

# LYNX Oversight Committee Agenda

Meeting Date: 1/24/2019

Meeting Time: 10:00 AM

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

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

## 1. Call to Order

## 2. Approval of Committee Minutes



Oversight Committee Meeting Minutes 12/05/18

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## 3. 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.

## 4. Chief Executive Officer's Report


## 5. Finance & Audit Committee Report


## 6. Committee Consent Agenda Items


- A. Authorization to Purchase Three (3) Replacement Buses for Paratransit Service Pg 11
- B. Authorization to Exercise the Third Option Year on Contract #15-C13 with DoubleMap, Inc. Pg 12

## 7. Committee Action Items


- A. 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 14
- B. 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 17
- C. Authorization to Award a Contract to Bishop Construction for Concrete Replacement and Repairs to the Lynx Bus Wash Exit. Pg 19
- D. 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 20

- E.  Authorization to Amend Funding Partner Agreement with Seminole County for FY2019 for \$168,932. Pg 22

-Attachments 


- F.  Authorization to Amend Bus Service Agreement No. 18-C144 with Lake County for \$25,058. Pg 26


-Attachments 

- G.  Authorization to Amend Funding Partner Agreement with Orange County for FY2019 for \$72,514. Pg 28

-Attachments 

## 8. Committee Information Items

- A.  Paratransit Eligibility Criteria and Requirements: Overview Pg 34

-Attachments 

## 9. Other Business

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  
Oversight Committee Meeting Minutes

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

DATE: December 5, 2018

TIME: 10:04 a.m.

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Members in Attendance:

Viviana Janer, Chair, Osceola County  
Lee Constantine, Seminole County  
Jim Harrison, Orange County  
Pat Christiansen, Legal Counsel  
Billy Hattaway, City of Orlando  
Jo Santiago, FDOT

Staff Members in Attendance:

Edward L. Johnson, Chief Executive Officer  
Tiffany Homler-Hawkins, Chief Administrative Officer  
Bert Francis, Chief Financial Officer  
William Slot, Chief Innovation and Sustainability Officer  
Tellis Chandler, Deputy Director of Safety  
Matt Friedman, Director of Marketing Communications  
Tomika Monterville, Director of Planning & Development  
Leonard Antmann, Director of Finance  
Chris Plummer, Manager of Financial Reporting  
Kim Forbragd, Mgr. of Financial Planning and Budgets  
Dyana Blicke, Fiscal Assistant  
Rose Hernandez, Executive Assistant

Members Absent:

Mike Shannon, Secretary FDOT

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1. Call to Order

Chair Janer called the meeting to order at 10:04 a.m.

## 2. Approval of Minutes

Chair Janer asked the Committee if there was any discussion about the September 27, 2018 meeting minutes. A motion was made by Billy Hattaway and seconded by Jim Harrison. Motion carried unanimously.

## 3. Public Comments

No members of the public requested to speak.

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

Edward L. Johnson, Chief Executive Officer addressed the committee and requested to move Item 9C (The Mobility Management Update) to item 7D under the discussion item section of the agenda.

Also under the discussion item of the agenda, there were a few blue page items to include a task order to HDR Consulting **Services and other requests to release RFP's** for general planning consulting contracts.

Mr. Johnson stated there will be conversation on what items come before the Oversight Committee for review.

In addition, Mr. Johnson informed the committee that item 6 on the agenda has been changed to reflect Consent Agenda.

Mr. Johnson invited the committee to visit the back platform to view the recently installed digital kiosk that provides electronic digital information to consumers other than bay numbers.

In conclusion of his report, he reviewed the BOD Meeting agenda of December 6, 2018.

There was discussion on the importance of having the board of directors meeting on the calendars for the entire year to avoid a financial exigent circumstance as occurred in September. LYNX was not able to get a quorum and therefore Commissioner Constantine signed to approve the budget for FY19.

