



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

## 1. Call to Order

## 2. Approval of Minutes

-  Board of Directors Meeting Minutes December 7, 2017 Pg 4

## 3. Recognition

- Years of Service Awards
- Proclamation: Recognizing March as Procurement Month
- Operator Recognition: Sandy Smith

## 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 the Installation, Repair and Removal of LYNX Transit Shelters and Associated Amenities Pg 15
- ii.  Authorization to Release a Request for Proposal (RFP) for the Manufacturing of LYNX Transit Shelters Pg 17
- iii.  Authorization to Release a Request for Proposal (RFP) for Transit Bus Engines and Transmissions Pg 20
- iv.  Authorization to Issue a Request for Proposal (RFP) for the Purchase of Fifteen (15) CNG Articulated Buses Pg 22
- v.  Authorization to Release a Request for Proposal (RFP) to Employ a Simplified Acquisition Process for the Selection of Alternate Transit Providers for ACCESS LYNX Pg 24






### B. Award Contracts

- i.  Authorization to Award Bus Service Agreement #18-C67 with Lakeland Area Mass Transit District (NeighborLink 603) Pg 26
- ii.  Authorization to Award a Contract to Trapeze for Ranger Units for Full Fleet Conversion Pg 27

### C. Miscellaneous

- i.  Ratification of METROPLAN Orlando's FY2017-2018 Unified Planning Work Program (UPWP) Pass-Thru Funding Agreement Modification for the Autonomous Vehicle Mobility Initiative (AVMI) Project Pg 29  
-Attachments 
- ii.  Authorization to Increase Contract for Legal Services with Akerman, LLP Pg 37
- iii.  Authorization to Enter Into a Master Agreement with Trapeze Group for our Fixed Route and Paratransit Software Requirements Pg 38
- iv.  Authorization to Award Projects Solicited for the Enhanced Mobility of Seniors and Individuals with Disabilities Section 5310 Urbanized Orlando & Kissimmee Program and to Execute Sub-Recipient Agreements with Awarded Agencies Pg 40
- v.  Authorization to Increase the Contract Amount for Bus Shelters Rehabilitation Pg 42
- vi.  Authorization to Submit a Grant Application to the Florida Department of Agriculture and Consumer Services for the Renewable Energy and Energy Efficient Technologies (REET) Grant Program. Pg 44
- vii.  Authorization to Issue an Extension of Contract Time for LYNX Orlando Trail aka Gertrude's Walk Project Pg 46
- viii.  Authorization to Amend existing Tort Legal Services Contract 14-C29 Hilyard, Bogan, & Palmer Pg 48
- ix.  Authorization to Amend existing Tort Legal Services Contract 14-C27 Zimmerman Pg 49
- x.  Authorization to Purchase One (1) Bus Rapid Transit (BRT) Compressed Natural Gas (CNG) Replacement Bus Pg 50

### 8. Action Agenda

- A.  Election of LYNX' Board of Directors Officers Pg 52
- B.  Authorization to Declare March as Procurement Month Pg 53  
-Attachments 
- C.  Authorization to Amend the Anti-Drug and Alcohol Misuse Prevention Program Pg 55  
-Attachments 

### 9. Work Session

- A.  Update on LYNX Forward Pg 69  
-Attachments 
- B.  Update on the Mobility Services. Pg 84  
-Attachments 

## 10. Information Items

A.



Notification of Settlement Agreement Pursuant to Administrative Rule 6

Pg 95

## 11. Other Business

## 12. Monthly Reports

A.



Communications Report: November 2017 - December 2017

Pg 96

B.



FY2017 Ridership Report through November 2017

Pg 112

-Attachments



C.



Monthly Financial Report - November 30, 2017

Pg 118

-Attachments



D.



Monthly Financial Report - October 31, 2017

Pg 123

-Attachments



E.



Planning and Development Report

Pg 128

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 7, 2017

TIME: 1:00 p.m.

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Members in Attendance:

Viviana Janer, Chair, Osceola County  
Buddy Dyer, Mayor, City of Orlando,  
Lee Constantine, Commissioner, Seminole County BoCC

Members Absent:

• Teresa Jacobs, Mayor, Orange County  
Steve Martin, P.E., Secretary, 5<sup>th</sup> District, Florida Department of Transportation

1. Call to Order

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

Chair Janer asked Mayor Buddy Dyer to lead the Pledge of Allegiance.

2. Approval of Minutes

Chair Janer asked the Board if there was any discussion about the September 28, 2017 meeting minutes. A motion was made by Mayor Dyer, seconded by Commissioner Constantine. Minutes were unanimously approved as presented.

3. Recognitions

Donna Tefertiller, Director of Organizational Development and Training recognized several staff members on their years of service:

20 Years of Service Award Recipients:

- Patrick Shaver
- Francisco Livingston
- Luis Beltran
- Andres Rosado
- Ray Lemon Deborah Thomas

25 Years of Service Award recipients:

- Ronnie Bell
- Jack Etienne
- Andre Cooper-Bey

Thomas Stringer, Chief Operations Officer Announced that FPTA Awarded Melinda Demers **with the "Operator of the Year" Award. Melinda Demers has been with LYNX for over 33 years and has driven 2.5 million miles safely.**

Edward Johnson, Chief Executive Officer Awarded the Strategic Planning Department **with the "Department of the Year" Award. Each member of this team** was awarded an individual plaque along with a traveling trophy which will be showcased in their department until next year.

#### 4. Public Comments

Ismael Rivera, representing ATU 1596 and the authority, encouraged that the Board support the members as it has been long overdue.

Joanne Cornelis, 138 Country Club Circle, Sanford, FL 32771. Ms. Cornelis spoke of the need for later bus routes to include 24 hours, weekends and holiday service in Seminole County.

Deirdre MacNab, 1860 Summerland, Winter Park. Thanked the board members and Mr. Johnson for their leadership of the LYNX bus service. She stated that she was there **represent the League of Women's** Voters to discuss dedicated funding. She is anxious and eager to get involved in helping get LYNX bus service the dedicated funding that it deserves.

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

Chair Janer recognized Mr. Edward L. Johnson, Chief Executive Officer (CEO). Mr. Johnson expressed his appreciation to his staff for their dedication and support during our efforts in assisting our brothers and sisters that have evacuated from

Puerto Rico after the devastation. Staff volunteered their time to welcome them and LYNX provided families with bus passes as well as transit schedules.

Mr. Johnson announced that the Executive Board for the Florida Public Transportation Association has recommended that he serve on their board as Vice President. Mr. Johnson has accepted this role and will serve in this position for at least one year and transition to the chair position after the year.

Mr. Johnson expressed his appreciation to both Ismael Rivera and Scott Penrose along with their teams in their dedicated efforts to ensure that we get a collective bargaining agreement with both unions.

## 6. Oversight Committee Report

Chair Janer provided a review of the Oversight Committee Meeting held earlier in the day. Presentations were received and approvals were requested on:

### Consent Agenda Items:

7 B iii - Authorization to Piggyback off the state of Florida Contract for Security Guard Services with G4S and also

7 B iv - Authorization to Piggyback off of the Houston Galveston Area Council of Governments for Health Hazard Preparedness, Planning, Consulting and Recovery Services

7 D iii. Authorization to Enter into the Transportation Partner Agreement with Seminole State College

7 D iv. Authorization to Enter into the Transportation Partner Agreement with the University of Central Florida

### Action Agenda Items:

D. Approval of Labor Agreement between LYNX and Amalgamated Transit Union (ATU) AFL-CIO Local Chapter 1596, from October 1, 2017 through September 30, 2020.

E: Approval of Labor Agreement between LYNX and ATU 1749

F. Authorization to amend LYNX MONEY PURCHASE PLAN employer's contributions.

## 7. Consent Agenda

### A. Invitation for Bid (IFB)

A. i. Authorization to Release an Invitation for Bid (IFB) for Janitorial Supplies

- A. ii. Authorization to Release an Invitation for Bid (IFB) for Heavy Duty Bus Batteries and Automotive Service Vehicle Batteries
- A. iii. Authorization to Release an Invitation for Bid (IFB) for Remanufactured Electrical Starters, Alternators, and Generators
- A. iv. Authorization to Release an Invitation for Bid (IFB) for Bus Brake Components
- A. v. Authorization to Release an Invitation for Bid (IFB) for Transit Bus Filters

B. Award Contracts

- B.i. Authorization to Use General Planning Consultant Services Contract #14-C18 with HDR Engineering, Inc. to Complete State Road 50 Phase 1 Bus Rapid Transit Station Area Analysis.
- B.ii. Authorization to use General Planning Consultant Services contract #14-C18 with HDR Engineering, Inc. to continue preparing LYNX's ten-year Transit Development Plan (TDP) major update (FY2018-2027) and System Wide Route Optimization Study (ROS)
- B.iii. Authorization to Piggyback off of State of Florida Contract #92121500-14-01 for Security Guard Services with G4S USA Security
- B.iv. Authorization to Award a Contract #18-C10 to Palmdale Oil Company, Inc., for Dyed Ultra-Low Sulfur Diesel
- B.v. Authorization to Piggyback off of Houston-Galveston Area Council of Governments Contract #HP08-17 for All Hazards Preparedness, Planning, Consulting, and Recovery Services
- B.vi. Authorization to Award a Contract #18-C48 to TJ's Quality Construction Clean-Up, LLC, for the Pressure Washing of LYNX Central Station (LCS) and Ten (10) Transfer Stations

C. Extension of Contracts

- C.i. Authorization to Extend Contract #13-C16 with Akerman, LLP, and Contract #13-C15 with Baker & Hostetler, LLC, for Legal Services

- C.ii. Authorization to Execute Renewal of Casualty Insurance Programs for FY2017/2018.
- C.iii. Authorization to Exercise the First Option Year of Contract #17-C11 with Cambridge Systematics, Inc. for the Development of the Customer Information System for the Veterans Transportation Resources and Community Services (VTRACS) system.

#### D. Miscellaneous

- D.i. Authorization to Amend Administrative Rule 2
- D.ii. Authorization to Approve Resolution 17-009 to appoint Brian Anderson to fill the vacancy in Administrative Committee and Board of Trustee appointments for the Retirement plans
- D.iii. Authorization to Enter into the Transportation Partner Agreement with Seminole State College to Provide Transit Services and to Amend the FY2018 Amended Operating Budget
- D.iv. Authorization to Enter into the Transportation Partner Agreement with the University of Central Florida (UCF) to Provide Transit Services and to Amend the FY2018 Amended Operating Budget
- D.v. Authorization to execute a Purchased Transportation Service Agreement with the City of Winter Springs for paratransit services
- D.vi. Authorization to Submit Grant Applications to the Florida Department of Transportation (FDOT) for the Enhanced Mobility of Seniors and Individuals with Disabilities Section 5310 Program, the Formula Grants for Rural Areas 5311 Program and the Bus and Bus Facilities Section 5339 Program

Chair Janer asked if there was any discussion or motion on any of the consent agenda items. Mayor Buddy Dyer moved for approval and Commissioner Constantine seconded, the Consent Agenda passed unanimously.

