

# LYNX Board Agenda

Meeting Date: 1/24/2019  
Meeting Time: 1:00 PM

Central Florida Regional Transportation Authority  
455 N. Garland Ave.  
2nd Floor Board Room  
Orlando, FL 32801

As a courtesy to others, please silence all electronic devices during the meeting.

## 1. Call to Order

## 2. Approval of Minutes



Board of Director's Meeting Minutes 12/06/18

Pg 4

## 3. Recognition

## 4. Public Comments






- Citizens who would like to speak under Public Comments shall submit a request form to the Assistant Secretary prior to the meeting. Forms are available at the door.

## 5. Chief Executive Officer's Report



## 6. Oversight Committee Report

## 7. Consent Agenda


### A. Request for Proposal (RFP)

- i.  Authorization to Release a Request for Proposal (RFP) for General Planning and Related Consulting Services for Transportation and Financial Planning for a Not to Exceed Amount of \$3,248,440 Pg 19
- ii.  Authorization to Release a Request for Proposal (RFP) for the Purchase of Electronic Fareboxes and Paratransit Validators for Acceptance of Fare from Cash, Smart Cards, and Mobile Ticketing Pg 22
- iii.  Authorization to Release a Request for Proposal (RFP) to Procure Consulting Services to Conduct a Mobility Services Operational Efficiency and Impact Analysis for LYNX and Develop a Comprehensive Plan for Implementation for a Not to Exceed Amount of \$300,000. Pg 24
- iv.  Authorization to Release a Request for Proposal (RFP) for Legal Services for Workers' Compensation and Auto and General Liability Insurance Claims Pg 26
- v.  Authorization to Release a Request for Proposal (RFP) for a Third Party Administrator for Workers' Compensation, Auto and General Liability and Subrogation (Recovery) Claims Pg 28


### B. Award Contracts


- i.  Authorization to Award a Contract to Bishop Construction for Concrete Replacement and Repairs to the Lynx Bus Wash Exit Pg 30
- ii.  Authorization to Award a Contract for Occupational Health Services with Care Spot of Orlando/HIS Urgent Care, LLC d/b/a CareSpot Urgent Care, for a Not to Exceed Amount of \$300,000 for a Period of Three (3) Years with the Option to Extend for Two (2) One (1) Year Periods Pg 32


### C. Extension of Contracts


- i.  Authorization to Exercise the Third Option Year on Contract #15-C13 with DoubleMap, Inc. Pg 34


### D. Miscellaneous

- i.  Authorization to Purchase Three (3) Replacement Buses for Paratransit Service Pg 36

- ii.  Approval of the LYNX Board of Directors Meeting Dates for 2019 Pg 38

- iii.  Authorization to Enter into an Agreement with Pinellas Suncoast Transit Authority (PSTA) for the Use of a 60' Articulated Bus for a One Day Demonstration Pg 40


-Attachments 

- iv.  Authorization to Increase Contracts Not-to-Exceed Total from \$1,500,000 to \$5,100,000 for all Contracts Awarded by the Board on May 24, 2018 for Transportation Network Company Alternative Transportation for Mobility Services for a Period of One (1) Year with the Option to Extend for Four (4) One (1) Year Periods Pg 47


## 8. Action Agenda

- A.  Ratification of the LYNX Board of Directors Action Agenda for September 27, 2018 Pg 49

-Attachments 

- B.  Authorization to Amend Funding Partner Agreement with Orange County for FY2019 for \$72,514 Pg 61

-Attachments 

- C.  Authorization to Amend Bus Service Agreement No. 18-C144 with Lake County for \$25,058 Pg 67

-Attachments 


- D.  Authorization to Amend Funding Partner Agreement with Seminole County for FY2019 for \$168,932 Pg 69


-Attachments 

- E.  Election of LYNX Board of Directors Officers Pg 73


## 9. Work Session

## 10. Information Items

- A.  Notification of Settlement Agreement Pursuant to Administrative Rule 6 Pg 74

- B.  Public Comment Responses/LYNX BOD Meeting 12-06-18 Pg 76

-Attachments 


- C.  State Road 436 Transit Corridor Study - Project Update and Recommendations

Pg 108


-Attachments  

## 11. Other Business

## 12. Monthly Reports

- A.  Marketing Communications Report - December 2018

Pg 124

- B.  Planning and Development Report - January 2019

Pg 138

- C.  Ridership Report for November 2018

Pg 141

-Attachments 

Section 286.0105, Florida Statutes states that if a person decides to appeal any decision made by a board, agency, or commission with respect to any matter considered at a meeting or hearing, he will need a record of the proceedings, and that, for such purposes, he may need to ensure that a verbatim record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is to be based.

In accordance with the Americans With Disabilities Act of 1990, persons needing a special accommodation at this meeting because of a disability or physical impairment should contact Benjamin Gonzalez at 455 N. Garland Ave, Orlando, FL 32801 (407) 254-6038, not later than three business days prior to the meeting. If hearing impaired, contact LYNX at (407) 423-0787(TDD).

LYNX  
Central Florida Regional Transportation Authority  
**Board of Directors'** Meeting Minutes

PLACE: LYNX Central Station  
455 N. Garland Avenue  
Conference Room, 2<sup>nd</sup> Floor  
Orlando, FL 32801

DATE: December 6, 2018

TIME: 1:00 p.m.

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Members in Attendance:

Viviana Janer, Chair, Osceola County

Jerry Demings, Mayor, Orange County

Lee Constantine, Commissioner, Seminole County BoCC

Mike Shannon, Secretary, 5<sup>th</sup> District, Florida Department of Transportation

Members Absent:

Buddy Dyer, Mayor, Orlando

1. Call to Order

Chair Janer called the meeting to order at 1:04 p.m.

2. Approval of Minutes

Commissioner Janer moved to approve the meeting minutes of September 2018.  
Mike Shannon seconded. Minutes were unanimously approved as presented.

3. Recognition

Chair Constantine **called Bert Francis, Chief Financial Officer to speak about the CAFR Award.**

**Bert Francis called Donna Tefertiller to present the awards.**

**Donna Tefertiller recognized Ricky Gonzales, LYNX Maintenance Supervisor over the**

road ranger program for his 25 years of service. Ms. Tefertiller highlighted Ricky's professional accomplishments during his tenure at LYNX.

Every year about this time, the CEO recognizes and awards a department of the year. This year Mr. Johnson opted to recognize three employees instead for their due diligence and going above and beyond with the paratransit program. Mr. Johnson called Selita Stubbs, Chris Plumber and Joyce Larson to be recognized. He stated that these employees helped turn the program around. The on time performance went from roughly 80% to 92%. The paratransit trip cost approximately \$42 per trip and they helped identify providers where some of the trips were provided at \$15 to \$25.

Donna Tefertiller presented the CAFR Award to Nancy Navarro, Leonard Antmann and Bert Francis. This award of achievement for excellence in financial reporting is presented on behalf of the Government Finance Officers Association of the United States and Canada, for its comprehensive annual financial report. The certificate of achievement is the highest form of recognition in the area of governmental accounting and financial reporting and it's the 29<sup>th</sup> consecutive year LYNX has received this outstanding achievement.

#### 4. Public Comments

Chair Constantine called the first speaker to approach the podium remind them they have three minutes to address the board.

Chair Constantine called Scott Penvose who stated he wanted to defer his three minutes to Ismael Rivera, the President of ATU Local 1596.

Chair Constantine called upon Ismael Rivera and allowed him six minutes on the clock.

##### **Ismael Rivera:**

Ismael welcomed and congratulated Mayor Demings to the LYNX Board of Directors

Ismael stated that for the last 2 1/2 years they have had a few issues at this organization. He began with the maintenance department, stating they are short 18 to 20 mechanics and they are overwhelmed with work. The mechanics are being sent off premises to do work in other locations in the private sector.

He claimed that the staff does not have proper uniforms (rain gear and reflective vests) especially for road rangers. Some of them have it, but mechanics don't and they are supposed to get these at every contract. Ismael stated that they've had these conversations with their director, the CEO and with Mr. Stringer, the former Chief Operating Officer.

The maintenance department inhales the fumes from the buses on a daily basis and nothing is done about it.

Ismael stated they cannot be identified on the road with vests with no names. Some have the LYNX logo, some have transit official, but others do not. Within a couple of hours after a tragedy the team received about 150 vests.

Ismael indicated that the organization needed to get back to the way it used to be. There are positions and the training department does not produce a good product.

Ismael stated there were two unfortunate fatalities within the last three months. One of which was a suicide and all of the employees are affected. One of the operators committed suicide due to financial issues. He stated that LYNX had resources to assist operators through BMG/Payday Loans and the CEO took that away from the employees.

He asked what the protocol was to doing things they should be doing. He asked the board to go back to the way things used to be. He stated that the board has a duty and if the CEO cannot lead the organization, he suggested that they move on and get somebody who can lead the organization the way they were at one time. He said he hears the agendas and sees everything but the needs of a bus operator. They have spoken about protective glass to avoid operators from getting assaulted, and nothing was done. In closing he stated that he will not stand there and represent his members, and all the employees of this agency, while everybody else gets congratulated and honored. "What about the people that move the system"?

### **Vicky Vargo**

Vicky Vargo, 3800 Winged Foot Court Orlando. Congratulated Mayor Demings on his recent election. Ms. Vargo addressed the board with her concerns on the Rosemont Superstop. She stated she had visited the board at the last meeting and is concerned that nothing has changed. There are issues that were discussed two years ago, and they still don't have answers. Rosemont is the second most used ridership, second only to the Disney locations, so the plans for Rosemont improvements includes six seating areas that will sit between six to twenty-four people. They need seating for fifty people and she had shared some ideas. Crime and homelessness is a big concern and they take over the Superstop and there's no plan to address it.

Ms. Vargo stated that LYNX makes a big deal out of title IX ridership and given that Rosemont is one of the largest ridership of title IX in the system, they are not seeing any care capacity.

Chair Constantine asked the director to provide a report at both the next oversight meeting and the next board of directors meeting with a plan of action. In addition he requested a report on what is being done with the issues Ismael Rivera brought to the board of directors meeting to include the vests, mechanics and the situation at hand.

### **Jonathan Sebastian Blount**

Mr. Blount welcomed Mayor Demings to the LYNX board of directors, and commented

on his presentation. Mr. Blount stated that he represents a Caribbean American Passport News Magazine, where he wrote an editorial about hygiene for the homeless and continues to advocate for them.

Mr. Blount is working with SALT, Service and Love Together, which has a mobile hygiene unit to provide showers, a toilet, sink and clean clothes to many homeless. They are in need of additional financial support to be able to finance bringing more facilities to those in need and he is hopeful that this organization will consider assisting them. Mr. Blount said they work only with donations.

### **Cynthia Harris**

Cynthia Harris, 12 Channing Avenue, Orlando, addressed the board with some concerns that have been ongoing with transportation. She has been riding the bus on a regular basis for over 30 years, when buses ran every 30 minutes. Ms. Harris stated that now that we have new leadership, that we hold our county and city government accountable for additional funding to address the transportation issues, to serve the needs of the people that are in our community. She would like to see buses back in the community every 30 minutes with access to connect to Sunrail.

Ms. Harris asked the board to consider hiring more drivers, and to put more covered areas (shelters), especially in the west side of the community.

### **Katherine Nobles**

Katherine Nobles, 3894 N. Lake Orlando Parkway in Orlando. Ms. Nobles also congratulated Mayor Demings on his new role as Mayor. She is the president of the Lake Orlando homeowners Association. Ms. Nobles stated she was going to dovetail off of Vicki Vargo's comments, because she lives there and has been lobbying with Commissioner Robert Stewart and now the CEO, Edward Johnson and his staff for years on this Superstop in their community. They had requested the Superstop get moved because the location is just not conducive for being there, but if it has to remain at that location due to title IX, then they should provide proper service.

Ms. Nobles stated that she knows that LYNX is working on a plan, but they'd like to see the plan to make sure that their ridership has what they deserve in the community. There is also the concern for safety around that bus stop. The trash is bringing their neighborhood down and they would like to see the progress that they've been asking for.

Chair Constantine thanked the speakers and requested to the Executive Director to have a report in the next meeting. He stated that the meetings will be held every month, which will help with a response time in the future.

## **5. Chief Executive Officer's Report**

Chair Constantine called on Mr. Johnson to provide his CEO Report.

Mr. Johnson stated that LYNX got a lot of good feedback from our public comment section and that he will provide an update to each of the board members early next week. He welcomed Mayor Demings to the board of directors on behalf of the LYNX employees and welcomes his leadership.

Mr. Johnson spoke about the tragedy of operator Prosper Nazaire, and stated that LYNX lost him in a very tragic way and asked for prayers for his family and close friends and said he will provide the arrangements for his final resting place, as soon as he gets the information.

Mr. Johnson invited the board members to visit the back platform to see the new electronic signage at each of the operating bays. These electronic signs give the Bay number as well as provide the bus number that goes into those bays. These signs also provide advertising opportunities.

## 6. Oversight Committee Report

Chair Constantine called Commissioner Janer to provide her Oversight Committee Report.

Commissioner Janer reported that the LYNX Oversight Committee met yesterday morning and they heard several presentations and are recommending that the Board of Directors act upon Items: C2 Authorization to increase Contract 15-C12 for Cherry Bekaert, LLP by \$7500 for one year to comply with the FTA and TD requirements; Item B6 Authorization to award contract for fresh food traditional vending and related services with Compass Group USA at no cost to LYNX for a period of three years with the option to extend two (2) one (1) year periods. They requested that the authorization to release a request for proposal for state and local lobbying services and the authorization to request a proposal for general counsel be pulled from the Consent Agenda and placed under the Action Agenda today. There was also a request for a presentation on the status of the reserves and budget implications.

Pat Christiansen added that there was also discussion on the Oversight Committee and Board of Directors Meeting dates.

Commissioner Janer stated there was an extensive discussion to keep the Oversight and board meeting dates as they are now, keeping the Oversight the same morning as the LYNX board meeting and that important items be brought to that oversight committee the month prior for consideration. She requested that correction be noted and clarified for when we set those dates and that is item C 9, starting on page 67, those dates should be reflective of the same date as our Board of Directors meeting starting at 10 a.m. The clarification is that we ratified the dates in the Oversight meeting will be on Tuesdays versus the Thursdays as we voted on in yesterday's Oversight Committee meeting minutes. So, she requested that this consent agenda item be corrected and reflect same date as the board meeting.



Commissioner Janer stated for the record that they approved the approval of this agenda item on January 24<sup>th</sup> for both the Oversight meeting and BOD meeting. They approved the January 24<sup>th</sup> meeting and will come back to the Board in January and approve the rest of them after the board members have had an opportunity to look at their calendars to have the Oversight Committee the same day at 10 a.m. with general meeting at 1 p.m. If there are any important items that need to be discussed long-term that those items be brought up at the earlier Oversight meeting or the month before. If it's going to be on the agenda the next month. She asked the general counsel if we needed to make a motion for this and Pat Christiansen responded that they just needed to accept the report.

Chair Constantine accepted the report.

## 7. Consent Agenda

Chair Constantine stated there were two RFP's under the consent agenda. An RFP for vanpool support for three years with the option to extend two (2) one (1) year periods, and also the authorization to release a request for proposal for a board agenda management program. Commissioner Constantine said he will combine those two for an approval.

Mike Shannon moved to approve, Commissioner Janer seconded. Motion passes.

### A. Awards Contracts

Chair Constantine requested approval on the award of contracts from one through six under the awards contract.

- I. Authorization to Award a Contract for Background Screening Services to Employers Choice On Line for an Amount Not to Exceed \$150,000 for a Period of Three (3) Years, with the Option to Extend for Two (2) One (1) Year Periods
- II. Authorization to Award Contracts for Executive Search and Recruitment Services with Multiple Consultants for a Not to Exceed Amount of \$150,000 for a Term of Three (3) Years with the Option to Extend for Two (2) One (1) Year Periods.
- III. Authorization to Award a Contract for the Installation, Repair and Removal of LYNX Transit Shelters and Associated Amenities to Barracuda Building Corporation for a Total of Two (2) Years for a Not-to-Exceed Amount of \$1,440,000.
- IV. Authorization to Award a Contract for Digital Camera Purchase, Installation, Repairs, Maintenance and Related Services with GC&E Systems Group, for a

Period of Three (3) Years and the Option to Extend for Two (2) One (1) Year Periods.

- V. Authorization to Award a Contract for Insurance Brokerage Services with Arthur J. Gallagher Risk Management Services, Inc., for a Period of Three (3) Years for a Not to Exceed Amount of \$120,000.
- VI. Authorization to Award a Contract for Fresh Food, Traditional Vending and Related Services with Compass Group USA, Inc. at No Cost to LYNX, for a Period of Three (3) Years with the Option to Extend for Two (2) One (1) Year Periods.

Commissioner Janer made a motion for approval. Mike Shannon seconded the motion, the Award of Contracts from one through six passes.

#### B. Miscellaneous

Chair Constantine stated he is seeking a motion to approve the miscellaneous items C-1 through C-13. Item C-14 will come back to the board for approval in the January meeting.

Commissioner Janer moved to approve with the exception of item C-14 approval of the LYNX Board of Directors meeting dates for 2019 as they approved only the January 24th date for both the Oversight and LYNX Board of Directors meetings with the later dates to come back to the Board at the next meeting. Mayor Demings seconded. Motion passes unanimously.

#### 8. Action Agenda

- A. Authorization to Release a Request for Proposal (RFP) for Legal Services

Chair Constantine asked Mr. Johnson to address the board with the Authorization to release a request for proposal for legal services.

Mr. Johnson stated that it was requested by the Oversight Committee members to bring the RFP for legal services back to the board for discussion.

Commissioner Janer stated that the motion was to bring the release for the RFP for General Counsel and then further a discussion on the additional legal services. This required clarification because it was marked differently.

Mr. Johnson stated that LYNX was seeking authorization to release an RFP for General Counsel Services.

Viviana Janer stated if that's the only permission that he is requesting, she moves for

approval. Mayor Demings seconded. Motion passed unanimously.

B. Authorization to Release a Request for Proposal (RFP) for State and Local Lobbying Services.

Mr. Johnson stated that Ms. Tiffany Homler, the Chief Administrative Officer would provide the presentation.

Ms. Homler stated that this request is to release an RFP for state and local lobbying services to secure additional funding. LYNX is requesting to release the RFP, establish a source evaluation committee with the appointees from the governing board members and bring back the legislative priorities to the board members in January.

Ms. Homler stated that LYNX used to have an in-house government affairs director at the same time, they were supplemented by contract lobbyists. Five years ago, there was a change in how LYNX procured local lobbying services, they had four on a task authorization basis. The strategy moving forward is to have either one or a team with a prime. They would provide the specialties that LYNX needs.

Commissioner Janer stated that she recalled setting those goals for lobbyist and it was very successful bringing back money due to the I4 construction and it is a good investment.

Ms. Homler confirmed that it was a one million-dollar return, she also stated that it is the same budget as previous years.

Commissioner Janer moved to approve, Mayor Demings seconded. Motion passes.

C. Authorization to Implement the January 27, 2019 Proposed Service Changes.

Chair Constantine called Bruce Detweiler to present the 2019 Proposed Service changes.

Bruce Detweiler, Manager of Service Planning for LYNX stated he was seeking authorization for the January 2019 service changes, which will take effect on January 27<sup>th</sup>. The majority of these changes involve minor adjustments to improve on-time performance and connections with other routes. In addition, LYNX will be introducing LYNX 709, a Kissimmee connector, which will operate weekdays only to connect the Kissimmee Intermodal station, Sunrail to major points of interest in the downtown Kissimmee area.

Commissioner Janer moved to approve, Mike Shannon seconded, motion passed unanimously.

**D. Authorization to Initiate Public Outreach Process for Fiscal Year 2019 Proposed Service Changes.**

Ms. Tiffany Homler, Chief Administrative Officer stated that LYNX is seeking authorization from the board to plan service changes for the upcoming year. As part of the service changes, there will be a public outreach and public involvement to get the users and the funding partners input on these changes.

Commissioner Janer motioned to approve. Mayor Demings seconded. Motion passed unanimously.

**E. Authorization to Extend the General Planning Consultant Services Contract #14-C18 with HDR Engineering, Inc. to Complete the Route Optimization Study and Implementation**

Ms. Homler presented the request to authorize the extension of contract with HDR to start the development of the route optimization system implementation plan. The implementation plan will scale it back to a budget friendly adoption for fiscal year 2020 as well as a bus stop consolidation effort. They recently wrapped up the scope of work with the first contract in November. Their effort over the last two years was a major transit development plan update that was required by the DOT.

Commissioner Janer moved to approve, Mike Shannon seconded, motion passed unanimously.

Chair Constantine asked Ms. Homler to take items F through K, to move the meeting along and they will discuss each if there are any questions after each, and a motion will be taken at the end.

Commissioner Janer stated that none of the blue sheet items have a contract amount and she did not feel comfortable. There is a budget amount of \$3 million for FY19 for all the contracts, but none of the RFPs have suggested contract amounts.

Ms. Homler indicated that there is a project list which defines what makes up that \$3 million for FY19.

Chair Constantine asked that they bring these items back to the board in January to allow them time for review with the specifics.

Commissioner Janer recommended that LYNX reach out to the East Central Florida Regional Planning Council to see if they are willing to assist us with item F, which is the RFP for General Planning and related consulting services for geographic information systems or GIS, and item K, General Planning related consulting for urban design. She stated that both Commissioner Constantine as well as herself are committee members

of ECFRPC and has seen them do many projects of this nature.

Chair Constantine stated he would appreciate LYNX take a look at that and come back in January and let them know if that is possibility, and if not, then let the board know why.

Ms. Homler stated she would bring back information to the board in January.

Pat Christiansen, legal counsel requested clarification on the items approved.

Chair Constantine replied that Item D was approved and items F through K will be deferred until the next board meeting in January with more information from Ms. Homler and the executive director.

- F. Authorization to Release a Request for Proposal (RFP) for General Planning and Related Consulting Services – Geographic Information Systems (GIS).
- G. Authorization to Release a Request for Proposal (RFP) for General Planning and Related Consulting Services – Organizational Efficiency / Business Process Analysis.
- H. Authorization to Release a Request for Proposal (RFP) for General Planning and Related Consulting Services – Transportation and Financial Planning.
- I. Authorization to Release a Request for Proposal (RFP) for General Planning and Related Consulting Services – Technical Studies
- J. Authorization to Release a Request for Proposal (RFP) for General Planning and Related Consulting Services – Safety and Security Planning.
- K. Authorization to Release a Request for Proposal (RFP) for General Planning and Related Consulting Services – Urban Design.

Ms. Homler will bring back reports about how, why and if we can do the work with in-house East Central Florida Regional Planning Council on items F and K.

Commissioner Janer moved to approve, Mayor Demings seconded, motion passed unanimously.

## **9. Information Item**

Chair Constantine stated that the information items are for review purposes only.

Commissioner Janer expressed her concern with item C under the Information Items section; whereas Commissioner Constantine signed the September 2018 Board of Director's Agenda memo.

Commissioner Janer requested clarification on the memo, which was to approve the September 2018 Board of Directors meeting agenda. This statement reads more than just the approval of the budget, which she understood was a financially exigent circumstance, but could not understand the entire agenda falling under that category.

Chair Constantine said that he felt it was just a stopgap measure until the next meeting. He understood Mr. Johnson was just suggesting approval to have the funds to operate over the following month.

Mr. Johnson stated that it was to ensure LYNX activate the new budget so they can send out the budget request and funding request to all of the funding partners.

Mr. Johnson asked the Chairman to execute the agenda to also allow LYNX to issue RFP's because they had contracts that were expiring and to also make sure that they had the budget moving forward. He also stated that they removed the pension plan waiver of collective bargaining from the agenda.

Chair Constantine felt that he was just activating the budget. He would like to have further discussion on the budget as well as on the reserves, so that the board members feel comfortable and assured LYNX that he does not wish to be put in that situation again.

Commissioner Janer informed the chairman that there was a request at the Oversight Committee to make and amended their duties, so if there is ever a situation such as this one of a financially exigent circumstance, and the Board is not able to meet, that the item be brought forward to the Oversight Committee and that will make the chairman feel comfortable.

Pat Christiansen stated that this has caused some concerns, when these items have come up in the past, the chairman would contact legal counsel and they would send the chairman an email as General Counsel indicating that the request fell under the parameters of the regulations and is in accordance with the regulations.

Mayor Demings added, since there is a difference of opinion to what the Chairman thought he was signing, he asked if it would be appropriate to have the full board revisit the full budget, to clear the issue moving forward.

Chair Constantine stated he is requesting a full and complete report at which time they can take a motion and formally approve it at the next board meeting.

Commissioner Janer moved to approve to accept the informational items, Mayor Demings seconded. Motion passed unanimously.

## **10. Monthly Reports**

Chairman Constantine stated there were three monthly reports and no action was required.

## **11. Other Business**

### **A. Update on LYNX FY2019 Reserve Analysis**

Bert Francis gave a perspective of what LYNX has been doing with reserves for the last couple of years. LYNX has had to use the reserves to balance the budget. In FY 2017, LYNX used \$4.2 from reserves to balance the budget and used reserves again in FY 2018.

The discussion yesterday was how much of the reserves is LYNX going to use in FY 2019. LYNX had previously presented about 6 1/2 million. Over the last three years, LYNX has had to tack the reserves for about \$15 million dollars, which has obviously driven down the reserve balance. In the past, the Board has been concerned about making budget amendments and Commissioner Janer has requested a more accurate count. LYNX came to the Board at budget time, which is a good idea, if you're going to make an amendment to the budget, it's good to see how it impacts the reserves.

LYNX continued using the funding model that they used in the past. The funding partners wanted to maintain their level at about 3 1/2% increase. Maximizing current service levels for the continuation of our ongoing efficiencies is a challenge. LYNX started off with these basic assumptions and the Board said they don't want LYNX to increase fares, but want us to continue to use preventative maintenance only at a certain level. That's a challenge because the more use of preventive maintenance, the less we have to use the capital to buy buses for replacement. We want to continue to maximize all our state operating assistance and then we could try to generate more revenue such as advertising. We pumped that up a little bit to 2.3 million, in the other revenues, we continue to do all the things we can to generate revenue. We try to maximize rebates. We try to look for investment activities and we were successful. We've generated about 10 times the interest income that we have been doing in the past that is going into the budget. The bottom line was to utilize reserves to fund the budget shortfalls, and that's what we've had to do. We didn't have much of a choice there. We know that we had to use reserves this last year. We know that the reserve balance is pressing against the 45 day requirement, but if we don't do something significant next year when we do the budget assumptions, we may have to tap the reserves again.

The plan moving forward, although it's not an all-inclusive list, is certainly some of the things that we would bring back to the board for consideration.

LYNX may want to look at a different way that we provide funding out of our funding partners. LYNX has a model based on service hours. We may want to break that down

as to the paratransit costs and fixed route costs. The paratransit has been a challenge. We've had to make several budget adjustments in the past for paratransit activities. We've done a very good job and that service is growing at double digits, and we've had to accommodate that service and that has added pressure on the budget.

