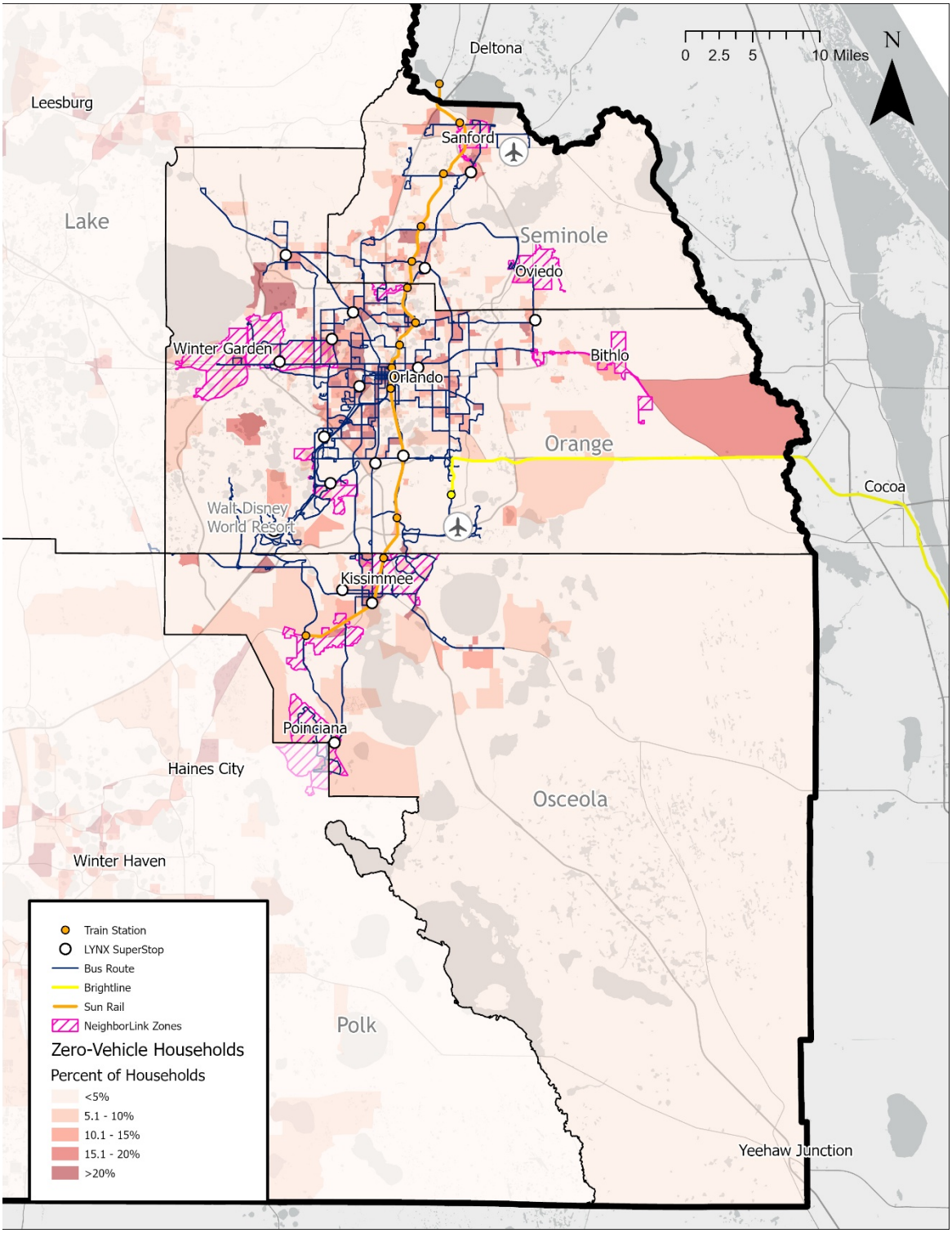
Source: 2022 American Community Survey

MAP 3-4 – POVERTY RATE



Sources: LYNX, SunRail, Brightline, FDOT, 2022 American Community Survey

MAP 3-5 – ZERO-VEHICLE HOUSEHOLDS



Sources: LYNX, SunRail, Brightline, FDOT, 2022 American Community Survey

3.1.5 Veteran Population

About 6.0% of the service area population are veterans, which is slightly lower than the statewide average of 7.9%. The highest density of veterans living within the LYNX service area is found around the Good Samaritan Society – Kissimmee Village neighborhood in east Campbell and Cypress Cove Resort in south Kissimmee. Other areas with notably high veteran populations are Lake Hart, south of Lake Jesup, south Sanford, north and west of Lake Howell, and along S John Young Parkway by Clear Lake. The distribution of veteran populations within the LYNX service area is illustrated in Map 3-6.

3.1.6 Summary of Demographics

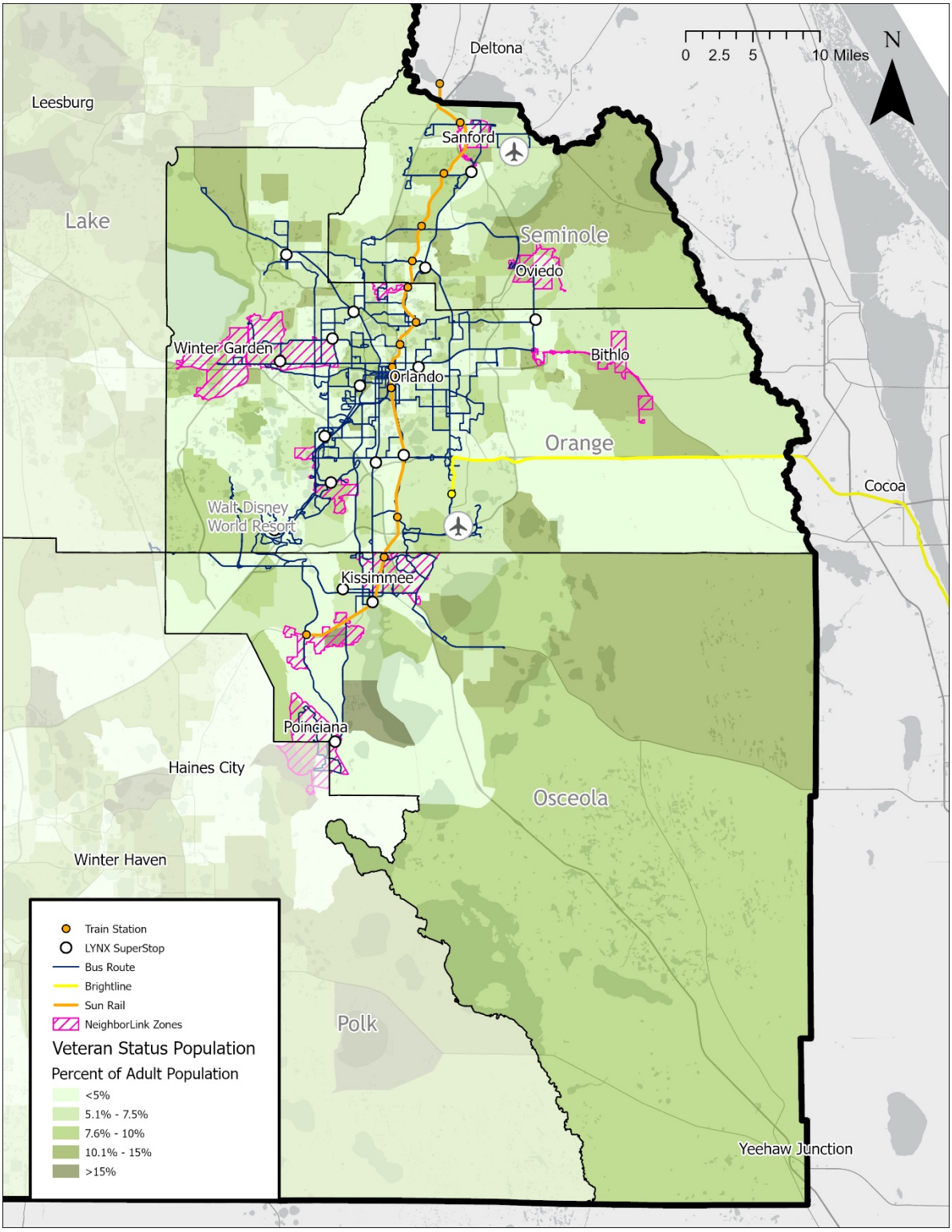
Table 3-2 summarizes these service area demographics by county based on the 2022 ACS 5-Year Estimates. Of the three counties, Seminole has the highest percentage of seniors and veterans, while Osceola has the highest percentage of individuals with a disability and Orange has the highest percentage of zero vehicle households. Compared to Florida, the three counties fall below the statewide average for most of these demographics.

TABLE 3-2: DEMOGRAPHIC SUMMARY BY COUNTY

Demographic	Orange	Osceola	Seminole	Florida
Senior (65+)	12.4%	13.2%	16.0%	20.9%
Disability Status	11.2%	13.9%	11.3%	13.5%
Veteran	5.6%	6.1%	7.2%	7.9%
Low Income	13.5%	13.5%	9.6%	12.9%
Zero Vehicle Access	5.2%	4.5%	3.9%	6.0%

Sources: 2022 American Community Survey, 5-Year Estimates

MAP 3-6 – VETERAN POPULATION



Sources: LYNX, SunRail, Brightline, FDOT, 2022 American Community Survey

3.2 Major Employers

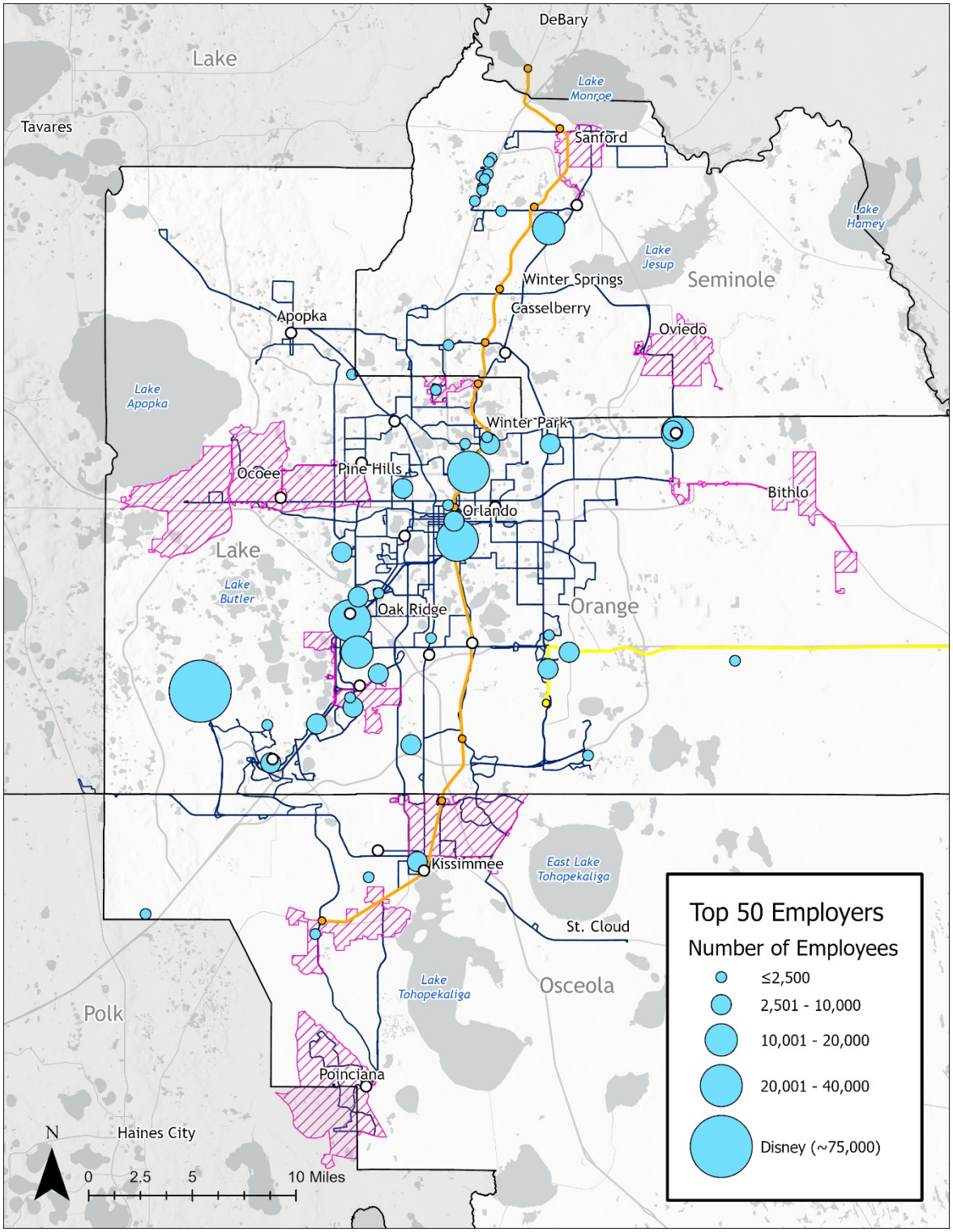
A list of the top 50 employers in the Greater Orlando MSA, provided by the Orlando Economic Partnership, shows the companies that many Central Floridians work for as of July 2024. While this information does not provide the locations of employers, pairing each company with its local office's address allowed for data mapping. This provides a clearer picture as to where large portions of those living within the LYNX service area commute to and from on a given day. Understanding where major employers exist within the LYNX service area can help LYNX better gauge where routes can be positioned to increase commuter ridership. Table 3-2 below shows each company with more than 2,500 employees. Additionally, Map 3-7 shows the distribution of each of the 50 top employers in the Greater Orlando MSA.

TABLE 3-3: TOP 50 EMPLOYERS IN THE ORLANDO AREA

Company	City	County	Industry	Employment
Walt Disney World Resort	Lake Buena Vista	Orange	Leisure & Hospitality	75,000
AdventHealth	Various	Various	Healthcare	37,672
Universal Orlando Resort	Orlando	Orange	Leisure & Hospitality	26,800
Orlando Health	Various	Various	Healthcare	24,978
Seminole State College	Various	Seminole	Education	14,813
Lockheed Martin	Orlando	Orange	Aerospace/Defense	14,000
University of Central Florida	Orlando	Orange	Education	13,004
SeaWorld Parks & Entertainment	Orlando	Orange	Leisure & Hospitality	5,192
Darden Restaurants	Various	Various	Restaurants	5,127
Valencia College	Various	Various	Education	4,970
HCA Healthcare	Various	Various	Healthcare	4,831
Westgate Resorts	Orlando	Orange	Leisure & Hospitality	4,760
Marriott Vacations Worldwide	Orlando	Orange	Leisure & Hospitality	4,700
Full Sail University	Orlando	Orange	Education	4,353
Hilton Grand Vacations	Orlando	Orange	Leisure & Hospitality	4,269
Rosen Hotels & Resorts	Orlando	Orange	Leisure & Hospitality	4,028
Siemens Energy	Orlando	Orange	Advanced Manufacturing	3,500
Disney Destinations	Lake Buena Vista	Orange	Leisure & Hospitality	3,419
Rollins College	Winter Park	Orange	Education	3,029
Southwest Airlines	Orlando	Orange	Transportation	2,938
JetBlue Airways	Orlando	Orange	Transportation	2,661
Truist	Various	Various	Financial Services	2,610

Source: Orlando Economic Partnership, July 2024 (Does not include employers in the Public Sector or in Retail)

MAP 3-7: TOP 50 EMPLOYERS WITHIN GREATER ORLANDO MSA



Sources: LYNX, SunRail, Brightline, FDOT, Orlando Economic Partnership

3.3 Activity Centers

Local mobility patterns are greatly impacted by activity centers that generate many trips. Considering the nature of services that LYNX provides, it is important to understand the local activity centers within the study area. Table 3-4 presents a list of activity centers that may be supported by LYNX services, including colleges, senior centers, dialysis centers, community centers, and hospitals. These activity centers are also presented in Map 3-8.

TABLE 3-4: ACTIVITY CENTERS

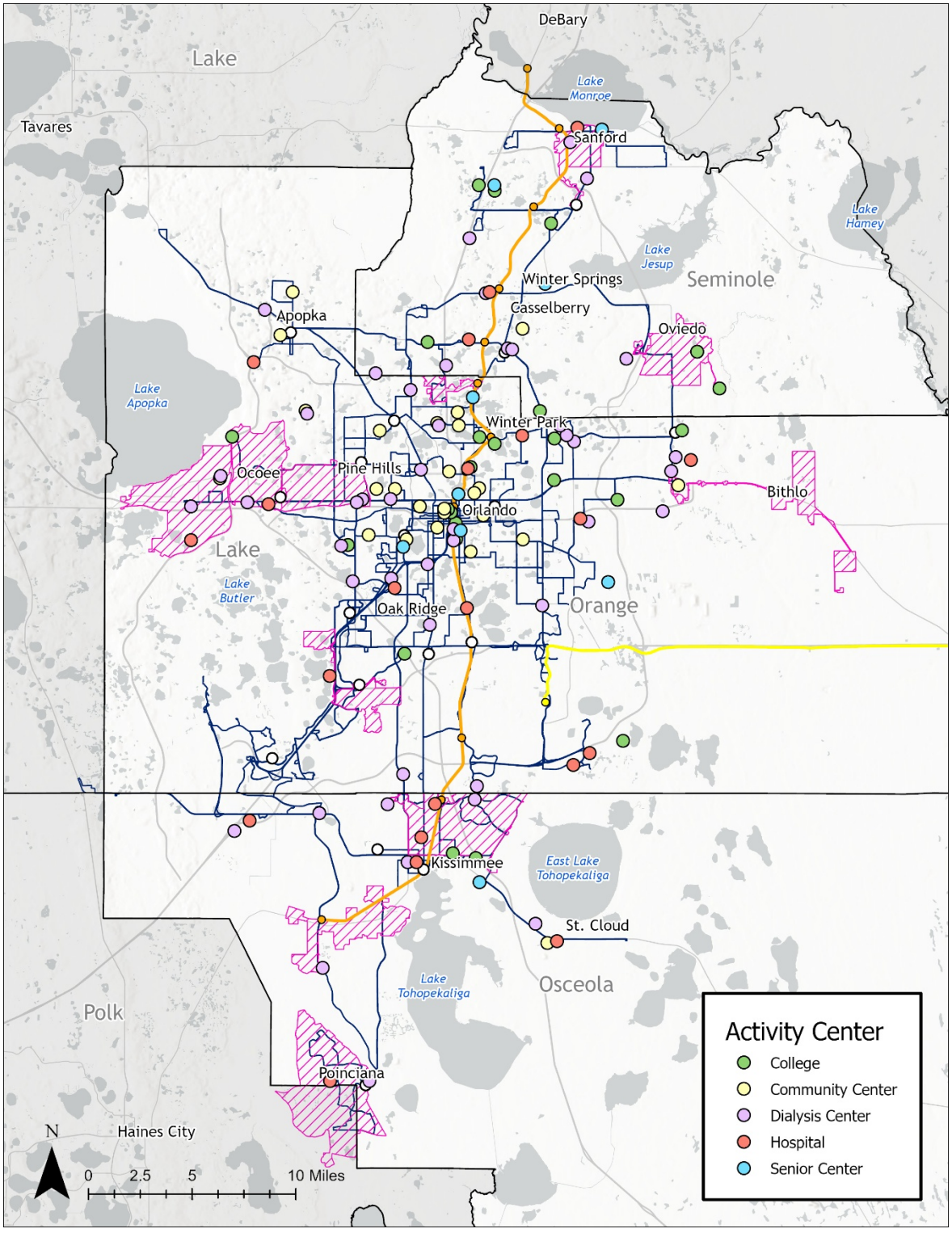
Name	Location
Colleges	
AdventHealth University	Orlando
Barry University	Two Locations
City College Altamonte Springs	Orlando
DeVry University	Orlando
Florida A&M – College of Law	Orlando
Full Sail University	Winter Park
Herzing University – Orlando	Winter Park
Reformed Theological Seminary	Oviedo
Rollins College	Winter Park
Seminole State College	Three Locations
University of Central Florida	Orlando
University of Phoenix	Orlando
Valencia College	Six Locations
Senior Centers	
Beardall Senior Center	Orlando
L Claudia Allen Senior Center	Orlando
Lake Mary Senior Center	Lake Mary
Maitland Senior Center	Maitland
Marks Street Senior Recreation	Orlando
Osceola Council on Aging	Kissimmee
Renaissance Senior Center	Orange County
Sanford Senior Center	Sanford
Winter Springs Senior Center	Winter Springs
Dialysis Centers	
AdventHealth Hospital South Rollins	Orlando
Caring Heart Metrowest Dialysis	Orlando
Davita Kidney Care	Kissimmee
Dialysis Alafaya	Orlando
Dialysis Altamonte Springs	Altamonte Springs
Dialysis Apopka	Apopka
Dialysis Buena Ventura	Buenaventura Lakes

Name	Location
Dialysis Celebration	Celebration
Dialysis Central FL Kidney Ernestine	Orlando
Dialysis CFL Kidney Chickasaw	Orlando
Dialysis Clarcona	Clarcona
Dialysis Davita Adanson	Orlando
Dialysis Davita Airport	Orlando
Dialysis Davita Apopka	Apopka
Dialysis Davita Central Orlando	Orlando
Dialysis Davita East	Orlando
Dialysis Davita Kirkman	Orlando
Dialysis Davita Lake Mary	Lake Mary
Dialysis Davita Winter Garden	Winter Garden
Dialysis DSCF Casselberry	Casselberry
Dialysis DSCF Central Orlando	Orlando
Dialysis DSCF East	Winter Park
Dialysis DSCF Sanford	Sanford
Dialysis East Colonial	Orlando
Dialysis Florida Center	Orlando
Dialysis Goldenrod	Winter Park
Dialysis Irlo Bronson	Kissimmee
Dialysis Kissimmee	Kissimmee
Dialysis Lake Ellenor	Orlando
Dialysis Landstar	Orlando
Dialysis Longwood	Longwood
Dialysis NxStage Kidney Care	Casselberry
Dialysis Ocoee	Ocoee
Dialysis Oviedo	Oviedo
Dialysis Poinciana	Poinciana
Dialysis Saint Cloud	Saint Cloud
Dialysis Sanford	Sanford
Dialysis Sturtevant Street	Orlando
Dialysis Town Loop	Orlando
Dialysis Vineland	Orlando
Dialysis West Orange Maitland	Orlando
Dialysis West Orange Mercy	Orlando
Dialysis West Orange Winter Garden	Winter Garden
Dialysis Winter Park	Winter Park
Fresnius West Colonial	Orlando
Osceola Loop Dialysis	Kissimmee
Pure Life Renal of Sanford	Sanford
Community Center	
Arab American Community Center of Florida	Orlando

Name	Location
Barnett Park Gym	Orlando
Callahan Neighborhood Center	Orlando
Casselberry Recreation Center	Casselberry
Clarcona Community Center	Orlando
College Park Neighborhood Center	Orlando
Colonialtown Neighborhood Center	Orlando
Denton Johnson Community Center	Eatonville
Dover Shores Community Center	Orlando
Downtown Recreation Complex	Orlando
Dr. I Sylvester Hankins Park Neighborhood Center Mini-Pitch	Orlando
East Orange Community Center	Orange County
Hope CommUnity Center	Two Locations
Jewish Family Services of Greater Orlando	Winter Park
John H. Jackson Neighborhood Center	Orlando
LGBT+ Center Orlando	Orlando
Lila Mitchell Ivey Lane Neighborhood Center for Families	Orlando
Mayor Carl T. Langford Neighborhood Center	Orlando
Northwest Neighborhood Center	Orlando
Poinciana Community Center	Poinciana
Rock Lake Neighborhood Center	Orlando
Rosemont Community Center	Orlando
St. Cloud Community Center	St. Cloud
Wadeview Community Center	Orlando
West Orange Recreation Center	Orange County
Hospitals	
AdventHealth Altamonte Springs	Altamonte Springs
AdventHealth Apopka	Apopka
AdventHealth Celebration	Kissimmee
AdventHealth East Orlando	Orlando
AdventHealth Kissimmee	Kissimmee
AdventHealth Orlando	Orlando
AdventHealth Winter Garden	Winter Garden
AdventHealth Winter Park	Winter Park
Central Florida Regional Hospital: Spine Center	Sanford
HCA Florida Millenia Emergency	Orlando
HCA Florida Osceola Hospital	Kissimmee
HCA Florida Poinciana Hospital	Poinciana
Nemours Children's Hospital	Orlando
Orlando Health Central Hospital	Ocoee
Orlando Health Dr. P. Phillips Hospital	Orange County
Orlando Health Emergency Room and Medical Pavilion – Osceola	Kissimmee

Name	Location
Orlando Health Orlando Regional Medical Center	Orlando
Orlando Health South Seminole Hospital	Longwood
Orlando Health St. Cloud Hospital	St. Cloud
Select Specialty Hospital – Orlando South	Edgewood
UCF Lake Nona Hospital	Orlando
University Behavioral Center	Orange County

MAP 3-8: ACTIVITY CENTERS



4 EXISTING TRANSPORTATION SERVICES

This section presents a review of existing services offered by LYNX including fixed route, ACCESS LYNX, NeighborLink, Vanpool, and LYMMO. This section also reviews other local transportation services that may be available through public, private, or non-profit transportation providers.

4.1 LYNX Services

As a system, LYNX provides more than 65,000 rides each weekday spanning a service area of approximately 2,500 square miles with a resident population of more than 2.3 million. Throughout Fiscal Year (FY) 2024 (October 1, 2023, through September 30, 2024), LYNX fixed route ridership totaled over 18.5 million passenger trips. This represents a 6.3% increase compared to FY 2023. The following describes each LYNX service in detail.

4.1.1 Fixed Route Bus

As of Decemberr 2024, LYNX operates a total of 69 local routes (known as "Links") across Orange, Osceola, and Seminole counties as well as regional routes in partnership with Polk and Lake counties. The earliest LYNX service begins at 3:50 AM and the last bus arrives at the downtown station at 2:47 AM. The average bus frequency in the urban area is 30 minutes and frequencies in the outlying areas operate every hour. All LYNX fixed route buses can hold up to two (2) wheelchairs per vehicle. Fare for a LYNX fixed route trip is $2.00 for one ride, and $4.50 for an all-day pass. The reduced fare for the fixed route service is $1.00 for one ride, and $2.25 for an all-day pass.

4.1.2 LYMMO (Bus Rapid Transit)

LYNX operates LYMMO, a fare-free downtown Orlando bus rapid transit (BRT) service. LYMMO provides a quick and easy way for downtown residents and commuters to move around downtown in exclusive bus lanes. LYMMO operates on weekdays and weekends on three (3) routes:

- Route 60 – Orange Line (downtown Orlando, LYNX Central Station, Creative Village)
- Route 61 – Lime Line (North Quarter, LYNX Central Station, Federal Courthouse)
- Route 62 – Grapefruit Line (Parramore, Kia Center, Lake Eola)

4.1.3 FastLink (Express Bus)

LYNX's FastLink routes are designed to provide quicker trips for commuters than traditional routes along the same corridors. FastLink routes often overlap with fixed routes but stop fewer times to provide faster service. The fare for a FastLink trip is $2.00 for one ride and the discounted fare is $1.00 for one ride. LYNX offers two (2) FastLink routes:

- Route 407 – Kissimmee/Lake Nona/VA Hospital/Orlando International Airport
- Route 418 – Florida Mall/Meadow Woods/Lake Nona

4.1.4 NeighborLink (Mobility-on-Demand)

LYNX operates eleven (11) NeighborLink routes, providing on-demand service for select neighborhood areas to connect to destinations within the local area or to a fixed route bus stop. To use NeighborLink,

eligible passengers need to schedule their ride two (2) hours in advance either by phone or via the *Rides on Demand* mobile application. The fare for a LYNX NeighborLink trip is $2.00 for one ride, and $4.50 for an all-day pass. NeighborLink routes include:

- NeighborLink 801 – Poinciana
- NeighborLink 804 – Intercession City/Campbell City
- NeighborLink 811 – Ocoee
- NeighborLink 812 – Winter Garden
- NeighborLink 813 – Pine Hills
- NeighborLink 821 – Bithlo
- NeighborLink 822 – Oviedo
- NeighborLink 831 – Buena Ventura Lakes/North Kissimmee
- NeighborLink 841 – Williamsburg
- NeighborLink 851 – Sanford
- NeighborLink 852 – Maitland

4.1.5 ACCESS LYNX

LYNX operates ACCESS LYNX which has two (2) eligibility-based programs targeted to populations with difficulty using the fixed-bus route systems.

4.1.5.1.1 ADA Paratransit

LYNX operates ACCESS LYNX, a door-to-door paratransit service for eligible customers who are unable to use regular fixed route service due to a disability or other limitation, as defined by the ADA. ACCESS LYNX service is available 24 hours a day, and seven days a week, including holidays. Fares range from $4.00 - $7.00 per ride, depending on whether the origin and destination of the trip is within, or outside, a ¾ of a mile area adjacent to the LYNX fixed route service area.

To use ACCESS LYNX, eligible passengers must submit a written application. Eligibility determination is based on verification of the application and may also include a functional assessment; approval is valid for three years. Once approved, ACCESS LYNX users must schedule their ride at least one (1) day but not more than seven (7) days in advance. Bus passes for ACCESS LYNX ADA users are available at a discounted rate through the ACCESS Plus+ program. Currently, the ACCESS LYNX program provides more than 2,500 scheduled passenger trips each weekday using a variety of vehicles. ACCESS LYNX vehicles vary in size and accommodation, and the largest vehicles can hold up to 10 passengers and two (2) wheelchairs per vehicle.

4.1.5.1.2 Transportation Disadvantaged

Transportation Disadvantaged (TD) customers are those who cannot access a fixed route bus service or obtain their own transportation due to disability, age, or income and are not otherwise eligible for ACCESS LYNX. Fares vary by distance traveled:

- Less than 5 miles = $2.50 each way
- 5 miles but less than 10 miles = $3.50 each way
- 10 miles or more = $4.50 each way

4.1.6 Vanpool

LYNX operates three Vanpool programs, including commuter-based, employer-based, and a human services agency program. Through these programs, LYNX provides vehicles that typically accommodate up to 15 passengers and provides vehicle maintenance and insurance for a monthly fee. The Vanpool participant is responsible for the monthly lease fee as well as gas and tolls. The route, schedule, and pick-up/drop-off locations are determined by the driver and the other Vanpool participants.

Each program is different and has different requirements. A brief description of each program is provided below.

- **Commuter Vanpool** – A LYNX commuter Vanpool is a group of people who live and work near one another, have similar work schedules and commute to work at the same time each day using a van provided by LYNX. Typically, one person from the group volunteers as the primary driver and is not hired to operate the vehicle. However, LYNX usually requires that more than one participant become an authorized driver so that several or all the participants may share the driving. The cost varies depending on the size of the vehicle: $490 per month for 7 passengers, $510 per month for 10 passengers, and $560 per month for 15 passengers.
- **Agency Vanpool** – This is a separate, employer-based Vanpool service provided by LYNX. The cost is a single monthly rate and is usually subsidized by the company interested in providing this service to their employees or clients. The pricing for a 10, 12, or 15 passenger van is $690 per month ($525 if the lessee provides insurance).
- **LYNX Human Services Agency Vanpool** – This program allows human services agencies to apply for funding under the FTA Section 5310 grant program during the application cycle, which is a competitive selection process. Agencies that are awarded vans may operate the vehicles for the provision of agency client trips. Vanpools under this program must be operated to improve mobility for seniors and individuals with disabilities by removing barriers to transportation service and expanding transportation options. The lease cost of this program is the same as the agency vanpool previously defined; however, under this program, the subrecipient pays 100% of the vanpool lease and bills LYNX for 50% reimbursement if the agency has been awarded funding under the Section 5310 grant selection process. Based on the program funds apportionment, vanpools under this program must operate within the Orlando and Kissimmee urbanized area.

4.2 Coordinated System Providers

This section presents an inventory of existing coordinated providers contracted with LYNX. As shown in Table 4-1, LYNX has 13 providers that provide transportation services to their clients as part of the coordinated transportation system. These providers each sign a Coordination Contract with LYNX agreeing to provide transportation to customers eligible through their respective programs.

The coordinated providers receive Section 5310 funding through LYNX to provide these services, either to assist them in leasing Vanpool vehicles or through providing operating funding. Subrecipients are selected through competitive application processes. Project proposals were evaluated and selected by a multi-agency committee of representatives from FDOT District 5, MetroPlan Orlando, and LYNX.



TABLE 4-1: COORDINATED SYSTEM PROVIDERS

Organization	Service Area	Type of Service	Accommodations
Aspire Health Partners, Inc.	Orange, Osceola, Seminole	Medical	Ambulatory Wheelchair Accessible
Central Florida Group Homes, LLC	Orange, Seminole	Training	Ambulatory
Crystal Lake Supportive Environment, Inc.	Orange, Seminole	Education, Training, Daycare	Ambulatory Wheelchair Accessible
Life Concepts, Inc. d.b.a. Quest, Inc.	Orange, Seminole	Medical Education, Training, Daycare, Nutritional, Personal, Other	Wheelchair Accessible
Meals on Wheels, Etc., Inc.	Seminole	Medical, Nutritional, Personal, Other	Ambulatory Accessible
National Mentor Health Care - Florida Mentor	Orange, Seminole	Education, Training, Daycare	Wheelchair Accessible
Osceola Council on Aging	Osceola	Medical, Education, Training, Daycare Nutritional, Personal, Other	Wheelchair Accessible
Osceola Mental Health, Inc. d.b.a. Park Place Behavioral Health Care	Osceola	Medical	
Primrose Center, Inc.	Orange, Seminole	Education, Training, Daycare	Wheelchair Accessible
Seniors First Inc.	Orange	Nutritional	Wheelchair Accessible
Special Hearts Farm, Inc.	Orange, Osceola, Seminole	Education, Training	Ambulatory Wheelchair Accessible
The Evangelical Lutheran Good Samaritan Society	Osceola	Medical, Personal	Wheelchair Accessible
The Opportunity Center, Inc.	Orange, Osceola	Education, Training, Daycare	Wheelchair Accessible

4.3 Other Transportation Providers

There are many other non-profit and private transportation operators in the LYNX service area that provide transportation services but do not coordinate their services with LYNX. These services include private shuttles, taxis, and limousine services that are available to the public but more costly than public transportation. Other providers include transportation services that are limited to agency clients or may have eligibility requirements.

Additional private transportation providers are included in Table 4-2. The providers shown were found through internet research so the list is not exhaustive of all services that might be available in the LYNX service area; however, lack of information on additional transportation options can be a barrier to using the services. While private transportation providers can provide additional transportation services both inside and outside of the urbanized areas, research indicates that the cost varies and is typically based on a metered rate. The cost per one-way trip may create a barrier for lower income individuals in need of transportation services.

TABLE 4-2: OTHER TRANSPORTATION PROVIDERS

Company	Services Provided/Service Area	Type/Hours/Fare	Contact
Bravo Travel, Inc.	Sedans, SUVs, and vans; Flat rate fees to and from the Orlando International Airport and attractions and hourly charter service available.	24/7, Rates Vary	850.899.7444 https://www.eliteelimotours.com
Comfort Ride Transportation	Wheelchair transportation service within Orlando, Sanford, Winter Park, Lake Mary, Longwood, Maitland, Apopka, Casselberry, Goldenrod, Altamonte Springs, Sanford, DeLand, Debary, Orange City, Leesburg, Mt. Dora, Eustis, Daytona Beach, New Smyrna Beach and Titusville	Taxi or Shuttle, Operates 24/7, Metered Rates	321.804.5233
E&J Medical Transportation Services	Non-Medical Transportation Services. Ambulatory (Car) Services – Wheelchair, Medichair, Stretcher, Automated Defibrillator, Basic Life Support Ambulance	Unavailable	407.223.8829
Kiddie Kab, LLC.	Orange County	7 AM - 7 PM Monday - Friday, Varies based on riders at a monthly or yearly subscription	https://www.kiddiekabllc.com

Company	Services Provided/Service Area	Type/Hours/Fare	Contact
LYFT	Available throughout the three-county service area, private vehicle service. Lyft's policy is that passengers who use wheelchairs that can safely and securely fit in the car's trunk or backseat without obstructing the driver's view should be reasonably accommodated by drivers on the Lyft platform. Drivers should make every reasonable effort to transport the passenger and their wheelchair. Some markets do offer WAV services; however, Florida does not currently offer it.	24/7, Fare varies and requires computer or smart phone application for cashless payment	https://www.lyft.com/
Maya's Carpool Student Transportation, LLC.	Greater Orlando, school bus service, door-to-door daily transportation and school trips	Bus, Varies	407.485.0473 maya@mayascarpool.com
MCO Luxury Transportation	Orlando, Osceola County, Airport, and Port Canaveral	Luxury Cars, SUV, Vans, or Buses, 24/7, Varies	561.777.5107 mcoluxury@gmail.com
Mears Shuttle Van Service	Central Florida Taxi, Airport Shuttle, Luxury Transportation, Car Services & Bus Transportation. To and from Orlando International Airport and hotels, Mears offers shuttle vans seat up to 11 people and are wheelchair-accessible to accommodate passengers with special needs	Taxi, Shuttle, or Van, Operates 24/7, Metered Rates	407.423.5566 esales@mearstransportation.com
Mystic School Transportation	South Orlando and parts of Kissimmee, door-to-door student transportation	Bus, Varies	407.888.0013 mysticbus@yahoo.com
Orlando Taxi 24	Taxi, Airport, Business, Non-Emergency Medical services in Orlando surrounding area	24/7, Rates Vary	407.529.4848

Company	Services Provided/Service Area	Type/Hours/Fare	Contact
Uber	Available throughout the three-county service area, private vehicle service. Individuals with folding wheelchairs may use any vehicle; however, those with wheelchairs that do not fold may not be able to use the Uber vehicle. Uber has launched UberWAV in the Orlando area with wheelchair accessible vehicles.	24/7, Fare varies and requires computer or smart phone application for cashless payment	https://www.uber.com/
Yellow Car Orlando at Atlas Transportation	Serving the greater Central Florida area, South Florida, and Orlando International Airport. Sedans, buses, shuttles, and vans are available.	24/7, Fixed rate airport service and daily rates, Metered rates vary	407.900.5207 http://www.atlascitycab.com/services.html

4.3.1 Regional Rail Service (SunRail)

SunRail, which is currently operated by the Florida Department of Transportation (FDOT), is a commuter rail system serving Central Florida, operating across 16 stations along a 61-mile corridor connecting DeLand to Poinciana. It offers a cost-effective and convenient option for commuters, with services operating on weekdays and extended hours during special events. SunRail stations are accessible and equipped with ADA-compliant features, such as elevators, ramps, and tactile platform edges, ensuring usability for individuals with disabilities.

For seniors and people with disabilities, SunRail provides discounted fares at 50% off the regular ticket prices. Riders must show appropriate identification, such as a Medicare card or a state-issued ID, to access these discounts. Additionally, stations are designed with accessibility in mind, featuring wide pathways, accessible restrooms, and convenient drop-off areas.

4.3.2 Intercity Rail Services

The Orlando area is served by two intercity rail services, Amtrak and Brightline. Amtrak is the United States' national passenger railroad service, providing long-distance and regional train travel across the country. There are four stations in the Orlando Area: Kissimmee, Central Orlando, Winter Park, and Sanford. These stops are served by the Silver Star and Silver Meteor which travel across Central and South Florida, and northwards into Jacksonville, and across the rest of the East Coast into New York City. They are also served by the new Floridian Route which travels north into Chicago.

Brightline is a high-speed rail service that connects Orlando with cities in South Florida. Both rail services provide accessibility that is ADA-compliant, including dedicated seating, boarding assistance, and support for service animals among other features. Additionally, Brightline provides vouchers for rideshare services for riders who ride its premium services to improve accessibility.

5 PEER REVIEW AND BEST PRACTICES

A peer review was conducted to evaluate transportation providers in Florida and across the U.S. with successful or innovative coordination programs, particularly those related to the Section 5310 program. This section highlights key findings from the review, including best practices.

5.1 Review of LYNX Practices

The review indicated that LYNX has been proactive in establishing processes using technology and other requirements to help improve the overall customer experience. LYNX offers customers mobile fare payment options through smart phone and computer applications and the ability to reserve trips online through the mobile app. LYNX has established zones and on-demand services like NeighborLink routes, provided ridesharing vehicles as alternatives to the fixed route bus, and provided the required oversight and maintenance of the vanpool program.

5.2 Peer Agencies

A selection of peer agencies was compiled to compare to current LYNX practices and examine what innovative approaches LYNX can use to improve its 5310 program. Listed below are the peer agencies reviewed and their location per the National Transit Database:

- Florida Peer Agencies:
    - Pinellas Suncoast Transit Authority (PSTA), Saint Petersburg, Florida
    - Breeze, Sarasota, Florida
    - VOTRAN, Daytona Beach, Florida
    - Miami Dade Transit, Miami, Florida
- Out-of-State Peer Agencies
    - VIA Metropolitan Transit, San Antonio, Texas
    - Kansas City Area Transportation Authority (KCATA), Kansas City, Missouri
    - Regional Transportation Commission (RTC) of Southern Nevada, Las Vegas, Nevada

Table 5-1 shows the selected peers and the criteria used to arrive at the final list of peer agencies.

5.3 Peer Assessment

Table 5-2 presents a detailed assessment of each of the peer agencies' current program practices. The Assessment identified several innovative projects and practices that LYNX may consider implementing to improve mobility.



Table 5-1: Peer Agency Selection

Transit Agency	Location	Service Area Population	Tourism Assessment	5310 Funding	Manage 5310 Subrecipients
LYNX	**Orlando**	**1,882,705**		**Yes, Direct**	**Yes**
Pinellas Suncoast Transit Authority (PSTA)	Saint Petersburg, FL	2,861,173	Tourist destination, similar size to Orlando	Yes, Indirect	N/A
Breeze	Sarasota, FL	825,572	Tourist destination, smaller than Orlando	Yes, Indirect	N/A
VOTRAN	Daytona Beach, FL	424,675	Major tourist destination, too small compared to Orlando	Yes, Indirect	N/A
Miami Dade Transit (MDT)	Miami, FL	2,674,000	Major tourist destination, larger than Orlando	Yes, Indirect	N/A
VIA Metropolitan Transit	San Antonio, TX	2,058,444	Tourist destination, similar size to Orlando	Yes, Direct	Yes
Kansas City Area Transportation Authority (KCATA)	Kansas City, KS	1,689,556	Not a tourist destination, but similar size to Orlando	Yes, Direct	Yes
Regional Transportation Commission (RTC) of Southern Nevada	Las Vegas, NV	2,248,047	Major tourist destination, similar size to Orlando	Yes, Direct	Partnerships

TABLE 5-2: ASSESSMENT OF TECHNOLOGIES AND INNOVATIVE PRACTICES

Peer Agency	Technology and Innovative Practices
Florida Peer Agencies	
Pinellas Suncoast Transit Authority(PSTA), St. Petersburg, Florida	**PSTA Access App –** The Access mobile application for paratransit users provides a format where both PSTA Access rides and mobility on demand (MOD) rides can be reserved, providing a joint platform for two services. **MOD –** PSTA offers MOD services to Access-eligible users which are provided through Uber, Lyft, United Taxi and Wheelchair Transport Service as a flexible alternative to Access trips. **Free Fare –** PSTA provides all approved Access users with a pre-filled Flamingo Fare card to encourage the use of their fixed route services. **Direct Connect –** This voucher program is available for anyone and provides discounted rides on Uber, Lyft, United Taxi, and Wheelchair Transport when going to or from designated locations within the PSTA service area. These rides can be booked through the respective third-party apps or through PSTA's Transit App.
Breeze, Sarasota, Florida	**Breeze Plus Rider App –** The app allows users to book rides, track and manage rider details, including past and upcoming trips, and access real-time ride information. **Breeze OnDemand –** Breeze's MOD service provides rideshare services across three zones. Wheelchair accessible vehicles can be requested when booking a ride.
VOTRAN, Daytona Beach, Florida	**Vo-Call –** This automated call-in/messaging system is offered to paratransit riders. Users can call to check on upcoming trips, cancel trips, and receive trip reminders. **VoRide –** VOTRAN offers an MOD option through VoRide in West Volusia County. Wheelchair accessible vehicles are available and the service honors reduced fares for those who qualify.
Miami Dade Transit, Miami, Florida	**GO Miami Dade Transit App –** The app replaces the Special Transportation Services (STS) Connect App to include it within the broad network app. The app allows users to book trips, track vehicles in real-time, and manage trips. The app also integrates accessibility-focused tools such as elevator and escalator status updates at transit stations. **MetroConnect –** MOD service was implemented in eleven communities throughout Miami-Dade County. Services can be requested through the MetroConnect app or by phone. Wheelchair accessible vehicles are available.

Peer Agency	Technology and Innovative Practices
Out-of-State Peer Agencies	
VIA Metropolitan Transit, San Antonio, Texas	**VOS –** VIA provides an online system called VOS (VIAtrans Online Service), allowing paratransit users to manage reservations, track trips, and receive real-time updates either online or on the phone. **Will-Call Service –** Allows VIAtrans customers flexibility when scheduling in not requiring an exact time for a return trip. Customers who are ready simply call VIAtrans reservations to activate the trip. **Via Link –** MOD service that covers five zones, including downtown San Antonio, at $1.30 per trip. Services can be requested through the VIA Link app to link to fixed routes with a free transfer. **Taxi Subsidy Program –** Provides a subsidy of up to $9 off Yellow Cab taxi fares for registered VIAtrans (paratransit) customers on weekdays. **DNLA Service –** VIA provides the "Do Not Leave Alone" (DNLA) program for customers who have limited awareness or decision-making skills. The DNLA service requires someone to be with the customer at the time of pick-up or drop-off.
Kansas City Area Transportation Authority (KCATA), Kansas City, Missouri	**RideKC Freedom On-Demand –** Regional on-demand service operating throughout a broader area than the RideKC service area. The service offers same-day reservations, however these trips cost more than the traditional RideKC Freedom paratransit service. **Taxi Voucher Program –** KCATA offers a taxi voucher program which is app-based and allows RideKC users to hail a taxi. **Opportunity Pass** - The Opportunity Pass gives clients of non-profits a regional 90-day RideKC pass.
Regional Transportation Commission (RTC) of Southern Nevada, Las Vegas, Nevada	**Mobility Training Center (MTC) –** Facility designed to educate southern Nevadans on how to increase mobility, especially senior residents and persons with disabilities. MTC's facility has two full-sized city buses in a detailed streetscape, which provides an environment that equips residents with the skills to use public transportation throughout Clark County. MTC also features "Angela's House," a fully equipped mock residence to teach the visually impaired critical living skills. **Silver Star Services –** RTC operates 15 community routes that stop at senior centers and facilities while also acting as feeder routes into the larger fixed route network. **Flexible Demand Response –** RTC operates this flexible service in Anthem, Centennial, and Sun City Summerlin as an on-demand service aimed to connect riders to the fixed route network. **Community Mobility Project** – Instead of having typical subrecipients, RTC developed a reimbursement program, called Community Mobility Project, to match eligible transportation expenses using Section 5310 funds for qualified non-profit organizations. The agency currently has partnerships with six organizations.

5.4 Recommended Best Practices

After the peer agency review, a range of best practices implemented by transit organizations were compared to LYNX's current practices. These practices were highlighted and were recommended for consideration for LYNX's own 5310 Program as they have the potential to improve service delivery, enhance accessibility, and promote efficiency in serving diverse populations, including seniors and individuals with disabilities. Below is a list of these best practices that LYNX may consider for implementation.

- Ensure that the paratransit app provides a log for users to track previous trips and manage rider information, as well as have access to real-time data.
- Partner with third-party operators or rideshare companies to offer same-day reservations for paratransit users.
- Implement a taxi/rideshare subsidy program for flexible, on-demand trips to designated locations or activity centers.
- Ensure that MOD services offer wheelchair accessible vehicles.
- Implement one app that accommodates paratransit and MOD trip reservations.
- Adopt a "Do Not Leave Alone" program for low-functioning individuals.
- Consider designating a space on-site for LYNX staff to perform functional assessments on ACCESS LYNX applicants and host travel training sessions.

The review makes it evident that transit agencies will need to move toward technological solutions to improve coordination among various providers. Many transit agencies have been awarded grants to improve trip scheduling with healthcare providers. Moving forward, LYNX should pursue grant opportunities to use on-demand information and real-time data for transportation solutions. Maximizing transportation resources and improving coordination may be a result of software interface or improvements to scheduling software and phone systems.

6 PUBLIC OUTREACH

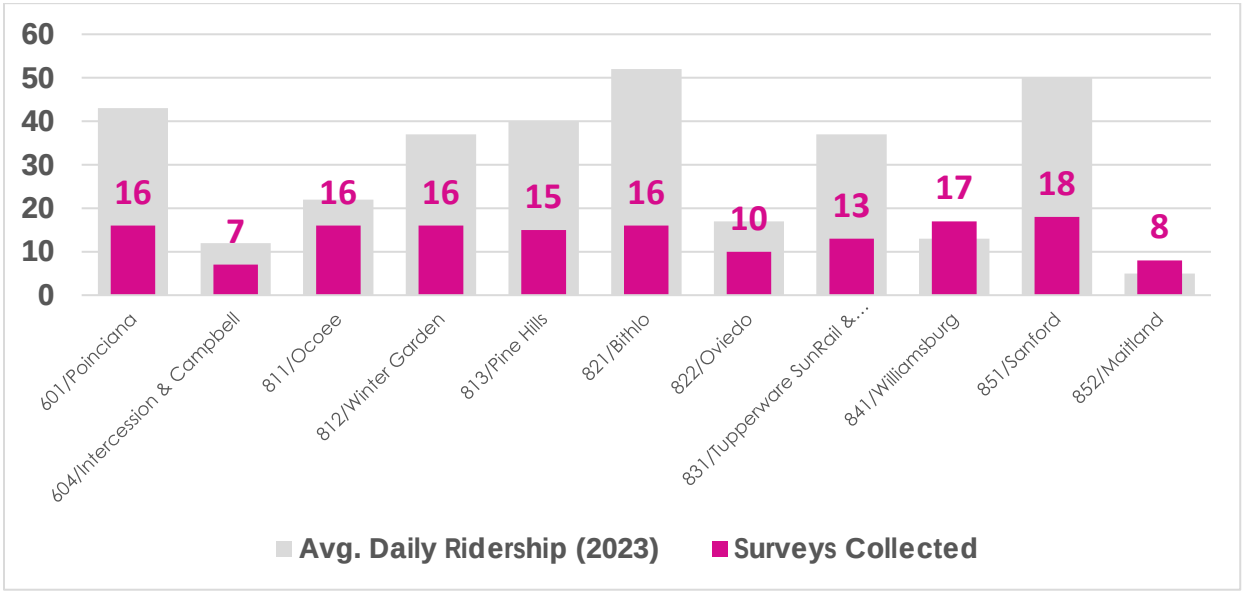
This section highlights the comprehensive approach taken during this update to engage the public and gather meaningful feedback. The plan update incorporated a variety of methods to ensure active community involvement, reflecting LYNX's commitment to inclusive transportation planning. Public input was solicited through two key stakeholder workshops, providing an interactive forum for community representatives and service providers to share insights. Additionally, a NeighborLink rider survey was conducted to gather firsthand perspectives from users, offering valuable data on transportation needs and experiences. These efforts helped ensure that the updated plan reflects the diverse needs of the populations served by LYNX.

The section further details these activities, including how feedback was collected, synthesized, and integrated into the planning process. By engaging stakeholders, riders, and other community members, the outreach process shaped priorities, identified service gaps, and informed strategies for enhancing transportation services for seniors, individuals with disabilities, and other transportation-disadvantaged groups.

6.1 NeighborLink On-board Survey

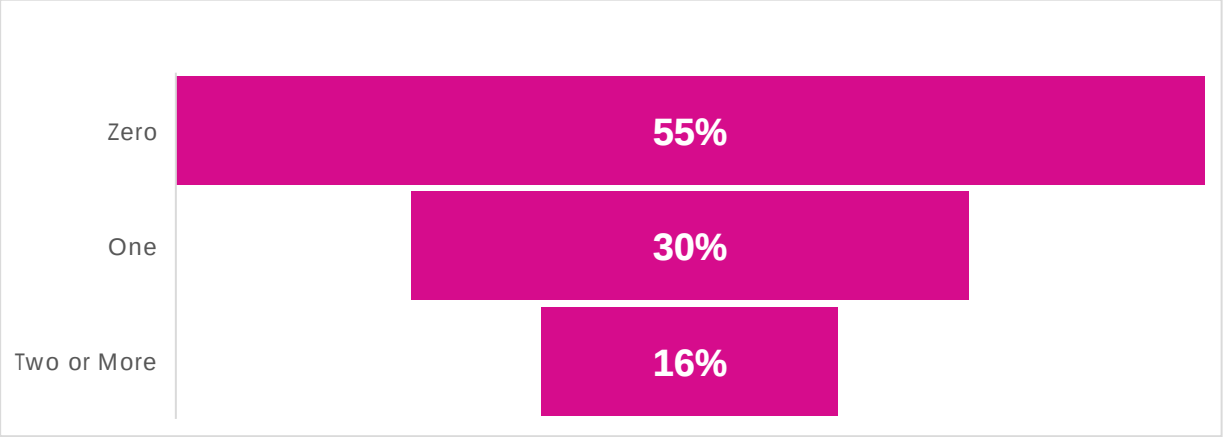
The NeighborLink on-board survey was provided to riders using tablets linked to an online survey. The survey was administered by qualified personnel who assisted those who participated through the process. The NeighborLink survey, with 152 responses, provides valuable insight into the usage, demographics, and customer satisfaction levels of LYNX's on-demand service. Figures 6-1 through 6-9 present the results from the survey. The route with the most survey responses was the Sanford route, while the one with the lowest number of responses was the Intercession City- Campbell route.

FIGURE 6-1: SURVEY RESPONSES BY ROUTE



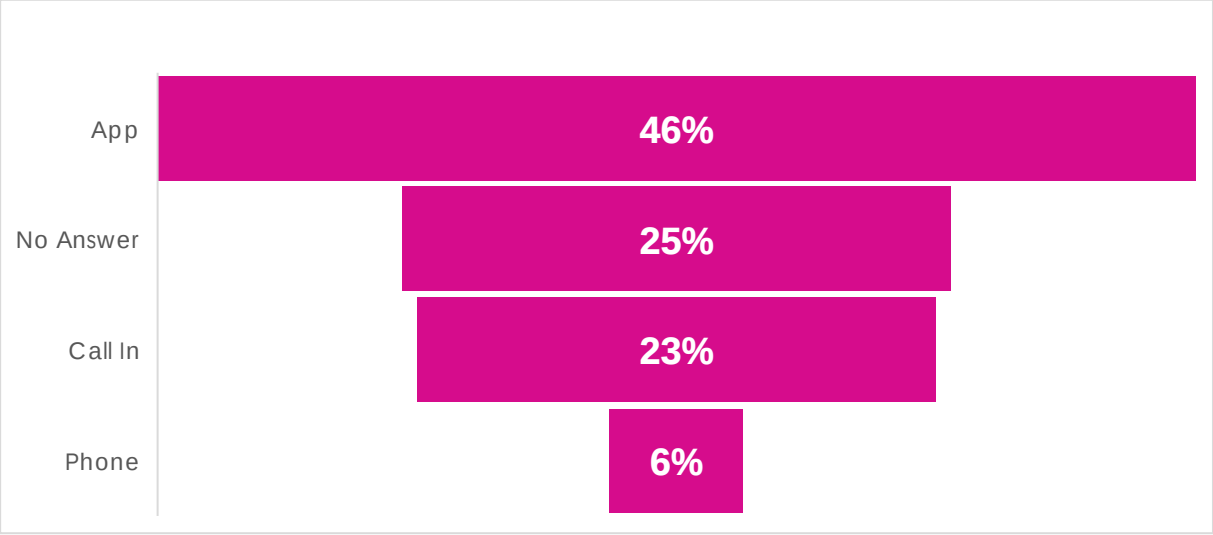
A significant finding is that 55% of respondents have no access to a private vehicle, underscoring the critical role that NeighborLink plays in providing mobility options for its users.

FIGURE 6-2: VEHICLE AVAILABILITY



Booking methods vary, with 46% of riders using the app, 23% calling, and 6% relying on other phone methods; 25% did not provide an answer.

FIGURE 6-3: RIDE BOOKING METHODS



Regarding demographics, 20% of respondents identified as having a disability, and 51% were aged 55 or older, demonstrating that the service is particularly important for seniors and those with mobility challenges.

FIGURE 6-4: SURVEY RESPONDENTS AGE GROUP

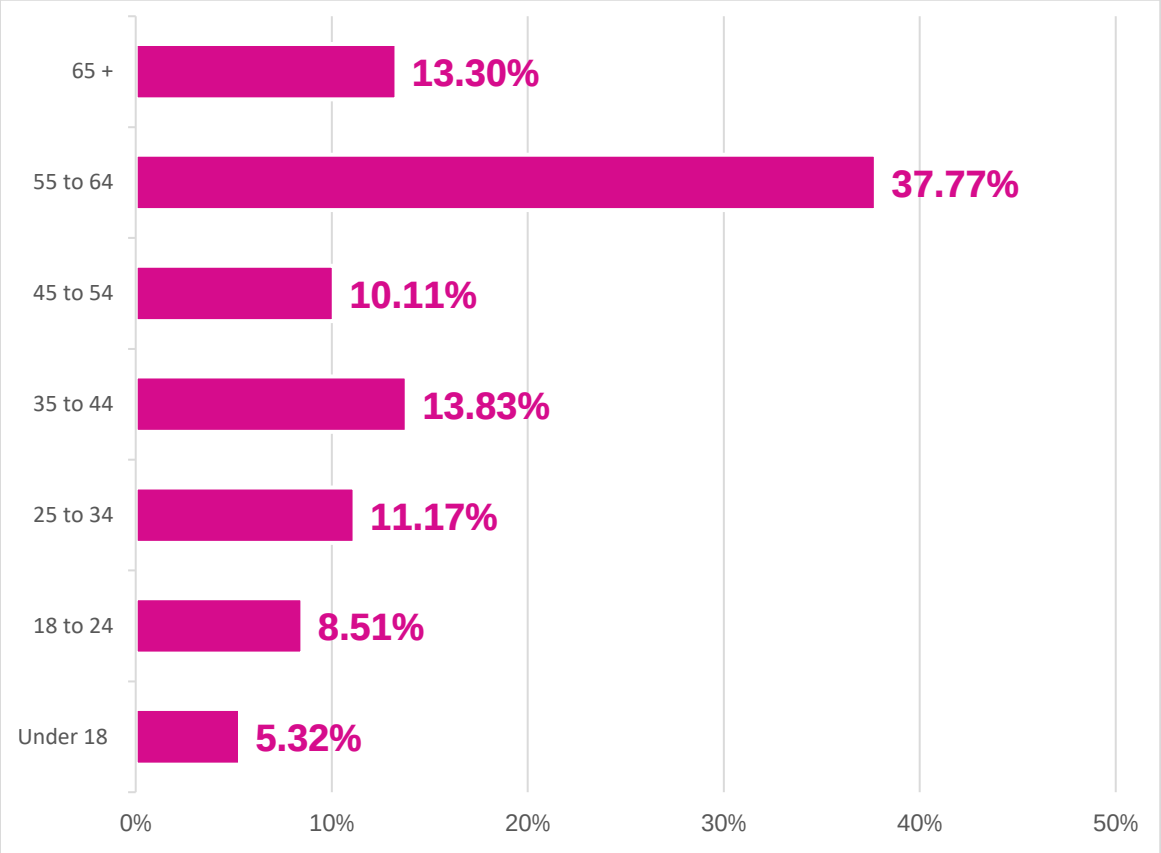
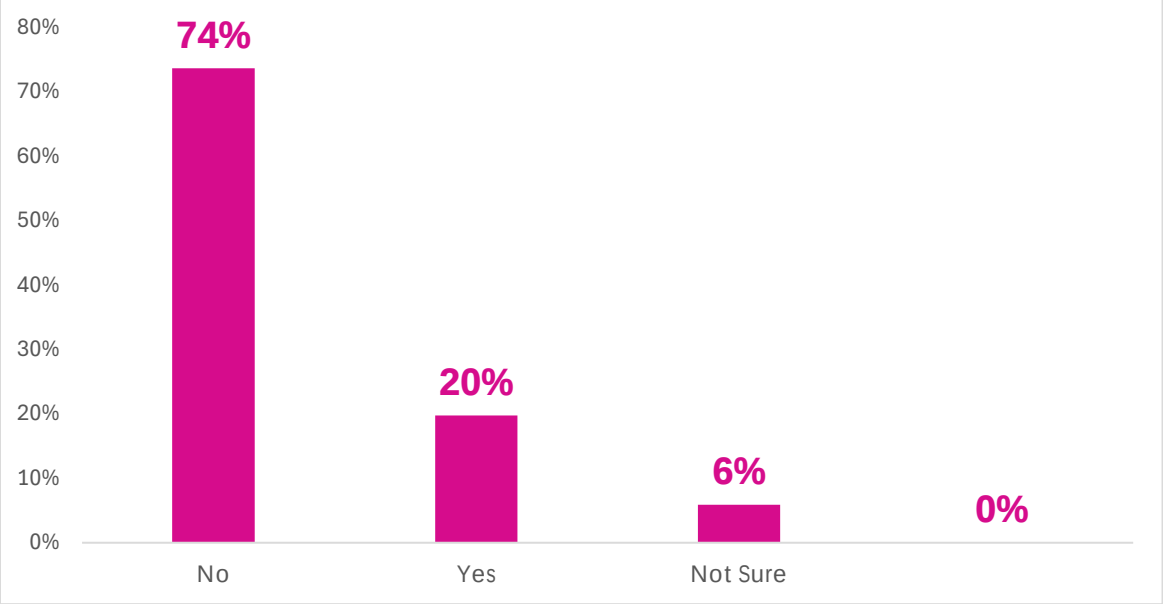


FIGURE 6-5: SURVEY RESPONDENTS DISABILITY STATUS



The survey also revealed that 57% of users rely on NeighborLink at least two to three times per week, with 66% using the service to connect to fixed route buses, emphasizing its role as a crucial link in the broader transit network.