#### 8. Action Agenda

- A. Approval of the 2018 Board of Directors' Meeting Dates and LYNX Administrative Staff Holidays.

Tiffany Homler brought to the attention of the Board that it was not just the Board meeting dates she wanted to address, which are the fourth



Thursday of the month, except for the combined November - December Meeting, but there is also a change in our Administrative Staff holidays. We have historically have an Easter Holiday, Good Friday off, while most of the funding partners and the administrative staff is off, and we took a poll and our administrative staff chose to exchange that Holiday for the Friday after Thanksgiving and this will keep us in line with our funding partners. This will also serve for the CEO to change Policy.

Chair Janer asked if there was any discussion or motion. Mayor Buddy Dyer moved for approval and Commissioner Constantine seconded, the Action Agenda passed unanimously.

B. Authorization to Approve Proposed Service Changes Effective January 7, 2018

Tomika Monterville, Planning Director provided a brief overview of the service changes.

There were some changes to the Apopka Circulator 405 that went into effect on Dec. 3, 2017. There were minor schedule adjustments to address the tweaking as a result of traffic and congestion across a number of our routes. In order to support these changes, there were 3 public **hearings in each of our respective partner's** jurisdictions and received feed-back on the proposed changes and as a result made additional changes.

Chair Janer asked if there was any discussion or motion. Mayor Buddy Dyer moved for approval and Commissioner Constantine seconded, the Action Agenda passed unanimously.

C. Authorization for Use of Reserve Funds to Fund FastLink 406 through April 21, 2018

Tiffany Homler Hawkins, Chief Administrative Officer, Link 406 is a direct route from downtown Orlando to Lake Nona area. It was originally a service development grant route for 2 years and the funding ran out in August. For fiscal year 2018 the City of Orlando agreed to fund it through the January service. We are proposing to go into reserves to fund it through April bid change so it will continue to serve the VA Medical Center as well as the Valencia Lake Nona campus and gives us time to look at alternatives in partnership with not only the City of Orlando but Orange County as well.

Chair Janer noted for the record, that Osceola County was mentioned in the documents but Link does not come into the County.

Chair Janer asked if there was any discussion or motion. Mayor Buddy Dyer moved for approval and Commissioner Constantine seconded, the Action Agenda passed unanimously.

- D. Approval of Labor Agreement between LYNX and Amalgamated Transit Union (ATU) AFL-CIO Local Chapter 1596, from October 1, 2017 through September 30, 2020.

Brian Anderson stated that the Labor Agreement between LYNX and Amalgamated Transit Union (ATU) AFL-CIO Local Chapter 1596 items have been to the Finance & Audit Committee and the Oversight Committee meetings and it is our recommendation that the board approve the collective bargaining agreement for 1596 effective October 1, 2017

Chair Janer asked if there was any discussion or motion. Mayor Buddy Dyer moved for approval and Commissioner Constantine seconded, the Action Agenda passed unanimously.

- E. Approval of Labor Agreement between LYNX and Amalgamated Transit Union (ATU) AFL-CIO Local Chapter 1749, Maintenance and Transportation Supervisors, from October 1, 2017 through September 30, 2020

Brian Anderson stated that the Labor Agreement between LYNX and Amalgamated Transit Union (ATU) AFL-CIO Local Chapter 1749, Maintenance and Transportation Supervisors have been to the Finance & Audit Committee and the Oversight Committee meetings and it is our recommendation that you approve the collective bargaining agreement for 1749 effective October 1, 2017.

Chair Janer asked if there was any discussion or motion. Mayor Buddy Dyer moved for approval and Commissioner Constantine seconded, the Action Agenda passed unanimously.

- F. Authorization to approve Resolution 17-010 of the Central Florida Regional Transportation Authority (d/b/a/ LYNX) to amend the LYNX MONEY PURCHASE PLAN and to ratify and authorize certain employer contributions.

Brian stated this was also discussed in the Finance and Oversight Committee meetings and some slight changes have to be made to the

Pension Plan/ retirement plan to comply with some regulatory changes and to make sure that the LYNX employees have an equal opportunity to participate in the plans LYNX offers. Brian recommends that the Board make the changes so LYNX can implement them.

Chair Janer asked if there was any discussion or motion. Mayor Buddy Dyer moved for approval and Commissioner Constantine seconded, the Action Agenda passed unanimously.

## 9. Work Session

### A. LYNX 2017 Accomplishments and 2018 Goals

**Mr. Johnson presented a PowerPoint highlighting 2017's Accomplishments and**

#### Achievements in 2017:

- Enhanced Communications Internally and Externally
- Improving Service Efficiencies from an Operations and Administrative point of view
- Establish more partnership
- **Improve customer's confidence in our system using technology to obtain that achievement**
- Brand Recognition & Community involvement

#### Goals for 2018:

- Continue to work on the Goals that were established in 2017
- Establish Cyber Security Program
- Establish a position that focuses on Innovation and Sustainability
- Working with City of Orlando to establish an Autonomous Vehicle Program
- Establish a high level transit visioning plan
- Seek funding opportunities through public/private partnership to advance SR 50 & 436 projects
- Purchase Off-Board payment systems in key areas (i.e. International Drive)
- Host a Board Retreat to discuss strategic directions of the agency.

Chair Janer asked if there was any discussion or questions on the proposed goals for 2018. None heard.

### B. Update on LYNX Forward

Route Optimization Study sounds boring, **so they're changing it to** LYNX Forward. Each have been interviewed by HDR team as well as other stakeholders. Some key things have come to the surface that LYNX needs to take on. Some issues that are consistently across the board are coverage frequency funding and the use of technology throughout our

system and that is what we are incorporating into addressing in the route optimization.

Purpose and Principles – Meeting the future demand. 67% of our Ridership is on 11 Routes. We need to reallocate some resources to our high capacity corridors for the most part are our state roads. LYNX is hoping to obtain capacity issues with students riding the bus with the **approved college partnership agreements. It's a market that has not been** tapped yet. Gas prices go up, ridership is up, indicating we have choice riders, we have a growing population. How do we use the resources that our funding partners is giving us moving forward? Tiffany provided some statistics on LYNX riders: **Income average, vehicle access, driver's license** issues – travel dependent.

Tim Crobons with Connetics Transportation Group, gave a Power Point Presentation on the Route Optimization study. He said this is something that is happening throughout the US for ridership loses, demographic changes as travel patterns are changing within their jurisdictions and some are doing it due to budget cuts. Part of the study is to find ways to improve the frequency of service within the system and put together a mobility tool box, concentrate on flexible transit services as part of this plan. Within the next month or so, they will be drafting recommendations and will come up with a final service recommendation in the January review.

Mr. Johnson stated we have gotten so much praise about how well the community outreach has been, and said he owes it to the entire team for demonstrating how much they want to move transit forward in this entire community.

Tracey Stockwell, Chief Financial Officer for Universal Orlando Resort is here as the chair of the Central Florida Transportation Task Force. The **Orlando Economic Partnership's predecessor**, The Central Florida Partnership had established this taskforce in 2014 to learn everything they could about transportation. A large diverse group which consists of over 60 volunteers participating amongst them are health care, manufacturing, education, hospitality, lawyers, engineers, marketing, finance and they met regularly over the past few years to develop the transportation strategy recommendation.

1. Establish an alliance for regional transportation
2. Establish a committee for change
3. Promote policies that will ensure keeping our streets, our neighborhoods and our family of community safe.

Recommend that the great thinkers look to explore to enhance and better intergrade both individuals and collective efforts to protect our residents and our visitors with specific focus on safety, cyber security and counter terrorism. We also recommend that the 7 counties and 86 cities of the region provide their full support for the passage and implementation of policies being advanced by complete streets, with particular focus on pedestrian bicycle safety.

**Mayor Buddy Dyer stated that the last two presentations, Tracey Stockwell's and Tim Crobon's along with Deirdre's presentation from the League of Women Voter's shines an emphasis on where this community needs to be moving in terms of transportation planning but also heartens him that it's the business community in the league that is bringing that message and not just government officials. We have a lot to work on in the next couple of years.**

10. Information Items

- A. Business Development Report: September, October and November 2017
- B. Notification of Settlement Agreement Pursuant to Administrative Rule 6

11. Other Business  
(none heard at this time.)

12. Monthly Reports

- A. Communications Report – October – November 2017
- B. FY2017 Ridership Report thru September 2017
- C. Monthly Financial Report – Preliminary September 30, 2017
- E. Planning and Development Report
- F. Procurement Plan Calendar

Chair Janer announced items 10, 11 & 12 and took it back to the board members for comments or discussion. None were made or heard. Chair Janer stated that Mr. Johnson had mentioned that we had a presence at the Orlando International Airport and Osceola County and she reiterated how important **LYNX's presence was at those** centers, getting new residents of Puerto Rico familiar with our transportation system. Chair Janer expressed her appreciation for being part of that outreach community process. Chair Janer also thanked all involved in the collective bargaining agreement and is very pleased that the members of ATU 1596 are going to get some dollars in their pocket for the new year and thanked everyone that worked very hard to come to this agreement.

The meeting adjourned at 1:50 p.m.

Certification of Minutes:

I certify that the foregoing minutes of the December 7, 2017 LYNX Board of Director's meeting are true and correct, approved by the Board of Directors.

X

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Assistant

**Consent Agenda Item #7.A. i**

**To:** LYNX Board of Directors

**From:** **Tiffany Homler**  
CHIEF ADMINISTRATIVE OFFICER  
**Tomika Monterville**  
(Technical Contact)  
**Jeffrey Reine**  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6064

**Item Name:** **Request for Proposal (RFP)**  
**Authorization to Release a Request for Proposal (RFP) for the Installation, Repair and Removal of LYNX Transit Shelters and Associated Amenities**

**Date:** 2/1/2018

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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 Request for Proposal (RFP) for the installation, repair and removal of LYNX Transit Shelters and Associated Amenities. The term of the contract will be for three (3) years from date of award with the option of two (2), one (1) year extensions.

**BACKGROUND:**

In August of 2013 LYNX awarded a contract to Barracuda Building Corporation (Contract #13-C30) for the installation, repair and removal of LYNX Passenger Shelters and Related Amenities. The term of the contract was three (3) years, with two (2) one (1) year options. The current contract will expire in September 2018.