Several of these items relate to paratransit, and how we handle mobility management. We've looked at bringing some of the services in-house, maybe bringing paratransit in house. Perhaps that could save some money. The current paratransit provider that we use is very good and that is why we have it as a third-party contract, but we could save significant dollars by bringing it in house. We could send out an RFP for paratransit. The board wasn't happy with budget adjustments through the year and we fixed that contract, and now the contractor is more efficient, and if they were inefficient, they had to bear some of the cost of that. We'd like to get back to a preventive maintenance level that the board has approved, which is about \$7 million. We're currently around \$10 million dollars. That would put more pressure on where we're going to get that money from. Fare increase probably comes back to the table. I know that's never popular, but it's something we would bring back to you that says we tried to balance the budget. Dedicated funding has been discussed for years. It continues to be one of the ways that we could fund LYNX, this most certainly will come back to the table for discussion. Block grants and amending the two dollar capital are all things that we've considered. . Everything is open for discussion.

If we don't do something along these lines and we continue to do what we've done in the past, the reserves will be tapped again.

Commissioner Janer stated there were some questionable ways that this reserve balance include some funds, specifically some funds in transit as was discussed in the Oversight Committee the day prior. Commissioner Janer said moving forward, she would like to see us use a little bit more of a conservative model for reserves, so it's not always a moving target. She stated there have been many discussions in the Oversight Committee on the reserves and she is very adamant against a fare increase. What she was expecting to see were more of a how LYNX could save money, versus give me more money.

Commissioner Janer stated she'd like to see a strategic workshop to discuss opportunities on how to implement cost savings and efficiencies here at LYNX. She is very hesitant right now because there was a mobility management presentation in yesterday's meeting. It's on the agenda as an informational item, and with the increase in ridership in Paratransit, having to take on more individuals. Commissioner Janer states she has not seen the savings and how it's more cost-effective and would like to see a comparison and what the new implementation of what we did now.

Commissioner Janer explained to Mayor Demings that we used to have a third party take all the calls for our paratransit and we have an in-house call center for the rest. It was decided that it would be cheaper and more efficient to bring these people in-house.



Bert Francis stated that this was not an all intensive list and was a spur discussion. He shared that we were very aggressive with the fuel hedging program and through this program saved several hundred thousand dollars

Commissioner Janer requested that each of the board members be briefed as exactly how much cash is on hand because the discussion of funds in transit in yesterday's Oversight meeting made her nervous.

Mr. Francis pointed out that LYNX is run a little different than the county, and it would be good discussion to have to explain the reasons why we do or don't do the things we do. Statutorily you have to do certain things we don't have to do, so that would probably be a good educational process because it is different.

Chair Constantine said we have two new members within the last year. We've had three within the last two years and thinks that what Commissioner Janer proposed is a good idea. He also concurred about having a strategic workshop.

Commissioner Janer suggested starting the next Oversight meeting earlier to allow time to do a workshop.

Chair Constantine said he thinks the board members might be willing to come to, and if they cannot attend, they can have a staff person attend.

Bert Francis said that the Finance and Audit Committee is scheduled to meet two weeks before the board meeting and will get input from each of the funding partners on this before bringing it back to you.

Before concluding, Chair Constantine stated as a comment, under award of contracts in the consent agenda, under the recruitment services that was heard today, it is extremely important that these positions get filled as quickly as possible.

The second item is that since Mr. Johnson has been here and he thinks this is a disservice to Mr. Johnson, the board has not performed a review of the CEO. Chair Constantine asked the general counsel what the prior process was so that they can proceed with this review.

Pat Christiansen explained the process and stated that under the contract that LYNX has with Mr. Johnson, he is to be reviewed at the end of each fiscal year.

Chair Constantine reiterated that it has been no fault of anyone that this has not been done, including review of his salary since he's been here. He suggested a motion for approval to move forward with the general procedure as indicated by the General Counsel.

Commissioner Janer motioned to move forward, Mayor Demings seconded, Motion passed unanimously.

Chair Constantine stated that a great deal was covered today and is looking forward to a really exciting year where we will have regular meetings at both the Oversight and the general meetings and with that he adjourned the meeting.

**The meeting was adjourned at 2:00 p.m.**

**Certification of Minutes:**

I certify that the foregoing minutes of the December 6, 2018 LYNX Board of Director's meeting are true and correct, approved by the Board of Directors.

X

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Assistant

# LYNX Board Agenda

## Consent Agenda Item #7.A. i

**To:** LYNX Board of Directors

**From:** **Tiffany Homler Hawkins**  
CHIEF ADMINISTRATIVE OFFICER  
**MYLES OKEEFE**  
(Technical Contact)  
**BRUCE DETWEILER**  
(Technical Contact)  
**Tomika Monterville**  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6064

**Item Name:** **Request for Proposal (RFP)**  
**Authorization to Release a Request for Proposal (RFP) for General**  
**Planning and Related Consulting Services for Transportation and Financial**  
**Planning for a Not to Exceed Amount of \$3,248,440**

**Date:** 1/24/2019

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### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to release a Request for Proposal (RFP) for general planning and related consulting services for Transportation and Financial Planning for a not to exceed amount of \$3,248,440.

### **BACKGROUND:**

LYNX is requesting proposals from firms interested in and capable of providing general transportation planning consulting on an "as needed task order basis". Four separate awards will be made according to the categories below. The purpose of the professional consultant services is to continue providing the necessary expertise in a full array of transportation services to LYNX for the Central Florida Region. The General Transportation Planning Consultant serves as an extension of LYNX staff with the additional technical, financial and operational expertise to support the public transit plans and programs of LYNX. Smaller projects from these categories will be individually competed to solicit smaller and disadvantaged firms.

In addition to this RFP, LYNX will coordinate and leverage its partnership with the East Central Florida Regional Planning Council (ECFRPC) to support Geographic Information Systems (GIS) analysis and research to complement its planning and development efforts.

# LYNX Board Agenda

This RFP, including supporting documentation, will provide proposers with all information necessary to prepare and submit a written proposal for general planning consulting services in multiple areas of expertise including, but not limited to:

## Planning Studies - \$812,110

- Geographic Information Systems (GIS) – Activities completed may include: GIS services, on-site and GIS strategic planning analysis, data collection and design, eminent domain, preliminary and final roadway design, data inventory, GIS support, TBEST modeling, and Title VI assessments.
- Transportation and Financial Planning – Activities completed may include: transit operations and maintenance planning; multimodal urban corridor transportation planning; fixed guideway transit system planning; environmental planning and studies; short-term and long-term transportation and strategic planning; project management; financial management; traffic analysis, studies, and simulations; data collection; travel demand forecasting; corridor designation studies; transit route studies; project development; economic impact studies and analysis; impact fee studies; land use studies; transit-oriented development studies; parking studies; bicycle and pedestrian studies; compliance planning and analysis; system and service surveying; capital and infrastructure planning; economic trends analysis; fare payment system studies; service and bid change support; and grant application support.
- Public Engagement and Marketing – Activities completed may include: the facilitation of public engagement activities, collateral, and events in support of services changes, new customer-centric technologies, and LYNX Forward; marketing and public education activities for autonomous and electric vehicle programs; video and audio services for promotional campaigns; and social media and website content development and support.

## Intelligent Transportation Systems (ITS) - \$812,110

- Intelligent Transportation Systems (ITS) – Activities completed may include: update of the LYNX Intelligent Transportation Systems Strategic Plan; Systems Engineering including concept exploration, development of Systems Analysis, Concepts of Operation, Systems Requirements, Systems Validation and Acceptance Testing; assistance in updates to the Regional ITS Architecture; and identification of and education on future trends in technology.

## Organizational Analysis and Sustainability Programs - \$812,110

- Organizational Efficiency/Business Process Analysis – Activities completed may include: improving operational efficiency and effectiveness through performance-based asset (Transit Asset Management Plans (TAM)) and resources (human capital, etc.) plan development; compensation analysis. Support via survey management to improve service quality; process improvements and change management plans to support federal compliance requirements; human resource and staffing analysis; employee training and development programs; intelligent transportation systems (ITS) planning; sustainability

# LYNX Board Agenda

planning; technology integration planning; procurement consulting an inventory support; policy development; third-party contract oversight; standard operating procedure documentation and development; and autonomous vehicle technology integration and system planning.

- Sustainability Programs – Activities completed may include: analysis of LYNX processes and procedures to identify sustainable and renewable alternatives; assistance with the development of pilot programs and system deployments to reduce emissions and non-renewable energy sources; identification of and education on future trends in the sustainability field.

## Safety and Security Planning - \$812,110

- Safety & Security Planning – Activities completed may include: Transit safety and security analysis to support local, state and federal emergency management systems processes and operations planning, including but not limited to National Incident Management Systems (NIMS) trainings, safety and security studies of all safety management system (SMS) activities related to Drug and Alcohol, Crime Prevention Through Environmental Design (CPED), accident avoidance and collision studies.

## **DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:**

LYNX procurement policies require prime contractors to use their best efforts to subcontract a portion of their work to DBE firms. However, each DBE goal will be determined with the development of each scope of work.

## **FISCAL IMPACT:**

LYNX staff included \$3,248,440 in FY2019 Adopted Operating Budget specifically for planning professional services. Upon Board approval, future years' operating budgets will include the requisite amount of planning professional services for projects eligible to be awarded under this contract.

# LYNX Board Agenda

## Consent Agenda Item #7.A. ii

**To:** LYNX Board of Directors

**From:** William Slot  
CHIEF INNOVATION SUSTAIN OFF  
Kenneth Jamison  
(Technical Contact)  
LEONARD ANTMANN  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6146

**Item Name:** Request for Proposal (RFP)  
Authorization to Release a Request for Proposal (RFP) for the Purchase of  
Electronic Fareboxes and Paratransit Validators for Acceptance of Fare  
from Cash, Smart Cards, and Mobile Ticketing

**Date:** 1/24/2019

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### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to release a Request for Proposal (RFP) for the purchase of electronic fareboxes and paratransit validators for acceptance of fare from cash, smart cards, and mobile ticketing.

### **BACKGROUND:**

LYNX installed Genfare Odyssey electronic validating fareboxes on the fixed-route fleet in 2001. All fixed-route buses delivered since that date have been ordered with the Odyssey farebox. This system is now aging and experiencing hardware breakdowns at an increased frequency.

The LYNX Board of Directors authorized at its August 9, 2012, meeting for the CEO or designee to negotiate and award a contract for ticket vending machines and affiliated computer services to ACS Transport Solutions, Inc., which became a subsidiary of Conduent, Inc. LYNX is continuing to work with SunRail and their vendor Conduent, Inc. to allow customers to load electronic versions of LYNX fare media to their SunCard and to use SunCard for fare payment on-board LYNX transit vehicles. This will require the ability to electronically read and process smart card transactions on-board LYNX vehicles.

The LYNX Board of Directors authorized at its July 27, 2017, meeting for the CEO or designee to award a contract to Americaneagle.com for a mobile fare payment. LYNX deployed the Americaneagle.com mobile fare payment application on November 9, 2017. The mobile application produces a validation screen that includes a two-dimensional bar code that can be

# LYNX Board Agenda

read by a compatible bar code reader. The pass is currently visually shown to the vehicle Operator for visual validation.

The LYNX Board of Directors authorized at its September 27, 2018, meeting for the CEO or designee to issue a purchase order to SPX d/b/a Genfare for the procurement of Fast Fare Fareboxes and Paratransit validators. LYNX had identified a competitively bid contract awarded by Broward County to Genfare that would allow LYNX to “piggy back” the purchase of the validating fareboxes off of the contract. Broward County has since notified LYNX that they have used all of the units in their contract and LYNX cannot “piggy back” on the contract.

## **DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:**

A DBE goal was not assessed for this specialized procurement. Outreach efforts will be made to achieve DBE and small business participation. Proposers are strongly encouraged to use **DBE** and small business where applicable. LYNX’ procurement policy requires contractors to use a good faith effort to subcontract portions of their work for material, supplies and services to Disadvantaged Business Enterprise (DBE) Firms. The successful bidder/offer will be required to report its DBE participation obtained through race neutral means.

## **FISCAL IMPACT:**

LYNX staff included \$5,663,542 in the FY2019 Adopted Capital Budget for the procurement of Fast Fare Electronic Revenue Center Fareboxes, Fast Fare-e validation for demand response vehicles, and associated hardware for this project.

# LYNX Board Agenda

## Consent Agenda Item #7.A. iii

**To:** LYNX Board of Directors

**From:** William Slot  
CHIEF INNOVATION SUSTAIN OFF  
William Slot  
(Technical Contact)  
Selita Stubbs  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6146

**Item Name:** Request for Proposal (RFP)  
Authorization to Release a Request for Proposal (RFP) to Procure Consulting Services to Conduct a Mobility Services Operational Efficiency and Impact Analysis for LYNX and Develop a Comprehensive Plan for Implementation for a Not to Exceed Amount of \$300,000.

**Date:** 1/24/2019

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### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to release a Request for Proposal (RFP) to procure consulting services to conduct a Mobility Services Operational Efficiency and Impact Analysis for LYNX and develop a comprehensive plan for implementation of the following:

- Potentially transition Paratransit customers to fixed route service
- Update eligibility requirements
- Perform service area analysis
- Review the portfolio of TNC providers and provide an analysis of scheduling techniques
- Identify scheduling software required for implementation

### **BACKGROUND:**

Mobility Services is requesting proposals from professional service firms interested in and capable of consulting services on a deliverable basis. The purpose of the professional consulting service is to provide an independent third party assessment and impact analysis of our paratransit services to LYNX.

ACCESS LYNX currently provides paratransit services to customers within the entire 2,500 sq. mile service area of Orange, Osceola and Seminole counties. The current service area is well



# LYNX Board Agenda

beyond the  $\frac{3}{4}$  mile area required by ADA. The Mobility Services Division is exploring the need to make significant changes to existing services that will be impacted by the strategic initiatives and service changes associated with the implementation of the LYNX Route Optimization study.

This RFP will include a detailed scope and support documentation that will provide proposers with the information necessary to prepare and submit a written proposal to deliver services for: Mobility Services Operational Efficiency and Impact Analysis – Including, but not limited to: maximizing operational efficiency and effectiveness in the Mobility Services Division, economic impact of service changes, and customer impact for Americans with Disabilities and Transportation Disadvantaged programs.

Based on respondent's scope, deliverables and price for services, staff will seek board approval for an amendment to the FY2019 Operating Budget.

## **DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:**

LYNX procurement policies require prime contractors to use their best efforts to subcontract a portion of their work to DBE firms. However, each DBE goal will be determined with the development of each scope of work

## **FISCAL IMPACT:**

LYNX staff did not include funding in the Adopted FY2019 Operating Budget.

# LYNX Board Agenda

## Consent Agenda Item #7.A. iv

**To:** LYNX Board of Directors

**From:** MELANIE STANISIC  
DEPUTY DIRECTOR OF RISK MGMT  
Esther Mitchell  
(Technical Contact)  
LORETTA ANDREWS  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6167

**Item Name:** Request for Proposal (RFP)  
Authorization to Release a Request for Proposal (RFP) for Legal Services  
for Workers' Compensation and Auto and General Liability Insurance  
Claims

**Date:** 1/24/2019

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### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to release a Request for Proposal (RFP) for legal services for workers' compensation, auto and general liability insurance claims for three (3) years with the option to extend two (2) one (1) year periods.

### **BACKGROUND:**

The award of Contract 14-C27 to Zimmerman, Kiser & Sutcliffe, P.A., Contract 14-C29 to Hilyard, Bogan & Palmer, P.A., and Contract 14-C30 to Bolton & Helm, P.A became effective on July 24, 2014. The contracts were awarded for an initial period of three (3) years, with two (2) one (1) year options to renew. All three (3) contracts will expire on July 24, 2019. Therefore, an RFP is required for insurance claims legal services.

LYNX requires two legal defense firms to represent them on any liability litigation. The firm's services include responding to law suits, defending all claims or actions at any civil court level involving auto or general liability matters, investigating, reviewing and/or drafting documents in the litigation process, advising, negotiating settlements, and representing LYNX at mediation, arbitration, hearings and trials. Counsel shall also educate LYNX Risk Management staff and the Third Party Claims Administrator on case law changes and provide continuing education. They shall follow the Litigation Management Guidelines as set forth by LYNX Risk Management in conjunction with the Third Party Claims Administrator. Work is dispersed equally between the two firms unless there is a conflict of interest or in special circumstances.

# LYNX Board Agenda

We also require the services of a workers' compensation defense firm to represent LYNX in workers' compensation matters before the Florida Division of Workers' Compensation and/or its Appeals Board. Given the low volume of litigated workers' compensation claims and minimal risk for conflict of interest, one firm with at least two attorneys is required. Services include responding to legal matters involving workers' compensation and/or employer's liability claims, investigating, reviewing and/or drafting documents in response to Requests to Produce and Petition for Benefits, advising, negotiating settlements, and representing LYNX at mediation, hearings and trials. Counsel shall also educate LYNX Risk Management staff and the Third Party Claims Administrator on case law changes and provide continuing education. They shall follow the Litigation Management Guidelines as set forth by LYNX Risk Management in conjunction with the Third Party Claims Administrator.

## **FISCAL IMPACT:**

LYNX staff included \$450,000 in the FY2019 Adopted Operating Budget for General Liability and \$90,000 Workers Compensation legal fees.

# LYNX Board Agenda

## Consent Agenda Item #7.A. v

**To:** LYNX Board of Directors

**From:** MELANIE STANISIC  
DEPUTY DIRECTOR OF RISK MGMT  
Esther Mitchell  
(Technical Contact)  
LORETTA ANDREWS  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6167

**Item Name:** Request for Proposal (RFP)  
Authorization to Release a Request for Proposal (RFP) for a Third Party  
Administrator for Workers' Compensation, Auto and General Liability and  
Subrogation (Recovery) Claims

**Date:** 1/24/2019

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### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to release a Request for Proposal (RFP) for a Third Party Administrator for Workers' Compensation, Auto and General Liability and Subrogation (recovery) claims for three (3) years with the option to extend two (2) one (1) year periods.

### **BACKGROUND:**

The award of Contract 17-C10 to Preferred Governmental Claims Solutions, Inc. became effective on November 11, 2016. The Contract was awarded for an initial period of three (3) years, with two (2) one (1) year options to manage LYNX Workers Compensation, Auto and General Liability and subrogation (recovery) claims. The initial contract period will expire on November 11, 2019, and we would like to release an RFP prior to exercising the first one (1) year renewal option.

The current contract with Preferred Governmental Claims Solutions includes services as follows:

#### **Workers' Compensation Third Party Claims Administration Services:**

Preferred Governmental Claims Solutions, Inc. (the third-party administrator) provides professional services for the handling of the Workers' Compensation claims filed with LYNX, as necessary, in conjunction with the LYNX Risk Management Division. Preferred Governmental Claims Solutions, Inc. is responsible for all filings with the State, updating the States Electronic Data Information System, determining compensability and all payments, if necessary, and attending all hearings and all court proceedings.

# LYNX ard Agenda

## **Auto and General Liability Third Party Claims Administration Services:**

Preferred Governmental Claims Solutions, Inc. (the third-party administrator) provides professional services for handling of Auto and General Liability claims that are filed with LYNX, as necessary, in conjunction with the LYNX Risk Management Division. Preferred Governmental Claims Solutions, Inc. is responsible for investigating and assessing all claims for liability, negotiations for settlements and obtaining all releases and scene investigations as necessary, and attending all hearings and court proceedings as directed by LYNX Risk Management.

## **Claims Subrogation:**

Preferred Governmental Claims Solutions, Inc. (the third-party administrator) provides professional services for handling of subrogation claims that are filed where LYNX is entitled to recovery, as necessary, in conjunction with the LYNX Risk Management Division. Preferred Governmental Claims Solutions, Inc. is responsible for investigating and assessing all claims for liability, recovery rights, negotiations for settlements and obtaining all releases and scene investigations as necessary.

## **FISCAL IMPACT:**

LYNX staff included \$100,000 in the FY2019 Adopted Operating Budget for Workers Compensation and \$63,940 for Auto and General Liability and Subrogation (Recovery) Claim professional fees.

# LYNX Board Agenda

## Consent Agenda Item #7.B. i

**To:** LYNX Board of Directors

**From:** William Slot  
CHIEF INNOVATION SUSTAIN OFF  
Eric Hale  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6146

**Item Name:** Award Contracts  
Authorization to Award a Contract to Bishop Construction for Concrete Replacement and Repairs to the Lynx Bus Wash Exit

**Date:** 1/24/2019

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### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to award a contract to Bishop Construction in the amount of \$204,325 for concrete replacement and repairs to the LYNX bus wash exit.

### **BACKGROUND:**

LYNX needs to upgrade approximately 800 square feet of 9 inch deep concrete and the associated supporting road base. This concrete failed because of insufficient design to accommodate the 200-300 buses making a sharp left turn as they exit the bus wash daily. This was compounded by a water line breakage under this area and failed attempts to stabilize the concrete.

On September 27, 2018 the Board of Directors authorized LYNX staff to release an Invitation for Bid (IFB) to upgrade a section of concrete at the bus wash exit area for a not to Exceed Amount of two hundred fifty thousand dollars (\$250,000).

Two suppliers submitted bids in response to the IFB requirements. Below are the suppliers who submitted bids:

- Bishop Construction Group
- Cathcart Construction Company

Bishop Construction Group was the lowest responsive bidder.

# LYNX Board Agenda

## **DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:**

There was a DBE participation goal of 1% assessed for this solicitation. The prime contractor will be working with subcontractor OKB Rosetta Construction LLC on the project.

## **FISCAL IMPACT:**

LYNX staff included \$200,000 in the FY2019 Adopted Capital Budget and \$50,000 in the FY2019 Adopted Operating Budget for bus wash exit concrete replacement.

# LYNX Board Agenda

## Consent Agenda Item #7.B. ii

**To:** LYNX Board of Directors

**From:** Albert Francis  
CHIEF FINANCIAL OFFICER  
Terri Setterington  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6058

**Item Name:** Award Contracts  
Authorization to Award a Contract for Occupational Health Services with Care Spot of Orlando/HIS Urgent Care, LLC d/b/a CareSpot Urgent Care, for a Not to Exceed Amount of \$300,000 for a Period of Three (3) Years with the Option to Extend for Two (2) One (1) Year Periods

**Date:** 1/24/2019

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### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to Award a contract for Occupational Health Services with Care Spot of Orlando/HIS Urgent Care, LLC d/b/a CareSpot Urgent Care, for a not-to-exceed amount of \$300,000 for a period of three (3) years with the option to extend for two (2) one (1) year periods.

### **BACK GROUND:**

Occupational health services include random drug testing, post offer employment physicals, employee annual physicals, on the job occupational illnesses and injuries. The contract for these services enables us to meet the mandated requirements of the drug and alcohol testing rules issued by U.S. Department of Transportation as prescribed by Omnibus Transportation Employees Testing Act of 1991, as amended.

On October 3, 2018, LYNX Procurement and Contracts Division released a Request for Proposal (RFP) for Occupational Health Services. The RFP was posted on LYNX Procurement website, DemandStar, and sent directly to interested suppliers.

Four (4) suppliers submitted proposals in response to the RFP requirements. Below are the suppliers who submitted a proposal:

- CareSpot of Orlando/HIS Urgent Care, LLC d/b/a CareSpot Urgent Care
- Occupational Health Centers of the Southwest P.A. d/b/a Concentra
- Adventist Health Systems/Sunbelt Inc. d/b/a Florida Hospital Centre Care



# LYNX Board Agenda

- FSSolutions

FSSolutions was non responsive and was removed from the process.

The Source Evaluation Committee (SEC) consisted of the following LYNX Staff:

- Tellis Chandler
- Anabelle Henry
- Eric Hale
- Terri Settingington, Project Advisor

**The proposals were evaluated by the SEC members on the following criteria:**

Scoring Criteria	Value
Experience, Expertise & Qualification of Proposer & Staff	15
Approach and Methodology To Providing Services	25
Customer Service and Account Management	20
Reports	10
Price Proposal	30

After publically noticing the Shortlist Evaluation Meeting, the SEC Committee met on November 27, 2018 to review, evaluate all proposals received, and shortlisted the most qualified suppliers. The shortlisted suppliers were invited for presentations and demonstrations. Presentations and demonstrations were held on December 14, 2018. The committee agreed by consensus on December 14, 2018, to enter into negotiations and contract award with CareSpot of Orlando/HIS Urgent Care, LLC d/b/a CareSpot Urgent Care who received the Total Lowest Ordinal Ranking. Below is the Total Ordinal Ranking per supplier:

Supplier	Total Ordinal Ranking
Care Spot	3
Florida Hospital Centre Care	6

## **FISCAL IMPACT:**

LYNX staff included a total of \$93,825 in the FY2019 Adopted Operating Budget, including \$48,825 under Professional Services and \$45,000 under Other Services for all related Occupational Health Services.

# LYNX Board Agenda

## Consent Agenda Item #7.C. i

**To:** LYNX Board of Directors

**From:** William Slot  
CHIEF INNOVATION SUSTAIN OFF  
Selita Stubbs  
(Technical Contact)  
Kenneth Jamison  
(Technical Contact)  
Craig Bayard  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6146

**Item Name:** Extension of Contracts  
Authorization to Exercise the Third Option Year on Contract #15-C13 with DoubleMap, Inc.

**Date:** 1/24/2019

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### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to exercise the third year option of Contract #15-C13 with DoubleMap, Inc. with a not-to-exceed amount of \$141,540. This would increase the not-to exceed contract amount from \$1,470,440 to \$1,611,980, effective December 22, 2018.

### **BACKGROUND:**

LYNX issued Contract #15-C13 to DoubleMap, Inc. dated August 11, 2015, for implementation of an Intelligent Transportation Systems Solution not to exceed \$888,500. This solution provides real-time trip reservations and vehicle location for on-demand transit services and is in the process of implementation on NeighborLink services.

On November 10, 2016, the Board approved an increase of \$299,200 which increased the not-to-exceed contract amount from \$888,500 to \$1,187,700 for the development and implementation of the fixed route and ACCESS LYNX mobile applications. Addendum 1 was issued to add these additional services with an effective date of December 22, 2016, and a term of one (1) year with four (4) renewal terms of (1) year each.

On July 27, 2017, the Board approved an increase of \$282,740 to exercise the second option year with DoubleMap, Inc. This increased the not-to-exceed contract amount from \$1,187,700 to \$1,470,440 for the annual software maintenance and license charges and the continued development of the ACCESS LYNX mobile application.

# LYNX Board Agenda

The following annual maintenance and license charges will be incurred during the third option year of Contract #15-C13:

\$ 25,540 – NeighborLink annual maintenance service

\$ 82,000 – Fixed route real-time information annual maintenance service

\$ 30,000 – ACCESS LYNX real-time information annual maintenance service

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**\$137,540 – Total Maintenance and license charges**

\$ 4,000 – Contingency to cover up to two additional NeighborLink zones

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**\$141,540 – Third option year increase to contract not-to-exceed amount**

## **FISCAL IMPACT:**

LYNX staff included \$141,640 in the FY2019 Adopted Operating Budget for DoubleMap annual maintenance and license charges.