The committee concurred that they would like to see the budget in detail at their next oversight committee meeting in January.

## 5. Finance & Audit Committee Report

Amanda Clavigo, the Finance and Audit Committee Chairperson addressed the committee with the items that were heard and approved at the Finance and Audit Committee meeting of November 29, 2018. Amongst these items were: The updated LYNX purchasing card procedure; the grant funding although she added a little additional detail **for the \$80,000 for the passenger vans that was from last year's grant funding**; a change for the external auditors which was a new requirement.

The reserves were presented and discussed. It was noted that they were lower than the 45 day requirement, and it was recommended that LYNX look **at next fiscal year's budget** to determine what changes need to happen to make sure that LYNX is sustainable moving forward.

A new written procedure for overpayments for the fare box was reviewed;

Monthly meetings for the Finance and Audit Committee were proposed and approved for 2019.

In addition, there was discussion on what the Finance and Audit Committee reviews and approves. The Finance and Audit Committee also reviews items that the Oversight Committee and/or Board requests. In addition they discussed some findings from the Florida Department of Revenue Fuel Audit, but these items have already been addressed and corrected by LYNX.

They also heard presentations on Mobility Management, the EV electric vehicles, and an update on CAD/AVL pilot project.

Commissioner Constantine recommended that the Executive Director discuss the reserves under his CEO Report at the Board of Directors Meeting on December 6, 2018. This discussion will provide an understanding of how LYNX got there, and what the plan of action is to get back into compliance with the policy.

## 6. Committee Consent Agenda Items:

Chair Janer requested approval to move items 6A through 6E on the Consent Agenda items.

Jim Harrison moved to approve, Billy Hattaway seconded, motion passed unanimously.

## 7. Committee Discussion Item

A. Discussion on Oversight Committee Purpose and 2019 Meeting Dates. There was discussion on the proposed dates and the committee members agreed that they should meet every 4<sup>th</sup> Thursday of month on the same day as the BOD Meetings. In

addition they spoke about the focus of the Oversight Committee and what the scope states under the Administrative Rule.

Pat Christiansen, the legal counsel explained the background of the committee and how it was established. Mr. Christiansen stated that this committee reviews in detail what is going to be presented to the board. The principal is to make recommendations to the LYNX staff governing board, and that in the event of a financial exigent, this committee could act for the board in that regard, especially since there are two board members that sit on this committee.

Jim Harrison agreed and recommended that the Admin Rule should specifically state "only if there is a board member involved". It was recommended that the staff draft something to provide the definition of Financial Exigent and to include that the Oversight can indeed act upon Financial Exigent issues only when there is a board member present at the Oversight Committee.

B. Update on LYNX FY2018 Reserve Analysis

Bert Francis, Chief Financial Officer provided a presentation on the reserves. He stated that one of the things they did not take into account was funds in transit of which he further explained and stated he added to the current report. Chair Janer did not feel comfortable adding that to the reserves because although they are guaranteed funds, they were not at hand and therefore in a case of an emergency, these funds would not be readily available. She recommended that the rest of the presentation be tabled and have Mr. Francis come back with the actual reserve balance.

Commissioner Constantine requested this go before the board because it has never been given a formal presentation. He suggested Commissioner Janer include this in her report as a general overview and explain that the Oversight Committee members have asked for a more in-depth discussion and has a concern with funds in transit.

C. A summary of First-Time Fuel Audit by the State of Florida Department of Revenue (this item was heard after legal services because Commissioner Constantine had to leave early).

Bert Francis, Chief Financial Officer stated they did a first time audit at LYNX for a three-year period from September 2014 through August 2017. It was determined that **although we are mass transit, certain aspects under mass transit aren't considered** exempt from tax for purposes of the Department of Revenue. The fuel used with the Road Ranger and our support vehicles for mass transit are not exempt from tax, although it is providing support to the mass transit. Apparently there is a specific wording in the statute that says it **isn't subject to the exception**. LYNX has always taken the exemption because they thought that these services fell under mass transit activities.