FIGURE 6-6: WEEKLY FREQUENCY ON ACCESS LYNX FOR NEIGHBORLINK RIDERS

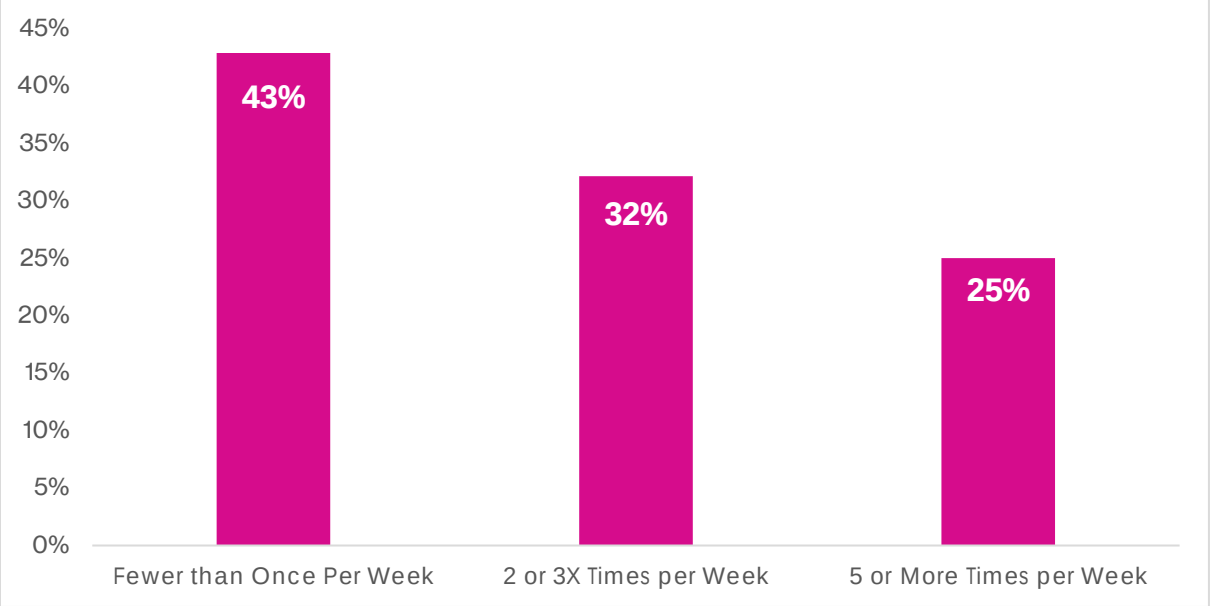
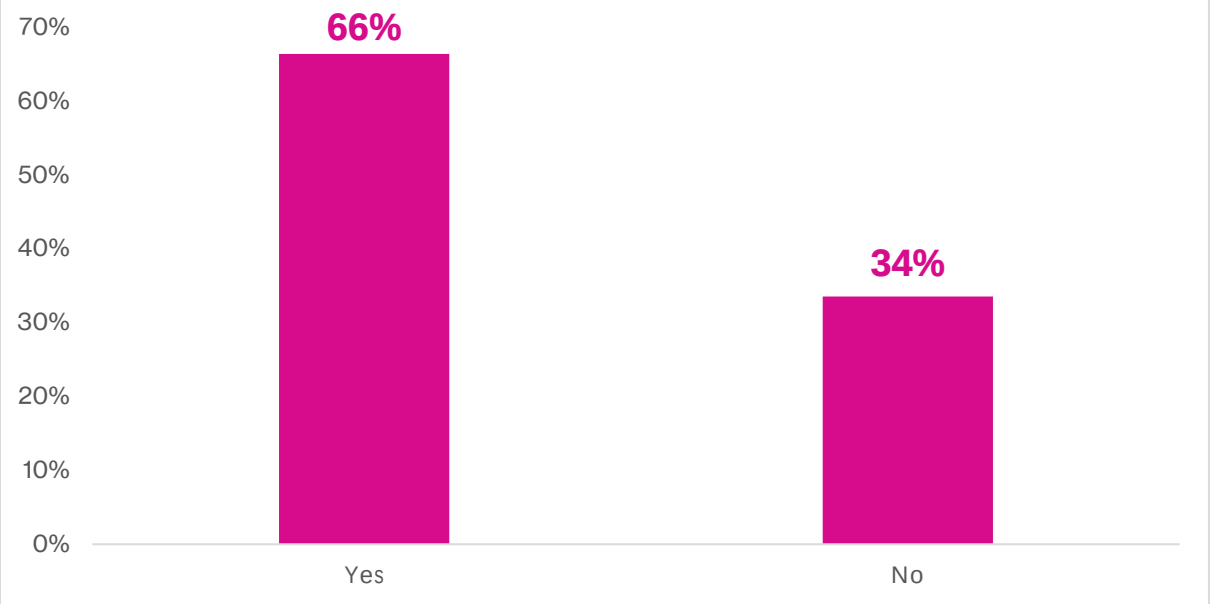


FIGURE 6-7: SURVEY RESPONDENTS THAT USE NEIGHBORLINK TO CONNECT TO LYNX FIXED ROUTE



Satisfaction rates are generally high, with 82% expressing overall satisfaction; however, only 60% reported being satisfied with wait times, and 14% expressed dissatisfaction.

FIGURE 6-8: SURVEY RESPONDENTS SATISFACTION WITH NEIGHBORLINK SERVICES

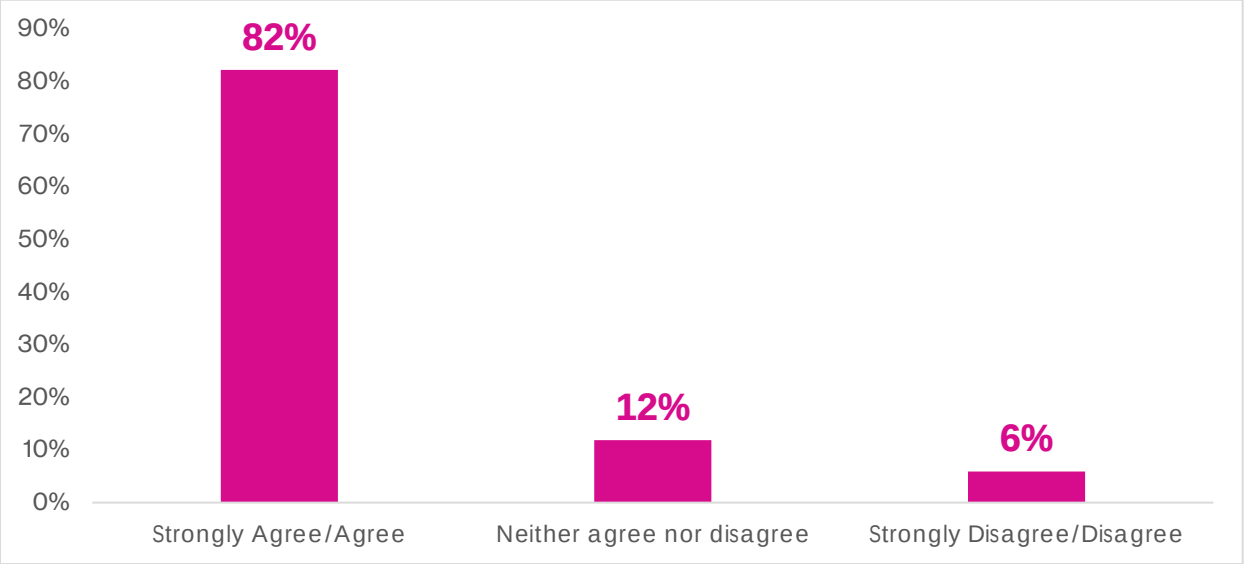
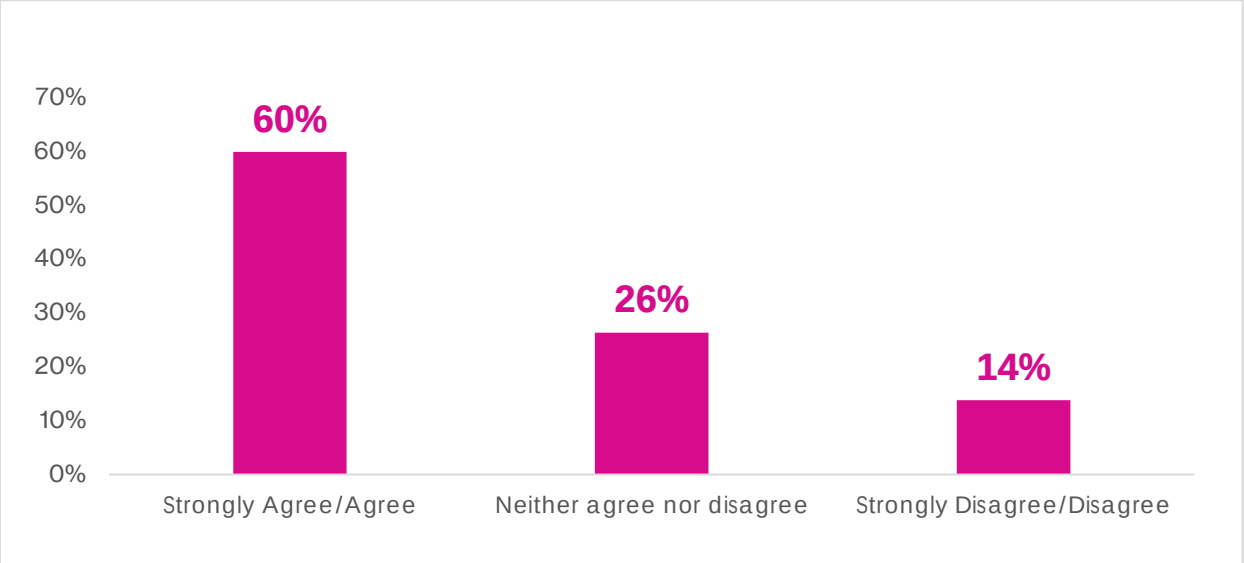


FIGURE 6-9: SURVEY RESPONDENTS SATISFACTOR WITH WAIT TIMES ON NEIGHBORLINK SERVICES

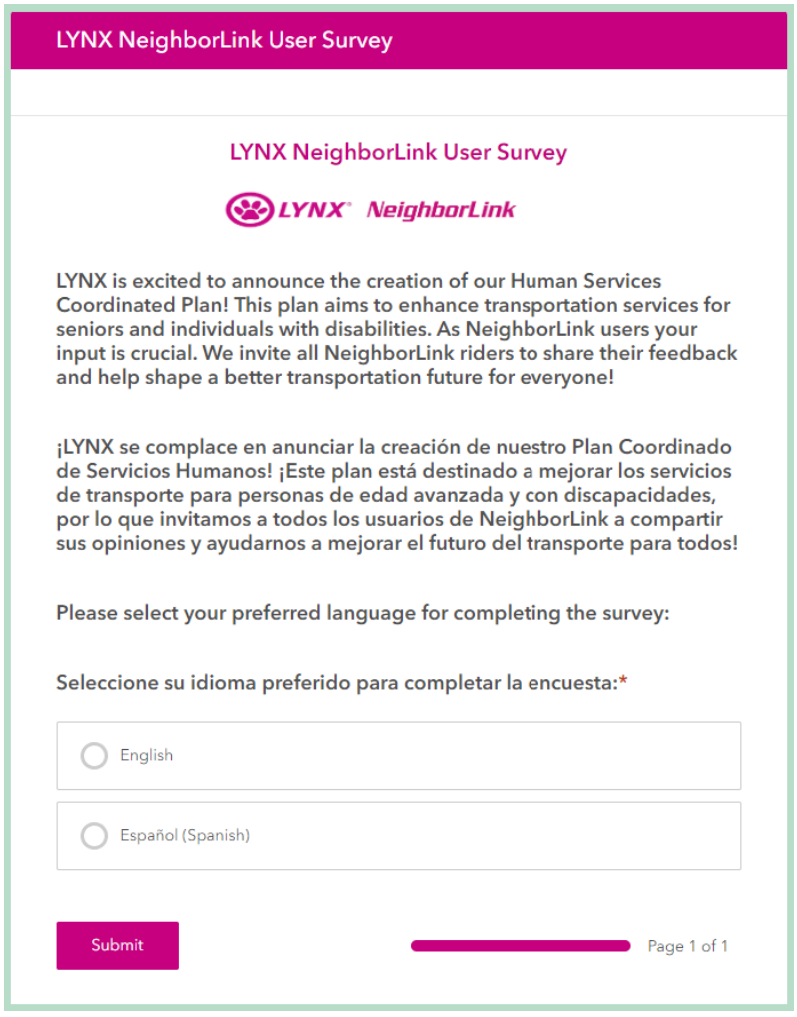


When evaluating the open-ended questions, survey respondents noted issues with long wait times, leading to missed connections and tardiness at job sites, as well as concerns with customer service for trip booking. Riders also requested expanded service hours, particularly in the evenings and on weekends. Despite these challenges, overall satisfaction with the service remains very high.

A deeper evaluation of the service provided by LYNX through NeighborLink is available in Appendix B, which provides information on demographics, activity centers, and other important information regarding service provision.

Figure 6-10 demonstrates the interface of the user survey that was used to record survey data.

FIGURE 6-10: NEIGHBORLINK USER SURVEY INTERFACE



6.2 Stakeholder Outreach

To inform the development of the LYNX HSTP update, a series of workshops and focused interviews with key stakeholders were conducted. The workshops brought together representatives from various organizations, offering a platform to engage with diverse perspectives and prioritize regional transportation needs. Complementing this, two focused interviews provided in-depth insights into specific challenges and opportunities. These discussions played a critical role in shaping actionable strategies and identifying priorities for enhancing transportation access and services for the region's most vulnerable populations.

Stakeholders who participated in these activities represented the following 19 organizations:

- Special Hearts Farm
- ATTAIN, Inc.
- Meals on Wheels
- Osceola Council on Aging
- Quest, Inc.
- Primrose Center
- Lighthouse Central Florida
- Orange County Government Office on Aging
- AARP
- The Opportunity Center
- Seniors First
- East Central Florida Regional Planning Council
- United Way
- Primrose Center
- Orange County Public Schools
- Aspire
- Orange County Citizen Resource & Outreach Division
- MetroPlan Orlando
- FDOT District 5

6.2.1 Stakeholder Meeting #1

The first Stakeholder Working Group Meeting for the LYNX HSTP Update took place on November 6, 2024. The purpose of the meeting was to inform stakeholders about the coordinated regional planning process and to gather input based on client needs. Following introductions, participants were provided an overview of the LYNX HSTP, emphasizing its goal of addressing the transportation needs of Central Florida's seniors, individuals with disabilities, low-income residents, and veterans.

Key presentations included demographic insights, highlighting populations such as seniors, individuals with disabilities, low-income households, and veterans. Activity 1 focused on identifying Central Florida's points of interest, particularly in relation to asset limited, income constrained, employed (ALICE) households defined by the United Way as working households that are not able to meet basic financial needs; senior and health services; business and employer locations; and veteran support services. This exercise helped stakeholders pinpoint areas of high demand within the region. Insights from this exercise include the following:

- The west side of Orlando needs better connectivity to points of interest, especially since that region contains a higher population with limited access to vehicles.
- Cities outside of Orlando tend to have limited transportation services readily available.
- There is limited service in Apopka, St. Cloud, and outside of Poinciana.

FIGURE 6-11: ACTIVITY 1 – POINTS OF INTEREST



In Activity 2, stakeholders engaged in a project prioritization exercise. Participants were provided with virtual "currency" to allocate funding toward potential initiatives, such as mobility-on-demand implementation, technology improvements, and safety and security enhancements. This interactive activity facilitated a better understanding of stakeholder priorities and the perceived value of proposed projects. The priority projects identified by the group are presented below in order of priority:

- New/more vehicles for Vanpool
- Expanding ACCESS LYNX operations
- More door-to-door assistance for riders
- Improvements to technology
- Better marketing of services LYNX offers
- Partnering with Uber/LYFT to further expand services for the elderly and people with disabilities
- Bus stop improvements, specifically amenities

FIGURE 6-12: ACTIVITY 2 – PROJECT PRIORITIZATION



6.2.2 Stakeholder Meeting #2

The second Stakeholder Working Group Meeting was held on December 4, 2024. The session began with introductions, followed by an overview of the LYNX HSTP.

The outreach summary highlighted several critical areas of interest and unmet transportation needs. Points of interest with high demand for connections included health centers, with noted service gaps in areas such as Apopka, St. Cloud, and locations outside of Poinciana. Additionally, stakeholders emphasized the need for enhanced connectivity on the west side of Orlando.

Key activities included discussions on project prioritization, where stakeholders suggested several strategies to address transportation challenges. Proposals included acquiring more vehicles for vanpooling, expanding ACCESS LYNX services, investing in technology improvements, enhancing marketing of available services, and upgrading bus stops and related infrastructure. Stakeholders also identified gaps in the current transportation network and proposed strategies such as same-day scheduling for ACCESS LYNX, service expansion to key points of interest, and reliable, on-time services.

In terms of capital and infrastructure needs, participants emphasized the importance of acquiring more vehicles and operators and enhancing bus stop amenities. Technology-based solutions like real-time tracking and advanced fare systems were prioritized, alongside policy-driven initiatives like affordable transportation options and expanded marketing efforts.

The group established strategic priorities to guide the plan, including expanding access to reliable and accessible fleets, improving service efficiency and coordination, leveraging technology to enhance operations, and increasing financial accessibility. Additional priorities focused on improving the customer experience, delivering new or extended services, increasing infrastructure accessibility, enhancing marketing and outreach, and identifying alternative funding opportunities.

6.2.3 Stakeholder Interviews

The stakeholder interviews were conducted to gather insights from key organizations providing services to vulnerable populations, such as Aspire and Special Hearts Farm. These interviews explored challenges, barriers, and unmet needs in transportation, aiming to inform updates to LYNX's HSTP. The discussions emphasized the operational, funding, and technological hurdles faced by these organizations, providing valuable perspectives on enhancing transportation services and accessibility for their clients.

Challenges Identified by Aspire

Aspire, a provider of behavioral health and opioid treatment services, highlighted several transportation challenges, including a lack of wheelchair-accessible vehicles in the Aspire fleet and difficulties managing reporting requirements for funding. The agency faces significant administrative burdens, especially with FTA Section 5310 data collection and reporting, which detracts from their focus on client care. Additionally, Aspire's clients who frequency use LYNX services often face lengthy travel times, impacting appointment punctuality. Funding constraints and the need for improved technology to streamline data collection were noted as top priorities.

Challenges Identified by Special Hearts Farm

Special Hearts Farm serves individuals with disabilities across five Central Florida counties, relying heavily on ACCESS LYNX and FTA Section 5310 vehicles. The organization identified operational challenges, including late or early arrivals of ACCESS LYNX services, which disrupt their programs. Expanding services requires hiring additional drivers, a hurdle due to funding limitations. They also raised concerns about the administrative complexity of managing separate rural and urban grant applications, which deters expansion. Suggestions included simplifying grant processes and introducing app-based trip booking solutions for clients to support their ability to book trips independently and improve service reliability.

Key Takeaways

- Both stakeholders emphasized administrative and operational barriers related to funding and reporting requirements.
- The need for technological solutions, such as vehicle-based data collection systems and app-based trip scheduling, was a common theme.
- Timeliness and reliability of transportation services were identified as critical areas for improvement.
- Simplifying funding applications and offering additional support for weekend and rural transportation services emerged as significant opportunities to enhance service accessibility.



These findings underscore the importance of addressing systemic challenges and technological gaps to improve transportation equity and service efficiency for vulnerable populations.

6.3 ACCESS LYNX Customer Survey

Results from a survey distributed to ACCESS LYNX customers by MetroPlan in early 2024 were reviewed to gain insight into the needs of ACCESS LYNX eligible users. The survey received 155 responses and asked customers about user-friendliness of the service, call hold times, customer experience, trip efficiency, application experience, using WebACCESS, and overall service satisfaction. Respondents were also able to provide comments on most questions to provide more context for their responses.

In reviewing the survey responses and comments, several key themes were identified. Respondents expressed the following:

- Concern over long wait times to be picked up
- Being picked up late by ACCESS LYNX several times
- Vehicle GPS is not accurate enough to avoid high traffic routes
- Long hold times when calling the reservation system
- The WebACCESS site is difficult to use

7 STRATEGIES FOR ADDRESSING UNMET NEEDS

A clear understanding of the service area and unmet transportation needs was established to create meaningful strategies to address unmet transportation needs. These strategies are focused on seniors and individuals with disabilities in accordance with the Section 5310 program but may also benefit the broader public.

7.1 Geographic Assessment

7.1.1 Gap Analysis

A gap analysis was conducted using data collected and analyzed during the demographic assessment and public outreach effort. The gap analysis identified a number of gaps within the LYNX service area. Generally, several points of interest west of Orlando are difficult to reach by fixed-route vehicles. While this area is supplemented by NeighborLink Routes, there are additional areas that lack full transit services. It is also observed that there is significantly less transit available in developing areas outside of Orlando, such as St. Cloud, and between Casselberry and Oviedo. It was also observed that there is a high population of households without access to vehicles between Winter Garden and Apopka that are largely underserved.

Similar observations were made by stakeholders during the outreach process. Stakeholders indicated that service is limited west of Orlando, Apopka, St. Cloud, and outside of Poinciana where households have limited transportation services available, particularly where a higher proportion of households without access to personal vehicles.

NeighborLink Routes were also assessed by comparing the existing route with block and block group census data. This assessment determined that 10 of the 11 NeighborLink Routes had coverage that could potentially be modified to better serve higher numbers of seniors and individuals with disabilities. Suggestions for each route include specific locations of block groups where the target demographics were high. Detailed route-level analyses can be found in Appendix B.

This analysis provided input on which areas surrounding NeighborLink Routes would be the most ideal for being prioritized as the service expands. It also spots activity centers that are just out of reach for certain routes. These include:

- Dialysis centers by routes 804, 811, 813, 821, 822, 831, and 851.
- Community centers by routes 813, 821, and 852.
- Hospitals by routes 821 and 831.

7.1.2 Origin-Destination Analysis

Examining the volume of origins and destinations for ACCESS LYNX trips allows for the identification of travel patterns and the needs of residents in the service area. Utilizing the data for completed trips between January 1st and December 31st, 2024, origin-destination pair trip lines, or travel flows, were created. The travel flows were derived to serve as the links between origin and destination points for trips

served by ACCESS LYNX paratransit service. This key analysis identifies regional travel patterns, which aid in refining areas that display the highest need for enhanced and coordinated transit service.

Table 7-1 provides the total number of completed trips in 2024 by the reported trip purpose. As shown, trips for employment or dialysis treatments were the most common reasons for travel, accounting for 29% and 25% of trips, respectively. Conversely, trips for COVID+ Dialysis, Rides on Demand, Sheltered Workshop, Vaccination, and Weather were the least common travel purposes, tagged as "other" in Table 7-1.

TABLE 7-1: ACCESS LYNX TRIP PURPOSE SUMMARY

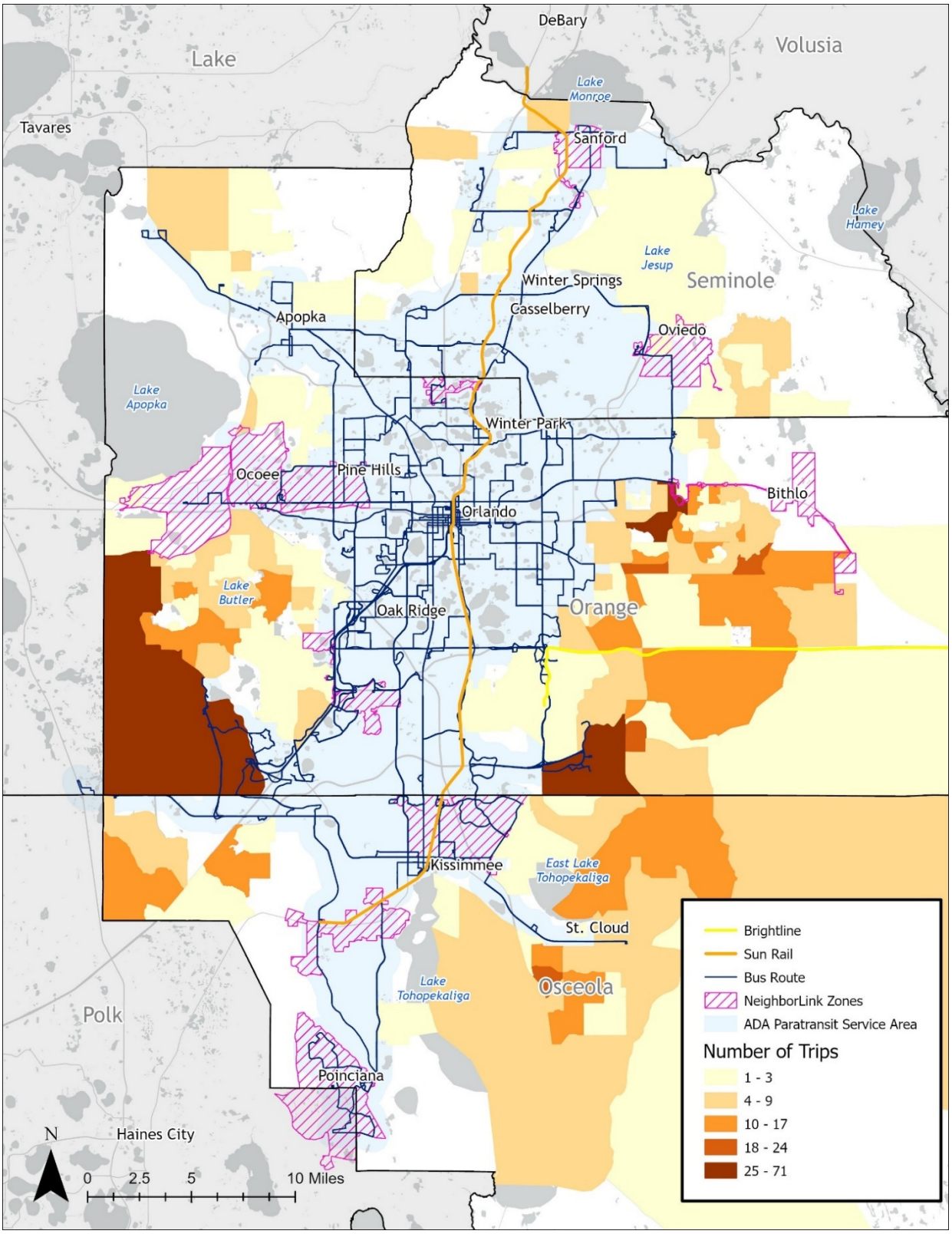
Purpose Description	Total Trips	Percent Trips
Employment	185,561	29%
Dialysis	161,975	25%
Personal-Recreational	129,823	20%
Education-Training-Daycare	80,686	12%
Medical	78,346	12%
Shopping	10,029	2%
Other	2,406	< 1%
Total Trips	**648,826**	
Total Non-Employment Trips	*463,265*	*71%*
Total Dialysis/Medical Trips	*240,321*	*37%*

Source: LYNX, 2024

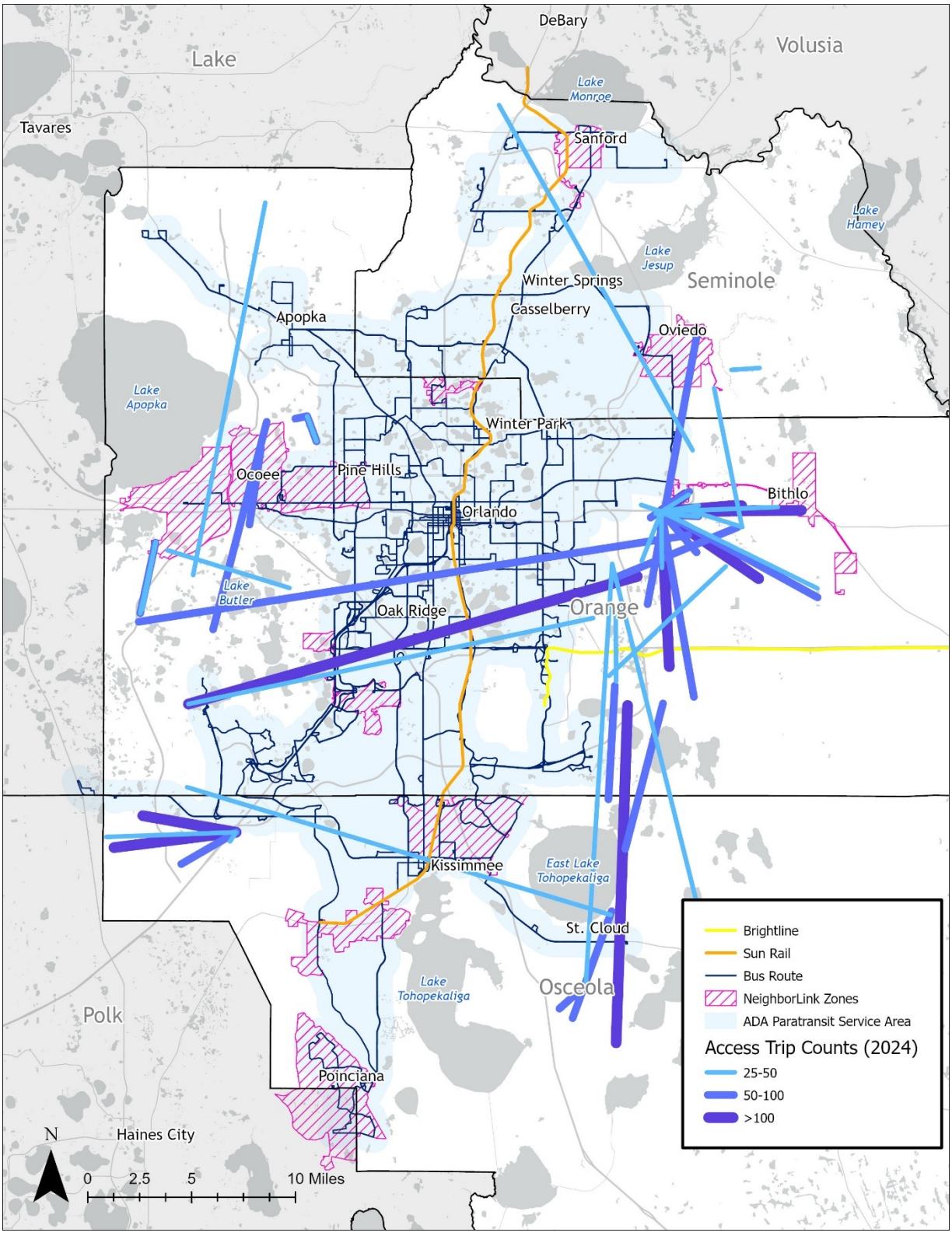
The density of trips by block group, which either began or ended outside of the required ¾-mile paratransit boundary or NeighborLink Zones, are presented in Map 7-1. As shown, a large amount of activity can be observed in the Horizon West and Windermere areas, Avalon Park, Lake Nona, the area surrounding Nolte Road in St. Cloud, and the area surrounding Curry Ford Square south of Alafaya.

Map 7-2 further examines travel flow trends to show where these trips are beginning and ending. In the Horizon West and Windermere areas, a large number of trips are heading to and from the Waterford Lakes Town Center on the Alafaya Trail, as well as a shopping plaza off of Lake Underhill Road featuring a dialysis center. Additionally, many trips from the Four Corners area originate or end near the Celebration Business Center. A large number of trips also flow in towards Alafaya as well as into Celebration from nearby areas, such as Windsor at Westside. A strong connection can be observed between St. Cloud and the Lake Nona area, as well as between Horizon West and Alafaya.

MAP 7-1: DENSITY OF ACCESS LYNX TRIPS OUTSIDE SERVICE AREAS, 2024



MAP 7-2: ACCESS LYNX TRIP FLOWS, 2024



7.2 Unmet Needs

Unmet transportation needs were identified through public input, including a NeighborLink rider survey and two stakeholder workshops, data analysis, geographic assessment, and review of existing transportation services. Funding limitations were not considered when identifying unmet needs.

The following describes the unmet needs identified through this process with consideration for geographical service gaps where needed:

- **Same-Day Scheduling** – Enhance convenience of service by allowing ACCESS LYNX users to schedule trips less than 24 hours in advance.
- **Expand Service Area** – Increase geographic coverage of LYNX services to serve or connect to key points of interest that are currently underserved.
- **Reliable/On-Time Service** – Increase on-time performance of ACCESS LYNX services.
- **Extend Service Span** – Extend weekday and weekend operating hours on all LYNX services.
- **Accessible Vehicle Procurement/Replacement** – Acquire new vehicles or replace vehicles that are past their useful life.
- **Bus Stop Implementation and Improvement** – Install new bus stops or enhance existing infrastructure by adding shelters, benches, and accessibility features.
- **Applicable Technology Systems** – Implement technology systems like real-time tracking, mobile apps for scheduling, and passenger information services to enhance the efficiency and convenience of service.
- **Affordable Transportation** – Ensure fares are reasonable and affordable to the community.
- **Marketing/Outreach** – Increase visibility of services offered by LYNX.

7.3 Strategies to Address Unmet Needs

7.3.1 Status of 2022 HSTP Strategies

Within the 2022 HSTP update, near, intermediate, and long-term strategies were identified to address service and coverage gaps within the LYNX system. For this 2025 update, it was important to review the previous strategies to determine what had been completed, what can be carried over, and what can be eliminated due to changes in needs. Table 7-2 below shows the strategies that have been completed since the 2022 HSTP was adopted. A full list of the 2022 HSTP strategies and their statuses can be found in Appendix C.

TABLE 7-2: 2022 HSTP COMPLETED STRATEGIES

Responsible Department	Strategies
Near-Term (1-3 Years)	
Planning	Continue to allow Human Services Transportation providers the ability to lease ADA accessible vehicles of varying sizes through the Agency Vanpool program.
	Review and update LYNX website to ensure accurate 5310 program information is provided.
Mobility Services	Continue to promote travel training information to human services agencies and notify the general public that the travel training service is available, if needed.
	Develop a "welcome packet" or revised "How to Ride Guide" for new ACCESS LYNX clients informing them on how to schedule trips, the riders code of conduct, and other LYNX services available to them.
	Increase coordination and communication between transportation and social service providers using technology tools to improve coordinated transportation services between LYNX, Human Services Agencies, and Healthcare providers.
	Coordinate operator training with Human Services Agencies that use ACCESS LYNX service to transport their clients with special needs.
Operations	Upgrade scheduling software to improve trip wait times and on time performance.
	Increase pays and other incentives to address operator shortages.
Customer Service	Request updated contact information for ACCESS LYNX clients to improve the availability of mobility device data and multiple ways to deliver information updates to clients.
	Provide the planning department with the comments received on frequency and extended evening hours by route for review as part of other ongoing planning efforts.
	Schedule sensitivity training refresher course for ACCESS LYNX employees, with a focus on handling customer phone calls and boarding vehicles.
Intermediate-Term (4-6 Years)	
Planning	Purchase additional Vanpool vehicles to increase the spare ratio and have alternatives available to Vanpool agencies when vehicles are out of service.
Mobility Services	Work to identify solutions that improve coordination among various providers either through software interface, improvements to scheduling software, or phone systems to maximize transportation resources.
	Improve trip scheduling with healthcare providers to gain efficiencies, particularly for dialysis centers to offer an alternative to public transportation option.
Long-Term (7+ Years)	
Mobility Services	Form a working group of local jurisdictions and funding partners to discuss areas in need of accessibility improvements at transit stops and crosswalks to access those locations as well as funding options and future projects that may address those needs.
Operations	Make upgrades to ACCESS LYNX scheduling software and phone system to improve overall customer experience.

Table 7-3 below shows which 2022 strategies LYNX identified as being applicable and crucial to addressing the current needs identified through this plan process, as many of the needs are similar to what was found during the previous HSTP effort. These strategies were carried over and incorporated into the 2025 HSTP strategies.

TABLE 7-3: 2022 HSTP STRATEGIES CARRIED OVER TO 2025

Responsible Department	Strategies
Near-Term (1-3 Years)	
Planning	Continue to allow Human Services Transportation providers the ability to lease ADA accessible vehicles of varying sizes through the Agency Vanpool program.
	Identify dialysis centers within or adjacent to NeighborLink service areas to improve scheduling and wait times for clients.
	Review and update LYNX website to ensure accurate 5310 program information is provided.
Mobility Services	Continue to promote travel training information to human services agencies and notify the general public that the travel training service is available, if needed.
	Increase coordination and communication between transportation and social service providers using technology tools to improve coordinated transportation services between LYNX, Human Services Agencies, and Healthcare providers.
Operations	Allow ACCESS LYNX customers to select their preferred means of communication.
Customer Service	Provide the planning department with the comments received on frequency and extended evening hours by route for review as part of other ongoing planning efforts.
	Schedule sensitivity training refresher course for ACCESS LYNX employees, with a focus on handling customer phone calls and boarding vehicles.
Intermediate-Term (4-6 Years)	
Planning	Allow Human Services Transportation providers the ability to purchase replacement and expansion vehicles where the Agency Vanpool program is not practical for them.
	Automate the Section 5310 grant application process to be submitted through a web portal/grant management web application.
Operations	Leverage the use of TNCs (shared ride services) where practical for ACCESS LYNX trips.
Mobility Services	Seek out funding opportunities through USDOT competitive grant programs for funding innovative projects for the region, particularly opportunities to use on-demand information and real-time data for transportation solutions.
	Encourage the sharing of vehicles among sub-recipients to leverage the resources available.

7.3.2 Strategies Developed for the 2025 HSTP

Strategies to address unmet transportation needs were developed by incorporating the needs of seniors and individuals with disabilities with input from stakeholders and the public. The strategies address the identified needs effectively and benefit seniors and individuals with disabilities by enhancing accessibility, increasing service options, and improving the overall transit experience. As summarized below, nine high-level strategies were developed, and specific actions were identified for each one.



1. Expand access to reliable and accessible fleets.

Continue to allow Human Services Transportation providers the ability to lease ADA accessible vehicles of varying sizes through the Agency Vanpool program.
Allow human services transportation providers the ability to purchase replacement and expansion vehicles where the Agency Vanpool program is not practical for them.
Encourage the sharing of vehicles among subrecipients to leverage the resources available.

2. Improve service efficiency and coordination.

Identify dialysis centers within or adjacent to NeighborLink service areas to improve scheduling and wait times for clients.
Coordinate with other internal and external modes of public transit services to develop a system for the coordination of shared capabilities and schedules.

3. Improve efficiency through technology.

Enhanced ACCESS LYNX app to provide access to reliable real-time tracking data.
Allow ACCESS LYNX customers to select their preferred means of communication.
Automate Section 5310 grant application process to be submitted through a web portal/grant management web application.
Increase flexibility of scheduling ACCESS LYNX trips by leveraging mobile technology to connect users with transportation network companies (TNCs) where practical.

4. Increase financial accessibility to services.

Create a sponsorship or donation program to allow other entities to provide bus passes at no or low cost to individuals or non-profit agencies.
Increase affordability of transit for seniors and individuals with disabilities.

5. Enhance customer service experience.

Schedule sensitivity training refresher course for ACCESS LYNX employees, with a focus on handling customer phone calls and assisting with boarding and unloading vehicles.
Coordinate with MetroPlan Orlando on an effort to conduct a more extensive mobility needs assessment that includes input from LYNX and ACCESS LYNX users.

6. Deliver new or extended services.

Provide "first mile/last mile" service in new geographic areas through taxi or vanpool.
Increase frequency of fixed route services.
Increase span of service for NeighborLink and fixed route services.

7. Increase accessible infrastructure.

Establish partnerships with local and county governments to increase accessible infrastructure.
Enhance amenities at existing stops near senior communities/medical facilities.
Identify key points of interest for seniors and individuals with disabilities that do not have a bus stop within a reasonable distance.

8. Increase marketing and distribution of information.

Review and update LYNX website to ensure accurate 5310 program information is provided.
Continue to promote travel training information to human service agencies and notify the public that the service is available, if needed.
Request updated contact information for ACCESS LYNX clients to improve the availability of mobility device data and multiple ways to deliver information updates to clients.

9. Identify other funding opportunities.

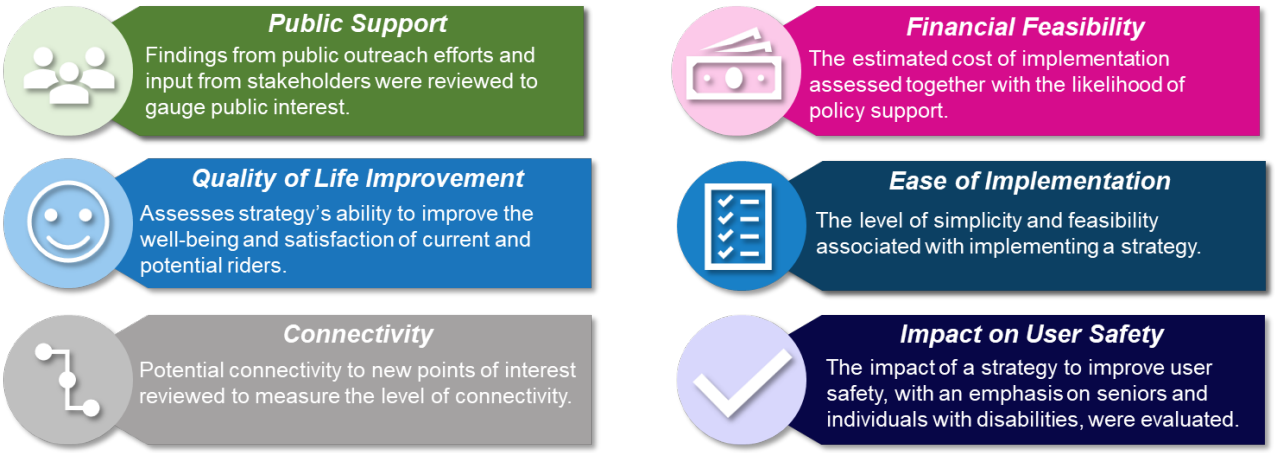
Seek out funding opportunities through USDOT competitive grant programs for funding innovative projects for the region, particularly opportunities to use on-demand information and real-time data for transportation solutions.
Explore the CTD's Innovative Service Development Grant as a potential funding opportunity to provide on-demand services for TD-eligible individuals for medical appointments, employment, education, etc.

7.4 Prioritization of Strategies

After the strategies to address unmet needs were derived, an evaluation framework was developed to help ensure that the strategies are prioritized in a logical and actionable way.

7.4.1 Evaluation Criteria and Methodology

A qualitative-quantitative hybrid methodology was developed to prioritize the improvements previously presented. The six evaluation categories identified to prioritize the improvements are shown below.



Each strategy is evaluated using the six criteria shown above and assigned a score. The following is the three-tier scoring system used, indicating the scale of support for each strategy by criterion:

○	◐	●
Supportive	**More Supportive**	**Most Supportive**

7.4.2 Strategy Prioritization

Table 7-4 below shows the strategies ranked by their priority level – high, medium, or low. These priorities will be valuable in developing an action plan for LYNX to improve coordination and advance the transportation strategies identified in the near-term, intermediate-term, and long-term.

TABLE 7-4: PRIORITIZED STRATEGIES

Strategy	Public Support	Quality of Life	Connect.	Financial Feasibility	Ease of Implement.	User Safety	Priority Level
Weight	**15%**	**25%**	**20%**	**10%**	**15%**	**15%**	
Improve service efficiency and coordination	◐	●	●	○	◐	◐	**High**
Enhance customer service experience	○	●	○	●	●	●	**High**
Deliver new or extended services	◐	●	●	○	◐	◐	**High**
Increase accessible infrastructure	○	●	●	◐	◐	◐	**High**
Expand access to reliable and accessible fleets	●	●	◐	◐	◐	○	**Medium**
Improve efficiency through technology	●	◐	◐	◐	◐	◐	**Medium**
Increase financial accessibility to services	●	●	◐	◐	◐	○	**Medium**
Increase marketing and distribution of information	○	◐	○	●	●	○	**Low**
Identify other funding opportunities	◐	◐	◐	●	◐	○	**Low**

8 ACTION PLAN & IMPLEMENTATION

This section presents recommended actions for LYNX to take to meet near-term (1-3 years), intermediate-term (4-6 years), and long-term (7+ years) strategies. An implementation schedule was developed to include information such as the department responsible for implementation, implementation timeframe, and anticipated costs. This implementation schedule can be found in Tables 8-1 through 8-3 below.

TABLE 8-1: NEAR-TERM STRATEGIES (2025-2027)

Responsible Department	Action Item	Strategy	Relative Cost*
Planning	Identify dialysis centers within or adjacent to NeighborLink service areas to improve scheduling and wait times for clients.	Improve service efficiency and coordination	$
	Establish partnerships with local and county governments to increase accessible infrastructure.	Increase accessible infrastructure	$
	Enhance amenities at existing stops near senior communities/medical facilities.	Increase accessible infrastructure	$$
	Identify key points of interest for seniors and individuals with disabilities that do not have a bus stop within a reasonable distance.	Increase accessible infrastructure	$
	Coordinate with MetroPlan Orlando on an effort to conduct a more extensive mobility needs assessment that includes input from LYNX and ACCESS LYNX users.	Enhance customer service experience	$$
Operations	Provide "first mile/last mile" service in new geographic areas through taxi or vanpool.	Deliver new or extended services	$$$
	Increase frequency of fixed route services.	Deliver new or extended services	$$$$
	Increase span of service for NeighborLink and fixed route services.	Deliver new or extended services	$$$
Mobility Services	Coordinate with other internal and external modes of public transit services to develop a system for the coordination of shared capabilities and schedules.	Improve service efficiency and coordination	$
Customer Service	Schedule sensitivity training refresher course for ACCESS LYNX employees, with a focus on handling customer phone calls and assisting with boarding and unloading vehicles.	Enhance customer service experience	$

*$ = Least Costly; $$$$ = Most Costly

TABLE 8-2: INTERMEDIATE-TERM STRATEGIES (2028-2030)

Responsible Department	Action Item	Strategy	Relative Cost*
Planning	Continue to allow Human Services Transportation providers the ability to lease ADA accessible vehicles of varying sizes through the Agency Vanpool program.	Expand access to reliable and accessible fleets	$
	Allow Human Services Transportation providers the ability to purchase replacement and expansion vehicles where the Agency Vanpool program is not practical for them.	Expand access to reliable and accessible fleets	$
	Automate Section 5310 grant application process to be submitted through a web portal/grant management web application.	Improve efficiency through technology	$$
	Create a sponsorship or donation program to allow other entities to provide bus passes at no or low cost to individuals or non-profit agencies.	Increase financial accessibility to services	$
Operations	Increase affordability of transit for seniors and individuals with disabilities.	Increase financial accessibility to services	$$
	Enhanced ACCESS LYNX app to provide access to reliable real-time tracking data.	Improve efficiency through technology	$$
	Increase flexibility of scheduling ACCESS LYNX trips by leveraging mobile technology to connect users with transportation network companies (TNCs) where practical.	Improve efficiency through technology	$$$
Mobility Services	Encourage the sharing of vehicles among subrecipients to leverage the resources available.	Expand access to reliable and accessible fleets	$
	Allow ACCESS LYNX customers to select their preferred means of communication.	Improve efficiency through technology	$

*$ = Least Costly; $$$$ = Most Costly



TABLE 8-3: LONG-TERM STRATEGIES (2031+)

Responsible Department	Action Item	Strategy	Relative Cost*
Planning	Review and update LYNX website to ensure accurate 5310 program information is provided.	Increase marketing and distribution of information	$
Mobility Services	Continue to promote travel training information to human service agencies and notify the public that the service is available, if needed.	Increase marketing and distribution of information	$
	Seek out funding opportunities through USDOT competitive grant programs for funding innovative projects for the region, particularly opportunities to use on-demand information and real-time data for transportation solutions.	Identify other funding opportunities	$
	Explore CTD's Innovative Service Development Grant as a potential funding opportunity to provide on-demand services for TD-eligible individuals for medical appointments, employment, education, etc.	Identify other funding opportunities	$
Customer Service	Request updated contact information for ACCESS LYNX clients to improve the availability of mobility device data and multiple ways to deliver information updates to clients.	Increase marketing and distribution of information	$

*$ = Least Costly; $$$$ = Most Costly

APPENDIX A: 5310 PROGRAM GRANT APPLICATION

APPENDIX B: NEIGHBORLINK ROUTE PROFILES

An analysis conducted for each of the eleven NeighborLink routes shows the distribution of traditionally transportation disadvantaged populations and will be used to identify where the routes' coverage meets expectations and where gaps can be identified.

First, population density was calcluated at the Census block level to show which areas are more densely populated compared to areas with fewer residents. On the following maps, each shade of pink is categorized as follows:

- Lightest Pink: <1,000 residents/sqmi
- Light Pink: 1,001-3,500 residents/sqmi
- Medium Pink: 3,501-7,500 residents/sqmi
- Dark Pink: >7,501 residents/sqmi

Next, household data for seniors, income status, and disability status were analyzed at the block group level. The results of the demographic analysis for each block group was compared to the service area by calculating the number of standard deviations away from the service area mean for each of the three demographic indicators. Once the three z-scores were calculated, they were added together. This creates a variable that equally weights the three demographic indicators and shows which block groups have higher-than-average distribution. The block groups are symboloized as follows:

- Lightest Blue: <0 std's below mean (min -4.34)
- Light Blue: 0-1 std's above mean
- Medium Blue: 1-2 std's above mean
- Dark Blue: >2 std's above mean

Therefore, if a census block group is any shade of blue, it indicates there is a higher distribution of transportation disadvantaged populations than the mean of the demographic for the entire five county region including Lake, Orange, Osceola, Polk, and Seminole counties. The means' for the target demographics within the five counties is:

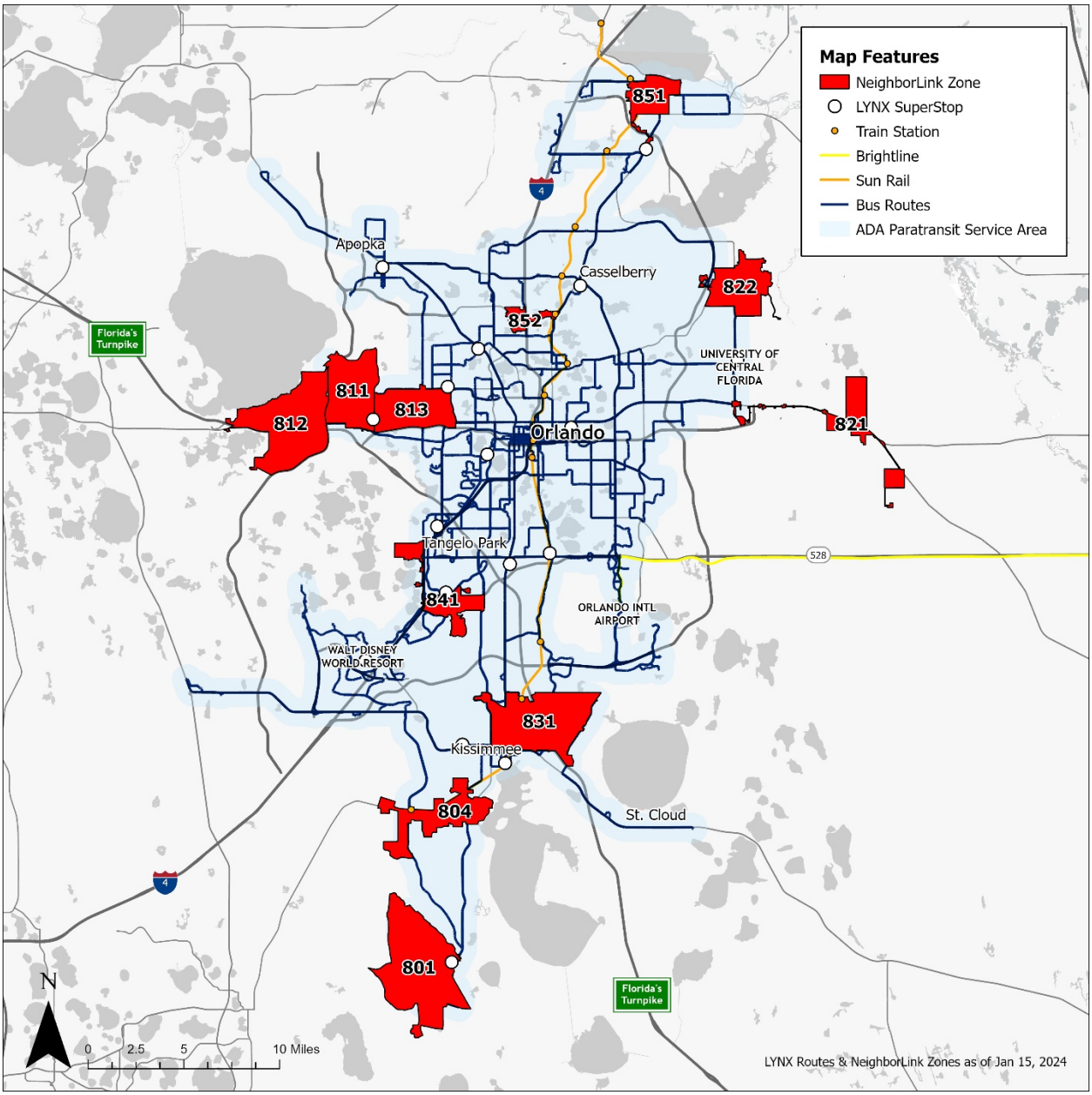
- 16.2% Senior Households
- 12.1% Household Poverty
- 26.3% Households with at Least One Disability

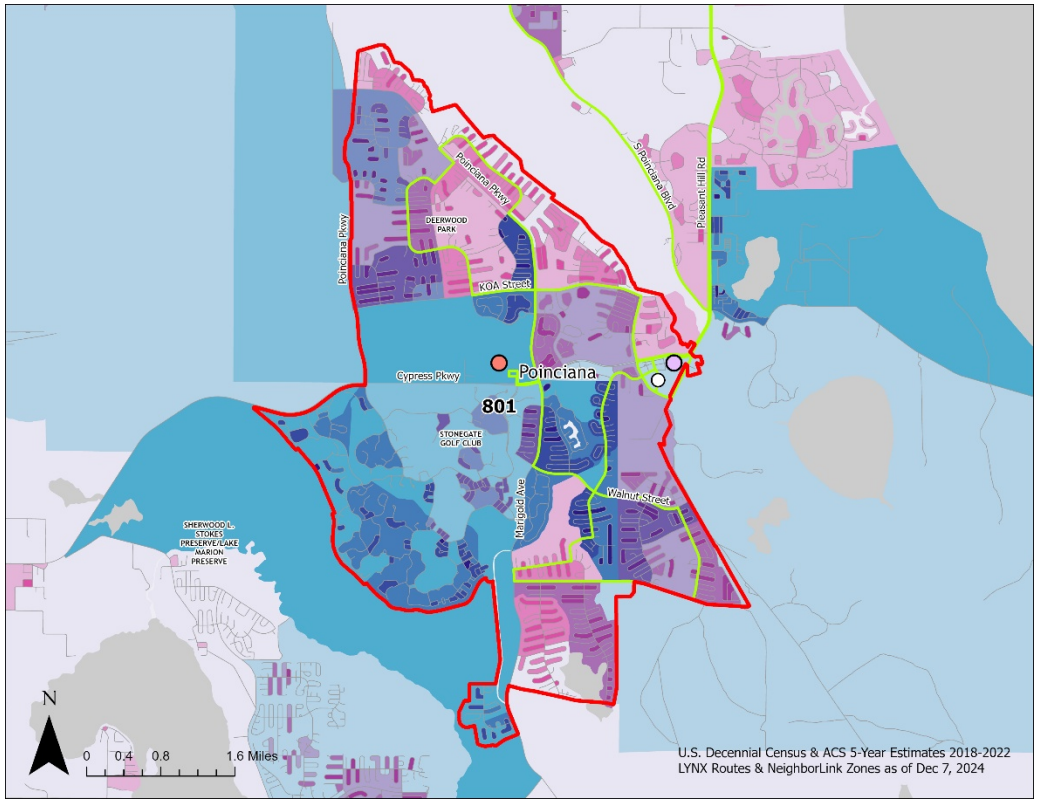
It should be noted that these numbers are different from the individual demographics, since the U.S. Census Bureau only accounts for individiduals in the American Community Survey at block group levels. Those demographics within the LYNX service area are:

- 16.2% Senior (same as individual demographics)
- 12.8% Individual Poverty
- 12.8% Individuals with a Disability

As shown in Map B-1, the eleven NeighborLink routes are spread throughout the three-county region, mostly located just outside of the fixed route service area. The areas encompassed by NeighborLink routes mainly include suburban Orlando and several small towns or developments surrounding the metropolitan area.

MAP B-1: NEIGHBORLINK ROUTE OVERVIEW MAP





Map Features
- NeighborLink Zone
- LYNX SuperStop
- Train Station
- Bus Routes
- Brightline
- Sun Rail

Activity Center
- College
- Community Center
- Dialysis Center
- Hospital
- Senior Center

Demographic Comparison
- Population Density
- Target Demographics

High / Low / Low / High

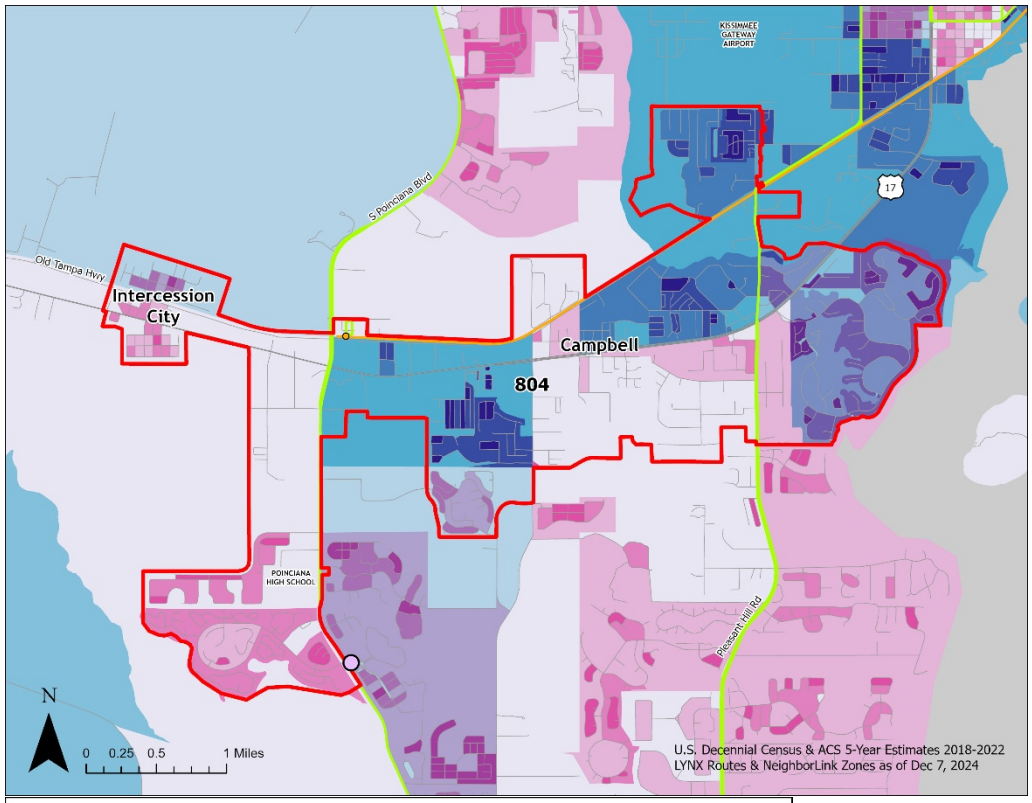
801 – Poinciana

Poinciana's NeighborLink (route 801) covers the extent of many suburban developments surrounding the area. This NeighborLink route may be characterized as suburban residential developments with main corridors home to low-density commercial and office spaces. The route has a LYNX SuperStop and is served by three fixed routes (26, 306, and 426).

When it comes to the demographics of the entire NeighborLink route, it is observed that out of the estimated 50,709 residents within it, the rate of seniors and persons with a disability is higher than the LYNX service area average. Poverty rates in this area are observed as lower than average.

Areas outside of route 801 with notable population densities and/or target demographics are not very prevalent. The corridor of Pleasant Hill Rd has several developments a portion of blocks see as above average in these characteristics but does not achieve the intensity of the rest of route 801.