# LYNX Board Agenda

## Consent Agenda Item #7.D. i

**To:** LYNX Board of Directors

**From:** William Slot  
CHIEF INNOVATION SUSTAIN OFF  
James Fetzer  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6146

**Item Name:** Miscellaneous  
Authorization to Purchase Three (3) Replacement Buses for Paratransit Service

**Date:** 1/24/2019

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### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to issue a Purchase Order in the amount of \$257,175 to Alliance Bus Group for the purchase of three (3) paratransit replacement vehicles for ACCESS LYNX service.

### **BACKGROUND:**

The requested vehicles will be purchased with Section 5310 grant funds and will be replacement vehicles in the ACCESS LYNX fleet that have outlived their useful life in both age and mileage.

The proposed vehicles will be purchased through the Florida Department of Transportation's Transit Research Inspection Procurement Services (TRIPS) program. Due to the contract being statewide with a large quantity of vehicles, the TRIPS program allows transit agencies to procure vehicles at the lowest price possible. The contract allows agencies to procure standardized vehicles, and ensures vehicle quality by providing a thorough inspection process.

Through a competitive selection process, TRIPS awarded a Florida Department of Transportation vehicle procurement contract for "Cutaway" type vehicles to Alliance Bus Group, a local Orlando Dealer. The units are Turtle-Top Odyssey models built on a Ford Chassis with twelve passenger capacity and four wheelchair securement positions. The vehicles will be the same as purchased in previous procurements allowing for uniformity of the fleet. The cost of the three (3) vehicles is \$257,175. The replacement vehicles will enhance and improve the quality of service provided to ACCESS LYNX customers.

# LYNX Board Agenda

## **FISCAL IMPACT:**

LYNX staff included \$534,768 in the FY2019 Adopted Capital Budget for replacement buses for Paratransit Service.

# LYNX Board Agenda

## Consent Agenda Item #7.D. ii

**To:** LYNX Board of Directors

**From:** Tiffany Homler Hawkins  
CHIEF ADMINISTRATIVE OFFICER  
Rose Hernandez  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6064

**Item Name:** Miscellaneous  
Approval of the LYNX Board of Directors Meeting Dates for 2019

**Date:** 1/24/2019

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### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' approval for the LYNX Board of Directors meeting dates for 2019.

### **BACKGROUND:**

LYNX Administrative Rule 2 – Board Governance (Bylaws) states that the Governing Board shall annually establish a schedule for the LYNX Board of Directors. The LYNX Board of Directors typically holds its meetings on the fourth Thursday of the month. The meetings can be cancelled if there are no urgent or time-sensitive issues. The proposed dates for 2019 are as follows:

- January 24, 2019
- February 28, 2019
- April 4, 2018 (replaces March 28)
- April 25, 2019
- May 23, 2019
- June 27, 2019
- July 25, 2019
- August 22, 2019
- September 26, 2019
- October 24, 2019
- December 5, 2019

# LYNX Board Agenda

LYNX Administrative Rule 2 – Board Governance (Bylaws) also authorizes the LYNX Board of Directors to establish committees and those committees are to annually establish their meeting schedule. Listed below are the current committees established by the LYNX Board of Directors and the meeting schedule:

- LYNX Oversight Committee: Fourth Thursday of the month
- Finance and Audit Committee: First Thursday of the month
- Risk Management Committee: Quarterly

# LYNX Board Agenda

## Consent Agenda Item #7.D. iii

**To:** LYNX Board of Directors

**From:** William Slot  
CHIEF INNOVATION SUSTAIN OFF  
James Fetzer  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6146

**Item Name:** Miscellaneous  
Authorization to Enter into an Agreement with Pinellas Suncoast Transit Authority (PSTA) for the Use of a 60' Articulated Bus for a One Day Demonstration

**Date:** 1/24/2019

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### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to enter into an agreement with Pinellas Suncoast Transit Authority for the use of a LYNX bus for a one day demonstration of a potential Bus Rapid Transit project in Pinellas County.

### **BACKGROUND:**

The staff at the Pinellas Suncoast Transit Authority (PSTA) has contacted LYNX requesting the use of an articulated bus for demonstration of a potential Bus Rapid Transit corridor project. They are proposing to utilize an articulated bus for the one day demonstration to mimic the type of vehicle proposed for the project. The bus being used for the demonstration is unit 229-616, a 2016 New Flyer 60 foot articulated bus. The attached agreement has been drafted for the demonstration which outlines the terms and conditions for the use of the bus including insurance requirements and limitations of liability.

The bus will be inspected by both LYNX and PSTA staff prior to departing LYNX and then re-inspected upon return to LYNX to ensure the unit is not damaged. Once the agreement is executed, PSTA will establish a date for the demonstration.

### **FISCAL IMPACT:**

No material impact for this one day demonstration activity.



**CONTRACT #19-C50**

**BRT SHORT TERM BUS LEASE FOR TESTING**

**THIS LEASE AGREEMENT** (this “**Lease**”) is made as of December 11, 2018, by and between **CENTRAL FLORIDA REGIONAL TRANSIT AUTHORITY, d/b/a LYNX** (the “**Lessor**” or “**LYNX**”), having its transit offices at 455 North Garland Avenue, Suite 500, Orlando, Florida 32801 and **PINELLAS SUNCOAST TRANSIT AUTHORITY, d/b/a PSTA** (“**Lessee**” or “**PSTA**”), having its transit offices at 3201 Scherer Drive, St. Petersburg, Florida.

**RECITALS**

**WHEREAS**, Lessor provides public transportation in the Central Florida area including, but not limited to, dedicated bus service for the benefit of and use by the public;

**WHEREAS**, Lessee provides public transportation in Pinellas County including, but not limited to, dedicated bus service for the benefit of and use by the public;

**WHEREAS** Lessee wishes to lease Lessor’s 2016 New Flyer Model XN60 Low Floor Articulated Bus, VIN # 5FYC8YC18GB049597, LYNX identification number #229-616 (hereinafter “**Bus**”) as part of a Bus Rapid Transit (BRT) demonstration in Pinellas County;

**AND WHEREAS** the Lessor desires to lease to the Lessee and the Lessee desires to lease from the Lessor the Bus for such purpose in accordance with the terms and conditions set out herein;

**NOW THEREFORE** in consideration of the premises and of the mutual covenants and agreements herein contained (the receipt and sufficiency of which is hereby acknowledged by the parties hereto), the parties hereto hereby agree as follows:

**AGREEMENT**

1. **Lease of Equipment.** The Lessor hereby agrees to lease to the Lessee and the Lessee agrees to lease from the Lessor the Bus upon the terms and conditions set forth in this Lease. The Lessor represents that it is the owner of the Bus and has the authority to lease the Bus to the Lessee on the terms and conditions herein contained. The Lessee acknowledges that the Lessor is leasing the Bus on an “as is, where is” basis.

2. **Rent.** The Lessor and the Lessee agree that the Lessee shall pay to the Lessor on or prior to the Delivery Date (as that term is defined in Section 4 of this Lease), an amount equal to US \$1 DOLLAR (the “**Rent**”) for the lease of the Bus in accordance with the terms and conditions herein contained. The Lessee shall not be entitled to any refund of the Rent.

3. **Term and Termination.** Except as otherwise provided in this Lease and except for those provisions of this Lease which are, by their nature, intended to survive a termination, the term of this Lease (the “**Term**”) shall commence on December 11, 2018 and shall terminate on December 12, 2018. Either the Lessor or the Lessee may, at any time prior to the end of the Term, terminate

this Lease by delivering twenty-four (24) hours' prior written notice of the early expiration date by certified mail, facsimile transmission or by personal delivery to the other of them at their respective addresses set out in the recitals hereto. In the event of default by Lessee of any terms of this Lease, the Lessor shall be entitled to terminate this Lease immediately upon providing written notice thereof to Lessee. On termination of this Lease, the Lessee shall immediately, at Lessor's direction, either make the Bus available for Lessor's pick-up at the Lessee's Address or return the Bus to the LOC facility (described below).

4. **Delivery and Return of Bus.** The Lessee shall pick up the Bus at the LYNX Operations Center located at 2500 Lynx Lane, Orlando Florida 32804 on December 11, 2018 (the "**Pickup Date**"), and the Lessee shall return the Bus on December 12, 2018 (the "**Return Date**"), at the LYNX Operations Center. The Lessee shall promptly return the Bus back to the Lessor on the Return Date, or upon the earlier termination of this Lease, in the same condition as when the Bus was provided to the Lessee on the Delivery Date, normal wear and tear excepted. The Bus shall be fueled by Lessee prior to departing for the return trip to the LOC facility. Prior to the Bus departing the LOC facility, a representative from PSTA and a representative from LYNX will complete a vehicle walk around, a vehicle inspection and any vehicle damage shall be noted on a detailed inspection form. Upon return the vehicle shall be inspected by both parties.

5. **Use of Bus by Lessee.**

(a) The Lessee shall be permitted to operate the Bus only for purpose of conducting a Bus Rapid Transit (BRT) demonstration in Pinellas County (the "**Permitted Use**"). Other than the Permitted Use, the Lessee shall not operate or use the Bus for any other purpose whatsoever.

(b) The Lessee shall further ensure that:

- (i) the Bus is not sublicensed nor subleased, let for hire nor loaned under any circumstances whatsoever;
- (ii) the Bus is not operated or driven by a driver (A) without a driver's license of the appropriate class for operating buses issued by the appropriate governmental authority, or (B) whose license is or has at any time been suspended or cancelled; and
- (iii) the Bus is not operated by a driver who is unacceptable to any applicable insurance company or by a driver who at the time is under the influence of intoxicating liquor or drugs, or whose driving ability has been impaired.

(c) The Lessee shall operate the Bus with care, in compliance with all requirements of applicable law and with all terms and conditions of insurance policies relating to the Bus, and the Lessee shall not do or omit to be done, or permit any of its employees, agents, subcontractors or other permitted persons operating the Bus to do or omit to be done, anything which would render any applicable insurance void or voidable or which would allow the insurer to deny coverage.

6. **Registration of Bus.** If required under applicable laws, the Lessee agrees to register and/or license the Bus, to maintain such registration and/or license and to obtain such permits as required by law, at the Lessee's sole cost and expense, in order that the Bus can be operated for the Permitted

Use by the Lessee during the Term. In addition, if and when required by law, the Lessee shall also have the Bus inspected at its sole cost and expense.

7. **Operation, Maintenance and Repair of Bus by Lessee.** The Lessee agrees to bear all normal operating costs and expenses (in addition to those costs and expenses expressly set out in this Lease) resulting from or in connection with the Permitted Use and the use and operation of the Bus by the Lessee. The Lessee shall provide, maintain and pay for any and all basic maintenance, service or repairs to the Bus which are required as a result of the Lessee possessing or using the Bus, including as a result of the acts or omissions of the Lessee or its employees, agents, subcontractors or invitees. The Lessee shall be responsible for regular operating maintenance, including, but not limited to, the replacement of fuel, oil and other fluids, wiper blades, and other consumables and normal wearable parts and components, the tightening of loose equipment and the cleaning of the interior and exterior of the Bus. The Lessee shall obey all instructions, if any, given by the Lessor concerning the operation, maintenance and repair of the Bus. All obligations of the Lessee under this Lease are limited to the period during which the Lessee is in possession of the Bus.

8. **Obligations of the Lessor.** The Lessor may provide safety, maintenance and operational training to the Lessee's employees who will be operating and performing basic maintenance on the Bus. The Lessor shall provide the Lessee with manuals and documentation for the operation of the Bus, including procedures for towing and emergency response.

9. **Insurance.** Lessee shall, at all times during the term of the Lease, at its own cost and expense provide and maintain the following types of insurance and comply with the following requirements:

(a) All insurance coverage provided by the Lessor shall be primary and non-contributory to any insurance or self-insurance program of Lessee that is applicable.

(b) Worker's Compensation Insurance: Providing statutory benefits as provided under the Workers' Compensation Act of the State of Florida and/or any other state or Federal law or laws applicable to the Contractor's employees performing Work under the Contract.

(c) Commercial General Liability: In the following amounts: Bodily Injury and Property Damage \$1,000,000 each occurrence/\$2,000,000 general aggregate; \$1,000,000 products/completed operations aggregate. There shall not be any policy exclusions or limitations for the following coverages: Contractual Liability covering the Lessee's obligations herein; Personal Injury - Medical Payments; Broad Form - Property Damage; Fire Damage; Legal Liability; Liability for Independent Contractors.

(d) Commercial Automobile Liability: combined single limit for bodily injury and property damage liability of not less than \$1,000,000 per accident.

(e) Certificate of Insurance: Before taking delivery of the Bus, Lessee shall mail to LYNX Certificates of Insurance satisfactory to LYNX from each insurance company evidencing the insurance as required above is in force, stating policy number(s), dates of expiration and limits of liability thereunder. All copies of policies and Certificates of Insurance submitted to LYNX shall be in form and content acceptable to LYNX.

(f) **Additional Insured Endorsement:** The policy or policies providing Commercial General Liability, Automobile Liability and as required above shall be endorsed to name LYNX, its officers, directors, employees and assigns as Additional Insured as respects operations performed by or on behalf of the Lessee in performance of the Lease.

(g) **Notice of Cancellation or Material Change:** Policies and/or certificates shall specifically provide a thirty- (30) day written notice of cancellation, non-renewal, or material change to be sent to LYNX.

10. **Accidents and Notification.**

(a) The Lessee shall immediately advise the Lessor of any and all accidents or damage, of whatever nature, involving the Bus, and in the event that any claim is made or action is commenced involving the Bus or the use of the Bus, the Lessee shall immediately notify the Lessor and provide the Lessor with the particulars thereof in writing. The Lessee acknowledges and agrees that in no situation shall the Lessee admit fault or liability to third parties in the event of any accidents involving the Bus.

(b) The Lessee shall reimburse the Lessor for costs of repairs to the Bus up to the applicable deductible amount in case of damage from collision. The Lessee shall reimburse the Lessor for any collision loss or damage suffered by the Lessor as a result of the insurers of the Lessee or Lessor denying liability or coverage for damage to the Bus.

11. **Risk of Loss or Damage.** The Lessee shall be solely responsible for the loss of or damage to the Bus resulting from fire, theft or vandalism or for any other loss of or damage to the Bus arising from the Permitted Use, including, but not limited to, such loss or damage resulting, directly or indirectly, from the acts or omissions of the Lessee, its officers, employees, agents, subcontractors or invitees while the Bus is in the possession and custody of the Lessee. In the event that the Bus is damaged to such an extent as to render it useless, as determined by the Lessor in its sole, absolute and unfettered discretion, prior to the expiration of this Lease, this Lease shall automatically terminate as of the date of such damage, provided however, that the Lessee's obligation of loss or damage pursuant to this Section 11 shall survive any termination of this Lease.

12. **Limitation of Lessor's Liability.** The Lessor shall not be liable to the Lessee, its officers, employees, agents, subcontractors or invitees for any loss of time, business, profits or any indirect, consequential or special damages, caused by or resulting from the delay, interruption or cessation, for any reason, of any license or service covered by this Lease. Neither the Lessor nor its insurers shall be liable to the Lessee or its officers, employees, agents, subcontractors or invitees or to any third parties for any loss, theft or damage to any property left in or upon the Bus at any time or place during the Term and for so long as the Bus is not in the possession of the Lessor.

13. **Lease Only.** The Lessee acknowledges the Lessor's ownership of and title to the Bus at all times during the Term and thereafter and covenants to defend the same from and against any contrary claim. The Lessee does not acquire and shall assert no right, title or interest in or to the Bus, except as a lessee under this Lease.

14. **Enurement.** This Lease shall enure to the benefit of and be binding on the Lessor and the Lessee and their respective successors and permitted assigns.

15. **Assignment.** This Lease may not be assigned by the Lessee without the prior written consent of the Lessor, which consent may be withheld by the Lessor in its sole discretion.

16. **Time of the Essence.** Time shall be of the essence of this Lease.

17. **Governing Law.** This Lease shall be governed by and construed in accordance with the laws of the State of Florida and the parties hereby agree that exclusive venue and jurisdiction over any action arising under this Agreement shall be in the courts of Orange County, Florida. Each party expressly waives any right to a jury trial.

18. **Counterpart and Facsimile Execution.** This Lease may be executed in counterpart, each of which shall be considered the original and all of which, together, shall constitute one and the same instrument. This Lease may also be executed in original or by signatures sent and received by facsimile transmission and the Lessor and Lessee agree that the reproduction of such signatures sent and received by way of facsimile transmission shall be deemed as though such reproductions were executed originals thereof.

19. **Sovereign Immunity.** Lessor and Lessee are each government agencies entitled to sovereign immunity under the laws of the State of Florida. Nothing contained in this Lease, the relationship between the parties hereto, or otherwise shall in any way whatsoever constitute any waiver by Lessor or Lessee of its rights to invoke sovereign immunity as a governmental entity.

*[SIGNATURE PAGE FOLLOWS]*

**THIS LEASE** has been executed by the parties hereto as of the date first above written.

**PINELLAS SUNCOAST TRANSIT  
AUTHORITY**

**CENTRAL FLORIDA REGIONAL  
TRANSPORTATION AUTHORITY**


By: \_\_\_\_\_  
Name: \_\_\_\_\_  
Title: \_\_\_\_\_

By: \_\_\_\_\_  
Name: \_\_\_\_\_  
Title: \_\_\_\_\_

**Reviewed as to Form:**

This Lease has been reviewed as to form by LYNX General Counsel. This confirmation is not to be relied upon by any person other than LYNX or for any other purpose.

**AKERMAN LLP**

By:  \_\_\_\_\_  
Name: James Goldsmith  
Title: Partner

# LYNX Board Agenda

## Consent Agenda Item #7.D. iv

**To:** LYNX Board of Directors

**From:** William Slot  
CHIEF INNOVATION SUSTAIN OFF  
Warren Hersh  
(Technical Contact)  
Selita Stubbs  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6146

**Item Name:** Miscellaneous  
Authorization to Increase Contracts Not-to-Exceed Total from \$1,500,000 to \$5,100,000 for all Contracts Awarded by the Board on May 24, 2018 for Transportation Network Company Alternative Transportation for Mobility Services for a Period of One (1) Year with the Option to Extend for Four (4) One (1) Year Periods

**Date:** 1/24/2019

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### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to increase contracts not to exceed total from \$1,500,000 to \$5,100,000 for all contracts awarded by the Board on May 24, 2018 for Transportation Network Company (TNC) Alternative Transportation For Mobility Services to Elite Holding Management Group, Inc. dba Elite Transport, Community Connections Transportations, DDJ Transportation, Inc., OWL, Inc., Transitions Commute Solutions, LLC, Uzurv Holdings, Inc., City Cab Company of Orlando, LLC dba Mears for a Period of One (1) Year With the Option to Extend for Four (4) One (1) Year Periods and to amend the FY 2019 budget accordingly.

### **BACKGROUND:**

On February 1, 2018, the Board of Directors authorized LYNX staff to release a Request for Proposal (RFP) for the purchase of Alternate Transit Providers for Access LYNX. The RFP was released on March 15, 2018. The RFP was posted on LYNX Procurement website, DemandStar, and sent directly to interested suppliers. The below seven (7) suppliers submitted Proposals in response to the RFP:

- Elite Holding Management Group, Inc. dba Elite Transport
- Community Connections Transportations
- DDJ Transportation, Inc.

# LYNX Board Agenda

- OWL, Inc.
- Transitions Commute Solutions, LLC
- Uzurv Holdings, Inc.
- City Cab Company of Orlando, LLC

On May 24, 2018, the Board of Directors authorized the award of contracts to all of the respondents. In addition, the Board of Directors authorized the not-to-exceed amount of \$1,500,000 for all TNC alternative transportation for Mobility Services for those contracts.

The primary contractor, MV Transportation, has been locked in at 37,000 trips per month and LYNX has experienced significant increase in demand and growth for mobility services over the past year. The increased demand has been serviced by the TNCs.

## **FISCAL IMPACT:**

LYNX staff included \$5,275,000 in the FY2019 Adopted Operating Budget for TNC services.



# LYNX Board Agenda

## Action Agenda Item #8.A

**To:** LYNX Board of Directors

**From:** Albert Francis  
CHIEF FINANCIAL OFFICER  
LEONARD ANTMANN  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6058

**Item Name:** Ratification of the LYNX Board of Directors Action Agenda for September 27, 2018

**Date:** 1/24/2019

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### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' ratification of the September 27, 2018 Board of Directors meeting Action Agenda to include:

- **8.A.** Authorization to Amend the No Show Policy for Paratransit and NeighborLink Services
- **8.B.** Ratification of the Amendment to the Existing Contract for ACCESSLYNX Paratransit Services with MV Transportation Inc., to Reflect an Annual Fixed Price Fee of \$19,200,000
- **8.C.** Authorization to Adopt Fiscal Year 2019 Operating and Capital Budgets
- **8.D.** Authorization to Enter into the FY2019 Service Funding Agreements with the Regional Funding Partners

### **BACKGROUND:**

At the December 6, 2018, LYNX Board of Directors' meeting, direction was given to staff to bring back the FY19 Operating and Capital Budgets for re-adoption or ratification. In an abundance of caution, LYNX staff has included all the action items from the September 27, 2018 meeting. The individual agenda items are included as attachments for reference. Additional information can be obtained by visiting the September agenda at:

<https://www.golynx.com/core/fileparse.php/97315/urlt/09-27-2018-Board-Report-Pkg.pdf>

### **FISCAL IMPACT:**

The fiscal impact of each action item is noted in the attachments.



**LYNX Board of Directors  
Meeting  
September 27, 2018  
Action Agenda Items**

# LYNX Board Agenda

## Action Agenda Item #8.A

**To:** LYNX Board of Directors

**From:** Edward Johnson  
CHIEF EXECUTIVE OFFICER  
Selita Stubbs  
(Technical Contact)  
Selita Stubbs  
(Technical Contact)  
Rose Hernandez  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6017

**Item Name:** Authorization to Amend the No Show Policy for Paratransit and Neighborlink Services

**Date:** 9/27/2018

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### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to adopt a No Show Policy for Mobility Services.

### **BACKGROUND:**

ACCESS LYNX is a shared ride paratransit service under 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 various limitations.

The U.S. Department of Transportation (DOT) Americans with Disabilities Act (ADA) circular (FTA C 4710.1) allows ACCESS LYNX to suspend, for a reasonable period of time, the provision of paratransit service to riders who establish a pattern or practice of missing scheduled trips, also known as "no-shows." ACCESS LYNX incurs the entire cost of the service when a vehicle is sent to a customer's location and the customer does not ride. ACCESS LYNX provides its services only by using federal, state, and local funds, plus the fare charged to each customer. As a good steward of public funds, ACCESS LYNX has an obligation to ensure minimum wasted expenses.

### **FISCAL IMPACT:**

No Fiscal Impact.

# LYNX Board Agenda

## Action Agenda Item #8.B

**To:** LYNX Board of Directors

**From:** **Edward Johnson**  
CHIEF EXECUTIVE OFFICER  
**Selita Stubbs**  
(Technical Contact)  
**Christopher Plummer**  
(Technical Contact)  
**Albert Francis**  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6017

**Item Name:** Ratification of the Amendment to the Existing Contract for ACCESSLYNX Paratransit Services with MV Transportation Inc., to Reflect an Annual Fixed Price Fee of \$19,200,000

**Date:** 9/27/2018

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### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' ratify the amendment to the existing contract for ACCESSLYNX Paratransit services with MV Transportation Inc., to reflect an annual fixed price fee of \$19,200,000.

### **BACKGROUND:**

LYNX and MV Transportation, Inc. entered into a Mobility Management and Broker Services Contract effective December 1, 2017 (the "**Mobility Contract**"). The Mobility Contract allows LYNX to reassess MV's delivery of service within certain scope changes, and make an attempt to contain cost within the current paratransit operating environment and delivery service area.

LYNX proposes to be billed on a fixed number of completed trips per month versus revenue hours performed. The Authority expects to realize cost stabilization by establishing a quasi-fixed price contract. Noteworthy variable monthly expenses still remain: 1) Vehicles which have in excess of 250,000 or 300,000 miles will still be subject to mileage maintenance penalties, and 2) Special event rates will be billed at the monthly aggregate total fee (currently: \$1,600,000/37,000 equals hourly rate of service per vehicle).

The Contractor will provide a total of 37,000 trips per month at a fixed fee of \$1,600,000 per month for the period of September 1, 2018 through March 31, 2019. The succeeding years' bi-weekly contract payment schedule for 37,000 trips per month is depicted below:

# LYNX Board Agenda

A fixed fee of \$1,646,400.00 per month for the period of April 1, 2019 through March 31, 2020.

A fixed fee of \$1,694,145.60 per month for the period of April 1, 2020 through March 31, 2021.

A fixed fee of \$1,743,275.82 per month for the period of April 1, 2021 through March 31, 2022.

Payment will be expected by the Contractor in line with the table below, after reflecting a .2% prompt payment discount:

Values are Rounded	16th of month	1st day of the following month
09/01/2018 -03/31/2019	798,400	798,400
04/01/2019 -03/31/2020	821,554	821,554
04/01/2020 -03/31/2021	845,379	845,379
04/01/2021 -03/31/2022	869,895	869,895

Two other important efficiency criteria were negotiated for the Contractor and the Authority to strive to maintain. LYNX and MV will work together to achieve 1.10 trips/hour and uphold an average on-time performance of greater than 91%. LYNX agreed to use good faith efforts with the Contractor to increase trip negotiations to 50% as well as aggressively enforce its no-show and late cancellation policies.

## **FISCAL IMPACT:**

LYNX staff will include \$22,604,000 in the FY2019 Preliminary Operating Budget for Paratransit Purchased Transportation Services.

# LYNX Board Agenda

## Action Agenda Item #8.C

**To:** LYNX Board of Directors

**From:** Albert Francis  
CHIEF FINANCIAL OFFICER  
Kimberly Forbragd  
(Technical Contact)  
VIVIAN REVIS  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6058

**Item Name:** Authorization to Adopt Fiscal Year 2019 Operating and Capital Budgets

**Date:** 9/27/2018

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At the July 26, 2018, Board meeting, LYNX staff presented the preliminary FY2019 Operating Budget in the amount of \$135,846,498 to the Board of Directors. Since then, presentations have been made and information has been provided to Orange, Osceola, and Seminole counties. Assumptions have been re-examined related to the cost of providing Fixed Route, Paratransit, NeighborLink, and Road Rangers service for next fiscal year. As a result, the FY2019 Operating Budget increased by 4.8% (\$6,524,913) for a total FY2019 Operating Budget of \$142,371,411.

Final approval from the funding partners regarding their proposed funding levels of service is needed. If the final approved funding levels are different than expected, we will adjust our budget accordingly. At this time there are no changes being proposed to the Funding Partners.

### OVERVIEW:

#### Budget Highlights

The FY2019 proposed budget totals \$249,279,710, of which \$142,371,411 represents operating expenses and \$106,908,299 represents capital expenditures. This is a net increase in the total budget of \$50,234,741 or 25.2% from the FY2018 Amended Budget.

#### Operating Budget

The proposed Operating Budget for FY2019 is \$142,371,411, which is an increase of \$6,180,669 or 4.5% over the FY2018 Amended Operating Budget of \$136,190,742.

The Operating Budget is funded by a combination of LYNX-generated revenue and federal, state, and local dollars. These revenues are used to fund personnel, services, materials, supplies, taxes, utilities, casualty & liability, purchased transportation, leases and miscellaneous expenses.