Interest on penalties were also applied, LYNX has submitted documentation and is hoping to have the interest on the penalties waived. Part of that was related to FDOT, once again under the impression that road rangers would be exempt from that, and LYNX will approach FDOT about possibly getting reimbursed.

## 8. Committee Action Items

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

Mr. Johnson stated that at the last board meeting, there was discussions about the releasing of an RFP for Legal Counsel Services. LYNX had received over a year ago to release an RFP and an SEC met and made certain recommendations. An action was brought forward to the board with the idea of bringing Procurement Legal Services in house and then all other activities to be outsourced with the thought of some general counsel services coming in house at one point as well.

Chair Janer stated that she had a different recollection of the board meeting as they had not come to a determination. She feels comfortable having this discussion with the full board versus at the Oversight Committee, she reiterated that is not what transpired in the Board meeting.

Commissioner Constantine stated he was at the last board meeting and his recollection was that they agreed to extend the contract of the general counsel for one year and there would be further discussion with the board on the scope of the RFP.

Chair Janer recommended to the board to release the RFP for general counsel and then **set aside for another meeting our discussion on the rest of the legal services, whether it's** a workshop or a board meeting. She did not feel comfortable as chair of this Oversight meeting doing the recommendation as suggested here in the package that we received.

Jim Harrison stated that **he'd like to brief the newly elected** Mayor Demings and would appreciate a little more time as he had only been in office for three days.

Commissioner Constantine moved to approve and Billy Hattaway seconded. Motion passes to release as an RFP for General Counsel, and also have a discussion on the rest of the legal process and have further discussion once Mayor Demings has had a little more time to be briefed.

### B. Authorization to Approve the Updated LYNX Purchasing Card Procedure

Mr. Francis presented the policy/procedure to the committee as the current policy and procedure required some cleaning and clarity on what can and cannot be purchased on the LYNX purchasing card.

Jim Harrison moved to approve, Billy Hattaway seconded the motion. Passed unanimously.

- C. Authorization to Increase Contract #15-C12 for Cherry Bekaert, LLP by \$7,500 for One Year to Comply with the Federal Transit Administration's NTD Reporting Requirements.

Mr. Francis stated that Ron Conrad with Cherry Bekaert has been working with FTA on their requirements for some time and they wanted to come up with some agreed-upon procedures to do a one-time NTD reporting process. They have agreed on what those procedures are, and Ron Conrad from Cherry Bekaert has come back to us with the scope of work to do at a cost of approximately \$7500.

Billy Hattaway motioned to approve, Jim Harrison, seconded. Passed unanimously.

- D. 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 asked if anyone had any questions.

Jim Harrison moved to approve, Billy Hattaway seconded, Passes 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.

Commissioner Janer called upon Tiffany Homler Hawkins to present. Chair Janer expressed her concerns with the amount of blue sheet items affiliated with the General Planning Consultant contracts in September.

Tiffany Homler Hawkins stated that the Staff is requesting authorization to extend the General Planning Consultant Services Contract #14-C18 with HDR Engineering, Inc., to complete the Route Optimization Study, Implementation and related services. The current contract expired in September and are looking to extend until January 31, 2020 with a not to exceed amount of \$500,000. The other general planning consultant contracts are being broken up to allow opportunities to smaller firms.



Chair Janer recommended that LYNX try to coordinate some of the efforts, specifically the GIS and Urban Design Services with the East Central Florida Regional Planning Council.

Jim Harrison motioned to approve, Billy Hattaway seconded, motion passed.

## 9. Committee Information Items

Chair Janer asked if anyone wanted to have a discussion on any of the Information Items.