The RFP will support a variety of tasks to include, but not be limited to: site demolition and preparation, traffic control, ground work, installation of ADA landing pads, installation of transit shelters and amenities; repairs and removal of shelters and amenities. The contract will include all labor, material, equipment, and suppliers required to provide the services.

LYNX has an annual goal of installing approximately forty (40) to sixty (60) shelters. This may vary from year-to-year based on funding partner requests and project needs (accidents, major developments, SunRail, etc.)

**DISADVANTAGED BUSINESS ENTERPRISE (DBE) PARTICIPATION:**

LYNX procurement policies for service contracts require prime contractors to make good faith efforts to subcontract a portion of the work to DBE firms. All suppliers are encouraged to obtain DBE participation for subcontracting opportunities. The DBE Officer will work with the proposers to achieve participation.

**FISCAL IMPACT:**

LYNX staff included \$2,298,993 in the FY18 Adopted Capital Budget for shelter installation, rehabilitation, and ADA Compliance. The FY18 shelter capital budget consists of the following select aggregated line items:

<b>FY18 Capital Budget Shelter Installation Summary</b>	
<b>Description</b>	<b>FY2018 Adopted Capital Budget</b>
Orange County Installation	478,508
Seminole County Installation	470,000
Osceola County Installation	418,966
City of Orlando Installation	371,763
Rehabilitation	457,196
ADA Compliance	102,560
<b>Total</b>	<b>2,298,993</b>



Consent Agenda Item #7.A. ii

**To:** LYNX Board of Directors

**From:** **Tiffany Homler**  
CHIEF ADMINISTRATIVE OFFICER  
**Tomika Monterville**  
(Technical Contact)  
**Jeffrey Reine**  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6064

**Item Name:** **Request for Proposal (RFP)**  
**Authorization to Release a Request for Proposal (RFP) for the**  
**Manufacturing of LYNX Transit Shelters**

**Date:** 2/1/2018

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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 Request for Proposal (RFP) for the manufacturing of LYNX Transit Shelters. The term of the contract will be for three (3) years from date of award with the option of two (2) one (1) year extensions.

**BACKGROUND:**

In May 2013, LYNX awarded a contract (#13-C23) for Transit Shelter manufacturing to Spencer Fabrications, Inc. for a term of three (3) years, with two (2), one (1) year options. The current contract will expire in September 2018.

The shelter styles included in the RFP are: 1) 15' x 15', 10' x 10' and 6' x 9' shelters with barrel shaped roofs, and 2) 6' x 13' shelters with an angled roof. Pictures of these shelters are included in the Board Agenda. (See attached images.). This contract will also allow for provisions for other amenities to be ordered to accompany these shelters including solar panels, benches, trash cans, and bike racks.

LYNX currently has approximately 1200 bus shelters. To enhance the customer experience, LYNX expects to purchase a minimum of twenty-five (25), shelters over the life of the contract to support new and replacement transit shelters.

**DISADVANTAGED BUSINESS ENTERPRISE (DBE) PARTICIPATION:**

LYNX procurement policies for service contracts require prime contractors to make good faith efforts to subcontract a portion of the work to DBE firms. LYNX has determined a one percent (1%) participation goal. All bidders are encouraged to obtain DBE participation for subcontracting opportunities. The DBE Officer will work with the proposers to achieve participation.

**PICTURES OF SHELTERS:**

**15' x 15' Shelter**



**10' x 10' Shelter**



**6 x 9' Shelter**



**6' x 13' Shelter**



**FISCAL IMPACT:**

LYNX staff included \$2,458,424 in the FY18 Adopted Capital Budget for shelter fabrication. The FY18 shelter fabrication budget consists of the following select aggregated line items:

<b>FY18 Capital Budget Shelter Fabrication Summary</b>	
<b>Description</b>	<b>FY2018 Adopted Capital Budget</b>
Shelter Fabrication	2,458,424
Committed Shelter Expenses	(228,884)
<b>Remaining Uncommitted Budget</b>	<b>2,229,540</b>

Consent Agenda Item #7.A. iii

**To:** LYNX Board of Directors

**From:** Thomas Stringer  
CHIEF OPERATIONS OFFICER  
Edward Flynn  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6036

**Item Name:** Request for Proposal (RFP)  
Authorization to Release a Request for Proposal (RFP) for Transit Bus  
Engines and Transmissions

**Date:** 2/1/2018

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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 transit bus engines and transmissions. The contract term shall be for an initial term of two (2) years with two (2) one (1) one-year options to extend.

**BACKGROUND:**

LYNX Fleet Maintenance Division adopts a strict preventative maintenance policy for LYNX fleet of 313 transit buses.

Our in-house technicians routinely inspect, repair, and replace the original equipment engines and transmissions on our fleet as needed.

The maintenance of our fleet is performed at a preventative maintenance and routine inspection level to ensure our customers are safely transported.

In order to maintain efficient operations and reduce our costs, we will leverage, spend, and use volume purchasing power by securing multiple-year contracts. We believe that by sourcing these components, we will also receive cost savings in staff time and LYNX resources.

LYNX is initiating an effort to lock in pricing for previously non-contracted items and secure multiple-year contracts. This will allow LYNX to reduce costs by negotiating long-term commitments.

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

Notice to offerors will be provided in accordance with all applicable Federal, State, and local laws. LYNX will ensure that DBEs and Small Businesses are afforded full opportunity to submit offers and responses to this solicitation and to participate in any contract consummated pursuant to this advertisement. Additionally, no offeror will be discriminated against on the basis of age, sex, race, color, religion, national origin, ethnicity, or disability.

**FISCAL IMPACT:**

LYNX staff included \$480,000 in the FY18 Adopted Operating Budget for Repairs and Maintenance – Revenue Vehicles specifically allocated to engines and transmissions.

**Consent Agenda Item #7.A. iv**

**To:** LYNX Board of Directors

**From:** Thomas Stringer  
CHIEF OPERATIONS OFFICER  
Edward Flynn  
(Technical Contact)  
Elvis Dovaes  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6036

**Item Name:** Request for Proposal (RFP)  
Authorization to Issue a Request for Proposal (RFP) for the Purchase of  
Fifteen (15) CNG Articulated Buses

**Date:** 2/1/2018

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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 Request for Proposal (RFP) for the purchase of fifteen (15) articulated CNG buses, with a not-to-exceed amount of \$16,000,000.

**BACKGROUND:**

LYNX has a fleet of three hundred thirteen (313) buses. This purchase of the fifteen (15) articulated CNG buses is part of LYNX's Transit Development Plan (TDP). Upon arrival of the new buses, LYNX will retire a like amount of buses in accordance with Federal Transit Administration (FTA) guidelines.

In September 2017, LYNX Board of Directors' authorized the CEO or designee to Piggyback the Commonwealth of Virginia Contract #E194-75548-MA2275 with New Flyer of America for the procurement of 60 ft. articulated CNG buses.

Upon vetting this opportunity, LYNX Procurement Staff performed its due diligence in ensuring that all Federal Transit Administration (FTA) requirements were met. This Contract afforded LYNX the ability to Piggyback; however, due to FTA requirements of Indefinite Delivery/Indefinite Quantity, the Commonwealth of Virginia will utilize the entire quantity established as a part of their Contract. Per FTA requirements, this Contract cannot be amended to include the quantity required by LYNX.

Therefore, LYNX will issue an RFP to secure contractual requirements and commitments for its purchase of the 60 ft. articulated CNG buses.

The projected ridership increases under the LYNX FORWARD plan supports the use of articulated buses. With over 7,300 passengers on Link 8 and over 3,400 passengers on Link 37, the increased capacity provided by adding the articulated buses will: 1) Enhance operational efficiencies; and 2) Improve the overall customer experience as a result of less crowding. Therefore, the purchase of articulated buses will contribute positively to the region by increasing the throughput of citizens in some of our region’s most congested corridors.

**FISCAL IMPACT:**

LYNX staff has included \$20,676,500 in the FY2018 Adopted Capital Budget for the purchase of replacement CNG buses.

<b>FY18 Capital Budget Select CNG Replacement Bus Summary</b>	
<b>Description</b>	<b>FY2018 Adopted Capital Budget</b>
Rep. Buses CF FY17 (40' CNG)	10,176,500
Articulated Buses (60' CNG)	4,500,000
Rep. FY18 Buses (40' CNG)	6,000,000
<b>Total</b>	<b>20,676,500</b>

Consent Agenda Item #7.A. v

**To:** LYNX Board of Directors

**From:** Thomas Stringer  
CHIEF OPERATIONS OFFICER  
Louemma Cromity  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6036

**Item Name:** Request for Proposal (RFP)  
Authorization to Release a Request for Proposal (RFP) to Employ a Simplified Acquisition Process for the Selection of Alternate Transit Providers for ACCESS LYNX

**Date:** 2/1/2018

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**ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for LYNX to undertake a simplified acquisition process for the selection of and award of contracts to transportation network companies ("TNCs"), taxi companies, concierge transportation and similar transit providers (collectively, "**Alternate Transportation Providers**") to provide transit services to ACCESS LYNX customers. Such authorization would last for a period of one year from the date hereof and would enable LYNX to, as determined in the reasonable discretion of the LYNX CEO, (i) utilize a request for quotations (RFQ) process or (ii) forgo a formal competitive process; provided that services are generally distributed among available vendors and the cost for such services are determined by the CEO to be fair and reasonable to LYNX. Such authorization would extend to the simplified acquisition process previously undertaken, and such process is hereby ratified, in awarding a contract to Lyft, Inc. having an effective date on or about January 31, 2018.

**BACKGROUND:**

LYNX and MV Transportation, Inc. entered into a Mobility Management and Broker Services Contract dated effective as of December 1, 2017 (the "**Mobility Contract**"). The Mobility Contract contemplates that LYNX will allocate a portion of the ACCESS LYNX trips to Alternate Transportation Providers. LYNX expects to realize significant savings by allocating trips to Alternate Transportation Providers.

On January 26, 2017, the Board of Directors authorized the CEO to enter into service agreements with TNCs and taxi companies as part of the ACCESS LYNX and Mobility Management service model. However, that prior authorization did not specify the procurement method to be utilized.



# LYNX Board Agenda

Section 4.3.3 of LYNX Administrative Rule 4 requires that LYNX undertake a formal competitive bidding process for all procurements in excess of \$50,000. A formal competitive bidding process typically consists of a request for proposals (RFP) or an invitation for bids (IFB). The market for Alternative Transportation Providers is rapidly developing due to changing technology and other developments. In an effort to achieve efficiencies, LYNX will release a formal competitive bidding process to secure contracts with these providers.