# LYNX Board Agenda

Specifically, this budget includes revenues from the following sources:

## FY2019 Preliminary Operating Budget

	<b>FY2019 Proposed Budget</b>	<b>FY2018 Amended Budget</b>	<b>Dollar Change Amount</b>	<b>% Change</b>
<b>Operating Revenues</b>				
Lynx Fund Balance	\$ 6,598,821	\$ 4,091,720	\$ 2,507,101	61.3%
Customer Fares	24,826,294	25,408,169	(581,875)	-2.3%
Contract Services	6,468,234	6,240,392	227,842	3.7%
Advertising on Buses	2,200,000	2,175,000	25,000	1.1%
Advertising - Trade	30,000	30,000	-	0.0%
Interest & Other Income	1,382,660	1,111,283	271,377	24.4%
Federal Revenue	19,323,455	18,056,585	1,266,870	7.0%
State Revenue	13,020,037	12,000,325	1,019,712	8.5%
Local Revenue	68,521,910	67,077,268	1,444,642	2.2%
<b>Total Revenue</b>	<b>\$ 142,371,411</b>	<b>\$ 136,190,742</b>	<b>\$ 6,180,669</b>	<b>4.5%</b>

The revenues are programmed to fund the following expenses:

## FY2019 Preliminary Operating Budget

	<b>FY2019 Proposed Budget</b>	<b>FY2018 Amended Budget</b>	<b>Dollar Change Amount</b>	<b>% Change</b>
<b>Operating Expenses</b>				
Salaries/Wages/Fringes	\$ 78,814,862	\$ 79,658,715	\$ (843,853)	-1.06%
Other Services	11,749,111	12,042,475	(293,364)	-2.44%
Fuel	11,805,560	10,820,264	985,296	9.11%
Materials & Supplies	7,849,819	8,097,032	(247,213)	-3.05%
Utilities	1,611,880	1,558,424	53,456	3.43%
Casualty & Liability	2,224,751	2,353,031	(128,280)	-5.45%
Taxes & Tags	470,166	529,391	(59,225)	-11.19%
Purchased Transportation	26,155,955	19,614,332	6,541,623	33.35%
Leases & Miscellaneous	1,629,544	1,436,031	193,513	13.48%
Interest	59,763	81,047	(21,284)	-26.26%
<b>Total Operating Expenses</b>	<b>\$ 142,371,411</b>	<b>\$ 136,190,742</b>	<b>\$ 6,180,669</b>	<b>4.54%</b>

The most significant increase in the FY2019 Preliminary Operating Budget over the FY2018 Amended Operating Budget is Purchased Transportation. This is directly related to the increased volume of ParaTransit customers served by LYNX in Orange, Osceola, and Seminole counties.

# LYNX Board Agenda

## Capital Budget

The proposed Capital Budget for FY2019 is \$106,908,299, which is an increase of \$44,054,072 approximately 70.1% more than the FY2018 Amended Capital Budget. The increase in the capital budget from the FY2018 Amended Capital Budget results from rollover of FY2018 dollars as well as an increase in Facilities, Passenger Amenities, Revenue Vehicles and Support Equipment, the largest of which were in the categories of Passenger Amenities (\$13,036,483 rollover) and Revenue and Support Vehicles (\$31,153,875).

The capital budget is funded from a combination of federal, state and local sources, and includes items such as the planned purchase of replacement buses and vans, bus shelters, and the use of technology to assist in service delivery and improvements. The majority of the capital budget, 97.6% is funded through federal grants, .3% is funded through state grants, and the remaining 2.1% through local funds. The local contribution from the funding partners covers the capital bus lease, paratransit vehicles and LYMMO BRT expansion projects. In addition, funding through LYNX negotiated agreements will contribute to passenger shelter costs.

Specifically, this budget includes funds from the following areas:

<b><u>Capital Contributions</u></b>	<b><u>FY2019 Proposed Budget</u></b>	<b><u>FY2018 Amended Budget</u></b>	<b><u>Dollar Amount Change</u></b>
<b>Federal Contributions</b>	\$ 104,307,669	\$ 59,011,369	\$ 45,296,300
<b>State Contributions</b>	356,428	1,073,584	(717,156)
<b>Local Contributions</b>	2,244,202	2,769,274	(525,072)
<b>Total</b>	<b><u>\$ 106,908,299</u></b>	<b><u>\$ 62,854,227</u></b>	<b><u>\$ 44,054,072</u></b>



# LYNX Board Agenda

The funds are programmed to fund the following types of capital expenditures:

<b>BRT</b>	\$ 533,862	\$ 783,021	(249,159)	-31.8%
<b>Facilities</b>	5,714,875	5,999,648	(284,773)	-4.7%
<b>Passenger Amenities</b>	19,817,183	14,295,774	5,521,409	38.6%
<b>Security</b>	2,161,301	752,837	1,408,464	187.1%
<b>Support Equipment</b>	8,807,666	5,675,385	3,132,281	55.2%
<b>Technology</b>	3,864,452	3,849,072	15,380	0.4%
<b>Support Vehicles</b>	333,306	407,991	(74,685)	-18.3%
<b>Revenue Vehicles</b>	65,675,654	31,090,499	34,585,155	111.2%
<b>Total</b>	<u><u>\$ 106,908,299</u></u>	<u><u>\$ 62,854,227</u></u>	<u><u>\$ 44,054,072</u></u>	<u><u>70.1%</u></u>

Notes:

- 1) Vehicles include expansion and replacement vehicles for fixed-route, vanpool, paratransit services and support vehicles.
- 2) BRT includes the Orange and Grapefruit line capital activities, as well as, the FlexBus project.
- 3) Facilities include funds for LCS, LOC, Osceola, and LOC Expansion Projects.
- 4) Passenger amenities include shelters, transfer centers, solar power, benches, and trash receptacles.
- 5) Technology includes items to improve communication and information delivery such as copiers, network improvements, servers, software upgrades and real time information.
- 6) Security includes equipment to enhance security and surveillance.
- 7) Support equipment includes items such as mobile ticketing, fare payment on board validators, shop tools, furniture, and radios.

## SUMMARY:

The FY2019 Proposed Operating and Capital Budgets will be presented to the Oversight Committee and Board of Directors for final consideration and approval at the September 27, 2018 meetings.

# LYNX Board Agenda

## Action Agenda Item #8.D

**To:** LYNX Board of Directors

**From:** LEONARD ANTMANN  
DIRECTOR OF FINANCE  
Kimberly Forbragd  
(Technical Contact)  
VIVIAN REVIS  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6125

**Item Name:** Authorization to Enter into the FY2019 Service Funding Agreements with the Regional Funding Partners

**Date:** 9/27/2018

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### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to enter into funding agreements with the Regional Funding Partners listed below for the provision of public transportation services corresponding with its respective funding contribution for the Fiscal Year 2019 Budget. The actual amounts of the agreements will be final once the Board has approved the budget for FY2019.

To the extent there are any changes to the funding agreements, LYNX staff will negotiate those changes through an amendment to the addendum and if those changes are not materially adverse to LYNX. This will allow the Chief Executive Officer or designee to enter into those funding agreements without further Board approval.

### **BACKGROUND:**

The Counties of Lake, Orange, Osceola and Seminole and the Cities of Orlando, Altamonte Springs, Sanford and The District of Reedy Creek [hereinafter, Reedy Creek] (hereinafter, the Regional Funding Partners) all recognize the need to provide public transportation services in an efficient manner and acknowledge the benefits of increased ridership on the regional public transportation system.

LYNX and the Regional Funding Partners desire to formally enter into service funding agreements to establish the most prudent utilization of resources and to target service improvements based upon traffic, levels of service, transit operations, and customer demand considerations.

# LYNX Board Agenda

The services and enhancements, which will be made and approved in this agreement, are in conformance with the LYNX Transportation Development Program (TDP).

The funding partner agreement for FY2019 contains the following:

- a) A uniform funding agreement for all funding partners.
- b) A provision that allows for continued monthly or quarterly payments by the funding partners subsequent to the end of each fiscal year.
- c) An “addendum” to the contract that will provide for particular or unique requirements by the various funding partners.

A copy of the proposed service funding agreement that will be entered into between LYNX and each of the Regional Funding Partners for Fiscal Year 2019 is attached. The proposed addendums for each of the partners is also attached. Authorization is requested from the Board for LYNX staff to complete the funding agreement with each funding partner, including completion of the exhibits and addenda incorporating all edits agreed upon by all funding partners. This will permit the funding agreements to be executed more quickly after the beginning of LYNX’ fiscal year. Changes will be permitted to the funding agreement by way of changes to the addendum provided that said changes are not materially adverse to LYNX.

## **FISCAL IMPACT:**

Please reference the following **Exhibit “C”**, which is included in each of the Regional Funding Partners’ Agreements.

# LYNX Board Agenda

Local Funding	FY2019 Budget (Preliminary)	FY2019 SR436 Study	FY2019 Funding Agreement (Preliminary)
<b>Operating:</b>			
Orange County	\$44,741,822	(\$90,034)	\$44,651,788
Osceola County	\$7,380,518		\$7,380,518
Seminole County	\$7,396,179	(\$211,626)	\$7,184,553
City of Orlando	\$4,213,969	(\$210,963)	\$4,003,006
City of Orlando - Lymmo	\$2,459,071		\$2,459,071
	<u>\$66,191,559</u>	<u>(\$512,623)</u>	<u>\$65,678,936</u>
 FDOT (SunRail Feeder Routes)	 \$1,507,449		 \$1,507,449
Altamonte Springs	\$120,900		\$120,900
City of Sanford	\$93,000		\$93,000
Lake County	\$273,912		\$273,912
Reedy Creek	\$335,090		\$335,090
	<u>\$2,330,351</u>	<u>\$0</u>	<u>\$2,330,351</u>
 <b>Total Operating Funding</b>	 <b>\$68,521,910</b>	 <b>(\$512,623)</b>	 <b>\$68,009,287</b>
 <b>Capital Contributions:</b>			
Orange County	\$1,779,414		\$1,779,414
Osceola County	\$246,024		\$246,024
Seminole County	\$218,764		\$218,764
	<u>\$2,244,202</u>	<u>\$0</u>	<u>\$2,244,202</u>
 <b>Total Local Funding</b>	 <b><u>\$70,766,112</u></b>	 <b><u>(\$512,623)</u></b>	 <b><u>\$70,253,489</u></b>

# LYNX Board Agenda

## Action Agenda Item #8.B

**To:** LYNX Board of Directors

**From:** Albert Francis  
CHIEF FINANCIAL OFFICER  
LEONARD ANTMANN  
(Technical Contact)  
Kimberly Forbragd  
(Technical Contact)  
VIVIAN REVIS  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6058

**Item Name:** Authorization to Amend Funding Partner Agreement with Orange County for FY2019 for \$72,514

**Date:** 1/24/2019

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### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to amend the Funding Partner Agreement with Orange County in the amount of \$72,514 for the provision of public transportation services corresponding with its respective funding contribution for the Fiscal Year 2019 Budget.

### **BACKGROUND:**

The Funding Partner Agreement with Orange County for the Fiscal Year 2018 Budget contained an error in the calculation of the 3.5% increase from Fiscal Year 2017 Budget to Fiscal Year 2018 Budget. Specifically, the error applied the 3.5% increase to funds prepaid by Orange County and held by LYNX for a traffic study on SR436. These funds should have been excluded from the 3.5% calculation. Orange County has not requested a correction on the base amount for the Fiscal Year 2018 Budget.

The error was corrected in the calculation of the 3.5% increase from Fiscal Year 2018 Budget to Fiscal Year 2019 Budget. However the incorrect base from the Fiscal Year 2018 Budget was used as the starting point for the Fiscal Year 2018 Budget calculation. Orange County has requested a correction on the base amount for the Fiscal Year 2019 Budget:

FY2019 Funding Partner Agreement	\$44,651,788
FY2019 Capital Contribution	\$ 1,779,414
Correction	<u>(\$72,514)</u>
FY2019 Funding Partner Agreement - Corrected	\$46,358,688

# LYNX Board Agenda

For this reason an amendment is proposed for the Funding Partner Agreement to reflect correction of this error.

## **FISCAL IMPACT:**

Please reference the following **Exhibit “B”**, which shows the corrected amount due of \$46,358,688 for FY2019. LYNX Staff proposes to offset the shortfall in revenue with budget savings in operating expenses resulting from the fuel hedging program.

# Orange County Transit Service Costs

## Exhibit B

### Description of Appropriated Amount

October 1, 2018 through September 30, 2019

### *Fixed Route Operating Costs*

Link Services	Amount
Link 1	\$461,812
Link 3	\$1,005,145
Link 6	\$318,720
Link 7	\$786,467
Link 8	\$5,099,593
Link 9	\$774,954
Link 11	\$1,291,185
Link 13	\$1,145,090
Link 15	\$1,494,702
Link 18	\$729,187
Link 20	\$742,345
Link 21	\$2,385,860
Link 23	\$451,157
Link 24	\$319,435
Link 25	\$1,171,334
Link 28	\$1,163,754
Link 29	\$1,161,394
Link 36	\$1,006,360
Link 37	\$2,888,503
Link 38	\$722,466
Link 40	\$1,398,664
Link 42	\$2,662,603
Link 44	\$651,814
Link 48	\$1,180,273
Link 49	\$1,148,022
Link 50	\$2,555,410
Link 51	\$898,738
Link 54	\$531,319
Link 55	\$119,636
Link 56	\$614,271
Link 57	\$599,969
Link 58	\$277,745
Link 60	\$1,298,765
Link 61	\$1,158,677
Link 62	\$1,961,090

<b>Link Services</b>	<b>Amount</b>
Link 63	\$656,533
Link 102	\$1,716,312
Link 104	\$1,772,518
Link 105	\$1,679,984
Link 106	\$1,732,759
Link 107	\$1,902,595
Link 108	\$1,038,754
Link 111	\$1,218,745
Link 125	\$2,343,812
Link 210	\$77,231
Link 212	\$85,168
Link 300	\$79,948
Link 301	\$167,762
Link 302	\$170,909
Link 303	\$142,448
Link 304	\$157,894
Link 305	\$53,418
Link 306	\$97,325
Link 313	\$484,909
Link 319	\$1,144,232
Link 405	\$445,865
Link 407	\$53,990
Link 418	\$665,973
Link 434	\$45,838
Link 441	\$436,139
Link 443	\$889,584
Link 436N	\$448,654
Link 436S	\$1,737,192
	<b>\$63,622,950</b>

<b>Operating Cost Recoveries</b>	<b>Amount</b>
Estimated Farebox Recovery	(\$17,476,443)
SunRail Feeder Routes	(\$614,648)
Reedy Creek	(\$331,985)
Shingle Creek	(\$301,326)
City of Orlando	(\$4,003,006)
	<b>(\$22,727,408)</b>

**Net Fixed Route Cost** **\$40,895,542**



<b><i>NeighborLink Operating Costs</i></b>	<b>Amount</b>
NL 611	\$112,615
NL 612	\$115,815
NL 613	\$110,115
NL 621	\$113,015
NL 641	\$111,615
NL 652	\$63,413
	<b>\$626,588</b>

<b><i>ParaTransit Operating Costs</i></b>	<b>Amount</b>
Americans with Disabilities Act (ADA) Funding	\$7,952,404
Transportation Disadvantaged (TD) Funding	\$4,227,811
	<b>\$12,180,215</b>

<b><i>Capital Funding Cost</i></b>	<b>Amount</b>
\$2 per Hour Capital Funding	\$1,779,414
	<b>\$1,779,414</b>

<b>Total Operating Costs</b>	<b>\$55,481,759</b>
<b>Less: Lynx Contribution of Reserves</b>	<b>(\$9,123,071)</b>
<b>Net Funding Request from County</b>	<b>\$46,358,688</b>

<b><i>Other County Payments to Lynx</i></b>	<b>Amount</b>
Reedy Creek	\$297,115
Shingle Creek	\$125,383
City of Orlando	\$4,003,006
	<b>\$4,425,504</b>

<b>Total County Transit Service Cost</b>	<b>\$50,784,192</b>
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***FY2019 Billing Schedule***

October-18	\$3,863,224
November-18	\$3,863,224
December-18	\$3,863,224
January-19	\$3,863,224
February-19	\$3,863,224
March-19	\$3,863,224
April-19	\$3,863,224
May-19	\$3,863,224
June-19	\$3,863,224
July-19	\$3,863,224
August-19	\$3,863,224
September-19	\$3,863,224
<b>Annual Funding Request from County</b>	<b>\$46,358,688</b>

# LYNX Board Agenda

## Action Agenda Item #8.C

**To:** LYNX Board of Directors

**From:** Albert Francis  
CHIEF FINANCIAL OFFICER  
LEONARD ANTMANN  
(Technical Contact)  
Kimberly Forbragd  
(Technical Contact)  
VIVIAN REVIS  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6058

**Item Name:** Authorization to Amend Bus Service Agreement No. 18-C144 with Lake County for \$25,058

**Date:** 1/24/2019

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### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to amend Bus Service Agreement No. 18-C144 with Lake County in the amount of \$25,058 for the provision of public transportation services corresponding with its respective funding contribution for the Fiscal Year 2019 Budget.

### **BACKGROUND:**

Bus Service Agreement No. 18-C144 with Lake County contained an error in service hours funded by Lake County:

FY2019 Bus Service Agreement - Original	\$273,912
Correction	<u>(\$25,058)</u>
FY2019 Bus Service Agreement - Corrected	\$248,854

For this reason an amendment is proposed for Bus Service Agreement No. 18-C144 to reflect correction of this error.

### **FISCAL IMPACT:**

Please reference the following **Exhibit "B"**, which shows the corrected amount due of \$248,854 for FY2019. LYNX Staff proposes to offset the shortfall in revenue with budget savings in operating expenses resulting from the fuel hedging program.

# Lake County Transit Service Costs

## Exhibit B

Description of Appropriated Amount  
October 1, 2018 through September 30, 2019

### *Fixed Route Operating Costs*

Link Services	Amount
Link 55 - Polk County Portion	\$93,705
Link 55 - Lake County Portion	\$195,720
	<b>\$289,425</b>

Operating Cost Recoveries	Amount
Estimated Farebox Recovery	(\$40,571)
	<b>(\$40,571)</b>

Net Funding Request from County	<b>\$248,854</b>
	<b>\$0</b>

### *FY2019 Billing Schedule*

October-18	\$20,738
November-18	\$20,738
December-18	\$20,738
January-19	\$20,738
February-19	\$20,738
March-19	\$20,738
April-19	\$20,738
May-19	\$20,738
June-19	\$20,738
July-19	\$20,738
August-19	\$20,738
September-19	\$20,736
Annual Funding Request from County	<b>\$248,854</b>

# LYNX Board Agenda

## Action Agenda Item #8.D

**To:** LYNX Board of Directors

**From:** Albert Francis  
CHIEF FINANCIAL OFFICER  
LEONARD ANTMANN  
(Technical Contact)  
Kimberly Forbragd  
(Technical Contact)  
VIVIAN REVIS  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6058

**Item Name:** Authorization to Amend Funding Partner Agreement with Seminole County for FY2019 for \$168,932

**Date:** 1/24/2019

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### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to amend the Funding Partner Agreement with Seminole County in the amount of \$168,932 for the provision of public transportation services corresponding with its respective funding contribution for the Fiscal Year 2019 Budget.

### **BACKGROUND:**

The Funding Partner Agreement with Seminole County for the Fiscal Year 2018 Budget contained an error in the calculation of the 3.5% increase from Fiscal Year 2017 Budget to Fiscal Year 2018 Budget. Specifically, the error applied the 3.5% increase to funds prepaid by Seminole County and held by LYNX for a traffic study on SR436. These funds should have been excluded from the 3.5% calculation. Seminole County has not requested a correction on the base amount for the Fiscal Year 2018 Budget.

The error was corrected in the calculation of the 3.5% limit on the increase from Fiscal Year 2018 Budget to Fiscal Year 2019 Budget. However the incorrect base from the Fiscal Year 2018 Budget was used as the starting point for the Fiscal Year 2018 Budget calculation. Seminole County has requested a correction on the base amount for the Fiscal Year 2019 Budget:

FY2019 Funding Partner Agreement	\$7,184,553
FY2019 Capital Contribution	\$ 218,764
Correction	<u>(\$168,932)</u>
FY2019 Funding Partner Agreement – Corrected	\$7,234,385

# LYNX Bard Agenda

For this reason an amendment is proposed for the Funding Partner Agreement to reflect correction of this error.

## **FISCAL IMPACT:**

Please reference the following **Exhibit “B”**, which shows the corrected amount due of \$7,234,385 for FY2019. LYNX Staff proposes to offset the shortfall in revenue with budget savings in operating expenses resulting from the fuel hedging program.

# Seminole County Transit Service Costs

## Exhibit B

Description of Appropriated Amount  
October 1, 2018 through September 30, 2019

### *Fixed Route Operating Costs*

<b>Link Services</b>	<b>Amount</b>
Link 1	\$187,356
Link 23	\$249,141
Link 34	\$795,692
Link 45	\$678,487
Link 102	\$593,676
Link 103	\$1,467,600
Link 434	\$1,008,219
Link 436N	\$1,504,070
Link 436S	\$671,693
Link 46E	\$510,081
Link 46W	\$155,892
	<b>\$7,821,907</b>

<b>Operating Cost Recoveries</b>	<b>Amount</b>
Estimated Farebox Recovery	(\$2,148,582)
SunRail Feeder Service	(\$407,635)
City of Sanford	(\$93,000)
City of Altamonte Springs	(\$120,900)
	<b>(\$2,770,117)</b>

**Net Fixed Route Cost** **\$5,051,790**

<b>NeighborLink Operating Costs</b>	<b>Amount</b>
NL 622	\$113,115
NL 651	\$169,104
	<b>\$282,219</b>

<b>ParaTransit Operating Costs</b>	<b>Amount</b>
Americans with Disabilities Act (ADA) Funds	\$2,280,297
Transportation Disadvantaged (TD) Funding	\$277,230
	<b>\$2,557,527</b>

<i><b>Capital Funding Cost</b></i>	<b>Amount</b>
\$2 per Hour Capital Funding	\$218,764
	<b>\$218,764</b>
<b>Total Operating Costs</b>	<b>\$8,110,300</b>
<b>Less: Lynx Contribution of Reserves</b>	<b>(\$875,915)</b>
<b>Net Funding Request from County</b>	<b>\$7,234,385</b>

<i><b>Other County Payments to Lynx</b></i>	<b>Amount</b>
SunRail Feeder Service	\$407,635
City of Sanford	\$93,000
City of Altamonte Springs	\$120,900
	<b>\$621,535</b>
<b>Total County Transit Service Cost</b>	<b>\$7,855,920</b>

***FY2019 Billing Schedule***

October-18	\$602,865
November-18	\$602,865
December-18	\$602,865
January-19	\$602,865
February-19	\$602,865
March-19	\$602,865
April-19	\$602,865
May-19	\$602,865
June-19	\$602,865
July-19	\$602,865
August-19	\$602,865
September-19	\$602,870
<b>Annual Funding Request from County</b>	<b>\$7,234,385</b>



# LYNX Board Agenda

## Action Agenda Item #8.E

**To:** LYNX Board of Directors

**From:** Edward Johnson  
CHIEF EXECUTIVE OFFICER  
Rose Hernandez  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6017

**Item Name:** Election of LYNX Board of Directors Officers

**Date:** 1/24/2019

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Mr. Pat Christiansen, Akerman, will lead the Board of Directors in the election of officers for Calendar Year 2019. The three officer positions include: Chair, Vice Chair and Secretary.

# LYNX Board Agenda

## Information Item A: Notification of Settlement Agreement Pursuant to Administrative Rule 6

**To:** LYNX Board of Directors

**From:** MELANIE STANISIC  
DEPUTY DIRECTOR OF RISK MGMT  
MELANIE STANISIC  
(Technical Contact)  
Esther Mitchell  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6167

**Item Name:** Information Item  
Notification of Settlement Agreement Pursuant to Administrative Rule 6

**Date:** 1/24/2019

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LYNX General Liability Settlements November 1, 2018, through December 20, 2018:

Claimant	Date of Incident	Short Description	Settlement Amount	Date Paid
Laureno, Carlos	07/01/2016	Passenger incident	\$5,000.00	11/01/2018
Diez, Francisco	10/05/2016	Bus struck MV	\$30,000.00	11/01/2018
Bodison, Sabrina	10/12/2017	Bus struck MV	\$5,000.00	11/01/2018
Perez, Carmela	11/01/2015	Passenger incident	\$16,000.00	11/15/2018
Santos, Emily	01/11/2015	Bus struck MV	\$3,500.00	11/28/2018
Lima, Ifrain	05/18/2016	Bus struck MV	\$1,600.00	11/30/2018
Gerber Collision	08/22/2018	Bus struck MV	\$1,086.12	11/30/2018
Dayas Custom Auto	09/09/2018	Bus struck MV	\$2,206.52	11/30/2018
Arthur, Yomar	09/05/2018	Bus struck bus	\$95,000.00	12/07/2018
Dayas Custom Auto	09/09/2018	Bus struck MV	\$545.48	12/14/2018
Tarver, Wendy	06/12/2017	Passenger incident	\$2,500.00	12/14/2018
Toyota of Orlando	10/04/2018	Road Ranger incident	\$1,463.53	12/14/2018
Burnett, Artisha	10/27/2018	Bus struck MV	\$232.60	12/20/2018

# LYNX Board Agenda

Milfort, Marie	09/25/2014	Bus struck MV	\$10,000	12/14/2018
Alston, Latosha	05/23/2017	Bus struck MV	\$11,000	12/14/2018
Calatchi, Ralph	10/25/2018	Bus struck MV	\$1,996.24	12/20/2018
Osirus, Erzulia	10/04/2018	Bus struck MV	\$2,160.89	12/20/2018
Hayes, Doris	01/26/2014	Passenger incident	\$11,875.00	12/20/2018
Betancur, German	08/17/2016	Bus struck MV	\$7,500	12/20/2018
Charles McCaskill	11/15/2015	Passenger incident	\$25,000	12/20/2018

# LYNX Board Agenda

## Information Item B: Public Comment Responses/LYNX BOD Meeting 12-06-18

**To:** LYNX Board of Directors

**From:** Edward Johnson  
CHIEF EXECUTIVE OFFICER  
Rose Hernandez  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6017 /Phone>>

**Item Name:** Information Item  
Public Comment Responses/LYNX BOD Meeting 12-06-18

**Date:** 1/24/2019

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**UPDATED - January 15, 2019**

**TO:** Board of Directors                      Originally Sent: December 17, 2018

**FROM:** Edward L. Johnson, Chief Executive Officer

**SUBJECT:** Public Comment Period at the December 2018 Board of Directors' Meeting

At each regularly scheduled LYNX Board of Directors meeting time is set aside for the public to share comments about the services LYNX provides to the Central Florida community. At the last meeting held on December 6, 2018 there were several presenters, as listed below, with their comments and staff follow-up of explanations and/or recommendations to resolve the concern.