Mr. Johnson requested that Mr. William Slot, the Chief Innovation and Sustainability Officer provide a short synopsis on item D; Update on the Electric Vehicle Analysis for ACCESS LYNX Paratransit Service

Mr. Slot stated that LYNX conducted **an analysis with the community partners (The City of Orlando's sustainability team, SEPA, which is the Smart Electric Power Alliance, OUC) over a three month frame, to look at the mission of paratransit and see if there would be an electric vehicle that could actually meet that mission and do it efficiently and sustainably environmental.** LYNX determined that as we currently operate a paratransit mission, these vehicles are not equipped to last the duration required to handle the lifts that causes additional battery load. In addition the air-conditioning requirements of being able to cool the vehicle and re-cool the vehicle each time you open for wheelchairs was pretty dramatic.

LYNX determined that the Neighborlink service, which is a rural on demand circular from our super stops could actually be satisfied with an electric vehicle because there's an opportunity for charging throughout their day. They could actually meet the mission and be a source for EV. We are working with the grants team and were going to start introducing those EV vehicles in the coming years as a part of our fleet management plan.

## 10. Other Business

No other business reported

The meeting adjourned at 12:06 p.m.

Certification of Minutes:

I certify that the foregoing minutes of the December 5, 2018 Oversight Committee meeting are true and correct, approved by the Oversight Committee.

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Assistant

# LYNX Oversight Committee Agenda

## Oversight Committee Consent Agenda Item #6.A.

**To:** LYNX Oversight Committee

**From:** James Fetzer  
DIRECTOR OF MAINTENANCE  
James Fetzer  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6158

**Item Name:** 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.

### **FISCAL IMPACT:**

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

# LYNX Oversight Committee Agenda

## Oversight Committee Consent Agenda Item #6.B.

**To:** LYNX Oversight Committee

**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:** 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 Oversight Committee 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 Oversight Committee Agenda

## Oversight Committee Action Item #7.A.

**To:** LYNX Oversight Committee

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

**Phone:** 407.841.2279 ext: 6064

**Item Name:** **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.

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:

# LYNX Oversight Committee Agenda

## 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 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-

# LYNX Oversight Committee Agenda

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 Oversight Committee Agenda

## Oversight Committee Action Item #7.B.

**To:** LYNX Oversight Committee

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

**Phone:** 407.841.2279 ext: 6146

**Item Name:** 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 services firms interested in and capable of consulting services on a deliverable basis. The purpose of the professional consulting services 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 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.

# LYNX Oversight mmittee Agenda

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 Oversight Committee Agenda

## Oversight Committee Action Item #7.C.

**To:** LYNX Oversight Committee

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

**Phone:** 407.841.2279 ext: 6146

**Item Name:** 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:**

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.

### **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 FY2019 Adopted Operating Budget for bus wash exit concrete replacement.

# LYNX Oversight Committee Agenda

## Oversight Committee Action Item #7.D.

**To:** LYNX Oversight Committee

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

**Phone:** 407.841.2279 ext: 6146

**Item Name:** 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.
- OWL, Inc.
- Transitions Commute Solutions, LLC

# LYNX Oversight mmittee Agenda

- 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 Oversight Committee Agenda

## Oversight Committee Action Item #7.E.

**To:** LYNX Oversight Committee

**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 Oversight Committee 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>



<b><i>Capital Funding Cost</i></b>	<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>

<b><i>Other County Payments to Lynx</i></b>	<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 Oversight Committee Agenda

## Oversight Committee Action Item #7.F.

**To:** LYNX Oversight Committee

**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	(\$25,058)
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 Oversight Committee Agenda

## Oversight Committee Action Item #7.G.

**To:** LYNX Oversight Committee

**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 Oversight Committee 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

## Oversight Committee Information Item #8.A.

**To:** LYNX Oversight Committee

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

**Presented By:** John Slot, Chief Innovation Officer, LYNX

**Phone:** 407.841.2279 ext: 6146

**Item Name:** Paratransit Eligibility Criteria and Requirements: Overview

**Date:** 1/24/2019

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Staff to provide an overview of eligibility and service requirements for paratransit service for American's with Disabilities Act (ADA), Transportation Disadvantaged (TD) and LYNX customers.