**FISCAL IMPACT:**

LYNX staff included \$854,133 in the FY18 Adopted Operating Budget for Paratransit Purchased Transportation - TNCs. The breakdown between ADA and TD is depicted as follows:

<b>FY18 Operating Budget TNC Expense Allocation Summary</b>	
<b>Description</b>	<b>FY2018 Adopted Operating Budget</b>
ADA	626,764
TD	227,369
<b>Total</b>	<b>854,133</b>

**Consent Agenda Item #7.B. i**

**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:** Award Contracts  
Authorization to Award Bus Service Agreement #18-C67 with Lakeland Area Mass Transit District (NeighborLink 603)

**Date:** 2/1/2018

---

**ACTION REQUESTED:**

Staff is requesting the board of Directors' authorization for the Chief Executive Officer (CEO) or designee to execute Bus Service Agreement #18-C67 with Lakeland Area Mass Transit District (LAMTD) to operate NeighborLink 603 in Polk County.

**BACKGROUND:**

**NeighborLink 603**

In January 2010, LYNX entered into an agreement with Polk County Board of County Commissioners to provide NeighborLink 603 (formerly PickUpLine 603) in Southwest Poinciana (Villages 7 and 8).

The current agreement (#17-A12) expired September 30, 2017. This new agreement (#18-C67) will maintain the span of service and number of vehicles used as set forth in the original agreement; the hourly rate remains at \$41.42; be valid from October 1, 2017, to September 30, 2018.

**FISCAL IMPACT:**

LYNX staff included \$142,108 in the FY18 Adopted Operating Budget for revenue related to the Polk County NeighborLink.

**Consent Agenda Item #7.B. ii**

**To:** LYNX Board of Directors

**From:** **Tiffany Homler**  
CHIEF ADMINISTRATIVE OFFICER  
**Thomas Stringer**  
(Technical Contact)  
**Kenneth Jamison**  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6064

**Item Name:** Award Contracts  
Authorization to Award a Contract to Trapeze for Ranger Units for Full Fleet Conversion

**Date:** 2/1/2018

---

**ACTION REQUESTED:**

LYNX staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to negotiate with Trapeze and to procure the hardware and software to complete the conversion of the fixed route system to the Trapeze/TripSpark Computer Aided Dispatch (CAD) system for an amount not to exceed \$543,359.

**BACKGROUND:**

LYNX is working to transform transit in Central Florida by advancing its technology initiatives, which includes Wi-Fi on the buses, NeighborLink and AccessLYNX reservation apps and the LYNX PawPass mobile fare payment system. But the most successful application to date is the LYNX Bus Tracker, which provides real-time information on bus locations. The LYNX Bus Tracker is powered by two separate CAD systems.

LYNX implemented CAD in 2010 with Trapeze/TripSpark. In 2013, LYNX procured a real-time information system designed by Clever Devices, LTD. (Clever Devices) for the expansion of LYMMO to include the future Grapefruit and Lime lines. Clever Devices also supplied kiosks and CAD on LYMMO buses. The system included a back of house CAD system, transit control heads (TCH), and In Vehicle Network (IVN). The IVN is integrated with proximity card readers for driver log on and integrated with the fare box and the visual display units (head signs). This installation occurred on 16 LYMMO vehicles.

Previous LYNX administration exercised the option on the Clever Devices system for the LYMMO purchases and ordered fixed route buses equipped with the Clever Devices system starting with buses delivered in 2015. As a result LYNX now has fixed route buses which

operate on two different CAD system platforms: one with Trapeze CAD and the other with Clever Devices CAD.

It is critical that LYNX move to a single CAD system to support daily management of bus operations and support of the real-time information needs of the agency and all of its modal services. LYNX is currently operating 207 fixed route buses on the Trapeze CAD system and 106 fixed route buses on the Clever Devices CAD system. This results in some buses operating on one CAD system and the rest on the other system on each route, except the LYMMO routes which are completely on the Clever CAD system. The two systems require LYNX radio dispatch supervisors to operate both systems simultaneously in order to manage operations with neither system providing an overall system-wide view. Bus Operators must be trained on both systems to operate whichever system is on their assigned vehicle. Data from both systems must be exported for reporting purposes, thereby preventing the uniformity of reporting. Additionally, data from both systems must be merged by DoubleMap, Inc., which powers LYNX Bus Tracker.

The result of two CAD platforms requires two sources of information for monitoring and reporting on the operation of the fixed route fleet. The continued use of two different platforms will continue to cause reporting, operational and planning inefficiencies for LYNX and our most valuable partner – our customers.

At the May 25, 2017, LYNX Oversight Committee meeting, a presentation was made for a fleet conversion to the Clever Devices. The Oversight Committee was informed at the time that LYNX staff would come back with an official action request at a later date. The estimated cost to convert to Clever was over \$5 million due to number of units required along with unit cost.

In September 2017, LYNX launched the LYNX Bus Tracker application. During that launch, it was discovered that the Clever Device were not capable of refreshing its information below a frequency of 15 seconds. LYNX staff revisited its analysis to include a full fleet conversion to Ranger 4 units from Trapeze/TripSpark. The analysis showed a substantial cost savings converting to Ranger 4 versus Clever Devices both in unit price and LYNX staff performing the installation.

### **FISCAL IMPACT:**

LYNX staff did not include a specific line item for this initiative in the FY18 Adopted Capital Budget. Funding will be provided through budget transfers within existing Technology category items of the capital program.

**Consent Agenda Item #7.C. i**

**To:** LYNX Board of Directors

**From:** **Tiffany Homler**  
CHIEF ADMINISTRATIVE OFFICER  
**Tomika Monterville**  
(Technical Contact)  
**Belinda Balleras**  
(Technical Contact)  
**Prahallad Vijayvargiya**  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6064

**Item Name:** Miscellaneous  
**Ratification of METROPLAN Orlando's FY2017-2018 Unified Planning Work Program (UPWP) Pass-Thru Funding Agreement Modification for the Autonomous Vehicle Mobility Initiative (AVMI) Project**

**Date:** 2/1/2018

**ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization to ratify a modification to the FY 2017-2018 Funding Agreement with METROPLAN ORLANDO and for the Chief Executive Officer (CEO) or designee to execute the modification letter (copy attached) which authorized additional planning funds in the amount of \$26,880. The additional funding will be for a portion of a study to develop a Concept of Operations Plan to prepare for using autonomous vehicles on the downtown LYMMO circulator service. This amendment increases the Federal Transit Administration 5303 program from \$405,000 to \$431,880.

**BACKGROUND:**

METROPLAN ORLANDO is the metropolitan planning organization for Orange, Osceola and Seminole counties, and is responsible for preparing and maintaining the Long Range Transportation Plan and all other related transportation plans required for the region to receive federal and state funding. LYNX is an active member of METROPLAN'S transportation planning processes and committees, and receives funds passed through METROPLAN ORLANDO for transit planning projects.

The Federal Transit Administration (FTA) and Florida Commission for the Transportation Disadvantaged annually appropriate planning funds to the METROPLAN ORLANDO. A portion of the Federal funds along with State funds are used to specifically address transit related planning and data collection activities. Annually, FTA funds are received under a Metropolitan

# LYNX Board Agenda

Planning Program (Section 5303) grant and are passed through to LYNX for planning activities identified as part of the Unified Planning Work Program (UPWP). Additionally, state planning funds for transportation disadvantaged services are annually included in a grant from FDOT to METROPLAN ORLANDO and are passed through to LYNX.

In September 2017 the LYNX Board meeting authorized staff to execute the FY 2017/2018 planning agreement with METROPLAN ORLANDO for transit planning activities. Subsequently, in December 2017 METROPLAN ORLANDO authorized additional planning funds in the amount of \$26,880 to fund a portion of a study to develop a Concept of Operations Plan to prepare for using autonomous vehicles on the downtown LYMMO circulator service. In FY 19, \$73,120 will be allocated by the MPO for a total project share of \$100,000.

Attached is a copy of the letter which serves as a modification to the pass-through Funding Agreement executed on October 4, 2017.

**FISCAL IMPACT:**

LYNX staff included \$300,000 in the FY18 Adopted Operating Budget for expenses related to funding the Autonomous Vehicle Concept. The breakdown of these partnership expenses is as follows:

<b>FY18 Operating Budget Autonomous Vehicle Concept Summary</b>	
<b>Description</b>	<b>FY2018 Adopted Operating Budget</b>
MetroPlan	100,000
City of Orlando	100,000
5307 Grant	100,000
<b>Total</b>	<b>300,000</b>



metroplan orlando  
A REGIONAL TRANSPORTATION PARTNERSHIP  
December 13, 2017

250 SOUTH ORANGE AVENUE  
SUITE 200  
ORLANDO, FLORIDA 32801

PH: 407.481.5672  
FX: 407.481.5680  
WWW.METROPLANORLANDO.ORG

Mr. Edward L. Johnson, Chief Executive Officer  
Central Florida Regional Transportation Authority  
455 N. Garland Avenue  
Orlando, FL 32801

Subject: FY'18 Pass-thru Funding Agreement Modification

Dear Mr. Johnson:

This letter shall serve as a modification to the Pass-thru Funding Agreement executed on October 4, 2017. To add funding for the joint project "Autonomous Vehicle Mobility Initiative (AVMI)" which will create a framework plan for a regional approach to implementing autonomous vehicle technology in the Orlando metropolitan area, we are hereby requesting an amendment to the above referenced agreement as follows:

1. That the CONTRACTOR hereby covenants and agrees to render professional services in carrying out and completing certain elements of the FY 2017/2018 Orlando Urban Area Unified Planning Work Program as outlined in the Scope of the Project and Budget which are attached to and made a part of this contract as Exhibit A, provided, however, that the total amount of the reimbursable costs to the CONTRACTOR shall not exceed **Five Hundred Sixty-Eight Thousand Thirty-Five Dollars and Ninety-Five Cents (\$568,035.95)**. Of this amount, **Four Hundred Thirty-One Thousand Eight Hundred Eighty Dollars (\$431,880.00)** shall be provided from the FTA FL-80-X012-00 grant for FY 2017/2018.

The attachment under Exhibit A is also updated and attached to this letter.

*All other provisions of the contract remain the same.*

By signature at the bottom of this letter, the above mentioned contract's scope of work is amended as stated. Please execute this letter below accepting the change and provide a scanned copy to MetroPlan Orlando for the contract file.

We look forward to our continued relationship.