1. Mr. Ismael Rivera, President/Business Agent for Amalgamated Transit Union (ATU) 1596 (Bus Operators and Mechanics Union)

- a. **Statement:** The agency has gone down in the past two and a half years

**Response:** LYNX can acclaim a number of accolades that suggests otherwise. The agency has received local and national awards in the past two and a half years. The morale of the agency has improved since the execution of the labor agreement. More training has been made available for all employees across the organization placing the staff in a better position for success. Many of the employees have accepted the mantra: ("know the business and know what the numbers mean"). This has aided

# LYNX ard Agenda

the employees in better understanding the business of transit and not simply knowing their specific jobs. It has been the vision of the CEO to ensure LYNX transitions from simply being a bus company, to a mobility integrator/manager. Newer technologies have been added to the system along with new ways of delivering service which has increased our customers' confidence in the system.

- b. **Statement:** The Maintenance Department is short 18-20 mechanics.

**Response:** The LYNX Director of Maintenance, James Fetzer, has reviewed the maintenance staffing levels and found that LYNX is within the national average for staffing of technicians based on the number of buses operated by LYNX (1 technician per 4 buses). LYNX has a bus fleet of 313 with 79 technicians, which puts LYNX at a ratio of 1 technician per 3.96 buses. LYNX staff recognizes that we have higher than usual mileage due to delays in ordering newer buses. Before ordering new buses (which should be done on an annual basis) management wanted to better understand the needs for future buses. Management now has a clear picture of immediate future needs and plans to include articulated and/or cutaway vehicles. LYNX has ordered an additional 26 articulated buses that will be delivered next year. Additional new vehicles will be ordered each year thereafter.

Due to the buses with higher mileage, we have substantial overtime that can be converted to additional positions. Mr. Fetzer has been working with senior leadership on this issue, and was instructed to present his findings and recommendations to Human Resources. The meeting to review the staffing needs with Human Resources is scheduled for December 27, 2018. Once final recommendations are presented to senior leadership, staffing adjustments will be acted upon accordingly. An operations audit will be performed in 2019 to further determine appropriate levels of staffing for near term and long term service plans since LYNX service area is much larger than most transit agencies.

Note: There is another methodology to determining vehicle technician needs. Under this methodology, one technician is needed for every 176,000 vehicle miles. This would result in an additional 18 technicians for a total of \$1.2M annually. Also, we would need additional facility space to accommodate the additional technicians. As referenced earlier, with ordering newer vehicles this should alleviate the need for more technicians.

- c. **Statement:** Employees in the Maintenance Department are overwhelmed with work.

**Response:** See response to Statement b.

# LYNX Board Agenda

- d. **Statement:** Maintenance employees are sent to do work on private property for private sector.

**Response:** Florida Administrative Code 14-90 requires LYNX to inspect all vehicles owned and operated by its contractors. This has previously included MV Transportation and Mears Transportation. LYNX staff is now beginning to inspect vehicles operated by OWL Transportation (paratransit services) and Enterprise (vanpool services). A technician is assigned to complete these inspections, along with a maintenance manager or supervisor. The technicians are not required to complete any repairs on contractors' equipment and are there only to inspect vehicles.

The language of the law, contained below, requires that the person completing each vehicle inspection must be qualified as a mechanic or inspector and they must have sufficient knowledge to recognize deficiencies and mechanical defects:

*1) Each bus transit system shall require that all buses operated by such bus transit system, and all buses operated by a private contract transit provider, be inspected at least annually in accordance with bus inspection procedures set forth in this rule.*

*(2) It shall be the bus transit system's responsibility to ensure that each individual performing a bus safety inspection is qualified as follows:*

*(a) Understands the requirements set forth in this rule chapter and can identify defective components.*

*(b) Is knowledgeable of and has mastered the methods, procedures, tools, and equipment used when performing an inspection.*

*(c) Has at least one year of training and/or experience as a mechanic or inspector in a vehicle maintenance program, and has sufficient general knowledge of buses owned and operated by the bus transit system to recognize deficiencies or mechanical defects.*

- e. **Statement:** Maintenance employees do not have proper uniforms/reflector vests, shirts.

**Response:** All maintenance and facility employees are issued uniforms, as agreed to through an established Uniform Committee which was

# LYNX ard Agenda

adopted in the most recent Collective Bargaining Agreement (CBA) to include a weekly cleaning service. All maintenance employees have safety vests. Facilities employees previously were provided safety vests if their job required them to work in areas of traffic or parking lots. However, since the November 16, 2018 bus-to-bus collision, safety vests were ordered and issued to all bus operators and maintenance employees. Jackets and raingear are provided to employees once each contract period and for all new hires. The jacket and raincoats order for this contract period is scheduled for January 2019.

- f. **Statement:** Discussed these items with CEO.

**Response:** Prior to the Board of Directors meeting Mr. Ismael Rivera has not formally brought these concerns to the attention of Management. In accordance with pages 6-7 of the [Labor Agreement](#), between LYNX and ATU 1596 certain committees are to be established to address concerns that either party may have. These committees, Labor-Management (as needed) and Safety and Security (monthly meetings) are to be the first step in formally resolving a concern by the Collective Bargaining Unit. Additionally, if the lower committees cannot resolve an issue then the CEO has established opportunities to discuss in a formal meeting items that require higher involvement. The CEO has offered to meet with representatives of ATU 1596 on a monthly basis. The President/Business Agent has not taken advantage of that offering. Also, upon the CEO's arrival to LYNX, the CEO established the CEO's Quarterly Safety Meetings to clear any obstacles or concerns with funding that hinders the resolving of safety matters that could not be addressed by the lower committee. Each of the aforementioned committees and CEO meetings have agendas and minutes for each occasion.

- g. **Statement:** Maintenance employees do not have raingear.

**Response:** Inclement weather gear is issued per Article 41 Section 1 (page 89) of the Collective Bargaining Agreement "as Labor Management believes are appropriate." Jackets and raingear are provided to employees once each contract period in accordance with the Collective Agreement. Inclement weather gear needs have not been identified as an issue at a prior quarterly Labor Management meeting. Staff will add this item to the agenda for the next scheduled meeting.

- h. **Statement:** Exhaust vents not working properly in shop

# LYNX Board Agenda

**Response:** The LYNX Operations Center (LOC) first opened in 2007. Although originally installed, it has never had a properly functioning exhaust venting system specifically designed to connect to vehicle exhaust pipes. Since the facility has been occupied, the policy has been that buses are not to idle while in the bay and can only be running when pulling in or out of the facility. The facility went through an enhancement to accommodate the new Compressed Natural Gas (CNG) buses in 2015. At that time most of the old system was removed. Staff will investigate what it would cost to install the exhaust system.

i. **Statement:** Fumes on buses

**Response:** LYNX has received four (4) fume related complaints from passengers since 2017. Buses are immediately pulled out of service and thoroughly checked by the maintenance department and any repairs were made prior to the bus being put back into service

Whenever a complaint is received from a vehicle operator, the vehicle in question is immediately pulled out of service and thoroughly reviewed by maintenance staff. What we are discovering in the majority of the vehicle operator complaints is that this occurs when a bus engine enters a cycle called “regen mode.” During this cycle, the vehicle will run at a higher engine speed and at a higher exhaust temperature. The purpose of the regen mode is to clean out the diesel particulate filter which is located in the exhaust system. This filter serves the purpose of removing small particulate matter and is a federally required component of the emission control system. When the unit becomes partially clogged, the engine is programmed to run at a very high exhaust temperature which causes the trapped particulate matter to be burned and to turn into ash. This process generates an odor outside of the bus and appears to be what the drivers are detecting.

While nothing can be done to eliminate this odor during the regen, we have ordered two leak detectors that will allow us to test units to see any dangerous engine fumes leaking into passenger compartments. LYNX staff is seeking a partnership with local colleges and university to conduct an independent analysis on emissions.

LYNX has not received any complaints from passengers regarding fumes on the bus. The rich burning smell of diesel during the regeneration process is not harmful. However, if there is Carbon Monoxide present there may be a risk of harm depending on the level of exposure. Carbon Monoxide (CO) is a poisonous, colorless, tasteless, odorless gas. CO gas



# LYNX Board Agenda

is generated as a waste product of the incomplete combustion of coal, wood, oil, and other petroleum based fuels. The current Occupational Safety and Health Administration (OSHA) permissible exposure limit (PEL) for carbon monoxide is 50 parts per million (ppm) parts of air (55 milligrams per cubic meter (mg/m<sup>3</sup>)) as an 8-hour time-weighted average (TWA) concentration. The American Conference of Governmental Industrial Hygienists (ACGIH) has assigned carbon monoxide a threshold limit value (TLV) of 25 ppm (29 mg/m<sup>3</sup>)) as a TWA for a normal 8-hour workday and a 40-hour workweek. When operators open their doors to board and alight passengers, if there was any CO present it would be released. LYNX goal is to adhere to the highest standard. The Safety department is currently researching CO detectors for vehicles. SOP's have been created to address any potential exposure to CO in the last year.

LYNX staff will send out communications to all Vehicle Operators and include in training where the fumes are coming from and what are the impacts.

- j. **Statement:** No identification on safety vests.

**Response:** The same day as the bus-to-bus collision on November 16, 2018 the CEO directed staff to coordinate with the Collective Bargaining Unit on developing a requirement for wearing safety vests while on duty. Following the exchange and determining the requirements, staff began issuing vests the following day that were in stock for distribution in the event of an emergency. Procurement put in an order for additional vests to ensure all vehicle operators had vests by the following week. Names and/or logos are for cosmetic purposes only. All operators are issued LYNX ID Badges for the purpose of identification. Safety purchased the initial vest without logos because of the delivery time. Vests with logos would take the agency 10-15 days to receive and vest without the logo took 1-2 days for delivery.

Now that each employee has been issued a vest staff will be designing a vest that provides LYNX markings to enhance the cosmetic appearance of the Operators' uniform. LYNX' priority is safety first.

- k. **Statement:** Do not get a good product out of the Training Department

**Response:** In our next Labor Management meeting, LYNX staff will seek clarification on this statement.

# LYNX Board Agenda

- l. **Statement:** CEO took away the BMG Payday Loan Program that resulted in a former employee committing suicide.

**Response:** The contract with BMG was terminated because of several factors:

1. The interest rate for the loans were in excess of 24.49% with an early payoff fee of \$25 plus a setup fee of \$50.
2. LYNX was incurring unreimbursed administrative expenses with processing the payment collections and processing billings to BMG essentially acting a collection arm.
3. Finally, the awarding of the contract was in violation of the Collective Bargaining Agreement with ATU 1596. There was no bargaining over implementing the benefit which is a term and condition of employment.

The BMG loan program was closed to new loans. LYNX continues to service existing loans until paid off.

- m. **Statement:** Standard Operating Procedures/Protocols for what Operators should not be doing.

**Response:** The Authority has a standard Operator's Guide & Work Rule Booklet that is issued to each employee when they enter into the New Bus Operator Training Program. This booklet clearly explains the Operator responsibilities and employee standard work processes that must be adhered to as an employee of LYNX. An example of a work rule would be: Rule 7.27- Pre-trip Safety Inspection that reads in part: Buses are to be pre-tripped before pulling out from the Division. Make sure the following items are in working order. Then the rule proceeds to list items the operator is required to check outside and inside the bus before leaving the yard. In addition, we disseminate Notices to Operators for procedural changes, safety messages or department/organization changes. Here is the link to the LYNX Operator's Guide and Work Rules:

[https://www.golynx.com/core/fileparse.php/143255/urlt/LYNX-Operators-Guide-Work-Rules\\_0610.pdf](https://www.golynx.com/core/fileparse.php/143255/urlt/LYNX-Operators-Guide-Work-Rules_0610.pdf)

Any concerns not reflected in the Operator's Guide and Work Rules should be brought to a Labor Management meeting.

# LYNX Board Agenda

- n. **Statement:** CEO can't lead this agency to the next level. Board should find someone else

**Response:** Please see response to item 1a.

- o. **Statement:** Operators want protective glass to protect them from assaults

**Response:** Protective shields for bus operators has never been mentioned in any safety committee. LYNX has posted signs on all buses that informs passengers that assaults on operators are a felony. All bus sign postings were completed in August 2018. There was decrease in operator assaults, please see below:

Fiscal Year	<u>FY16</u>	<u>FY17</u>	<u>FY18</u>
Number of Assaults	16	18	10

The decrease in assaults can be attributed to de-escalation training (FY17) and the posting of the signs (FY18). Most of the assaults originate from fare disputes. Safety is currently working on identifying and examining the root causes and risk levels of assault to properly understand the scope of the problem and potential mitigation strategies.

There are pros and cons to protective shields for bus operators, see below:

## Cons

1. Operators of larger stature have a hard time maneuvering in the caged area
2. Cages have been known to limit the agency's hiring pool
3. Operators have experienced cases of claustrophobia
4. Door latches have broken and locked operators in the cab area
5. The cages can be damaged during an accident and prevent the operator from getting out of the cab area
6. Limits passenger interaction
7. May give off the perception that the bus isn't safe

## Pros

1. Gives operators a sense of security
2. May reduce operator assaults

Safety will continue to research protective shields and contact other agencies regarding their experience with shields. There are many different types of configurations used by bus agencies and LYNX will need to

# LYNX Board Agenda

decide what style, if any works best for the agency. The current cost for protective shields is about \$5,000 for materials only. There is an additional cost for installation. The Safety Department spoke with the Chief Safety Officer for MTA Maryland and he communicated that operators are still being assaulted even though shields are installed. Passengers throw items through the driver's window and/or wait until drivers come out of the protected area. Lastly, it was communicated that MTA is redesigning their protective shield design to withstand harder impacts.

In summary, the majority of the assaults could have been prevented by handling the passenger differently. A review of the videos have indicated that aggressive behavior from the operators produced and/or elevated aggressive behavior from the passengers in most cases.

## 2. Ms. Vicki Vargo

**Statement:** Outlined issues related to the Rosemont Superstop.

**Response:** Since the fall of 2015, LYNX staff has been in attendance at a number of the Lake Orlando Homeowners Association (LOHOA) meetings to discuss improvements at the Rosemont Transfer Facility based on their initial concerns voiced to the LYNX CEO. Starting with the selection of a project designer and engineer for this project, LYNX began the analysis of the existing facility in mid-2016. This analysis included addressing agency needs for a bus transfer location in the area either through a re-location or by keeping the facility at its current location. After consideration of sites that met the basic criteria for a bus transfer center, LYNX presented the results to the LOHOA. This organization requested a number of additional sites be considered. Most of these did not meet the basic minimum criteria needed and were therefore excluded from consideration. With this analysis complete, LYNX also conducted a rider survey as well to understand the dynamics of the stop and the community utilization.

The results of both the engineering analysis and the rider survey was that the transfer center should remain in its current location. Reasons for this included passenger preference, the ability for bus egress and ingress from signalized intersections, convenience to surrounding multi-family residential complexes, and costs for route deviations (all four routes would represent an additional approximately \$225,000 operating cost at a minimum). In addition, the capital costs for a potential move that would not serve the current riders as well as the site does now was cost prohibitive. It is estimated that land costs would be in the range of \$800,000 to \$1.2 million based on property needs and currently available properties. Construction costs based on a comparison to similarly constructed LYNX

# LYNX Board Agenda

facilities would be in the range of approximately \$1 million to \$1.5 million. These results were shared with the LOHOA throughout various meetings stretching from 2017 into 2018. This culminated in a meeting in May of 2018 where LYNX understood that the LOHOA desired to work collaboratively with LYNX to move the project into final design at the existing site. Subsequent emails, correspondence and attendance at LYNX Board Meetings since then has indicated that the LOHOA does not wish to participate in any process related to improvements to the existing Rosemont Transfer Center unless it involves a relocation of the stop in its entirety. Pursuant to this, LYNX staff met with City of Orlando staff and leadership, the current City Commissioner, Robert Stuart, and the Orlando Police Department and determined that there was sufficient data to move forward with the design and construction of the facility at its existing location. A letter of determination was sent to the LOHOA at the start of October 2018 by the LYNX CEO stating the same. LYNX staff has continued to move the project forward as a result of this guidance. Ms. Vargo had addressed the LYNX Board of Directors at the July 26, 2018 meeting regarding the same issues. LYNX CEO offered to bring back an update on the LYNX involvement with the Lake Orlando Homeowners Association (LOHOA) along with cost for security as requested by former Orange County Mayor Teresa Jacobs. That timeline is attached along with the August 2017 presentation to the LOHOA and a Letter of Determination from the CEO to the LOHOA. (Attachment A)

The seating at the newly designed site will be taken into consideration as requested by the LOHOA.

## 3. Mr. Jonathon Blount

**Statement:** Mr. Blount stated he is working with a group entitled SALT. This organization was formed to provide assistance to the chronically homeless. SALT has acquired a mobile showering system to ensure the targeted population have an opportunity for proper hygiene. Mr. Blount stated that there are a number of homeless persons who ride the bus and are in need of better hygiene. He recommended that LYNX work with SALT to help eradicate this problem.

**Response:** Edward Johnson has been in contact with Mr. Blount and has tentatively scheduled a meeting on December 20, 2018 at 9:30AM. Mr. Blount is coordinating with members of SALT to determine their attendance.

## 4. Ms. Cynthia Harris

# LYNX Board Agenda

**Statement:** Bus service is not good in many areas. Most buses run once an hour and there are many delays due to buses breaking down frequently. It is difficult to get around in the city by bus. Bus service is not good in many areas compared to when she rode the bus when she was younger.

**Response:** Subsequent to the LYNX Board meeting, LYNX Manager of Service Planning, Bruce Detweiler, called Ms. Harris to discuss her statements. When we compare the amount of service from ten years ago to today, which is around the time Ms. Harris is mentioning she rode LYNX frequently, we are currently operating more service. The chart below shows the comparison:

**Comparison of LYNX Bus Route Headways (2008 to 2018)**

	2008		2018
Fixed Route	70		74
NeighborLink	1		13
Frequency	# routes		# routes
10-min. or less	2		3
15	2		3
20	0		3
30	27		27
60	32		40
90	1		2
120	1		1

We are addressing the need to expand our service to different areas of the rapidly growing Orlando metropolitan area by undertaking the LYNX Forward Initiative. This effort will result in more frequent, reliable, and direct transportation for our riders as we roll out a newly designed bus system that will work better for our existing riders and be an attractive transportation choice for those seeking an alternate way to travel.

5. Ms. Kathy Nobles

**Statement:** Issues related to Rosemont SuperStop.

**Response:** Please see Response in Statement 2.

# Attachment A

# LYNX Board Agenda

## Information Item B: Update on Public Involvement for Rosemont Transfer Center

**To:** LYNX Board of Directors

**From:** Tomika Monterville  
DIRECTOR OF PLAN & DEVELOPMENT  
Jeffrey Reine  
(Technical Contact)  
Tomika Monterville  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6019

**Item Name:** Information Item  
Update on Public Involvement for Rosemont Transfer Center

**Date:** 9/27/2018

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### ROSEMONT TIME LINE OF EVENTS 2015 TO PRESENT

The purpose of this time line is to provide a comprehensive overview of the events regarding the extensive community involvement and resolution to move forward with construction on the Rosemont Transfer Center Improvement Project

- **Fall 2015**-The Lake Orlando Homeowner's Association (LOHOA) contacted LYNX with concerns regarding the existing bus transfer center located on Rosewood Way. The LOHOA is a non-mandatory homeowner's association that represents the single family residential homes of the larger Rosemont community.
- **2016-2017**: LYNX staff attended numerous meetings with the LOHOA. LYNX subsequently indicated that improvements would need to be made to the existing transfer center site to address short-term needs, but also recommended that an analysis of the existing stop be performed by one of the agency's general engineering consultants to address the potential for relocation of the transfer center in the longer-term.
- **May 2017**: The initial analysis was performed on alternative site locations that met the minimum criteria established by LYNX and the general engineering consultant.
- **May 25, 2017 and June 6, 2017**: LYNX attended the LOHOA Task Force meetings to discuss the results of this initial analysis. The LOHOA requested that additional sites be considered; however, many of the LOHOA identified sites did not meet the minimum criteria for a transfer center.



# LYNX Board Agenda

- **June-August 2017:** LYNX conducted the alternative site analysis, which included a rider survey on July 21, 2017.
- **August 2017:** LYNX reviewed the results of the alternative site analysis and rider surveys with the LOHOA at their Task Force meeting on August 24. The results were that the transfer center should remain in its current location. The basis for this decision was as follows:
  - Passenger preference of existing location.
  - No bus re-routing was required. Two of the potential alternative sites identified would have required significant rerouting of the buses and a requisite increase in operating cost to the local funding agencies.
  - Ability to make significant improvements in a short amount of time. Alternative site locations would require property purchase and acquisition, which would involve significant time and costs.
  - Bus egress and ingress (access) to transfer center location. The existing location can be accessed from two different signalized intersections on Orange Blossom Trail. Alternative sites did not offer this same ability for signalized access to their respective sites. This would make bus traffic movements extremely difficult and negatively impact on time performance of the buses.
  - Location of existing transfer center. As shown on the referenced maps, the existing transfer center is situated in a location that is highly convenient to a significant number of multi-family residential complexes and no or one vehicle households, which are frequently transit dependent riders. The convenience of this location is supported by the original Rosemont Stabilization Study that led to the community selecting this site for the transfer facility.
  - Title VI issues. Within the first year of installation of the Rosemont Transfer Facility, LYNX had already been contacted with a request to consider moving the transfer center to another new location. The requestor desired that the transfer center be installed in its current location on Rosewood Way. LYNX contacted the Federal Transit Administration (FTA) regarding the implications of moving the transfer center again and FTA indicated that the move of this bus stop would cause a disproportionate and disparate impact to the riding public. This potentially would violate the riding public's Title VI rights. The same negative impact to Title VI rights applies today.
- **October 2017-May 2018:** LYNX continued to participate in LOHOA meetings in October 2017, February 2018 and May 2018. During each of these meeting, LYNX indicated their willingness to work with the LOHOA to include them in the design process to improve the existing facility. At the October and February meetings, the LOHOA continued to express their desire that the existing stop be relocated. At the most recent meeting in May, the LOHOA indicated that while it was still not their preference to keep the transfer center in its existing location, they acknowledged that LYNX had

# LYNX Board Agenda

made the decision that the transfer center would not be moved, and consequently, the LOHOA Board wanted to partner with LYNX to provide input into the design of improvements to the existing site.

LYNX left the meeting in May with the understanding that the LOHOA wanted to work collaboratively to move the project into final design and construction so that the desired safety, functional and aesthetic improvements to the site could be completed as quickly as possible.

- **June 9, 2018:** LYNX received an email correspondence from one of the LOHOA board members, with a cc to the entire Board, indicating that the agreed upon process to move the improvements forward to construction was not acceptable, and that it was still desired that the transfer center be relocated to another site.

LYNX provided a response to this email stating that based on the input received from the riding public; the LOHOA; City of Orlando staff and leadership; the current City commissioner; and the Orlando Police Department, LYNX had enough pertinent information to move forward with the final design of this project. Further, the robust public engagement and analysis undertaken for a project of this scope and budget went far above and beyond LYNX's typical process, and demonstrates LYNX's and our partner agencies' desires to address the community's concerns in Rosemont.

As such, LYNX will not be in attendance at future LOHOA meetings to discuss this project, but rather will keep the LOHOA informed of the project status as it moves forward.

**July 2018:** LYNX provided the LYNX BOD a memo detailing the communications between LYNX and LOHOA. The memo was written as such:

Since late 2015, the LOHOA has requested LYNX to relocate the Rosemont SuperStop from its current location due to perceived concerns of safety, security and overall condition of the site. In 2017, LYNX budgeted \$70,000 to evaluate the relocation of the SuperStop. After carefully identifying several potential locations within a sufficient distance of this existing facility, it was determined that relocating the SuperStop posed additional operational constraints and it excessively increased operating costs (a minimum of \$100,000 annually for just one of the routes) for the same level of service. Therefore, both LYNX staff and members of the City determined that this a relocation of the existing facility was not the most conducive means to address the LOHOA concerns.

Subsequently, LYNX has engaged both the Rosemont community and riders through several surveys to develop conceptual designs to enhance the existing facility and address safety and security concerns. Despite this robust involvement process, members of the LOHOA Board of Directors have determined they are not in agreement with the recommendations for design improvements, but remain resolved to have the SuperStop removed from its current location.

**August 2018:** LYNX executive and project management staff met with the city commissioner on August 13, 2018. At this meeting the decision was made to move the

# LYNX Board Agenda

project forward with the information already provided. This information was considered to be complete and indicative of the desired outcomes from all parts of the community. The LOHOA will be included in project update meetings as to the progress of the project. However, additional formal public meetings are not required. A presentation detailing the project has been included for visual reference.

**September 2018:** A letter of determination was sent from the LYNX CEO to the LOHOA detailing the above matters. At the same time, LYNX project management initiated the next phase of the project to take the conceptual plans to final design and execute contract documents. This is expected to take 6 months. Updates will be provided to the LYNX Board as appropriate.