# Mobility Management

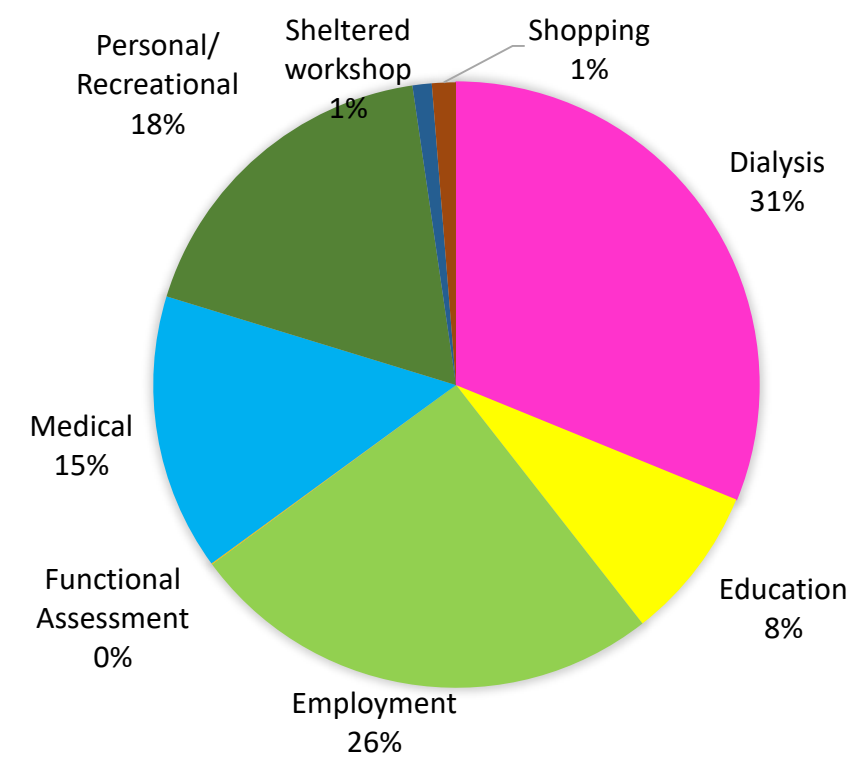
Board Update – Paratransit Eligibility and Service  
Requirements

01/18/2019



## Objective

To provide an overview of the paratransit services at LYNX and a comparison of eligibility requirements and service usage.



Metric	Value
Trips / Month	55,000
Average # of Passengers	1.1
Complaints per 100K miles of service	7.7
Missed / Late Trips / month	<10%
No Show % / month	<10%
On Time Performance	90%
Average trip distance	15 miles

\* This fleet is classified Emergency Support Function (ESF #1)

# Paratransit Service – Overview

## Comparison - ADA and LYNX



The Americans with Disabilities Act (ADA) requires public transit agencies that provide fixed-route service to provide **“complementary paratransit”** service to **people with disabilities** who **cannot use the fixed-route bus** or rail service **because of a disability**. The ADA regulations specifically define a population of customers who are entitled to this service as a **civil right**. The regulations also define minimum service characteristics that must be met for this service to be considered equivalent to the fixed-route service it is intended to complement.

### Service Characteristics:

- “Complimentary” (similar) to fixed route
- Origin and destination within ¾ mile of fixed route station or stop during period when bus operates
- For people who would ride the fixed route bus but are prevented from doing so by a disability
- Must be provided to all eligible riders (not constrained) if requested the previous day
- Can negotiate trip times, but no more than one hour before or one hour after the requested time

### LYNX:

- Requires Application Process with Functional Assessment
- Allows Self Declaration for Persons over Age 80, Quadriplegia, Tetraplegia, Legally Blind, Cerebral Vascular Accident (CVA), or Nursing Homes