Sincerely,

Harold W. Barley  
MetroPlan Orlando

Enclosure

Accepted by:

Signature

Edward L. Johnson

Printed Name

20 Jan 17

Date

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Exhibit A - Project Scope & Budget  
 Updated as of Budget Amendment #4

Central Florida Regional Transportation Authority Participation  
 FY 2017/2018 Orlando Urban Area Unified Planning Work Program  
 FTA & TD Funded Tasks for FY 2017/2018

Element	Element Description	Estimated Work/Cash Reimbursement				Total
		FTA X010-00*	FTA X011-00	FTA X012-00	TD	
210	Transit System Monitoring	\$ 5.27	\$ 21,798.00	\$ 45,000.00		\$ 66,803.27
810	Transit Planning	\$ 5,390.00		\$ 176,880.00		\$ 182,270.00
820	Management & Operations		\$ 55,444.68	\$ 70,000.00		\$ 125,444.68
840	Smart Growth Planning			\$ 50,000.00		\$ 50,000.00
850	Transportation Disadvantaged Planning		\$ 83.00	\$ 90,000.00	\$ 53,435.00	\$ 143,518.00
<b>TOTALS:</b>		<b>\$ 5,395.27</b>	<b>\$ 77,325.68</b>	<b>\$ 431,880.00</b>	<b>\$ 53,435.00</b>	<b>\$ 568,035.95</b>

\*Formerly FTA X025

DATE	DESCRIPTION	AMOUNT	CHECK NO.	BANK BALANCE	CHECK BALANCE
12/31/09	ENDING BALANCE			258,712.00	258,712.00
1/1/10	OPENING BALANCE			258,712.00	258,712.00
1/15/10	DEPOSIT	111,500.00		370,212.00	370,212.00
1/20/10	PAYROLL	(30,176.00)		340,036.00	340,036.00
1/25/10	PAYROLL	(30,176.00)		309,860.00	309,860.00
2/1/10	ENDING BALANCE			309,860.00	309,860.00



**APPROVED BY**  
**METROPLAN ORLANDO**

CBH 12/13/2017

Excerpt from December 13, 2017 Board meeting minutes

**VIII. CONSENT AGENDA (ACTION ITEMS)**

**C. Approval of Budget Amendment No. #4**

To reallocate \$26,880 of FTA X012 funds from consultant services to pass thru expenses to fund a portion of a study to develop a Concept of Operations Plan to prepare for using autonomous vehicles on the downtown LYMMO circulator service. Additionally, in FY'19, \$73,120 of FTA X013 funds will be allocated for a total project cost of \$100,000. LYNX and the City of Orlando will also be contributing a total of \$100,000 each to this study. Task 810 language in the UPWP has also been updated to include information on this study.

To update language in task 500 for a SunRail Station Area and Ridership Study. Funding for this project has already been allocated to this task.

**MOTION:** Mayor Joe Kilsheimer moved approval of Consent Agenda, Action Items A-I Mayor Pat Bates seconded the motion, which passed unanimously.



A board meeting was held on

ITEMS

Agenda Item 1

1. The Board of Directors shall have the honor to receive and read the report of the President and the report of the Treasurer for the year ending December 31, 1999. The reports shall be read by the President and the Treasurer respectively. The Board shall then discuss and act upon the reports.

2. The Board shall consider and act upon the report of the Audit Committee for the year ending December 31, 1999.

3. The Board shall consider and act upon the report of the Compensation Committee for the year ending December 31, 1999.

Consent Agenda Item #7.C. ii

**To:** LYNX Board of Directors

**From:** Edward Johnson  
CHIEF EXECUTIVE OFFICER  
Tiffany Homler  
(Technical Contact)  
Albert Francis  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6017

**Item Name:** Miscellaneous  
Authorization to Increase Contract for Legal Services with Akerman, LLP

**Date:** 2/1/2018

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**ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to increase the contract amount with Akerman, LLP for a not-to-exceed amount of \$250,000.

**BACKGROUND:**

At the December 2017 Board of Directors meeting, the Board authorized LYNX to extend both the Akerman, LLP and Baker & Hostetler, LLC existing contracts until June 30, 2018, for legal services and to increase the not-to-exceed contract amounts for the additional time for both. However, we did not state the not-to-exceed contract amounts for the additional time for both firms.

A Request for Proposal (RFP) was released for all legal services so the contracts can be coordinated. Those RFPs are in the review process now. LYNX staff is requesting an extension for both contracts through June 30, 2018, to allow time for contract award and transition, if needed.

**FISCAL IMPACT:**

LYNX staff included \$889,800 in the FY2018 Adopted Operating Budget for Legal Services – General.

Consent Agenda Item #7.C. iii

To: LYNX Board of Directors

From: Albert Francis  
CHIEF FINANCIAL OFFICER  
Louemma Cromity  
(Technical Contact)  
Kimberly Forbragd  
(Technical Contact)  
LEONARD ANTMANN  
(Technical Contact)

Phone: 407.841.2279 ext: 6058

Item Name: Miscellaneous  
Authorization to Enter Into a Master Agreement with Trapeze Group for our Fixed Route and Paratransit Software Requirements

Date: 2/1/2018

**ACTION REQUESTED:**

Staff is requesting the Board of Directors’ authorization for the Chief Executive Officer (CEO) or designee to enter into a master agreement with Trapeze Group for our Fixed Route and Paratransit software requirements. This Master Agreement will have a term of three (3) years with the option to extend for two (2) one (1) year periods. The total not to exceed for the entire three (3) years and the potential two (2) one (1) year periods will be \$3,1944,532. The below table represents the annual cost.

Year	Annual Cost
One	\$583,722
Two	\$614,821
Three	\$639,411
Optional Years	
Four	\$664,989
Five	\$691,589

**BACKGROUND:**

LYNX currently has various software products with Trapeze Group, Inc. The software applications allow LYNX to manage its fixed route and paratransit services e.g. Scheduling/routing/dispatch, Eligibility certification, Vehicle Communications, Run-cutting, Operations Management, Asset Tracking and Maintenance, Real time access. The various

## LYNX Board Agenda

software applications facilitate our requirements to report data to FTA as well as allow us to manage an efficient operation.

Our annual costs include annual software maintenance and support, training, and technology upgrades.

### **FISCAL IMPACT:**

LYNX staff included \$619,564 in the FY18 Adopted Operating Budget for these services. The annual cost of the year 1 Trapeze contract is \$583,722.

Consent Agenda Item #7.C. iv

**To:** LYNX Board of Directors

**From:** **Tiffany Homler**  
CHIEF ADMINISTRATIVE OFFICER  
**William Hearndon**  
(Technical Contact)  
**Belinda Balleras**  
(Technical Contact)  
**Prahallad Vijayvargiya**  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6064

**Item Name:** Miscellaneous  
**Authorization to Award Projects Solicited for the Enhanced Mobility of Seniors and Individuals with Disabilities Section 5310 Urbanized Orlando & Kissimmee Program and to Execute Sub-Recipient Agreements with Awarded Agencies**

**Date:** 2/1/2018

---

**ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to extend sub-recipient awards to selected Human Services Agency projects and to enter into sub-recipient agreements with the selected applicants in the total amount of \$260,978 for Section 5310 funding, a Federal Transit Administration (FTA) program for the Enhanced Mobility of Seniors and Individuals with Disabilities.

**BACKGROUND:**

LYNX is the agency designated to administer the FTA's Section 5310 funding program in the urbanized areas of Orlando and Kissimmee. As the designated recipient, LYNX has the responsibility to develop the program of projects, including soliciting projects from non-profit organizations and other eligible entities under Section 5310 to serve seniors and individuals with disabilities. The Section 5310 program is intended to enhance mobility for seniors and persons with disabilities by providing funds for programs to serve the special needs of transit-dependent populations beyond traditional public transportation services and Americans with Disabilities Act (ADA) complementary paratransit services.

LYNX received Board authorization on September 28, 2017 to solicit human services agency projects for the Urbanized Orlando and Kissimmee Section 5310 Program funds. A LYNX 5310 Grant Workshop was conducted on October 17, 2017 in conjunction with the Florida Department of Transportation at their 5310 Workshop and on October 25, 2017 at the LYNX Central Station.



Interested applicants were required to coordinate projects with Access LYNX as the Community Transportation Coordinator (CTC). Project proposals were due December 1, 2017 and evaluated by a multi-disciplinary team from the Florida Department of Transportation, METROPLAN Orlando and Access LYNX.

**APPLICATION EVALUATION:**

Eleven proposals were received for operating projects and one late proposal which was deemed non-responsive. The 5310 Evaluation Committee, consisting of Bill Hearndon (Access LYNX), Jo Santiago (Florida Department of Transportation), and Elizabeth Whitton (METROPLAN Orlando) evaluated and scored the requested projects.

Proposed funding awards as shown below are based upon the final composite scores and rankings by the selection evaluation committee and funding available in FY 18. Five agencies will not be receiving funding for this funding cycle.

LYNX proposes to provide Section 5310 sub-recipient funding, subject to Federal Transit Administration (FTA) grant awards for the respective agencies below, based on the Evaluation Committee recommendation:

<u>Sub-Recipient</u>	<u>Amount</u>
1. Seniors First	\$ 16,560
2. Primrose Center	\$ 69,300
3. BrightStart Pediatrics	\$ 82,800
4. Meals on Wheels	\$ 45,000
5. The Opportunity Center	\$ 17,318
6. Osceola Council on Aging	\$ 30,000
	=====
Total	\$ 260,978

Sub-recipients will provide the 50% local match under the Section 5310 grant program for operating projects.

LYNX in its role as the Community Transportation Coordinator continues to work with non-profit agencies that have current coordination agreements to strive towards a common goal of providing cost-effective and efficient transportation services for seniors and individuals with disabilities. These projects will support the travel needs of the elderly and individuals with disabilities in the LYNX service area, targeted to provide cost-effective transportation options beyond paratransit and supporting regional transportation coordination while reducing resource demands on Access LYNX.

**FISCAL IMPACT:**

LYNX staff included \$410,000 in the FY18 Adopted Operating Budget for section 5310 sub-recipient agency expenses. \$130,000 of this total is carryover from the FY17 Amended Operating Budget.

Consent Agenda Item #7.C. v

**To:** LYNX Board of Directors

**From:** **Tiffany Homler**  
CHIEF ADMINISTRATIVE OFFICER  
**Tomika Monterville**  
(Technical Contact)  
**Jeffrey Reine**  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6064

**Item Name:** **Miscellaneous**  
**Authorization to Increase the Contract Amount for Bus Shelters**  
**Rehabilitation**

**Date:** 2/1/2018

---

**ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to increase the LYNX Transit Shelter Fabrication and Rehabilitation contract (Contract # 13C-23) by an additional \$126,196.