# Rosemont SuperStop Evaluation Summary

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# ROSEMONT ALTERNATIVE SITE ANALYSIS



## Background

### Fall 2015

- Lake Orlando Home Owner's Association (LOHOA) requested that the existing Maxwell Terrace bus stop be removed
- LYNX increased lighting and trash pick-up pursuant to Call to Action

### 2016-2017

- LYNX attended several 2016 LOHOA meetings and made recommendation for SuperStop analysis to be performed by new consultants in 2017
- May 2017 - initial analysis performed on alternative site locations
- May 25, 2017 and June 6, 2017 – attended LOHOA Board/Working Group meetings to discuss HOA concerns and potential alternate sites
- August 2017 - alternative site analysis presentation provided to LOHOA

# ROSEMONT ALTERNATIVE SITE ANALYSIS



## Site Analysis Process

### Alternative Site Analysis

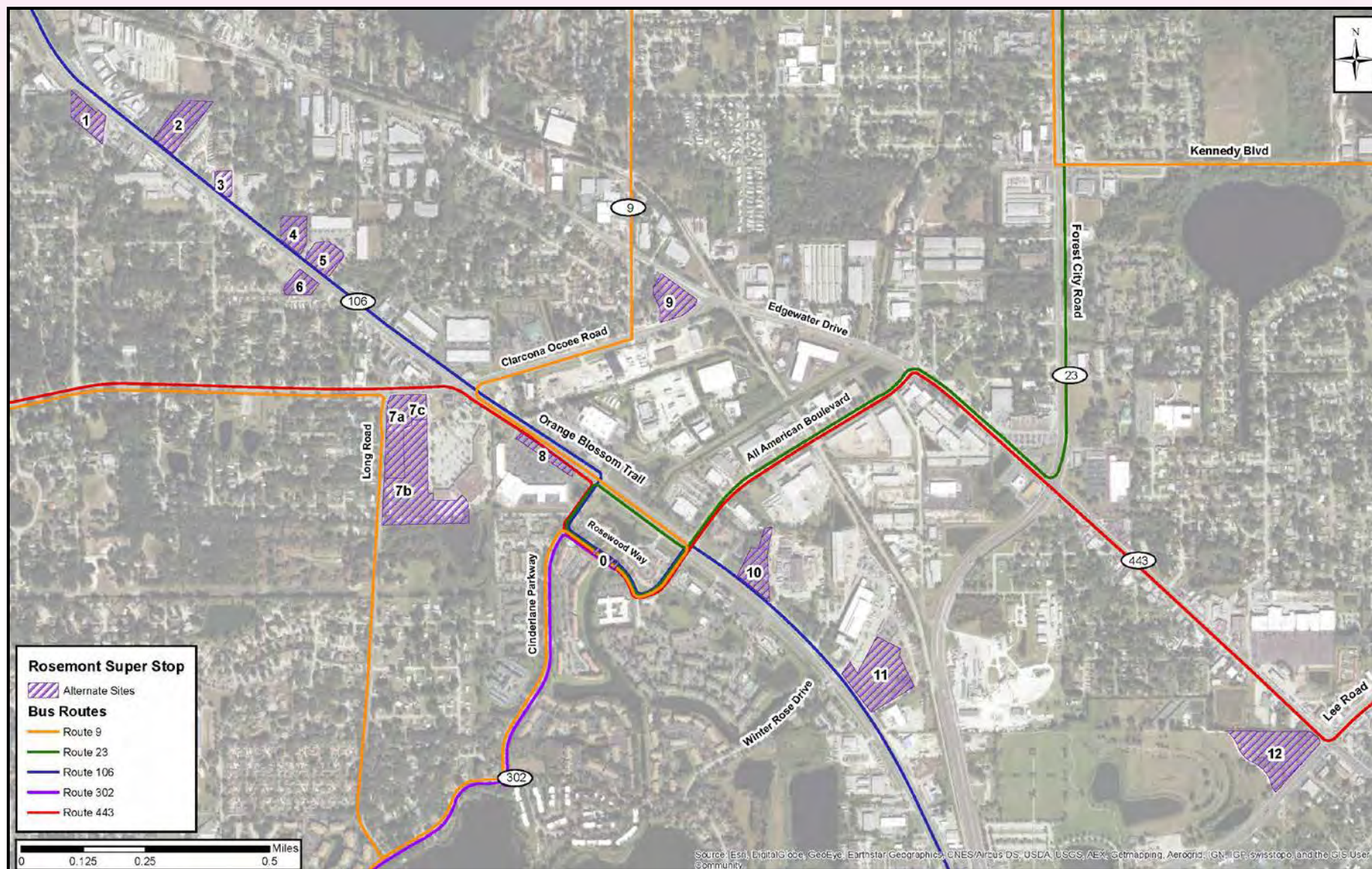
- Assessed sites based on land characteristics, economic impact and rider accessibility, and potential Title VI issues

### Passenger Survey

- Conducted an on-site survey of Rosemont SuperStop passengers on Friday July 21, 2017 from 7:30 am to 11:30 am (AM Peak)



# 12 ALTERNATIVE SITE LOCATIONS





# TOP THREE ALTERNATIVE SITES

## Locations

- **Site # 0**
  - Existing stop at Rosewood Way
- **Site # 7**
  - Clarcona-Ocoee Road and Long Road
- **Site # 9**
  - Clarcona-Ocoee Road and Edgewater Drive





# SITE EVALUATION CRITERIA

## Critical Factors

- Parcel Size
- Route Deviation
- Property Availability

## Additional Factors

- Accessibility
- Environmental Issues
- Utilities
- Nearby Uses

PARCEL	CRITERIA RATING DEFINITIONS	
Availability	Score of "1"	Score of "5"
Property is for sale/cost of acquisition	Not for sale or > \$250,000/acre	Property cost = \$0
Size		
Minimum size requirement for transit center	Less than 1 acre	More than 3 acres
Accessibility		
Visibility of site from street		
- Directly fronts adjacent street	Far from adjacent street	Directly fronts adjacent street
- Site visibility from the street	Not visible, hidden	Highly visible, open
Ease of bus access		
- Presence of nearby traffic signal	More than 0.25 miles	Less than 0.10 mile
- Direct access to site via left turn lanes	Indirect access to site	Direct access to site
Ease of pedestrian access	No sidewalk connections	Extensive sidewalk connections, crosswalks, etc.
Ease of bicycle access	No bicycle lane connections	Connections to bicycle lanes
Bus Operations and Rider Impacts		
Extent of bus re-routing required	More than 2 miles	No re-routing required
Environmental Considerations		
Presence of wetlands/floodplains on site	Extensive wetlands/floodplain	No wetlands/floodplain
Extent of site clearing needed		
- Extent of clearing/earthwork required	Extensive site clearing needed	No site clearing needed
- Extent of building demolition needed	Extensive building demolition needed	No building demolition needed
- Extent of any residential or business displacements	Extensive displacements needed	No displacements needed
Visual impacts to nearby residences or businesses	Extensive impact on nearby properties	No impact on nearby properties
Utility Connections		
Major utility conflicts	Extensive utility conflicts	No utility conflicts
Transit Compatible Adjacent Land Uses		
Proximity to compatible commercial or office land uses		
- Next to/near supporting retail	No adjacent retail	Extensive adjacent retail
- Extent of adjacent office development	No adjacent office development	Extensive adjacent office development

# SITE EVALUATION SCORES



		SITE RATINGS (SITES 0 - 12)														
Parcel	Weighting	0*	1	2	3	4	5	6	7a	7b	7c	8	9	10	11	12
Availability																
Property is for sale/cost of acquisition	200%	5	3	3	1	2	1	3	1	1	1	1	1	4	1	1
Size																
Minimum size requirement for transit center	200%	1	3	4	1	3	3	2	4	5	2	1	3	3	5	1
Accessibility																
Visibility of site from street																
- Directly fronts adjacent street	100%	5	5	5	5	5	5	5	5	3	5	5	5	3	5	5
- Site visibility from the street	100%	1	5	5	5	5	5	3	5	3	5	5	5	1	5	5
Ease of bus access																
- Presence of nearby traffic signal	150%	3	5	4	2	1	1	1	4	2	5	5	5	4	1	5
- Direct access to site via left turn lanes	100%	5	5	1	3	1	1	1	3	5	1	3	3	1	1	1
Ease of pedestrian access	100%	3	3	1	3	1	1	3	5	5	5	5	5	1	1	3
Ease of bicycle access	100%	1	3	3	3	3	3	3	5	5	5	3	3	1	1	3
Bus Operations and Rider Impacts																
Extent of bus re-routing required	200%	5	1	1	2	2	2	2	2	2	2	5	3	5	5	1
Environmental Considerations																
Presence of wetlands/floodplains on site	100%	5	5	5	5	5	5	3	5	5	5	5	3	5	5	5
Extent of site clearing needed																
- Extent of clearing/earthwork required	100%	5	5	1	1	3	5	1	5	5	5	5	3	1	5	5
- Extent of building demolition needed	100%	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
- Extent of any residential or business displacements	100%	5	5	5	5	5	3	3	5	5	5	1	5	5	3	3
Visual impacts to nearby residences or businesses	100%	5	1	5	3	5	3	3	3	5	3	1	5	3	3	3
Utility Connections																
Major utility conflicts	100%	3	5	5	5	5	5	5	5	5	5	1	5	5	5	5
Transit Compatible Adjacent Land Uses																
Proximity to compatible commercial or office land uses																
- Next to/near supporting retail	100%	5	5	3	3	1	1	5	3	3	5	5	1	3	1	5
- Extent of adjacent office development	100%	5	1	1	1	1	1	3	3	3	3	3	5	1	1	3
Total Score		79.5	74.5	67.0	58.0	60.5	56.5	58.5	77.0	76.0	74.5	68.5	74.5	65.0	64.5	64.5

\* Site 0 is the Existing Rosemont SuperStop. Sites 1 - 12 are Alternate Sites.

98 of 146

# TOP THREE SITES & KEY CHARACTERISTICS



Site ID	Property Acquisition Costs	Extent of Bus Re-Routing Required	Safety/Security Visibility	Proximity to High Density Residential
# 0 Existing	Low	Low	High Concern	High Proximity
# 7 Long Road	High	Moderate	Moderate Concern	Moderate Proximity
# 9 Edgewater	Moderate	High	Low Concern	Low Proximity

# PASSENGER SURVEY RESULTS

- ❑ 62 % of passengers interviewed come from the Rosemont area
- ❑ 30 % of passengers are walking from the surrounding area to the stop
- ❑ 40 % of passengers live within one mile of the stop
- ❑ 45 % of passengers are using the LINK 106
- ❑ 94 % of passengers answered that the location of the stop is convenient for them



*"Is the location of the Rosemont **SuperStop** convenient for you?"*

# PASSENGER REQUESTED IMPROVEMENTS



Passengers were asked specifically about improvements that they would like to see at the Rosemont SuperStop and the following recommendations were provided:

- ☐ Additional seating
- ☐ Bus schedule information
- ☐ Improved shelters
- ☐ Improved lighting
- ☐ Real-time bus arrival information
- ☐ A better overall atmosphere of improved safety



# RESULTS OF SITE EVALUATION AND SURVEY



## Maintain existing bus stop location

- ☐ No Acquisition Costs
- ☐ No Bus Re-Routing
- ☐ Reduced Travel Time for Link 106
- ☐ Proximity to High Density Residential
- ☐ No Disruption of Passenger Travel
- ☐ Passenger Preference





# TITLE VI INFORMATION

## Study Area Characteristics:

- ✓ 65% Minority
- ✓ 11 % Disabled
- ✓ 25 % at or below poverty line
- ✓ 7.5 % zero car households



# TITLE VI INFORMATION



- ❑ Based on this census data, the move of this bus stop will cause a disproportionate and disparate impact to the riding public, potentially violating Title VI rights
  - ✓ Passengers would be required to travel greater than ¼ mile distance to the bus stop
  - ✓ Supported by letter from 2005 letter of concurrence from the Federal Transit Administration (FTA) Office of Civil Rights which indicated that keeping the stop at its existing location makes sense





# FUTURE SITE IMPROVEMENTS

## CRIME PREVENTION THROUGH ENVIRONMENTAL DESIGN (CPTED)

**GOAL:** Reduce opportunities for crime that may be inherent in the design of structures or in the design of neighborhoods

### ☐ **Clearly Defined Space**

- Designated transit stop/shelter design
- Clear wayfinding/bus information
- Identity/branding/public art

### ☐ **Lighting – illuminate human activity and security**

- Minimize glare and light into adjacent area (use of cut off light fixtures)
- Good color rendering and uniformity

### ☐ **Security – cameras and call boxes**

### ☐ **Maintenance Plan – create a sense of ownership and care**

### ☐ **Traffic Calming – improved access control**

# Visual Representation of Improvements





October 1, 2018

Katherine Roberts-Nobles, President  
Lake Orlando HOA  
P.O. Box 608257  
Orlando, FL 32860

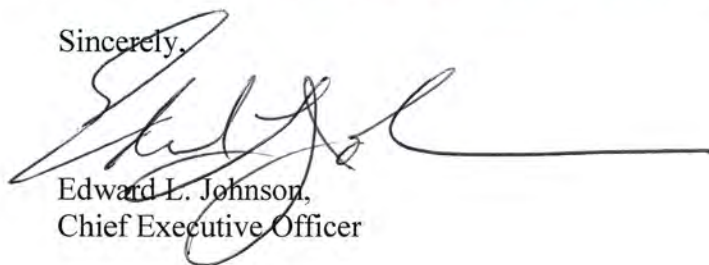
Dear Ms. Nobles,

The purpose of this letter is to provide you with the next steps with regards to the Rosemont Transfer Center project.

Since late 2015, the LOHOA has requested LYNX to relocate the Rosemont Transfer Center from its current location due to perceived concerns of safety, security and overall condition of the site. In 2017, LYNX budgeted \$70,000 to evaluate the relocation of the transfer center. After carefully identifying several potential locations within a sufficient distance of this existing facility, it was determined that said relocation posed additional operational constraints, excessively increased operating costs and posed an undue burden on the bus passenger in terms of pedestrian/vehicle conflict and overall travel commute times. Therefore, LYNX staff determined that the relocation of the existing facility was not the most conducive means to address the LOHOA concerns.

LYNX appreciates the time and effort that the LOHOA has put towards voicing their concerns, but ultimately LYNX must balance these with the needs of our primary user-the bus rider. Despite the robust public involvement process employed by LYNX, some members of the LOHOA Board of Directors have determined they are not in agreement with the recommendations for design improvements, but remain resolved to have the facility removed from its current location. To be clear, LYNX has noted these concerns appropriately but ultimately this does not change the outcome of the data collected. As such, LYNX is moving forward with the final design and ultimate reconstruction of the Rosemont Transfer Center.

Sincerely,



Edward L. Johnson,  
Chief Executive Officer

cc: Commissioner Stuart

# LYNX Board Agenda

## Information Item C: State Road 436 Transit Corridor Study - Project Update and Recommendations

**To:** LYNX Board of Directors

**From:** **Tiffany Homler Hawkins**  
CHIEF ADMINISTRATIVE OFFICER  
**MYLES OKEEFE**  
(Technical Contact)  
**Tomika Monterville**  
(Technical Contact)  
**BRUCE DETWEILER**  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6064

**Item Name:** **Information Item**  
**State Road 436 Transit Corridor Study - Project Update and Recommendations**

**Date:** 1/24/2019

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### **BACKGROUND:**

At the September 22, 2016 Board meeting, the LYNX Board of Directors authorized the contract award to Kittelson and Associates, Inc. (Kittelson) for the State Road 436 Transit Corridor Study. The SR 436 Corridor Study (Study) evaluated various transportation alternatives to enhance transit services along SR 436. The primary focus of the Study was a 23-mile segment of SR 436 from the Orlando International Airport (OIA) in Orange County, FL, to SR 434 in Seminole County, FL. The Study considered the current and future demand of transit services and improvements to support a more efficient connection to the airport, while supporting planned economic redevelopment along the corridor.

As the Study has been completed, LYNX staff will present an update to the LYNX Board of Directors and share the recommendations resulting from the Study.

### **OVERVIEW:**

The Study began in January 2017, with the identification of the SR 436 corridor's issues and opportunities, through the development of an Existing Conditions Report. As part of that work, the Study team:

- Conducted 22 in-person, stakeholder interviews;
- Attended 23 community events;
- Received almost 1,000 survey responses; and



# LYNX ard Agenda

- Has seen over 11,547 visits to the Study website, by 3,420 people.

Some of the information reviewed includes current and historical automobile and transit travel patterns and volumes, existing and future land uses, existing and future populations, and existing infrastructure.

To inform the decision making process, the Study team meets with a Partner Agency Working Group (PAWG) comprised of representatives from the following:

- Florida Department of Transportation
- City of Orlando
- Orange County
- Seminole County
- MetroPlan Orlando
- City of Altamonte Springs
- City of Casselberry
- City of Maitland
- City of Winter Park
- East Central Florida Regional Planning Council
- GOAA
- Central Florida Expressway Authority

The PAWG members met 10 times throughout the project to review the Study's progress, and to provide direction and feedback as representatives of their jurisdictions, but also as regional partners.

Simultaneously, a Health Impact Assessment Working Group (HIAWG) met four times, with representation from:

- Seminole County Department of Health
- Orange County Department of Health
- reThink Your Commute
- University of Central Florida
- Orange County Public Schools
- Florida Hospital (now Advent Health)
- MetroPlan Orlando
- East Central Florida Regional Planning Council
- City of Orlando
- Florida Department of Transportation
- City of Casselberry
- Health Council of East Central Florida (HCECF)

The HIAWG provided recommendations to improve the health of residents along the corridor that influenced the overall final study recommendations.

# LYNX Board Agenda

As a result of the PAWG, HIAWG, numerous public outreach events, and survey responses, the Study team recommends a series of ongoing, short-term, and mid-term actions for LYNX and its regional partners to undertake to prepare the SR 436 corridor for Bus Rapid Transit, operating between Orlando International Airport and the Altamonte Springs SunRail Station.

Additional information on the project, and related documentation, can be found on the Study website: [www.LYNXSR436.com](http://www.LYNXSR436.com).



IMAGINE TRANSIT THAT

GETS YOU THERE ON TIME

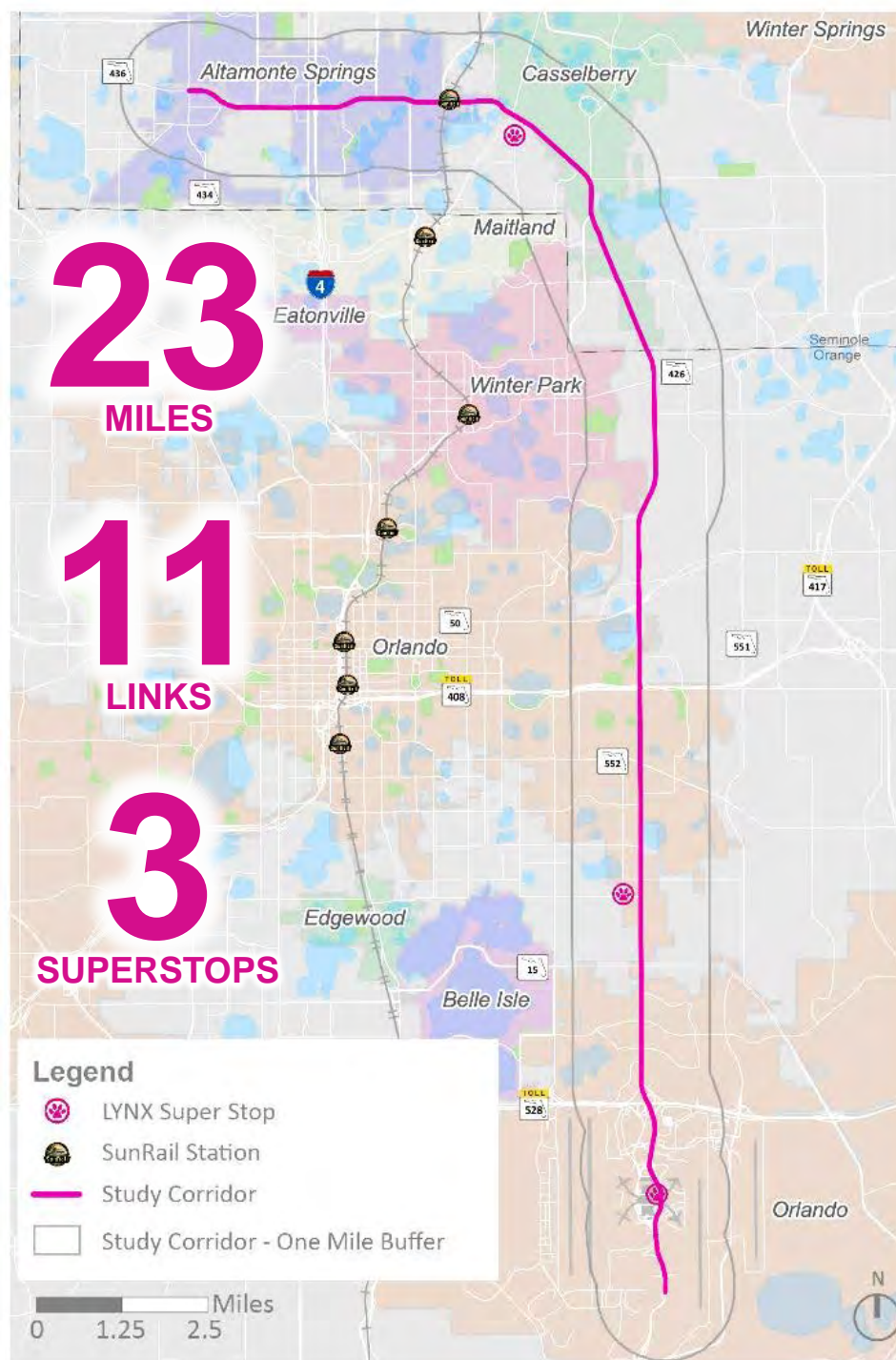
CONNECTS OUR COMMUNITIES

PUTS OUR REGION ON TOP

LYNX Board Meeting  
December 6, 2018









# Why SR 436?



## Highest Concentration

Central Florida residents  
on SR 436

Source: American Community Survey 2011-2016,  
residential density by Census Tract



**18K** employees  
**45M** annual passengers

[https://en.wikipedia.org/wiki/Orlando\\_International\\_Airport](https://en.wikipedia.org/wiki/Orlando_International_Airport)



## 1M Ridership

436S has the highest  
annual ridership of all  
30-minute headway routes

<https://www.golynx.com/core/fileparse.php/143255/urlt/2017-Annual-Ridership-by-Link.pdf>

## Short-term Recommendation

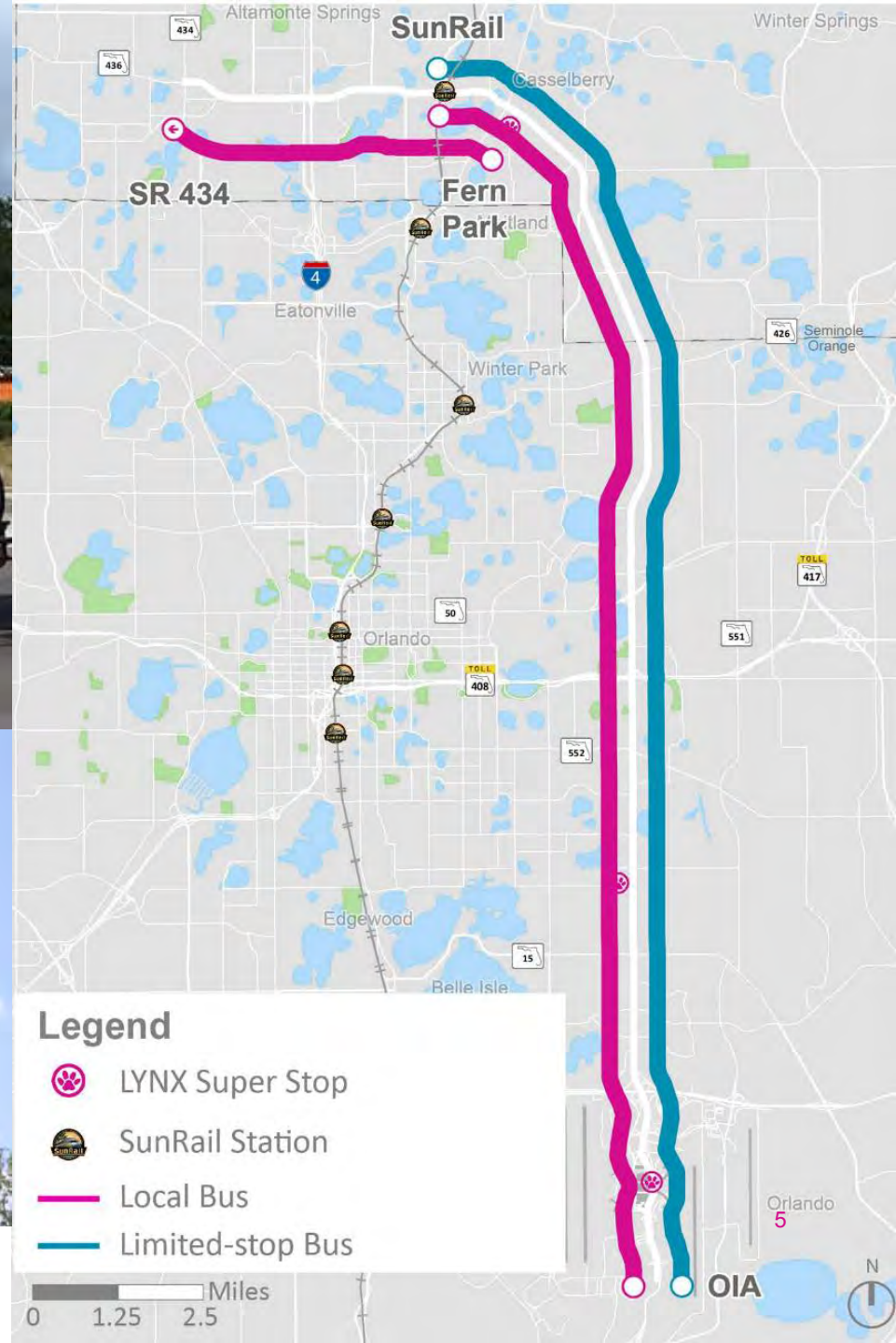


## Limited-stop bus from OIA to SunRail

- Maintain existing local service
  - Extend local 436S to SunRail to match
- Operate as FastLink
- Use existing shelters
- 30-minute headways



<https://www.flickr.com/photos/traveling-around/34344544416>





## Long-term Recommendation



# Bus Rapid Transit from OIA to SunRail

Simple, fast, reliable

- **Frequent** buses (15 mins)
- **Premium** buses
- **Faster** ride
  - Fewer stations, farther apart
  - Exclusive or semi-exclusive lanes
  - Smart signals: bus communicate with signals for faster ride
- **Shorter stopping** times
  - Off-board tickets
  - Level boarding
- **Premium** stations: real-time bus arrival info, shelter, seating





Long-term  
Recommendation



## Bus Rapid Transit from OIA to SunRail

Supported by ped/bike  
infrastructure and  
land use policies

- Wider and shaded sidewalks
- More crossings
- Less speeding
- Transit-supportive patterns:  
connected streets, mix of uses,  
healthy densities, managed parking
- Affordable multi-family housing





# How much do we need to build & operate BRT?

## Capital

**\$60M-\$80M**

BAT Lanes or curbside exclusive  
(no widening)



*Using existing  
auxiliary lanes*



*Repurposing a  
travel lane*

**\$250M+**

Median exclusive  
(widening)



*Widening into the  
median*

## Operating

**\$4M**

Annually (LYNX's annual  
operating expenses is \$160M)



# What could we achieve?

## ENHANCE TRANSIT EXPERIENCE

Up to 8,800 corridor riders

BRT riders save 30 to 45 minutes daily



## SAFE WALKING & BICYCLING

Wider sidewalks, more crossings, and less speeding



## ENCOURAGE REDEVELOPMENT

Up to 19 station areas catalyzing redevelopment and economic growth.



## RELIABLE AUTO MOBILITY

Reduced conflicts will result in safer and more reliable auto mobility.



## IMPLEMENTABLE IMPROVEMENTS

The project is cost-effective and will be competitive when seeking Federal grants



## SUPPORT COMMUNITY HEALTH

A Health Impact Assessment identified opportunities to encourage healthier communities







Thanks for your time!

[lynxsr436.com](http://lynxsr436.com)



A decorative graphic consisting of a grid of squares in various shades of gray and magenta, arranged in a pattern that tapers to the right.

# SR 436

TRANSIT CORRIDOR STUDY  
CONNECTING COMMUNITIES



IMAGINE TRANSIT THAT

**GETS YOU THERE ON TIME**

**CONNECTS OUR COMMUNITIES**

**PUTS OUR REGION ON TOP**



## WHY SR 436?

A critical artery connecting key economic centers of growing Metro Orlando

A local business street with 100,000 jobs

Home to 200,000 residents

The gateway for many of the 72 million annual Orlando tourists

## WHY NOW?

Addressing safety for all users is imperative

Premium transit is vital to compete for high tech jobs and talents

Other regions are investing in premium transit; Central Florida cannot be left behind!



Link 436S is **the highest ridership route** among those that run every 30 minutes

Source: LYNX Forward (2017)



**3 Universities** Home to Including Full Sail and its **16,000** on-campus and online **students**

Source: Winter Park Magazine (2018)



**Highest concentration of residents in Central Florida**

Source: ACS 2012-16 population density by Census Tract

Over **1/2** of all **fatal crashes** in the past 5 years involved a **pedestrian**

# WHAT ALTERNATIVES ARE BEING CONSIDERED?

In **Alternatives A & B**, long right-turn lanes are converted to Business Access and Transit (BAT) lanes. Elsewhere, the bus runs in mixed-traffic.