# Paratransit Service – Overview

## Comparison - TD and LYNX



The Transportation Disadvantaged (TD) program allows LYNX to also offer Paratransit service to individuals who **fall outside of ADA requirements** including **senior citizens and those who cannot provide for their own transportation.**

Eligibility Standards differ by county in FL such as:

- No other funding available
- No other means of transportation available
- Cannot utilize public transit
- Physical or mental disability
- Age
- Income status (% below poverty)
- No self declaration allowed
- Ability to Pay

LYNX:

- Requires Application that determines availability of fixed route or NeighborLink service and no other means of transportation available.
- No other funding.

# Comparison

## Service Area



<u>Service Area</u>	
ADA	Origin and Destination must be <b>within ¾ mile</b> of fixed route alignment
TD	TD Funding provided for Orange, Seminole, Osceola
LYNX	ADA: LYNX serves the entire <b>2,500 square mile service</b> area regardless of fixed route alignment.  TD: Provided to customers whose origin address and/or destination address is further than ¾ mile from fixed route within Orange, Seminole, and Osceola counties, or outside the Neighbor Link service area. In addition, TD Critical Care trips are provided within the entire 2,500 sq mile area.

# Comparison

## Hours of Service



<u>Hours of Service</u>	
ADA	Only required to provide service <b>during hours of fixed route operations</b>
TD	Hours of service may differ with local providers.
LYNX	LYNX provides service <b>24 hours per day, 7 days per week</b>





Fare Structure

ADA	Fares <b>cannot be more than twice</b> the fixed route fare.
TD	Fare structure not specified but may differ with local provider.
LYNX	ADA: \$4.00 ADA Premium outside ¾ mile area: \$7.00 TD: 0 - 4.9 miles = \$2.50 5.0 – 9.9 miles = \$3.50 10+ miles = \$4.50

- 🐾 Paratransit Resources
- 🐾 Current Landscape
  - 🐾 Overview of Service
  - 🐾 Fleet
  - 🐾 Operating Specifications
- 🐾 Program Criteria Comparison

- ④ Florida Commission for the Transportation Disadvantaged:  
<https://ctd.fdot.gov/index.htm>
- ④ National Rural Transit Assistance Program – ADA Toolkit:  
<http://nationalrtap.org/adatoolkit/>
- ④ FTA Topic Guides: <https://dredf.org/ADAtg/> and  
<https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/topic-guide-series-ada-transportation>



🐾 As of December 1, 2017 – LYNX offered new alternative modes of transportation:

Traditional Paratransit, Taxi, Transportation Network Companies (TNC)

Eligibility	Customer Call Center	Travel Training	TNC / Taxi
Application Process	Reservations	Customer Training – Fixed Route System	Dispatching
Functional Assessment	Arrival / Departure Information		Post Reconciliation
	Trip Planning		
	Customer Relations		

# Current Landscape

## Mobility Management – Fleet Maintenance



Mobility Management Fleet	Vehicle Maintenance Procedure
175 Paratransit Vehicles	All Vehicles serviced daily (Sweep, Mop and Fuel)
24 NeighborLink Vehicles	All Vehicles Pre and Post Trip Inspections performed before and upon return to yard.
199 Total Vehicles in Service	All Vehicles are scheduled for PM Service every 5,000 miles
	Vehicle Oversight Inspections conducted every quarter

# Operating Specifications

## Transit Operating Characteristics



### Operating Characteristics

- Operate 7 days a week
- Typical shift is 8 to 10 hours
- Typical shift will operate an average of 150 miles, most on local roads
- Shared rides with multiple passengers grouped by similar travel patterns
- Vulnerable customers (elderly, medical issues)
- Currently refuel in field between customer trips
- Travel between origin and destinations located anywhere in Orange, Osceola and Seminole Counties based on customer demand
- Vehicle must remain air-conditioned during the entire service day, noting that when loading passengers the doors remain open for an extended time
- Wheelchair customers require a securement area approximately 48" front to back and 30" side to side including tie down
- Wheelchair lift cycles for both boarding and exiting vehicle, approximately 20 cycles (10 passengers) daily maximum
- Efficiency minimizes vehicle downtime during the service day