Estimated Demographics		
Total Population		50,709
Population Density		2,660/sqmi
Key Target Demographic Rates		
Senior	In Poverty	Disability
21.6%	10.7%	16.1%
Compared to Service Area Mean		
16.2%	12.8%	12.8%
+5.4%	-2.1%	+3.3%
Avg. Daily Riders (FY24)		**40**



Map Features
- NeighborLink Zone
- LYNX SuperStop
- Train Station
- Bus Routes
- Brightline
- Sun Rail

Activity Center
- College
- Community Center
- Dialysis Center
- Hospital
- Senior Center

Demographic Comparison
- Population Density
- Target Demographics

High / Low (Low – High)

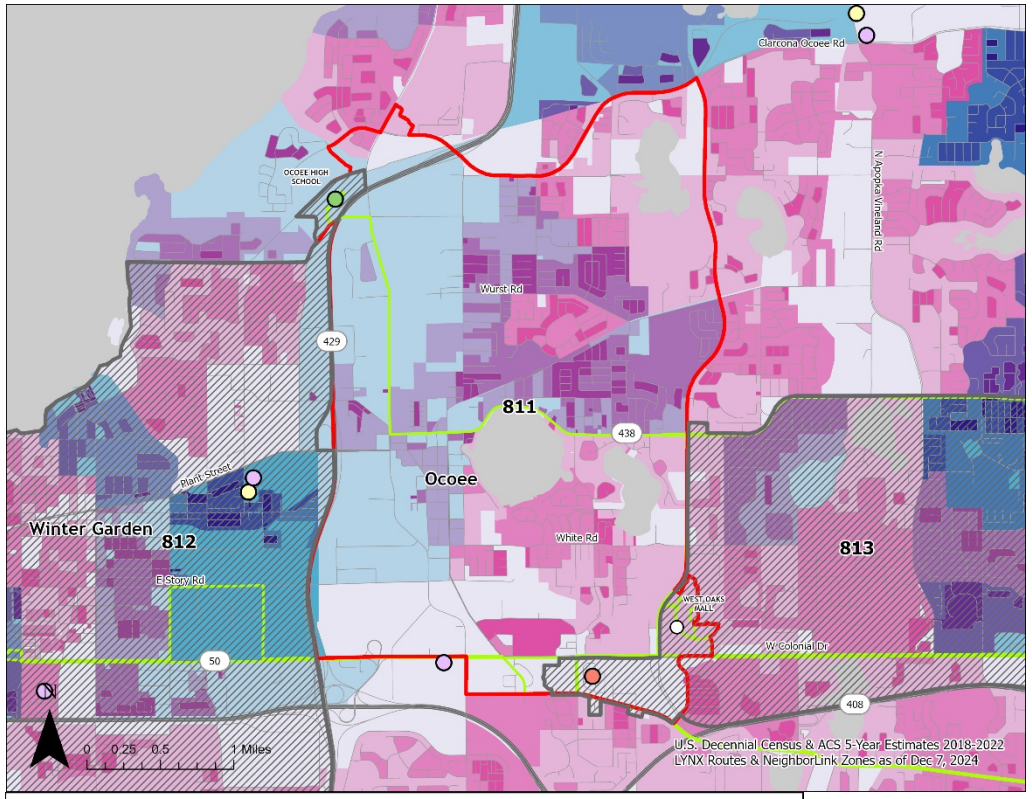
804 – Intercession and Campbell Cities

Intercession City and Campbell's NeighborLink (route 804) covers the extent of Campbell, Intercession City, and extends to Poinciana High School. This route is low-density suburban in parts but has areas in between the main population centers with little development. The route is served by a SunRail train station and two LYNX fixed routes (26 and 306).

When it comes to the demographics of the entire NeighborLink route, it is observed that out of the estimated 17,486 residents within it, the number of low-income poulations and persons with a disability is higher than the LYNX service area average. However, this area has a lower-than-average senior population.

Route 804 generally includes the census blocks that include areas with the highest target demographics. These areas include the north side of Campbell, east of Pleasant Hill Road, and the neighborhood in the most central point of the route.

Estimated Demographics		
Total Population		17,486
Population Density		2,111/sqmi
Key Target Demographic Rates		
Senior	In Poverty	Disability
15%	14.6%	15.7%
Compared to Service Area Mean		
16.2%	12.8%	12.8%
-1.2%	+1.8%	+2.9%
Avg. Daily Riders (FY24)		**13**



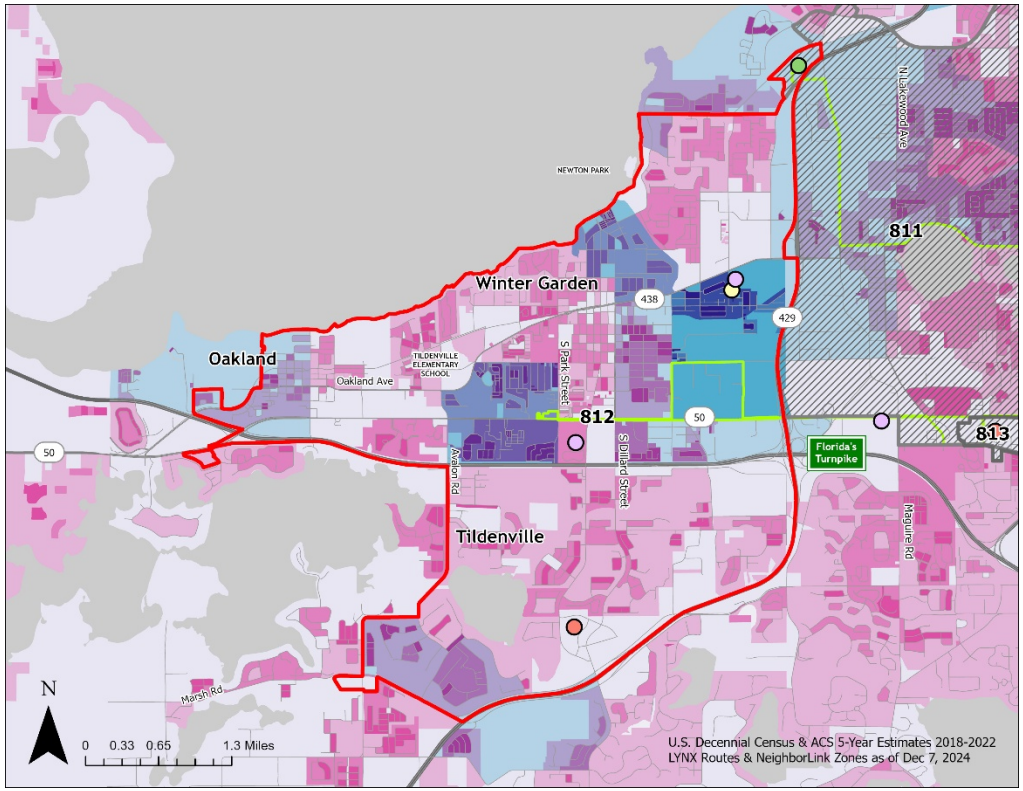
811 – Ocoee

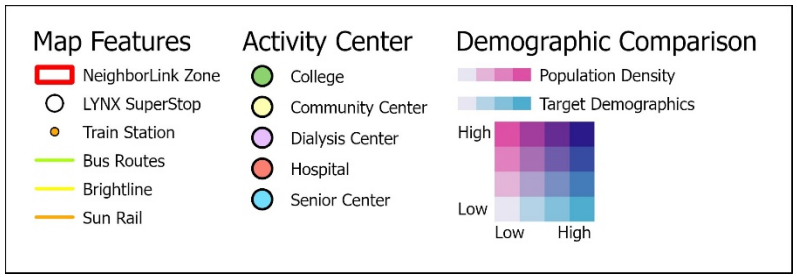
Ocoee's NeighborLink (route 811) is situated between two other NeighborLink routes, covering the neighborhoods surrounding Ocoee. This area would be characterized as mainly low-density suburban residential developments with higher density commercial corridors. The route has a LYNX SuperStop and is served by five fixed routes (54, 105, 125, 701, and 705).

Route 811 has an estimated 20,658 residents and has overall target demographics of seniors, low-income populations, and persons with a disability at lower levels than the rest of the LYNX service area average.

Route 811 generally includes the census blocks that have areas with the highest target demographics around Ocoee. However, these areas are observed as having lower numbers than the other two NeighborLink routes surrounding it. Central Ocoee has higher than average target demographics but is not as dense as other NeighborLink routes.

Estimated Demographics		
Total Population		20,658
Population Density		2,169/sqmi
Key Target Demographic Rates		
Senior	In Poverty	Disability
11.6%	12.7%	11.4%
Compared to Service Area Mean		
16.2%	12.8%	12.8%
-4.6%	-0.1	-1.4%
Avg. Daily Riders (FY24)		**26**





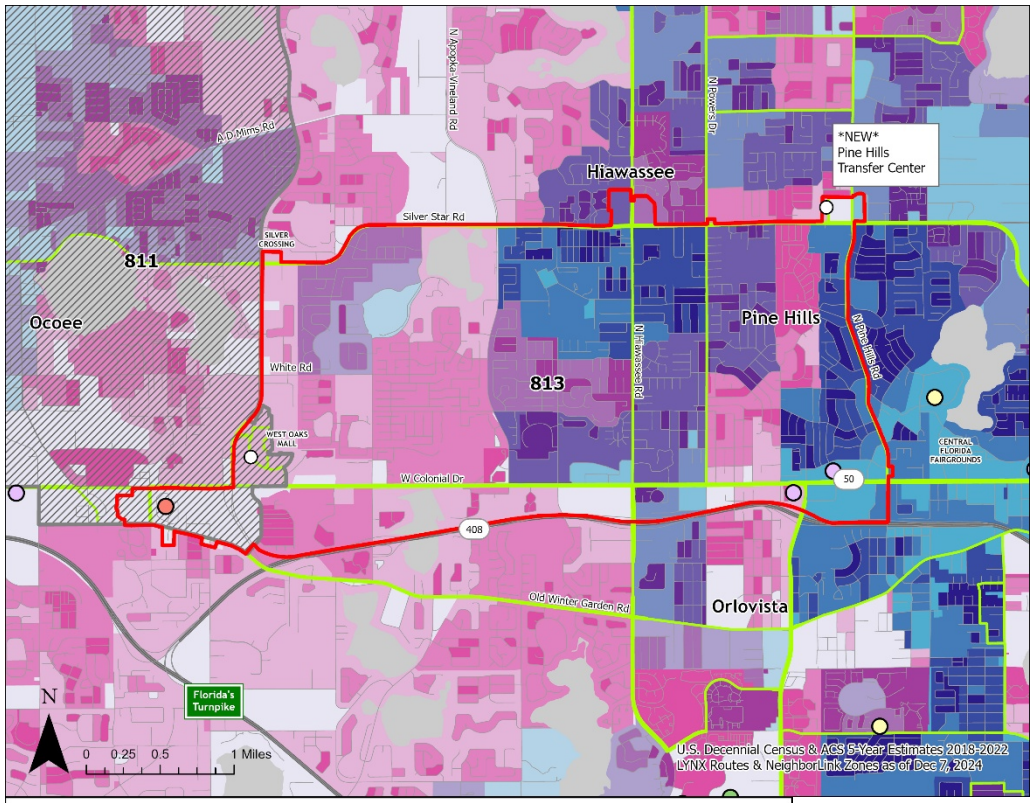
812 – Winter Garden

Winter Garden's NeighborLink (route 812) is situated directly to the west of the Ocoee NeighborLink route. This route includes low and medium density housing developments as well as suburban commercial and a downtown commercial district. This route is served by only one LYNX fixed route (705), which ends in the central portion of the route on S.R. 50.

Route 812 has an estimated 39,691 residents and has overall target demographics of seniors, low-income populations, and persons with a disability at significantly lower levels than the rest of the LYNX service area average.

Route 812 generally includes the census blocks that include areas with the highest target demographics around Winter Garden. Within this route, the most important areas for coverage are around south Winter Garden (along SR-50) and east Winter Garden (south of SR-438). While this route also includes some blocks with lower-than-average demographics, these are generally located between some areas that either have medium to high population densities or higher-than-average target demographics.

Estimated Demographics		
Total Population		39,691
Population Density		2,588/sqmi
Key Target Demographic Rates		
Senior	In Poverty	Disability
13.2%	9.7%	9%
Compared to Service Area Mean		
16.2%	12.8%	12.8%
-3.0%	-3.1%	-3.8%
Avg Daily Riders (FY24)		**39**



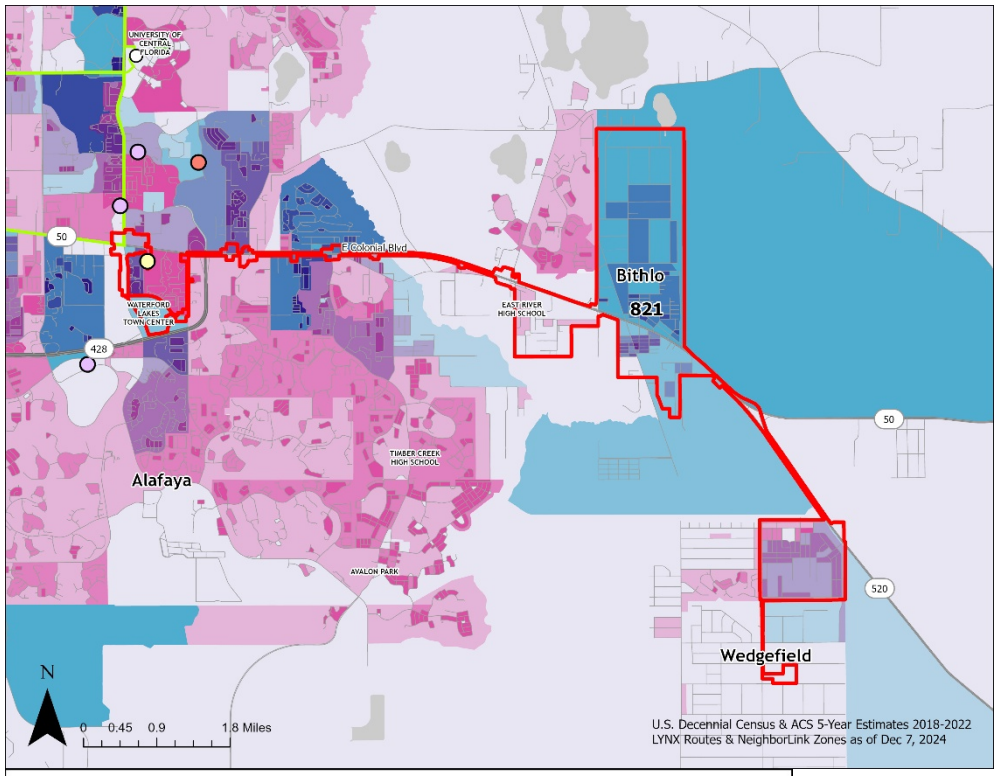
813 – Pine Hills

Pine Hill's NeighborLink (route 813) is situated directly to the east of, slightly overlapping with the Ocoee NeighborLink route. This route sees a transition from suburban, lower density developments to the west while higher density developments exist to the east. This route includes a LYNX SuperStop at West Oaks Mall well as the Pine Hills Transfer Center at Silver Star Rd. and Belco Dr. 10 fixed routes (37, 44, 48, 49, 54, 105, 125, 301, 43, and 701), which run throughout much of the route.

Route 813 has an estimated 41,429 residents and has overall demographics of low-income populations and persons with a disability at higher levels than the rest of the LYNX service area average, while the senior population is lower than the average.

Route 813 generally includes the census blocks that include areas with the highest target demographics around Pine Hills. Within this route, the most important areas for coverage are in and around Pine Hills, on the east side of the route. These are the areas between North Apopka-Vineland Road and the eastern edge of the route.

Estimated Demographics		
Total Population		41,429
Population Density		4,772/sqmi
Key Target Demographic Rates		
Senior	In Poverty	Disability
11.5%	20.7%	14.6%
Compared to Service Area Mean		
16.2%	12.8%	12.8%
-4.7%	+7.9%	+1.8%
Avg. Daily Riders (FY24)		**5 38**



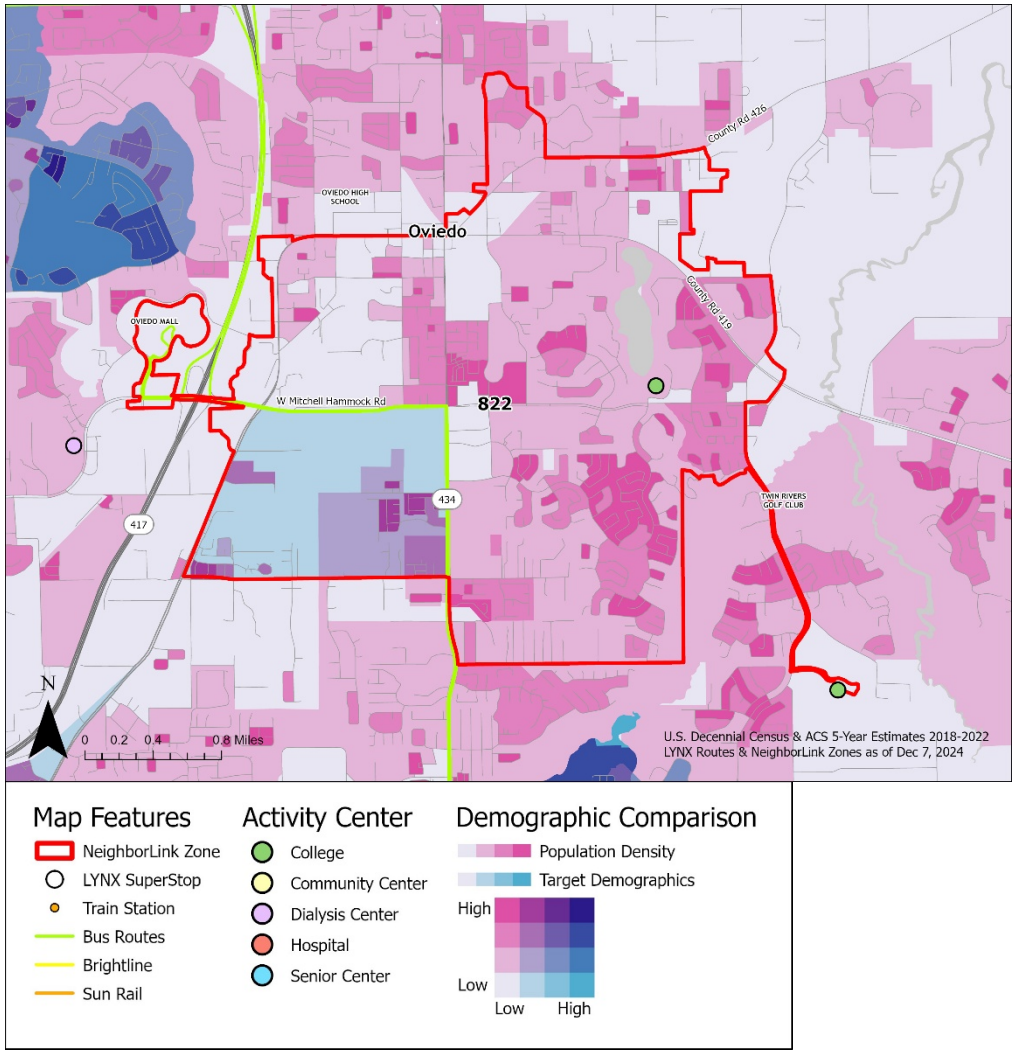
821 – Bithlo

Bithlo's NeighborLink (route 821) is situated in eastern Orange County, spread across several neighborhoods around the SR-50 corridor. This route covers the suburban, exurban, and rural developments FL-520 east of Orlando. This route is served by one fixed route (104) and one flex route, 821, which is also the bus providing NeighborLink service to the route.

Route 821 has an estimated 7,223 residents and has overall demographics of low-income populations and persons with a disability at higher levels than the rest of the LYNX service area average, while the senior population is lower than the average.

Route 821 includes many census blocks that encompass areas with the highest target demographics around Bithlo, but also covers those in Wedgefield. These are also the two most crucial portions of the route in terms of target demographics. The route also covers SR-50 heading into the Orlando metro area, but potentially misses some neighborhoods left uncovered by LYNX on the north side of SR-50 before reaching Alafaya Trail and UCF.

Estimated Demographics		
Total Population		7,223
Population Density		1,167/sqmi
Key Target Demographic Rates		
Senior	In Poverty	Disability
14.5%	15.3%	13%
Compared to Service Area Mean		
16.2%	12.8%	12.8%
-1.7%	+2.5%	+0.2
Avg. Daily Riders (FY24)		**57**



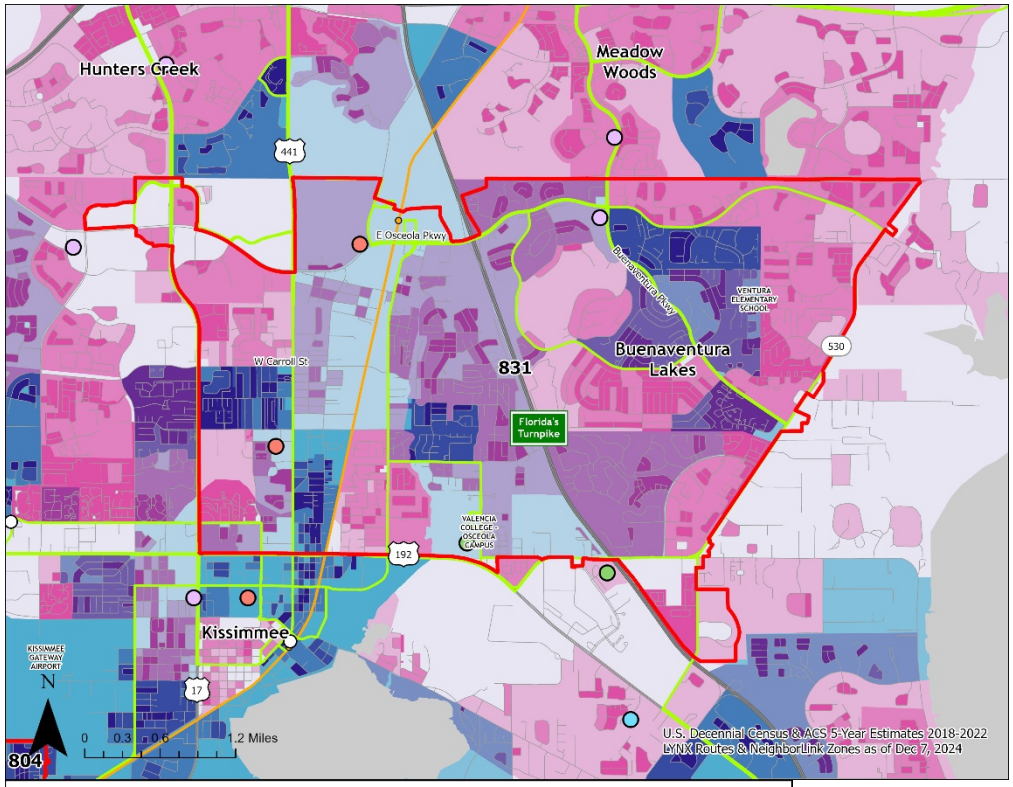
822 – Oviedo

Oviedo's NeighborLink (route 822) is situated to the east of SR-417 in south central Seminole County. Oviedo has many low-density suburban developments and may be seen as an edge in the Orlando built area. This route includes one LYNX fixed route (434), which runs through the southwestern portion of the route.

Route 822 has an estimated 21,214 residents and has overall demographics of seniors, low-income populations, and persons with a disability at lower levels than the rest of the LYNX service area average.

Route 822 covers areas with lower-than-average target demographics and medium to low levels of density. The areas that exhibit target demographics and density are found in the southwestern portion of the route. Some areas of higher density and higher-than-average levels of target demographics are seen throughout the eastern portion of the route. In relation to other routes, target demographics and density in route 822 are observably lower than in many others.

Estimated Demographics		
Total Population		21,214
Population Density		2,893/sqmi
Key Target Demographic Rates		
Senior	In Poverty	Disability
12.9%	9.6%	9.9%
Compared to Service Area Mean		
16.2%	12.8%	12.8%
-3.3%	-3.2%	-2.9%
Avg. Daily Riders (FY24)		**12**



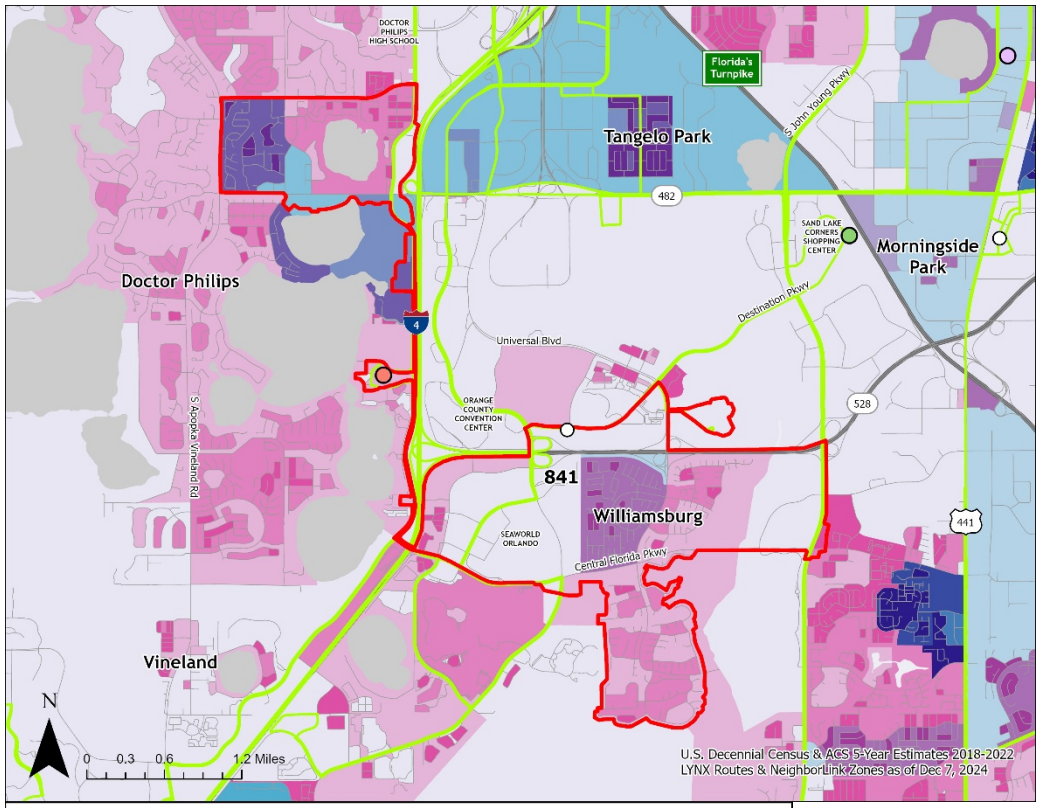
831 – Buenaventura Lakes/ N. Kissimmee

Buenaventura Lakes and North Kissimmee's NeighborLink (route 831) is situated in north central Osceola County. This route includes medium to high density developments within north Kissimmee and central Buenaventura Lakes, while hosting suburban and commercial developments around its edge and between those centers. This route includes a SunRail train station as well as seven LYNX fixed routes (10, 18, 55, 56, 108, 407, and 441), which run throughout much of the route.

Route 831 has an estimated 66,614 residents and has overall demographics of low-income populations and persons with a disability at higher levels than the rest of the LYNX service area average, while the senior population is lower than the average.

Route 831 generally includes the census blocks that include areas with the highest target demographics around north Kissimmee and central Buenaventura Lakes. These are also the areas with the highest need for service when exploring the target demographics and population density.

Estimated Demographics		
Total Population		66,614
Population Density		4,591/sqmi
Key Target Demographic Rates		
Senior	In Poverty	Disability
12.8%	14.5%	13%
Compared to Service Area Mean		
16.2%	12.8%	12.8%
-3.4%	+1.7%	+0.2%
Avg. Daily Riders (FY24)		**35**



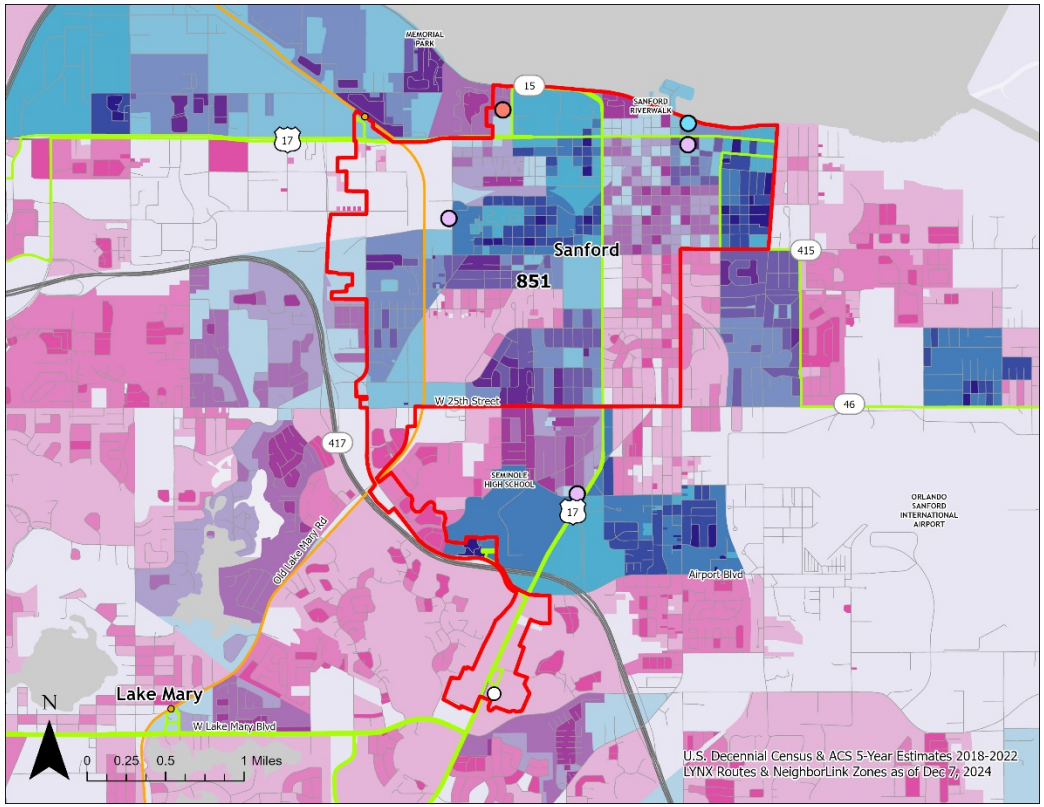
841 – Williamsburg

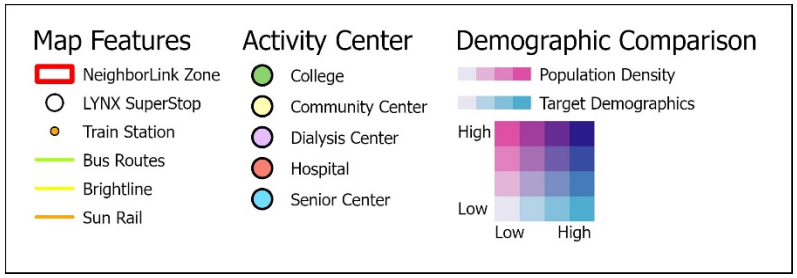
Williamsburg's NeighborLink (route 841) is located directly south of Orlando to the east of I-4. The route includes the suburban developments within Williamsburg and portions of Doctor Philips, connected by Turkey Lake Road as well as higher density developments around SeaWorld. This route has one LYNX SuperStop near the Orange County Convention Center and is served by five LYNX fixed routes (8, 21, 38, 42, 57, 311, and 350), which covers express routes to both downtown Orlando and Disney World Resort, and local routes.

Route 841 has an estimated 13,907 residents and has overall demographics of low-income and senior populations at lower levels than the rest of the LYNX service area average, while the low-income population is higher than the average.

Route 841 includes block groups within Williamsburg and Doctor Philips. Within this route, the most important areas for coverage are in and around the Doctor Philips section as well as the most central neighborhood in Williamsburg. Many areas with higher-than-average target demographics are covered within Williamsburg and Doctor Philips.

Estimated Demographics		
Total Population		13,907
Population Density		2,115/sqmi
Key Target Demographic Rates		
Senior	In Poverty	Disability
12.8%	14.4%	9.1%
Compared to Service Area Mean		
16.2%	12.8%	12.8%
-3.4%	+1.6%	-3.7%
Avg. Daily Riders (FY24)		**15**





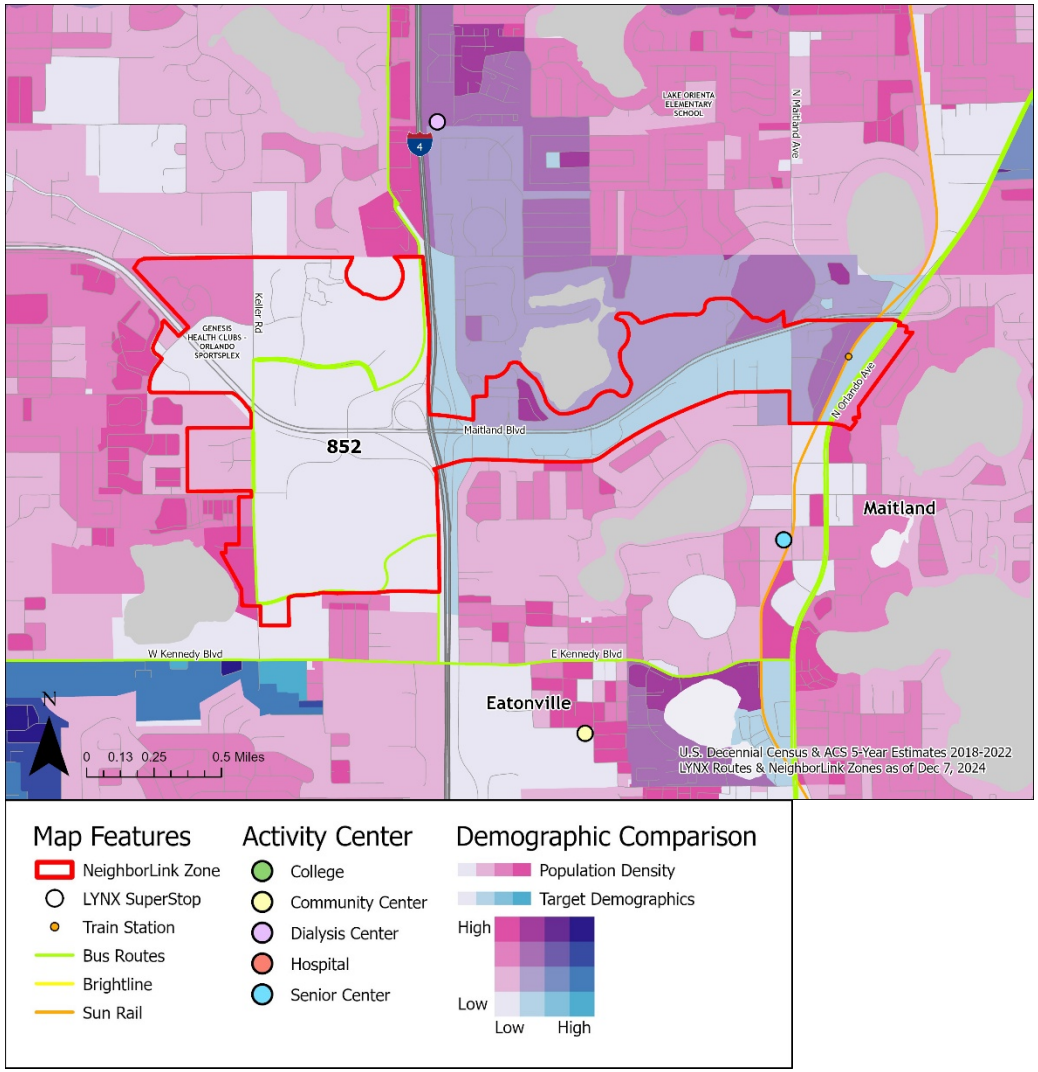
851 – Sanford

Sanford's NeighborLink (route 851) covers much of downtown and southern Sanford. The route hosts most of Sanford's residential housing, which may be described as mostly single-family except for the higher density downtown. This route includes a SunRail train station as well as five fixed routes (34, 45, 46E, 46W, 103), which run throughout much of the route.

Route 851 has an estimated 14,016 residents and has overall demographics of low-income populations and persons with a disability at higher levels than the rest of the LYNX service area average, while the senior population is lower than the average.

Route 851 generally includes the census blocks that include areas with the highest target demographics around Sanford. The areas within Sanford to the west of US-17 are often seen as having higher target demographics and are mainly covered by route 851.

Estimated Demographics		
Total Population		12,700
Population Density		3,181/sqmi
Key Target Demographic Rates		
Senior	In Poverty	Disability
14.3%	14.7%	15.2%
Compared to Service Area Mean		
16.2%	12.8%	12.8%
-1.9%	+1.9%	+2.4%
Avg. Daily Riders (FY24)		**65**



852 – Maitland

Maitland's NeighborLink (route 852) covers the extent of Maitland Boulevard between Keller Road and N Orlando Avenue. This is a high density commercial and office corridor, home to very little housing. This area is also supported by a SunRail train station and two LYNX fixed routes (1 and 102), and one flex route,852, which also serves as the NeighborLink bus.

In terms of demographics, this is mainly a commercial and office district, so its population is very low (at 1,751 residents). Of these, seniors and persons with disabilities are lower than the rest of the LYNX service area while low-income residents are higher than the service area.

Specifically, areas to the east of I-4 demonstrate areas with target demographics that are higher-than-average, although not built up at a high intensity/density. Maitland Boulevard east of I-4 is the most important area covered in this route, but the route does not necessarily cover the entire census block group with these higher-than-average demographics.

Estimated Demographics		
Total Population		1,751
Population Density		3,265/sqmi
Key Target Demographic Rates		
Senior	In Poverty	Disability
12.7%	15.3%	10.3%
Compared to Service Area Mean		
16.2%	12.8%	12.8%
-3.5%	+2.5%	-2.5%
Avg. Daily Riders (FY24)		**8**

Summary

Table B-1 below summarizes the various statistics associated with each of the NeighborLink routes that were analyzed, including the average daily ridership numbers for each route.

Upon analyzing each of the eleven NeighborLink routes within the LYNX network, there are a few patterns that emerge when comparing the several attributes explored with each route's average daily ridership. First, the top three performing NeighborLink routes include 3 out of the top 4 highest senior populations and 3 out of the top 5 disabled populations. This would indicate that two (out of three) target demographics positively correlate with the ridership of a route. However, poverty rates across NeighborLink routes appear to not impact ridership as much, unless the ridership figure is very low.

Another pattern that was observed indicates that while population density alone did not positively correlate to ridership, pairing population density with several other factors was able to suggest as to why specific routes had higher or lower ridership. For example, while the densest routes (813 and 831) should theoretically produce the best ridership for a typical transit system, these routes also had the highest number of fixed routes, which ultimately held back their use compared to other routes with less access to transit, but lower population density numbers. Furthermore, once the population density was paired with the number of fixed routes, those routes with lower target demographics (such as routes 812 and 822) showed lower ridership than may have been expected.

TABLE B-1: NEIGHBORLINK SUMMARY BY ROUTE

NeighborLink Route	Estimated Population	Population Density (sq. mi.)	Senior Population (%)	Population in Poverty (%)	Population with a Disability (%)	# of LYNX Fixed Routes	Average Daily Riders (FY24)
801	50,709	2,660	21.6%	10.7%	16.1%	3	40
804	17,486	2,111	15.0%	14.6%	15.7%	2 + SunRail	13
811	20,658	2,169	11.6%	12.7%	11.4%	5	26
812	39,691	2,560	13.2%	9.7%	9.0%	1	39
813	41,429	4,772	11.5%	20.7%	14.6%	10	38
821	7,223	1,167	14.5%	15.3%	13%	1	57
822	21,214	2,893	12.9%	9.6%	9.9%	1	12
831	66,614	4,591	12.8%	14.5%	13%	7 + SunRail	35
841	13,907	2,115	12.8%	14.4%	9.1%	7	15
851	14,016	2,864	14.6%	15.6%	15.7%	5 + SunRail	65
852	1,751	3,265	12.7%	15.3%	10.3%	2 + SunRail	8



Gaps in Existing NeighborLink Routes

Given the geospatial factor of each of the statistics explored in this analysis, there are patterns noticed within the LYNX service area that may warrant updating each route's boundaries.

801 – Poinciana: Coverage is sufficient within much of Poinciana for NeighborLink and fixed routes. However, northeast of the route, neighborhoods along Pleasant Hill Road, while having fixed route service, may warrant NeighborLink access due to high target demographics.

804 – Intercession and Campbell Cities: Neighborhoods east of Poinciana High School have pockets of high population density, not within the route. Neighborhoods east of the Kissimmee Gateway Airport have high population density and target demographic statistics, not within the route.

811 – Ocoee: Coverage across Ocoee is well managed as routes 812 and 813 cover much of its surroundings. Ocoee High School and its surrounding hold density and target demographics higher than average, which are largely uncovered. One activity center within route 812 is not covered.

812 – Winter Garden: Coverage is sufficient.

813 – Pine Hills: Many neighborhoods surrounding the eastern size of the route in all directions (except west) have areas of high population density and target demographics. Hiawassee and Orlovista may warrant coverage. There are also two activity centers uncovered to the southeast.

821 – Bithlo: Neighborhoods along East Colonial Boulevard are seen to have high population density and target demographics, largely not covered.

822 – Oviedo: Neighborhoods north of the Oviedo Mall have high population density and target demographics but are not within coverage.

831 – Tupperware SunRail and Valencia College: Neighborhoods in central Kissimmee, not within the route, have high population density and target demographics. Neighborhoods along US-192, southeast of the route also have these stats. Furthermore, three activity centers near the route are not within coverage.

841 – Williamsburg: While neighborhoods of high population density and target demographics are spread out outside of this route, potential for those neighborhoods (off US-441 and Tangelo Park) may be expanding into.

851 – Sanford: Several neighborhoods to the east of the route with high population density and target demographics are largely uncovered. These extend from east of downtown to Airport Boulevard.

852 – Maitland: Coverage for areas north of Maitland Boulevard between I-4 and North Orlando Avenue does not include many of the homes for higher target demographics. There are two activity centers southeast of the route that are not within coverage, also including areas of high population density.



APPENDIX C: 2022 HSTP STRATEGIES AND STATUS



Attachment 8 - LYNX System Safety Program Plan



LYNX
SYSTEM SAFETY
PROGRAM PLAN

REVISION 24

December 2025

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Revision History

Revision Number	Revision Date	Summary of Changes	Author
Revision 24	12-30-2025	Updated the Director of Risk Management and Safety Name and Organization Chart, and updated the supervisor's name	Safety & Security
Revision 23	12-30-2024	Updated Director of Risk Management and Safety Name	Safety & Security
Revision 22	12-19-2023	Updated the CEO's name	Safety & Security
Revision 21	12-30-2022	Updated Organization Chart	Safety & Security
Revision 20	12-12-2019	Updated the CEO's Name	Safety & Security
Revision 19	1-11-2019	Updated Appendix list	Safety & Security
Revision 17	7-18-2018	Updated plan to reflect FDOT's recommendations from the Triennial Review	Safety & Security
Revision 16	5-1-2018	Updated system description positions and added criminal background check section 4.2.3	Risk Management, Safety & Security
Revision 15	12-01-2015	Update to include FDOT BSS requirements	Risk Management, Safety & Security
Revision 14	3-01-2014	Update to include Grapefruit LYMMO	Risk Management and Safety
Revision 13	8-1-2013	Plan Update and FDOT BSS Requirements	Risk Management and Safety
Revision 12	2-1-2010	Plan Update	Safety and Security
Revision 1	2-1-1993	Initial Version	Operations

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Name	Title	Signature
Tiffany Homler Hawkins	Chief Executive Officer	

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File	Risk Management, Safety & Security Division
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SYSTEM SAFETY PROGRAM PLAN

1.0 INTRODUCTION

This System Safety Program Plan (SSPP or Plan) establishes the technical and managerial safety program adopted by the Central Florida Regional Transportation Authority (LYNX or authority) for the public transportation system which operates in the Central Florida region. Transit system services include fixed route buses, downtown Rapid Bus Transit (LYMMO Orange, Grapefruit and Lime lines), Paratransit, NeighborLink, and commuter vanpools. The SSPP describes the authority's service philosophy, organization, operations, management and safety program elements.

The SSPP further identifies LYNX safety policy and the responsibilities associated with system safety at all levels of the organization and for all entities or individuals under contract to the authority. The safety program formalized by this plan applies to all life cycle phases for LYNX projects and the transit system.

1.1 Safety Definitions

Safety: As a basic definition, safety is defined as: a reasonable degree of freedom from those conditions that can cause injury or death to personnel, damage to or loss of equipment or property.

According to U.S. Military Standard 882C, system safety is the application of technical and managerial skills to the systematic, forward looking identification and control of hazards through the life cycle of a project, program or activity. This process spans the entire system life cycle, beginning with acquisition (including concept definition, design, construction and inspection/testing/certification) and continuing through operation (including training, maintenance, modification, and disposal).

The following are also key terms used throughout this plan: [1]

Hazard Management: This is an element of the system safety management function that evaluates the safety effects of potential hazards and considers acceptance, control or elimination of such hazards with respect to expenditure or resources. The feasibility of hazard elimination must be considered in light of financial, legal, as well as human considerations.

[1] Instructor Guide: System Safety Planning Seminar, prepared by the U.S. Department of Transportation's Research and Special Programs Administration (Transportation Systems Center, Safety and Security Systems Division) and Urban Mass Transportation Administration Office of Safety, October 1988.

System: A composite of people, procedures and equipment/facilities, which are integrated to perform a specific operational task or function within a specific environment.

System Safety: The application of operating, technical and management techniques and principles to the safety aspects of a system throughout its life to reduce hazards to the lowest practical level through the most effective use of available resources.

System Safety Program: The combined tasks and activities of system safety management and system safety engineering that enhance operational effectiveness by satisfying the safety requirements in a timely and cost effective manner through all phases of a system life cycle.

System safety focuses on the prevention of accidents, by eliminating and/or controlling safety hazards in a systematic way. This preventive approach, through the most effective use of resources, will serve to reduce the risks from system hazards to the lowest practical level. Hazards are not accidents. A hazard is any real or potential condition that CAN lead to or cause injury, death, damage to or loss of equipment or property.

For the purpose of this plan, LYNX further defines system safety as the coordinated effort of all departments and personnel, under the direction and guidance of, LYNX Risk Management, Safety & Security Division to:

- Conserve life and property.
- Reduce the frequency of accidents/incidents.
- Reduce the probability of accidents/incidents and injuries.
- Control and minimize the consequences of accidents/incidents, which do occur.
- Maintain the safe operation of LYNX services.
- Provide for the operational safety of patrons and LYNX employees.
- Maintain the safety of the general public in contact with the transit system.

1.2 Regulatory Requirement/Authority

On May 2, 1972, the Orange-Seminole-Osceola Transportation Authority was created pursuant to a local agreement by and between Orange, Seminole and Osceola counties, the East Central Florida Regional Planning Council and the Florida Department of Transportation.

The state of Florida requires LYNX to develop and implement a System Safety Program Plan (SSPP) that complies with the equipment and operational safety standards in Subsection 341.061 Florida Statutes as amended, and to inspect all equipment in accordance with minimum state standards contained in Rule

Chapter 14-90, Florida Administrative Codes, as amended. The requirements so imposed are also mandated by this SSPP, as are other applicable state and federal laws and local codes, ordinances and regulations that impact transit system safety.

The Chief Executive Officer (CEO) accepts overall responsibility for safety at LYNX. The Directors and Managers are responsible and accountable for the implementation of the SSPP in their respective areas. However, all LYNX employees are responsible for safety and must carry out their assigned duties in a safe and efficient manner. The LYNX Risk Management & Safety Division is responsible for taking a proactive position in supporting LYNX management through identifying hazards and controls for those hazards to ensure the highest degree of safety for LYNX patrons and employees. As such, the LYNX Safety & Security Division is designated as bearing the primary responsibility for coordinating implementation of the SSPP and monitoring compliance. This office reports to the Chief Administrative Officer (CAO).

1.3 Purpose

The purpose of this plan is to establish and document the LYNX System Safety Policy and Program.

Specifically, the purpose of the System Safety Program Plan is to:

- Establish the safety program on an authority wide basis.
- Provide a framework for implementing a safety program to achieve safety goals and objectives.
- Identify the relationships and responsibilities of LYNX with city and county departments and other organizations and agencies that impact transit system safety.
- Provide a mechanism by which LYNX can demonstrate its commitment to safety.
- Ensure that, as appropriate, contractors and suppliers meet LYNX safety requirements prior to commencing work and while on LYNX property or working on LYNX equipment.
- Satisfy federal, state and local safety requirements.
- Meet or exceed accepted industry safety, fire, and environmental standards.

1.4 Scope

The safety goal of LYNX as a public transit agency is to create a comprehensive transportation system that provides and coordinates a full array of mobility and community services and offers quality customer service in a safe, secure and cost-effective manner. The SSPP is intended to cover all current and future

LYNX operations, services and projects. In order to implement LYNX safety policies, goals and objectives, this Plan:

- Addresses all LYNX departments and contractors.
- Applies to all activities which involve design, construction, procurement, installation and testing of equipment or facilities; operations, maintenance and support activities; and the environment in which the transit system operates, including areas of public access and adjacent property.
- Empowers each director, manager, supervisor, and employee with responsibility for System Safety Program Plan (SSPP) compliance, implementation and success.
- Requires coordination, integration, communication and cooperation among all directors, departmental managers, supervisors and employees.
- Encompasses all fixed facilities, equipment, vehicles and employee activities and applies to all who come in contact with the transit system.
- Includes LYNX' interface with local, state and federal governmental entities, regulatory agencies and departments, professional organizations and the general public.

1.5 Goals

LYNX has established the following system safety program goals, all of which are designed for broad relevance throughout the transit system, a lasting impact on safety system wide, quantitative characteristics (observable and measurable), and the agency's ability to effectively achieve them. The agency intends to reduce the following areas of concern:

- The annual rate of accidents that result in injuries or fatalities among passengers or other members of the general public (injuries and fatalities per 100,000 vehicle miles).
- The frequency and severity of on the job injuries to LYNX employees (measurable in hours or days lost per total hours or days worked on an annual basis).
- The rate of accidents/incidents that result in damage to LYNX and public property and equipment (average number of accidents/incidents per 100,000 vehicle miles.
- Claims, replacement and repair costs associated with accidents/incidents that result in damage to LYNX and public property and equipment (average cost per accident/incident).

1.6 Objectives

The objectives included here state specifically the manner in which LYNX goals will be met. These objectives are:

- LYNX will establish, implement and maintain a safety program that effectively identifies potential hazards of the transit system and imposes management controls and design requirements to prevent mishaps by either eliminating hazards or reducing the associated risk to an acceptable level for LYNX management.
- Safety is always an integral part of current and future design, procurement, construction, testing, training, operation and maintenance of the LYNX system.
- LYNX operations, including the working environment at all LYNX facilities, will meet or exceed all applicable local, state and federal safety, fire and environmental codes, ordinances and regulations.
- The authority will communicate and cooperate with local government fire and rescue agencies to ensure effective coordination in emergency response, management and corrective action.
- Existing LYNX safety information management systems will provide appropriate data and reports on performance, non-critical system failures and accidents to appropriate departments and managers for the purposes of increasing system safety.

1.7 Update Plan

The Director of Risk Management & Safety and their staff conducts the necessary yearly updates and provides the SSPP to the CEO for review and certification. The Safety & Security Division is responsible for producing, coordinating and managing this effort.

Revisions to the plan will be necessitated by:

- The request of the CEO.
- Major system changes or major departmental changes.
- If none of the above conditions has occurred in two calendar years from the previous update and review of the SSPP.

Major changes are defined as those that meet any of the following conditions:

- Addition, deletion or reconfiguration of LYNX operations, scope or depth, operating methodology (including the use of contractors for provision of transportation or maintenance), or operating territory.
- Major facility changes, additions or rehabilitation.
- Purchase of new equipment or rolling stock or major overhaul of existing equipment or rolling stock.
- Reorganization of personnel, which results in changes in authority or responsibility in any safety critical area of LYNX.

Changes in safety policy, goals or objectives require the approval of the Chief Executive Officer.

1.8 Reference Documents

Related documents and guidelines used to develop this SSPP include:

- Manual for the Development of Rail Transit System Safety Program Plans, American Public Transit Association.
- Military Standard 882C, “System Safety Program Requirements”.
- LYNX Transportation Development Plan.
- Mass Transit System Safety Glossary, U.S. Department of Transportation, John A. Volpe National Transportation Systems Safety Center.
- “System Safety Program Plan Outline,” provided by the U.S. Department of Transportation, Research and Special Programs Administration.
- Bus and Passenger Accident Prevention, by Judith A. Byman and William T. Hathaway, sponsored by the U.S. Department of Transportation and the Federal Transit Administration Office and Technical Assistance and Safety.
- Transit System Security Program Planning Guide, by John N. Balog, Anne N. Schwarz and Bernard C. Doyle, sponsored by the Federal Transit Administration Office of Technical Assistance and Safety.

2.0 SYSTEM DESCRIPTION

This chapter of the Plan provides a brief history of the LYNX Transportation system, its operating environment and organizational structure. Also, described are the types of services provided, operational facilities and locations, equipment utilized and basic department organizations and functions.

2.1 History

Prior to 1972, the Orlando Transit Company was the principal transit system in the Orlando urban area. When financial difficulties made it impractical to continue providing transit as a private venture, the Orlando Transit Company announced its intention to cease operations. The governments of Orange, Seminole and Osceola counties acted to avert the cessation of service by creating the Orlando- Seminole-Osceola Transportation Authority (OSOTA) in accordance with the Florida Inter-Local Cooperation Act of 1969 (F.S. 163.01). The City of Orlando joined the inter-local agreement in 1981. In 1984, OSOTA adopted the name Tri- County Transit (TCT) as the designated name for the region wide transportation authority.

In July of 1992, the authority began doing business as LYNX although its legal name remained OSOTA. In March of 1994, the merger of LYNX and the Central

Florida Commuter Rail Authority (pursuant to F.S. 343.61) created the Central Florida Regional Transportation Authority (CFRTA). The current CFRTA Board of Directors consists of five members: Chairmen from Seminole and Osceola counties (or their designees); The Mayor of Orlando; the Mayor of Orange County (or designee); and the District 5 Florida Department of Transportation Secretary or designee.

2.2 Scope of Service

LYNX serves an area of approximately 2,500 square miles with a resident population of more than 2.3 million people. Small portions of Lake and Polk counties are served as well. Sixty-eight (68) routes called “links” serve the tri-county area. Peak service is provided from 6 to 9 AM and 3:30 to 6:30 PM. Earliest service begins at 3:50 AM. The latest bus leaves downtown at 12:15 AM. Peak frequency is every 15 minutes on heavily used links, 30 minutes on average urban links and outlying areas receive hourly service.

LYNX provides fixed-route bus service seven days a week and on holidays. Free downtown circulator service is provided in downtown Orlando via a transportation partnership with the City of Orlando. Vanpool service that provides vans to business commuters for a small monthly fee is provided. Door-to-door van service called ACCESS LYNX for medically qualified and/or cognitively impaired customers is provided. Road Rangers roadside assistance program for disabled vehicles on I-4 is provided. Also, supportive community service shuttles, including shuttles to Citrus Bowl special events are provided.

Paratransit: In 1992, the Transportation Disadvantaged Commission designated LYNX as the Community Transportation Coordinator (CTC). In this role, the authority is responsible for overseeing the provision of transportation services for all people in the tri-country community who cannot provide for their own transportation because of age, income or disability. Known as the ACCESS LYNX Program, LYNX manages a specialized transportation provider coordinating service delivery.

Paratransit service is available 24 hours a day, 7 days a week. Reservations can be made between 8:00 A.M. to 5:00 P.M. seven days a week.

NeighborLink: The NeighborLink (formerly Pickup Line) is a call two-hour ahead flex-service bus service aimed to make it easier for residents living less-populated areas to make use of both local transportation and LYNX’ local bus system. Customers may travel to and from any location within LYNX' clearly defined NeighborLink's service area. LYNX operates 13 NeighborLink routes.

LYNX Commuter Van Pool: As of November 2015, 137 commuter vans are in services with 30 spares. LYNX commuter vans have been manufactured by Ford Motor Company, Chrysler, and Chevrolet. Most vehicles are in the 10 or 12 passenger configuration, with a growing number being requested in the smaller 7 and 8 passenger size. The Commuter Services Division manages this program on-site from within the Communications department and is responsible for offsite maintenance arrangements; LYNX typically stores spares.

LYNX Paratransit and NeighborLink services are operated by a private contractor. Current Paratransit and NeighborLink service levels require about 182 peak vehicles for ambulatory and wheelchair persons. The entire fleet (202) of Paratransit and NeighborLink vehicles are stored and maintained by the contractor who operates this service.

Shuttles: LYNX also operates shuttle buses between Downtown and satellite parking garages, for many entertainment and sporting events held at the Orlando Citrus Bowl and Amway Center.

Main College Campus Services: LYNX operates student transportation services to the Central Florida's main college campuses, including University of Central Florida, Valencia State College (East, West, Winter Park, & Osceola Campuses), Rollins College and Seminole State College. Fixed routes that serve these colleges include – Links 1, 8, 9, 10, 13, 14, 15, 18, 21, 23, 37, 42, 45, 57, 58, 102, 103, 104, 105, 210, 211, 434 and 443.

Downtown Rapid Bus Transit (LYMMO): The LYMMO started operation in August, 1997. The LYMMO project consists of exclusive and multi-use lanes through Downtown Orlando. It uses state of the art, low floor, and rubber-tire buses operating frequently along a 3-mile route. The project is comprised of a one-way, single lane loop at the north end of downtown (along Alexander Place, Hughey Avenue, Garland Avenue, and Amelia Street) and a two-lane spine along Livingston Street and Magnolia Avenue (between Interstate 4 and Church Street). Buses operate in an exclusive contra flow bus lane northbound on Orange Avenue between South and Church Streets. The LYMMO Project replaced the Freebee bus transportation service for the Downtown area.

In spring 2014, the LYMMO was expanded and renamed "Orange Line" in conjunction with the construction of two additional downtown Rapid Bus Transit lines. The second downtown Rapid Bus Transit line named "Grapefruit Line" runs east and west in the down town area and serves the Orange County Administration, City Hall, Wells Built Museum, the Orange County Health Department, the History Center and the Public Library. The third downtown Rapid Bus Transit line named "Lime Line" runs north and south and serves the future Creative Village, Bob Carr auditorium, FAMU College of Law, and the Federal Courthouse.

All three LYMMO lines connect with the SunRail commuter rail system at the LYNX Central Station.

The Downtown Rapid Bus Transit(LYMMO) operates in revenue service from approximately 6:00 A.M. until 10:00 P.M. (for 16 hours) on Monday through Thursday, from 6:00 A.M. until 12:00 midnight (for 18 hours) on Friday; Saturday service from 10:00 A.M. until 12:00 midnight (for 14 hours); and Sunday and Holiday service from 10:00 A.M. until 10:00 P.M (for 12 hours). Buses run approximately every five minutes during business hours. (After hours, buses will run approximately every 10 minutes. Sundays and holidays after 6 PM, buses run every 15 minutes). Hours may change for special events or as demand dictates.

SunRail Connections: LYNX operates fixed routes that connect with the SunRail commuter rail services. Fixed routes that serve SunRail Stations include – 1, 9, 11, 14, 18, 23, 34, 42, 40, 45, 46E, 46W, 102, 111, 125, 208, 418, 434, 443, 436N and NeighborLink 651, NeighborLink 652. The SunRail station located at LYNX Central Station is served by 34 fixed routes.

FastLink: In August 2011, LYNX added a Monday-Friday morning and afternoon commuter service named FastLink. This faster service is designed to reduce stops along specific corridors providing a quicker trip. Passengers riding the five FastLink routes from start to end will save at least 50 minutes of valuable travel time in each direction.

Road Rangers: The Road Rangers Program is a joint venture between the Florida Department of Transportation, State Farm and LYNX. The I-4 Road Rangers Program provides assistance to stranded motorists and minimizes instances where roadside breakdowns and accidents distract and slow down traffic with a fleet of 13 trucks that operate 7 days a week on the most heavily congested portions of the I-4 corridor. Trucks are equipped with tools and materials for basic repairs and operators have special training in auto maintenance and repair, carry cell phones that can be used by motorists, and follow procedures to ensure that vehicles are safely out of the way of traffic. Road Ranges provide a valuable service in keeping their eyes out for safety problems on the corridor for law enforcement and traffic management. They also communicate with law enforcement and emergency services to ensure a quick response to traffic incidents, which occur on the most congested corridor of the region.

2.3 Organizational Structure

The Board of Directors establishes policy and directive guidance for the management of the authority while responsibility for day-to-day activities rests with the Chief Executive Officer. The departmental directors report to the Chief

Executive Officer or the General Manager. The organizational charts in Appendix A show staff positions and the functional reporting relationships.

2.4 Physical Plant

Transit service is supported by maintenance facilities, vehicles, bus stops and passenger transfer centers, administrative offices, storage/warehousing, and public right-of-ways through the service area. With Downtown Rapid Bus Transit (LYMMO), the LYNX transit system also includes passenger stations and Bus Rapid Transit (BRT) bus only lanes in the Central Orlando Business district.

2.4.1 Facilities

LYNX facilities are designed and maintained to meet applicable federal, state and local safety requirements, such as those of the Occupational Safety and Health Administration (OSHA) and National Fire Codes.

LYNX maintains two primary/main facilities: LYNX Central Station (LCS) and the LYNX Operations Center (LOC) and two smaller maintenance facilities: one in Osceola County and one in Orlando.

LYNX Operations Center (LOC)





LYNX primary operations and maintenance facility, opened in 2007, houses the bulk of LYNX' Fleet, the Risk Management, Safety & Security Division, the Training Division, the Operations Department and other administrative offices, including the Human Resources Division. It is located at 2500 LYNX Lane, Orlando, Florida 32804.

Osceola Satellite Facility



LYNX has a smaller maintenance facility in Kissimmee, Florida. LYNX entered into an agreement with the City of Kissimmee to lease 900 square foot of office space and 64,400 square foot outdoor parking space at their fleet vehicle service center. This location holds 44 revenue buses and 11 spare buses for a total of 55 buses. The Osceola Site Facility (OSF) provides fixed and flexible routes to the Osceola County & the City of Kissimmee area.

LB McLeod



LYNX has a Paratransit Operations Facility located at 4950 L.B. McLeod Road, Orlando, Florida. This location houses the sub-contracted Paratransit and NeighborLink operations and spare commuter vans. Located on this site is one (1) main building and operations and maintenance procedures are conducted on-site.