**BACKGROUND:**

In July 2017, LYNX requested Board of Directors' authorization for the Rehabilitation of twenty-seven (27) bus shelters in FY18 in the amount of \$81,000. Given a productive discussion with local funding partners, the decision was made to ensure corridor consistency therefore, we will add an additional 14 shelters for rehabilitation. This will allow for a total of 41 shelters along SR 436 to be rehabilitated this fiscal year for a total cost of \$207,196. In addition, the 3 shelters and associated amenities at the Apopka Superstop will be improved.

The initial rehabilitation will consist of replacement of the roof panels and seats. Previous examples of the quality of the work can be seen at Sanford Walmart, Washington Shores Transfer Center, Colonial Plaza Transfer Center, and on First Street in Downtown Sanford. On-site Rehabilitation of these shelters will save LYNX approximately thirty percent (30%) off of the cost of a new shelter.

LYNX shelters are a representation of LYNX in the community. Maintaining the aesthetics and maintenance of our shelters supports and instills community pride in our transit system.

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

DBE participation goal of 1% to Merit Fasteners Corp.

**FISCAL IMPACT:**

LYNX staff included \$457,196 in the FY18 Adopted Capital Budget for the rehabilitation of bus shelters throughout the Agency’s service area. The uncommitted FY18 Capital Budget for this rehabilitation initiative is \$250,000.

<b>FY18 Capital Budget Shelter Rehabilitation Summary</b>	
<b>Description</b>	<b>FY2018 Adopted Capital Budget</b>
Shelter Rehabilitation Budget	457,196
Committed Shelter Rehabilitation Expenses	207,196
<b>Remaining Uncommitted Budget</b>	<b>250,000</b>

Consent Agenda Item #7.C. vi

**To:** LYNX Board of Directors

**From:** **Tiffany Homler**  
CHIEF ADMINISTRATIVE OFFICER  
**Tomika Monterville**  
(Technical Contact)  
**Kenneth Jamison**  
(Technical Contact)  
**Belinda Balleras**  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6064

**Item Name:** Miscellaneous  
**Authorization to Submit a Grant Application to the Florida Department of Agriculture and Consumer Services for the Renewable Energy and Energy Efficient Technologies (REET) Grant Program.**

**Date:** 2/1/2018

---

**ACTION REQUESTED:**

Staff is requesting the Board of Directors’ authorization for the Chief Executive Officer (CEO) or designee to submit a grant application to the Florida Department of Agriculture and Consumer Services for the Renewable Energy and Energy Efficient Technologies (REET) Grant Program. This action also includes authorization for the Chief Executive Officer (CEO) or designee to execute a Grant Agreement originating from this funding program

LYNX intends to submit a grant application for an on-demand mobile electric bus/vehicle charging station comprising \$400,000 in grant request and a minimum of \$80,000 in grant match, which may be a combination of cash and/or of in-kind contributions from project partners.

**BACKGROUND:**

On January 12, 2018, the Florida Department of Department of Agriculture and Consumer Services released a Notice of Funding Availability (NOFA) for the Renewable Energy and Energy Efficient Technologies (REET) Program. The FY 17 REET Grant Program has made funding available in the amount of \$773,888 for a competitive grant matching program designed to conduct demonstration, commercialization, research and development projects relating to renewable energy technologies and innovative technologies that significantly increase energy efficiency for vehicles and commercial buildings.

Examples of projects that would be eligible under this grant program include:

- Research, development, and commercialization of renewable energy technologies such as advanced solar technologies, ocean energy, or bioenergy.
- Research, development, and commercialization of energy efficient technologies that significantly increase energy efficiency for vehicles and commercial buildings.

Projects could include energy distribution technologies, new techniques to capture and use landfill gas, innovative onsite (buildings) renewable technology that generates electricity, new lighting technologies, design and development of prototypes for renewable energy storage.

REET requires a maximum award of \$ 400,000 plus a minimum of 20% matching funds above the grant award amount.

LYNX will be pursuing a project that may leverage findings from the automated/electric vehicles (EV) demonstration on our downtown Orlando BRT lanes. Potential partners will be contacted, including the Center for Transportation and the Environment (CTE), the University of Central Florida, the Orlando Utilities Commission, the City of Orlando and the Florida Department of Transportation. The basic idea for this project is to create a vehicle that could be charged, driven to a predetermined location, and then become a mobile charging station for an automated/electric vehicle in downtown Orlando. We are addressing the challenge of limited EV charging stations and the concerns of siting them in disadvantaged communities. The proposed project will also address the need to charge multiple LYMMO buses at a time without the need to invest in multiple charging stations once LYMMO buses become electric.

LYNX intends to apply for a research, development and demonstration of an on-demand mobile electric bus/vehicle charging station comprising \$400,000 in grant request and a minimum of \$80,000 in grant match, which may be a combination of cash and/or of in-kind contributions from project partners.

## **FISCAL IMPACT:**

LYNX staff will include a potential project award in future operating and capital budgets as appropriate.

Consent Agenda Item #7.C. vii

**To:** LYNX Board of Directors

**From:** Tomika Monterville  
DIRECTOR OF PLAN & DEVELOP  
Louemma Cromity  
(Technical Contact)  
DHasheem Alkebulan  
(Technical Contact)  
Jeffrey Reine  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6019

**Item Name:** Miscellaneous  
Authorization to Issue an Extension of Contract Time for LYNX Orlando Trail aka Gertrude’s Walk Project

**Date:** 2/1/2018

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**ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to issue an extension of the Gomez Construction Company’s Contract (#17-C12) for six (6) months for the LYNX Orlando Trail (Gertrude’s Walk). Due to a history of project delays, LYNX recommends an extension of the contract beyond the March 18, 2018 contract expiration, to allow for proper administrative closeout. Construction completion is anticipated to be early March 2018.

**BACKGROUND:**

In March 2017 the Board of Directors approved the authorization for Chief Executive Officer (CEO) to award Contract 17-C12 to Gomez Construction Company for the construction of the LYNX Orlando Trail project, in a not to exceed amount of \$1,010,900. On May 16, 2017, LYNX met with Gomez Construction amid other stakeholders for the Kick-off Meeting. However, construction did not commence on the LYNX Orlando Trail, until October 2017, due to The Federal Department of Transportation (FDOT) not being able to provide the required safety training to the contractor to allow work in the Railroad Right of Way.

During the excavation on Amelia and Concord Streets, lime rock base material was found buried under the old roadway, where new landscaping was to be planted along the entire line segment. In order to allow time for the appropriate FTA grant closeout, additional time is needed.

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

LYNX has assessed 10% project participation goal. LYNX requires the proposer/bidder to identify for participation all DBE and small business sub-contractors/suppliers to subcontract for portions of the work for materials, supplies and services and submit with the proposal the prescribed required documentation. The DBE officer will work with firms to ensure compliance. In order to be responsible/responsive, LYNX's 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) and Small Business.

**FISCAL IMPACT:**

LYNX staff included \$1,188,419 in the FY18 Adopted Capital Budget for the design, engineering, and construction of the Orlando Trail Project, also referred to as Gertrude's Walk. The available uncommitted FY18 Capital Budget for this project is \$146,837.

**Consent Agenda Item #7.C. viii**

**To:** LYNX Board of Directors

**From:** David Dees  
DIR RISK MANAGEMENT AND SAFETY  
Tellis Chandler  
(Technical Contact)  
Rose Hernandez  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6127

**Item Name:** Miscellaneous  
Authorization to Amend existing Tort Legal Services Contract 14-C29  
Hilyard, Bogan, & Palmer

**Date:** 2/1/2018

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**ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to increase the Not-to-Exceed amount under Contract # 14-C29 with General Liability Legal Counsel Firm Hilyard, Bogan & Palmer for General Liability, Auto Liability and Public Liability legal services by \$350,000 in the aggregate for the Period of July 23, 2016 through July 24, 2017. This will increase the Not-to-Exceed from \$700,000 to \$1,050,000.

**BACKGROUND:**

The Board approved the award of Contract # 14-C29 on July 24, 2014 with the law firm of Hilyard, Bogan & Palmer. The initial term of the contract is three (3) years with two (2) one year options. The current contract expired on July 24, 2017. LYNX is currently exercising the first (1) one year option. LYNX contracts with this law firm to provide LYNX with legal representation for litigated matters related to commercial general liability claims.

Due to legal expenses related to litigation and trial preparation for liability claims, it is necessary to amend the Contracts and increase the previous approved amount by \$350,000.

**FISCAL IMPACT:**

LYNX staff included \$445,000 for Legal Fees – General Liability in the FY18 Adopted Operating Budget.



Consent Agenda Item #7.C. ix

**To:** LYNX Board of Directors

**From:** David Dees  
DIR RISK MANAGEMENT AND SAFETY  
Rose Hernandez  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6127

**Item Name:** Miscellaneous  
Authorization to Amend existing Tort Legal Services Contract 14-C27  
Zimmerman

**Date:** 2/1/2018

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**ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to increase the Not-to-Exceed amount under Contract # 14-C27 with General Liability Legal Counsel Firm Zimmerman, Kiser & Sutcliffe for General Liability, Auto Liability and Public Liability legal services by \$350,000 in the aggregate for the Period of July 23, 2016 through July 24, 2017. This will increase the Not-to-Exceed from \$700,000 to \$1,050,000.

**BACKGROUND:**

The Board approved the award of Contract # 14-C27 on July 24, 2014 with the law firm of Zimmerman, Kiser & Sutcliffe. The initial term of the contract is three (3) years with two (2) one year options. The current contract expired on July 24, 2017. LYNX is currently exercising the first (1) one year option. LYNX contracts with this law firm to provide LYNX with legal representation for litigated matters related to commercial general liability claims.

Due to legal expenses related to litigation and trial preparation for liability claims, it is necessary to amend the Contracts and increase the previous approved amount by \$350,000.

**FISCAL IMPACT:**

LYNX staff included \$445,000 in the FY18 Adopted Operating Budget for Legal Fees – General Liability.

**Consent Agenda Item #7.C. x**

**To:** LYNX Board of Directors

**From:** Thomas Stringer  
 CHIEF OPERATIONS OFFICER  
 Thomas Stringer  
 (Technical Contact)

**Phone:** 407.841.2279 ext: 6036

**Item Name:** Miscellaneous  
 Authorization to Purchase One (1) Bus Rapid Transit (BRT) Compressed Natural Gas (CNG) Replacement Bus

**Date:** 2/1/2018

**ACTION REQUESTED:**

Staff is requesting the Board of Directors’ authorization for the Chief Executive Officer (CEO) or designee to purchase one (1) 40’ LF BRT CNG replacement bus for a not-to-exceed amount of \$553,785.00. This replacement bus will be purchased from Gillig, LLC. The specifications will include the Cummins ISL-G Near Zero emissions CNG engine along with the applicable PPI adjustment per contract.