### Customer Base

Ambulatory: 8,508

Wheelchair: 6,206

### Monthly Trip Count

51,466 – July 2018

### Vehicle Count

140 – “Turtle Top” (12 seated and 2 wheelchair or 2 seated and 4 wheelchair)

25 – Dodge Caravan (2 seated, 1 wheelchair)

11 – Ford Transit (9 seated)

# Program Criteria Comparison

## ADA, TD and LYNX



Category	ADA Requirements	TD Requirements	LYNX Program
Service Area	Origin and Destination must be within ¾ mile of fixed route alignment	TD Funding provided for Orange, Seminole, Osceola	<p>ADA: LYNX serves the entire 2,500 square mile service area regardless of fixed route alignment.</p> <p>TD: Provided to customers whose origin address and/or destination address is further than ¾ mile from fixed route within Orange, Seminole, and Osceola counties, or outside the Neighbor Link service area. In addition, TD Critical Care trips are provided within the entire 2,500 sq mile area.</p>
Reservations	Regular business hours and comparable hours on weekends	Hours may differ with local providers however some provide 24 hour service.	LYNX offers reservations from 8:00am to 5:00pm, 365 days per year
Hours of Service	Only required to provide service during hours of fixed route operations	Hours of service may differ with local providers.	LYNX provides service 24 hours per day, 7 days per week
Companion	Must allow companion(s) to ride with customer	Not specified in guidelines but may differ with local providers.	<p>ADA companions allowed at same cost as rider on a space available basis.</p> <p>TD – One companion is allowed at same cost as rider.</p>
Response Time	PT ride may not be provided more than one hour before or after the requested time	Not specified in TD guidelines but ride may differ with local providers.	LYNX follows ADA guideline.
Capacity Constraints	Cannot limit number of trips an individual may make, or trip waiting lists, cannot deny trips, cannot have long wait times for reservations, cannot have excessive long trips, cannot have significant untimely pickups	Not specified in guidelines but capacity constraints may differ with local providers.	<p>ADA – no restrictions.</p> <p>TD – No current restrictions but LYNX may restrict or place priorities on trip purpose for TD trips, if funding becomes limited. TD trips prioritized based on need: critical care, other medical, employment, education, other, taken on first come first serve basis.</p>

# Program Criteria Comparison

ADA, TD and LYNX



Category	ADA Requirements	TD Requirements	LYNX Program
Maximum Advance Reservation	Reserve one day prior to date that service is needed. Reservations can be made up to 14 days prior from date that service is needed. FTA C 4710.1	Reserve one day prior to date that service is needed.	LYNX follows both ADA and TD guides, except for subscription trips. TD allowed to make Monday reservations on Friday prior.
Limit on Subscription	None	Allowed: Life sustaining medical; Other medical; Employment trips only.	LYNX allows ADA subscriptions for all trips, and Employment, Dialysis and Cancer Treatment trips for TD.
Same Day Service Allowed	No	No	No
Out of Service Area	No	No	ADA – ¾ mile alignment from fixed routes which fall into adjacent counties.
Fare Structure	Fares cannot be more than twice the fixed route fare.	Fare structure not specified but may differ with local provider.	LYNX: ADA: \$4.00 ADA Premium outside ¾ mile area: \$7.00 TD: 0 - 4.9 miles = \$2.50 5.0 – 9.9 miles = \$3.50 10+ miles = \$4.50
Personal Care Attendant (PCA)	Yes, one PCA at no charge	PCA not specified but may differ with local provider.	Yes for ADA at no charge Yes for TD Dialysis and Cancer at no charge, but other TD purpose at same cost as rider.