LYNX Central Station (LCS)



The downtown bus station or terminal, which is located between Amelia and Livingston Streets, east of Garland Avenue, is the transfer point for many LYNX bus Links. The terminal contains two covered pedestrian aisles with 24 bus bays and public restrooms. Bus operators also have access to a lounge area. System maps, route schedules, and bus tickets can be obtained at this facility.

Most of the LYNX Administration is also located at this facility, including IT, Procurement, Governmental Affairs, Communications, Finance and Administrative Support.

2.4.2 Vehicles



Safety features of LYNX revenue vehicles meet or exceed federal (USDOT) and State (FDOT) requirements. When appropriate, industry criteria or LYNX transit safety requirements are also imposed in vehicle procurement specifications. See Purchasing and Contract Policy and Procedures-PRO-001 Procurement Policies and Guidelines and LYNX Administrative Rule 4 - Procurement and Contract Administration. LYNX vehicle procurement complies with F.A.C.14-90.007

Buses: The current bus fleet consists of approximately 315 buses in service of various makes and models. The fleet is 57% CNG with thirty four (34) diesel electric hybrid buses on the LYMMO routes and 77 buses fueled by diesel. Thirty six (36) of the CNG buses are articulated buses along with eight (8) electric buses and rounding out with eighteen (18) turtle-top NeighborLink vehicles. All of the buses in the active fleet are lift- or ramp- equipped and are wheelchair accessible.



Paratransit Vans: LYNX Paratransit services are operated by a private contractor. Current service levels require about 161 peak vehicles for ambulatory and wheelchair persons. The entire fleet (201) of Paratransit vehicles are stored and maintained by the contractor who operates this service.

Vanpool Commuter Vans

As of December 2023, 187 commuter vans are in service with 7 spares. LYNX commuter vans have been manufactured by the Ford Corporation, Dodge Corporation or Chevy Corporation, most are 12 passenger vehicles. The Commuter Services Division manages this program and is responsible for offsite maintenance arrangements; LYNX typically stores spares.

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2.5 Transit Operations and Maintenance Department

Transit operations may be viewed as the reason for the authority's existence, because its primary function is to provide and coordinate mobility and community services with high quality customer service. Transit operations include maintenance, transportation, and Paratransit (ACCESS LYNX). The Director of Transportation and Maintenance who reports directly to the Chief Executive Officer manages the transit operations department. For purposes of this SSPP, the following discussion of department responsibilities focuses primarily upon the Authority's two largest divisions – the transportation and maintenance divisions.

2.5.1 Operation Support Division

The Director of Transportation and Maintenance is responsible for coordinating the efforts of the the Risk Management, Safety & Security Division. This office assists the Transportation and Maintenance Divisions. It is the role of the The Risk Management, Safety & Security Division to review all safety related programs and procedures to ensure federal and local compliance. This includes, but is not limited to environmental safety, driver training, system safety, disaster preparedness, employee injuries, and occupational health and industrial safety compliance. The Risk Management, Safety & Security Division will maintain the organization's accident and injury data.

The Safety & Security Division will also assist transportation by monitoring operations, and responding to major crashes/incidents, or complaints.

The Transportation Division reports and processes all accident and safety related incidents. Each department staff assists the Risk Management, Safety & Security Division in accident/incident investigation efforts. Safety data collected by the Division include injury claims, damage costs and settlement information. All accident and incident data collected by the division is reviewed and analyzed by the Risk Management, Safety & Security Division.

Operator requirements, normal and special operating procedures are covered in the Operator's Guide to Daily Operations and Work Rules. Transportation supervisory procedures are established in a memorandum to dispatchers and supervisors, from the Deputy Director of Transportation, which provides general

information, operating procedures, tour assignment overview, tours and radio terminology.

Transportation operations specific to the Downtown Rapid Bus Transit (LYMMO) lines are described in that project's Transportation and Maintenance Operations Plan (TMOP) for normal operations, abnormal conditions (e.g., emergencies, foul weather) and special events.

2.5.2 Maintenance

The Vehicle Maintenance Division is responsible for supporting the Transportation Division in its service delivery efforts by ensuring that all revenue vehicles, non-revenue vehicles and equipment are safe in design and use, highly reliable, clean and available for service.



2.5.2.1 Vehicle Maintenance

Prevention is the cornerstone of vehicle maintenance at LYNX, based on an established and effective Preventive Maintenance (PM) program. Preventive vehicle maintenance inspections occur at preprogrammed intervals according to an "A-B-C" schedule. Maintenance plans and procedures for preventative maintenance and routine maintenance for all buses, including buses assigned away from LYNX' maintenance facility are maintained by the Vehicle Maintenance Division of the Transportation and Maintenance Department.

In addition, LYNX operators perform a pre-operational or daily inspection and report all defects and deficiencies likely to affect safe operation or cause mechanical malfunctions. The Pre-Trip Condition Reports are reviewed daily, corrective actions documented, and records maintained for a minimum of two weeks by the Vehicle Maintenance Division of the Transportation and Maintenance Department.

Corrective maintenance is addressed as a result of defects noted by bus operators, defects found during routine inspections, vehicle failure in service, and accidents. In all cases, risk is assessed and a decision made based on safety criticality to repair immediately or record the repair for the next scheduled maintenance activity. No maintenance is deferred ever on safety critical equipment.

Examples of safety-critical equipment are:

- Brakes
- Fire/life safety equipment (extinguishers, breakdown kits)
- Mirrors
- Door interlocks
- Communication devices

It will be the responsibility of the Risk Management, Safety & Security Division to audit vehicle inspection practices, procedures, and documentation to verify whether department personnel are in compliance with the LYNX System Safety Program.

Communications System: Inspection and maintenance of the communication systems will be the responsibility of LYNX vehicle maintenance staff. Whereas actual maintenance will be performed by specific LYNX staff, manufacturers or contractors, LYNX will be responsible for inspection and normal operation of the communication system. The radio system specifications are as follows:

System type - trunk system through Orange County Government
Frequencies - total 28
Frequency - lower – 816-825 MHz
Frequency - higher – 851-860 MHz
Portable - (hand held) assigned to various locations through the agency
Models – APEX 7000, XTS 5000, XTS2500 and XTS 1500
(Transportation, maintenance, risk management, safety and security, security guards, customer service and training)
Mobile (busses) – XTL 1500, XTL 2500 and APX7500. Every active bus is assigned a mobile radio; the total mobiles including spares are 359.

Total Radios per Division	
35	**APX7500 @ LOC**
144	**XTL2500 @ LOC**
134	**XTL1500 @ LOC**
28	**XTL2500 @ OSF**
18	**XTL1500 @ OSF**

Repairs are completed by Orange County Radio Services by means of a scheduled on-call basis, while minor repairs are completed by limited LYNX internal staff.

2.5.2.2 Facilities Maintenance

The goal for LYNX facilities, systems and ground maintenance is to provide a clean, reliable and safe environment for passengers, visitors, employees, contractors and the general public. Corresponding department objectives are to maintain these assets in optimum operating condition so as to ensure safety, reliability and cost effectiveness. Maintenance personnel keep facilities operating optimally and in clean and attractive condition, thereby reducing hazards as well as unnecessary and unbudgeted capital and operating costs to meet these goals.

The LYNX building and grounds staff as part of the Operations Department are responsible for contracting, maintaining and coordinating with outside contractors on the facility and grounds modifications and upgrades. This function is performed for all LYNX property, entities (e.g., signs, benches, shelters, trash receptacles).

Downtown Rapid Bus Transit (LYMMO): Responsibility for maintenance is shared jointly by LYNX and the City of Orlando. Generally, the city will maintain the bus lanes, traffic control system, Centro-Plex Garage and urban design elements while LYNX will maintain bus shelters, supervisor booths, passenger amenities and communications. Any maintenance work affecting vehicular traffic will be coordinated with LYNX and other agencies, as necessary. The LYNX customer amenities department will notify the city maintenance department regarding any issues with Downtown Rapid Bus Transit (LYMMO).

- Signal Control System: The city also will be responsible for maintaining the Downtown's Rapid Bus Transit (LYMMO) traffic control signal system, which includes traffic signals, presence detectors and location devices and signal central control.
- The city will be responsible for maintaining the Centro-Plex Garage. LYNX will be responsible for cleaning, servicing, and repairing passenger stations and the supervisor's booth in the Centro-Plex Garage.

2.6 System Modification

LYNX continuously encounters change and modifications to its transit system. The impetus for proposing changes may result from any of a number of sources, such as observations, inspections, data analyses, hazard reports, accident investigations, and internal and external audits. Modifications may be proposed in connection with transit system expansion, as a means of improving efficiency

and performance, or in order to eliminate or control hazards. Regardless of the reasons for changes to a transit system, it is important to assess the potential safety implications of proposed modifications. Tasks applicable to safety in system modification are described in Section 4.0.

3.0 SYSTEM SAFETY MANAGEMENT

An effective system safety program benefits everyone.

- An effective safety program results in fewer harmful accidents and incidents.
- Reduced staff injuries and equipment failures translate to improved productivity and system availability.
- System safety provides for improved service through more reliable equipment and cost savings.

Safety is the responsibility of every LYNX employee.

- The Chief Executive Officer is responsible for providing employees with a safe and healthy work environment and is ultimately responsible for the authority's overall safety program.
- Directors and Managers are responsible for the safety of their departments, including staff, facilities, equipment, operations and services provided. This responsibility involves implementing and enforcing all safety rules and evaluating and correcting hazards. Additionally, they are responsible to coordinate safety related issues and accident information with the Risk Management, Safety & Security Division.
- Supervisors are responsible for the safety of staff, facilities, equipment, operations and services under their supervision. Safety related supervisory actions include routinely discussing with employees, prior to the start of work each day, workplace or operational changes which may affect safety and taking appropriate action in instances where unsafe acts or conditions are reported, observed or otherwise come to their attention.
- Employees are responsible for on the job safety awareness, which means routinely following established rules, procedures, policies and safe work practices. They are responsible for knowing and following all safety rules and regulations affecting their position, and ensuring the safety of themselves and others in their work area.

An effective safety program successfully combines management commitment, adequate staff and other resources, credibility, cooperation of all departments and follow up. This chapter defines the safety responsibilities of certain staff and departments, describes how system safety is coordinated among departments, and highlights safety related interactions between LYNX and other agencies.

3.1 Organizational Responsibility

It is the responsibility of LYNX directors and managers to ensure that all new employees receive orientation and training appropriate to their job tasks and positions. Employees must also receive training in safety, safety culture and specific safety rules, procedures and regulations applicable to them. Directors and managers are also responsible for ensuring that training quality assurance is performed so that training programs can be constantly evaluated for effectiveness, and so that employees who are in need of training or retraining can receive it. In addition, safety responsibilities include ensuring continued safe performance by employees through reinforcement of good behavior and attitudes and a safety assessment during performance evaluations. Other specific safety responsibilities are listed below.

3.1.1 Chief Executive Officer

- Direct allocation of available resources as necessary to meet system safety goals and objectives.
- Monitor and evaluate safety programs.
- Implement LYNX safety policy.
- Provide policy direction to department and divisions.
- Advise in the development of strategies for resolution of major problems.

3.1.2 Director - Transportation

- Direct the safety related use of resources available to transportation departments.
- Exercise approved authority for system and equipment design and modification as necessary and in accordance with the SSPP.
- Coordinate safety related activities of transportation division and ensure that they comply with SSPP requirements.

3.1.3 Manager - Transportation

- Establish and communicate to transportation employees, the Standard Operating Procedures (SOP) and bulletins for various tasks. Ensure that Transportation staff adheres to SOP's, bulletins, rule and processes set forth in the SSPP.
- Monitor field operations, communications (including the dispatch operations), and transportation training programs for compliance with SSPP requirements.
- Notify appropriate managers and supervisors whenever deviations from established procedures occur or are needed.
- Take appropriate actions to resolve identified hazards in a timely manner.

- Coordinate external safety audits and participation in emergency response plans.

3.1.4 Director – Vehicle Maintenance

- Establish and communicate to the vehicle maintenance employees, the Standard Operating Procedures (SOP) and bulletins for various tasks.
- Ensure that vehicle maintenance staff adheres to SOP's, bulletins, work rules and processes set forth in the SSPP.
- Monitor vehicles maintenance operations, and training programs for compliance with SSPP requirements.
- Notify appropriate vehicle maintenance supervisors whenever deviations from established procedures occur or are needed.
- Ensure new mechanics are properly trained to safely and effectively inspect, maintain and repair the LYNX fleet (maintenance procedures, manuals and instructions).
- Ensure all vehicle maintenance staff is properly trained in emergency procedures and injury and illness prevention.

3.1.5 Director of Safety, Security Division

- Establish the Risk Management Committee with transportation safety, industrial safety, system safety, risk management and environmental activities.
- Oversee the activities of the safety and security officers.
- Oversee and review the implementation and management of the LYNX comprehensive safety and health program in accordance with applicable federal, state and local provisions.
- Develop, implement, coordinate and administer a comprehensive risk management program to include, risk identification, control, evaluation and funding.
- Develop and maintain a company loss prevention program to include facility and equipment inspections, safety surveys and accident investigations.
- Maintain a computer database of accident/incident statistical data analysis. Compile and analyze statistical data relative to accident, compensation and general liability claims. Prepare management reports.
- Administer a self-insurance program for worker's compensation and general liability.
- Provide oversight and follow up of site visits by medical and health professionals.
- Maintain injury reporting forms and workers compensation cases. Coordinate these records with Safety and Security Officers.
- Develop, implement and maintain a "Light Duty Program."

3.1.6 Safety and Security Officers

- Develop and implement control measures for reducing risk associated with procurement, modification and operation of the transit system. Assist with risk management and loss prevention programs.
- Assist risk management and human resources staff to review and maintain workers compensation cases and accident reports forms.
- Periodically review current safety standards and guidelines for continuing relevance, especially for transit operation divisions. Formulate and implement new guidelines as necessary or prudent.
- Develop investigative methodology for accident/incident investigations for Road Supervisors. Conduct accident investigation workshops. Review accidents and make recommendations for corrective actions to prevent recurrence of the same type of accident/incident. Monitor and evaluate corrective actions.
- Oversee safety of service delivery and LYNX facilities and operations. Monitor and oversee that safety/fire inspections have been completed at LYNX facilities. Establish system safety program requirements for contract service providers and vendors; review specifications prior to request for bids.
- Administer safety aspects of claims. Plan and oversee emergency drills and simulations. Schedule and conduct internal and external safety reviews and internal safety audits. Assist the Deputy Director - transportation and vehicle maintenance in coordinating external safety audits and participate in emergency response plans.
- Oversee the development, implementation and management of the LYNX comprehensive safety and health program in accordance with applicable federal, state and local provisions. Develop safety related SOP's. Develop safety and health issues for maintenance employees. Maintain occupational safety and health records.
- Conduct outside inspections relating to buildings, fire alarms, elevators, hazardous material issues, including the storage and dispensing equipment.
- Responsible for building and grounds emergency preparedness plans, and verification that all safety related maintenance procedures are followed.
- Assist risk management in reporting all maintenance accidents/incidents, including workers compensation cases. Investigate and recommend corrective action in all accidents/incidents cases.
- Conduct periodic inspections of all buildings and grounds to ensure compliance with all federal, state and local regulations.
- Develop and implement policies relating to storage, handling and disposal of any material regulated as hazardous by the Department of Environmental Protection.

- Develop, implement and Lead Quarterly Safety Meetings for all Safety-Sensitive employees.

3.1.7 Director of Organizational Development & Training

- Train new bus operators in routes and equipment operation, defensive driving, pre-trip inspection, emergency procedures and injury/illness prevention, and seat belt requirements.
- Ensure bus operators have received the required safety training prior to working in the field.
- Perform in service and retraining following traffic accidents, occupational injuries and as warranted.
- Coordinate with the Risk Management, Safety & Security Division to ensure that LYNX safety policies, rules and procedures, are adequately addressed in the training.

3.1.8 Transportation Division

- Assist the Risk Management, Safety & Security Division in investigating accidents and incidents (traffic, passenger and occupational). Take corrective action, including discipline and counseling to prevent or mitigate recurrences.
- Take appropriate action(s) to identify, report, and resolve hazards in a timely manner.
- Ensure bus operators are fit for duty.
- Monitor daily operations and schedule with field supervisors and radio dispatch. Reroute buses in response to hazards and emergences. Direct bus operators during emergencies. Arrange replacement of defective or damaged equipment. Investigate reports of unsafe conditions. Alert emergency response personnel as required by circumstances.
- Maintain a record of each bus driver's duty status which shall include total days worked, on-duty hours, driving hours, and time of reporting on and off duty each day.

3.1.9 Maintenance Division

- Administer an industrial safety program for division employees.
- Monitor safety compliance of staff, equipment and facilities for safety codes, regulations and policies violations.
- Develop technical equipment specifications and procedures that address the safety requirements of regulatory agencies and LYNX. Ensure that replacement equipment meets safety requirements prior to acceptance. Examine equipment and systems to explore the potential for increased efficiencies and improvements in user safety, fire safety as well as in performance.

- Assist the Risk Management, Safety & Security Division in the accident/incident investigation and reporting process.
- Monitor the collection and disposal of hazardous waste and materials (e.g., oils, fuel, and clarified waste water sludge) to effectively and safely handle employee and environmental exposure to potentially hazardous and toxic byproducts.
- Take appropriate action(s) to identify and resolve hazards in a timely manner. As appropriate, develop and test engineering solutions as a means of addressing hazards.
- Assist the Risk Management, Safety & Security Division to develop and implement quality assurance control measures for reducing risk associated with procurement, modification and operation of LYNX equipment and facilities. Monitor procurement practices ensuring that safety is not compromised in replacing parts. Monitor man-machine interfaces.

3.1.9.1 Vehicle and Equipment Maintenance

- Ensure safe and reliable vehicles are available for LYNX operations. Perform nonscheduled repairs due to accidents. Perform major equipment, rebuild, repair and retrofits.
- Ensure that equipment purchased by LYNX meets safety requirements and complies with F.A.C.14-90.007. Administer warranty programs.
- Perform quality assurance inspection and testing activities necessary to ensure that equipment, supplies and operations result in the desired level of safety. Monitor the performance of preventive maintenance efforts. Stop work on all unauthorized modifications. Analyze equipment failures and identify trends.
- Document equipment modifications and inform the Risk Management, Safety & Security Division of the configuration management changes and modifications.

3.1.10 Engineering and Construction Department

- Administer/monitor construction contracts to ensure that the contractor's procedures conform to current state and occupational safety and health regulations and that the results are safe for authority and/or public use. Monitor the installation of facilities' systems and equipment to ensure compliance with contractual safety standards and procedures.
- Assist Risk Management, Safety & Security Division in conducting safety/fire inspections and correcting any identified safety deficiencies. Document and maintain accurate records of inspections, maintenance work, accident-related activities and emergency responses.
- Ensure that LYNX emergency communication and warning systems always function properly.

- Serve as liaison with State of Florida, Orange County, City of Orlando, LYNX Risk Management, Safety & Security Division, and other external agencies for hazard resolutions involving street operations. Ensure that bus stops meet applicable safety requirements and LYNX practices.

3.1.11 Marketing Department

- Develop marketing tools to increase the transit safety awareness of customers and others coming in contact with LYNX. Develop and implement community outreach programs promoting the safe use of LYNX services.
- Maintain a liaison with the media following accidents and emergencies involving LYNX and obtain copies of media broadcast segments as warranted.

3.1.12 Planning Department, Strategic Planning and Service Planning Division

- Conduct site inspections of proposed fixed routes. Coordinate route test trips. Consult with the Risk Management, Safety & Security Division for input of planning decisions.
- Conduct site inspections of bus stops that have been identified by Operators as presenting safety issues. Consult with Risk Management, Safety & Security Division, as well as Engineering and Construction Department to identify options for addressing the safety issue.
- Ensure that service delivery schedules allow sufficient running time for safe operation within speed limits and adequate recovery time for Operators.
- Investigate operator complaints of insufficient running time. Develop work routes and schedule relief in accordance with collective bargaining agreements.

3.1.13 Finance Department and Material Control Division

- Facilitate achievement of SSPP objectives through preparation and control of the LYNX budget, staffing level recommendations and monitoring, and control of capital programs.
- Perform risk management tasks
- Develop, maintain and use a list of hazardous waste and materials.
- Enforce safety procedures related to hazardous substance acquisition, handling, labeling, storage, disposal and record keeping. Ensure that vendors supply the material safety data sheets (MSDS) for the types of chemicals, solvents, and other materials used by LYNX.

3.1.14 Human Resources Department

- Develop job descriptions and work assignments for all LYNX positions.
- Develop position descriptions that address safety related restrictions and requirements. Develop and administer medical standards for specific job positions, as warranted. Ensure that successful candidates for positions are capable of safely performing the tasks of these positions on a repetitive basis.
- Administer the application of LYNX employee discipline policy. Maintain complete and current documentation in personnel training.
- Maintain records of bus driver background checks and qualifications.
- Maintain detailed descriptions of training administered and completed by each bus driver.

3.1.15 Procurement Department

- Ensure that the procurement process complies with established procedures for evaluating materials and products for use by the authority. Ensure that materials and services obtained by LYNX do not degrade the safety of the transit system.
- Procure vehicles strictly adhering to the vehicle equipment standards and procurement criteria specified in 14-90.007.
- As warranted, include safety requirements in contracts, such that contractors must meet all applicable state, federal, and local regulations as well as authority requirements, related to the safety of LYNX employees, property, and the public.
- Forward contractor/supplier SSPP and supporting documentation to LYNX Risk Management, Safety & Security Division for approval.

3.2 Coordination

As the focus of a safety program is system wide, related activities are often interdepartmental (crossing department lines within LYNX) and interagency (sometimes requiring involvement with the staff of other agencies). Coordination among relevant agencies, departments, policies, procedures, and individuals is imperative.

An important source of information on interdepartmental/interagency coordination is LYNX representation at seminars and meetings with other transit systems where safety issues are discussed. Insight gained at these meetings is made available to relevant staff.

3.2.1 Risk Management Committee

Risk Management Committee has been established at a high managerial level in which members have the ability to recommend that the Authority direct resources to solve problems, create policy, and direct subordinate employees. The

committee's guiding responsibility is to review and provide recommendations to LYNX with respect to:

- Risk Management
- Safety
- Security
- Insurance and risk control programs
- Pending litigation relating to liability and
- Sovereign immunity matters

The membership meets regularly (every other month). The membership of the Risk Management Committee is comprised of a staff member from each of the agency's funding partners with expertise in risk management matters. The LYNX Director of Risk Management, Safety and Security is not be a member of the committee but provides support to the committee. The committee members include representatives from the following organizations:

- Florida Department of Transportation, District 5
- Orange County
- Osceola County
- Seminole County
- City of Orlando

Duties:

- Review issues and potential problems brought to it by committee members or referred by Authority staff, outside agencies, or the public
- Conduct periodic reviews and audits of agency risk programs to determine compliance with management policies, procedures, rules, regulations, codes, procedures and assigned responsibilities and identify organizational issues that may contribute to recurring incidents or less effective response to incidents

3.2.2 Inter-Agency

LYNX personnel regularly interface and coordinate with local, state and federal agencies, organizations, and associations regarding safety matters. To facilitate interagency coordination and enhance the effectiveness of LYNX system safety, the authority encourages its safety personnel to actively participate on relevant boards, panels, and committees.

Examples of interagency coordination include:

- Disaster preparedness with the Orange County - Office of Emergency Management in accordance with the Orange County Contingency Emergency Management Plan. Special Event Planning where mass movement of people is required. Examples of this include: World Cup

Soccer Events, Concerts, Pre-season NFL Games, College Citrus Bowl Games, Olympic Soccer Games, etc.

3.2.3 Employee Involvement

LYNX personnel must understand and adopt their specific roles and responsibilities, as identified in the System Safety Program Plan, thereby increasing their own personal safety and the safety of their passengers.

To ensure the success of the safety program, the following functions must be performed by LYNX personnel:

- Immediately report all unsafe conditions, no matter how insignificant it may seem, to their supervisor or manager, or to the Safety and Security department.
- Immediately report all accident or incidents (including unforeseen events or occurrences that does not necessarily result in death, injury, or significant property damage but may result in minor loss of revenue).
- Timely completion of “Operator Incident Report, or Employee Statements” and forward those reports to Safety and Security Division.

Beyond reporting to their immediate supervisor or to Safety and Security department, any employee can report any safety issue or concern through three electronic reporting systems available on InLYNX (a LAN based program). Those two electronic reporting processes are:

- Submit a safety suggestion on-line via SMS QR code and or Internal Intranet (InLYNX – SMS Flyer).
- “*Nip it in the Bud”* Any employee can report any concerns, issues and suggestions regarding any aspect of the organization, services or customer concerns.
- “*Ask the CEO”* Any employee can report any concerns, issues and suggestions regarding any aspect of the organization, services or customer concerns. Questions can also be asked. This program is confidential and employees may remain anonymous. Answers are posted on bulletin boards and reported in the agency newsletter.

RESPONSIBILITES AND INTERFACES

Safety Related Tasks For Lynx Department	Admin	Trans	Vehicle Maint	Facilities Maint	Other	Safety Committee(s)
Data Collection and Analysis	C	C	C	C	C	R/A
Occupational Health and Safety	I - 2	I – 2	I – 2	I – 2	I – 2	R/A
Training and Certification	I – 2	I - 1	I – 1	I – 1	C	R/A
Bus Operator Selection	I – 1	I – 2	N/A	N/A	N/A	R/A
Operational Driving Requirements	I – 1	I – 2	N/A	N/A	N/A	R/A
Drug and Alcohol Abuse Program	I – 1	I – 2	I – 2	I - 2	I – 2	R/A
Rules and Procedures	C	I – 1	I – 1	I – 1	C	R/A
Contractor/Supplier Safety	I –1	I - 2	I – 2	I - 2	I - 2	R/A
Emergency Response Planning, Coordination and Training	I – 2	I – 2	I - 2	I - 2	I – 1 **	I – 2
Accident/Incident Reporting and Investigation	I – 2	I – 2	I – 2	I - 2	I – 2	I – 1 *
Annual Safety Audit	I – 2	I – 2	I – 2	I – 2	I – 1	R/A
Facility Inspections	I – 2	I – 2	I – 2	I – 2	I – 2	R
Vehicle Maintenance Audits and Inspections	C	C	I - 1	C	C	R/A
Operator Inspections	C	I - 1	I – 2	C	C	R/A
Hazard Identifications, Analysis and Resolution	I – 2	I – 2	I - 2	I – 2	I - 2	R/A
Equipment Test Programs	C	C	I - 1	I - 1	C	C
Proposed System Modification	I - 2	I - 2	I - 2	I - 2	I – 2	I – 1
Configuration Management and Control	I – 1	I – 2	I – 2	I - 2	C	R/A
Procurement	I - 1	I – 2	I – 2	I – 2	I – 2	R/A
Hazardous Materials Program	I – 2	C	I - 2	I - 2	C	R/A

KEY: I = Implementation
1 = Primary Role
2 = Secondary Role
R = Review
A = Audit
C = Coordination & Interface
* = Major Accidents (fatality and/or cost exceeding $1,000)
** = Fire Prevention Bureau
N/ A = Not Applicable

The tasks, which form the core of the LYNX system safety program, are described in detail in the next section.

4.0 SYSTEM SAFETY PROGRAM

This chapter describes the functions in the LYNX system safety program, identified in the departmental responsibility matrix in Chapter 3. The functions are generically grouped within seven (7) general categories:

- Safety data collection and analysis.
- Personnel training and conduct, including Bus operator selection and Operational driving requirements.
- Accident/Incident reporting and investigation.
- Safety audits and inspections.
- Hazard identification, analysis, and resolution.
- Systems development.
- Records Retention and Distribution

Other functions will be implemented as required (e.g., new laws or codes) and as directed by LYNX management. The implementation schedule and status of current program functions are included in Chapter 5.

4.1 Safety Data Collection and Analysis

This function involves acquiring and analyzing safety related data in order to meet internal and external reporting requirements. Trend analysis is also performed as a means of identifying causes of accidents and occupational injuries. Analysis addresses roadway conditions, equipment type, procedures, human factors, environmental conditions, and other factors.

Currently, safety data is acquired and analyzed formally by a safety and security officer in conjunction with the National Transit Database reporting procedure. The safety and security officer reviews all incidents in each mode, using all information gathered from internal and external sources, such as incident reports, informal reporting, tips and external reports (risk management data, media, police reports, customer complaints, employee interviews, financial data, etc.) to determine all “reportable” (those that meet NTD reporting guidelines). If incidents are not complete, the safety and security officer requests more information from appropriate sources. Once each incident has a complete file with all pertinent information, incidents that require more follow-up, such as hazard investigation and analysis, are referred, when trends are identified through this process, to the Director, Risk Management, Safety & Security Division.

Safety data collection and analysis also involves obtaining technical information for use in systems design, testing; and inspections, as identified in Section 4.6. Resources include:

- Florida Department of Highway Safety & Motor Vehicles (DHSMV).
- National Highway Traffic Safety Administration (NHTSA).
- United States Department of Transportation (USDOT).
- Florida Department of Transportation (FDOT).
- Occupational Safety and Health Administration (OSHA).
- Environmental Protection Agency (EPA).
- American National Standards Institute (ANSI).
- National Fire Protection Association (NFPA).
- American Society for Testing and Materials (ASTM).
- Federal Motor Vehicle Safety Standards (FMVSS).
- Society of Automotive Engineers (SAE).
- American Public Transit Association (APTA).
- National Safety Council (NSC).
- Transportation Safety Institute (TSI).
- Florida Administrative Code (FAC).
- Material Safety Data Sheets (MSDS).

Other data sources include building codes and professional society guidelines. Safety data is exchanged with other transit systems and is provided to external agencies, as required (e.g., Florida Department of Transportation, Federal Transit Administration, etc.).

4.2 Personnel Training and Conduct

Activities directly related to personnel include employee safety, training and certification, drug and alcohol abuse testing, rules and procedures, contractor safety, and responding to emergencies.

4.2.1 Bus Operator Selection

Bus operators must meet, at minimum, the following qualifications to be employed by LYNX:

- Be twenty one (21) years of age.
- Have no suspension or revocation of driving license for moving violations within the past three (3) years.
- Driving and criminal background checks for all new drivers.
- Must pass a DOT physical examination and urine drug screen, with physical examination performed by a licensed medical doctor every two

(2) years. The physical examination requirements for operations are in compliance with the Florida Administrative Code 14-90.0041 *Medical Examinations for Bus Transit System Drivers*. Human Resources Division manages and oversees the Occupational Medicine contract and scope.

- A return to duty examination is required for any driver prior to returning to duty after having been off duty for 30 or more days due to an illness, medical condition, or injury.
- Successful completion of a seven (7) week training period. Driving safety and training program will include an introduction to LYNX bus maneuvers, defensive driving program and discussion, emergency and accident avoidance procedures, route training, Americans with Disabilities Act, and customer relations.
- Agreement to abide by terms of LYNX' Substance Abuse Program Policy for Safety Sensitive Positions Policy.

4.2.2 Bus Operator Requirements

A LYNX bus operator must have the appropriate Commercial Driver's License (CDL) to operate a bus. Operators are required to notify LYNX dispatch when they receive notice that their license has been suspended, canceled, or revoked before the end of the business day when they received the notice. At no time will bus operators be permitted to drive a LYNX vehicle without a valid CDL in possession. To ensure compliance, operators driver's license are checked daily using the Driver and Vehicle Information Database (D.A.V.I.D) system.

A driver shall not be permitted or required to drive more than 12 hours in a 24-hour period, or drive after having been on duty for 16 hours in a 24-hour period. A driver shall not be permitted to drive until the requirement of a minimum eight consecutive hours of off-duty time has been fulfilled. A driver's work period shall begin from the time he or she first reports for duty to his or her employer. A driver is permitted to exceed his or her regulated hours in order to reach a regularly established relief or dispatch point, provided the additional driving time does not exceed one hour.
A driver shall not be permitted or required to be on duty more than 72 hours in any period of seven consecutive days; however, any 24 consecutive hours of off duty time shall constitute the end of any such period of seven consecutive days. A driver who has reached the maximum 72 hours of on duty time during the seven consecutive days shall be required to have a minimum of 24 consecutive hours off duty prior to returning to on duty status. A driver is permitted to drive for more than the regulated hours for the safety and protection of the public when conditions such as adverse weather, disaster, security threat, a road or traffic condition, medical emergency, or an accident occur.

4.2.3 Employee Criminal Background Checks

All offers of employment at LYNX are contingent upon acceptable results of a thorough background check. Background checks will be conducted on all final candidates and when a current employee transitions between certain job classifications.

The database used for criminal backgrounds contains over 200 million records from the multiple jurisdictions and sources. Sources include state court repositories, departments of correction, county courts and/or state level agencies, as well as sex and violent offender records from 50 states.

4.2.4 Training and Development

Formal safety certification attests that the operating transit system, including all property, is safe for customers, employees, emergency response personnel, and the general public. Such certification is required by Florida statute and FDOT rules for fixed guide way transit modes and for public transit bus inspections. In addition, the FTA has used the safety certification process to verify implementation of mandated safety programs. Activities required to support this function include:

- Development of preventive maintenance bus inspection procedures.
- Development and retention of adequate documentation to support level of safety attested and for submission to state and federal agencies.

LYNX uses safety training programs as a means of informing employees about hazards associated with their jobs and the appropriate methods for controlling these hazards. The programs also motivate employees to work safely. There are three types of safety training: 1) Initial, 2) Periodic, and 3) Retraining. Training mechanisms include a classroom, written and video communications, field exercises and drills.
There are formal training programs for bus operators and employees involved in maintenance activities. Written formal training programs are under the control of and can be located in the Human Resources Department - Training Division. These include training classes, training manuals and lesson plans. Testing is conducted as necessary to ensure training effectiveness and all safety training is documented.

The frequency and amount of training conducted by the various departments depend upon regulatory requirements and the level of hazards associated with the operation. The Risk Management, Safety & Security Division, Manager of Organizational Development & Training, and department directors work together to ensure that safety elements are included in the curricula and that safety information is disseminated to affected employees.

LYNX will ensure that all new operator training at a minimum give explicit instruction and procedural training and testing in the following areas listed below:

- Bus transit system safety and operational policies and procedures.
- Operational bus and equipment inspections.
- Bus equipment familiarization.
- Basic operations and maneuvering.
- Boarding and alighting passengers.
- Operation of wheelchair lifts and other special equipment.
- Defensive driving.
- Passenger assistance and securement.
- Handling of emergencies and security threats.
- Security and threat awareness.
- Driving conditions.

- Approaching the Bus Stop

LYNX will provide refresher training every two year to all operators.

4.2.5 Training Files

All operator and maintenance training files will be stored with the HR department 30 days after the training is completed. A training checklist will be kept in the training files which reflect all training delivered to the employee. This checklist will include but not limited to wireless communications policy acknowledgment of receipt, TSI certificates, drug and alcohol acknowledgment of receipt and any refresher and remedial training.

4.2.6 Drug and Alcohol Testing Program

LYNX has established a drug and alcohol testing program to support its Substance Abuse Program Policy for Safety Sensitive Positions Policy.

4.2.7 Rules and Procedures

Standard Operating Procedures (SOPs) are required for all safety critical activities in order to ensure the activities are completed in a safe and consistent manner; an auditable document exists to guide activities at LYNX, and to enforce and reinforce LYNX safety programs and the SSPP. LYNX is currently in the process of development of all SOPs and associated Emergency Operating Procedures (EOPs) for the agency.

Each department will review its own SOPs and EOPs periodically to ensure they are current and effective.

Rules and procedures will be reviewed periodically, or when accidents or incidents indicate a possible rule or procedural deficiency. In addition, any LYNX employee can propose a rule or procedure modification for the Risk Management, Safety & Security Division to consider. Reviews may also include instructional materials, emergency procedures, rule books, and Standard Operating Procedures. The review process involves identifying operational hazards and determining whether rules and procedures adequately control exposure to the hazards. The effect of the rule or procedure on the safety of other operations also will be examined.

Urgent changes can be made by department managers having control over specific rules/procedures by means of bulletins, notices, or orders; subsequent to implementation, they must be submitted by the department head to the Director of Risk Management, Safety & Security. Whenever updated, Standard Operating Procedures, bulletins, department notices and memoranda will be reissued.

According to Florida Statute 14-90.004, bus transit systems must implement a wireless communication plan and procedure that provides for the safe operation of the bus transit vehicle. The wireless communication plan and procedure assures that:

- The use of a personal wireless communication device is prohibited while the transit vehicle is in motion, and
- All personal wireless communications devices are turned off with any earpieces removed from the operator's ear while occupying the driver's seat.

LYNX requires all operators to fully comply with the Wireless Communication policy stated in the LYNX Operator's Guide & Work Rules Section 6.16:

Please see Appendix A for the entire work rule. Below is a summary of the policy and work rule.

LYNX, in compliance with FS 316.305 Wireless communications devices – prohibition, also known as "Florida Ban on Texting While Driving Law", requires that a person may not operate a motor vehicle while manually typing or entering multiple letters, numbers, symbols, or other characters into a wireless communications device or while sending or reading data on such a device for the purpose of non-voice interpersonal communication, including, but not limited to, communication methods known as texting, e-mailing, and instant messaging. As used in this section, the term "wireless communications device" means any hand-held device used or capable of being used in a hand-held manner, that is designed or intended to receive or transmit text or character-based messages, access or store data, or connect to the Internet or any communications service as defined in s. 812.15 and that allows text communications.

LYNX Operator's Guide & Work Rules section 2.1 4) states:

"Operators are not allowed to report for duty at the Dispatch window wearing an earpiece or using an electronic device. This includes, but is not limited to, I-phones, I-pods, Bluetooth type devices, MP3/music players, smart phones, PDA's (personal digital assistants) ear devices and/or text messaging devices."

LYNX Operator's Guide & Work Rules section 2.1 4) states:

"Mobile Data Terminals (MDT's) - Your primary responsibility is the safe operation of your vehicle at all times. Use the MDT only when it is safe to do so. If your MDT is equipped with a mapping system, remember it is not always perfect. There are street changes and construction all the time. So, if the mapping system says it is alright to turn down a one-way street and it is the wrong direction, do not follow the mapping system. Read the MDT only when it is safe to do so. Send a message on the MDT only when it is safe to do so. The MDT stand is adjustable. Adjust it so that it does not block your vision or obstruct the operation of the vehicle."

In addition, LYNX has developed a driver educational training and testing program on the proper use of a wireless communications device while in the

performance of safety related duties and hazards associated with driving and utilizing these devices. Use of a wireless communications device in emergency situations must comply with the above.

4.2.8 Contractor/Supplier Safety

All affected departments will work with the Purchasing and Contract Division and the Risk Management, Safety & Security Division to ensure that, as appropriate, contractors and suppliers meet LYNX safety requirements, and all OSHA regulations prior to, and when commencing work for LYNX. Department personnel are required to monitor the safety performance of contractor/supplier staff (e.g., wearing appropriate safety equipment, adhering to facility speed limits) and informing the Purchasing and Contract Division and the Risk Management, Safety & Security Division whenever deviations from established procedures occur or are needed. The Purchasing and Contract Division will coordinate contractor/supplier safety with the Risk Management, Safety & Security Division.

LYNX requires all contractors to either follow the agency's SSPP or provide their own 14-90 compliant SSPP for LYNX's approval. If the contract last over a year, LYNX will review the contents annually. LYNX will monitor the contractor's adherence to the SSPP by performing formal quarterly inspections that include findings, corrective action plans and deadlines. The audit team will consist of Mobility and Safety and Security Division.

4.2.9 Emergency Response Planning, Coordination, and Training

As a key participant in the Orange County Contingency Emergency Management Plan, LYNX is responsible for coordination and implementation of transportation resources to federal, state and local governments, volunteer organizations and the general public in response to a natural or man-made disaster, or other similar event, which necessitates immediate personnel transportation and evacuation. Additionally, LYNX is responsible for coordinating the necessary food and supplies into the affected area(s). In such circumstances LYNX is designated as the prime coordinator of Orange County's Emergency Operations Center as Emergency Support Function (ESF) #1 and (ESF) #8 - Transportation.

4.3 Accident/Incident Reporting and Investigation

All accidents and incidents will be thoroughly investigated if they involve an injury or illness, significant damage to vehicles, equipment or facilities, release of hazardous material, loss of vehicle control, or if management believes there was a high potential for these losses as a result of the event.

Fortunately, most accidents and incidents are relatively minor in severity; these are routinely investigated by the transportation supervisors. An accident report is completed and the Safety & Security Division determines if the accident is preventable or non-preventable based on findings from evidence, statements and photographs. All accidents/incidents that involve property damage and/or bodily harm will require a police report.

The LYNX Risk Management, Safety & Security Division will maintain a comprehensive accident reporting and record keeping system. Any accidents involving:

- A fatality, where an individual is confirmed dead within 30 days of a bus transit system related event, excluding suicides and deaths from illnesses.
- Injuries requiring immediate medical attention away from the scene for two or more individuals.
- Property damage to bus transit system buses, non-bus transit system vehicles, other bus system property or facilities, or any other property. The bus transit system shall have the discretion to investigate events resulting in property damage less than $1,000.
- Evacuation of a bus due to a life safety event where there is imminent danger to passengers on the bus, excluding evacuations due to operational issues.

Accidents will be investigated in accordance with FAC 14-90.004(4)(5). A formal written report will be documented with investigation facts, causal factors and corrective action plans. The Risk Management, Safety & Security Division will be responsible for monitoring and supporting the affected department's implementation of the corrective actions. All reports and documentation of these activities will be maintained for at least four years.

In the event of serious or multi-departmental accidents and incidents, the LYNX Risk Management, Safety & Security Division will follow its procedures for accident notification, response, and investigation as well as facilitate interagency coordination when outside agencies also investigate the event.

4.3.1 Accident Review

The Safety & Security Division is responsible for identifying and tracking trends in accidents and incidents, and in order to ensure that all accidents are properly reviewed and analyzed, an accident review process is required for bus operator and maintenance personnel accidents.

4.4 Safety Audits and Inspections

The LYNX safety program will encompass an annual system-wide safety audit, monthly departmental inspections, and periodic audits in the areas of operations and maintenance. Some audits/reviews will be formal and others will be unannounced. The Risk Management, Safety & Security Division will be responsible for developing and distributing standard procedures to be followed during the conduct of planned, formal reviews and audits. The reviewed department will be informed of the audit/review and will be provided with information regarding the purpose, scope and content of the planned safety audit/review. Preliminary findings will be communicated as soon as practical to enable expeditious corrective action; the unannounced audit/review will be conducted on a “no notice” basis. However, the auditors will document the purpose, scope, content, and results of each such, review/audit.

The purpose of annual safety audits is to officially identify and evaluate and document any deficiencies, accomplishments and trends related to the LYNX system safety program, The Safety & Security Division is responsible for the direction of the reviews and audits of LYNX departments, sections, or units, and contractors to determine performance related to system safety goals and activities. Audit guidelines will be developed by the Safety & Security Division to measure the success of the safety policies, procedures, and requirements. Upon completion of each annual safety audit, the Safety & Security Division will issue a report of the results, specify any areas of deficiency, make recommendations, identify corrective actions, and issue copies of the report to the Chief Executive Officer, department directors, and all department managers.

All LYNX departments are subject to safety audits, which always will include fire/life safety issues and may include emergency scenarios. The Safety & Security Division will coordinate with the fire department to develop, train, and test authority performance in following emergency and operational procedures which ensure that all fire/life safety related equipment is in proper order, all associated personnel are appropriately trained, and to prescribe testing and inspection procedures for fire/life safety equipment in accordance with applicable codes.

Departments will be expected to document inspections, testing, training, reports of unsafe conditions, accidents, injuries, and investigations, procedures, and other records as necessary for the audit. Certain critical operations requiring more rigorous review/audit include training and maintenance programs. The annual safety audit will address documentation, practices, and compliance with the SSPP, LYNX policy, and other requirements.

4.4.1 Internal Safety Audit

The Chief Executive Officer will establish an internal safety audit program to measure the effectiveness of the safety program in meeting the requirements stated in the plan. Internal safety audits verify that safety elements of the system are in place and their performance is within acceptable ranges. The internal safety audit documents whether departments are fulfilling their SSPP responsibilities.

The internal safety audit will be coordinate by the Safety & Security Division with the cooperation of all Directors. Final audit results will be submitted for Chief Executive Officer review and approval.

Schedule: The internal safety audit is announced by the Chief Executive Officer to ensure the full support and participation of each department. Internal safety audits are conducted annually.

Content: An internal safety audit addresses the following functions:

- Hazard identification and resolution.
- Accident/Incident reporting and investigation.
- Facilities' inspections.
- Maintenance audits and inspections.
- Rules and procedures review.
- Training and certification review/audit.
- Emergency response planning, coordination and training.
- System modification review/approval.
- Safety data acquisition and analysis.
- Interdepartmental/Interagency coordination.
- Configuration management.
- Employee safety programs.
- Hazardous materials program.
- Drug and alcohol testing programs.
- Contractor safety coordination.
- Procurement.

Follow up: Each department director is responsible for carrying out the approved recommendations and action plans resulting from an internal safety audit. Any director who foresees or encounters a problem with completing implementation within the established time frame shall inform the Chief Executive Officer. A process will be established and the Director of Risk Management, Safety & Security will be involved in addressing and resolving implementation issues.

4.4.2 External Safety Audits

From time to time the authority may be subjected to external or independent safety audits of operations, equipment or facilities. External safety audits may be required by a regulatory agency or deemed warranted by authority management. Examples of these agencies include: U.S. Department of Transportation (DOT), Occupational Safety & Health Administration (OSHA), Environmental Protection Agency (EPA), State of Florida - Department of Transportation (FDOT), State of Florida Department of Labor, Orange County – Risk Management Department, City of Orlando – Fire Department, etc.

Content: External safety audits might include an audit of the SSPP and the following items include therein:

- Policy statement and authority for SSPP.
- Description of purpose for SSPP.
- Clarity of SSPP goals.
- Identifiably and attainability of SSPP objectives.
- System description and organizational structure.
- SSPP control and update procedures.
- Hazard identification/resolution process.
- Accident/incident reporting and investigation.
- Facilities inspections.
- Maintenance audits/inspections.
- Rules/procedures review.
- Training and certification review/audits process.
- Emergency response planning, coordination and training.
- System modification review/approval process.
- Safety data acquisition/analysis.
- Interdepartmental/interagency coordination.
- Employee safety programs.
- Configuration management.
- Hazardous materials program.
- Drug and alcohol abuse programs.
- Contractor safety coordination.
- Procurement.

Follow up: LYNX actions, in response to external safety audits will be coordinated by LYNX Risk Management, Safety & Security Division, and approved by the Chief Executive Officer. The Chief Executive Officer will be continuously updated on the LYNX safety issues. Any LYNX department/ division may assist in resolving any outstanding safety items.

4.4.3 Facility Safety and Fire Inspections

Routine facility inspections are to be conducted on all departments to identify unsafe or unhealthy conditions, determine if maintenance is required, and to monitor system-wide compliance with SSPP requirements. The Safety & Security Division will supplement departmental inspections with more formal evaluations of facility equipment, as well as preparing, posting, and keeping current site maps which show the location of safety equipment, entrances, exits, etc. Each department is required to conduct facility inspections at least monthly (e. g., exposed sharp edges, first aid supplies, floor/carpet condition, furniture/ equipment placement, combustibles/stacked material in storage, placement and condition of electrical cords).

Facilities maintenance personnel will conduct equipment inspections on a periodic basis according to PM schedules (e.g., fire alarms and extinguishers, exit signs, HVAC, elevators, etc.). The frequency of equipment inspections depends upon the level of hazards associated with operation, industry standards, and contractor/supplier recommendations. Facilities and equipment are also inspected by departments and/or the Risk Management, Safety & Security Division as a result of accident reports.

4.5 Occupational Safety and Health

This function entails developing and implementing occupational employee illness and injury prevention measures which comply with federal, state and local regulatory requirements. The Risk Management Committee may assist in developing this program. The Risk Management, Safety & Security Division shall facilitate the implementation by other departments and monitor compliance. Some issues to be addressed are respiratory protection, hearing conservation, and personal protective equipment requirements.

Typical elements related to occupational health and safety include:

- Methods for identifying and evaluating workplace hazards.
- Procedures for investigating occupational injuries and illnesses and for correcting unsafe or unhealthy conditions in a timely manner.
- Occupational health and safety training for employees.
- Communication methods, such as safety meetings, posted notices, suggestion programs, and labor/management safety and health committees.
- Verification of compliance with safety and health practices including recognition and discipline.
- Documentation of compliance with program training and inspection requirements.

Methods of communicating safety information to employees include posting and/or distribution of bulletins, department notices, and memoranda. Such information is posted at a central location in each department, easily accessible to employees. Other communication methods include posters, signs, brochures, training materials, rulebooks, and Standard Operating Procedures.

4.6 Annual Safety and Security Certification

4.6.1 The Chief Executive Officer will submit an annual Safety and Security Certification to the FDOT utilizing the self-certification form provided by FDOT. The certification will be submitted no later than February 15, for the prior calendar year period unless otherwise required by FDOT. The certification states LYNX certifies the items listed in 4.6.2.

4.6.2 F.A.C. 14-90.010 establishes the following certification requirements:

"Each bus transit system shall annually submit a safety and security certification to the Department. The certification shall be submitted no later than February 15, for the prior calendar year period. The certification shall attest to the following:

- *The adoption of an SSPP and an SPP in accordance with established standards set forth in this rule chapter.*
- *Compliance with its adopted SSPP and SPP.*
- *Performance of safety inspections on all buses operated by the system in accordance with this rule chapter.*
- *Reviews of the SSPP and SPP have been conducted to ensure they are up to date.*

The certification shall include:

- *The name and address of the bus transit system, and the name and address of the entity(ies) who performed bus safety inspections and security assessments during the prior calendar year, if different from that of the bus transit system.*
- *A statement signed by an officer or person directly responsible for management of the bus transit system attesting to compliance with this rule chapter."*

4.7 Hazards

4.7.1 Purpose, Scope, and Requirements

To ensure that LYNX provides a safe and reliable transportation service, the authority has established a process by which hazards are identified, analyzed for potential impact on the operating system, and resolved in a manner acceptable to LYNX management and applicable regulatory agencies.

All LYNX management, staff, contractors and suppliers are required to implement high standards of safety and system assurance throughout the design,

construction, testing, and operational phases of LYNX projects. Hazards, which cannot be eliminated in the design, are to be controlled by safety devices, warning devices, training, and/or written procedures to prevent mishap.

Hazard identification and resolution is a system safety activity managed by the Risk Management, Safety & Security Division. The safety task force will determine, on a case-by-case basis, those hazards for which formal analyses are to be prepared. All LYNX staff and committee meetings are forums for identifying potential hazards.

Hazards can be identified by any or all of the following methods:

- Formal analyses prepared and submitted by contractors.
- Design reviews, conducted as part of the design process.
- Preliminary field observations, during project construction and testing.
- Operating experience.

Safety analysis requirements, included in design and procurement contracts, will provide for:

- Identification of potential hazards.
- Assessment of the severity and probability of occurrence of each potential hazard.
- Timely awareness of hazards for those who must resolve them.
- Traceability and control of hazards through all phases of a project's life cycle.

4.7.2 Hazard Categories

Hazard Severity

Hazard severity categories are defined to provide a qualitative measure of the worst credible mishap resulting from personnel error, environmental conditions, design inadequacies, and procedural deficiencies for a system, subsystem or component failure or malfunction as indicated in the following table:

Category	Description	Mishap Definition
I	**Catastrophic**	**Death or system loss**
II	**Critical**	**Severe injury, severe occupational illness or major system damage**
III	**Marginal**	**Minor injury, minor occupational illness or minor system damage**
IV	**Negligible**	**Less than minor injury, occupational illness or system damage**

Hazard Probability

The probability that a hazard will occur during the planned life expectancy of the system element, subsystem, or component, can be described subjectively in potential occurrences per unit of time, event, population, items, or activity. A qualitative hazard probability may be derived from research, analysis, and evaluation of historical safety data from the same or similar systems, subsystems or components.

Supporting rationale for assigning a hazard probability will be documented in hazard analysis reports. A qualitative hazard probability ranking is identified in the following table:

Level	Description	Probability
Frequent	**A**	**Likely to occur frequently to an individual item. Continuously experienced in the fleet/inventory**
Reasonably Probable	**B**	**Will occur several times in the life of an item, will occur frequently in fleet/inventory**
Occasional	**C**	**Likely to occur sometime in the life of an item; will occur several times in fleet/inventory**
Remote	**D**	**Unlikely, but possible to occur in the life of an item; unlikely but can be expected to occur in fleet/inventory**
Extremely Improbable	**E**	**So unlikely it can be assumed occurrence will not be experienced to an individual item; unlikely to occur but possible in fleet**

Hazard Resolution Process

Hazards identified within the system are to be evaluated by appropriate staff and eliminated, or mitigated, to a level acceptable by the authority's management. The following schedule has been developed to ensure that the optimum level of safety is achieved through the expeditious resolution of hazards, once identified.

Hazard Resolution Schedule	
Criterion	**Resolution Timetable**
Unacceptable	**Within five (5) working days, a resolution should be developed and implemented:**
Undesirable; Chief Executive Officer decision required	**A hazard with a risk index of unacceptable must be eliminated as soon as possible. There is no other option.**
Acceptable with review by Director, Risk Management, Safety & Security Division	**Within ten (10) working days, the review process should be completed and accepted**
Acceptable to Risk Management, Safety & Security Division	**Notification within thirty (30) days**

4.7.3 Risk Assessment and Corrective Action

Before implementation of any corrective action, system safety analyses establishes a hazard severity category (I through IV) and a probability ranking (A through E), which are combined to form a risk index, reflecting both severity and probability of occurrence for each identified hazard. A risk index is assigned to a hazard before implementation of any corrective action. The range of possible risk indices is shown in the following matrix (explanation of shading follows):

HAZARD RISK INDICES				
	I Catastrophic	**II Critical**	**III Marginal**	**IV Negligible**
(A) Frequent	**IA**	**IIA**	**IIIA**	**IVA**
(B) Probable	**IB**	**IIB**	**IIIB**	**IVB**
(C) Occasional	**IC**	**IIC**	**IIIC**	**IVC**
(D) Remote	**ID**	**IID**	**IIID**	**IVD**
(E) Improbable	**IE**	**IIE**	**IIIE**	**IVE**

Risk assessment criteria will be applied to the identified hazards based on their estimated severity and probability of occurrence to determine acceptance of the risk or the need for corrective action to further reduce the risk.

The risk assessment and acceptance criteria will assist decision makers in understanding the amount of risk involved by accepting the hazard relative to the

costs (schedule, dollars, operations, etc.) to reduce the hazard to an acceptable level. The following table identifies the acceptance criteria.

ACCEPTANCE CRITERIA		
Risk Index		**Decision Authority**
IA, IB, IC, IIA, IIB, IIIA		**Unacceptable**
ID, IIC, IID, IIIB, IIIC		**Undesirable. Chief Executive Officer decision required.**
IE, IIE, IIID, IIIE, IVA, IVB		**Acceptable with review by LYNX Director of Risk Management, Safety & Security Division.**
IVC, IVD, IVE		**Acceptable with review by LYNX Director of Risk Management, Safety & Security Division.**

Action will be taken to eliminate identified hazards or reduce the associated risk. Catastrophic and critical hazards will be eliminated or their associated risk reduced to an acceptable level. If this is impossible or impractical, alternatives will be recommended for the appropriate decision-making.

4.7.4 Hazard Resolution Precedence

The order of precedence for satisfying system safety requirements and resolving (eliminating or controlling) hazards will be as follows:

- Design for minimum risk. The primary safety effort during the design phase of a project will be an attempt to eliminate hazards through selection of design features (e.g., fail safe, redundancy).
- Incorporate safety devices. Hazards that cannot be eliminated through design will be reduced to an acceptable level through the incorporation of appropriate safety devices.
- Provide warning devices. Where it is not possible to preclude the existence or occurrence of a hazard, devices will be installed for the timely detection of the hazard condition and the generation of an adequate warning signal.
- Develop special procedures and training. Where it is not possible to reduce the magnitude of an existing or potential hazard through design or the use of safety and warning devices, the contractor/supplier will develop special procedures to control the hazard.

All facility, system and vehicle specification requests for proposals will require that responding contractors/suppliers solve hazards in accordance with this list, in order of precedence. Specifications will include the requirement for all

contractors/suppliers: who provide systems, subsystems, or equipment that effect safe vehicle movement or passenger/employee safety to establish and maintain a SSPP. These program plans will, at a minimum, define objectives, tasks, procedures, and schedules and data submittal for the safety activities that will be performed by the contractor/supplier. The contractor/supplier SSPP and supporting documentation must be approved by LYNX Risk Management, Safety & Security Division and Purchasing and Contracts Division.

4.8 Systems Development

As the transportation authority of a region experiencing significant growth, it is expected that LYNX will undergo its own process of growth and change to keep pace with the area it serves. As the transit system continues to develop, four safety program elements will require increasing surveillance and monitoring:

- Equipment test programs.
- Configuration management and change control.
- Procurement.
- Hazardous materials program.

4.8.1 Equipment Test Programs

Equipment test programs are primarily concerned with verifying that:

- The equipment can perform in the LYNX operating environment, while meeting required specifications.
- The equipment can be integrated with other equipment to provide dependable service.
- Personnel, procedures and equipment can function safely together in normal, abnormal and emergency conditions.

Required safety related tests are identified and documented during equipment planning and procurement. Hazards that become apparent during testing are reported and resolved either by equipment redesign, use of safety warnings, or the imposition of special procedures.

The Risk Management, Safety & Security Division and other staff as necessary will support the Deputy Director of Vehicle Maintenance in this effort.

4.8.2 Configuration Management and Change Control

Configuration management for LYNX is defined as identification and documentation of the functional and physical characteristics of facilities, equipment and vehicles, including the control of changes to these elements. Required configuration information will be maintained and tracked, documenting

test/modified equipment as well as relevant serial numbers and dates of installation of standard equipment. The Deputy Director of Vehicle Maintenance will be responsible for storing, retrieving configuration information as well as keeping the data current. Changes to configurations will be classified as to their impact and functional importance to operations.

- Class I changes are defined as hardware, material or software changes that affect vehicle or equipment performance, specification requirements, previously approved documents, or interchangeability with existing components.
- Class II changes are defined as hardware, material or software changes that do not affect vehicle or equipment performance, specification requirements, previously approved documents, or interchangeability with existing components.

4.8.3 Procurement and Contracts

The purchasing process formally begins with the preparation of a request and its submission to the Purchasing and Contracts Division. However, planning for contracts and procurement actions begin far in advance of this time. Advance procurement planning includes safety as a significant factor, by addressing system safety as well as technical, business, management and other considerations that will control acquisition actions from the inception through completion.

This procuring department works in conjunction with the Risk Management, Safety & Security Division when purchasing personal protective equipment for employees, controlling chemicals and other hazards in the workplace, mandating safety requirements in specific contracts, and requiring compliance from specific vendors with LYNX safety requirements.

4.8.4 Hazardous Materials Programs

All LYNX activities must comply with applicable federal, state, and local environmental protection laws. Procedures have been established in order to control hazards associated with procurement, storage, transfer use, and disposal of hazardous substances. Methods used in this process include product and substance evaluations, procurement procedures, tracking and monitoring, testing, inspections, marking, and training. These procedures also address record keeping and reporting requirements. Examples of the authority's handling of hazardous materials and waste include a file of Safety Data Sheets, employee training, and procedures regarding chemical labeling, chemical disposal, employee notification (i.e., right-to-know), and formal disposal and tracking procedures.

4.9. Records Retention and Distribution

LYNX will maintain the following records for at least four years:

a. Records of bus driver background checks and qualifications. These records are maintained by the Human Resources Department.
b. Detailed descriptions of training administered and completed by each bus driver. These records are maintained by the Human Resources Department.
c. A record of each bus driver's duty status which shall include total days worked, on-duty hours, driving hours, and time of reporting on and off duty each day. These records are maintained by the Transportation and Maintenance Department.
d. A record of written documentation of preventive maintenance, regular maintenance, inspections, lubrication, and repairs performed for each bus under LYNX control and will provide the following information:
    1. Identification of the bus, the make, model, and license number, or other means of positive identification and ownership.
    2. Date, mileage, description, and each type of inspection, maintenance, lubrication, or repair performed.
    3. If not owned by the bus transit system, the name of any person furnishing a bus.
    4. The name and address of any entity or contractor performing an inspection, maintenance, lubrication, or repair.

    These records are maintained by the Vehicle Maintenance Division of the Transportation and Maintenance Department.
e. Records of annual safety inspections and documentation of any required corrective actions. These records are maintained by the Vehicle Maintenance Division of the Transportation and Maintenance Department.
f. Medical examination certificates or a signed letter from the medical examiner attesting to the completion of a medical examination of the employee for a minimum of four years from the date of the examination. These records are maintained by the Human Resources Department.
g. Accident Investigation reports and documentation. These records are maintained by the Risk Management, Safety & Security Division.

5.0 SSPP IMPLEMENTATION, MAINTENANCE, and VERIFICATION

5.1 SSPP Implementation

Implementation of the SSPP by all LYNX departments and firms participating in LYNX projects will assure that safety is an integral part of all planning, testing, operation, maintenance, construction, procurement, and disposal activities. System safety continuity will be assured through the evolution of the plan, periodic updates of the SSPP, and audits and reviews. Directors and Managers

are responsible for carrying out plan procedures pertaining to their respective departments.

The authority has adopted an eight-step process for implementing the SSPP, modeled on information presented through the Federal Transit Administration's Transportation Safety Institute:

1. Ignite and renew interest of top management in the system safety program concept.
2. Evaluate appropriate staff and schedule requirements for implementation.
3. Coordinate and solicit cooperation from all departments.
4. Develop and document the revised SSPP.
5. Obtain top management approval for the revised SSPP.
6. Distribute the revised SSPP and obtain feedback from all departments.
7. Implement the SSPP (revised version).
8. Assess the implemented SSPP and revise as necessary.