In **Alternatives C1 & C2**, the bus would run in exclusive transit lanes along the median or on the curbside.

Transit in the Median

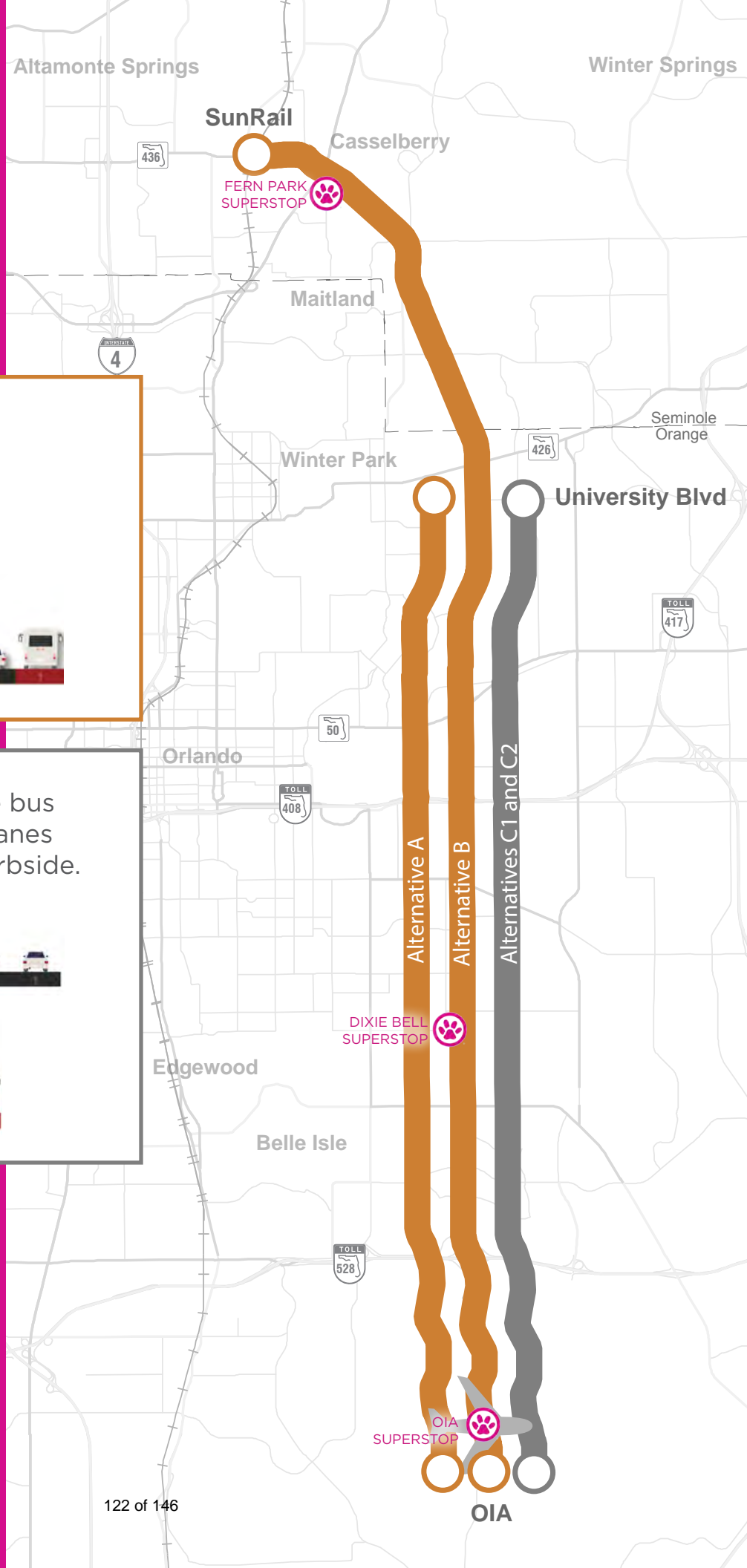


Transit on the Curbside



## ALL ALTERNATIVES INCLUDE

- Sheltered stations spaced farther apart
- Real-time bus arrival info
- Priority for buses at intersections
- Off-board ticketing
- Near-level boarding
- Bicycle racks
- Better buses



# WHAT COULD WE ACHIEVE?

## ENHANCE TRANSIT EXPERIENCE

Riders will save 30-45 minutes each day.



## SAFE WALKING & BICYCLING

Wider sidewalks, more crossings, and less speeding



## ENCOURAGE REDEVELOPMENT

Up to 19 station areas catalyzing redevelopment and economic growth.



## RELIABLE AUTO MOBILITY

Reduced conflicts will result in safer and more reliable auto mobility.



## IMPLEMENTABLE IMPROVEMENTS

The project is cost-effective and will be competitive when seeking Federal grants



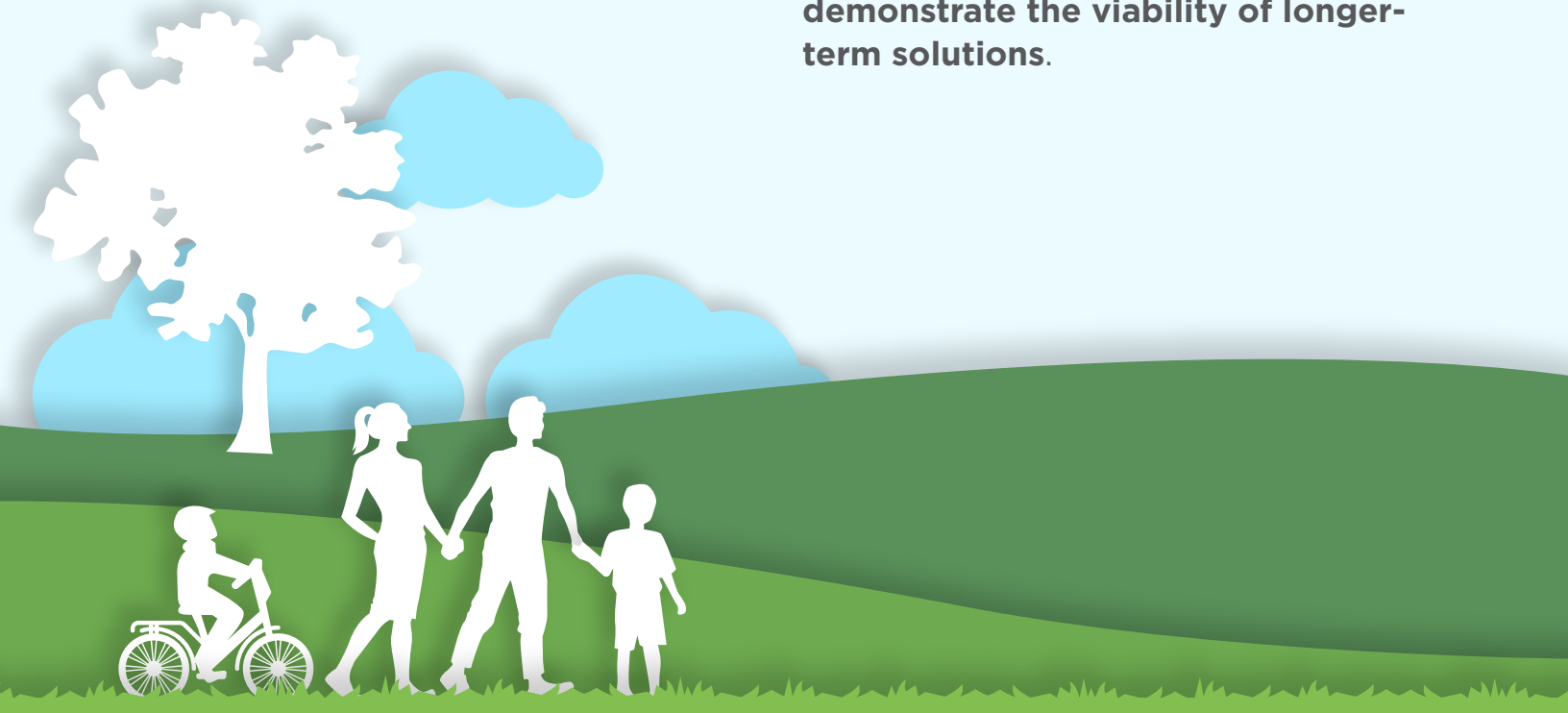
## SUPPORT COMMUNITY HEALTH

A Health Impact Assessment identified opportunities to encourage healthier communities



## IN THE MEANTIME...

LYNX and our partners are looking to give riders a **new choice** by adding limited-stop FastLink service on SR 436. This **short-term low-cost** improvement will offer new connections to SunRail, get riders used to premium transit, and **demonstrate the viability of longer-term solutions.**



Visit and share our website  
at [www.lynx-sr436.com](http://www.lynx-sr436.com) or contact:  
Myles O'Keefe  
Senior Planner | LYNX  
407.254.6076 | [mokeefe@golynx.com](mailto:mokeefe@golynx.com)



# LYNX Board Agenda

## Monthly Report A: Communications Report - December 2018

**To:** LYNX Board of Directors

**From:** Matthew Friedman  
DIRECTOR OF MARKETING COMM  
Matthew Friedman  
(Technical Contact)  
Janet Amador  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6206

**Item Name:** Marketing Communications Report - December 2018

**Date:** 1/24/2019

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### LYNX COMMUNITY EVENTS AND OUTREACH

#### Pumpkin Pursuit

50 LYNX branded pumpkins were hidden at LYNX bus stops across Central Florida on October 29. Customers had until Nov. 1 to find a pumpkin and exchange it for an All-Day bus pass at LYNX Central Station. Participants lucky enough to find and return a pumpkin were also entered into a random drawing for a chance to win a 30-Day bus pass. This event was a great way to engage our customers and have some fun.

#### OUC

LYNX participated in the Orlando Utility Commission's "Fall into Savings" community meetings for OUC customers on Nov. 27 at Lake Nona Middle School and Nov. 29 at Boone High School. The meetings focus on conservation programs, customer service and incentives. Exhibitors included the City of Orlando, home warranty company American Water Resources and several OUC departments. LYNX provided information and giveaways.

#### Holiday Promotion

The agency celebrated the holidays this year with Santa driving the annual holiday bus and offering free rides to passengers. He also stopped driving for one afternoon to take photos with all of the "nice" Central Florida boys and girls in the LYNX Central Station Terminal on Dec. 14. As a thank you to passengers, customers were given a chance to win 30-day passes by participating in the Great Gingerbread Hunt. Clues were given through the LYNX Instagram account to help customers locate the LYNX Gingerbread Man in Orange, Osceola and Seminole counties on specific days. 20 lucky winners received a 30-Day bus pass as part of the promotion.

# LYNX ard Agenda

## **Presentations - November**

1 Kinnerette (Seniors) health faire	
8 Magnet school	ID/mtg
13 Plymouth Senior Apts	Info
15 Sanford Middle School	ACCESS/ID
29 Va domicile Program	Info/ID

## **LYNX PRESS RELEASES | MEDIA NOTES: NOVEMBER 2018 – DECEMBER 2018**

Nov. 1	LYNX to Hold Public Hearings and Workshops for January 2019 Service Proposal
Nov. 15	LYNX will be operating a holiday schedule on Thanksgiving Day, Nov. 22
Nov. 26	Santa Returns to Drive Annual Holiday Cheer
Dec. 10	LYNX Will Make January 2019 Service Changes

## **LYNX NEWS ARTICLES: NOVEMBER 2018 – DECEMBER 2018**

	LYNX Bus Driver Twitter <a href="#">LYNX BUS DRIVER TWITTER UPDATE</a>
	LYNX BUS REAR-ENDS DISABLED BUS, KILLING DRIVER BEHIND IT SPECTRUM NEWS 13 <a href="#">1 DEAD AFTER 2 LYNX BUSES COLLIDE</a>
Nov. 16	LYNX bus driver dead, another injured after one bus crashes into another, police say WFTV9 <a href="#">One Lynx bus rear-ended another, crushing and killing a driver standing between the two</a>
	LYNX bus driver dies in early morning accident FOX35 <a href="#">LYNX BUS DRIVER HIT AND KILLED</a> LYNX bus crashes into LYNX bus; 1 driver killed; second bus driver taken to the hospital CLICK ORLANDO <a href="#">Driver-killed-in-orlando-crash-involving-2-lynx-buses</a>

# LYNX Board Agenda

- LYNX bus driver who's bus stalled hit, killed by another bus, Orlando cops say  
Orlando Sentinel  
[Deadly Bus Crash](#)  
Driver dead after crash involving 2 LYNX buses in Orlando  
WESH2  
[Driver dead after crash](#)  
1 bus driver dead in crash with another bus in Orlando  
News Chief  
[One bus driver dead in crash with another bus in Orlando](#)  
Fatal Crash: 1 bus driver dead in crash with another bus in Orlando  
The Republic  
[1 bus driver dead in crash with another bus in Orlando](#)
- 1 bus driver dead in crash with another bus in Orlando  
AP News  
[1 Bus driver dead in crash with another bus in Orlando](#)
- [Bus driver dead, another hospitalized after two LYNX buses crash in Orlando](#)  
WTSP.com  
NOV. 17 ORLANDO, Fla. -- A driver has been killed in a crash involving two public buses in Orlando. It happened just after 5 a.m. on West Princeton Street near ...
- [Lynx bus driver resigns after fatally hitting another driver, records show](#)  
Click Orlando  
LYNX bus driver resigns after fatally hitting another driver, records show
- Dec. 4 [Lynx bus driver resigns after fatally hitting another driver, records show](#)  
WKMG News 6 & ClickOrlando  
ORLANDO, Fla. - The bus driver involved in a fatal Lynx bus crash last month has resigned. In a letter submitted Monday to the Lynx management ...
- [It would be the first fare increase for LYNX in a decade - Video](#)  
WFTV9 abc  
Budget Shortfall could force LYNX to raise bus fares
- DEC. 7 [New report released on deadly Lynx bus crash](#)  
WESH Orlando  
16 when another Lynx bus hit him at 42 miles per hour on Princeton Street right in front of the Lynx Service Center in Orlando. A Lynx preliminary ...
- [Lynx to make adjustments to downtown Lymmo, other routes in 2019](#)  
Orlando Business Journal  
DEC. 14 The public bus company will add a one-way loop through downtown ... schedule adjustments, including two of its Lymmo routes in downtown Orlando.

# LYNX Board Agenda

[A new driving force: Free downtown shuttle bus coming to Kissimmee](#)

Osceola News-Gazette

The smaller, paratransit-style bus only accommodates about 12 passengers, but Freedman said Lynx ridership models project about 300 people will ...

[Sales tax increase could be up to Osceola County voters](#)

WFTV Orlando

DEC. 24

But Hawkins said most of that money was used toward public transportation and Lynx bus service. Besides repaving, he said the sales tax proposal ...

[Orlando Region: Transportation](#)

Florida Trend

The Mears Cab Co. now is a partner, too, prompting LYNX CEO Edward Johnson to say: “You have the private sector doing this type of work, acting on ...

DEC. 29

[No. 103: Lynx Central Station, 2004, Orlando](#)

Sarasota Herald-Tribune

In the past two decades, the municipal bus station has become something of an architectural icon in many cities. No longer just a collection of benches ...

# LYNX Board Agenda

## SOCIAL MEDIA: NOVEMBER 2018 – DECEMBER 2018

Nov. 1	Pumpkin Pursuit Jan. 27 Service Proposal. Service detour on Mandarin Drive and Sand Lake Road. Bike to Work Day tomorrow.
Nov. 2	Team LYNX at Bike to Work with Mayor Buddy Dyer. Daylight Saving Time Ends this weekend. Weekend service detours. Pumpkin Pursuit. Response to customer question about funding. Response to customer request to add a bus stop.
Nov. 3	Weekend service detours. Daylight Saving time ends tonight.
Nov. 4	LYMMO Orange Line.
Nov. 5	Orlando Business Journal roundtable. Service detour due to the Solar Bears game. Links 301 and 303 scheduled route changes. Response to complaint about the bus tracker.
Nov. 6	LYNX See & Say app. LYNX new transit displays. Response to concern about the bus tracker app.
Nov. 7	Veterans Day schedule. Response to question about Veterans Day schedule.
Nov. 8	Throwback Thursday. Response to complaint about a bus operator. Response to request for a new bus stop location.
Nov. 9	Service detour due to Electric Daisy Carnival. Links 301 and 303 scheduled route changes. Response to question about LYMMO shuttles to the Electric Daisy Carnival.
Nov. 10	Reminder: Links 301 and 303 scheduled route changes.
Nov. 11	Veterans Day.
Nov. 12	Operating normal schedule today. Response to customer complaint about the January service proposal. Public workshop/hearing for January service proposal.
Nov. 13	January service proposal. Response to concern about overcrowding on buses.
Nov. 14	Public workshop/hearing for January service proposal. Response to complaint about bus delays. Thanksgiving holiday schedule. Service detour for the Florida Classic.



# LYNX Board Agenda

Nov. 15	Response to concern about the bus tracker app. Public workshop/hearing for January service proposal. Response to comment about the public workshop/hearing.
Nov. 16	Service detour due to police activity. Service detour for the Florida Classic. Service detour at the Disney University bus stop. Service detour at Orange Avenue. Message of condolence for Prosper Nazaire.
Nov. 17	Shuttle service for the Florida Classic.
Nov. 18	Service detour on Orange Avenue for the Holiday Star installation. Thanksgiving holiday schedule.
Nov. 19	Service detour for the Seniors First Turkey Run.
Nov. 20	Thanksgiving holiday schedule.
Nov. 21	Thanksgiving Trivia. Service detour for the Fusion Fest. Thanksgiving trivia winner announcement. Service detour due to the Seniors First Turkey run.
Nov. 22	Happy Thanksgiving. Thanksgiving trivia. Thanksgiving trivia winner announcement.
Nov. 23	Thanksgiving trivia. Service detour for the Fusion Fest. Thanksgiving trivia winner announcement.
Nov. 24	LYNX See & Say app.
Nov. 25	It's almost that time.
Nov. 26	Holiday bus. Thanksgiving trivia. Thanksgiving trivia winter announcement. The holiday bus is on the move.
Nov. 27	A gorgeous look at downtown Orlando.
Nov. 28	Santa has been spotted driving the holiday bus.
Nov. 29	The Gingerbread Hunt. Response to customer comment about the holiday bus. Service detour on Amelia Street. Response to complaint about Link 40. Service detour for the OUC Orlando half marathon.
Nov. 30	Happy Friday. Service detour for the OUC Orlando half marathon.
Dec. 1	Service detour for the St. Cloud Christmas parade. Gingerbread Hunt.
Dec. 2	Buses getting ready to roll out at LYNX Operations Center.
Dec. 3	Welcoming guests at OBJ's roundtable. Gingerbread Hunt.

# LYNX Board Agenda

	Pine Hills Transfer Center community workshop. Response to question about how often bus seats are cleaned.
Dec. 4	Santa Clause is coming to town. Gingerbread Hunt.
Dec. 5	Gingerbread Hunt map. Gingerbread Hunt clues. Gingerbread Hunt winners.
Dec. 6	The Fresh Stop bus. Service detour due to the College Park Holiday on the drive. Weekend service detours. Response to question about the Fresh Stop bus. Welcome Jerry Demings to our Board of Directors.
Dec. 7	Service detour due to construction on University Boulevard. Weekend service detours.
Dec. 8	LYNX bus passes are the perfect stocking stuffer.
Dec. 9	Service detour on LYNX Lane. Photos with Santa at LYNX Central Station.
Dec. 10	January 27 service change. Pine Hills Transfer Center public workshop.
Dec. 11	Gingerbread Hunt. Pines Hills Transfer Center public workshop.
Dec. 12	Santa in the terminal. Holiday schedule.
Dec. 13	Service detour for the Cure Bowl. The new downtown Kissimmee Circulator. Santa in the terminal. LYNX ID services will be open on Saturday.
Dec. 14	January service changes. Santa in the terminal.
Dec. 15	LYNX ID service will be open today. Service detour for the Cure Bowl.
Dec. 16	Santa in the terminal photo album.
Dec. 17	Santa makes a little girls day.
Dec. 18	Holiday schedule. Response to customer complaint. Response to question about service. January service changes.
Dec. 19	Santa and the holiday bus.
Dec. 20	Gingerbread Hunt. Bus stops will be removed on Holly Street due to construction.
Dec. 21	Last day to ride the holiday bus.
Dec. 22	Ride LYNX to your favorite shopping location.
Dec. 23	A holly, jolly Sunday to you. Holiday schedule.

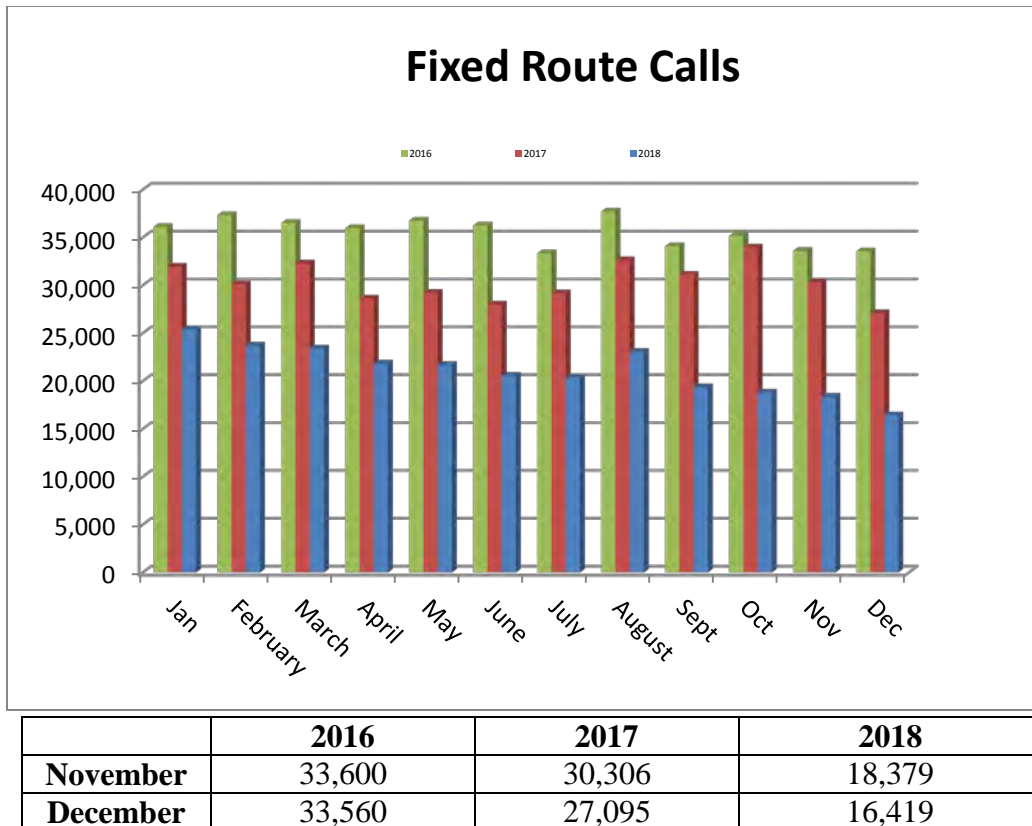
# LYNX Board Agenda

	Bus stops will be removed on Holly Street due to construction.
Dec. 24	The Gingerbread Hunt and Santa in the terminal recap.
Dec. 25	Happy Holidays from LYNX.
Dec. 26	January service changes. Service detour for Camping World Bowl. Response to customer complaints about the schedule book.
Dec. 27	LYNX is hiring. Service detour for the Florida Citrus parade. Response to complaint about an ACCESS LYNX driver. Response to comment about a safety concern on the bus.
Dec. 28	Service detour for Camping World Bowl. Service detour for the Florida Citrus parade. Response to complaint about a bus operator on Link 29. Response to complaint about a bus operator on Link 3. Response to positive feedback about our service. Response to question about January service changes.
Dec. 29	Service detour for the Florida Citrus parade. Service detour for the New Year's Eve celebration.
Dec. 30	Holiday schedule. Service detour for the Citrus Bowl game.
Dec. 31	New Year's Eve. Service detour for the New Year's Eve celebration. Service detour for the Citrus Bowl game.