**BACKGROUND:**

LYNX has an active fleet of three hundred thirteen (313) buses. This bus replacement is part of LYNX Transit Development Plan (TDP). Upon arrival of the replacement buses, LYNX will retire a like amount of buses in accordance with Federal Transit Administration (FTA) guidelines. This purchase is Grant funded and is part of LYNX bus replacement program; the cost breakdown is detailed below:

<b>FY18 Capital Budget Anticipated CNG BRT Purchase Expenses</b>	
<b>Item</b>	<b>CNG Unit Cost</b>
Gillig 40’ CNG BRT Plus LF Buses	550,175
Pre-Production Meeting - Gillig	3,000
Vehicle Inspections at Plant - Gillig	700
<b>Total*</b>	<b>553,875</b>

*\* Final cost is determined post pre-production meeting*

**FISCAL IMPACT:**

LYNX staff included \$20,676,500 in the FY18 Adopted Capital Budget for the purchase of CNG buses.

<b>FY18 Capital Budget Select CNG Replacement Bus Summary</b>	
<b>Description</b>	<b>FY2018 Adopted Capital Budget</b>
Rep. Buses CF FY17 (40' CNG)	10,176,500
Articulated Buses (60' CNG)	4,500,000
Rep. FY18 Buses (40' CNG)	6,000,000
<b>Total</b>	<b>20,676,500</b>

**Action Agenda Item #8.A**

**To:** LYNX Board of Directors

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

**Phone:** 407.841.2279 ext: 6017

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

**Date:** 2/1/2018

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**ACTION REQUESTED:**

Mr. Pat Christiansen will lead the Board of Directors in the election of officers for Calendar Year 2018. The three officer positions include: Chair, Vice Chair and Secretary.

**Action Agenda Item #8.B**

**To:** LYNX Board of Directors

**From:** Albert Francis  
CHIEF FINANCIAL OFFICER  
Louemma Cromity  
(Technical Contact)  
Dyana Blickle  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6058

**Item Name:** Authorization to Declare March as Procurement Month

**Date:** 2/1/2018

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**ACTION REQUESTED:**

To proclaim March 2018 as “Procurement Month”.

**BACKGROUND:**

This Proclamation is being presented to LYNX Board of Directors to recognize the role of the Procurement profession within business, industry, and government. Traditionally the month of March, whether in the public or private sector, has been recognized globally as Procurement Month or Supply Management Month. This month provides the opportunity to help educate elected officials, LYNX staff, taxpayers, and suppliers about the public procurement process and the admirable work we perform. The National Institute for Government Procurement (NIGP) and the Institute for Supply Management (ISM) has designated March as Procurement Month. LYNX is a proud and active member of these organizations. March is Procurement Month across the nation and other local and state agencies have proclaimed March as Procurement Month, including the State of Florida.

The March Procurement Celebration spotlights, and is dedicated to, the significant work we as public procurement professionals do every day.

It’s a time to celebrate with pride the role of the public procurement profession. When we celebrate Purchasing Month, we acknowledge an elite group of professionals that have made a difference in governmental efficiency and effectiveness.

**FISCAL IMPACT:**

There is no fiscal impact to the agency for this acknowledgement and designation.

**CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY (LYNX)  
PROCLAMATION**

**WHEREAS**, Procurement professionals play a significant role in the efficiency and effectiveness of government and business; and

**WHEREAS**, Procurement professionals, through their combined Procurement power, spend billions of dollars each year and have a significant influence upon economic conditions in this world; and

**WHEREAS**, LYNX has a solid commitment to promoting ethical standards, best practices, education, transparency, accountability, professional development; and

**WHEREAS**, the Procurement department is committed to providing high caliber strategic sourcing, logistical, and stellar customer service as well as minimizing business and technical risks, accomplishing socio-economic objectives, maximizing competition, and maintaining integrity; and

**WHEREAS**, these professionals make it possible for LYNX to serve the citizens of Orange, Osceola, and Seminole Counties by obtaining the goods and services needed to get the job done in an efficient and economical manner, improving Procurement methods and practices by utilizing new technologies to increase efficiency and improve our process; and

**WHEREAS**, the month of March has been designated for an awareness campaign to recognize all Procurement professionals across our nation for their efforts and contribution to excellence in Procurement and to inform the public about the importance of the profession in business, industry, and government; and

**NOW THEREFORE**, I, Edward Johnson CEO of LYNX and Vivian Janer, Chairperson of the Board of Directors for LYNX, through the authority vested in me by the Board of LYNX, hereby proclaim "Procurement Month" for March 2018, for LYNX and encourage residents and businesses to acknowledge and appreciate the due diligence of all Procurement professionals of LYNX. We do hereby extend greetings and best wishes to all observing March 2018 as Procurement Month.

IN WITNESS WHEREOF, I have hereunto set my hand and caused the Seal of the LYNX to be affixed at this 1st<sup>th</sup> day of February, in the year two thousand eighteen.

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Viviana Janer, Chairperson

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Edward Johnson, Chief Executive Officer

**Action Agenda Item #8.C**

**To:** LYNX Board of Directors

**From:** **David Dees**  
DIR RISK MANAGEMENT AND SAFETY  
**Tellis Chandler**  
(Technical Contact)  
**Rose Hernandez**  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6127

**Item Name:** **Authorization to Amend the Anti-Drug and Alcohol Misuse Prevention Program**

**Date:** 2/1/2018

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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 February 28, 2014 Substance Abuse Program Policy For Safety Sensitive Positions to meet the recommended changes from the Federal Transit Administration's Drug and Alcohol Compliance Auditing Program.

**BACKGROUND:**

On February 28, 2014 the Board of Directors' adopted the newly amended Drug and Alcohol Misuse and Prevention Program Policy for Safety Sensitive and Non-Safety Sensitive Positions. On a periodic basis it is necessary to review our policies to ensure they remain compliant with the regulations and that it accurately reflects the current operating environment of management and the governing board.

In response to the rise of opioid use in the United States, Department of Health and Human Services (HHS) monitors drug abuse trends for new drugs. Based on its findings, HHS revised its guidelines earlier in 2017 by adding opioids for Federal Workplace Drug Testing. With this new rule, the United States DOT has followed suit by expanding the United States DOT panel to include opioids, and thereby enhancing the safety of the transportation industries under United States DOT.

The expanded panel adds four additional Schedule II prescription medications to the United States DOT panel: hydrocodone, hydromorphone, oxycodone, and oxymorphone. The United States DOT will keep the test as a five-panel test, but change opiates to opioids.

## LYNX Board Agenda

In addition, minor changes will be made to ensure that the policy is up-to-date according to the organizational structure and industry trends.

LYNX is proposing to amend the Anti-Drug and Alcohol Misuse Prevention Program policy related to the change as listed below:

1. Item 1 – Update the CEO's name to reflect current Chief Executive Officer. (add page number)
2. Item 2 – Add Dispatchers to the safety-sensitive positions.
3. Item 3 – Change opiates to opioids and add the following drugs as examples, see below:
  - a) hydrocodone,
  - b) oxycodone
  - c) oxymorphone
  - d) hydromorphone
4. Item 4 – Update the Shy Bladder section to more clearly explain the process for staff.



# DRUG AND ALCOHOL POLICY UPDATES

Board of Directors Committee

February 1, 2018

# Purpose

To request:

- 🐾 Board adoption for revised policy Drug and Alcohol Policy and Testing Program (D&A Policy)
- 🐾 Provide a brief background of FTA's Drug and Alcohol Policy



# Drug and Alcohol Policy

US DOT/FTA requires grantees to establish a Drug & Alcohol Policy

- 🐾 Drug and alcohol testing
- 🐾 Deter the misuse of drugs and alcohol

Originally adopted by the Board in 1994

- 🐾 Periodic revisions to comply with changing regulations

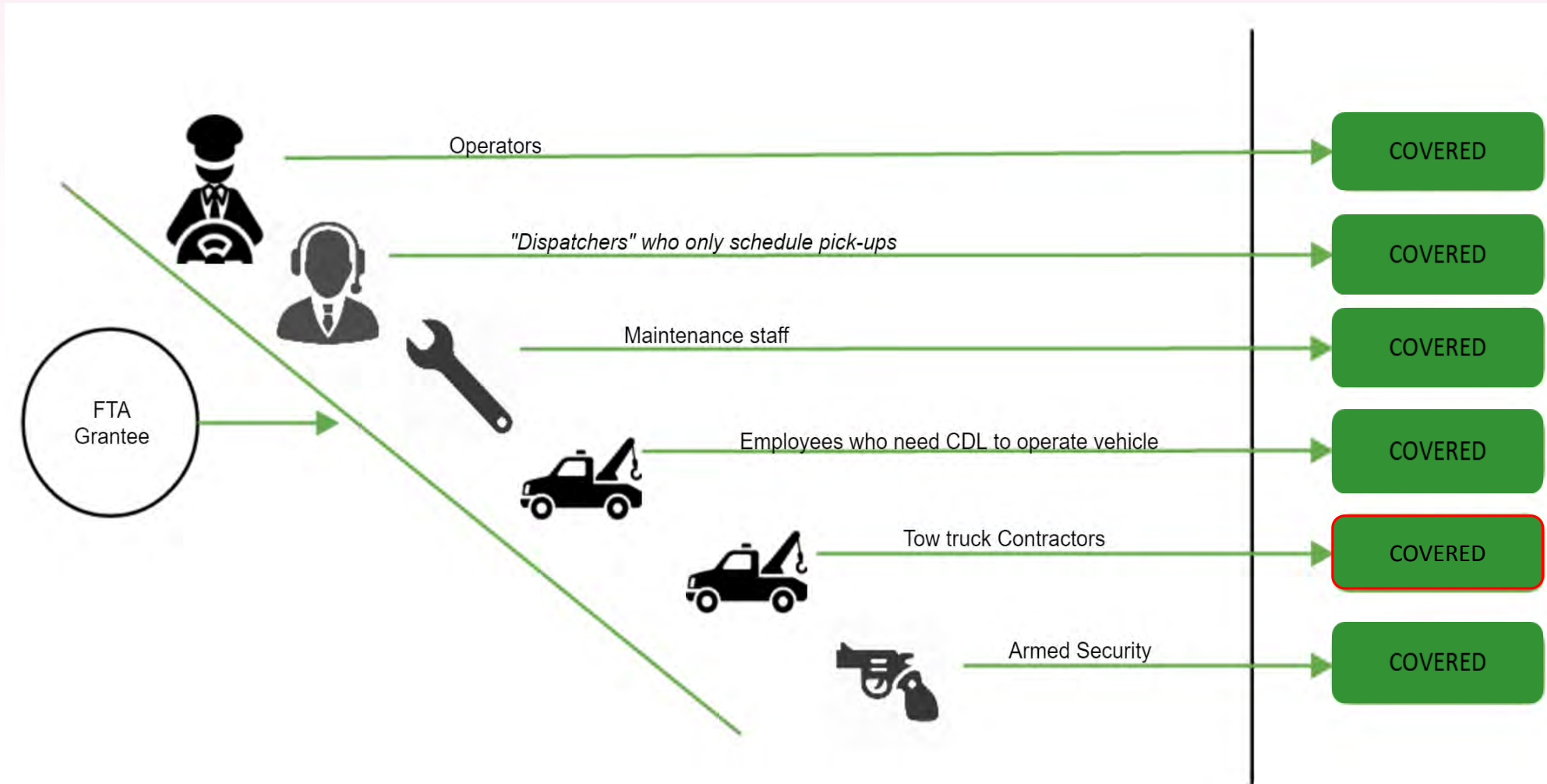


## Federal Transit Administration Requires:

- Display and distribution of materials
- 60 minutes for all Safety Sensitive employees
- 120 minutes for supervisors
  - 60 minutes for Alcohol
  - 60 minutes for Drug