This document, dated December 2015, is a continual revision to the LYNX SSPP (dated February 1993). It represents the current iteration of step #15 in the authority's program implementation process.

5.2 SSPP Maintenance

To remain viable, the SSPP must be adjusted and updated to reflect changes in the authority's organization, procedures, equipment, facilities, and operating environment.

5.2.1 SSPP Review and Update

The SSPP is scheduled for a biennial (once every other year) review by directors, managers, and supervisors. The SSPP will be updated following the biennial review and also as a result of the following actions within the authority:

- Policy changes (mission, goals or objectives).
- Organizational changes.
- Changes to rules and regulations.
- Changes in operating procedures.
- Elimination of equipment or addition of new equipment.
- Elimination of a facility or additional/acquisition of a new facility.

SSPP Plan Updates due to changes in facilities or equipment will be directed to the Risk Management, Safety & Security Division, using change pages within 30 days of the completion of the action. Changes in policy, organization, rules and regulations, or operations necessitating plan adjustments will be accomplished within the time limit prescribed in the plan revision schedule.

5.2.2 Revisions to SSPP

This System Safety Program Plan will continually be updated and revisions will be submitted to and incorporated by the LYNX Risk Management, Safety & Security Division. The process of revising the SSPP must include:

- A thorough review of the current plan by authority's management
- Complete documentation of all proposed revisions to the plan
- Required approval
- Distribution
- Implementation

Plan Revision Schedule		
Activity	**Responsibility**	**Target**
Review plan	**Directors, Department Managers, Safety**	**14 days**
Document recommendations for proposed revisions to Plan	**Risk Management, Safety & Security Department**	**10 days**
Review of proposed revisions	**Risk Management, Safety & Security Department**	**10 days**
Obtain required approval of revised Plan	**Risk Management, Safety & Security Department**	**5 days**
Distribute revised Plan	**Risk Management, Safety & Security Department**	**5 days**
Implement revised Plan	**Directors and Department Managers**	**30 days**

5.2.3 Accident Statistical Data Review

Supported by the Risk Management Committee and the Risk Management, Safety & Security Division collect, maintain, analyze and report on safety data, categorize accidents, and prepare and submit accident related reports for evaluation to LYNX management and outside agencies, as required. Monthly reports summarizing accident statistics will be prepared and distributed to LYNX management for review and comment. Quarterly and annual reports comparing current and previous accident experiences also will be prepared and distributed to management.

5.3 SSPP Verification

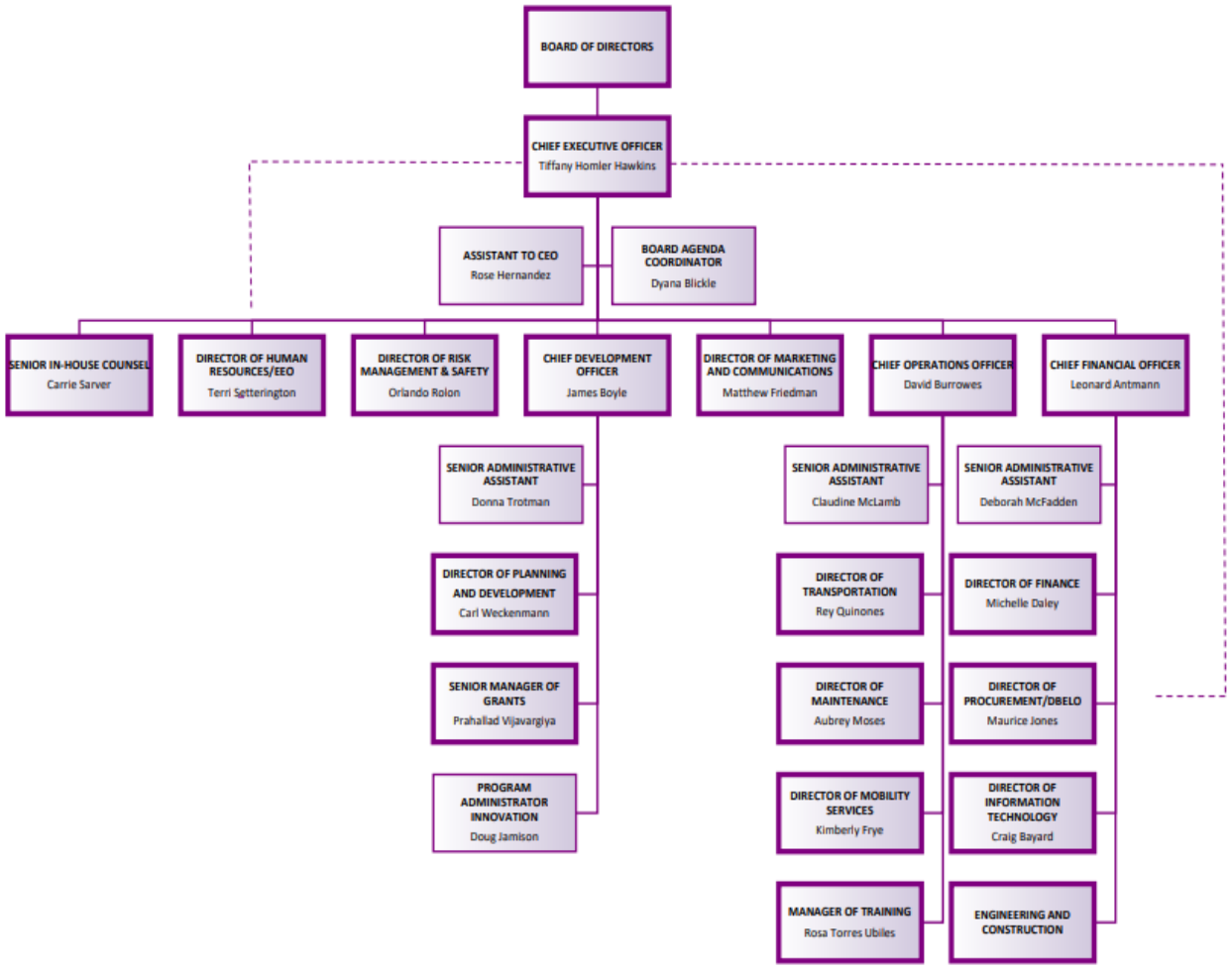
Assurance of compliance with safety requirements of the SSPP will be accomplished using management tools such as design reviews, testing, hazard analyses and resolution, analysis of accident/incident data, reports, inspections, investigations, drills, configuration control, and transit safety and assurance audits.

Auditing techniques, procedures and schedules will be implemented to ensure that the objectives and requirements of the SSPP are being achieved. Safety audits may include internal units and outside agencies and contractors, as appropriate.

Appendix List

Appendix A: LYNX Organizational Chart
Appendix B: LYNX Wireless Communication Plan
Appendix C: Transportation Operators Payroll Process

Appendix A
LYNX Organizational Chart



LYNX ORGANIZATIONAL CHART

December 15, 2025

Appendix B
LYNX Wireless Communication Plan

<u>The following is an addendum and addition to</u>
LYNX's
Operator's Guide & Work Rules and the Maintenance Guide to Daily Operations and Work Rules
This addendum supersedes all prior Letters of Understanding pertaining to the use of cellular telephone and/or electronic devices

<u>Purpose</u>: The Central Florida Regional Transportation Authority (d.b.a LYNX) is updating the language regarding radios, cell phones, TVs, recorders, and all other types of electrical sound devices located in the Operator's Guide & Work Rules, June 2010 edition in Section 6.16, pp 25-26. The Florida Department of Transportation requires that transit agencies develop and adopt a System Safety Program Plan (referred to a SSPP) that complies with or exceeds the established safety standards set forth in 14.90 rule chapter.

This update will ensure regulatory compliance with Florida's 14.90 Bus Transit System Operational Standards. This update will become effective on Monday, July 23, 2018.

The new updated language is listed below:

6.16 Radios, cell phones, TVs, recorders, and all other types of electrical sound devices

Our primary concern is for the safety of our Operators and customers. Therefore, the Authority adopts a, "Zero Tolerance" policy on cellular telephones and personal electronic devices including, but not limited to (I-phones, I-pods, Bluetooth type devices, MP3/music players, smart phones, PDA's (personal digital assistants ear devices and/or texting devices). The use of any personal electronic devices by Operators while operating any of LYNX' vehicles are prohibited and will be considered a Class "C" Violation which will result in termination. All personal wireless and/or electronic communication devices must be turned off with any earpieces removed from the operator's ear while occupying the driver's seat. This includes stowing the device(s) so that they are not openly displayed. Class (C) Violation

FAC 14-90 States: All personal wireless and/or electronic communication devices must be turned off with any earpieces removed from the operator's ear while occupying the driver's seat. This includes stowing the device(s) so that they are not openly displayed.

Appendix B
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The new updated language is listed below:

6.16 Radios, cell phones, TVs, recorders, and all other types of electrical sound devices

In compliance with FS 316.305 Wireless communications devices – prohibition, also known as "Florida Ban on Texting While Driving Law", requires that a person may not operate a motor vehicle while manually typing or entering multiple letters, numbers, symbols, or other characters into a wireless communications device or while sending or reading data on such a device for the purpose of non-voice interpersonal communication, including, but not limited to, communication methods known as texting, e-mailing, and instant messaging. As used in this section, the term "wireless communications device" means any handheld device used or capable of being used in a handheld manner, that is designed or intended to receive or transmit text or character-based messages, access or store data, or connect to the Internet or any communications service as defined in s. 812.15 and that allows text communications. For the purposes of this paragraph, a motor vehicle that is stationary is not being operated and is not subject to the prohibition in this paragraph.

LYNX requires bus operators to fully comply with the following wireless communication policy:

- The use of a personal Wireless Communication device is prohibited while the transit vehicle is in motion. This includes using the device for navigational and entertainment (music, games, timepiece and etc.…) purposes.

- All personal Wireless Communication devices shall be turned off with any earpieces removed from the operator's ear while occupying the driver's seat.
- In an emergency if an operator is unable to use the radio (e.g. the operator is separated from the vehicle due to a need to evacuate, fire, or the radio is inoperable due to lack of coverage, malfunction, or damage) a personal cellular phone may be used to contact the agency. An operator must ensure that they are either off of the bus or that the bus is parked in a safe place prior to contacting the agency.
- Operators shall not use any Wireless Communication device issued by the agency while the vehicle is in motion, Operators are instructed to pull over out of the flow of traffic to use agency issued Wireless Communication devices. The use of Two-way radio communications with agency personnel shall be necessary and brief. The use of any Wireless Communication device is prohibited while loading or unloading a wheelchair or while conducting any other safety related duty.
- The use of any wired device to a wireless communication device is prohibited.

Our primary concern is for the safety of our Operators and customers. Therefore, the Authority adopts a, "Zero Tolerance" policy on cellular telephones and personal electronic devices including, but not limited to (I-phones, I-pods, bluetooth type devices, MP3/music players, smart phones, PDA's (personal digital assistants ear devices and/ or texting devices). The use of any personal electronic devices by Operators while operating any of LYNX' vehicles are prohibited and will be considered a Class "C" Violation which will result in termination. **Class (C) Violation**

_____

Print Name: ID#

_____

SIGNATURE: Date

Appendix C

Transportation Operators

Payroll Process

Central Florida Regional Transportation Authority

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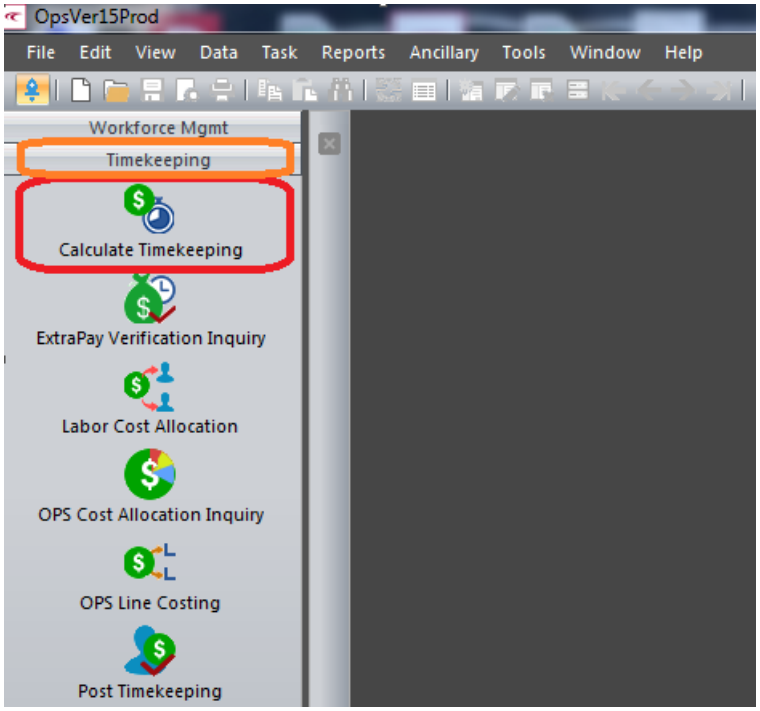
VI. Double Checking the File and Informing Payroll Division 13

A. OPERATORS' PAYROLL

I. Time Keeping

1. Open and login to the **Trapeze OPS Program**

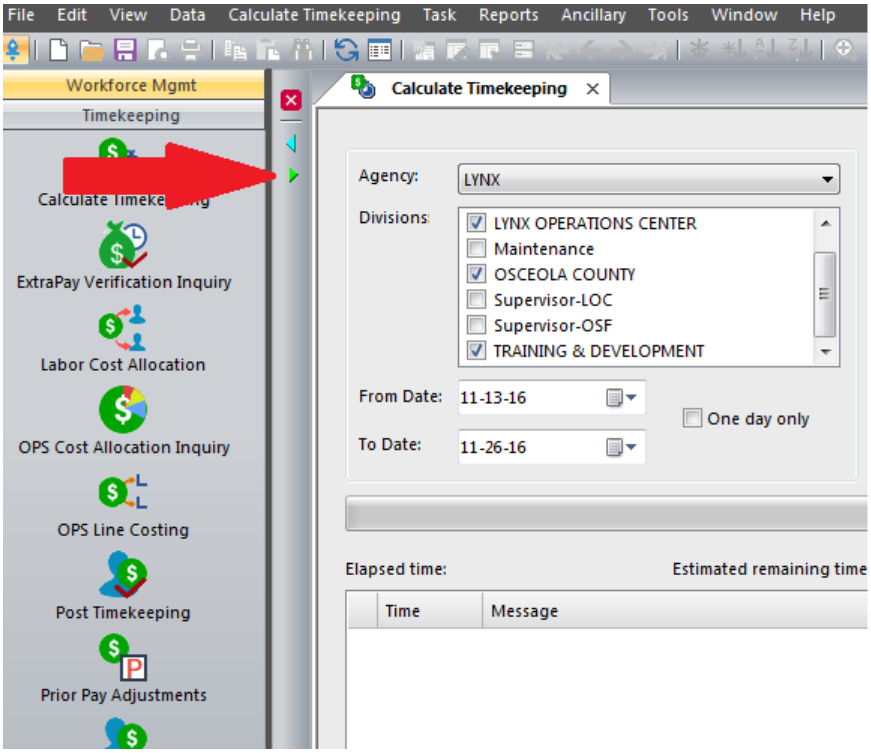
2. Click on the **Timekeeping** tab on the left side and click on the **Calculate Timekeeping** button



3. Make sure to check all the divisions for the Operators:
    a. LYNX Operations Center
    b. Osceola County
    c. Training & Development

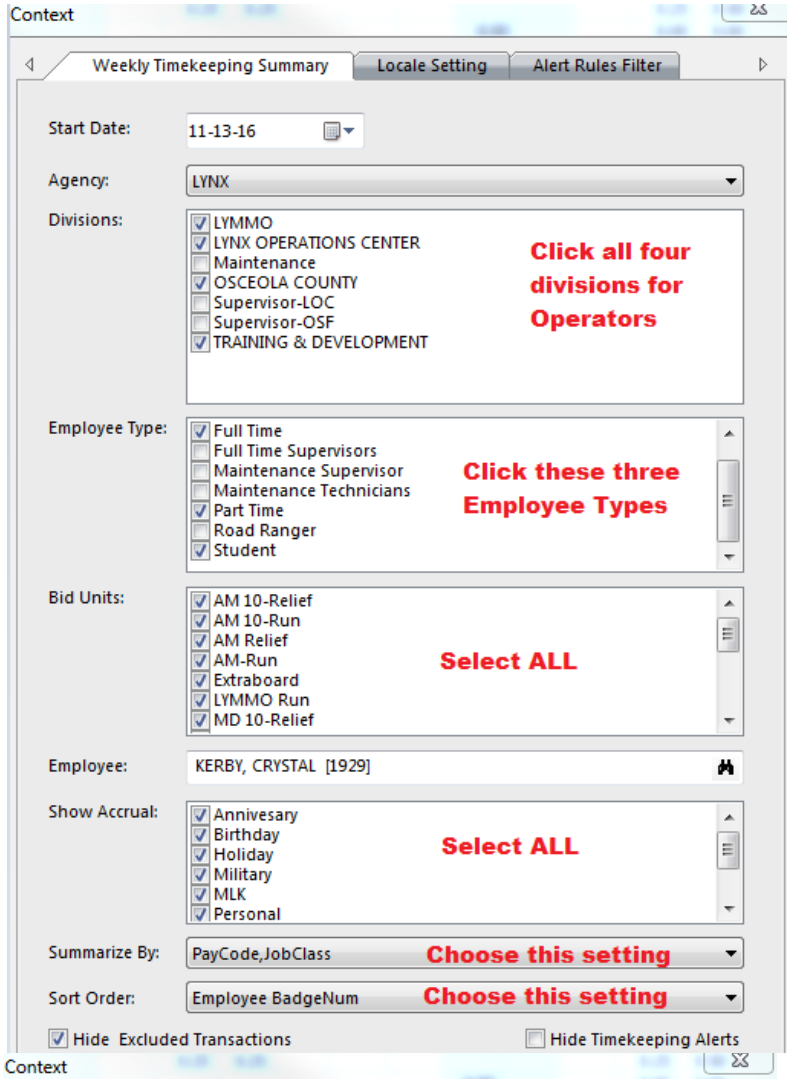
Also put in the start and end dates of the pay period.

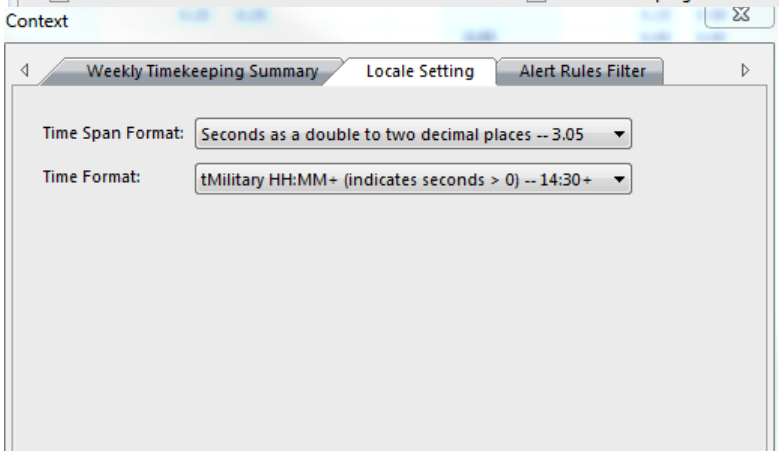
4. Then click on the Green Arrow  on the left side to calculate the Timekeeping for the specified pay period.



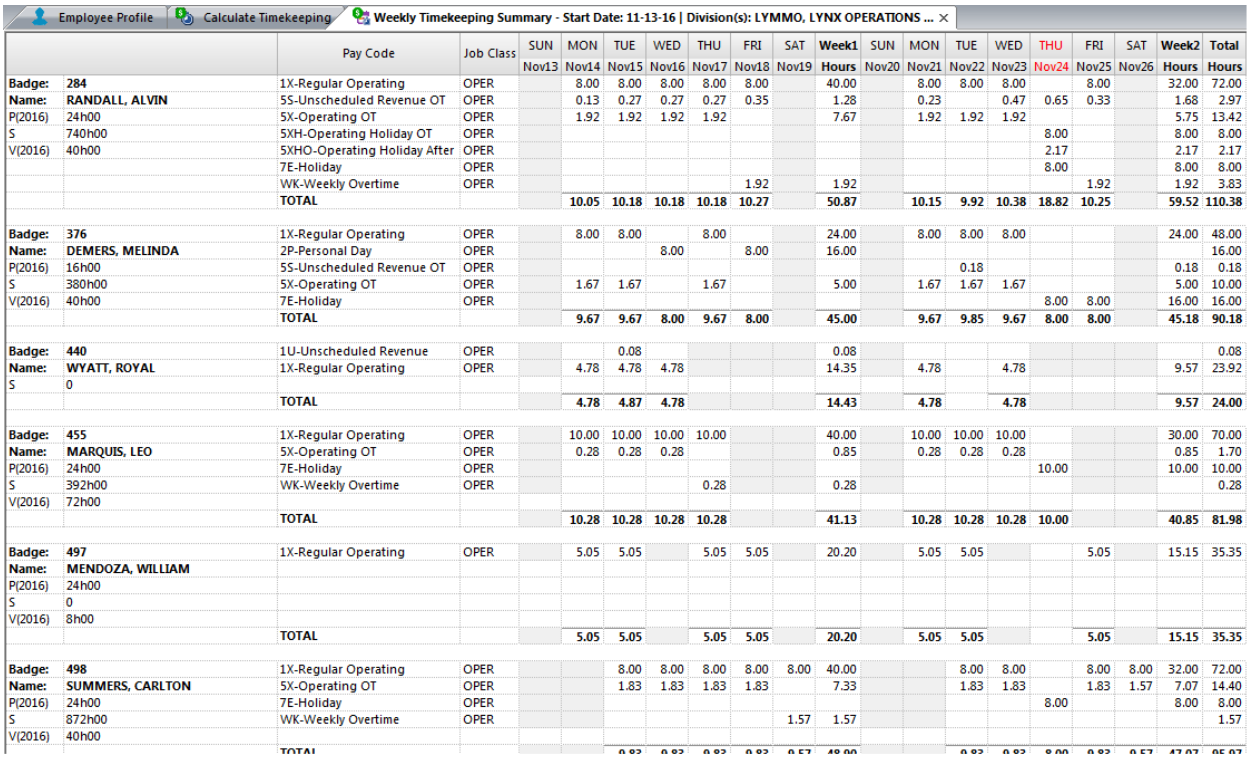
5. Check all the fields for the Operators to make sure they are complete and calculated correctly. If there is a red notification, please ask a Dispatch Supervisor (currently *Michael Bray* or *Jose Alicea)* to check any errors.

3. Make sure the selections and settings are as follows:





4. This is the sample Weekly Timekeeping Summary

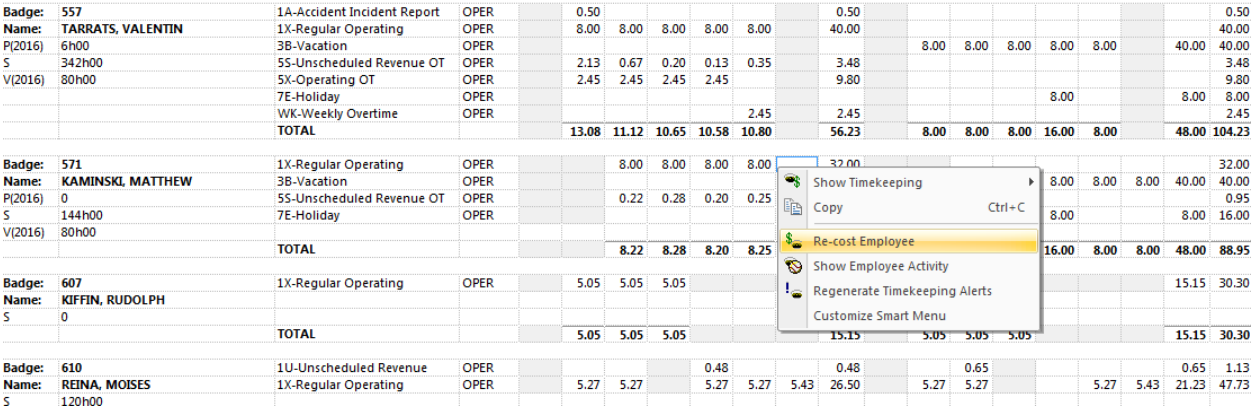


Employee Profile | Calculate Timekeeping | Weekly Timekeeping Summary - Start Date: 11-13-16 | Division(s): LYMMO, LYNX OPERATIONS ...

		Pay Code	Job Class	SUN	MON	TUE	WED	THU	FRI	SAT	Week1	SUN	MON	TUE	WED	THU	FRI	SAT	Week2	Total
				Nov13	Nov14	Nov15	Nov16	Nov17	Nov18	Nov19	Hours	Nov20	Nov21	Nov22	Nov23	Nov24	Nov25	Nov26	Hours	Hours
Badge:	**284**	1X-Regular Operating	OPER		8.00	8.00	8.00	8.00	8.00		40.00		8.00	8.00	8.00		8.00		32.00	72.00
Name:	**RANDALL, ALVIN**	5S-Unscheduled Revenue OT	OPER		0.13	0.27	0.27	0.27	0.35		1.28		0.23		0.47	0.65	0.33		1.68	2.97
P(2016)	24h00	5X-Operating OT	OPER		1.92	1.92	1.92	1.92			7.67		1.92	1.92	1.92				5.75	13.42
S	740h00	5XH-Operating Holiday OT	OPER													8.00			8.00	8.00
V(2016)	40h00	5XHO-Operating Holiday After	OPER													2.17			2.17	2.17
		7E-Holiday	OPER													8.00			8.00	8.00
		WK-Weekly Overtime	OPER						1.92		1.92						1.92		1.92	3.83
		TOTAL			**10.05**	**10.18**	**10.18**	**10.18**	**10.27**		**50.87**		**10.15**	**9.92**	**10.38**	**18.82**	**10.25**		**59.52**	**110.38**
Badge:	**376**	1X-Regular Operating	OPER		8.00	8.00		8.00			24.00		8.00	8.00	8.00				24.00	48.00
Name:	**DEMERS, MELINDA**	2P-Personal Day	OPER				8.00		8.00		16.00									16.00
P(2016)	16h00	5S-Unscheduled Revenue OT	OPER											0.18					0.18	0.18
S	380h00	5X-Operating OT	OPER		1.67	1.67		1.67			5.00		1.67	1.67	1.67				5.00	10.00
V(2016)	40h00	7E-Holiday	OPER													8.00	8.00		16.00	16.00
		TOTAL			**9.67**	**9.67**	**8.00**	**9.67**	**8.00**		**45.00**		**9.67**	**9.85**	**9.67**	**8.00**	**8.00**		**45.18**	**90.18**
Badge:	**440**	1U-Unscheduled Revenue	OPER			0.08					0.08									0.08
Name:	**WYATT, ROYAL**	1X-Regular Operating	OPER		4.78	4.78	4.78				14.35		4.78		4.78				9.57	23.92
S	0																			
		TOTAL			**4.78**	**4.87**	**4.78**				**14.43**		**4.78**		**4.78**				**9.57**	**24.00**
Badge:	**455**	1X-Regular Operating	OPER		10.00	10.00	10.00	10.00			40.00		10.00	10.00	10.00				30.00	70.00
Name:	**MARQUIS, LEO**	5X-Operating OT	OPER		0.28	0.28	0.28				0.85		0.28	0.28	0.28				0.85	1.70
P(2016)	24h00	7E-Holiday	OPER													10.00			10.00	10.00
S	392h00	WK-Weekly Overtime	OPER					0.28			0.28									0.28
V(2016)	72h00																			
		TOTAL			**10.28**	**10.28**	**10.28**	**10.28**			**41.13**		**10.28**	**10.28**	**10.28**	**10.00**			**40.85**	**81.98**
Badge:	**497**	1X-Regular Operating	OPER		5.05	5.05		5.05	5.05		20.20		5.05	5.05			5.05		15.15	35.35
Name:	**MENDOZA, WILLIAM**																			
P(2016)	24h00																			
S	0																			
V(2016)	8h00																			
		TOTAL			**5.05**	**5.05**		**5.05**	**5.05**		**20.20**		**5.05**	**5.05**			**5.05**		**15.15**	**35.35**
Badge:	**498**	1X-Regular Operating	OPER			8.00	8.00	8.00	8.00	8.00	40.00			8.00	8.00		8.00	8.00	32.00	72.00
Name:	**SUMMERS, CARLTON**	5X-Operating OT	OPER			1.83	1.83	1.83	1.83		7.33			1.83	1.83		1.83	1.57	7.07	14.40
P(2016)	24h00	7E-Holiday	OPER													8.00			8.00	8.00
S	872h00	WK-Weekly Overtime	OPER							1.57	1.57									1.57
V(2016)	40h00																			
		TOTAL				0.83	0.83	0.83	0.83	0.57	49.00			0.83	0.83	8.00	0.83	0.57	47.07	95.97

5. Go through each Operator's pay details and make sure everyone gets their times

6. If for some reason an Operator does not have a logged time in the field, click on the specific field and click on the baseball that states show Employee Activity, Fix the issue then go back to the summary and **Re-cost Employee** to correct adjustment.



Badge:	**557**	1A-Accident Incident Report	OPER		0.50						0.50									0.50
Name:	**TARRATS, VALENTIN**	1X-Regular Operating	OPER		8.00	8.00	8.00	8.00	8.00		40.00									40.00
P(2016)	6h00	3B-Vacation	OPER										8.00	8.00	8.00	8.00	8.00		40.00	40.00
S	342h00	5S-Unscheduled Revenue OT	OPER		2.13	0.67	0.20	0.13	0.35		3.48									3.48
V(2016)	80h00	5X-Operating OT	OPER		2.45	2.45	2.45	2.45			9.80									9.80
		7E-Holiday	OPER													8.00			8.00	8.00
		WK-Weekly Overtime	OPER						2.45		2.45									2.45
		TOTAL			**13.08**	**11.12**	**10.65**	**10.58**	**10.80**		**56.23**		**8.00**	**8.00**	**8.00**	**16.00**	**8.00**		**48.00**	**104.23**
Badge:	**571**	1X-Regular Operating	OPER			8.00	8.00	8.00	8.00		32.00									32.00
Name:	**KAMINSKI, MATTHEW**	3B-Vacation	OPER													8.00	8.00	8.00	40.00	40.00
P(2016)	0	5S-Unscheduled Revenue OT	OPER			0.22	0.28	0.20	0.25											0.95
S	144h00	7E-Holiday	OPER													8.00			8.00	16.00
V(2016)	80h00																			
		TOTAL				**8.22**	**8.28**	**8.20**	**8.25**							**16.00**	**8.00**	**8.00**	**48.00**	**88.95**
Badge:	**607**	1X-Regular Operating	OPER		5.05	5.05	5.05				15.15								15.15	30.30
Name:	**KIFFIN, RUDOLPH**																			
S	0																			
		TOTAL			**5.05**	**5.05**	**5.05**				**15.15**		**5.05**	**5.05**	**5.05**				**15.15**	**30.30**
Badge:	**610**	1U-Unscheduled Revenue	OPER					0.48			0.48			0.65					0.65	1.13
Name:	**REINA, MOISES**	1X-Regular Operating	OPER		5.27	5.27		5.27	5.27	5.43	26.50		5.27	5.27			5.27	5.43	21.23	47.73
S	120h00																			

Show Timekeeping
Copy Ctrl+C
Re-cost Employee
Show Employee Activity
Regenerate Timekeeping Alerts
Customize Smart Menu

III. Checking Payroll Details

There are several pay codes that temporary need to be manually input because they are not automated in OPS

- 7A-Admin Other (for covid-19 tracking)
- 7U-Union Business (must be created to paid by employees work time)
- 5R-Union Business OT (must be created to paid by employees work time)
- 1V-Swing Shift Pay (in the process of getting automated)

1. If an Operator was supposed to be on Vacation, before putting in time for the vacation, make sure to check if the said Operator has enough vacation accrued time. Payroll department sends out a list of Employee Entitlement Balances every pay period. You can check the vacation balance on that list.



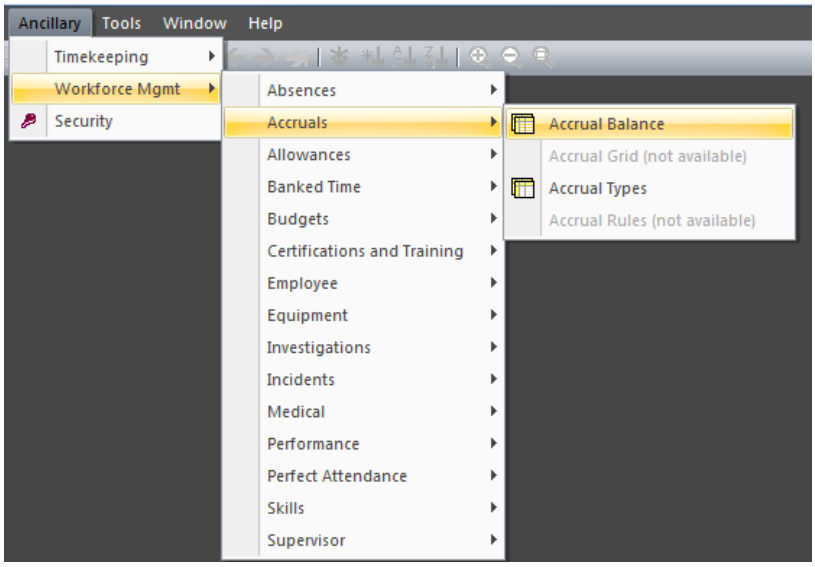
Employee	Balance	Unit	Current Value
Report (4502 Records Total)			
Abrahams, Ciddet R - 1780 (5 Records Total)			
	Emergency Vacation	Hours	0.000
	Holiday Bank	Hours	0.000
	Personal - Hours	Hours	0.000
	Sick - Hours	Hours	46.000
	Vacation - Hours	Hours	80.000
Abreu, Aurora - 1869 (5 Records Total)			
	Emergency Vacation	Hours	0.000
	Holiday Bank	Hours	8.000
	Personal - Hours	Hours	0.000
	Sick - Hours	Hours	37.787
	Vacation - Hours	Hours	112.000
Acevedo, Juan M Jr. - 5486 (5 Records Total)			
	Emergency Vacation	Hours	1.600
	Holiday Bank	Hours	8.000
	Personal - Hours	Hours	16.000
	Sick - Hours	Hours	136.300
	Vacation - Hours	Hours	80.000
Acosta, Wilfredo - 4255 (5 Records Total)			
	Emergency Vacation	Hours	32.000
	Holiday Bank	Hours	8.000
	Personal - Hours	Hours	24.000
	Sick - Hours	Hours	426.780
	Vacation - Hours	Hours	126.200
Acquissa, Fritz - 6137 (5 Records Total)			
	Emergency Vacation	Hours	32.000
	Holiday Bank	Hours	8.000
	Personal - Hours	Hours	24.000
	Sick - Hours	Hours	99.897
	Vacation - Hours	Hours	40.000
Acuna, John W - 2207 (5 Records Total)			

2. If there is an empty field and there is no indication of what the Operator did on the records, call and ask the Dispatch Supervisor (currently *Michael Bray* or *Jose Alicea*).

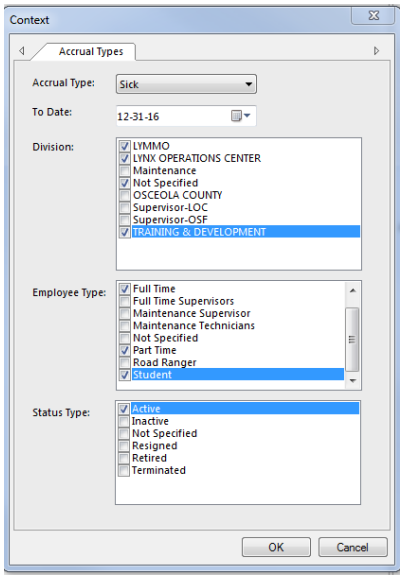
3. Paycode **7U – Union Business**. The fields for this usually comes up empty right after the Weekly Timekeeping Summary is run. Take note of the date and the Operator's info and inform the Dispatch Supervisor (*Michael Bray* or *Jose Alicea*). Usually the Dispatch Supervisor creates an extra work for that particular Operator so he/she will get paid for that time. Please check Appendix A on how to create extra work for Operators.

4. If you see S (Suspension) / M (Missout) / A (Absent). Just leave it as it is. The Operator does not get paid on these.
5. If you see Sick or any FMLA, make sure to check what they have available. To check for this, go to

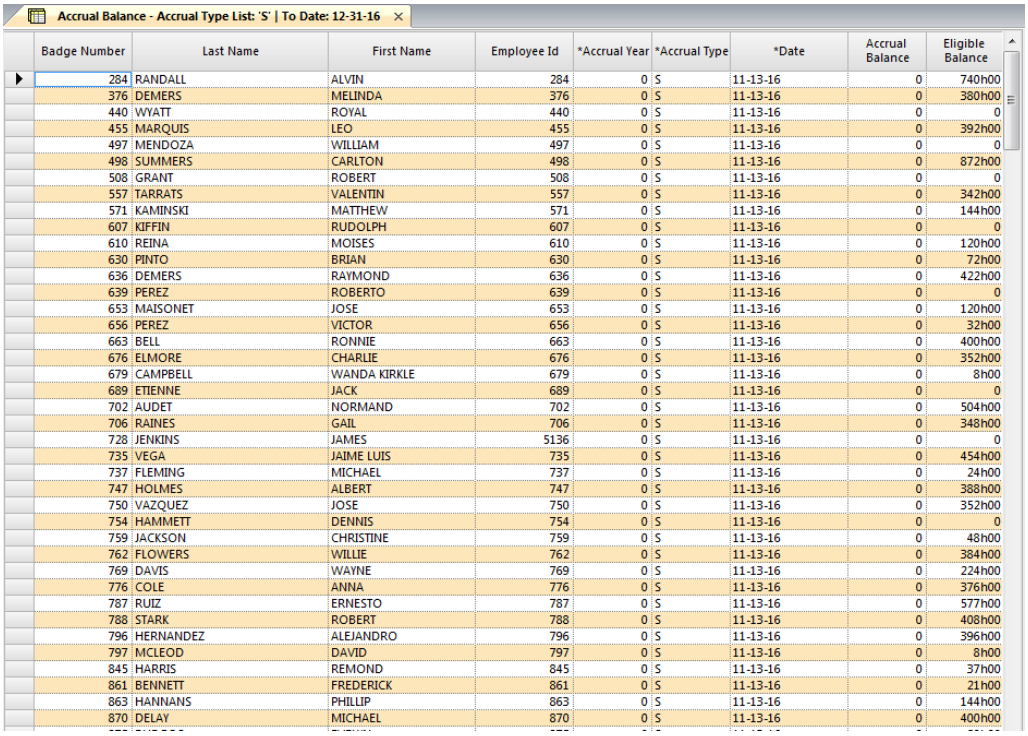
Ancillary → Workforce Mgmt → Accruals → Accrual Balance



6. Check all required fields. The Accrual Type selected on the sample below is Sick:



7. The list of the accrual balance for the selected type (Sick) will be displayed and you can check if a certain operator has eligible balance to use.



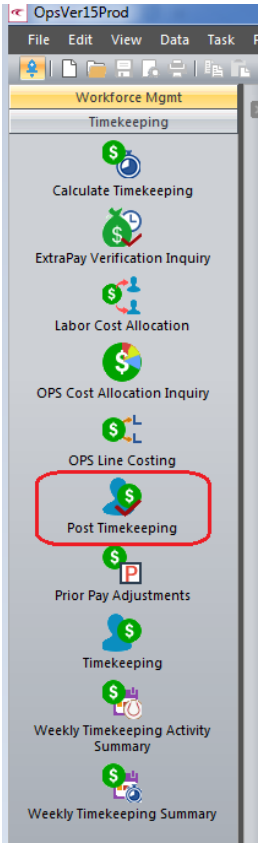
Accrual Balance - Accrual Type List: 'S' | To Date: 12-31-16

Badge Number	Last Name	First Name	Employee Id	*Accrual Year	*Accrual Type	*Date	Accrual Balance	Eligible Balance
284	RANDALL	ALVIN	284	0	S	11-13-16	0	740h00
376	DEMERS	MELINDA	376	0	S	11-13-16	0	380h00
440	WYATT	ROYAL	440	0	S	11-13-16	0	0
455	MARQUIS	LEO	455	0	S	11-13-16	0	392h00
497	MENDOZA	WILLIAM	497	0	S	11-13-16	0	0
498	SUMMERS	CARLTON	498	0	S	11-13-16	0	872h00
508	GRANT	ROBERT	508	0	S	11-13-16	0	0
557	TARRATS	VALENTIN	557	0	S	11-13-16	0	342h00
571	KAMINSKI	MATTHEW	571	0	S	11-13-16	0	144h00
607	KIFFIN	RUDOLPH	607	0	S	11-13-16	0	0
610	REINA	MOISES	610	0	S	11-13-16	0	120h00
630	PINTO	BRIAN	630	0	S	11-13-16	0	72h00
636	DEMERS	RAYMOND	636	0	S	11-13-16	0	422h00
639	PEREZ	ROBERTO	639	0	S	11-13-16	0	0
653	MAISONET	JOSE	653	0	S	11-13-16	0	120h00
656	PEREZ	VICTOR	656	0	S	11-13-16	0	32h00
663	BELL	RONNIE	663	0	S	11-13-16	0	400h00
676	ELMORE	CHARLIE	676	0	S	11-13-16	0	352h00
679	CAMPBELL	WANDA KIRKLE	679	0	S	11-13-16	0	8h00
689	ETIENNE	JACK	689	0	S	11-13-16	0	0
702	AUDET	NORMAND	702	0	S	11-13-16	0	504h00
706	RAINES	GAIL	706	0	S	11-13-16	0	348h00
728	JENKINS	JAMES	5136	0	S	11-13-16	0	0
735	VEGA	JAIME LUIS	735	0	S	11-13-16	0	454h00
737	FLEMING	MICHAEL	737	0	S	11-13-16	0	24h00
747	HOLMES	ALBERT	747	0	S	11-13-16	0	388h00
750	VAZQUEZ	JOSE	750	0	S	11-13-16	0	352h00
754	HAMMETT	DENNIS	754	0	S	11-13-16	0	0
759	JACKSON	CHRISTINE	759	0	S	11-13-16	0	48h00
762	FLOWERS	WILLIE	762	0	S	11-13-16	0	384h00
769	DAVIS	WAYNE	769	0	S	11-13-16	0	224h00
776	COLE	ANNA	776	0	S	11-13-16	0	376h00
787	RUIZ	ERNESTO	787	0	S	11-13-16	0	577h00
788	STARK	ROBERT	788	0	S	11-13-16	0	408h00
796	HERNANDEZ	ALEJANDRO	796	0	S	11-13-16	0	396h00
797	MCLEOD	DAVID	797	0	S	11-13-16	0	8h00
845	HARRIS	REMOND	845	0	S	11-13-16	0	37h00
861	BENNETT	FREDERICK	861	0	S	11-13-16	0	21h00
863	HANNANS	PHILLIP	863	0	S	11-13-16	0	144h00
870	DELAY	MICHAEL	870	0	S	11-13-16	0	400h00

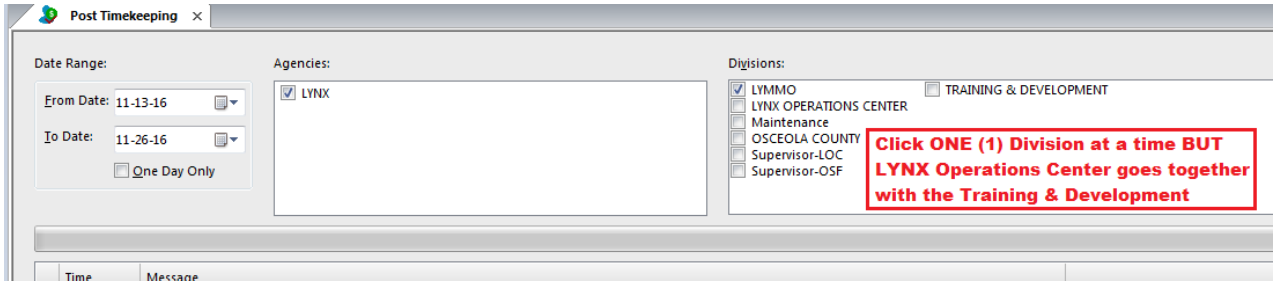
IV. Posting the Timesheet

If all Operators' time details are checked, it is now ready to post the timesheet.

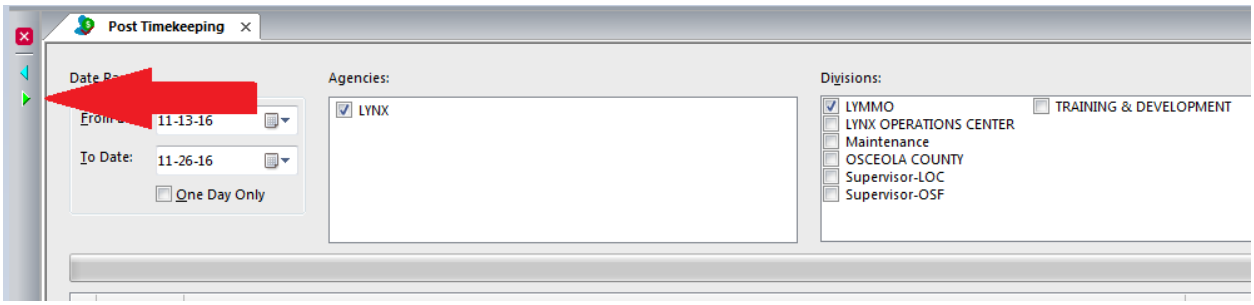
1. Go to the **Timekeeping** Tab on the left side and click on the **Post Timekeeping** button.



2. Indicate the start and end dates of the pay period and check all the required fields:



3. Click on the Green Arrow 



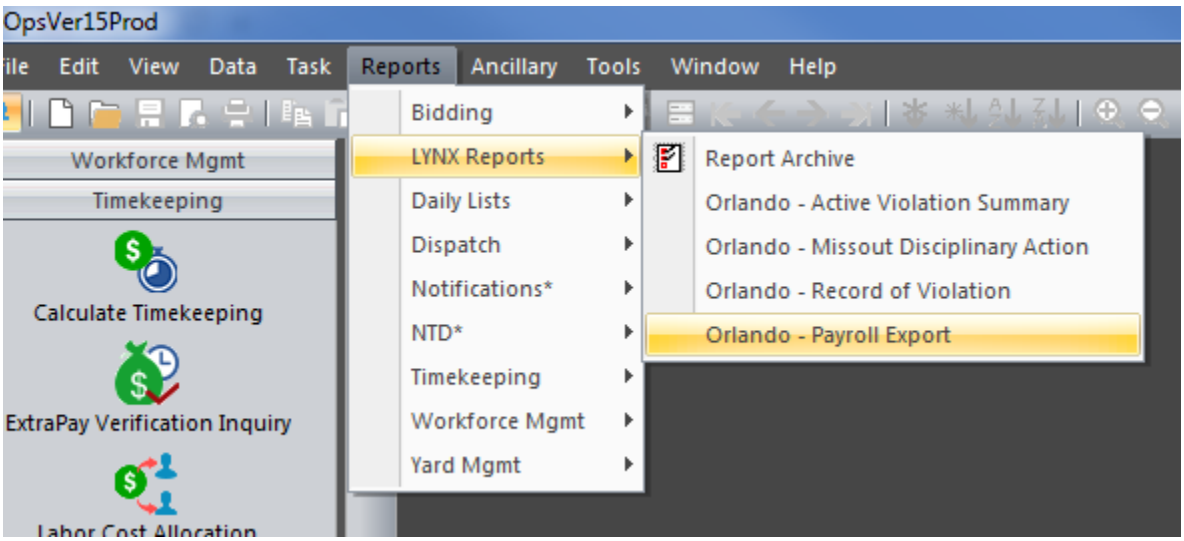
4. A message will display that the Payroll is posted.

V. Exporting Payroll

After the payroll is posted, it needs to be exported to a file that can be uploaded to the Ceridian software.

1. Go to the following:

Reports → LYNX Reports → Orlando – Payroll Export



2. Input the date range for the Pay Period

3. Choose output to the specific folder for the specific division:

X:\Shared\Operator Payroll Files\[Division]

4. Rename the file as follows:

Date of Pay Period Ending (mmddyyyy)-Division

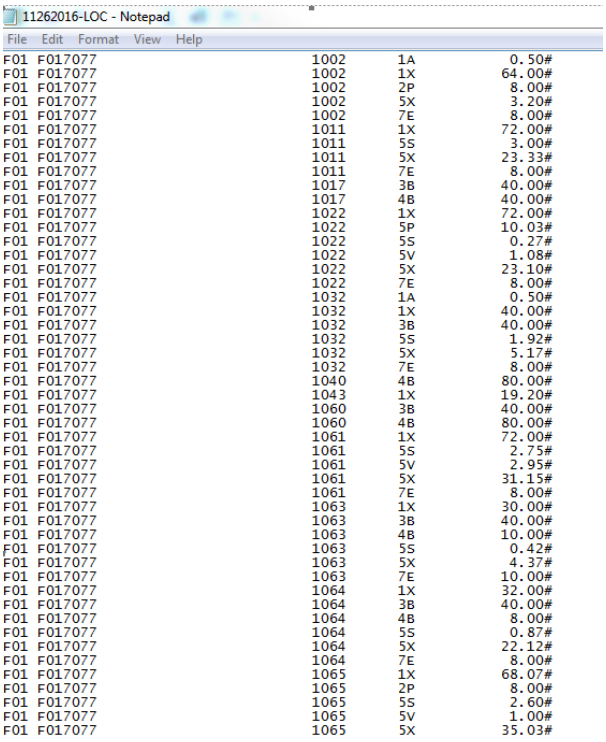
Example: *11262016-LOC*

5. Click OK and click on the Green Arrow 

6. Repeat for ALL divisions for the Operators

VI. Double Checking the File and Informing Payroll Division

1. Open the exported file on a Notepad. It will look like this:



11262016-LOC - Notepad

File Edit Format View Help

```
F01 F017077    1002    1A      0.50#
F01 F017077    1002    1X     64.00#
F01 F017077    1002    2P      8.00#
F01 F017077    1002    5X      3.20#
F01 F017077    1002    7E      8.00#
F01 F017077    1011    1X     72.00#
F01 F017077    1011    5S      3.00#
F01 F017077    1011    5X     23.33#
F01 F017077    1011    7E      8.00#
F01 F017077    1017    3B     40.00#
F01 F017077    1017    4B     40.00#
F01 F017077    1022    1X     72.00#
F01 F017077    1022    5P     10.03#
F01 F017077    1022    5S      0.27#
F01 F017077    1022    5V      1.08#
F01 F017077    1022    5X     23.10#
F01 F017077    1022    7E      8.00#
F01 F017077    1032    1A      0.50#
F01 F017077    1032    1X     40.00#
F01 F017077    1032    3B     40.00#
F01 F017077    1032    5S      1.92#
F01 F017077    1032    5X      5.17#
F01 F017077    1032    7E      8.00#
F01 F017077    1040    4B     80.00#
F01 F017077    1043    1X     19.20#
F01 F017077    1060    3B     40.00#
F01 F017077    1060    4B     80.00#
F01 F017077    1061    1X     72.00#
F01 F017077    1061    5S      2.75#
F01 F017077    1061    5V      2.95#
F01 F017077    1061    5X     31.15#
F01 F017077    1061    7E      8.00#
F01 F017077    1063    1X     30.00#
F01 F017077    1063    3B     40.00#
F01 F017077    1063    4B     10.00#
F01 F017077    1063    5S      0.42#
F01 F017077    1063    5X      4.37#
F01 F017077    1063    7E     10.00#
F01 F017077    1064    1X     32.00#
F01 F017077    1064    3B     40.00#
F01 F017077    1064    4B      8.00#
F01 F017077    1064    5S      0.87#
F01 F017077    1064    5X     22.12#
F01 F017077    1064    7E      8.00#
F01 F017077    1065    1X     68.07#
F01 F017077    1065    2P      8.00#
F01 F017077    1065    5S      2.60#
F01 F017077    1065    5V      1.00#
F01 F017077    1065    5X     35.03#
```

2. Randomly check about fifteen (15) Operator names on the list against the Weekly Timekeeping Summary

Employee Profile | Calculate Timekeeping | Weekly Timekeeping Summary - Start Date: 11-13-16 | Division(s): LYMMO, LYNX OPERATIONS ...

		Pay Code	Job Class	SUN	MON	TUE	WED	THU	FRI	SAT	Week1	SUN	MON	TUE	WED	THU	FRI	SAT	Week2	Total
				Nov13	Nov14	Nov15	Nov16	Nov17	Nov18	Nov19	Hours	Nov20	Nov21	Nov22	Nov23	Nov24	Nov25	Nov26	Hours	Hours
Badge:	**284**	1X-Regular Operating	OPER		8.00	8.00	8.00	8.00	8.00		40.00		8.00	8.00	8.00		8.00		32.00	72.00
Name:	**RANDALL, ALVIN**	5S-Unscheduled Revenue OT	OPER		0.13	0.27	0.27	0.27	0.35		1.28		0.23		0.47	0.65	0.33		1.68	2.97
P(2016)	24h00	5X-Operating OT	OPER		1.92	1.92	1.92	1.92			7.67		1.92	1.92	1.92				5.75	13.42
S	740h00	5XH-Operating Holiday OT	OPER													8.00			8.00	8.00
V(2016)	40h00	5XHO-Operating Holiday After	OPER													2.17			2.17	2.17
		7E-Holiday	OPER													8.00			8.00	8.00
		WK-Weekly Overtime	OPER						1.92		1.92						1.92		1.92	3.83
		TOTAL			**10.05**	**10.18**	**10.18**	**10.18**	**10.27**		**50.87**		**10.15**	**9.92**	**10.38**	**18.82**	**10.25**		**59.52**	**110.38**
Badge:	**376**	1X-Regular Operating	OPER		8.00	8.00		8.00			24.00		8.00	8.00	8.00				24.00	48.00
Name:	**DEMERS, MELINDA**	2P-Personal Day	OPER				8.00		8.00		16.00									16.00
P(2016)	16h00	5S-Unscheduled Revenue OT	OPER											0.18					0.18	0.18
S	380h00	5X-Operating OT	OPER		1.67	1.67		1.67			5.00		1.67	1.67	1.67				5.00	10.00
V(2016)	40h00	7E-Holiday	OPER													8.00	8.00		16.00	16.00
		TOTAL			**9.67**	**9.67**	**8.00**	**9.67**	**8.00**		**45.00**		**9.67**	**9.85**	**9.67**	**8.00**	**8.00**		**45.18**	**90.18**
Badge:	**440**	1U-Unscheduled Revenue	OPER			0.08					0.08									0.08
Name:	**WYATT, ROYAL**	1X-Regular Operating	OPER		4.78	4.78	4.78				14.35		4.78		4.78				9.57	23.92
S	0																			
		TOTAL			**4.78**	**4.87**	**4.78**				**14.43**		**4.78**		**4.78**				**9.57**	**24.00**
Badge:	**455**	1X-Regular Operating	OPER		10.00	10.00	10.00	10.00			40.00		10.00	10.00	10.00				30.00	70.00
Name:	**MARQUIS, LEO**	5X-Operating OT	OPER		0.28	0.28	0.28				0.85		0.28	0.28	0.28				0.85	1.70
P(2016)	24h00	7E-Holiday	OPER													10.00			10.00	10.00
S	392h00	WK-Weekly Overtime	OPER					0.28			0.28									0.28
V(2016)	72h00																			
		TOTAL			**10.28**	**10.28**	**10.28**	**10.28**			**41.13**		**10.28**	**10.28**	**10.28**	**10.00**			**40.85**	**81.98**
Badge:	**497**	1X-Regular Operating	OPER		5.05	5.05		5.05	5.05		20.20		5.05	5.05			5.05		15.15	35.35
Name:	**MENDOZA, WILLIAM**																			
P(2016)	24h00																			
S	0																			
V(2016)	8h00																			
		TOTAL			**5.05**	**5.05**		**5.05**	**5.05**		**20.20**		**5.05**	**5.05**			**5.05**		**15.15**	**35.35**
Badge:	**498**	1X-Regular Operating	OPER			8.00	8.00	8.00	8.00	8.00	40.00			8.00	8.00		8.00	8.00	32.00	72.00
Name:	**SUMMERS, CARLTON**	5X-Operating OT	OPER			1.83	1.83	1.83	1.83		7.33			1.83	1.83		1.83	1.57	7.07	14.40
P(2016)	24h00	7E-Holiday	OPER													8.00			8.00	8.00
S	872h00	WK-Weekly Overtime	OPER							1.57	1.57									1.57
V(2016)	40h00																			
		TOTAL			**8.83**	**9.83**	**9.83**	**9.83**	**9.83**	**9.57**	**48.90**			**9.83**	**9.83**	**8.00**	**9.83**	**9.57**	**47.07**	**95.97**

3. If everything looks good, send an email to the Payroll Division to inform them that payroll has been processed and posted.