<b>SOCIAL MEDIA USAGE</b>	<b>NOV. 2018</b>	<b>DEC. 2018</b>
Facebook Likes	5,339	5,468
Facebook – Daily Total Reach: The number of people who have seen any content associated with our Page. (Unique Users)	60,352	48,324
Twitter Followers	5,614	5,631
<b>WEBSITE USAGE</b>		
Total Page Views	656,959	643,845
Total User Visits	99,403	93,683

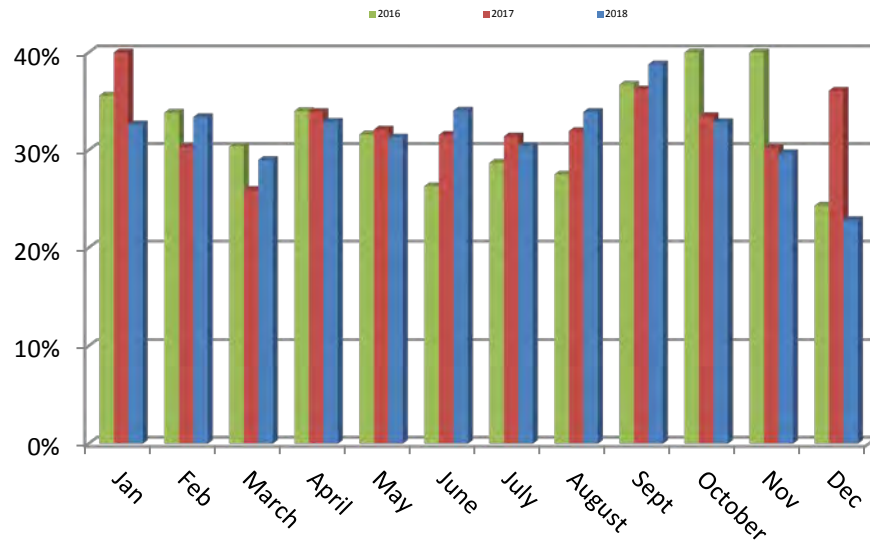
# LYNX Board Agenda

## CUSTOMER SERVICE: DEC – NOV



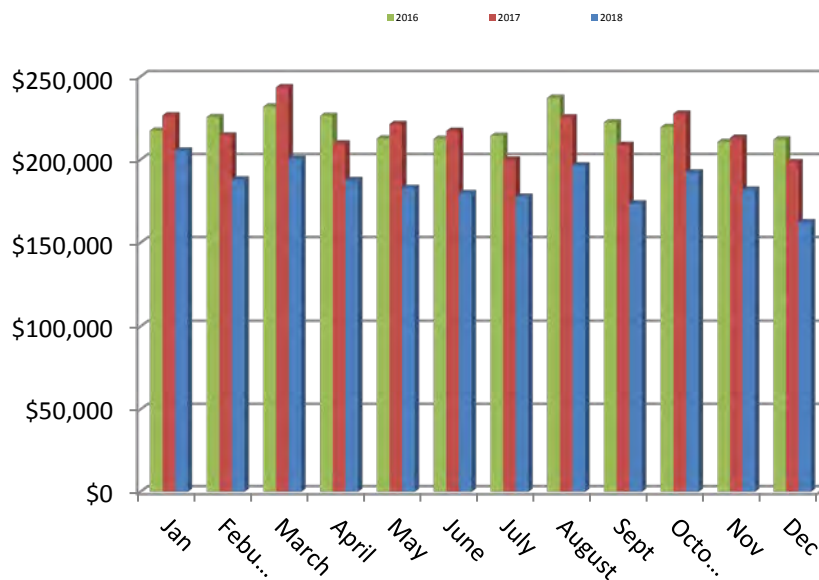
# LYNX Board Agenda

## Lost & Found Percentage of Recovered



	2016	2017	2018
<b>November</b>	41.30%	30.20%	29.68%
<b>December</b>	24.30%	36.09%	22.84%

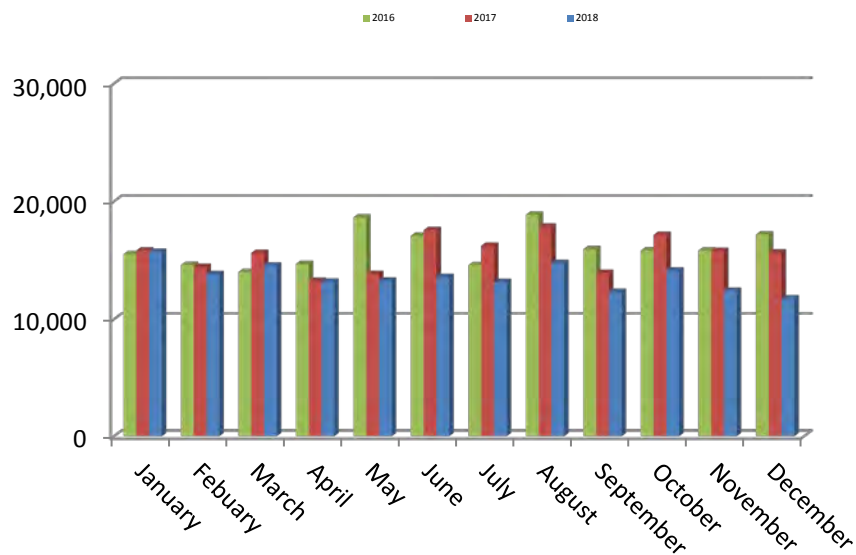
## Fare Media Sales at LCS



	2016	2017	2018
<b>November</b>	\$210,585	\$213,067	\$181,921
<b>December</b>	\$212,091	\$198,489	\$162,319

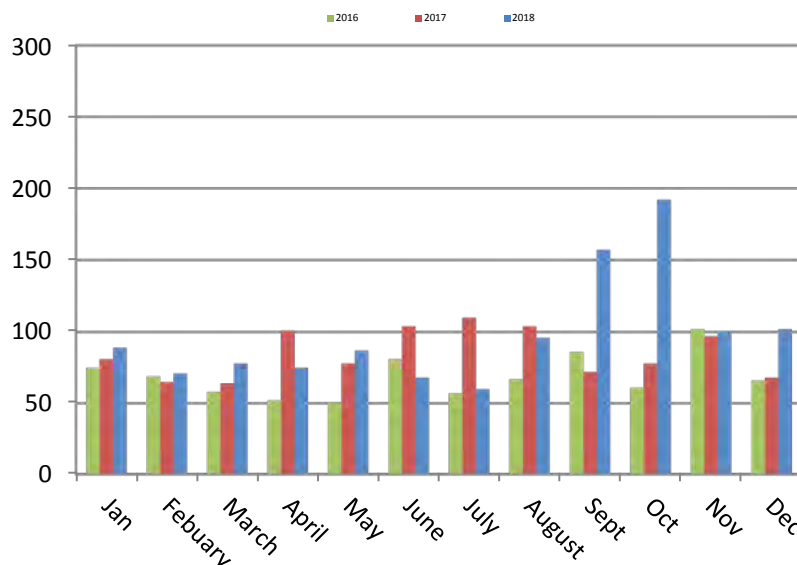
# LYNX Board Agenda

## Customers Served at LCS



	2016	2017	2018
November	15,826	15,797	12,403
December	17,183	15,661	11,703

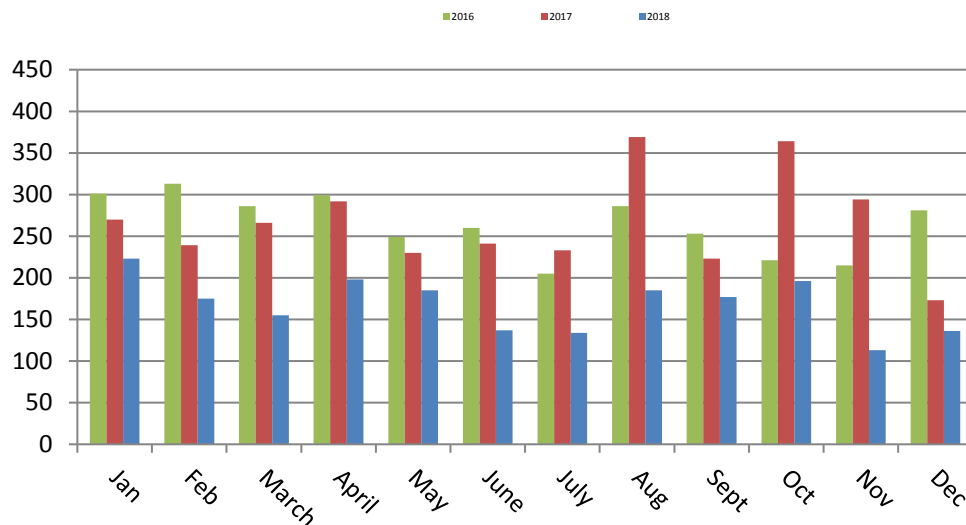
## Mobility Services Concerns



	2016	2017	2018
<b>November</b>	102	97	100
<b>December</b>	66	68	102

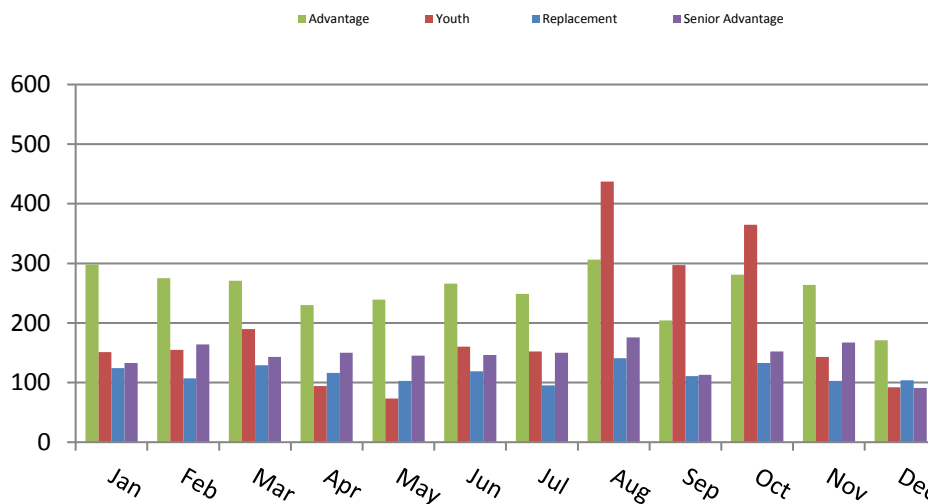
# LYNX Board Agenda

## Fixed Route Concerns



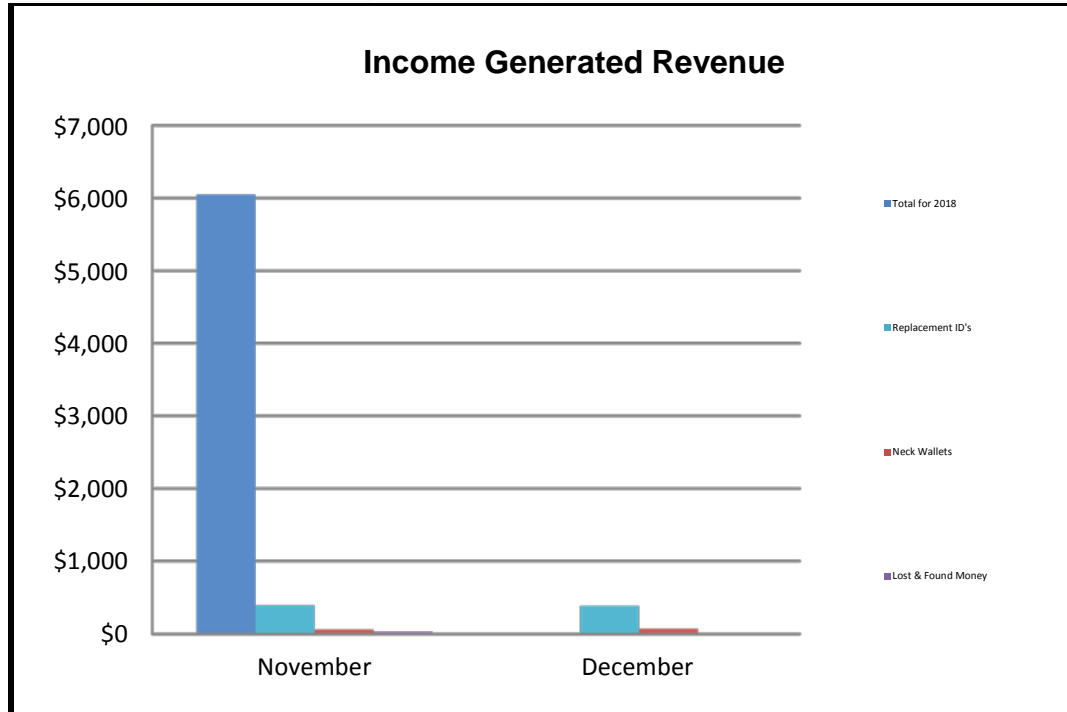
	2016	2017	2018
<b>November</b>	215	294	113
<b>December</b>	281	173	136

## IDs ISSUED in 2018



	2016	2017	2018
<b>November</b>	822	735	677
<b>December</b>	740	670	458

# LYNX Board Agenda



	ID Replacements	Lost and Found	Item Sales
<b>November</b>	\$393	\$34	\$62
<b>December</b>	\$388	\$0	\$72



# LYNX Board Agenda

## COMMUTER VANPOOL PROGRAM

COMMUTER VANPOOL		
VANPOOLS	Nov 2018	DEC 2018
Vanpool Participants	815	*
Total Revenue Miles	175,065	*
New Vanpool	2	3
Returned Vanpools	3	0
Current Vans at Service	173	176
Pending Interests	VA Hospital, S&ME	Westgate Resorts
Events	None	None

\*Unavailable until the end of the month.

# LYNX Board Agenda

## Monthly Report B: Planning and Development Report

**To:** LYNX Board of Directors

**From:** **Tiffany Homler Hawkins**  
CHIEF ADMINISTRATIVE OFFICER  
**MYLES OKEEFE**  
(Technical Contact)  
**DHasheem Alkebulan**  
(Technical Contact)  
**BRUCE DETWEILER**  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6064

**Item Name:** Planning and Development Report - January 2019

**Date:** 1/24/2019

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### STRATEGIC PLANNING

#### STATE ROAD 436 CORRIDOR STUDY

The State Road 436 Transit Corridor Study has examined enhanced transit options, improved accessibility and safety, and a context sensitive design for the corridor from Orlando International Airport to State Road 434. The project partner team has completed its work, as of November 30, 2018. A series of Ongoing, Short-Term, and Mid-Term recommendations were developed, with the help of the Partner Agency Working Group (PAWG), Health Impact Assessment Working Group (HIAWG), and the general public's input. Final documents are currently under review by LYNX Staff. For more information on the project, please visit <https://www.lynxsr436.com/>.

#### SR 50 BRT STATION AREA ANALYSIS

Staff, with the support of professional contracted services, have begun the next phase of planning work, in the progression towards Bus Rapid Transit (BRT) along State Road 50. This project is examining the station locations from Powers Drive to UCF; siting the BRT stations; analyzing the Transit-Oriented Development (TOD) potential; designing the BRT stations and adjacent hardscape; developing station area connectivity plans; and conducting the NEPA assessments for linear projects, as required by the FTA. A project kick-off meeting and field tour with regional partners was held November 9, 2018. General architectural styles have been developed, and the TOD potential work is near completion.

# LYNX Board Agenda

## ROUTE OPTIMIZATION STUDY (ROS) UPDATE

Near-term ROS implementation scenario modeling was completed this Fall and evaluations and recommendations for implementation of near-term service changes for FY19/20 are being developed for public and Board review in Spring 2019. Staff will present an overview to the Board during the January 24, 2019 meeting; seeking input on how to proceed.

## SERVICE PLANNING

### JANUARY 27, 2019 SERVICE CHANGE

The Service Planning staff is finalizing preparations for the January 27, 2019 service change. LYNX will begin service on a new bus route, Link 709, Kissimmee Connector, to serve as a connection between the Kissimmee Intermodal Station/SunRail and the downtown Kissimmee /Advent Health areas.

Service Planning is also continuing work on the Bus Stop Consolidation Program (BSCP), a program with the goal of reviewing all bus stops in the service area and eliminating, consolidating, or moving certain stops to allow for more efficient transit operations.

In conjunction with the City of Orlando, Service Planning has been evaluating the operations on the LYMMO fare-free circulator routes. The goal of the evaluation is to identify areas where LYMMO can be improved in terms of on-time performance and customer satisfaction.

## GIS

LYNX welcomed its new GIS Coordinator January 14, 2019. Mr. Francis Franco joins LYNX by way of the Lake-Sumter MPO.

## ENGINEERING AND CONSTRUCTION

### SUPERSTOPS & Bus Stop Amenities Program

The Rosemont and Florida Mall transfer center projects have moved from conceptual design into design engineering phase, to allow for construction documents to be issued. The work is ongoing. The Pine Hills Transit Center project has also moved from conceptual design into design engineering and the work on this is ongoing.

At the time of the Board meeting, LYNX wrapped up the construction of shelters that were initiated during FY 2018. The end result was a total of 43 shelters being installed throughout the system. LYNX is currently working with our engineering consultant on design and permitting of the shelters for FY 2019. The goal and plan is for the design, procurement and installation of approximately 40-45 bus shelters.

# LYNX Board Agenda

## LYNX Operations Center (LOC) Expansion Project

The LYNX Operations Center (LOC) expansion project has moved from conceptual design into the design engineering phase. The LOC expansion project will include parking spaces, bus wash, fueling stations, modular building and a maintenance facility. The project is scheduled to be completed in December 2019.

# LYNX Board Agenda

## Monthly Report C: Ridership Report

**To:** LYNX Board of Directors

**From:** Tomika Monterville  
DIRECTOR OF PLAN & DEVELOP  
Tomika Monterville  
(Technical Contact)  
BRUCE DETWEILER  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6019

**Item Name:** Ridership Report for November 2018

**Date:** 1/24/2019

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The attached monthly Performance Report includes November Year-To-Date figures for ridership and other performance indicators. Total ridership for November 2018 was 2,112,393. This is a 4.7% decrease from November 2017. On-Time Performance for Fiscal Year-To-Date 2019 is 66.75%.

- LYNX overall ridership decreased by 103K, or 4.7%, compared to November 2017. Year-to-date ridership for FY-19 (4,386,243) decreased 3.1% compared to FY-18 (4,528,762).
- LYMMO ridership decreased by 8K, or 8.6%, compared to November 2017. Year-to-date ridership for FY-19 (185,082) decreased 7.2% compared to FY-18 (199,407).
- Fixed Route ridership decreased by 112K, or 5.5%, compared to November 2017. Year-to-date ridership for FY-19 (3,976,665) decreased by 3.8% compared to FY-18 (4,135,302).
- NeighborLink ridership increased by 3K or 33.3% compared to November 2017. Year-to-date ridership for FY-19 (25,348) increased 104.6% compared to FY-18 (12,391). The increases in ridership for NeighborLink coincides with the introduction of new services at the SunRail Stations in Osceola County.
- ACCESS LYNX ridership increased by 9.9K, or 19.4%, compared to November 2017. Year-to-date ridership for FY-19 (127,613) increased by 21.1% compared to FY-18 (105,408). With the introduction of the use of TNC's and a general statewide increase in demand for paratransit services, seen at other transit agencies, LYNX, too is seeing an increase in ridership. Internationally, as the population ages, many cities and countries

# LYNX Board Agenda

(i.e. London, England) are seeing increased demand for paratransit services due to the volume of older clients and their diminished mobility.

- Vanpool ridership decreased 2.4K, or 6.9%, compared to November 2017. Year-to-date ridership for FY-19 (64,673) decreased by 13.8% compared to FY-18 (75,046)
- Special events ridership increased by 5K, or 468% compared to November 2017.



## November 2018 Service Performance Report

### RIDERSHIP

Total Ridership by Mode						
	Nov-17	Nov-18	% Δ	YTD-18	YTD-19	% Δ
LYMMO	93,747	85,709	-8.6%	199,407	185,082	-7.2%
Fixed Route	2,024,712	1,912,547	-5.5%	4,135,302	3,976,665	-3.8%
NeighborLink	9,515	12,681	33.3%	12,391	25,348	104.6%
ACCESS LYNX	51,430	61,404	19.4%	105,408	127,613	21.1%
Vanpool	35,651	33,190	-6.9%	75,046	64,673	-13.8%
Special Events	1,208	6,862	468.0%	1,208	6,862	468.0%
<b>SYSTEM TOTAL</b>	<b>2,216,263</b>	<b>2,112,393</b>	<b>-4.7%</b>	<b>4,528,762</b>	<b>4,386,243</b>	<b>-3.1%</b>

<b>November 2017</b>	21 Weekdays	4 Saturdays	5 Sundays
<b>November 2018</b>	21 Weekdays	4 Saturdays	5 Sundays

**LYNX** ridership decreased by 103K, or 4.7%, compared to November 2017. System-wide average weekday riders decreased by 3K, or 3.8% year-to-date.

**LYMMO** ridership decreased by 8K, or 8.6%, compared to November 2017. Average weekday ridership for LYMMO was down 12.2% in November. This decrease can be attributed to the holiday period around Thanksgiving as well as a general trend in transit ridership.

**Fixed Route** ridership decreased by 112K, or 5.5%, compared to November 2017. Alternately, average weekday ridership decreased by 6.4% for fixed-route compared to the same time period last year. This decrease can be attributed to the general trend in transit ridership nationwide, high employment, continued competition from rideshare services, and continued low gas prices.

**NeighborLink** ridership increased by 3K, or 33.3% compared to November 2017. This increase can be attributed partly to a change in the way ridership is calculated on NL, which is resulting in more accurate numbers.

**ACCESS LYNX** services increased by 9.9K, or 19.4% compared to November 2017. This continues an upward trend for AccessLYNX due to more people becoming eligible for and using the service.

**Vanpool** ridership decreased by 2.4K, or 6.9% compared to November 2017. Average daily riders decreased by 40 passengers, for a decrease of 2.7%.

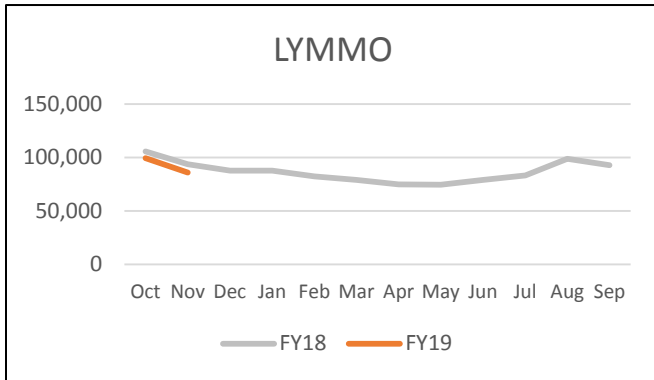
\*According to the U.S. Energy Information Administration, the average price of gasoline in the U.S. was \$2.47/gallon in November 2017 and \$2.56/gallon in November 2018.

Average Daily Ridership by Mode									
Mode	Weekday			Saturday			Sunday		
	Nov-17	Nov-18	% Δ	Nov-17	Nov-18	% Δ	Nov-17	Nov-18	% Δ
LYMMO	3,859	3,389	-12.2%	2,001	1,893	-5.4%	1,713	1,722	0.5%
Fixed Route	82,414	77,165	-6.4%	53,140	50,829	-4.3%	32,765	33,923	3.5%
NeighborLink	403	540	34.0%	262	336	28.2%	0	0	-
ACCESS LYNX	N/A	2,282	N/A	N/A	1,332	N/A	N/A	897	N/A
Vanpool	1,494	1,454	-2.7%	503	268	-46.7%	124	205	65.3%
<b>SYSTEM TOTAL</b>	<b>88,170</b>	<b>84,830</b>	<b>-3.8%</b>						

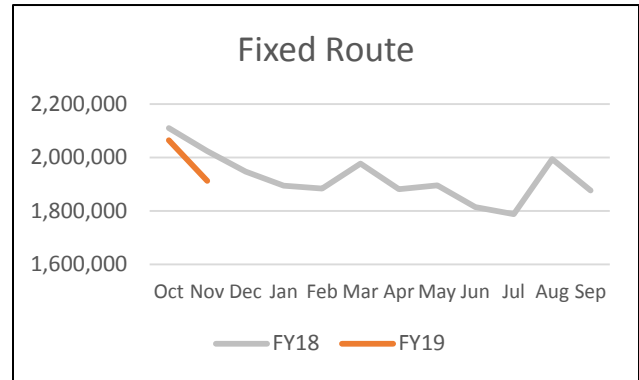


## November 2018 Service Performance Report

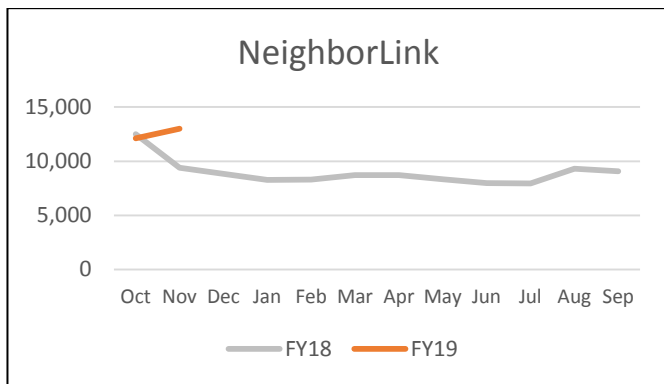
### MONTHLY RIDERSHIP TRENDS BY MODE



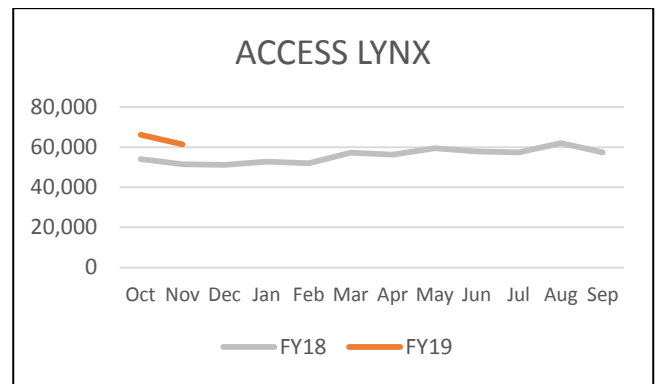
LYMMO ridership decreased by 8.6% compared to November 2017. Average weekday riders decreased by 12.2%.



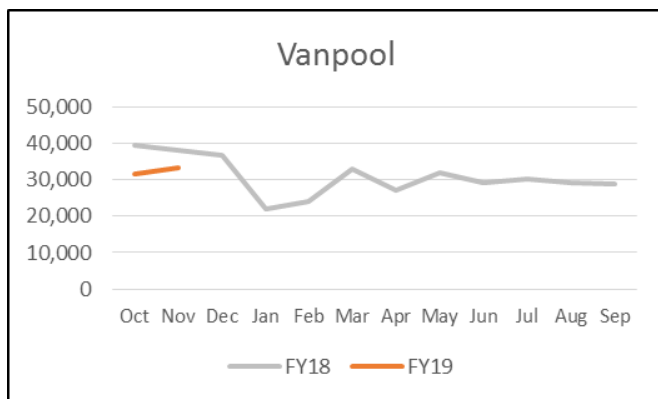
Fixed route ridership decreased 5.5% compared to November 2017. Average weekday riders decreased by 6.4%.



NeighborLink ridership increased by 33.3% compared to November 2017. Average weekday ridership increased 34%.



ACCESS LYNX services increased by 19.4%, compared to November 2017.



Vanpool ridership increased by 874 compared to November 2017. This was a 2.4% increase.





## November 2018 Service Performance Report

### FY18 Monthly Modal Performance Data Sheet - November 2018

Month/End Reporting	Ridership	Passengers per Trip	On-Time Performance	Farebox Recovery	National Transit Database Reportable Accidents	Complaints per 100,000 Miles	Total Trips Scheduled	Percentage of Scheduled Trips Operated	Fleet Availability	Preventative Maintenance Inspection Completed on Time
<b>LYMMO</b>										
Oct	99,373	10	50.0%		0	0.07	10,017	99.9%	16	89.9%
Nov	85,709	9	69.8%		0	0.11	9,494	99.8%	16	71.6%
Dec										
Jan										
Feb										
Mar										
Apr										
May										
Jun										
Jul										
Aug										
Sep										
YTD	185,082	9.5	59.9%		0	0.09	19,511	99.8%	16	80.8%
<b>Fixed Route</b>										
Oct	2,064,118	23	74.4%	21%	7	0.07	91,843	99.8%	297	89.9%
Nov	1,912,547	22	72.8%	19%	10	0.11	86,994	99.6%	298	71.6%
Dec										
Jan										
Feb										
Mar										
Apr										
May										
Jun										
Jul										
Aug										
Sep										
YTD	3,976,665	22.5	73.6%	20%	17	0.09	178,837	99.7%	297	80.8%



## November 2018 Service Performance Report

### FY18 Monthly Modal Performance Data Sheet - November 2018

	Month End Reporting	Ridership	Productivity	On-Time Performance	Collected Fares	NTD Reportable Incident	Complaints per 100,000 Miles	Fleet Availability	Preventable Maintenance Inspections Completed On-Time
<b>NeighborLink</b>									
Oct	12,667	-	100%	100%	1	11	85.35%	94.88%	
Nov	12,681	-	100%	100%	0	6.9	85.83%	95.78%	
Dec									
Jan									
Feb									
Mar									
Apr									
May									
Jun									
Jul									
Aug									
Sep									
YTD	25,348		100%	100%	1	17.9	85.59%	95.33%	
<b>ACCESS LYNX</b>									
Oct	66,227	-	90.55%	99.57%	0	10.75	95.83%	94.88%	
Nov	61,404	-	89.93%	99.63%	1	8.68	94.95%	95.78%	
Dec									
Jan									
Feb									
Mar									
Apr									
May									
Jun									
Jul									
Aug									
Sep									
YTD	127,631		90.24%	100%	1	19.4	95.39%	95.33%	