Payroll Report with 1V-Swing Shift added

Badge	Name	Code	Description	PAO	Hours	Dollars
1918	GARCIA, ARMANDO	5X	Operating OT	☐	41h03	$0.00
				Total for Employee:	**125h23**	**$0.00**
1928	COLE, WAYNE	1V	Swing Shift	☐	5h15	$0.00
		1X	Regular Operating	☐	80h00	$0.00
		5S	Unscheduled Revenue OT	☐	2h02	$0.00
		5X	Operating OT	☐	45h06	$0.00
				Total for Employee:	**132h23**	**$0.00**

Attachment 9 – Rate Justification Worksheets

Preliminary Information Worksheet

Version 1.4

CTC Name:	CFRTA | LYNX
County (Service Area):	Orange, Seminole, and Osceola
Contact Person:	Kim Frye
Phone #	407-254-6169

Check Applicable Characteristic:

ORGANIZATIONAL TYPE:

- (•) Governmental
- ( ) Private Non-Profit
- ( ) Private For Profit

NETWORK TYPE:

- (•) Fully Brokered
- ( ) Partially Brokered
- ( ) Sole Source

Once completed, proceed to the Worksheet entitled "Comprehensive Budget"

Comprehensive Budget Worksheet

Version 1.4

CTC: **CFRTA | LYNX**
County: **Orange, Seminole, and Osceola**

1. *Complete applicable **GREEN** cells in columns 2, 3, 4, and 7*

	Prior Year's **ACTUALS** from July 1st of **2024** to June 30th of **2025**	Current Year's **APPROVED** Budget, **as amended** from July 1st of **2025** to June 30th of **2026**	Upcoming Year's **PROPOSED** Budget from July 1st of **2026** to June 30th of **2027**	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± $50,000
1	2	3	4	5	6	7
REVENUES (CTC/Operators ONLY / Do **NOT** include coordination contractors!)						
Local Non-Govt						
Farebox	$ 3,062,303	$ 3,377,065	$ 3,468,404	10.3%	2.7%	
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other						
Bus Pass Program Revenue						
Local Government						
District School Board						
Compl. ADA Services						
County Cash	$ 8,631,336	$ 10,236,050	$ 11,935,544	18.6%	16.6%	
County In-Kind, Contributed Services						
City Cash						
City In-kind, Contributed Services						
Other Cash	$ 16,434	$ 90,000	$ 90,000	447.6%	0.0%	
Other In-Kind, Contributed Services						
Bus Pass Program Revenue						
CTD						
Non-Spons. Trip Program	$ 3,103,801	$ 3,176,843	$ 2,811,990	2.4%	-11.5%	
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)						
Bus Pass Program Revenue						
USDOT & FDOT						
49 USC 5307	$ 538,989	$ 600,000	$ 659,000	11.3%	9.8%	
49 USC 5310						
49 USC 5311 (Operating)						
49 USC 5311(Capital)						
Block Grant						
Service Development	$ 2,742,893	$ 3,194,920	$ 2,890,000	16.5%	-9.5%	
Commuter Assistance						
Other DOT (specify in explanation)						
Bus Pass Program Revenue						
AHCA						
Medicaid						State planning to support Paratransit operations.
Other AHCA (specify in explanation)	$ 78,671	$ 80,000	$ 80,000	1.7%	0.0%	
Bus Pass Program Revenue						
DCF						
Alcoh, Drug & Mental Health						
Family Safety & Preservation						
Comm. Care Dis./Aging & Adult Serv.						
Other DCF (specify in explanation)						
Bus Pass Program Revenue						
DOH						
Children Medical Services						
County Public Health						
Other DOH (specify in explanation)						
Bus Pass Program Revenue						
DOE (state)						
Carl Perkins						
Div of Blind Services						
Vocational Rehabilitation						
Day Care Programs						
Other DOE (specify in explanation)						
Bus Pass Program Revenue						
AWI						
WAGES/Workforce Board						
Other AWI (specify in explanation)						
Bus Pass Program Revenue						
DOEA						
Older Americans Act						
Community Care for Elderly						
Other DOEA (specify in explanation)						
Bus Pass Program Revenue						
DCA						
Community Services						
Other DCA (specify in explanation)						
Bus Pass Admin. Revenue						

Comprehensive Budget Worksheet

Version 1.4

CTC: **CFRTA | LYNX**
County: **Orange, Seminole, and Osceola**

1. *Complete applicable **GREEN** cells in columns 2, 3, 4, and 7*

	Prior Year's **ACTUALS** from July 1st of **2024** to June 30th of **2025**	Current Year's **APPROVED** Budget, **as amended** from July 1st of **2025** to June 30th of **2026**	Upcoming Year's **PROPOSED** Budget from July 1st of **2026** to June 30th of **2027**	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± $50,000
1	2	3	4	5	6	7
APD						
Office of Disability Determination						
Developmental Services						
Other APD (specify in explanation)						
Bus Pass Program Revenue						
DJJ						
(specify in explanation)						
Bus Pass Program Revenue						
Other Fed or State						
Total ADA Compl. Services	$ 19,511,229	$ 24,584,111	$ 25,649,564	26.0%	4.3%	Local ADA funding from LYNX's funding allocation model for Orange, Seminole, and Osceola counties for ADA services.
xxx						
xxx						
Bus Pass Program Revenue						
Other Revenues						
Interest Earnings						
xxxx						
xxxx						
Bus Pass Program Revenue						
Balancing Revenue to Prevent Deficit						
Actual or Planned Use of Cash Reserve	$ 7,889,276	$ 2,889,369	$ 4,023,204			
Balancing Revenue is Short By =		None	None			
Total Revenues =	**$45,574,932**	**$48,228,358**	**$51,607,706**	**5.8%**	**7.0%**	
EXPENDITURES (CTC/Operators ONLY / Do **NOT** include Coordination Contractors!)						
Operating Expenditures						
Labor	$ 1,326,717	$ 2,082,932	$ 1,045,746	57.0%	-49.8%	Forecast: $2.63m Budget Stabilization Funds used to balance expenses with revenues in FY2026 and $2.63m in FY2027.
Fringe Benefits	$ 924,015	$ 817,978	$ 413,035	-11.5%	-49.5%	
Services	$ 694,113	$ 629,127	$ 880,503	-9.4%	40.0%	
Materials and Supplies	$ 2,698,584	$ 2,705,000	$ 2,699,500	0.2%	-0.2%	
Utilities	$ 103,794	$ 154,420	$ 103,860	48.8%	-32.7%	
Casualty and Liability						
Taxes	$ 89,485	$ 154,500	$ 103,100	72.7%	-33.3%	
Purchased Transportation:						
Purchased Bus Pass Expenses						
School Bus Utilization Expenses						
Contracted Transportation Services	$ 39,402,415	$ 41,211,975	$ 45,750,210	4.6%	11.0%	
Other	$ 295,073	$ 439,690	$ 587,295	49.0%	33.6%	
Miscellaneous						
Operating Debt Service - Principal & Interest						
Leases and Rentals	$ 40,736	$ 32,736	$ 24,457	-19.6%	-25.3%	
Contrib. to Capital Equip. Replacement Fund		$ -				
In-Kind, Contributed Services	$ -	$ -	$ -			
Allocated Indirect						
Capital Expenditures						
Equip. Purchases with Grant Funds						
Equip. Purchases with Local Revenue						
Equip. Purchases with Rate Generated Rev.						
Capital Debt Service - Principal & Interest						
Total Expenditures =	**$45,574,932**	**$48,228,358**	**$51,607,706**	5.8%	7.0%	

Once completed, proceed to the Worksheet entitled "Budgeted Rate Base"

Budgeted Rate Base Worksheet

Version 1.4

CTC: **CFRTA | LYNX**

County: **Orange, Seminole, and Osceola**

1. *Complete applicable **GREEN** cells in column 3; **YELLOW** and **BLUE** cells are automatically completed in column 3*
2. *Complete applicable **GOLD** cells in column and 5*

	Upcoming Year's **BUDGETED** Revenues from July 1st of **2026** to June 30th of **2027**	What amount of the Budgeted Revenue in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	Budgeted Rate Subsidy Revenue **EX**cluded from the Rate Base	What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?	
1	2	3	4	5	
REVENUES (CTC/Operators ONLY)					
Local Non-Govt					
Farebox	$ 3,468,404	$ 1,734,202	$ 1,734,202		
Medicaid Co-Pay Received	$ -		$ -		
Donations/ Contributions	$ -		$ -		
In-Kind, Contributed Services	$ -	$ -	$ -		
Other	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
Local Government					
District School Board	$ -	$ -	$ -		
Compl. ADA Services	$ -	$ -	$ -		
County Cash	$ 11,935,544		$ 11,935,544		
County In-Kind, Contributed Services	$ -	$ -	$ -		
City Cash	$ -		$ -		
City In-kind, Contributed Services	$ -	$ -	$ -		
Other Cash	$ 90,000		$ 90,000		
Other In-Kind, Contributed Services	$ -	$ -	$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
CTD					local match req.
Non-Spons. Trip Program	$ 2,811,990	$ 2,811,990	$ -	$ -	$ 312,443
Non-Spons. Capital Equipment	$ -	$ -	$ -	$ -	$ -
Rural Capital Equipment	$ -	$ -	$ -	$ -	$ -
Other TD	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
USDOT & FDOT					
49 USC 5307	$ 659,000	$ -	$ 659,000		
49 USC 5310	$ -	$ -	$ -	$ -	$ -
49 USC 5311 (Operating)	$ -		$ -		
49 USC 5311(Capital)	$ -	$ -	$ -	$ -	$ -
Block Grant	$ -	$ -	$ -		
Service Development	$ 2,890,000	$ -	$ 2,890,000		
Commuter Assistance	$ -	$ -	$ -		
Other DOT	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
AHCA					
Medicaid	$ -	$ -	$ -		
Other AHCA	$ 80,000		$ 80,000		
Bus Pass Program Revenue	$ -	$ -	$ -		
DCF					
Alcoh, Drug & Mental Health	$ -	$ -	$ -		
Family Safety & Preservation	$ -	$ -	$ -		
Comm. Care Dis./Aging & Adult Serv.	$ -	$ -	$ -		
Other DCF	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
DOH					
Children Medical Services	$ -	$ -	$ -		
County Public Health	$ -	$ -	$ -		
Other DOH	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
DOE (state)					
Carl Perkins	$ -	$ -	$ -		
Div of Blind Services	$ -	$ -	$ -		
Vocational Rehabilitation	$ -	$ -	$ -		
Day Care Programs	$ -	$ -	$ -		
Other DOE	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
AWI					
WAGES/Workforce Board	$ -	$ -	$ -		
AWI	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
DOEA					
Older Americans Act	$ -	$ -	$ -		
Community Care for Elderly	$ -	$ -	$ -		
Other DOEA	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
DCA					
Community Services	$ -	$ -	$ -		
Other DCA	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		

YELLOW cells
are NEVER Generated by Applying Authorized Rates

BLUE cells
Should be funds generated by rates in this spreadsheet

GREEN cells
MAY BE Revenue Generated by Applying Authorized Rate per Mile/Trip Charges

Fill in that portion of budgeted revenue in Column 2 that will be GENERATED through the application of authorized per mile, per trip, or combination per trip plus per mile rates. Also, include the amount of funds that are Earmarked as local match for Transportation Services and NOT Capital Equipment purchases.

If the Farebox Revenues are used as a source of Local Match Dollars, then identify the appropriate amount of Farebox Revenue that represents the portion of Local Match required on any state or federal grants. This does not mean that Farebox is the only source for Local Match.

Please review all Grant Applications and Agreements containing State and/or Federal funds for the proper Match Requirement levels and allowed sources.

GOLD cells

Fill in that portion of Budgeted Rate Subsidy Revenue in Column 4 that will come from Funds Earmarked by the Funding Source for Purchasing Capital Equipment. Also include the portion of Local Funds earmarked as Match related to the Purchase of Capital Equipment if a match amount is required by the Funding Source.

Budgeted Rate Base Worksheet

Version 1.4

CTC: **CFRTA | LYNX**

County: **Orange, Seminole, and Osceola**

1. *Complete applicable **GREEN** cells in column 3; **YELLOW** and **BLUE** cells are automatically completed in column 3*
2. *Complete applicable **GOLD** cells in column and 5*

1	Upcoming Year's **BUDGETED** Revenues from July 1st of **2026** to June 30th of **2027** 2	3 What amount of the Budgeted Revenue in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	4 Budgeted Rate Subsidy Revenue **EX**cluded from the Rate Base	5 What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
APD				
Office of Disability Determination	$ -	$ -	$ -	
Developmental Services	$ -	$ -	$ -	
Other APD	$ -		$ -	
Bus Pass Program Revenue	$ -	$ -	$ -	
DJJ				
DJJ	$ -		$ -	
Bus Pass Program Revenue	$ -	$ -	$ -	
Other Fed or State				
Total ADA Compl. Services	$ 25,649,564		$ 25,649,564	
xxx	$ -		$ -	
xxx	$ -		$ -	
Bus Pass Program Revenue	$ -	$ -	$ -	
Other Revenues				
Interest Earnings	$ -	$ -	$ -	
xxxx	$ -		$ -	
xxxx	$ -		$ -	
Bus Pass Program Revenue	$ -	$ -	$ -	
Balancing Revenue to Prevent Deficit				
Actual or Planned Use of Cash Reserve	$ 4,023,204	$ 4,023,204	$ -	
Total Revenues =	**$ 51,607,706**	**$ 8,569,396**	**$ 43,038,310**	**$ -**

EXPENDITURES (CTC/Operators ONLY)

$ 43,038,310

Amount of Budgeted Operating Rate Subsidy Revenue

Operating Expenditures	
Labor	$ 1,045,746
Fringe Benefits	$ 413,035
Services	$ 880,503
Materials and Supplies	$ 2,699,500
Utilities	$ 103,860
Casualty and Liability	$ -
Taxes	$ 103,100
Purchased Transportation:	
Purchased Bus Pass Expenses	$ -
School Bus Utilization Expenses	$ -
Contracted Transportation Services	$ 45,750,210
Other	$ 587,295
Miscellaneous	$ -
Operating Debt Service - Principal & Interest	$ -
Leases and Rentals	$ 24,457
Contrib. to Capital Equip. Replacement Fund	$ -
In-Kind, Contributed Services	$ -
Allocated Indirect	$ -
Capital Expenditures	
Equip. Purchases with Grant Funds	$ -
Equip. Purchases with Local Revenue	$ -
Equip. Purchases with Rate Generated Rev.	$ -
Capital Debt Service - Principal & Interest	$ -
	$ -
Total Expenditures =	**$ 51,607,706**
minus **EXCLUDED** Subsidy Revenue =	$ 43,038,310
Budgeted Total Expenditures **INCLUDED** in Rate Base =	$ 8,569,396
Rate Base Adjustment[1] =	$ 30,505,000
Adjusted Expenditures Included in Rate Base =	**$ 39,074,396**

$

[1] Rate Base Adjustment Cell

If necessary and justified, this cell is where you could optionally adjust proposed service rates up or down to adjust for program revenue (or unapproved profit), or losses from the Actual period shown at the bottom of the Comprehensive Budget Sheet. This is not the only acceptable location or method of reconciling for excess gains or losses. If allowed by the respective funding sources, excess gains may also be adjusted by providing system subsidy revenue or by the purchase of additional trips in a period following the Actual period. If such an adjustment has been made, provide notation in the respective exlanation area of the Comprehensive Budget tab.

[1] The Difference between Expenses and Revenues for Fiscal Year: **2024 - 2025**

Once Completed, Proceed to the Worksheet entitled "Program-wide Rates"

Worksheet for Program-wide Rates

CTC: **CFRTA | LYNX** Version 1.4
County: **Orange, Seminole, and Osceola**

*1. Complete Total Projected Passenger Miles and ONE-WAY Passenger Trips (**GREEN** cells) below*

Do NOT include trips or miles related to Coordination Contractors!
Do NOT include School Board trips or miles UNLESS…….
INCLUDE all ONE-WAY passenger trips and passenger miles related to services you purchased from your transportation operators!
Do NOT include trips or miles for services provided to the general public/private pay UNLESS..
Do NOT include escort activity as passenger trips or passenger miles unless charged the full rate for service!
Do NOT include fixed route bus program trips or passenger miles!

PROGRAM-WIDE RATES

Total Projected **Passenger** Miles =	9,891,013
Rate Per Passenger Mile =	**$ 3.95**
Total Projected **Passenger** Trips =	722,584
Rate Per Passenger Trip =	**$ 54.08**

Fiscal Year

2026 - 2027

Avg. Passenger Trip Length = 13.7 Miles

Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile =	**$ 8.30**
Rate Per Passenger Trip =	**$ 113.64**

Once Completed, Proceed to the Worksheet entitled "Multiple Service Rates"

Vehicle Miles
The miles that a vehicle is scheduled to or actually travels from the time it pulls out from its garage to go into revenue service to the time it pulls in from revenue service.

Vehicle Revenue Miles (VRM)
The miles that vehicles are scheduled to or actually travel while in revenue service. Vehicle revenue miles exclude:

Deadhead
Operator training, and
Vehicle maintenance testing, as well as
School bus and charter services.

Passenger Miles (PM)
The cumulative sum of the distances ridden by each passenger.

Worksheet for Multiple Service Rates

CTC: CFRTA | LYNX Version 1.4
County: Orange, Seminole, and Osceola

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

SECTION I: Services Provided

	Ambulatory	Wheelchair	Stretcher	Group
1. Will the CTC be providing any of these Services to transportation disadvantaged passengers in the upcoming budget year?.....	(•) Yes ( ) No	(•) Yes ( ) No	( ) Yes (•) No	( ) Yes (•) No
	Go to Section II for Ambulatory Service	Go to Section II for Wheelchair Service	STOP! Do NOT Complete Sections II - V for Stretcher Service	STOP! Do NOT Complete Sections II - V for Group Service

SECTION II: Contracted Services

	Ambulatory	Wheelchair	Stretcher	Group
1. Will the CTC be contracting out any of these Services TOTALLY in the upcoming budget year?....	(•) Yes ( ) No	(•) Yes ( ) No	( ) Yes (•) No	( ) Yes (•) No
	Answer # 2 for Ambulatory Service	Answer # 2 for Wheelchair Service	Do Not Complete Section II for Stretcher Service	Do Not Complete Section II for Group Service
2. If you answered YES to #1 above, do you want to arrive at the billing rate by simply dividing the proposed contract amount by the projected Passenger Miles / passenger trips?.....	( ) Yes (•) No	( ) Yes (•) No	( ) Yes (•) No	( ) Yes (•) No
	Leave Blank	Leave Blank	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service
3. If you answered YES to #1 & #2 above, how much is the proposed contract amount for the service?				
How many of the total projected Passenger Miles relate to the contracted service?				
How many of the total projected passenger trips relate to the contracted service?				
Effective Rate for **Contracted Services:**	**Ambulatory**	**Wheelchair**	**Stretcher**	**Group**
per **Passenger Mile** =				
per **Passenger Trip** =				
	Go to Section III for Ambulatory Service	Go to Section III for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service
4. If you answered # 3 & want a Combined Rate per Trip PLUS a per Mile add-on for 1 or more services, INPUT the Desired per Trip Rate (but must be less than per trip rate in #3 above	**Combination Trip and Mile Rate**			
Rate per Passenger Mile for Balance =				
	Leave Blank and Go to Section III for Ambulatory Service	Leave Blank and Go to Section III for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

Worksheet for Multiple Service Rates

CTC: **CFRTA | LYNX** Version 1.4
County: **Orange, Seminole, and Osceola**

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

SECTION III: Escort Service

1. Do you want to charge all escorts a fee?..... ○ Yes ◉ No — **Skip #2 - 4 and Section IV and Go to Section V**
2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR ..... ◉ Pass. Trip ○ Pass. Mile — **Leave Blank**
   per passenger mile?.....
3. If you answered Yes to # 1 and completed # 2, for how many of the projected Passenger Trips / Passenger Miles will a passenger be accompanied by an escort? — Leave Blank
4. How much will you charge each escort?..... — Leave Blank

SECTION IV: Group Service Loading

1. If the message "You Must Complete This Section" appears to the right, what is the projected total number of Group Service Passenger Miles? (otherwise leave blank)..... — **Do NOT Complete Section IV**

..... And what is the projected total number of Group Vehicle Revenue Miles?

Loading Rate 0.00 to 1.00

SECTION V: Rate Calculations for Mulitple Services:

1. Input Projected Passenger Miles and Passenger Trips for each Service in the GREEN cells and the Rates for each Service will be calculated automatically
   * Miles and Trips you input must sum to the total for all Services entered on the "Program-wide Rates" Worksheet, MINUS miles and trips for contracted services IF the rates were calculated in the Section II above
   * Be sure to leave the service BLANK if you answered NO in Section I or YES to question #2 in Section II

RATES FOR FY: 2026 - 2027

		Ambul	Wheel Chair	Stretcher	Group	
				Leave Blank	Leave Blank	
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	9,891,013 =	7,059,681 +	2,831,332 +	+	0	
Rate per Passenger Mile =		**$3.28**	**$5.62**	**$0.00**	**$0.00** per passenger	**$0.00** per group

		Ambul	Wheel Chair	Stretcher	Group	
				Leave Blank	Leave Blank	
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	722,584 =	514,292 +	208,292 +	+	+	
Rate per Passenger Trip =		**$44.84**	**$76.87**	**$0.00**	**$0.00** per passenger	**$0.00** per group

2 If you answered # 1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services,...

Combination Trip and Mile Rate

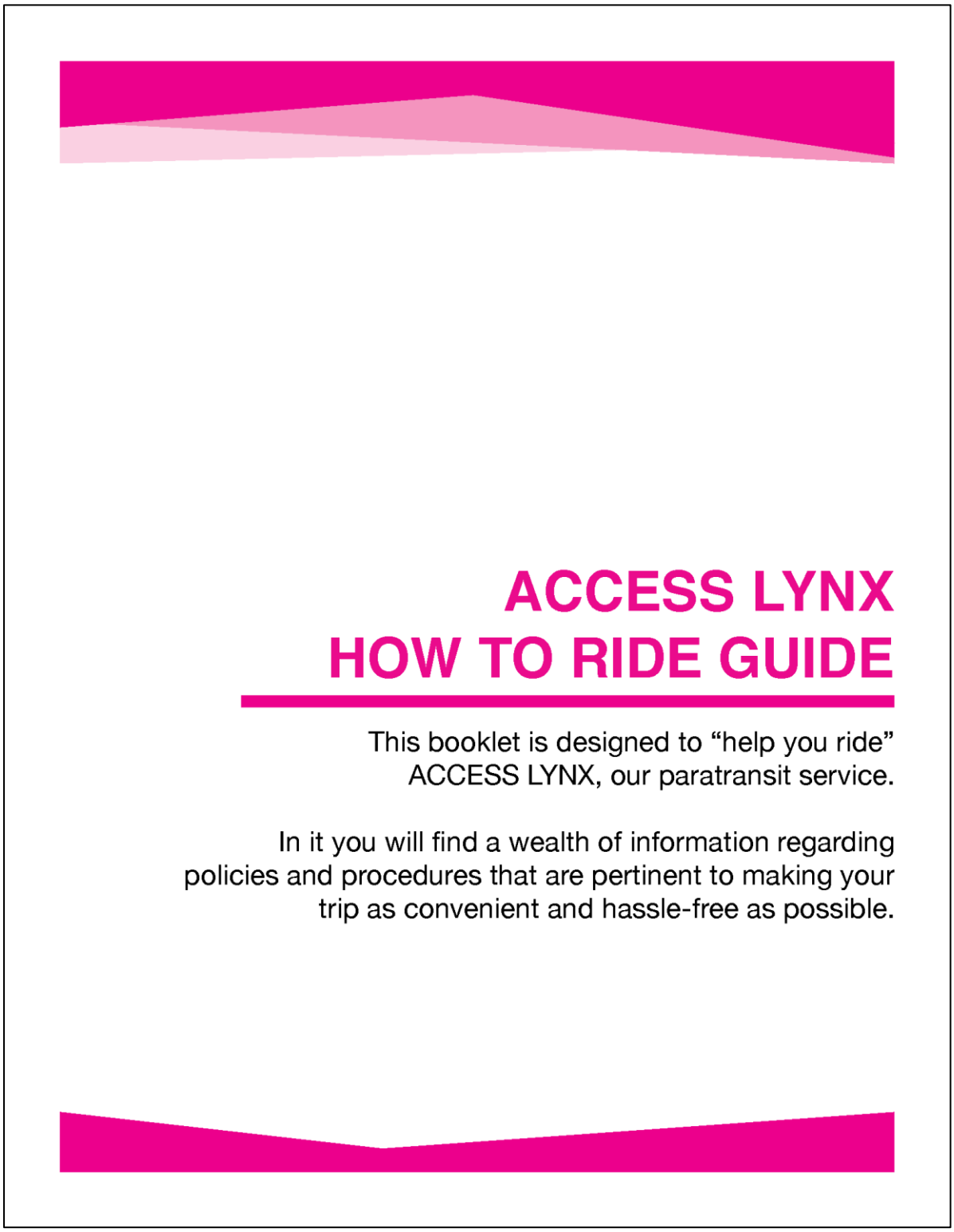
	Ambul	Wheel Chair	Stretcher	Group	
			Leave Blank	Leave Blank	
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =					$0.00
Rate per Passenger Mile for Balance =	**$3.28**	**$5.62**	**$0.00**	**$0.00** per passenger	**$0.00** per group

Rates If No Revenue Funds Were Identified As Subsidy Funds

	Ambul	Wheel Chair	Stretcher	Group	
Rate per Passenger Mile =	**$6.89**	**$11.82**	**$0.00**	**$0.00** per passenger	**$0.00** per group
Rate per Passenger Trip =	**$94.23**	**$161.55**	**$0.00**	**$0.00** per passenger	**$0.00** per group

Program These Rates Into Your Medicaid Encounter Data

Attachment 10 – ACCESS LYNX "How to Ride" Guide



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OVERVIEW:

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

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

SERVICE PROVIDERS AND SERVICE AREA:

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

ELIGIBILITY:

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

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

ADA PARATRANSIT SERVICE PROVIDED TO:

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

ADA customers, who have current eligibility, are also eligible for the ACCESS Plus+ program. The customer may ride alone or take a free guest each time they ride the LYNX fixed route system.

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

TRANSPORTATION DISADVANTAGED PARATRANSIT SERVICE IS PROVIDED TO:

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

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

CUSTOMER SERVICE HOURS:

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

For reservations, call:
Phone: 407-423-TRIP (8747), option 4
TTY Relay calls are accepted by dialing 711 or 800-955-8771 or for Spanish dial 877-955-8773. Fax: 407-236-1501.

To check on arrival time or cancel a trip: 407-423-TRIP (8747), option 3
Listen carefully to all options. To reach Eligibility, please dial 407-423-TRIP (8747), option 6, Monday – Friday 8 a.m. – 4 p.m. Fax eligibility documents to 407-849-6759.

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

For fixed route information, dial: 407-841-LYNX (5969) or go online and utilize WebACCESS at myaccesslynx.golynx.com.

WEBACCESS:

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

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

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

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

MAKING A RESERVATION BY PHONE:

ACCESS LYNX cannot provide same-day service.

Call 911 if you have an actual emergency.

Customers who are certified under ADA can book as many trips as needed for a rolling 7-day period. Customers who are certified under the Transportation Disadvantaged (TD) Program can only book trips the day prior to traveling. When you call, please have the following information ready:

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

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

- The distance you are traveling – longer distances will require more ride time.
- The time of day you are traveling – peak traffic times and number of people requesting to travel at the same time you request may result in a longer ride time.
- Inclement weather – rain will decrease the speed our vehicles, and other vehicles can travel, resulting in a longer ride time.
- Ride share – picking up and dropping off other customers along the way to your destination and increase your ride time.

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

FARES:

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

Prepaid fare tickets may be purchased online at www.golynx.com/fares-passes. To purchase by phone, please dial 407-254-6077.

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

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

FARES:

	Transportation Disadvantaged	Americans with Disabilities Act
Maximum Advance Reservation	One (1) day before trip	Seven (7) days
Limit on Subscription Service	Life Sustaining Medical, Other Medical, and Employment Trips only	None
Same Day Service Allowed	No	No
Out of Service Area	No	No
Fare Structure	0-4.9 miles = $2.50 5-9.9 miles = $3.50 10+ miles = $4.50	$4 for ADA trips $7 for Premium ADA
Attendant	No	Yes, one attendant at no charge
Companion	Same fare as primary rider; Only one companion allowed	Yes, Same as rider

PAWPASS:

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

SUBSCRIPTION REQUEST:

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

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

HURRICANE, NATURAL DISASTERS, AND OTHER STATE OF EMERGENCY:

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

CANCELLATIONS:

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

LATENESS AND NO-SHOW:

Because you will be sharing your ride, it is important that you are ready to go when your vehicle arrives. ACCESS LYNX will only wait five (5) minutes because there are other customers either on board or waiting for their scheduled ride. If you decide not to ride with us, it is very important that you cancel your trip at least one (1) hour prior to your scheduled pickup time. If a vehicle arrives to pick you up and you are not there, or you do not board the vehicle as scheduled, you will be considered a "no-show". Excessive no-shows may cause your services to be suspended according to the policy.

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

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

NO SHOW POLICY:

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

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

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

CHANGING RETURN TIMES:

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

WILL CALL:

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

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

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

BOARDING EARLY:

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

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

LATE PICKUPS:

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

CUSTOMER'S RESPONSIBILITIES AND SAFETY TIPS:

- Proper dress is required, including shirt and shoes.
- You may not eat, drink, vape, or smoke inside the vehicle.
- All personal belongings are the customer's sole responsibility. You must load and unload your items, three (3) bag limit.
- Disruptive behavior is not tolerated. You may risk suspension from the service.
- Do not use audio or visual equipment that may distract the operator.
- No special requests for operators will be honored and no unscheduled stops will be made.
- Choose a safe and well-lit pickup location that allows the operator to keep sight of the vehicle while assisting you to and from the door.
- The vehicle must come to a complete stop before you approach it.
- Allow the operator to assist you when boarding and exiting the vehicle. Ask for special assistance if you need it.
- Always wear your seatbelt.
- You must provide the following for children: children five (5) years old or younger must be secured in a federally approved child restraint system. Children three (3) years or younger must use a separate car-seat.
- If your personal information has changed (i.e. legal name, home address, special requirements or needs, etc.) contact the eligibility section of Mobility Services.

WHEELCHAIR SERVICE:

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

AMBULATORY CUSTOMERS:

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

SERVICE ANIMALS:

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

OXYGEN EQUIPMENT:

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

ACCESS LYNX OPERATOR STANDARDS:

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

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

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

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

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

REPORTING CONCERNS / COMPLIMENTS / SUGGESTIONS:

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

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

Any individual who believes that they have been denied the benefits of, excluded from participation in, or subject to discrimination based ontheir disability may file a formal complaint with LYNX. The ADA Complaint form is available on the website at www.golynx.com and should be mailed or emailed to:

Central Florida Regional Transportation Authority d/b/a/ LYNX
Attn: Amber Johnson
455 N. Garland Ave. Orlando, FL 32801
Phone: 407-254-6171
ajohnson@golynx.com

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

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

LOST ITEMS:

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

HELP SOMEONE GET A RIDE:

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



Like us: facebook.com/golynx
Tweet us: @lynxbusorlando
Watch us: channelLYNX
Follow us: instagram.com/golynx
Visit us: golynx.com
Call us: 407-841-LYNX (5969)



Attachment 11 – CTC Evaluation Materials

Independent Accountants' Report on Compliance Consulting Services

2024-25 Compliance Monitoring Report

Central Florida Regional Transportation Authority, LYNX
Orange, Osceola, and Seminole Counties Community Transportation Coordinator

Thomas Howell Ferguson P.A.

Certified Public Accountants

Compliance Consulting Services
Central Florida Regional Transportation Authority, LYNX
Orange, Osceola, and Seminole Counties Community Transportation Coordinator
2024-25 Compliance Monitoring Report

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Thomas Howell Ferguson P.A.

Certified Public Accountants

July 25, 2025

Florida Commission for the Transportation Disadvantaged
Tallahassee, Florida

Central Florida Regional Transportation Authority, LYNX
Orange, Osceola, and Seminole Counties Community Transportation Coordinator
Orlando, Florida

We have performed specific compliance consulting services as enumerated in FCTD's 2024-25 monitoring tool. These services were contracted by the Florida Commission for the Transportation Disadvantaged (FCTD) to comply with its monitoring responsibilities related to the Trip & Equipment Grant.

These consulting services were conducted in accordance with the Statements on Standards for Consulting Services established by the American Institute of Certified Public Accountants. The sufficiency of the consulting services is solely the responsibility of FCTD. Consequently, we make no representations regarding the sufficiency of the consulting services performed, either for the purpose for which this report has been requested or for any other purpose.

On May 2, 2025, we remotely monitored Central Florida Regional Transportation Authority, Lynx (the CTC) and performed compliance consulting services as summarized in FCTD's 2024-25 compliance monitoring tool for the grant periods of FY2023-24 through FY2024-25. The procedures performed and our related findings begin on page 2 of this report.

We were not engaged to and did not conduct an examination, the objective of which would be the expression of an opinion on the CTC's compliance with applicable statutes, plans, and agreements associated with the FCTD Trip and Equipment Grant. Accordingly, we do not express such an opinion.

This report is intended solely for the information and use of FCTD, the CTC's governing board and management, and is not intended to be and should not be used by anyone other than these specified parties.

Thomas Howell Ferguson P.A.

Thomas Howell Ferguson P.A.
Tallahassee, Florida

Central Florida Regional Transportation Authority, LYNX
Orange, Osceola, and Seminole Counties Community Transportation Coordinator
2024-25 Compliance Monitoring Report

Executive Summary

Organization Environment: Urban
Organization Type: Transportation Authority
Network Type: Partial Brokerage

CTC Overview

Central Florida Regional Transportation Authority, LYNX was designated by the Commission to be the Community Transportation Coordinator (CTC) for Orange, Osceola, and Seminole Counties and are the contracted entity to receive the FCTD Trip & Equipment Grant funds.

Findings

We performed specific compliance consulting services based on the detailed testing tasks identified in the FCTD's 2024-25 monitoring tool. Our procedures were performed using firm and professional standards. A summary of the testing categories used during this engagement and the related monitoring results are provided as follows:

Monitoring Results	Prior Findings	Current Findings
Contracted Operator	-	-
Trip & Equipment Grant	-	-
TD Rate Calculation	-	-
Invoice Validation	-	-
Rider Eligibility	-	-
Capital Equipment	-	-
TOTAL	-	-

Detailed information about these findings is provided in the following Schedule of Findings. If the CTC has current year findings, it must submit a Corrective Action Plan (CAP) response to FCTD within 30 days of receipt of this report. CAPs should be submitted to Sheryl.Powers@dot.state.fl.us. If you have questions about the CAP process, please contact Ms. Powers at (850) 410-5710.

This correspondence, including all attachments, is intended solely for the information and use of the FCTD, CTC management, and the CTC's governing board and is not intended to be and should not be used by anyone other than these specified parties.

Central Florida Regional Transportation Authority, LYNX
Orange, Osceola, and Seminole Counties Community Transportation Coordinator
2024-25 Compliance Monitoring Report

Schedule of Findings

Findings

We performed specific compliance consulting services based on the detailed testing tasks listed in FCTD's 2024-25 monitoring tool. The monitoring procedures performed included sufficient tests of details of transactions, file inspections, and inquiries to adequately support the current year findings. Detailed information for these items is disclosed in the following section of this report.

Prior Monitoring Findings

No findings were noted in the prior monitoring.

Current Monitoring Findings – Monitoring Period = FY2023-24 and FY2024-25

No findings were noted in the current monitoring.

Attachment 12 – FCTD CTC Quality Assurance and Program Evaluation Materials

CTC

EVALUATION WORKBOOK

Florida Commission for the



Transportation Disadvantaged

CTC BEING REVIEWED: Central Florida Regional Trans. Authority dba LYNX

COUNTY (IES): Orange, Osceola, and Seminole

ADDRESS: 455 N. Garland Avenue, Orlando, Fl 32801

CONTACT: Mr. Norm Hickling **PHONE:** (407) 254-6169

REVIEW PERIOD: 2024 **REVIEW DATES:** Jan 1-Dec 31 2024

PERSON CONDUCTING THE REVIEW: Virginia L. Whittington

CONTACT INFORMATION: (321) 732-8284

FORMATTED 2011 – 2012

LCB EVALUATION WORKBOOK

ITEM **PAGE**

REVIEW CHECKLIST ____ **3**

EVALUATION INFORMATION ____ **5**

ENTRANCE INTERVIEW QUESTIONS ____ **6**

GENERAL QUESTIONS ____ **9**

CHAPTER 427, F.S. ____ **13**

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COMMISSION STANDARDS ____ **32**

LOCAL STANDARDS ____ **33**

AMERICANS WITH DISABILITIES ACT ____ **36**

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STATUS REPORT ____ **43**

ON-SITE OBSERVATION ____ **45**

SURVEYS ____ **47**

LEVEL OF COST WORKSHEET # 1 ____ **52**

LEVEL OF COMPETITION WORKSHEET #2 ____ **53**

LEVEL OF AVAILABILITY WORKSHEET #3 ____ **55**

REVIEW CHECKLIST & SCHEDULE

COLLECT FOR REVIEW:

- ☐ APR Data Pages
- ☒ QA Section of TDSP
- ☒ Last Review (Date:_____)
- ☐ List of Omb. Calls
- ☐ QA Evaluation
- ☐ Status Report (from last review)
- ☒ AOR Submittal Date
- ☒ TD Clients to Verify
- ☐ TDTF Invoices
- ☐ Audit Report Submittal Date

ITEMS TO REVIEW ON-SITE:

- ☒ SSPP
- ☒ Policy/Procedure Manual
- ☒ Complaint Procedure
- ☒ Drug & Alcohol Policy (see certification)
- ☒ Grievance Procedure
- ☒ Driver Training Records (see certification)
- ☒ Contracts
- ☐ Other Agency Review Reports
- ☐ Budget
- ☐ Performance Standards
- ☐ Medicaid Documents

ITEMS TO REQUEST:

- ☐ **REQUEST INFORMATION FOR RIDER/BENEFICIARY SURVEY** (Rider/Beneficiary Name, Agency who paid for the trip [sorted by agency and totaled], and Phone Number)

- ☐ **REQUEST INFORMATION FOR CONTRACTOR SURVEY** (Contractor Name, Phone Number, Address and Contact Name)

- ☐ **REQUEST INFORMATION FOR PURCHASING AGENCY SURVEY** (Purchasing Agency Name, Phone Number, Address and Contact Name)

- ☐ **REQUEST ANNUAL QA SELF CERTIFICATION** (Due to CTD annually by January 15th).

- ☐ **MAKE ARRANGEMENTS FOR VEHICLES TO BE INSPECTED** (Only if purchased after 1992 and privately funded).

INFORMATION OR MATERIAL TO TAKE WITH YOU:

☐ Measuring Tape ☐ Stop Watch

EVALUATION INFORMATION

An LCB review will consist of, but is not limited to the following pages:

1	Cover Page
5 - 6	Entrance Interview Questions
12	Chapter 427.0155 (3) Review the CTC monitoring of contracted operators
13	Chapter 427.0155 (4) Review TDSP to determine utilization of school buses and public transportation services
19	Insurance
23	Rule 41-2.011 (2) Evaluation of cost-effectiveness of Coordination Contractors and Transportation Alternatives
25 - 29	Commission Standards and Local Standards
39	On-Site Observation
40 – 43	Surveys
44	Level of Cost - Worksheet 1
45- 46	Level of Competition – Worksheet 2
47 - 48	Level of Coordination – Worksheet 3

Notes to remember:

- **The CTC should not conduct the evaluation or surveys. If the CTC is also the PA, the PA should contract with an outside source to assist the LCB during the review process.**
- **Attach a copy of the Annual QA Self Certification.**

ENTRANCE INTERVIEW QUESTIONS

INTRODUCTION AND BRIEFING:

☐ Describe the evaluation process (LCB evaluates the CTC and forwards a copy of the evaluation to the CTD).

☐ The LCB reviews the CTC once every year to evaluate the operations and the performance of the local coordinator.

The LCB will be reviewing the following areas:

- ☐ Chapter 427, Rules 41-2 and 14-90, CTD Standards, and Local Standards
- ☐ Following up on the Status Report from last year and calls received from the Ombudsman program.
- ☐ Monitoring of contractors.
- ☐ Surveying riders/beneficiaries, purchasers of service, and contractors

☐ The LCB will issue a Review Report with the findings and recommendations to the CTC no later than 30 working days after the review has concluded.

☐ Once the CTC has received the Review Report, the CTC will submit a Status Report to the LCB within 30 working days.

☐ Give an update of Commission level activities (last meeting update and next meeting date), if needed.

USING THE APR, COMPILE THIS INFORMATION:

1. OPERATING ENVIRONMENT:

   ☑ RURAL ☑ URBAN

2. ORGANIZATION TYPE:

   - ☐ PRIVATE-FOR-PROFIT
   - ☐ PRIVATE NON-PROFIT
   - ☐ GOVERNMENT
   - ☑ TRANSPORTATION AGENCY

3. NETWORK TYPE:

- ☐ SOLE PROVIDER
- ☒ PARTIAL BROKERAGE
- ☐ COMPLETE BROKERAGE

4. NAME THE OPERATORS THAT YOUR COMPANY HAS CONTRACTS WITH:

Transdev, Inc.

5. NAME THE GROUPS THAT YOUR COMPANY HAS COORDINATION CONTRACTS WITH:

Coordination Contract Agencies				
Name of Agency	**Address**	**City, State, Zip**	**Telephone Number**	**Contact**
See Page 45				

6. NAME THE ORGANIZATIONS AND AGENCIES THAT PURCHASE SERVICE FROM THE CTC AND THE PERCENTAGE OF TRIPS EACH REPRESENTS? (Recent APR information may be used)

Name of Agency	% of Trips	Name of Contact	Telephone Number
Local Funding	64%	Norm Hickling	(407) 254-6169
CTD	36%	Norm Hickling	(407) 254-6169

7. REVIEW AND DISCUSS TD HELPLINE CALLS:

	Number of calls	Closed Cases	Unsolved Cases
Cost	0		0
Medicaid	0		0
Quality of Service	0		0
Service Availability	0		0
Toll Permit	0		0
Other	0		0

GENERAL QUESTIONS

Use the TDSP to answer the following questions. If these are not addressed in the TDSP, follow-up with the CTC.

1. DESIGNATION DATE OF CTC: 2023

2. WHAT IS THE COMPLAINT PROCESS?

   User's call LYNX to submit a formal complaint, then Ombudsman, then LCB Grievance filed if unresolved

   IS THIS PROCESS IN WRITTEN FORM? ☒ Yes ☐ No
   (Make a copy and include in folder)

   Is the process being used? ☒ Yes ☐ No

3. DOES THE CTC HAVE A COMPLAINT FORM? ☒ Yes ☐ No
   (Make a copy and include in folder)

4. DOES THE COMPLAINT FORM INCORPORATE ALL ELEMENTS OF THE CTD'S UNIFORM SERVICE REPORTING GUIDEBOOK?

   ☒ Yes ☐ No

5. DOES THE FORM HAVE A SECTION FOR RESOLUTION OF THE COMPLAINT?

   ☒ Yes ☐ No

   Review completed complaint forms to ensure the resolution section is being filled out and follow-up is provided to the consumer.

6. IS A SUMMARY OF COMPLAINTS GIVEN TO THE LCB ON A REGULAR BASIS?

   ☒ Yes ☐ No

7. WHEN IS THE DISSATISFIED PARTY REFERRED TO THE TD HELPLINE?

   Dissatisfied parties are referred to the TD helpline if differences can not be resolved locally with LYNX, or through the formal grievance process.

8. WHEN A COMPLAINT IS FORWARDED TO YOUR OFFICE FROM THE OMBUDSMAN PROGRAM, IS THE COMPLAINT ENTERED INTO THE LOCAL COMPLAINT FILE/PROCESS?

   ☒ Yes ☐ No

   If no, what is done with the complaint?

9. DOES THE CTC PROVIDE WRITTEN RIDER/BENEFICIARY INFORMATION OR BROCHURES TO INFORM RIDERS/ BENEFICIARIES ABOUT TD SERVICES?

☒ Yes ☐ No If yes, what type?

LYNX provides "How to Ride" brochures to new riders as well as when clients renew eligibility. This information is available Lynx's website and a link is also housed on MetroPlan Orlando's website.

10. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE OMBUDSMAN NUMBER?

☒ Yes ☐ No

11. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE COMPLAINT PROCEDURE?

☒ Yes ☐ No

12. WHAT IS YOUR ELIGIBILITY PROCESS FOR TD RIDERS/ BENEFICIARIES?

Please Verify These Passengers Have an Eligibility Application on File:

TD Eligibility Verification			
Name of Client	**Address of client**	**Date of Ride**	**Application on File?**
Elizabeth Thomas	13555 Bristlecone Cir, Orl	1/29/2024	Yes
Andrea Blanco	2012 Stadium Ct, Orlando	8/1/2024	Yes
Emily Best	1309 Hasker Cir, Saint Clo	3/21/2024	Yes
Jean Quispe Garnic	2912 Fairweather Way, Ki	12/29/2024	Yes
Doreen D'Agnenica	365 Garden Edge Pointe,	2/29/2024	Yes
Matthew Gennell	706 Meadowbrook Dr, Wir	9/4/2024	Yes

13. WHAT INNOVATIVE IDEAS HAVE YOU IMPLEMENTED IN YOUR COORDINATED SYSTEM?

This reporting period takes in the first full year of service being provided by Transdev.

14. ARE THERE ANY AREAS WHERE COORDINATION CAN BE IMPROVED?

N/A

15. WHAT BARRIERS ARE THERE TO THE COORDINATED SYSTEM?

Legislation and Funding that Supports Coordination, Dispersed Development Patterns, and Technology/Accessibility. Chiefest among these is a lack of funding, which seems to always be the number one barrier to improving the system, not just in terms of service provision but also customer service. Having to keep up with vehicle maintenance while awaiting back ordered new vehicles also presents a barrier to

16. ARE THERE ANY AREAS THAT YOU FEEL THE COMMISSION SHOULD BE AWARE OF OR CAN ASSIST WITH?

None.

17. WHAT FUNDING AGENCIES DOES THE CTD NEED TO WORK CLOSELY WITH IN ORDER TO FACILITATE A BETTER-COORDINATED SYSTEM?

We continue to called attention to the need to be able to verify trips available to clients via other sources such as medical insurance provided through Medicaid or other sponsoring agencies. This would be extremely beneficial to being able to better facilitate a coordinated system.

18. HOW ARE YOU MARKETING THE VOLUNTARY DOLLAR?

We do not directly market the voluntary dollar due to limited funds available, however we do monitor social media and promote, share, or repost information as we receive it.

GENERAL QUESTIONS

Findings:

Recommendations:

COMPLIANCE WITH CHAPTER 427, F.S.

Review the CTC contracts for compliance with 427.0155(1), F.S.
"Execute uniform contracts for service using a standard contract, which includes performance standards for operators."

ARE YOUR CONTRACTS UNIFORM? ☒ Yes ☐ No

IS THE CTD'S STANDARD CONTRACT UTILIZED? ☒ Yes ☐ No

DO THE CONTRACTS INCLUDE PERFORMANCE STANDARDS FOR THE TRANSPORTATION OPERATORS AND COORDINATION CONTRACTORS?

☒ Yes ☐ No

DO THE CONTRACTS INCLUDE THE PROPER LANGUAGE CONCERNING PAYMENT TO SUBCONTRACTORS? (Section 21.20: Payment to Subcontractors, T&E Grant, and FY)

☒ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☒ Yes ☐ No

Operator Name	Exp. Date	SSPP	AOR Reporting	Insurance
TransDev, Inc.		12/24	2024	Yes

COMPLIANCE WITH CHAPTER 427, F.S.

Review the CTC last AOR submittal for compliance with 427. 0155(2)
"Collect Annual Operating Data for submittal to the Commission."

REPORTING TIMELINESS

Were the following items submitted on time?

a. Annual Operating Report ☒ Yes ☐ No

Any issues that need clarification? ☐ Yes ☒ No

Any problem areas on AOR that have been re-occurring?

List:

b. Memorandum of Agreement ☒ Yes ☐ No

c. Transportation Disadvantaged Service Plan ☒ Yes ☐ No

d. Grant Applications to TD Trust Fund ☒ Yes ☐ No

e. All other grant application (____%) ☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

Review the CTC monitoring of its transportation operator contracts to ensure compliance with 427.0155(3), F.S.
"Review all transportation operator contracts annually."

WHAT TYPE OF MONITORING DOES THE CTC PERFORM ON ITS OPERATOR(S) AND HOW OFTEN IS IT CONDUCTED?

LYNX conducts random daily inspections of vehicles and drivers to ensure ongoing compliance and safety. In addition to these daily checks, LYNX performs comprehensive 1490 compliance inspections on a quarterly basis—exceeding the required annual minimum.

Is a written report issued to the operator? ☒ Yes ☐ No

If **NO**, how are the contractors notified of the results of the monitoring?

WHAT TYPE OF MONITORING DOES THE CTC PERFORM ON ITS COORDINATION CONTRACTORS AND HOW OFTEN IS IT CONDUCTED?

LYNX performs 1490 compliance inspections both quarterly and annually.

Is a written report issued? ☒ Yes ☐ No

If **NO**, how are the contractors notified of the results of the monitoring?

WHAT ACTION IS TAKEN IF A CONTRACTOR RECEIVES AN UNFAVORABLE REPORT?

Upon completion of an inspection, the agency promptly notifies the contractor of any identified infractions. Contractors are given 30 days to make necessary corrections before a follow-up inspection is conducted.

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☒ Yes ☐ No

ASK TO SEE DOCUMENTATION OF MONITORING REPORTS.

COMPLIANCE WITH CHAPTER 427, F.S.

Review the TDSP to determine the utilization of school buses and public transportation services [Chapter 427.0155(4)]
"Approve and coordinate the utilization of school bus and public transportation services in accordance with the TDSP."

HOW IS THE CTC USING SCHOOL BUSES IN THE COORDINATED SYSTEM?

LYNX does not use school buses in the Coordinated System, though fleet availability is accessible should emergencies arise that afford the opportunity of buses not being used to transport public school children. An Orange County Public Schools Transportation representative, who serves on the Local Coordinating Board and QATF,

Rule 41-2.012(5)(b): *"As part of the Coordinator's performance, the local Coordinating Board shall also set an annual percentage goal increase for the number of trips provided within the system for ridership on public transit, where applicable. In areas where the public transit is not being utilized, the local Coordinating Board shall set an annual percentage of the number of trips to be provided on public transit."*

HOW IS THE CTC USING PUBLIC TRANSPORTATION SERVICES IN THE COORDINATED SYSTEM?

☒ N/A

IS THERE A GOAL FOR TRANSFERRING PASSENGERS FROM PARATRANSIT TO TRANSIT?

☒ Yes ☐ No

If YES, what is the goal?

The goal is 10%. In 2024 there were 41,696 ACCESS Plus+ trips, approx. 3,474 each month. This is up from 2023's average of 2,366 trips.

Is the CTC accomplishing the goal? ☐ Yes ☒ No

IS THE CTC IN COMPLIANCE WITH THIS REQUIREMENT? ☐ Yes ☒ No

Comments:

The LCB suggested more public outreach activities to help ensure riders are aware of training opportunities to help with using the online reservation system, however, our survey of ACCESS Lynx riders reveal the riders are reluctant to use the online system due to distrust. Although many also expressed that they are unaware of the travel training program, proximity to a fixed route stop as well as uncertainties with bus stop conditions prevent them from giving it a try.

COMPLIANCE WITH CHAPTER 427, F.S.

Review of local government, federal and state transportation applications for TD funds (all local, state or federal funding for TD services) for compliance with 427.0155(5).
"Review all applications for local government, federal, and state transportation disadvantaged funds, and develop cost-effective coordination strategies."

IS THE CTC INVOLVED WITH THE REVIEW OF APPLICATIONS FOR TD FUNDS, IN CONJUNCTION WITH THE LCB? (TD Funds include *all* funding for transportation disadvantaged services, i.e. Section 5310 [formerly Sec.16] applications for FDOT funding to buy vehicles granted to agencies who are/are not coordinated)

☒ Yes ☐ No

If Yes, describe the application review process.

FDOT coordinates with LYNX on all recommendations and reviews those receiving funding. A MetroPlan Orlando staff is also assigned to review applications and make recommendations.

If no, is the LCB currently reviewing applications for TD funds (any federal, state, and local funding)? ☐ Yes ☐ No

If no, is the planning agency currently reviewing applications for TD funds?

☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☒ Yes ☐ No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

Review priorities listed in the TDSP, according to Chapter 427.0155(7).
"Establish priorities with regard to the recipients of non-sponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust monies."

REVIEW THE QA SECTION OF THE TDSP (ask CTC to explain):

WHAT ARE THE PRIORITIES FOR THE TDTF TRIPS?

1The LYNX Board of Directors does not have an established policy for prioritizing demand response trips. If prioritization was necessary due to the availability of grant funds, the prioritization of Trust Fund trips within each category could potentially be as follows:
Subscription Trips: 1. Life-sustaining medical trips, i.e., dialysis, cancer treatment, other than can be documented; 2. Other medical trips; 3. Employment trips
Demand Response Trips: 1. Life-sustaining medical trips, i.e., dialysis, cancer treatment, other than can be documented.; 2. Other medical trips; 3. Employment trips;

HOW ARE THESE PRIORITIES CARRIED OUT?

When booking a reservation, the CSR asks targeted questions to ensure the trip is appropriate and the correct funding source is used. Trip details are also reviewed to determine if scheduling during off-peak hours is possible to support on-time service. LYNX policy ensures no trip request is denied for eligible customers, regardless of funding source. Local jurisdictions fully fund the ACCESS LYNX program to meet 100% of demand.

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☒ Yes ☐ No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

Ensure CTC compliance with the delivery of transportation services, 427.0155(8).
"Have full responsibility for the delivery of transportation services for the transportation disadvantaged as outlined in s. 427.015(2)."

Review the Operational section of the TDSP

1. Hours of Service:

   ACCESS LYNX operates during the same hours as the fixed route public bus system.

2. Hours of Intake:

   Reservations can be made between 8am and 5pm, seven days a week.

3. Provisions for After Hours Reservations/Cancellations?

   LYNX customer service is available 24 hours a day, 7 days a week. Customers can also make reservations online at www.golynx.com

4. What is the minimum required notice for reservations?

   Reservations must be made no later than 5pm the day before services are needed.

5. How far in advance can reservations be place (number of days)?

   Reservations can now be made up to seven days in advance. However, the LCB has called attention to the need to advertise/promote this option better.

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☒ Yes ☐ No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

Review the cooperative agreement with the local WAGES coalitions according to Chapter 427.0155(9).
"Work cooperatively with local WAGES coalitions established in Chapter 414 to provide assistance in the development of innovative transportation services for WAGES participants."

WHAT TYPE OF ARRANGEMENT DO YOU HAVE WITH THE LOCAL WAGES COALITION?

None.

HAVE ANY INNOVATIVE WAGES TRANSPORTATION SERVICES BEEN DEVELOPED?

N/A

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☒ Yes ☐ No

Comments:

Findings:

Recommendations:

COMPLIANCE WITH 41-2, F.A.C.

Compliance with 41-2.006(1), Minimum Insurance Compliance
"...ensure compliance with the minimum liability insurance requirement of $100,000 per person and $200,000 per incident…"

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS?

LYNX has a minimum liability insurance of $5 million dollars/personal | $5 million dollars general liability

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS IN THE OPERATOR AND COORDINATION CONTRACTS?

Coordinated Agency Contractors are required to have $100,000 per person & $200,000 per incident for general liability, $100,000 for each person and $300,000 for each incident for Automobile liability. Transdev is required to provide Automobile liability, bodily injury and property damage liability on all vehicles in the minimum amount of

HOW MUCH DOES THE INSURANCE COST (per operator)?

Operator	Insurance Cost
TransDev	$75,000

DOES THE MINIMUM LIABILITY INSURANCE REQUIREMENTS EXCEED $1 MILLION PER INCIDENT?

☐ Yes ☒ No

If yes, was this approved by the Commission? ☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☒ Yes ☐ No

Comments:

COMPLIANCE WITH 41-2, F.A.C.

Compliance with 41-2.006(2), Safety Standards.
"…shall ensure the purchaser that their operations and services are in compliance with the safety requirements as specified in Section 341.061(2)(a), F.S. and 14-90, F.A.C."

Date of last SSPP Compliance Review 12/2024 *, Obtain a copy of this review.*

Review the last FDOT SSPP Compliance Review, if completed in over a year, check drivers' records. If the CTC has not monitored the operators, check drivers' files at the operator's site.

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☒ Yes ☐ No

ARE THE CTC CONTRACTED OPERATORS IN COMPLIANCE WITH THIS SECTION?
☒ Yes ☐ No

DRIVER REQUIREMENT CHART

Driver Last Name	Driver License	Last Physical	CPR/1st Aid	Def. Driving	ADA Training	Other-
Martinez	11/17/28	08/01/24	N/A	08/01/23	08/03/23	N/A
Harris	06/19/25	08/23/23	N/A	08/04/23	08/03/23	N/A
Lumas	12/12/26	01/11/24	N/A	01/17/24	01/19/24	N/A
LeRoy	04/29/26	03/18/24	N/A	03/25/24	03/26/24	N/A
Ortiz	07/13/26	11/13/24	N/A	03/25/24	03/26/24	N/A
Williams	08/19/28	02/07/25	N/A	02/18/25	02/21/25	N/A
Philpott	09/05/24	10/22/23	N/A	05/12/23	05/13/23	N/A
Sharp	12/20/27	07/18/24	N/A	06/17/24	06/20/24	N/A
Lora	09/10/28	05/02/24	N/A	06/15/23	06/14/23	N/A
Pagan	10/17/29	04/08/25	N/A	07/18/23	07/19/23	N/A
Mosley	12/15/26	08/18/23	N/A	05/18/23	05/21/23	N/A
Jackson	03/17/31	10/13/23	N/A	05/13/23	05/12/23	N/A
Arabejo	08/24/27	01/10/24	N/A	01/16/24	01/19/24	N/A
Cross	09/15/26	05/04/23	N/A	05/19/23	05/19/23	N/A
GrosNegre	10/06/30	10/17/24	N/A	06/06/23	06/08/23	N/A

Sample Size: 1-20 Drivers – 50-100% 21-100 Drivers – 20-50% 100+ Drivers – 5-10%

Driver Last Name	Driver License	Last Physical	CPR/1st Aid	Def. Driving	ADA Training	Other-

Sample Size: 1-20 Drivers – 50-100% 21-100 Drivers – 20-50% 100+ Drivers – 5-10%

COMPLIANCE WITH 41-2, F.A.C.

Compliance with 41-2.006(3), Drug and Alcohol Testing
"…shall assure the purchaser of their continuing compliance with the applicable state or federal laws relating to drug testing…"

With which of the following does the CTC (and its contracted operators) Drug and Alcohol Policy comply?

- ☒ FTA (Receive Sect. 5307, 5309, or 5311 funding)
- ☐ FHWA (Drivers required to hold a CDL)
- ☐ Neither

REQUEST A COPY OF THE DRUG & ALCOHOL POLICY AND LATEST COMPLIANCE REVIEW.

DATE OF LAST DRUG & ALCOHOL POLICY REVIEW: 05/31/2023

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☒ Yes ☐ No

Comments:

COMPLIANCE WITH 41-2, F.A.C.

Compliance with 41-2.011(2), Evaluating Cost-Effectiveness of Coordination Contractors and Transportation Alternatives.
"...contracts shall be reviewed annually by the Community Transportation Coordinator and the Coordinating Board as to the effectiveness and efficiency of the Transportation Operator or the renewal of any Coordination Contracts."

1. IF THE CTC HAS COORDINATION CONTRACTORS, DETERMINE THE COST-EFFECTIVENESS OF THESE CONTRACTORS.

Cost [CTC and Coordination Contractor (CC)]

	CTC	CC #1	CC #2	CC #3	CC #4
Flat contract rate (s) ($ amount / unit)					
Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group)					
Ambulatory	$45.22				
Wheelchair passengers	$77.52				
Special or unique considerations that influence costs?					
Explanation:					

2. DO YOU HAVE TRANSPORTATION ALTERNATIVES? ☐ Yes ☒ No
(Those specific transportation services approved by rule or the Commission as a service not normally arranged by the Community Transportation Coordinator, but provided by the purchasing agency. Example: a neighbor providing the trip)

Cost [CTC and Transportation Alternative (Alt.)]

	CTC	**Alt. #1**	**Alt. #2**	**Alt. #3**	**Alt. #4**
Flat contract rate (s) ($ amount / unit)					
Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group)					
Special or unique considerations that influence costs?					
Explanation:					

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☒ Yes ☐ No

RULE 41-2

Findings:

Recommendations:

COMPLIANCE WITH 41-2, F.A.C.

Compliance with Commission Standards
"...shall adhere to Commission approved standards…"

Review the TDSP for the Commission standards.

Commission Standards	Comments
Local toll free phone number must be posted in all vehicles.	ACCESS LYNX maintains a local number for the entire service area. This number is posted on LYNX's website, ACCESS LYNX brochures, and on all ACCESS LYNX's buses and vehicles.
Vehicle Cleanliness	All ACCESS LYNX's vehicles must be clean, both interior and exterior. This is monitored through daily random inspections, customer reports, and street supervision.
Passenger/Trip Database	ACCESS LYNX maintains a database of all customers within the program. This database tracks information such as social security numbers, home addresses, mailing address, passenger type, passenger needs, birth date, language spoken, sponsors and trip history.

Adequate seating	Each passenger will be provided a seat with safety belt. All wheelchair locations will have a secureness system and restraining devices for each position in accordance to ADA. Vehicle seating shall not exceed the manufacturer's recommended capacity.
Driver Identification	All drivers are trained in defensive driving and passenger assistance, tested, certified, and, upon completion, is provided with a photo identification which they must wear at all times while on duty.
Passenger Assistance	All drivers are required to be certified in passenger assistance training. At a minimum, drivers are required to open the vehicle door, fasten the passenger seat belts, secure wheelchairs, extend and retract accessible ramps, and close the door when necessary.
Smoking, Eating and Drinking	ACCESS LYNX prohibits smoking, eating, or drinking at any time on an ACCESS LYNX vehicle. Special exception is made for dialysis patients who may require food or water to keep from becoming ill. These passengers are permitted to consume small snacks before or after treatment.

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.
Air Conditioning/Heating	All vehicles must have working air conditioning and heating systems for use when transporting passengers. No vehicles are allowed to provide service without a functioning air conditioning or heating systems.
Billing Requirements	ACCESS LYNX's carrier payments are made according to guidelines promulgated in Section 21.20 of the Transportation Disadvantaged Trust Fund Grant.

COMMISSION STANDARDS

Findings:

None.

Recommendations:

COMPLIANCE WITH 41-2, F.A.C.

Compliance with Local Standards
"...shall adhere to Commission approved standards..."

Review the TDSP for the Local standards.

Local Standards	Comments
Transport of Escorts and dependent children policy	Within the ACCESS LYNX ADA program, each eligible rider is allowed one personal care attendant (PCA), as long as the PCA is picked up at the same point of origin as the rider and
Use, Responsibility, and cost of child restraint devices	In accordance with Florida Statute 316.613 (Child restraint requirements): While transporting a child 5 years of age or younger, provide for protection of the child by properly using a crash tested, federally
Out-of-Service Area trips	ACCESS LYNX does not provide] transportation services outside of our three county service area.
CPR/1st Aid	Drivers within the coordinated system are not required to be trained in cardiopulmonary resuscitation.
Driver Criminal Background Screening	All drivers in the Coordinated System must have a favorable Florida Department of Law Enforcement (FDLE) background check.
Rider Personal 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
Advance reservation requirements	When calling to schedule appointments, ADA customers should call as far in advance as possible, (up to a 7-day advance reservation period), and calling between the hours of 10:00 a.m. and 2:00 p.m.,
Pick-up Window	Trips are on time if they are picked up within the negotiated 30-minute pickup window. 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

Measurable Standards/Goals	*Standard/Goal*	*Latest Figures*	*Is the CTC/Operator meeting the Standard?*
Public Transit Ridership	CTC	CTC	
	Operator A N/A	Operator A N/A	N/A
	Operator B	Operator B	
	Operator C	Operator C	
On-time performance	CTC	CTC	
	Operator A 90%	Operator A 93.10%	Yes
	Operator B	Operator B	
	Operator C	Operator C	
Passenger No-shows	CTC	CTC	
	Operator A N/A	Operator A 42,999	N/A
	Operator B	Operator B	
	Operator C	Operator C	
Accidents	CTC	CTC	
	Operator A <1 per 100K miles	Operator A 3.39	No
	Operator B	Operator B	
	Operator C	Operator C	
Roadcalls *Average age of fleet:*	CTC	CTC	
	Operator A N/A	Operator A 1,843	N/A
	Operator B	Operator B	
	Operator C	Operator C	
Complaints *Number filed:* 1.68	CTC	CTC	
	Operator A <3 per 1K trips	Operator A	Yes
	Operator B	Operator B	
	Operator C	Operator C	
Call-Hold Time	CTC	CTC	
	Operator A <3 minutes	Operator A 4m 56sec	No
	Operator B	Operator B	
	Operator C	Operator C	

LOCAL STANDARDS

Findings:

Improvement needed in the areas of chargeable accidents and call hold time.

Recommendations:

COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT

REVIEW COPIES OF THE PUBLIC INFORMATION PROVIDED.

DOES PUBLIC INFORMATION STATE THAT ACCESSIBLE FORMATS ARE AVAILABLE UPON REQUEST? ☒ Yes ☐ No

ARE ACCESSIBLE FORMATS ON THE SHELF? ☒ Yes ☐ No

IF NOT, WHAT ARRANGEMENTS ARE IN PLACE TO HAVE MATERIAL PRODUCED IN A TIMELY FASHION UPON REQUEST?

DO YOU HAVE TTY EQUIPMENT OR UTILIZE THE FLORIDA RELAY SYSTEM?

☒ Yes ☐ No

IS THE TTY NUMBER OR THE FLORIDA RELAY SYSTEM NUMBERS LISTED WITH THE OFFICE PHONE NUMBER? ☒ Yes ☐ No

Florida Relay System:
Voice- 1-800-955-8770
TTY- 1-800-955-8771

EXAMINE OPERATOR MANUALS AND RIDER INFORMATION. DO CURRENT POLICIES COMPLY WITH ADA PROVISION OF SERVICE REQUIREMENTS REGARDING THE FOLLOWING:

Provision of Service	Training Provided	Written Policy	Neither
Accommodating Mobility Aids	X	X	
Accommodating Life Support Systems (O_2 Tanks, IV's...)	X	X	
Passenger Restraint Policies	X	X	
Standee Policies (persons standing on the lift)	X	X	
Driver Assistance Requirements	X	X	
Personal Care Attendant Policies	X	X	
Service Animal Policies	X	X	
Transfer Policies (From mobility device to a seat)	X	X	
Equipment Operation (Lift and securement procedures)	X	X	
Passenger Sensitivity/Disability Awareness Training for Drivers	X	X	

RANDOMLY SELECT ONE OR TWO VEHICLES PER CONTRACTOR (DEPENDING ON SYSTEM SIZE) THAT ARE IDENTIFIED BY THE CTC AS BEING ADA ACCESSIBLE AND PURCHASED WITH PRIVATE FUNDING, AFTER 1992. CONDUCT AN INSPECTION USING THE ADA VEHICLE SPECIFICATION CHECKLIST.

INSPECT FACILITIES WHERE SERVICES ARE PROVIDED TO THE PUBLIC (ELIGIBILITY DETERMINATION, TICKET/COUPON SALES, ETC…).

IS A RAMP PROVIDED? ☒ Yes ☐ No

ARE THE BATHROOMS ACCESSIBLE? ☒ Yes ☐ No

Bus and Van Specification Checklist

Name of Provider: Transdev

Vehicle Number (either VIN or provider fleet number): 7261

Type of Vehicle:
- ☐ Minivan
- ☐ Van
- ☐ Bus (>22')
- ☒ Minibus (<= 22')
- ☐ Minibus (>22')

Person Conducting Review: Virginia Whittington

Date: May 21, 2025

Review the owner's manual, check the stickers, or ask the driver the following:

- ☒ The lift must have a weight limit of at least 600 pounds.
- ☒ The lift must be equipped with an emergency back-up system (in case of loss of power to vehicle). Is the pole present?
- ☒ The lift must be "interlocked" with the brakes, transmission, or the door, so the lift will not move unless the interlock is engaged. Ensure the interlock is working correctly.

Have the driver lower the lift to the ground:

- ☒ Controls to operate the lift must require constant pressure.
- ☒ Controls must allow the up/down cycle to be reversed without causing the platform to "stow" while occupied.
- ☒ Sufficient lighting shall be provided in the step well or doorway next to the driver, and illuminate the street surface around the lift, the lighting should activate when the door/lift is in motion. Turn light switch on, to ensure lighting is working properly.

Once the lift is on the ground, review the following:

- ☒ Must have an inner barrier to prevent the mobility aid from rolling off the side closest to the vehicle until the platform is fully raised.
- ☒ Side barriers must be at least 1 ½ inches high.
- ☒ The outer barrier must be sufficient to prevent a wheelchair from riding over it.
- ☒ The platform must be slip-resistant.
- ☒ Gaps between the platform and any barrier must be no more than 5/8 of an inch.
- ☒ The lift must have two handrails.
- ☒ The handrails must be 30-38 inches above the platform surface.
- ☒ The handrails must have a useable grasping area of 8 inches, and must be at least 1 ½ inches wide and have sufficient knuckle clearance.
- ☒ The platform must be at least 28 1/2 inches wide measured at the platform surface, and 30 inches wide and 48 inches long measured 2 inches above the platform surface.

- ☒ If the ramp is not flush with the ground, for each inch off the ground the ramp must be 8 inches long.
- ☒ Lifts may be marked to identify the preferred standing position (suggested, not required)

Have the driver bring the lift up to the fully raised position (but not stowed):

- ☒ When in the fully raised position, the platform surface must be horizontally within 5/8 inch of the floor of the vehicle.
- ☒ The platform must not deflect more than 3 degrees in any direction. To test this, stand on the edge of the platform and carefully jump up and down to see how far the lift sways.
- ☒ The lift must be designed to allow boarding in either direction.

While inside the vehicle:

- ☒ Each securement system must have a clear floor area of 30 inches wide by 48 inches long.
- ☒ The securement system must accommodate all common wheelchairs and mobility aids.
- ☒ The securement system must keep mobility aids from moving no more than 2 inches in any direction.
- ☒ A seat belt and shoulder harness must be provided for each securement position, and must be separate from the security system of the mobility aid.

Vehicles under 22 feet must have:

- ☒ One securement system that can be either forward or rear-facing.
- ☒ Overhead clearance must be at least 56 inches. This includes the height of doors, the interior height along the path of travel, and the platform of the lift to the top of the door.

Vehicles over 22 feet must have:

- ☐ Must have 2 securement systems, and one must be forward-facing, the other can be either forward or rear-facing.
- ☐ Overhead clearance must be at least 68 inches. This includes the height of doors, the interior height along the path of travel, and the platform of the lift to the top of the door.

- ☐ Aisles, steps, and floor areas must be slip resistant.
- ☐ Steps or boarding edges of lift platforms must have a band of color which contrasts with the step/floor surface.

COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT

Table 1. ADA Compliance Review - Provider/Contractor Level of Service Chart

Name of Service Provider/ Contractor	Total # of Vehicles Available for CTC Service	# of ADA Accessible Vehicles	Areas/Sub areas Served by Provider/Contractor
Transdev	182	182	Orange, Osceola, and Seminole Counties
Big Star	35	35	Orange, Osceola, and Seminole Counties

BASED ON THE INFORMATION IN TABLE 1, DOES IT APPEAR THAT INDIVIDUALS REQUIRING THE USE OF ACCESSIBLE VEHICLES HAVE EQUAL SERVICE?

☒ Yes ☐ No

ADA COMPLIANCE

Findings:

Recommendations:

FY 2024 / 2025 GRANT QUESTIONS

The following questions relate to items specifically addressed in the FY 2024 / 2025 Trip and Equipment Grant.

DO YOU KEEP ALL RECORDS PERTAINING TO THE SPENDING OF TDTF DOLLARS FOR FIVE YEARS? (Section 7.10: Establishment and Maintenance of Accounting Records, T&E Grant, and FY 2024-2025)

☒ Yes ☐ No

ARE ALL ACCIDENTS THAT HAVE RESULTED IN A FATALITY REPORTED TO THE COMMISSION WITHIN 24 HOURS AFTER YOU HAVE RECEIVED NOTICE? (Section 14.80: Accidents, T/E Grant, and FY 2024-2025)

☒ Yes ☐ No

ARE ALL ACCIDENTS THAT HAVE RESULTED IN $1,000 WORTH OF DAMAGE REPORTED TO THE COMMISSION WITHIN 72 HOURS AFTER YOU HAVE RECEIVED NOTICE OF THE ACCIDENT? (Section 14.80: Accidents, T/E Grant, and FY 2024-2025)

☒ Yes ☐ No

Attachments

Bus Transit System Annual Safety and Security Certification

Certifying Compliance with Rule 14-90, FAC to the
Florida Department of Transportation (FDOT)

May 23 2024
Transdev
4950 LB McLeod Road
Orlando Florida 32811

The Bus Transit System (Agency) named above hereby certifies the following:

1. *The Agency has adopted a System Safety Program Plan (SSPP) and a Security Program Plan (SPP) pursuant to the standards set forth in Rule Chapter 14-90, Florida Administrative Code.*

2. *The Agency is in compliance with its adopted SSPP and SPP.*

3. *The Agency has performed annual safety inspections on all operational vehicles in accordance with Rule Chapter 14-90, Florida Administrative Code.*

4. *The Agency has conducted reviews of SSPP and SPP and the plans are up to date.*

Blue Ink Signature: Juan Grimaldi
(Individual Responsible for Assurance of Compliance)

Name: Juan Grimaldi Title: Safety Manager

Name and address of entity(ies) which has (have) performed bus safety inspections and security assessments:

Name: *Transdev for LYNX Transportation*

Address: *4950 LB McLeod Road, Orlando Florida 32811*

** Note: Please do not edit or otherwise change this form.*

Table 25 - Coordinated System Service Providers (2024)

Organization	Address	City	State
Aspire Health Partners, Inc.	5151 Adanson St.	Orlando	FL
Central Florida Group Homes, L.L.C.	5243 Little Debbie Parkway, Suite 101	Ooltewah	TN
Crystal Lake Supportive Environment Inc.	2710 Staten Ave.	Orlando	FL
Elquanah Group Homes*	10410 Westley Way	Orlando	FL
Life Concepts, Inc D.B.A. Quest, Inc.	1509 E. Colonial Dr.	Orlando	FL
Meals On Wheels, Etc., Inc.	2801 S. Financial Ct.	Sanford	FL
National Mentor Health Care LLC.	6600 France Avenue South, Suite 300	Boston	MA
Osceola County Council on Aging, Inc.	700 Generation Point	Kissimmee	FL
Osceola Mental Health Inc. Dba Park Place Behavioral Health Care	206 Park Place Blvd.	Kissimmee	FL
Primrose Center, Inc.	2733 South Fern Creek Ave.	Orlando	FL
Seniors First, Inc.	5395 LB McLeod Rd.	Orlando	FL
Special Hearts Farm, Inc	10557 Oakview Pointe Terrace	Gotha	FL
The Evangelical Lutheran Good Samaritan Society-Kissimmee Village	1550 Aldersgate Dr.	Kissimmee	FL
The Opportunity Center, Inc.	310 N. Clyde Ave.	Kissimmee	FL

LYNX Mobility Services Department

* Elquanah Group Homes withdrew on April 16, 2024

Table 26 - Paratransit Vehicle Inventory (FY2024)

Paratransit Vehicle Inventory (FY2024)								
Vehicle Number	Year	Make	Size	Type	VIN	Ramp or Lift	Wheelchair Capacity	Seat Capacity
7139	2014	Ford	E450	Turtle Top	1FDEE4FL8EDB10564	Lift	4	12
7140	2014	Ford	E450	Turtle Top	1FDEE4FL0EDB10932	Lift	4	12
7142	2014	Ford	E450	Turtle Top	1FDEE4FL3EDB10925	Lift	4	12
7153	2015	Ford	E450	Turtle Top	1FDFE4FS4FDA28117	Lift	4	12
7165	2015	Ford	E450	Turtle Top	1FDFE4FS5FDA28112	Lift	4	12
7167	2015	Ford	E450	Turtle Top	1FDFE4FS6FDA28121	Lift	4	12
7170	2015	Ford	E450	Turtle Top	1FDFE4FS3FDA28125	Lift	4	12
7171	2015	Ford	E450	Turtle Top	1FDFE4FS8FDA28119	Lift	4	12
7172	2015	Ford	E450	Turtle Top	1FDFE4FS2FDA28133	Lift	4	12
7177	2015	Ford	E450	Turtle Top	1FDFE4FS0FDA28132	Lift	4	12
7178	2015	Ford	E450	Turtle Top	1FDFE4FS7FDA28127	Lift	4	12
7179	2015	Ford	E450	Turtle Top	1FDFE4FS1FDA28110	Lift	4	12
7180	2015	Ford	E450	Turtle Top	1FDFE4FS8FDA28136	Lift	4	12
7181	2016	Ford	E450	Turtle Top	1FDFE4FS6GDC57108	Lift	4	12
7182	2016	Ford	E450	Turtle Top	1FDFE4FS4GDC57110	Lift	4	12
7183	2016	Ford	E450	Turtle Top	1FDFE4FSXGDC57113	Lift	4	12
7184	2016	Ford	E450	Turtle Top	1FDFE4FS8GDC57112	Lift	4	12
7185	2016	Ford	E450	Turtle Top	1FDFE4FS6GDC57111	Lift	4	12
7187	2018	Ford	E450	Turtle Top	1FDFE4FS8HDC39923	Lift	4	12
7188	2018	Ford	E450	Turtle Top	1FDFE4FS0GDC55340	Lift	4	12
7189	2018	Ford	E450	Turtle Top	1FDFE4FS9GDC57118	Lift	4	12
7190	2018	Ford	E450	Turtle Top	1FDFE4FS4HDC57562	Lift	4	12
7191	2018	Ford	E450	Turtle Top	1FDFE4FS0GDC57119	Lift	4	12
7192	2018	Ford	E450	Turtle Top	1FDFE4FS1HDC41674	Lift	4	12
7193	2018	Ford	E450	Turtle Top	1FDFE4FS5HDC58879	Lift	4	12

Paratransit Vehicle Inventory (FY2024)								
Vehicle Number	Year	Make	Size	Type	VIN	Ramp or Lift	Wheelchair Capacity	Seat Capacity
7194	2018	Ford	E450	Turtle Top	1FDFE4FSXHDC57565	Lift	4	12
7195	2018	Ford	E450	Turtle Top	1FDFE4FS7HDC58883	Lift	4	12
7196	2018	Ford	E450	Turtle Top	1FDFE4FS1HDC58880	Lift	4	12
7197	2018	Ford	E450	Turtle Top	1FDFE4FS7HDC57569	Lift	4	12
7198	2018	Ford	E450	Turtle Top	1FDFE4FS9HDC58884	Lift	4	12
7199	2018	Ford	E450	Turtle Top	1FDFE4FS6HDC57563	Lift	4	12
7200	2018	Ford	E450	Turtle Top	1FDFE4FS8HDC57564	Lift	4	12
7201	2018	Ford	E450	Turtle Top	1FDFE4FS7GDC57117	Lift	4	12
7202	2018	Ford	E450	Turtle Top	1FDFE4FS3HDC53051	Lift	4	12
7203	2018	Ford	E450	Turtle Top	1FDFE4FS5HDC57568	Lift	4	12
7204	2018	Ford	E450	Turtle Top	1FDFE4FS3HDC57567	Lift	4	12
7205	2018	Ford	E450	Turtle Top	1FDFE4FSXHDC39924	Lift	4	12
7206	2018	Ford	E450	Turtle Top	1FDFE4FS0HDC58885	Lift	4	12
7207	2018	Ford	E450	Turtle Top	1FDFE4FS5HDC58882	Lift	4	12
7208	2018	Ford	E450	Turtle Top	1FDFE4FS3HDC57570	Lift	4	12
7209	2019	Ford	E450	Turtle Top	1FDFE4FS6KDC10038	Lift	4	12
7210	2019	Ford	E450	Turtle Top	1FDFE4FS3JDC43464	Lift	4	12
7211	2019	Ford	E450	Turtle Top	1FDFE4FS4KDC10037	Lift	4	12
7212	2019	Ford	E450	Turtle Top	1FDFE4FS1JDC41891	Lift	4	12
7213	2019	Ford	E450	Turtle Top	1FDFE4FS2KDC17357	Lift	4	12
7214	2019	Ford	E450	Turtle Top	1FDFE4FS2KDC10036	Lift	4	12
7215	2019	Ford	E450	Turtle Top	1FDFE4FS3JDC41875	Lift	4	12
7216	2019	Ford	E450	Turtle Top	1FDFE4FS1JDB41874	Lift	4	12
7217	2019	Ford	E450	Turtle Top	1FDFE4FS4JDC41884	Lift	4	12
7218	2019	Ford	E450	Turtle Top	1FDFE4FSXJDC41887	Lift	4	12
7219	2019	Ford	E450	Turtle Top	1FDFE4FSXKDC51384	Lift	4	12

Paratransit Vehicle Inventory (FY2024)								
Vehicle Number	Year	Make	Size	Type	VIN	Ramp or Lift	Wheelchair Capacity	Seat Capacity
7220	2019	Ford	E450	Turtle Top	1FDFE4FS3KDC51386	Lift	4	12
7221	2019	Ford	E450	Turtle Top	1FDFE4FS1KDC51385	Lift	4	12
7222	2020	Ford	Van Terra	Turtle Top	1FDWE3F69KDC72790	Lift	3	12
7223	2020	Ford	Van Terra	Turtle Top	1FDWE3F66KDC72763	Lift	3	12
7224	2020	Ford	Van Terra	Turtle Top	1FDWE3F68KDC72764	Lift	3	12
7225	2020	Ford	Van Terra	Turtle Top	1FDWE3F64KDC72776	Lift	3	12
7226	2020	Ford	Van Terra	Turtle Top	1FDWE3F64KDC72762	Lift	3	12
7227	2020	Ford	Van Terra	Turtle Top	1FDWE3F62KDC72761	Lift	3	12
7228	2020	Ford	Van Terra	Turtle Top	1FDWE3F65KDC72768	Lift	3	12
7229	2020	Ford	Van Terra	Turtle Top	1FDWE3F62KDC72758	Lift	3	12
7230	2020	Ford	Van Terra	Turtle Top	1FDWE3F65KDC72785	Lift	3	12
7231	2020	Ford	Van Terra	Turtle Top	1FDWE3F61KDC72766	Lift	3	12
7232	2020	Ford	Van Terra	Turtle Top	1FDWE3F6XKDC72765	Lift	3	12
7233	2020	Ford	Van Terra	Turtle Top	1FDWE3F67KDC72786	Lift	3	12
7234	2020	Ford	Van Terra	Turtle Top	1FDWE3F61KDC72783	Lift	3	12
7235	2020	Ford	Van Terra	Turtle Top	1FDWE3F64KDC72759	Lift	3	12
7236	2020	Ford	Van Terra	Turtle Top	1FDWE3F69KDC72787	Lift	3	12
7237	2020	Ford	Van Terra	Turtle Top	1FDWE3F63KDC72784	Lift	3	12
7238	2020	Ford	Van Terra	Turtle Top	1FDWE3F62KDC72775	Lift	3	12
7239	2020	Ford	Van Terra	Turtle Top	1FDWE3F60KDC72760	Lift	3	12
7240	2020	Ford	Van Terra	Turtle Top	1FDWE3F67KDC72772	Lift	3	12
7241	2020	Ford	Van Terra	Turtle Top	1FDWE3F60KDC72774	Lift	3	12
7242	2020	Ford	Van Terra	Turtle Top	1FDWE3F66KDC72777	Lift	3	12

Paratransit Vehicle Inventory (FY2024)								
Vehicle Number	Year	Make	Size	Type	VIN	Ramp or Lift	Wheelchair Capacity	Seat Capacity
7243	2020	Ford	Van Terra	Turtle Top	1FDWE3F63KDC72770	Lift	3	12
7244	2020	Ford	Van Terra	Turtle Top	1FDWE3F69KDC72773	Lift	3	12
7245	2020	Ford	Van Terra	Turtle Top	1FDWE3F67KDC72769	Lift	3	12
7246	2020	Ford	Van Terra	Turtle Top	1FDWE3F66KDC72780	Lift	3	12
7247	2020	Ford	Van Terra	Turtle Top	1FDWE3F60KDC72788	Lift	3	12
7248	2020	Ford	Van Terra	Turtle Top	1FDWE3PN9MDC20750	Lift	3	12
7249	2020	Ford	Van Terra	Turtle Top	1FDWE3F68KDC72778	Lift	3	12
7250	2020	Ford	Van Terra	Turtle Top	1FDWE3F68KDC72781	Lift	3	12
7251	2020	Ford	Van Terra	Turtle Top	1FDWE3F6XKDC72782	Lift	3	12
7252	2020	Ford	Van Terra	Turtle Top	1FDWE3FN1MDC20774	Lift	3	12
7253	2020	Ford	Van Terra	Turtle Top	1FDWE3FN6MDC20771	Lift	3	12
7254	2020	Ford	Van Terra	Turtle Top	1FDWE3FN4MDC20770	Lift	3	12
7255	2020	Ford	Van Terra	Turtle Top	1FDWE3FN2MDC20766	Lift	3	12
7256	2020	Ford	Van Terra	Turtle Top	1FDWE3FN9MDC20764	Lift	3	12
7257	2020	Ford	Van Terra	Turtle Top	1FDWE3FN7MDC20763	Lift	3	12
7258	2020	Ford	Van Terra	Turtle Top	1FDWE3FN3MDC20761	Lift	3	12
7259	2020	Ford	Van Terra	Turtle Top	1FDWE3FN2MDC20749	Lift	3	12
7260	2020	Ford	Van Terra	Turtle Top	1FDWE3F65KDC72771	Lift	3	12
7261	2020	Ford	Van Terra	Turtle Top	1FDWE3F63KDC72767	Lift	3	12
7262	2020	Ford	Van Terra	Turtle Top	1FDWE3FN2MDC20752	Lift	3	12
7263	2020	Ford	Van Terra	Turtle Top	1FDWE3FN0MDC20751	Lift	3	12
7264	2020	Ford	Van Terra	Turtle Top	1FDWE3FN3MDC20775	Lift	3	12
7265	2020	Ford	Van Terra	Turtle Top	1FDWE3FN6MDC20768	Lift	3	12

Paratransit Vehicle Inventory (FY2024)								
Vehicle Number	Year	Make	Size	Type	VIN	Ramp or Lift	Wheelchair Capacity	Seat Capacity
7266	2020	Ford	Van Terra	Turtle Top	1FDWE3FN3MDC20758	Lift	3	12
7267	2020	Ford	Van Terra	Turtle Top	1FDWE3FN1MDC20757	Lift	3	12
7268	2020	Ford	Van Terra	Turtle Top	1FDWE3FNXMDC20756	Lift	3	12
7269	2020	Ford	Van Terra	Turtle Top	1FDWE3FN6MDC20754	Lift	3	12
7270	2020	Ford	Van Terra	Turtle Top	1FDWE3FN4MDC20753	Lift	3	12
7271	2021	Ford	Van Terra	Turtle Top	1FDWE3FN0MDC20765	Lift	3	12
7272	2021	Ford	Van Terra	Turtle Top	1FDWE3FN5MDC20762	Lift	3	12
7273	2021	Ford	Van Terra	Turtle Top	1FDWE3FN8MDC20755	Lift	3	12
7274	2021	Ford	Van Terra	Turtle Top	1FDWE3FN8MDC20769	Lift	3	12
7275	2021	Ford	Van Terra	Turtle Top	1FDWE3FN5MDC20759	Lift	3	12
7276	2021	Ford	Van Terra	Turtle Top	1FDWE3FN8MDC20772	Lift	3	12
7277	2021	Ford	Van Terra	Turtle Top	1FDWE3FN5MDC20776	Lift	3	12
7278	2021	Ford	Van Terra	Turtle Top	1FDWE3FN0MDC20779	Lift	3	12
7279	2021	Ford	Van Terra	Turtle Top	1FDWE3FN7MDC20777	Lift	3	12
7280	2021	Ford	Van Terra	Turtle Top	1FDWE3FN9MDC20778	Lift	3	12
7281	2021	Ford	Van Terra	Turtle Top	1FDWE3FN4MDC20767	Lift	3	12
7282	2021	Ford	Van Terra	Turtle Top	1FDWE3FN1MDC20760	Lift	3	12
7283	2021	Ford	Van Terra	Turtle Top	1FDWE3FNXMDC20773	Lift	3	12
7284	2021	Ford	Van Terra	Turtle Top	1FDWE3FN9MDC36365	Lift	3	12
7285	2021	Ford	Van Terra	Turtle Top	1FDFE4FS6FDA35280	Lift	3	12
7300	2021	Ford	Van Terra	Turtle Top	1FDWE3FN7MDC41757	Lift	3	12
7301	2021	Ford	Van Terra	Turtle Top	1FDWE3FN1MDC40832	Lift	3	12
7302	2021	Ford	Van Terra	Turtle Top	1FDWE3FN0MDC41759	Lift	3	12

Paratransit Vehicle Inventory (FY2024)								
Vehicle Number	Year	Make	Size	Type	VIN	Ramp or Lift	Wheelchair Capacity	Seat Capacity
7303	2021	Ford	Van Terra	Turtle Top	1FDWE3FN1MDC40829	Lift	3	12
7304	2021	Ford	Van Terra	Turtle Top	1FDWE3FN4MDC41764	Lift	3	12
7305	2021	Ford	Van Terra	Turtle Top	1FDWE3FN2MCD41763	Lift	3	12
7306	2021	Ford	Van Terra	Turtle Top	1FDWE3FN3MDC40833	Lift	3	12
7307	2021	Ford	Van Terra	Turtle Top	1FDWE3FN9MDC41761	Lift	3	12
7308	2021	Ford	Van Terra	Turtle Top	1FDWE3FN0MDC41762	Lift	3	12
7309	2021	Ford	Van Terra	Turtle Top	1FDWE3FN7MDC41760	Lift	3	12
7310	2021	Ford	Van Terra	Turtle Top	1FDWE3FN9MDC41758	Lift	3	12
7311	2021	Ford	Cutaway	Turtle Top	1FDWE3FNXNDC22766	Lift	4	12
7312	2021	Ford	Van Terra	Turtle Top	1FDWE3FNXMDC40831	Lift	3	12
7313	2021	Ford	Van Terra	Turtle Top	1FDWE3FN8MDC40830	Lift	3	12
7314	2021	Ford	Cutaway	Turtle Top	1FDWE3FN3NDC22768	Lift	4	12
7315	2021	Ford	Van Terra	Turtle Top	1FDWE3FN5MDC41756	Lift	3	12
7316	2021	Ford	Cutaway	Turtle Top	1FDWE3FN8NDC22765	Lift	4	12
7317	2021	Ford	Van Terra	Turtle Top	1FDWE3FNXMDC40828	Lift	3	12
7318	2021	Ford	Van Terra	Turtle Top	1FDWE3FN1NDC22767	Lift	3	12
9000	2018	Dodge	Caravan	BraunAbility	2C7WDGCGXJR176581	Ramp	1	4
9001	2018	Dodge	Caravan	BraunAbility	2C7WDGCG5JR176584	Ramp	1	4
9002	2018	Dodge	Caravan	BraunAbility	2C7WDGCG4JR176592	Ramp	1	4
9003	2018	Dodge	Caravan	BraunAbility	2C7WDGCG6JR176593	Ramp	1	4
9004	2018	Dodge	Caravan	BraunAbility	2C7WDGCG6JR176576	Ramp	1	4
9005	2018	Dodge	Caravan	BraunAbility	2C7WDGCG7JR176585	Ramp	1	4
9007	2018	Dodge	Caravan	BraunAbility	2C7WDGCG4JR176589	Ramp	1	4
9008	2018	Dodge	Caravan	BraunAbility	2C7WDGCG1JR176579	Ramp	1	4

Paratransit Vehicle Inventory (FY2024)								
Vehicle Number	Year	Make	Size	Type	VIN	Ramp or Lift	Wheelchair Capacity	Seat Capacity
9009	2018	Dodge	Caravan	BraunAbility	2C7WDGCG8JR176577	Ramp	1	4
9010	2018	Dodge	Caravan	BraunAbility	2C7WDGCG0JR176587	Ramp	1	4
9011	2018	Dodge	Caravan	BraunAbility	2C7WDGCG9JR176572	Ramp	1	4
9012	2018	Dodge	Caravan	BraunAbility	2C7WDGCG0JR176573	Ramp	1	4
9013	2018	Dodge	Caravan	BraunAbility	2C7WDGCG8JR176594	Ramp	1	4
9014	2018	Dodge	Caravan	BraunAbility	2C7WDGCGXJR176595	Ramp	1	4
9015	2018	Dodge	Caravan	BraunAbility	2C7WDGCG8JR176580	Ramp	1	4
9016	2018	Dodge	Caravan	BraunAbility	2C7WDGCG1JR176582	Ramp	1	4
9017	2018	Dodge	Caravan	BraunAbility	2C7WDGCG2JR176588	Ramp	1	4
9020	2018	Dodge	Caravan	BraunAbility	2C7WDGCG2JR176591	Ramp	1	4
9021	2018	Dodge	Caravan	BraunAbility	2C7WDGCG2JR176574	Ramp	1	4
9022	2018	Dodge	Caravan	BraunAbility	2C7WDGCG4JR176575	Ramp	1	4
9023	2018	Dodge	Caravan	BraunAbility	2C7WDGCGXJR176578	Ramp	1	4
9024	2018	Dodge	Caravan	BraunAbility	2C7WDGCG3JR176583	Ramp	1	4
9025	2018	Dodge	Caravan	BraunAbility	2C7WDGCGXJR337902	Ramp	1	4
9026	2018	Dodge	Caravan	BraunAbility	2C7WDGCG3JR337899	Ramp	1	4
9027	2018	Dodge	Caravan	BraunAbility	2C7WDGCG6JR337900	Ramp	1	4
9028	2018	Dodge	Caravan	BraunAbility	2C7WDGCG1JR337903	Ramp	1	4
9029	2018	Dodge	Caravan	BraunAbility	2C7WDGCG8JR337901	Ramp	1	4
9030	2018	Dodge	Caravan	BraunAbility	2C7WDGCG9JR337907	Ramp	1	4
9031	2018	Dodge	Caravan	BraunAbility	2C7WDGCG9JR337910	Ramp	1	4
9032	2018	Dodge	Caravan	BraunAbility	2C7WDGCG7JR337906	Ramp	1	4
9033	2018	Dodge	Caravan	BraunAbility	2C7WDGCG0JR337908	Ramp	1	4
9034	2018	Dodge	Caravan	BraunAbility	2C7WDGCG3JR337904	Ramp	1	4
9035	2018	Dodge	Caravan	BraunAbility	2C7WDGCG2JR337912	Ramp	1	4
9036	2018	Dodge	Caravan	BraunAbility	2C7WDGCG2JR337909	Ramp	1	4

Paratransit Vehicle Inventory (FY2024)								
Vehicle Number	Year	Make	Size	Type	VIN	Ramp or Lift	Wheelchair Capacity	Seat Capacity
9037	2018	Dodge	Caravan	BraunAbility	2C7WDGCG4JR337913	Ramp	1	4
9038	2018	Dodge	Caravan	BraunAbility	2C7WDGCG1JR337898	Ramp	1	4
9039	2018	Dodge	Caravan	BraunAbility	2C7WDGCG5JR337905	Ramp	1	4
9040	2018	Dodge	Caravan	BraunAbility	2C7WDGCG0JR337911	Ramp	1	4
9041	2018	Dodge	Caravan	BraunAbility	2C7WDGCG6JR337914	Ramp	1	4
9042	2018	Dodge	Caravan	BraunAbility	2C7WDGCG8JR337915	Ramp	1	4
9043	2018	Dodge	Caravan	BraunAbility	2C7WDGCG1JR337917	Ramp	1	4
9044	2018	Dodge	Caravan	BraunAbility	2C7WDGCG5JR337919	Ramp	1	4
9046	2018	Dodge	Caravan	BraunAbility	2C7WDGCGXJR337916	Ramp	1	4
9047	2018	Dodge	Caravan	BraunAbility	2C7WDGCG3JR337918	Ramp	1	4
9048	2018	Dodge	Caravan	BraunAbility	2C7WDGCG1JR337920	Ramp	1	4
9049	2018	Dodge	Caravan	BraunAbility	2C7WDGCGXJR337897	Ramp	1	4

LYNX Mobility Services Department

Table 27 - NeighborLink Vehicle Inventory (FY2024)

NeighborLink Vehicle Inventory (FY2024)								
Vehicle Number	Year	Make	Size	Type	VIN	Ramp or Life	Wheelchair Capacity	Seat Capacity
276-218	2018	Ford	Turtle Top	Cutaway	1FDFE4FS3HDC58881	Lift	4	12
277-218	2018	Ford	Turtle Top	Cutaway	1FDFE4FS1HDC57566	Lift	4	12
278-218	2018	Ford	Turtle Top	Cutaway	1FDFE4FS9HDC53054	Lift	4	12
6831	2020	Ford	Turtle Top	Cutaway	1FDFE4FS0KDC75242	Lift	4	12
6832	2020	Ford	Turtle Top	Cutaway	1FDFE4FS4KDC75244	Lift	4	12
6833	2020	Ford	Turtle Top	Cutaway	1FDFE4FS8KDC75246	Lift	4	12
6834	2020	Ford	Turtle Top	Cutaway	1FDFE4FS9KDC75238	Lift	4	12
6835	2020	Ford	Turtle Top	Cutaway	1FDFE4FS9KDC75241	Lift	4	12
6836	2020	Ford	Turtle Top	Cutaway	1FDFE4FS7KDC75240	Lift	4	12
6837	2020	Ford	Turtle Top	Cutaway	1FDFE4FS6KDC75245	Lift	4	12
6838	2020	Ford	Turtle Top	Cutaway	1FDFE4FS3KDC75249	Lift	4	12
6839	2020	Ford	Turtle Top	Cutaway	1FDFE4FS1KDC75248	Lift	4	12
6840	2020	Ford	Turtle Top	Cutaway	1FDFE4FS0KDC75239	Lift	4	12
6841	2020	Ford	Turtle Top	Cutaway	1FDFE4FS2KDC75243	Lift	4	12
6842	2020	Ford	Turtle Top	Cutaway	1FDFE4FS1KDC75251	Lift	4	12
6843	2021	Ford	Turtle Top	Cutaway	1FDFE4FSXKDC75247	Lift	4	12
6844	2022	Ford	Turtle Top	Cutaway	1FDFE4FSXKDC75250	Lift	4	12
6845	2023	Ford	Turtle Top	Cutaway	1FDFE4FS3KDC75252	Lift	4	12

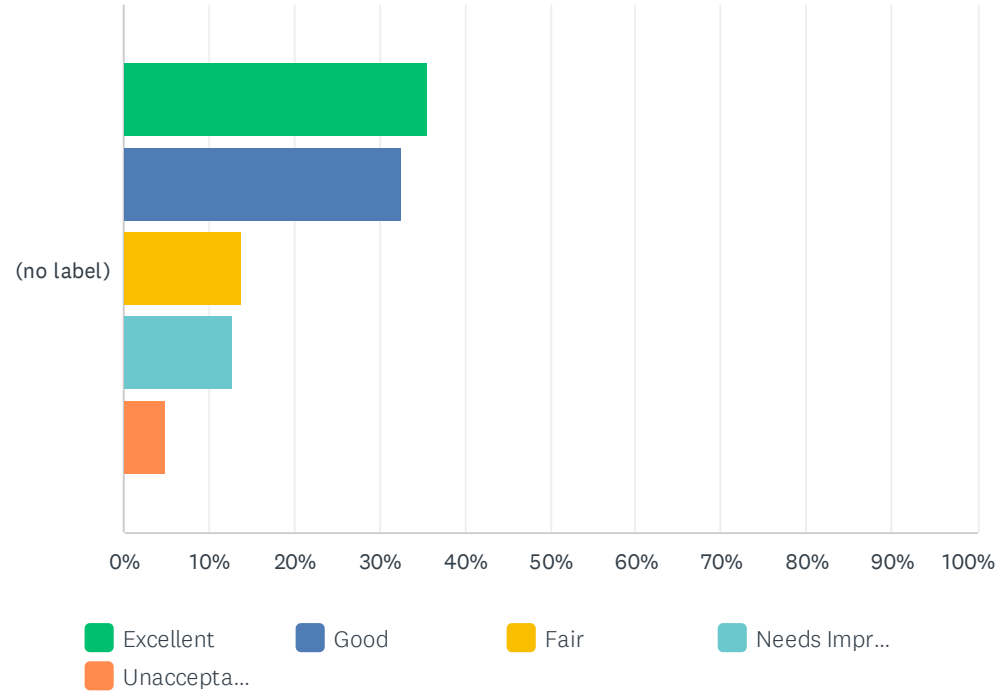
LYNX Mobility Services Department

7. System Safety Program Plan

The MOA between the CTC and the FCTD requires the CTC to develop and implement a System Safety Program Plan (SSPP). The required SSPP has been submitted to and approved by FDOT, as required by Chapter 14- 90: Equipment and Operational Safety Standards Governing Public-Sector Bus Transit Systems, F.A.C. According to this rule, the SSPP assures compliance with the minimum standards established and includes safety considerations and guidelines for the following:

Q1 How would you rate the user-friendliness of the ACCESS LYNX reservation system?

Answered: 101 Skipped: 1



	EXCELLENT	GOOD	FAIR	NEEDS IMPROVEMENT	UNACCEPTABLE	TOTAL	WEIGHTED AVERAGE
(no label)	35.64% 36	32.67% 33	13.86% 14	12.87% 13	4.95% 5	101	2.19

#	PLEASE TELL US ABOUT YOUR EXPERIENCE:	DATE
1	no problem with system,It would be nice if the system could let you know what number you are in the waiting line.	2/14/2025 1:10 PM
2	Safety and maintenance. Seat belts not functioning properly or broken.Vehicle suspensions not algned causing severe tire hop, Broken exhaust mufflers, tires at end of service life. (Bald). Driver seat nissing major parts,Vehicles and steering wheels vibrating severelly at speeds. Vehicle cleanliness unacepable and safety hazzard. Windshiels dirty to the point of driver not able see out properlly. I have refused to ride in the past.	2/13/2025 6:42 PM
3	Very late filed multiple complaints, disabled parties left confused and misplaced	2/13/2025 4:09 PM
4	This was the worst experience I ever had. I was supposed to be picked up between nine and 9:15 AM for a 1030 appointment 25 minutes away from my house. The driver did pick me up at 9:05 AM. I was the only one on the bus he headed toward my destination Then all of a sudden made a sharp turn when we were almost there he's riding along and I said I think we're going the wrong way he said no I got a call. I have to go pick someone else up first so I said well. My appointment is 1030 in celebration. I need to be there on time. He say that that he had to follow orders and he was on his way now to Poinciana to pick up a new patient. I said I'm gonna be late for my appointment. I was here first, and I need to go directly to my appointment, he insisted no, which took a long ride to Poinciana when the new man got on the bus he said OK I'm going to Disney. The driver said I'll take you there right away. I told the driver now I was on the bus first first come first serve you are five minutes away from my destination turn around to pick this gentleman up and I am already late for my appointment	2/12/2025 2:51 PM

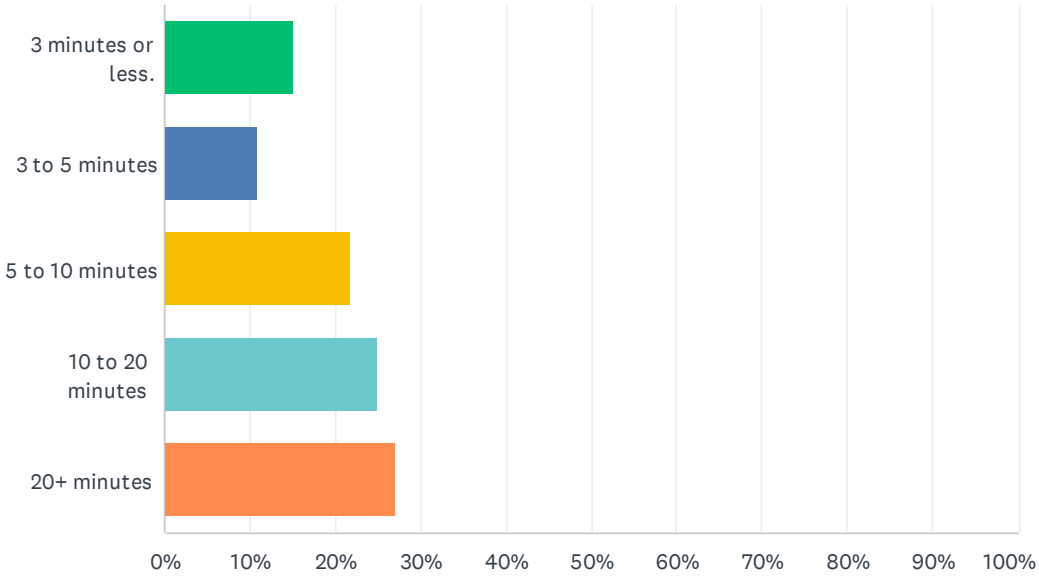
	which was 1030. He said I have to follow orders. It doesn't matter if you were the first and only one on the bus he was rude. I was on the bus for 2 1/2 hours before I finally got to celebration. He was driving all over tarnation and very, very rude. Worst ride I ever had.	
5	Making a reservation has been good if I don't have to wait on my phone for a long time. I would like it if you went back to how many people were ahead of me, rather than " more than 10 minutes wait"	2/12/2025 11:11 AM
6	As someone who suffers from a back injury it's reaggravated on almost every trip as my pickup ride is generally at least an hr late. Please work on better timing for pickups.	2/12/2025 9:18 AM
7	Need to be more update system with a modern system more user friendly and have new design to it to it feels kind of old .	2/12/2025 8:24 AM
8	They always treat me kind, except one lady that wouldn't take me or my 50 cent coins.	2/10/2025 4:28 PM
9	The service is good overall. But I think Access Lynx needs more drivers because sometimes I come home super late. I don't live too far from Disney, but I come back home super late because the driver has to pick up or drop off other passengers.	2/10/2025 2:19 PM
10	SPOKE TO GREAT OPEERATORS AND NOT SO GREAT. AS ALOT OF THE CALLERS ARE SPECIAL NEEDS. I AM GLAD I CALL IN BEFHALF OF MY ADULT SON AND CAN NAVIGATE A LESS THAN PLEASENT CALL TAKER	2/10/2025 9:59 AM
11	It takes forever for someone to pick up and when u got on the bus they only take cash n it takes 3 days for something so you can use credit card embarrassing then u can't see like lyft a map of them being on the way	2/7/2025 4:30 PM
12	I would be LOST without these people -- the reservationists, dispatchers AND the drivers. They are ABSOLUTELY an a part of my life since my accident. They are SO appreciated by me!	2/7/2025 1:20 PM
13	My name is Michelle Roberts. I am a disabled person with restrictions/disability. Last Sunday I had to cancel some room trips because they continued to assign me to shared rides, which I am not able to do according to a medical document. UZURV has been assigned and is a great solution however is missed while scheduling quite frequently. I am under orders of a physician and cannot go outside the parameters of those orders. Today a trip was booked, but the return trip was not according to You ZURV and the agent Elvis told me that it is booked, which leads me to risk if I am stranded and not picked up by that provider and cannot share rides as an alternative. The wait times for agents has gotten worse and worse as I am not able to Assign troops via website and it's been in my opinion not fair to the public. It seems as if axis links will improve their customer service and then when the assessment parts they go back to their ways it is a skeleton crew and they definitely need to hire more employees to take The excessive. Customer calls and pay close attention to the notation on the profiles to stop unnecessary inconveniences that are in uptick recently.	2/6/2025 7:45 PM
14	Left an elderly blind man alone, in the dark, HOURS before he was supposed to be there.	2/6/2025 12:05 PM
15	the WebACCESS internet web portal is extremly helpful. Super easy to book trips, no having to wait on hold on the telephone, and also real time tracking of the vehicle location and estimated pickup time.	2/6/2025 11:47 AM
16	Easy to book trips online	2/6/2025 10:33 AM
17	Normal	2/4/2025 10:38 AM
18	pleased	2/4/2025 10:20 AM
19	Every day your driver is Block clearly displayed walking path for handicap people, I point out the sign to them and they just get rude about it.	2/4/2025 7:07 AM
20	Always about a 20 minute wait to get served	2/3/2025 3:55 PM
21	He or she is very nice and considerate and helpful	2/3/2025 2:09 PM
22	The reservationists are (usually) friendly and very helpful, but the wait times can get pretty long at times.	2/3/2025 12:06 PM
23	The system is easy to use, but it is often hard to find the exact time that we want to request. Also, the reservation has to be set up a day in advance so we often forget until it is too late.	2/1/2025 12:12 PM

24	I been living in my house for about 9 years and the GPS still doesn’t recognize my address	1/29/2025 6:50 PM
25	It is sad that if I forget to book by 5 pm, 1 day before my dr appointment, the reservation system will not allow me to book it. Both, online and by phone. Even, when I attempted to book by 5:10 PM, it was too late, and I missed my appointment.	1/29/2025 1:55 PM
26	test test	1/29/2025 1:47 PM
27	with a few issues here and there, all has worked pretty much great, the phone wait times are a little excessive but the fact that we have the app helps tremendously, i wish we could do more often last minute calculations which are necessary some times maybe a system that allows one per month	1/29/2025 1:37 PM
28	I have been using Access lynx for years and it is a big blessing for me. The services most of the time came on time, and drivers are very friendly and professional. The cost per trip is very reasonable to help the working class and needed people, with excellent dedication for disabled ones. I recommend you guys and I highly appreciate what you are doing for us.	1/24/2025 8:20 PM
29	Online reservations are really good if you have someone telling you that you can not go to an address that was not registered on a previous trip. Or that was registered by phone.	1/21/2025 7:42 PM
30	Good Transportation	1/19/2025 12:23 PM
31	My son and I are very satisfied with the service	1/18/2025 1:05 PM
32	It was very good	1/18/2025 12:20 PM
33	you always have to hold for someone to schedule a trip	1/18/2025 8:18 AM
34	On time clean buses and vans Polite	1/17/2025 4:33 PM
35	USUALLY ON TIME. VERY PROFESSIONAL	1/17/2025 3:03 PM
36	All of my drivers have been very friendly.	1/17/2025 2:56 PM
37	Fue un muy buen servicio de transporte5	1/17/2025 7:58 AM
38	Overall the online system to make the reservation is very easy and efficient in getting scheduled. The main downfall for me is I can only do it the day before I need the ride, so if I forget or don't get a chance to do it, I'm out of luck.	1/16/2025 10:37 PM
39	I was treated unfairly because my driver picked up the wrong passenger. He returned the passenger and I waited over 2 hours before he picked me up. I watched the driver pass me by and he just refused to pick me up. I never reported this incident but I continued to call for an eta. It was over 100 degrees that day. The next ride I scheduled my driver was the manager and she listened to the incident that occurred and decided I was at fault for the driver's behavior and proceeded to change my pick up times. She told my driver's to pick me up earlier than my scheduled time and to leave if I wasn't outside in 5 minutes. The last straw was when the driver showed up 20 minutes late and drove in the opposite direction to pick up and drop off another passenger. I missed my eye doctor appointment and was told to reschedule it and pay 50 dollars for being a no show. Another person heard what was occurring and gave me their slot. I reported that incident. The harassment continued to the point where I felt unsafe and stopped using Lynx transportation.	1/16/2025 10:24 PM
40	Some of the drivers are rude	1/16/2025 5:43 PM
41	Sobre Access Link solamente tuve un problema con un señor q me tenía varias horas en la transportación.Pero todos son respetuoso .nos protegen y son muy decentes	1/16/2025 5:02 PM
42	Some are friendly and some are not!	1/16/2025 4:42 PM
43	Drivers are professional	1/15/2025 9:58 AM
44	I am new to access lynx. Getting thru the process of talking to the customer service reps could have been better. One rep just didn't want to be bothered with me and she hing up the phone on me while I was trying to get help understanding and navigating your system.	1/15/2025 12:05 AM
45	The online system works well, but the tracking of your ride does not always depict where the vehicle is correctly.	1/14/2025 6:20 PM
46	Always friendly and helpful.	1/14/2025 3:38 PM

47	The waiting can be long at times.	1/14/2025 11:51 AM
48	Although I am not using the service, I am very satisfied with all they did for me.	1/14/2025 10:16 AM
49	Super easy to add or cancel rides.	1/14/2025 10:07 AM
50	Once I get ahold of someone, it’s fine, but I’ve spent over an hour on hold before my call gets answered. I’ve looked for the app that supposedly exists, but can’t find a working one. There needs to be a way to request a ride that doesn’t require calling during business hours specifically the day before. I had brain surgery and if I forget to call -which I often do- I’m sol.	1/14/2025 10:03 AM
51	Hold times and the accuracy of service	1/14/2025 9:51 AM
52	Every ride was excellent.	1/14/2025 9:03 AM

Q2 On average, how much time do you spend on hold before speaking with a reservationist?

Answered: 92 Skipped: 10



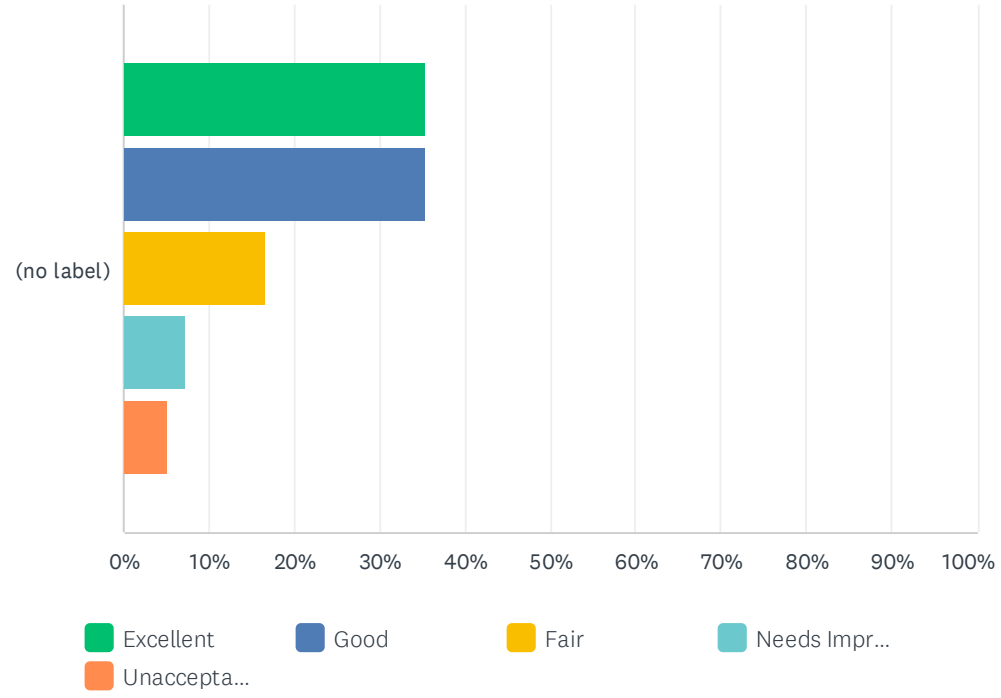
ANSWER CHOICES	RESPONSES	
3 minutes or less.	15.22%	14
3 to 5 minutes	10.87%	10
5 to 10 minutes	21.74%	20
10 to 20 minutes	25.00%	23
20+ minutes	27.17%	25
TOTAL		92

#	OTHER (PLEASE SPECIFY)	DATE
1	45 minutes plus	2/14/2025 1:10 PM
2	It takes about a half hour to a hour.	2/10/2025 4:28 PM
3	Then might get hung up on	2/7/2025 4:30 PM
4	Sometimes a bit longer if they are busy. Fridays seem to be the busiest.	2/7/2025 1:20 PM
5	It has been 40 minutes to an hour recently	2/6/2025 7:45 PM
6	None. I use the WebACCESS	2/6/2025 11:47 AM
7	Usually I use the website	2/6/2025 10:45 AM
8	I'll wait 5 to 20 minutes and then I get sent to a voicemail that never answers me back, then I'll shoot an email and still no response	2/4/2025 7:07 AM
9	A very long time most times	2/1/2025 9:55 PM

10	sometimes less than 10 minutes	1/29/2025 8:16 PM
11	test	1/29/2025 1:47 PM
12	Sometimes the waiting times is shorter but the operator put us on hold to answer other calls and take more time.	1/24/2025 8:20 PM
13	i dont know	1/19/2025 12:23 PM
14	I don't know, I do my reservation on line	1/16/2025 10:37 PM
15	Escribo poco y entiendo poco English	1/16/2025 5:02 PM
16	Me gustaría que tuvieran una página en Internet para reservar	1/16/2025 4:35 PM
17	Rarely call. We use the web page to track our ride.	1/14/2025 10:07 AM
18	On average around 45 minutes.	1/14/2025 10:03 AM

Q3 How would you rate your customer service experience with the ACCESS LYNX reservationists?

Answered: 96 Skipped: 6



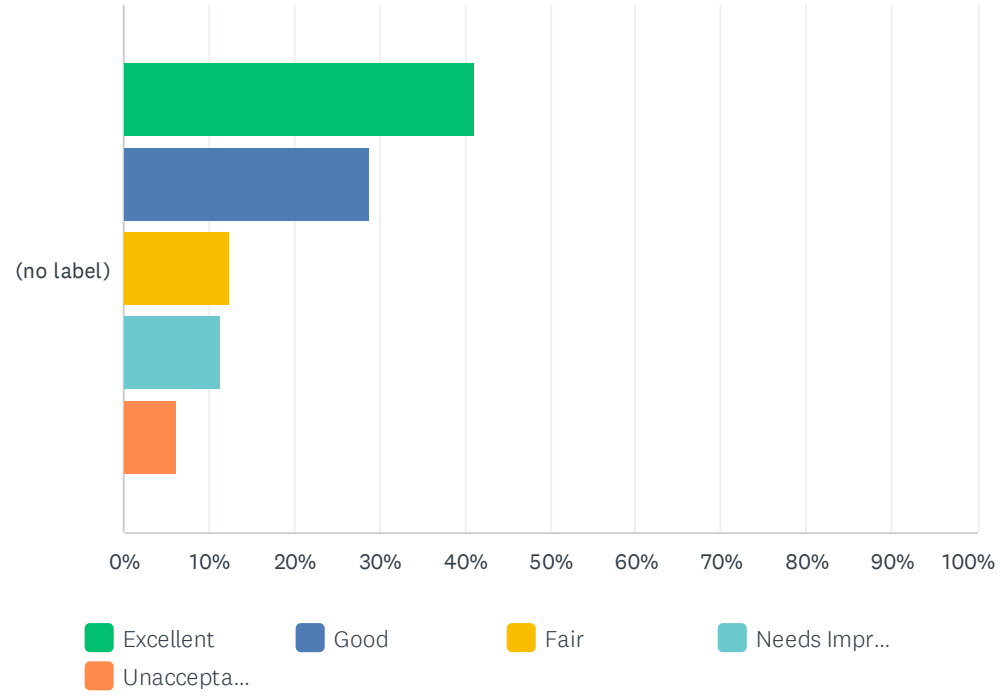
	EXCELLENT	GOOD	FAIR	NEEDS IMPROVEMENT	UNACCEPTABLE	TOTAL	WEIGHTED AVERAGE
(no label)	35.42% 34	35.42% 34	16.67% 16	7.29% 7	5.21% 5	96	2.11

#	PLEASE TELL US ABOUT YOUR EXPERIENCE:	DATE
1	For the most part people are friendly,but sometimes I could say hello, how is your day going today and the reservation person just ask for my date of birth, first and last name.maybe because it is so many people waiting in the queue they do not have time for small talk.	2/14/2025 1:13 PM
2	Cusuomer service has improved over time and still has a ways to go. Phone interactions are usually positive. I have had some reps hang up on me for no reason. Wait times are unusually long at times. Calling to find ou where my ride is seems to get only an estimated ETA. With no e.real solutions. At timess this may be the only solution.	2/13/2025 7:41 PM
3	Most of the time excellent, but don't like to hear an echo of my voice.	2/12/2025 11:14 AM
4	For the most part most interactions are positive but I have had to curse out some representatives because of their attitudes. I have worked in customer service for over 20 years. Either you can do it or you can't. Don't have an attitude on the phone.	2/12/2025 9:22 AM
5	AS STATED IN PREVIOUS SLIDE.	2/10/2025 10:00 AM
6	Michelle Roberts disabled with restrictions. Numerous times I’ve had to cancel trips in medical document sustains the restrictions and have missed final life responsibilities. Sunday I had to cancel three times until they assigned it to the correct provider. Today I was told that the provider only had the trip to and did not have the return trip. I called the agent Elvis twice to reaffirm, but the provider did not have any record of the trip. You ZURVF. The whole times for making reservations is 40 minutes to an hour, and that includes finding out the status there is a worsening recently.	2/6/2025 7:50 PM

7	The WebACCESS is a great reservationist.	2/6/2025 11:48 AM
8	Usually book online. Only call to check status of vehicle	2/6/2025 10:34 AM
9	They are on time to get pick something they are stuck traffic	2/6/2025 8:11 AM
10	very good	2/4/2025 10:21 AM
11	They are not too clean, changing the times at all Even with one day notice	2/4/2025 7:08 AM
12	They get to me as quick as possible.	2/3/2025 2:11 PM
13	Never used	1/30/2025 10:34 AM
14	I only use them if I’m going to cancel or to find out what time my ride is coming	1/29/2025 6:52 PM
15	test	1/29/2025 1:47 PM
16	Probably you need more operator considering the high call volume. However they answered very friendly and put great effort to help us	1/24/2025 8:23 PM
17	After the waiting time, and we are talking about the reservation, the customer service was very polite,	1/21/2025 7:45 PM
18	Good Transportation	1/19/2025 12:24 PM
19	They are very cordial	1/18/2025 1:06 PM
20	Informative	1/17/2025 4:34 PM
21	WNEN I CALL I EXPECT TO WAIT WHEN MAKING RESERVATIONS. ON THE FEW TIMES WHEN THE VAN HAS NOT ARRIVED AND IT IS PAST THE TIME ALLOWED, IT IS SOMETIMES A WAIT TO GET A RESPONSE.	1/17/2025 3:12 PM
22	They have absolutely ZERO concern about the rider. They alway come up with a standard answer when the ride is 1/2 hr, 3/4 hr, up to an hour late. But GOD FORBID you are late.its 10 mins and off they go	1/17/2025 3:00 PM
23	When the customer service person comes on the phone they are very helpful.	1/17/2025 2:58 PM
24	La atención es buena	1/17/2025 8:01 AM
25	I do it online so I really don't have to much of an opinion.	1/16/2025 10:39 PM
26	I've been using lynx for over 20 years and I only complained 1 time. The circumstances were that alarming. I will never understand why I was punished to that extent. I'm pretty sure I was not the only one who experienced the problem. It's almost like being labeled a pest who only made trouble for lynx.	1/16/2025 10:38 PM
27	Some of the reps are rude	1/16/2025 5:44 PM
28	Tide and do not appear to care	1/16/2025 4:45 PM
29	Always professional.	1/15/2025 9:59 AM
30	All I have spoken with have been patient and knowledgeable.	1/14/2025 6:44 PM
31	Not the friendliest people...all business.	1/14/2025 3:39 PM
32	Rarely use.	1/14/2025 10:08 AM
33	Once I’m connected, my experience is great!	1/14/2025 10:04 AM
34	I call to make a reservation and when that day comes a ride never comes. When I call to see why they states no reservation was made	1/14/2025 9:52 AM
35	No problems when used.	1/14/2025 9:04 AM

Q4 How would you rate your customer service experience with the ACCESS LYNX drivers?

Answered: 97 Skipped: 5



	EXCELLENT	GOOD	FAIR	NEEDS IMPROVEMENT	UNACCEPTABLE	TOTAL	WEIGHTED AVERAGE
(no label)	41.24% 40	28.87% 28	12.37% 12	11.34% 11	6.19% 6	97	2.12

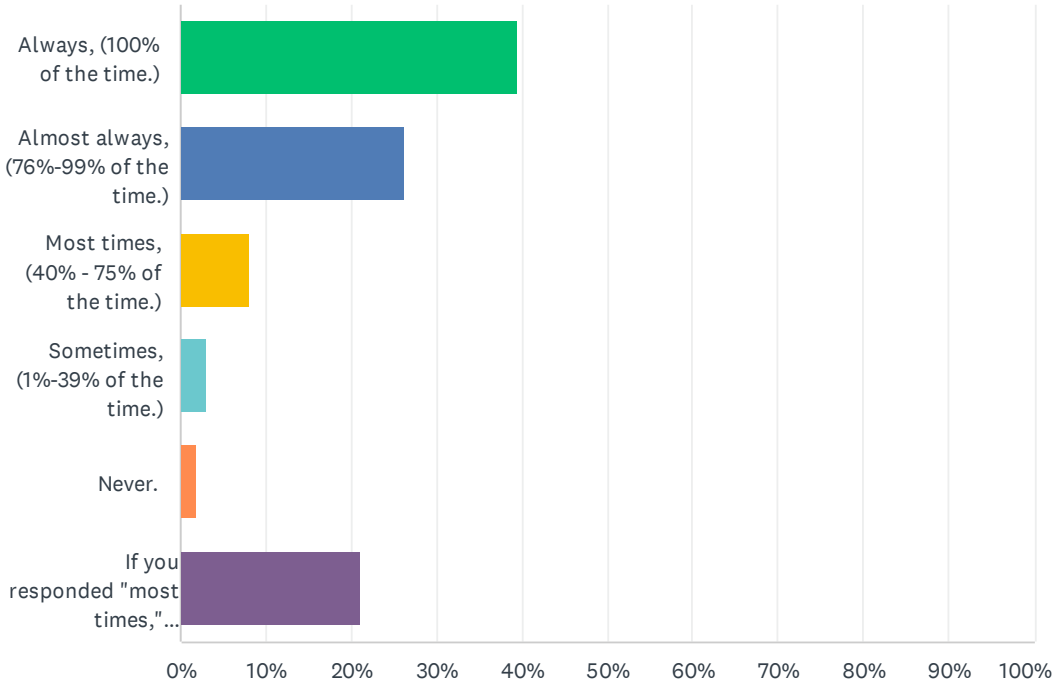
#	PLEASE TELL US ABOUT YOUR EXPERIENCE:	DATE
1	Drivers are pretty nice,some do not speak back when you say hello.	2/14/2025 1:13 PM
2	The drivers have improved over time.Still needs improvement. Some drivers are by the door to help passengers board,, especially the newer ones. Some are not. There are inconsistancy with some drivers speeding although this is improving. On time service especially on the return trip needs work. I usualy wait 10 - 30 minutes or more. My last trip was one late. I have experienced more than 2 hours late in the past.	2/13/2025 7:41 PM
3	I told the driver I had an hour and a half to get to my destination which was only 25 minutes away from my house he took off as I said for Poinciana very very far away. He turned off for that about five minutes before we got to celebration where I was to be dropped off, I couldn't believe How rude he was. I called my doctors office. Told him I was late. He finally got me there 2 1/2 hours late for my appointment. Unacceptable.	2/12/2025 2:52 PM
4	Many of your drivers need to be retrained for the areas you cover, for customer service to the people they pick up.	2/12/2025 11:14 AM
5	There are some great drivers for example Benjamin, Freddy, Rafael but again some of the others have attitudes. It's your job. You're not doing this is charity.	2/12/2025 9:22 AM
6	MY ADULT CHILD HAS NEVER SAID HE HAS HAD A NEGITIVE EXPERIENCE WITH A DRIVER.	2/10/2025 10:00 AM
7	UZURVF is a great provider and I've had no problems whatsoever. However, the schedules of	2/6/2025 7:50 PM

	access links tend to miss this in my profile as a restriction and their lions the issue.	
8	The operators are mostly curtious. Some operators have a bad attitude and are rude when I ask to have the AC put on.	2/6/2025 11:48 AM
9	Driver did not know how to use the paw pass app	2/6/2025 10:47 AM
10	My husband smokes. I don't. A lot of them blame me for his habit	2/6/2025 10:34 AM
11	As long as you don't have a complaint, they're OK I guess	2/4/2025 7:08 AM
12	They are considerate and helpful and nice	2/3/2025 2:11 PM
13	Sometimes the drivers are very friendly and sometimes they are rude/impatient.	2/3/2025 12:07 PM
14	I had a very bad experience and made the decision not to utilize the service anymore.	1/30/2025 10:34 AM
15	Some are nice, some needs inservice on good customer service	1/29/2025 8:17 PM
16	They are all respectful	1/29/2025 6:52 PM
17	Most drivers are unfriendly and impatient as if they hate their jobs. It isn’t the case for a select few but the majority of drivers are awful especially contracted drivers.	1/29/2025 2:45 PM
18	VERY HELPFUL	1/29/2025 2:12 PM
19	test	1/29/2025 1:47 PM
20	Levon Harris is an awesome driver	1/29/2025 12:58 PM
21	They are very nice and professional.	1/24/2025 8:23 PM
22	They are very good. They always take care that I have my seat belt.	1/21/2025 7:45 PM
23	Good transportation	1/19/2025 12:24 PM
24	They are very friendly	1/18/2025 1:06 PM
25	Very friendly and helpful	1/18/2025 12:22 PM
26	ALL HAVE BEEN VERY PROFESSIONAL, RESPECTFUL, RELATE TO MY NEEDS AS I HAVE VISION PROBLEMS IN A POSITIVE MANNER	1/17/2025 3:12 PM
27	I have to wait for my ride for more than an hour. Some of the rides make me waste my appointment	1/17/2025 12:23 PM
28	Los conductores conducen bien	1/17/2025 8:01 AM
29	Most of the drivers are friendly and good at their job. I wish dispatch cared about their wellbeing and safety more.	1/16/2025 10:39 PM
30	No one should be condemned without a fair trial. I couldn't control what that driver did, only my own behavior. I was told from then on that I must have the exact fair or the driver could refuse to transport me. I usually just tell the driver to pass on any change to the next rider who may need some help.	1/16/2025 10:38 PM
31	Some of the reps are rude	1/16/2025 5:44 PM
32	Most are friendly	1/16/2025 4:45 PM
33	Kind and professional.	1/15/2025 9:59 AM
34	On a couple of occasions, I have witnessed the drivers leave the passenger fend for themselves entering and exiting the vehicle. The passengers clearly needed assistance, but the drivers were more concerned with doing paperwork. On one occasion I was waiting for my ride. I could see the vehicle tracking in my neighborhood, the vehicle exited my neighborhood and went several miles away. I decided to look at my online schedule and saw I was marked as a "NO SHOW". There was no effort to find me with a simple phone call. I reported this incident to the call center on 28 Oct. 2024.	1/14/2025 6:44 PM
35	Super nice & helpful	1/14/2025 3:39 PM
36	Some of the bus drivers take a break just before coming to get me.	1/14/2025 11:53 AM

37	With two exceptions the drivers have been outstanding.	1/14/2025 10:08 AM
38	The drivers are always lovely.	1/14/2025 10:04 AM
39	Unreliable	1/14/2025 9:52 AM
40	Happy rider.	1/14/2025 9:04 AM

Q5 On average, how often does an appropriate vehicle (one that best meets your mobility needs) arrive to transport you?

Answered: 99 Skipped: 3



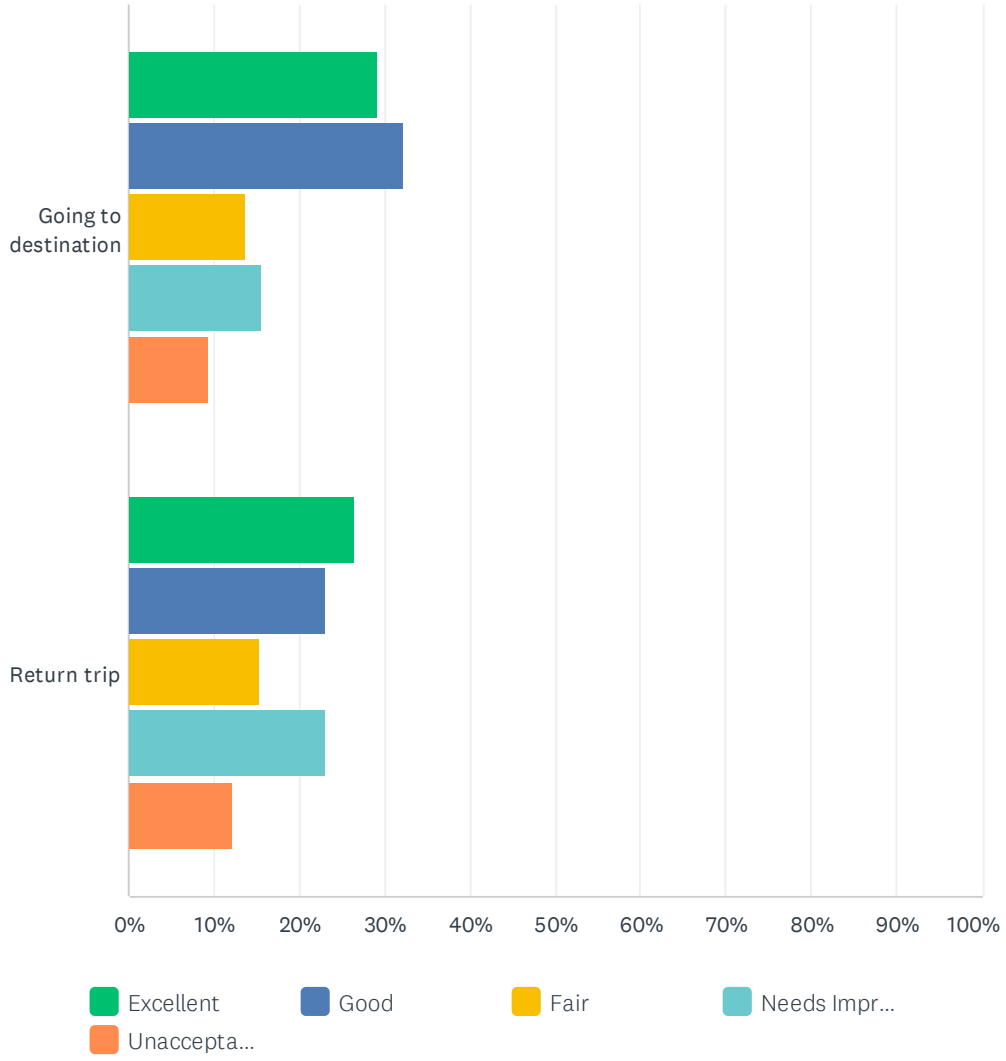
ANSWER CHOICES	RESPONSES	
Always, (100% of the time.)	39.39%	39
Almost always, (76%-99% of the time.)	26.26%	26
Most times, (40% - 75% of the time.)	8.08%	8
Sometimes, (1%-39% of the time.)	3.03%	3
Never.	2.02%	2
If you responded "most times," "sometimes," or "never" please explain.	21.21%	21
TOTAL		99

#	IF YOU RESPONDED "MOST TIMES," "SOMETIMES," OR "NEVER" PLEASE EXPLAIN.	DATE
1	if a person dose not need any walking assistance,I feel the smaller vehicles are better. Than to have that big white bus picking up only one person.	2/14/2025 1:22 PM
2	This usually is not a concern. The concern: Is this vehicle a safe and properly functioning vehicle.	2/13/2025 7:45 PM
3	Yes, I was the only one on the bus on my Murray Way to celebration going from St. Cloud just before we got to my destination he made an instant left turn and took off for Poinciana and even further I was 2 1/2 hours late for my appointment I'm very dissatisfied. I told him I was on here first first come first serve. I need to be dropped off before you head out to Poinciana. He	2/12/2025 2:53 PM

	said no I have to follow my order so I have no control over what my boss tells me to do he was very rude	
4	Some of the lifts in the vans don't work and that means I have to negotiate steps up or down, which can be very hard for me	2/12/2025 11:16 AM
5	I am in a wheelchair. I have been sent buses without a working ramp and had to wait over 2hrs for assistance	2/12/2025 9:22 AM
6	Most times they are on time but when they are not they surely call.	2/10/2025 4:31 PM
7	The only yú	2/10/2025 2:19 PM
8	Self explanatory	2/6/2025 12:06 PM
9	Sometimes. Vehicles with three point seatbelts are the safest. The older buses with lap only belts are somewhat dangerous.	2/6/2025 11:49 AM
10	I really don't want to take the bus. I like the Uber style rides better	2/6/2025 10:47 AM
11	I don't like the vans with the ramps out the back because I can't fit between the seats. I have to enter from the side	2/6/2025 10:35 AM
12	Some drivers pass up your location just to pick someone else up and say they need to be picked up right away then they double back to where I live doesn't make any sense at all	2/4/2025 7:09 AM
13	Well. When you send a bus, it actually sucks! However when you send userv, it’s excellent!	2/1/2025 9:58 PM
14	I am short and need assistance boarding vehicles but most of the vehicles that I have problems boarding the drivers do not provide assistance.	1/29/2025 3:27 PM
15	test	1/29/2025 1:47 PM
16	I’m 6 foot 7 and my notes read don’t send a mini van but I still get them once in a while	1/29/2025 12:59 PM
17	I am very happy with UZUR services. They are excellent	1/24/2025 8:24 PM
18	Most times	1/19/2025 12:24 PM
19	A Dailysis patient MWF	1/16/2025 4:49 PM
20	All I need is UZERV vehicle but get sent a regular AccessLYNX vehicle. I prefer the UZERV ride. The drivers care about the passenger.	1/14/2025 6:47 PM
21	No shows or late	1/14/2025 9:52 AM

Q6 How would you rate the efficiency, scheduling and on-time performance of ACCESS LYNX for going to your destination and returning home during the evaluation timeframe (January-December, 2024)?

Answered: 99 Skipped: 3



	EXCELLENT	GOOD	FAIR	NEEDS IMPROVEMENT	UNACCEPTABLE	TOTAL
Going to destination	29.17% 28	32.29% 31	13.54% 13	15.63% 15	9.38% 9	96
Return trip	26.37% 24	23.08% 21	15.38% 14	23.08% 21	12.09% 11	91

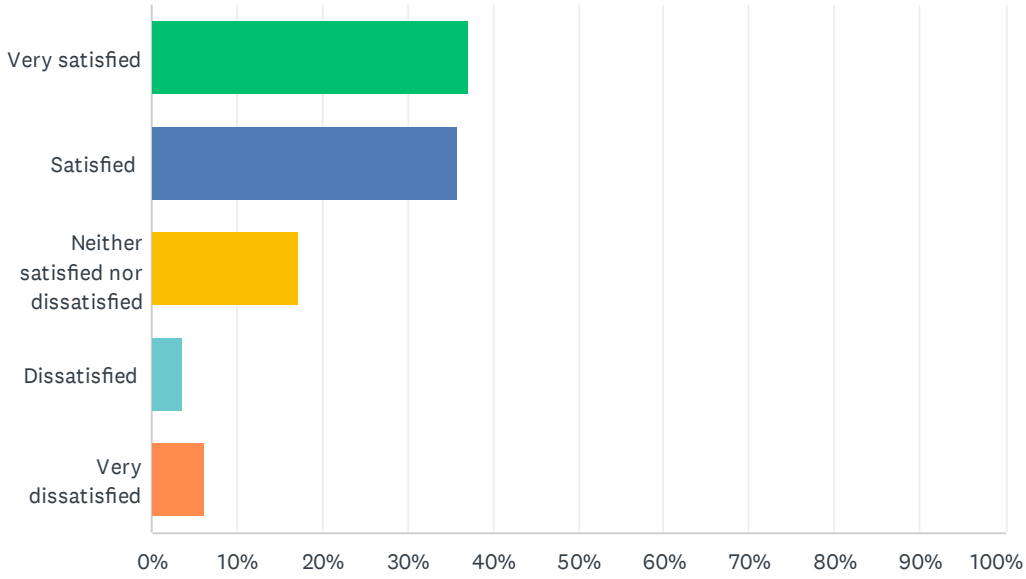
#	PLEASE TELL US ABOUT YOUR EXPERIENCE:	DATE
1	I never have problem getting to my destination,I am sometimes too early. Getting back home is always the problem,The add-ons with drivers that are 1 hour away across town.One time I passed my house twice going to pick up two other people.I said your passing my house,He said the way they have my pickup schedule,I can not drop you off until I pick up second person. My pick up was 3;00pm,I got home at 5;30pm from around the corner. Really???	2/14/2025 1:40 PM

2	The "going to" trip is improving drastically. The "return trip" is very inconsistant. I usually wait 20 - 45 minutes or more. I have waited more than 2 hours several times.	2/13/2025 7:54 PM
3	Left one morning confused as to why I was told dispatch swapped drivers called in and was told dispatch did no such thing	2/13/2025 4:11 PM
4	I never did get a return trip after being 2 1/2 hours late for my appointment. My doctors office is scheduled for a new Uber to take me home so I wouldn't have to experience the long way and rude people on the phone and drivers for the access links	2/12/2025 2:54 PM
5	During the months of November and December I had a class to attend, I was rarely on time and one of the classes they had me there almost 2 hrs early, from what I had requested. Other times throughout the year, many time I had to wait a long time after the window that is given me. One driver didn't want to take me to the front of the store. We drove the parking lot a few times before I finally ordered him to stop and let me out. Some of your drivers aren't bilingual, and don't understand English to be able to communicate with a person.	2/12/2025 11:24 AM
6	See previous comment about reaggravating my back injury because of continued late pickups.	2/12/2025 9:23 AM
7	Take longer to go my return time and pick up more people in opposite directions where I'm going and longer trips	2/12/2025 8:26 AM
8	WE REQUEST A 9 AM PICK UP FOR 11 AM START OF WORK AND MOST TIMES HE IS STILL LATE FOR WORK WHICH PUTS MY ADULT CHILD AT RISK TO BE TERMINATED THUS DEFEATING THE PURPOSE OF THIS BUS SERVICE. THE RIDE HOME AT TIMES HAVE BEEN 3 HOURS OR MORE?	2/10/2025 10:09 AM
9	Occasionally they are a bit late. But that is to be expected. They get add-ons, traffic, and sometimes clients take a bit more time to get onboard and settled. That is to be expected. I don't mind being late on the return home, but I appreciate them being on time when I have to get somewhere for an appointment.	2/7/2025 1:23 PM
10	As stated tonight, there is no record of a return trip With UZURFV and according to the agent Elvis, whom I spoke with twice in status, I was told they have the trip. I am a disabled person and cannot share rides under medical supervision and cannot be put in positions like this.	2/6/2025 7:56 PM
11	Sometimes they give add ons in the middle of the route. Afternoon trups are sometimes up to 3 hours in length.	2/6/2025 11:50 AM
12	I don't like waiting or having other people travel with me beyond maybe one or two. I just want to go home or to my destination	2/6/2025 10:48 AM
13	I usually get crazy shared rides on the return trip	2/6/2025 10:35 AM
14	They never pick you up on time, and when they're early, they're ready to leave right away even though you tell them that they came 15 minutes early they tell you we got five minutes	2/4/2025 7:10 AM
15	Usually come 2hours before appointment time!	2/3/2025 4:00 PM
16	Always on time	2/3/2025 2:13 PM
17	There were a couple times I had to call the reservationist phone number because a vehicle was never dispatched for pick up.	2/3/2025 12:08 PM
18	If I'm on a van, it's takes too long going and coming! I like userv! If it's not a personal driver with their own vehicle, it sucks!	2/1/2025 10:00 PM
19	Only use return home because I don't want to get to my job early before it is open and I don't want to be late. The return home is often hard to schedule a desired time.	2/1/2025 12:15 PM
20	They arrive fine, but the pick ups are forever sometimes. Then they will drive right past my house to take me to the other side of the city before bringing me back home.	1/30/2025 10:35 AM
21	There was a time that it took almost an hour for me to return home because of too many stop over	1/29/2025 8:18 PM
22	All drive very profesional	1/29/2025 7:39 PM
23	It is ridiculous to have to schedule a ride 1.5-2hrs before and after an appointment to arrive at your destination.	1/29/2025 3:28 PM

24	test	1/29/2025 1:47 PM
25	Most of the time the A leg is after the windown	1/29/2025 1:00 PM
26	When a bus/van came to pick me up, sometimes there is a little uncomfortable seats or dropping schedule that the driver has to follow even we pass by to the place that I go. Drivers have to follow schedule and delays a little big may arrive on time. When UZUR service pick me up is fantastic and excellent all the way.	1/24/2025 8:29 PM
27	I am really pleased with this great transportation way. I do not know if you mention elsewhere, but I go to Catholic Mass every week, usually on Saturday, but on the list is not a word related to Church, prayers, or something related.	1/21/2025 7:50 PM
28	Great	1/19/2025 12:25 PM
29	They always arrived on time only being late by 5-10minute twice.	1/18/2025 12:26 PM
30	they arrive late and takes hours to get back home	1/18/2025 8:20 AM
31	The drivers mix up The Celebration Advent Hospital and the building next to it The professionsl Building.	1/17/2025 2:59 PM
32	I was treated unfairly for my last 4 trips. The scheduling went well. The super visor overseeing appointments just targeted my scheduled appointments and changed them. It was to discourage me from using the service that I had used without any incidents for over 20 years. I always knew the service that was provided wasn't perfect but it always tried to improve it throughout the years. I am so sorry that someone who should be helping people in need would use their position to jeopardize their drivers job and the riders ability to keep working through transportation challenges. Most of the drivers were very apologetic about what was going on. I wonder how long this type of behavior has been going on.	1/16/2025 10:53 PM
33	Rides to destination from my home, I'm almost always early to, which is fine and good. Pick up to go back home is rarely smooth, with pick up times being missed, late and early, and drivers not knowing where I am even tho I put a specific location. I also had, on more than one occasion, my driver never picked me up and when I called Lynx access to get the status of my driver it said "I was picked up" and then the dispatcher couldn't get a hold of figure out what happened to my driver.	1/16/2025 10:49 PM
34	If I needed to get somewhere by 1pm, 17 minutes from my house. I would be given options from leaving my house @10:30am or 1:30pm. 3 hour difference. If Access Lynx subcontracts to UZURV, why the scheduling problem?	1/16/2025 7:38 PM
35	Some of the workers are not friendly.	1/16/2025 5:46 PM
36	Spent 8 hours on Access Lynx for a 15 min doctor’s appointment a half hour drive from my home.	1/16/2025 4:55 PM
37	Picture up and return other customers on trip	1/16/2025 4:51 PM
38	This past Friday(10 Jan 2025) I was seen by my doctor early. It was 1pm and my UZERV ride was to arrive at 3pm. The doctor directed her staff to call and see if an earlier ride could be arranged. The new ride was arranged, and pickup time was originally set for 2:17pm. An AccessLYNX vehicle arrived at 2:47pm and I arrived home at 4:50pm. The dispatchers don't look ahead to see if your original reservation is more efficient than the new reservation.	1/14/2025 7:01 PM
39	My son has a subscription so he rides three times per week. So great to be able to track his ride on line. Most of the time the driver arrives in the window of his pick up time.	1/14/2025 10:09 AM
40	The few times they’ve been late, it was by less than ten minutes, but there have been times that the return trip has taken up to three hours. It turned a 1-hour appointment into a 6-hour trip.	1/14/2025 10:06 AM
41	No shows or arrive late	1/14/2025 9:53 AM
42	Sometimes I am 5 min from destination and they pick up other people and drop them off far away and then drop me off when they could of dropped me off and saved me over an hour.	1/14/2025 9:39 AM
43	Best trip to and from airport.	1/14/2025 9:05 AM

Q7 If you recently applied for or reapplied for ACCESS LYNX eligibility, how would you rate your experience?

Answered: 81 Skipped: 21



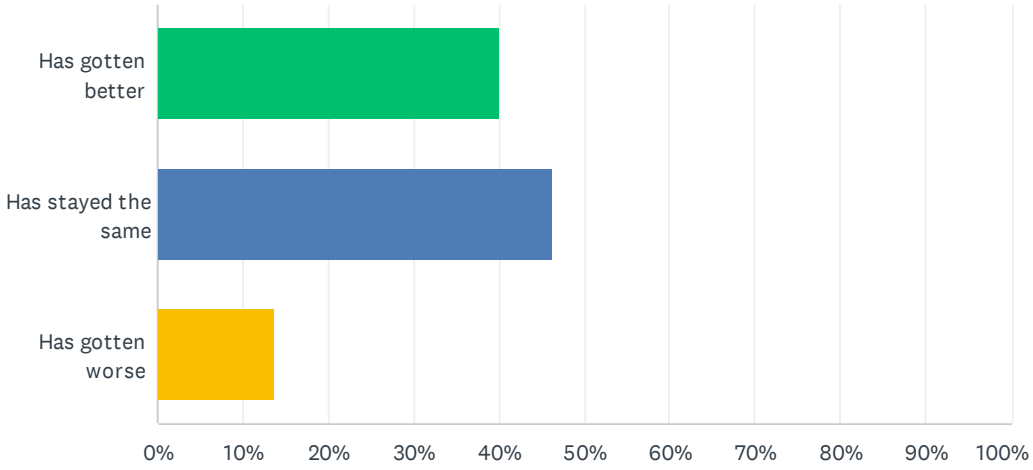
ANSWER CHOICES	RESPONSES	
Very satisfied	37.04%	30
Satisfied	35.80%	29
Neither satisfied nor dissatisfied	17.28%	14
Dissatisfied	3.70%	3
Very dissatisfied	6.17%	5
TOTAL		81

#	PLEASE TELL US ABOUT YOUR EXPERIENCE.	DATE
1	I think if you are reapplying your old application should be on file so the lynx personal could see what your status was. A lynx rep told me they are unable to see pass applications when reapplying. I also feel there should be a website set up so I can see my own application under my name..	2/14/2025 1:55 PM
2	N/A.	2/13/2025 7:55 PM
3	N/a	2/13/2025 4:11 PM
4	Being 81 and on SS, I wish I didn't have to pay $4.00 per ride and would love a discount after all these years.	2/12/2025 11:26 AM
5	HAVE NOT HAD THIS OPTION AS OF YET	2/10/2025 10:10 AM
6	Easy process.	2/6/2025 11:51 AM
7	The needs assessment was an annoying process. I felt like I was being treated like a liar or a child during the whole process. The therapists were nice but the overall assessment was	2/6/2025 10:49 AM

	demeaning.	
8	Same process every time. I think people with permanent disabilities should not have to renew every 2 years. The disability doesn't change or go away	2/6/2025 10:37 AM
9	No complaints there	2/4/2025 7:11 AM
10	not recent	2/1/2025 12:19 PM
11	N/A	1/29/2025 3:29 PM
12	When I needed the transportation assistance the most, after being released from the hospital and needing frequent post-op doctor visits, my original application was accepted after a few weeks. Being in a wheelchair and living alone, there was no way for me to get a ride.	1/29/2025 2:08 PM
13	test	1/29/2025 1:47 PM
14	N/A	1/29/2025 1:13 PM
15	Sometimes the evaluation of the application takes several days, but in the time average they are good doing the procedure.	1/24/2025 8:30 PM
16	satisfied	1/19/2025 12:25 PM
17	I have to get the form filled out by my doctor and I don't have insurance.	1/18/2025 8:21 AM
18	One of the associates won’t help me and some of them hang up the phone	1/17/2025 12:24 PM
19	It has been very enlightening. I never thought that I would ever see someone treat a public service like a personal business that they owned. Scary. Everything is good as long as you keep your head down and don't say anything.	1/16/2025 10:58 PM
20	The reapply process was very easy and they got back to me quickly as well. I spoke to one very sweet lady who explained what I had to do and that I wasn't going to be cut off of services, just that I was due for reapplication.	1/16/2025 10:52 PM
21	Return application back to me twice with sincerity	1/16/2025 4:54 PM
22	NA	1/15/2025 10:00 AM
23	My son Was born intellectually disabled and that will never change. Seems frustrating to have to do all the paperwork and a trip to the doctor every two years.	1/14/2025 10:11 AM
24	I did this around a year ago, but it was fairly easy from what I remember.	1/14/2025 10:09 AM

Q8 Thinking of your experiences over the past 12 months (January-December, 2024), how would you characterize ACCESS LYNX service?

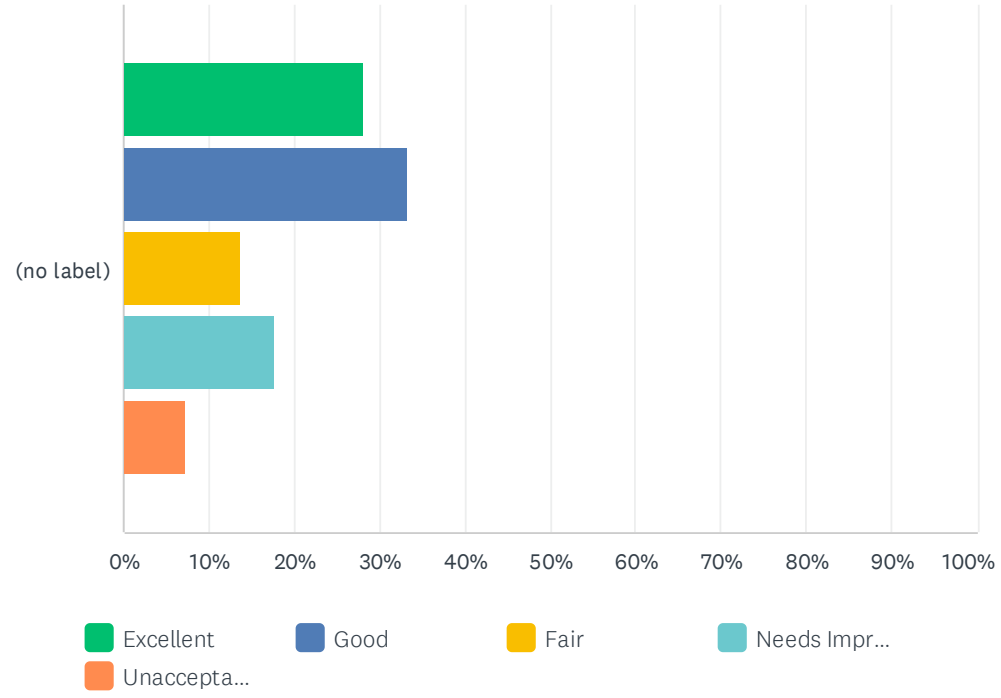
Answered: 95 Skipped: 7



ANSWER CHOICES	RESPONSES	
Has gotten better	40.00%	38
Has stayed the same	46.32%	44
Has gotten worse	13.68%	13
TOTAL		95

Q9 Based on your experiences between January 2024 and December 2024, how would you rate ACCESS LYNX service overall?

Answered: 96 Skipped: 6



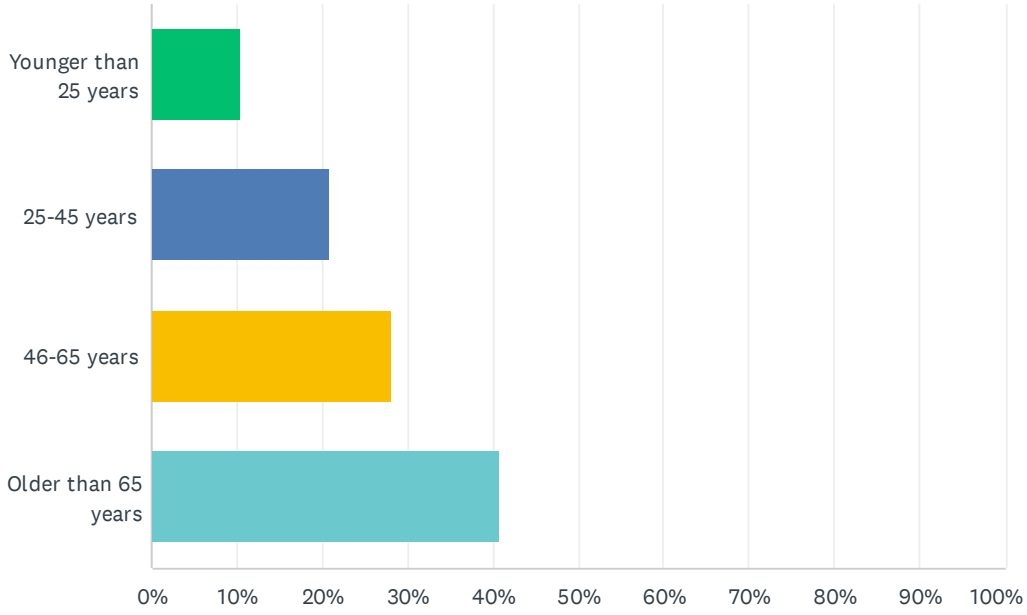
	EXCELLENT	GOOD	FAIR	NEEDS IMPROVEMENT	UNACCEPTABLE	TOTAL	WEIGHTED AVERAGE
(no label)	28.13% 27	33.33% 32	13.54% 13	17.71% 17	7.29% 7	96	2.43

#	PLEASE TELL US ABOUT YOUR EXPERIENCE:	DATE
1	Lynx has five different companies contracting under them but all five companies are following there own rules. Everybody needs to be on the same page,,with only lynx rules.	2/14/2025 2:00 PM
2	Most of the service is excellent, but there are a few drivers that pull it down. This is where it needs improvement and your vehicles also need to be given an overhaul.	2/12/2025 11:29 AM
3	UPDATE THE APP TO INCLUDE * DROP OFF BY CERTAIN TIME OPTION * AS CLIENTS NOT LATE TO WORK OR PICKED UP 1ST AND DROPED OFF LAST OVER 3 OR 4 HOURS LATER - THAT SHOULD NEVER BE AN ACCEPTABLE PRACTICE. THE FORM LETTER APOLOGIES FROM THE CONTRACTED VENDOR,(WHEN THEY ACUTUALLY RESPOND) THAT ARE GENERATED ARE JUST AS UNACCEPTABLE	2/10/2025 10:24 AM
4	Always assign UZUVF And find another soft way for people who are blind to reserve trips	2/6/2025 8:00 PM
5	I am pleased that the 7400's and up will have three point seatbelts in all occupant seating positions. I feel much safer on the 7400's. I also feel very safe on the 4000s and the 80000s because they have lap shoulder belts that fit properly. The 7100's, 7200's and 7300's are kind of dangerous with lap only belts. The lap shoulder belts on the 9000s are sometimes too loose and do not fit properly on me.	2/6/2025 11:54 AM
6	There needs to be better options very similar to what a rideshare would offer. Make it quick, simple, and not such a tedious process. It should not take 3 hours to do a 1 hour task.	2/6/2025 10:50 AM
7	Definitely needs improvement with scheduling and the order of some of the rides	2/6/2025 10:37 AM

8	I always have way too much attitude and if they don't care about their jobs whatsoever	2/4/2025 7:13 AM
9	Good if I can get a good pick up time	2/1/2025 12:20 PM
10	Takes me out of the way of the destination and sometimes drops me late	1/30/2025 3:00 PM
11	Although, I really appreciated access to the service, the constraints the drivers seem to face about the order of pick up's and drop off's, despite the location is the main reason I stopped using the service.	1/30/2025 10:37 AM
12	Considering the high demand from transportation , the services is very good. I am happy about it . Thanks for your effort and dedication	1/24/2025 8:32 PM
13	Very, very good.	1/21/2025 7:51 PM
14	Good Transportation	1/19/2025 12:26 PM
15	I just wish they could get all the rattles in the vans quoted down some the poor drivers will lose their hearing having to listen to the rattles all day .I understand that the rattles have to make some noise but not as much as they do	1/18/2025 12:33 PM
16	There standard response is “ well you do know it is a service” - a driver took me from Sanford to Winter Springs out of my way just to turn around and drive back to drop me offf - my home was 3.5 miles from my pick up point	1/17/2025 3:10 PM
17	I'm not sure anymore. I guess you're only as good as your weakest link.	1/16/2025 11:01 PM
18	The service is wonderful and I appreciate it completely, changes or not, and I think there is room for improvements. Some things I struggled with and would like to see a change in is, Better tracking of where our rides are, messaging system to the riders if they are early or gonna be a bit late, and extended scheduling (more than a day before) if ur going to the same place every week.	1/16/2025 10:59 PM
19	It is a great service but some of the drivers are rude and unprofessional.	1/16/2025 5:48 PM
20	Up and dow each trip Never consistent	1/16/2025 4:56 PM
21	See previous comments	1/14/2025 7:02 PM
22	Two drivers left him alone on the van while they went to get a drink. With that said, the other drivers are terrific. They are friendly and patient. It is nice to have the same drivers week after week.	1/14/2025 10:13 AM
23	Trying to schedule a ride has remained difficult and stressful, but once it’s scheduled my experience has been great!	1/14/2025 10:10 AM

Q10 What is your age?

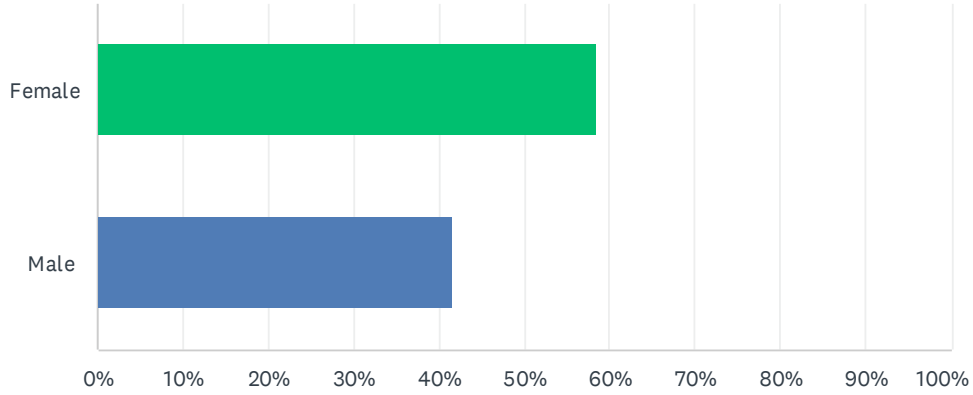
Answered: 96 Skipped: 6



ANSWER CHOICES	RESPONSES	
Younger than 25 years	10.42%	10
25-45 years	20.83%	20
46-65 years	28.13%	27
Older than 65 years	40.63%	39
TOTAL		96

Q11 What is your gender?

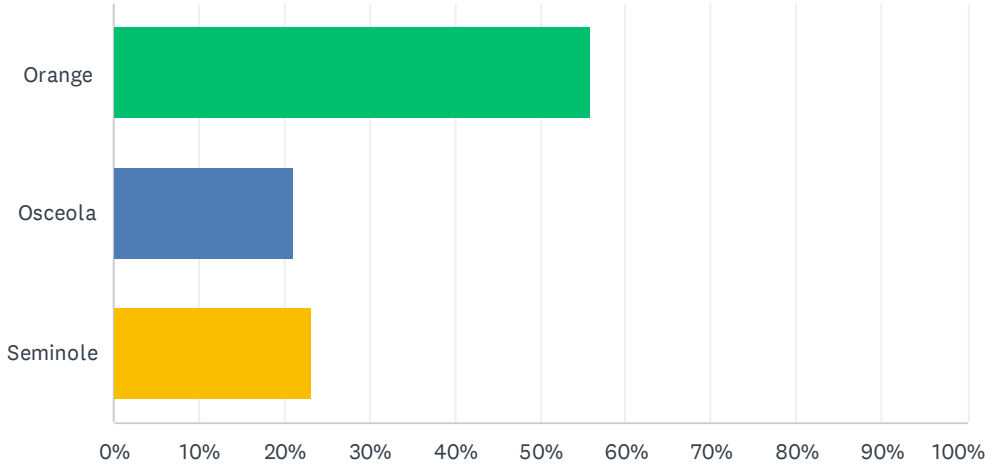
Answered: 94 Skipped: 8



ANSWER CHOICES	RESPONSES	
Female	58.51%	55
Male	41.49%	39
TOTAL		94

Q12 In which county do you live?

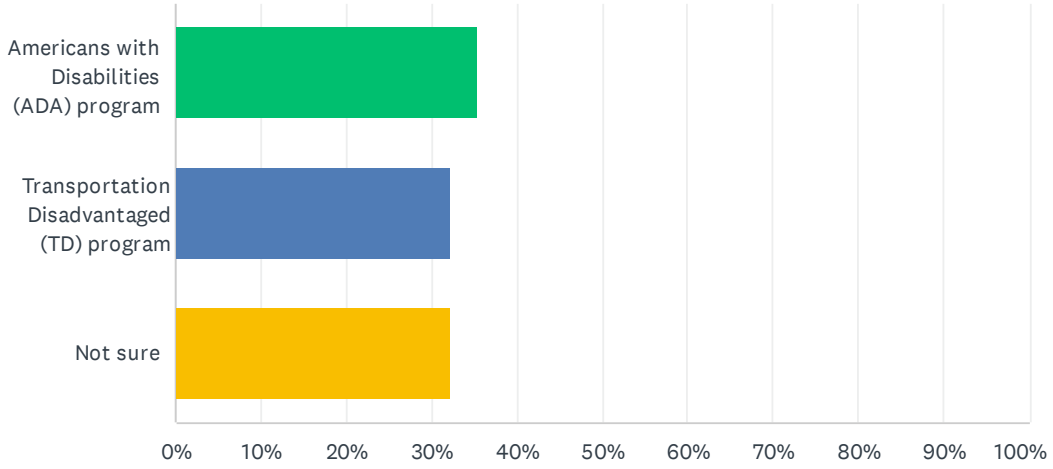
Answered: 95 Skipped: 7



ANSWER CHOICES	RESPONSES	
Orange	55.79%	53
Osceola	21.05%	20
Seminole	23.16%	22
TOTAL		95

Q13 How is your ACCESS LYNX eligibility classified?

Answered: 93 Skipped: 9



ANSWER CHOICES	RESPONSES	
Americans with Disabilities (ADA) program	35.48%	33
Transportation Disadvantaged (TD) program	32.26%	30
Not sure	32.26%	30
TOTAL		93

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Community Transportation Coordinator Evaluation and Access Lynx Rider Survey Results

June 12, 2025



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ACCESS LYNX

Summary of Rider Survey Results 2024



GENERAL SENTIMENTS



GRATITUDE

40% STAYED THE SAME

GOTTEN WORSE **14%**



MOST COMMON CONCERNS

1.



2.



3.



4.



5.





CUSTOMER RECOMMENDATIONS

- ✓ Reduce Call Hold Times
- ✓ Improve Scheduling & Routing
- ✓ Upgrade Vehicle Quality & Safety
- ✓ Enhance Driver Training
- ✓ Expand Real-Time Ride Tracking
- ✓ Improve Communication and Consistency
- ✓ Simplify Reapplication Process
- ✓ Offer More Flexibility for Last-Minute Changes
- ✓ Expand Vehicle Options

Thank You

ACCESS LYNX

Summary of Rider Survey Results 2024















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Community Transportation Coordinator Evaluation Results

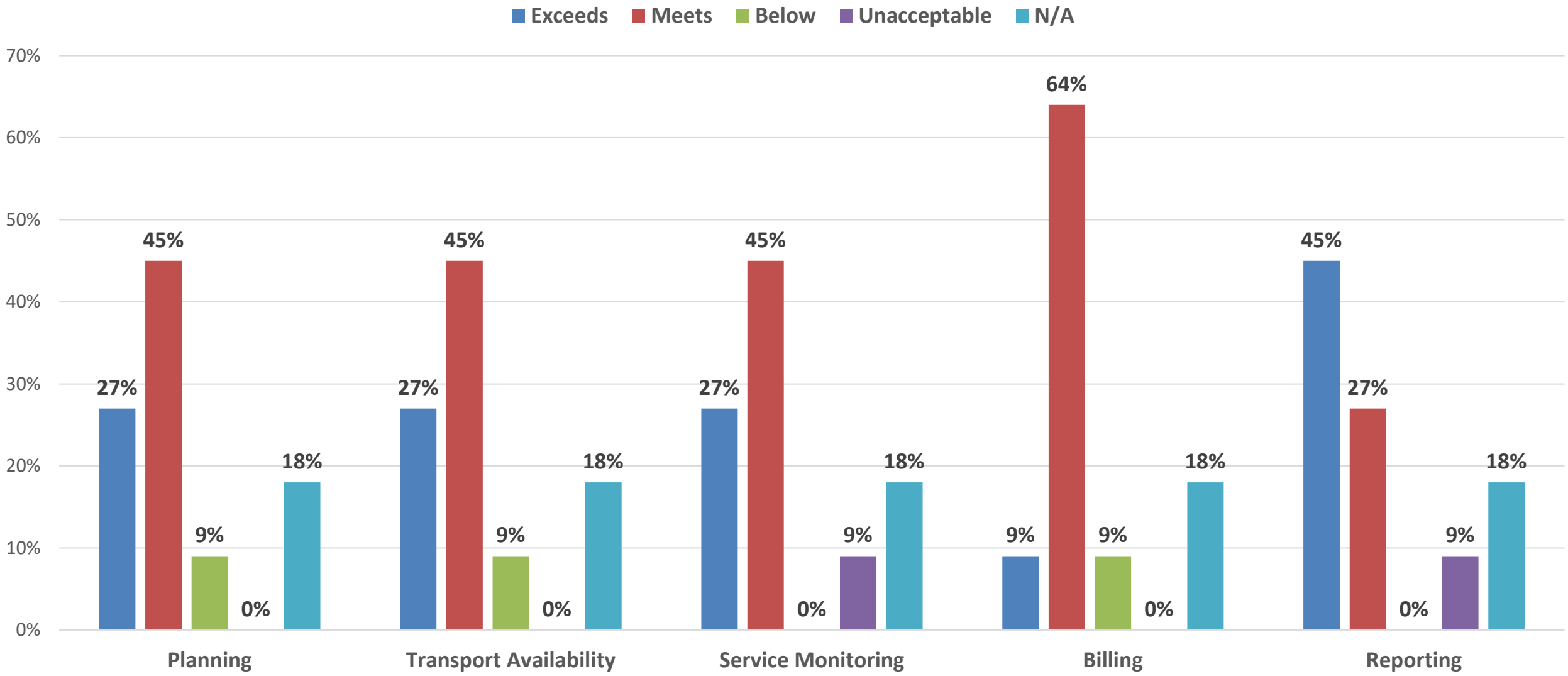
June 12, 2025



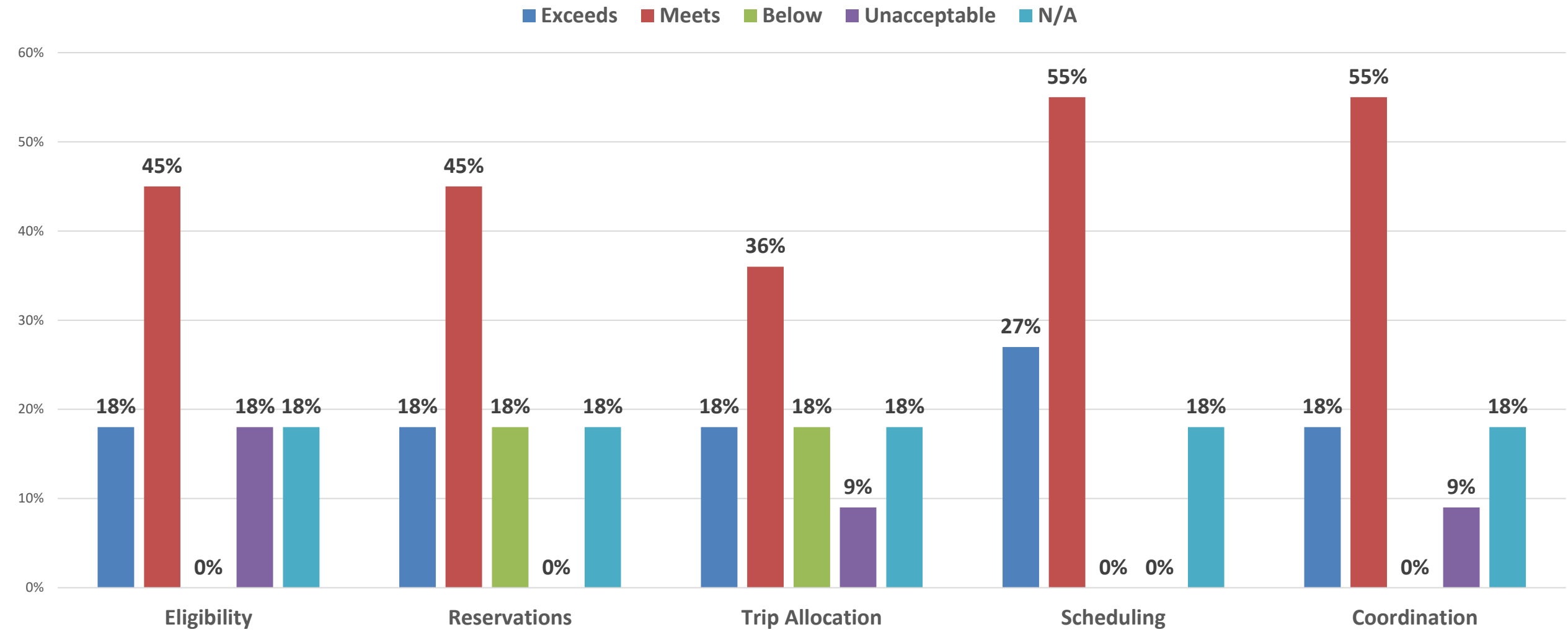
About the Evaluation

- Annual Requirement
- Purpose of the Evaluation
- Evaluation Method and Period
- Evaluation Categories

COORDINATION: Operations



COORDINATION: Administrative

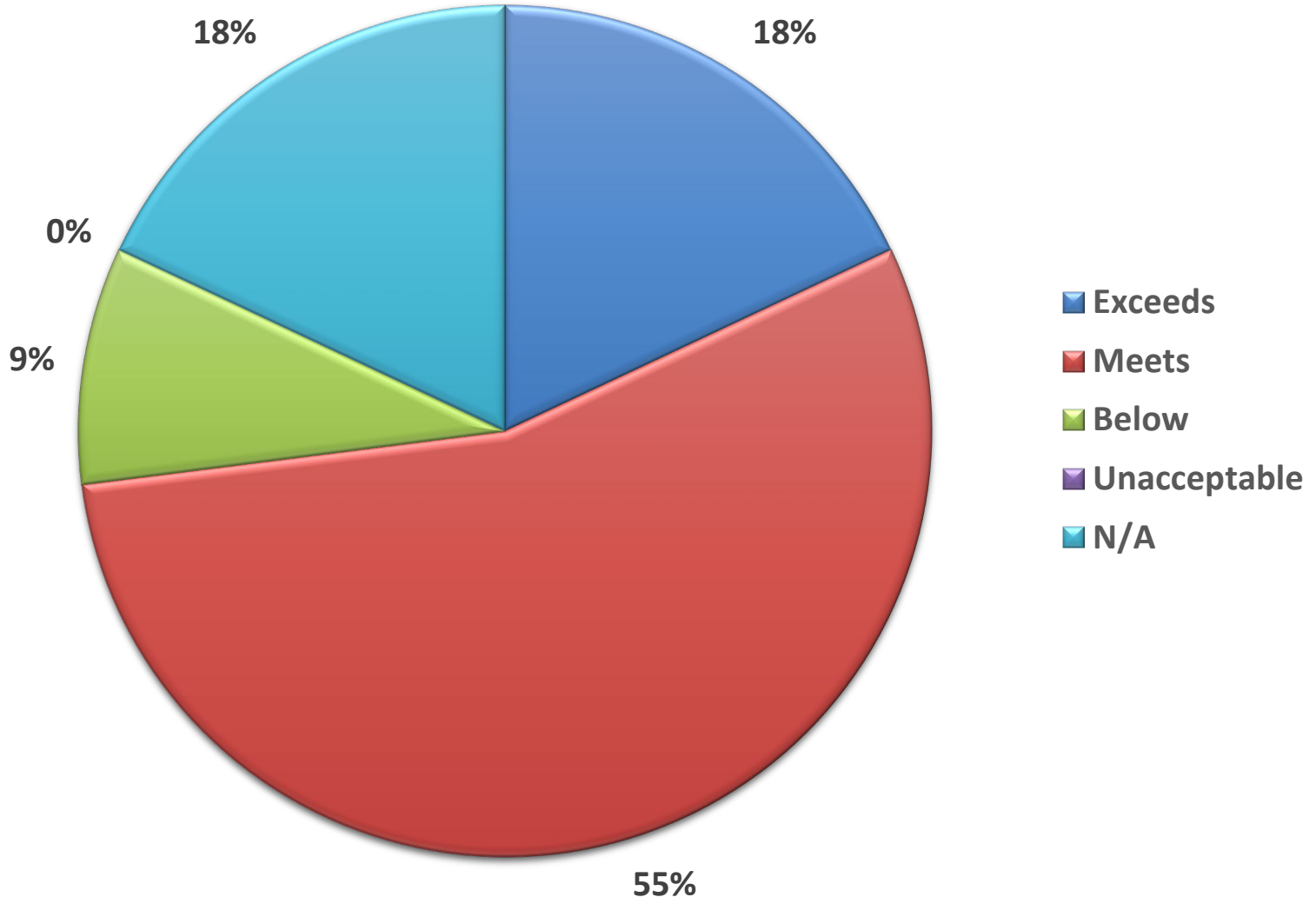


COORDINATION

- Multiple vehicles sent to same location (home) to transport multiple clients going to same location.
- Very responsive to the TDLCB and willing to make improvements.
- Wait times need to be better.
- Nothing is user friendly. No way to resolve complaints.



COST EFFECTIVENESS & EFFICIENCY



COST EFFECTIVENESS & EFFICIENCY



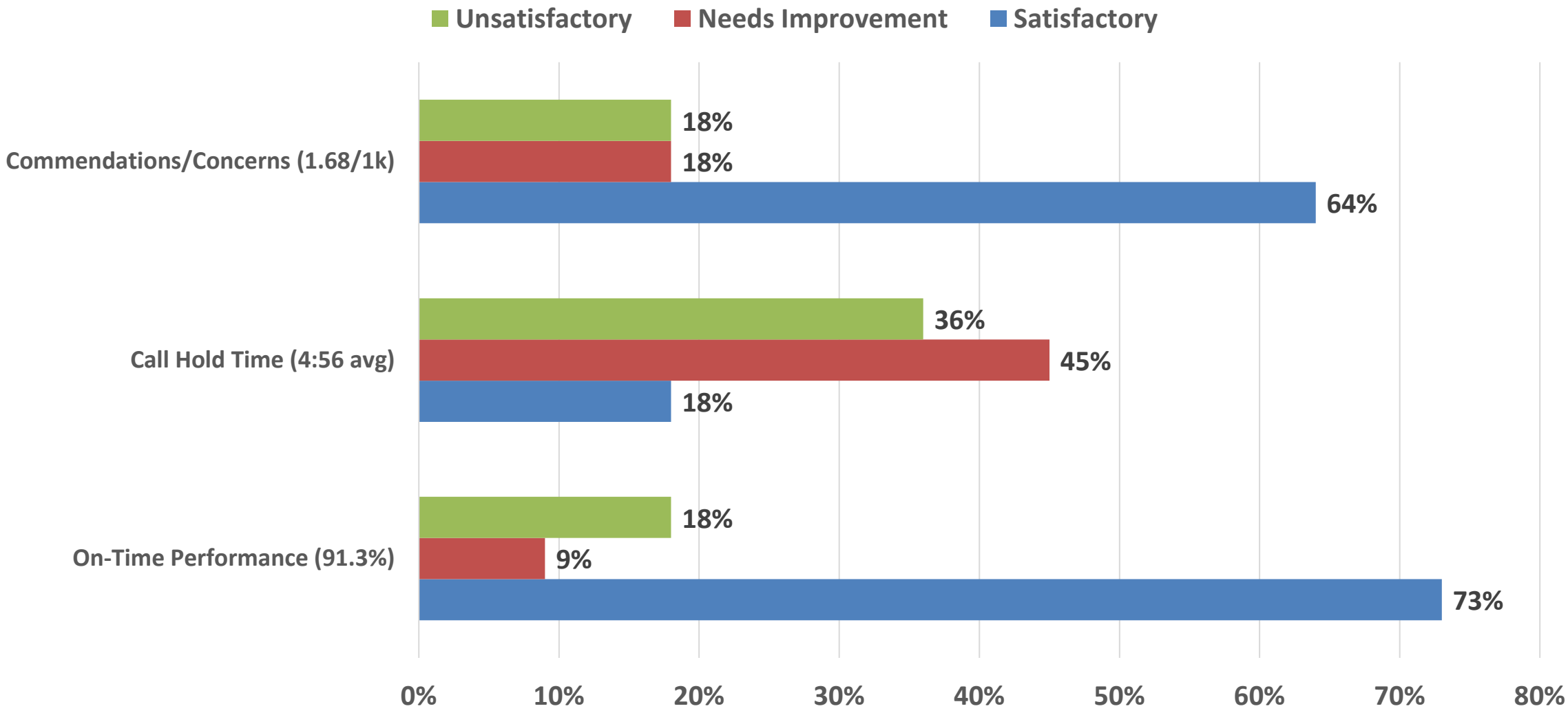
Interested in more detailed info about no-shows.



Access to insurance transport availability



LOCAL PERFORMANCE MEASURES



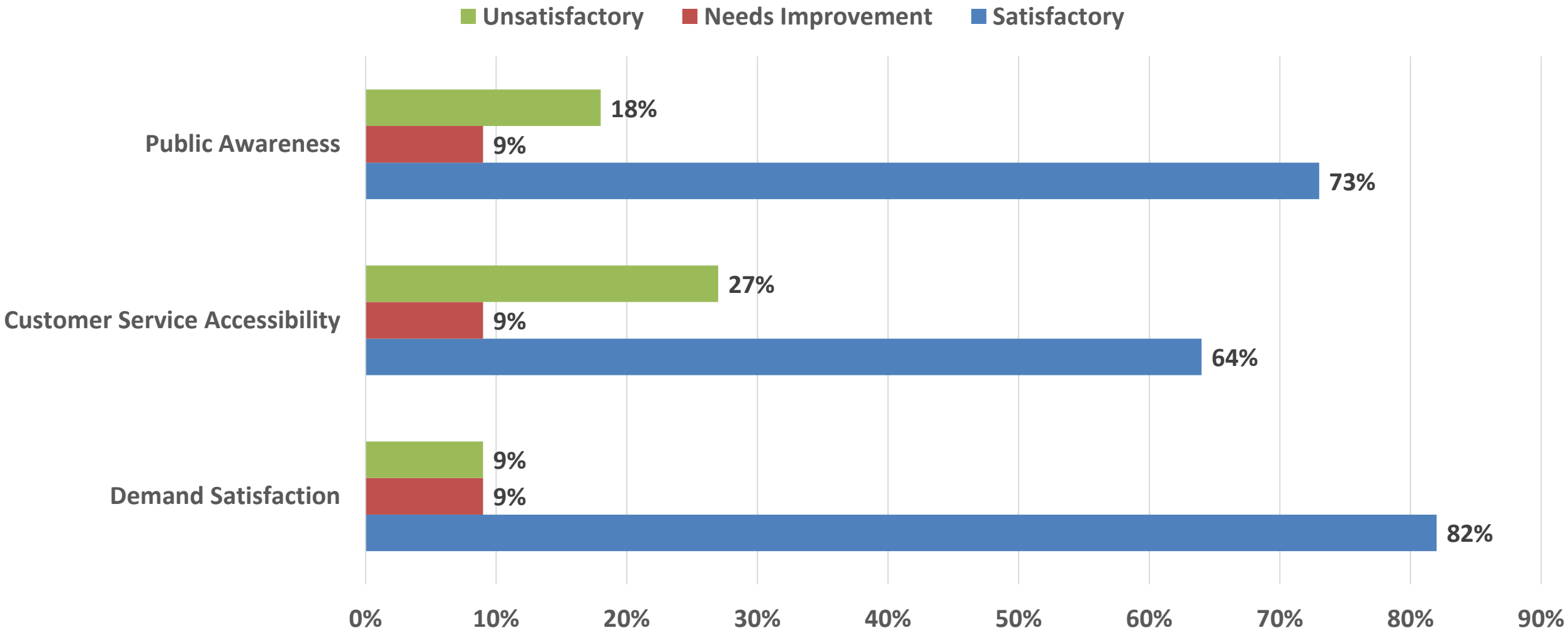
LOCAL PERFORMANCE MEASURES



- Suggestion to decrease number of trips being measured against from 1,000 to 500.
- 3 very important areas where Access Lynx is exceeding goals–great news!
- Suggestion: Clearly Communicate “BEST TIME TO CALL”
- Concerned with stats vs. experience



AVAILABILITY



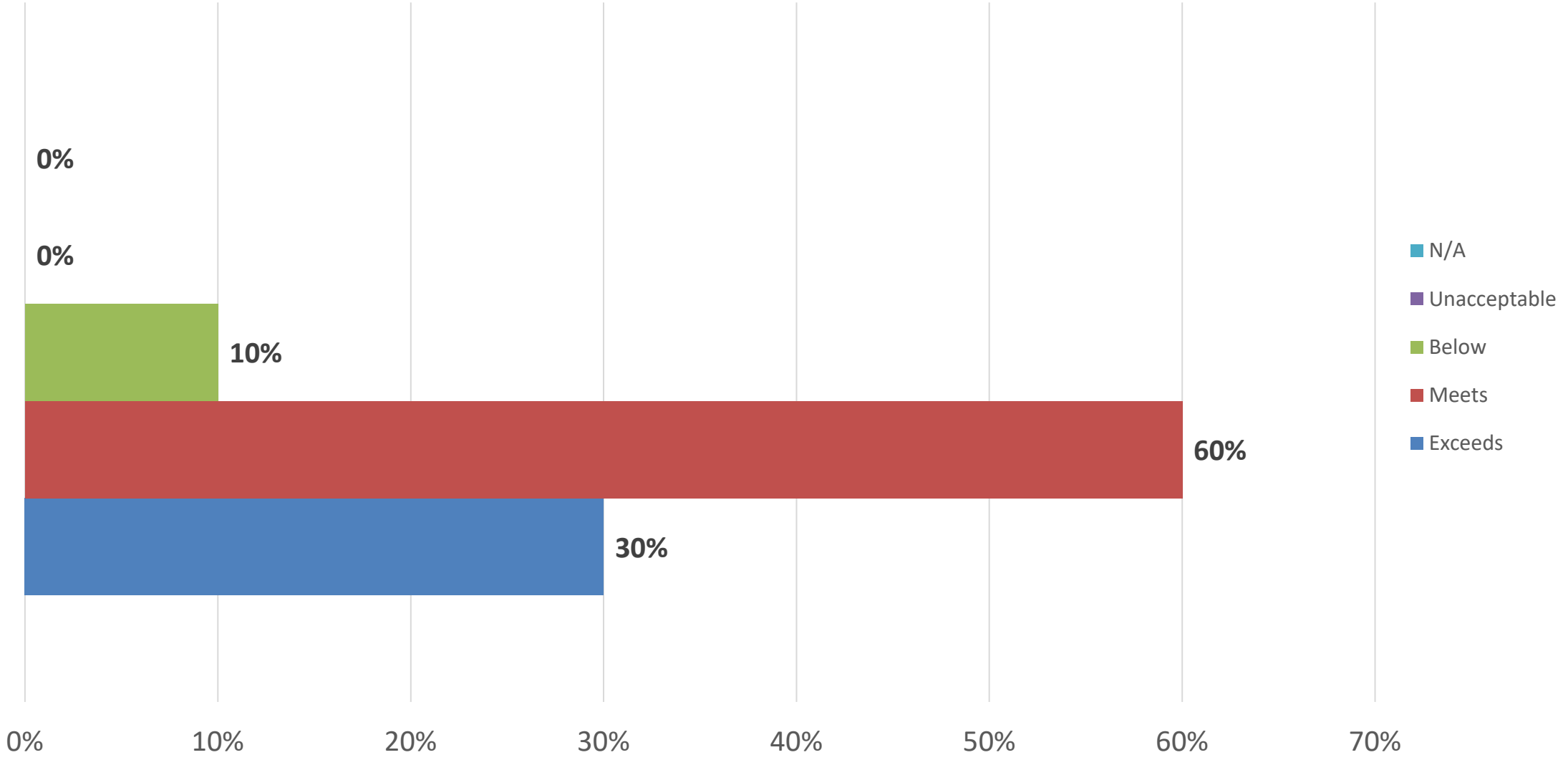
AVAILABILITY



- **Suggestion:** Consider conducting usability/utility workshops with the public as part of public awareness.
- Great job on stepping up on the Public Outreach effort.
- Longer call in times - especially earlier in the day. More outreach.
- Online reservation system never works appropriately.



OVERALL EVALUATION



OVERALL EVALUATION



- Improvements acknowledged; room for continued improvement.
- ACCESS LYNX goes above and beyond to accommodate riders.
- Major improvements in one year. Great job!
- More funding needed.
- Concerned with stats reported.



Areas for Improvement (Prioritized)

PRIORITY 1	Improve Call Hold Time
PRIORITY 2	Improve Wait Times/Scheduling
PRIORITY 3	Improve Customer Service
PRIORITY 4	Newer Vehicles, Maintenance & Availability

Thank You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