# Who's Covered?



# Types of Testing

1. Pre-Employment
2. Post-Accident
3. Reasonable Suspicion
4. Random
5. Return-to-Duty
6. Follow-up



Revision 1-Update the CEO's name to reflect the current Chief Executive Office

Revision 2-Add Dispatchers to the safety-sensitive positions

Revision 3 (regulatory change)-Change opiates to opioids and add the following drugs as examples, see below:

- a) Hydrocodone,
- b) Oxycodone
- c) Oxymorphone
- d) Hydromorphone

# Revision 4 Shy Bladder



## Summary of Statement

- 🐾 Urge the employee to drink up to forty (40) ounces of fluid, distributed reasonably through a period of up to three (3) hours
- 🐾 Refusal to drink fluids is not considered a refusal to take a drug test.
- 🐾 The employee must be told the time at which the three (3) hour period begins and ends

## Summary of Revisions

- 🐾 Clarify the medical evaluation process
  - 🐾 Licensed physician, acceptable to the MRO
  - 🐾 Must have expertise in urology or a related field
- 🐾 Added FTA's time frame for the medical evaluation-within five (5) days.
- 🐾 Notification process for Shy Bladder clearly stated
- 🐾 Consequences of not completing the test
- 🐾 Clarified LYNX's leave policy as it relates to Shy Bladder
- 🐾 Provided the MRO's decision making process once the test is completed.

# 2018 Proposed Changes, Another Look-Shy Bladder



Policy Statements	Current Policy	Proposed Policy
Consequences for leaving the testing site	No	Yes
Notification process for LYNX staff regarding Shy Bladder	No	Yes
Regulatory time period required for medical examination	No	Yes
Consequences for failure to comply with the process	No	Yes
Job status and eligibility for leave	No	Yes
Explains the MRO's determination process	No	Yes

Questions?

Work Session Item #9.A

**To:** LYNX Board of Directors

**From:** Tiffany Homler  
CHIEF ADMINISTRATIVE OFFICER  
Tomika Monterville  
(Technical Contact)

**Presented By:** Tim Crobons, Connetics Transportation Group

**Phone:** 407.841.2279 ext: 6064

**Item Name:** Update on LYNX Forward

**Date:** 2/1/2018

---

**BACKGROUND:**

In December 2017, LYNX staff provided the Board of Directors with an update on the status of the Route Optimization Study (ROS). Staff stated that they would continue present updates on the development of ROS draft plan and transit network service concepts at subsequent Board of Directors' meetings.

**OVERVIEW:**

LYNX staff will present the recommended transit network concept and an overview of all service framework, service standards and service guidelines required to deliver service under the recommended concept. Staff will continue to provide updates on progress of LYNX Forward at all Board of Directors and committee meetings until the ROS and service restructuring plan is ready for draft and final Board approval.



# LYNX *Forward*

Route Optimization Study

## Finance & Audit Committee Meeting

January 30, 2018



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# Agenda

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1. Existing Network Challenges
2. Service Development & Evaluation
3. Network Design & Long Term Plan
4. Framework for Near-Term Plan
5. Near-Term Plan Approach
6. Near-Term Plan Implementation & Timeline

# Existing Network Challenges

## Quality of Service / Service Performance

- Poor On-Time Performance
- Lengthy Travel Times
- Ridership Declining
- Low Route Productivity

## Service Supply

- Not Addressing Population Growth
- Infrequent Service
- Largest Employment Markets Under-Served
- Right Size Vehicles

## Service Design

- Meandering / Out-of-Direction Routing
- SunRail Connections Lacking
- Downtown Centric System
- One-Size “Local Route” Does Not Fit All



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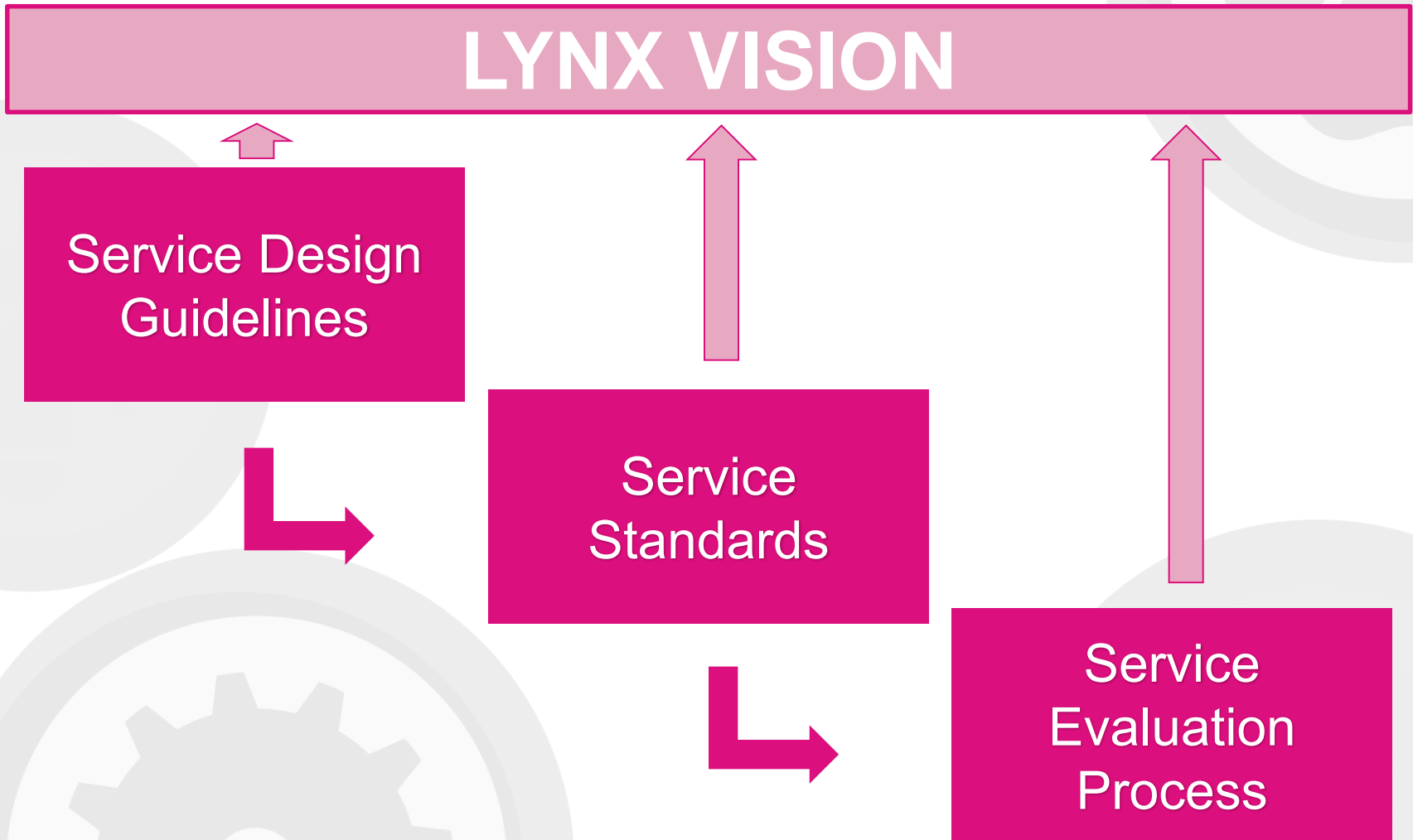
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# Service Development & Evaluation



# Service Development & Evaluation

## Service Design Guidelines

- Modes / Service Types
- Vehicles Types
- Network Design
- Route & Service Design Guidelines
  - Service Coverage
  - Route Spacing
  - Service Levels
  - Service Placement
  - Service Connectivity
  - Route Directness
- Schedule Development Guidelines
- Facility Guidelines
- Bus Stop Guidelines

## Service Standards

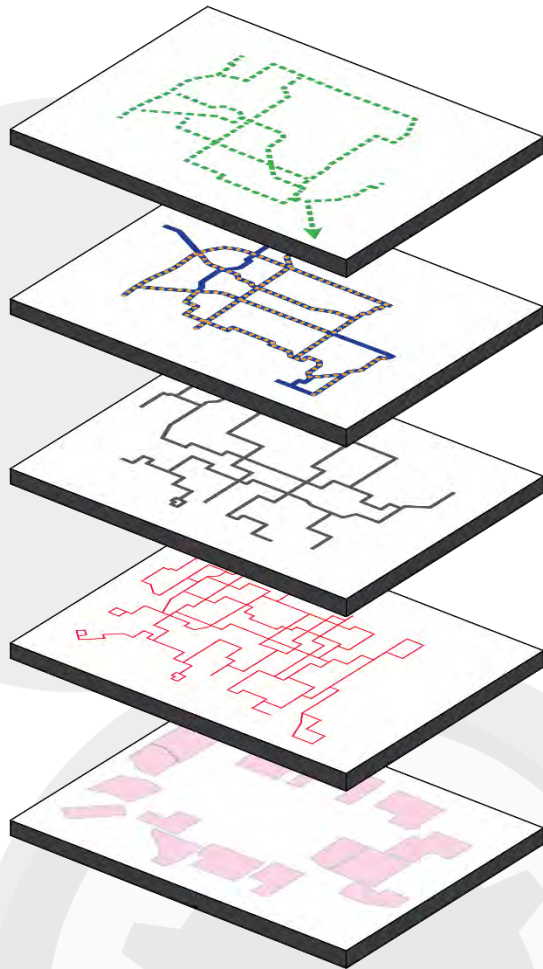
- Service Quality
  - On-Time Performance (OTP)
  - Maximum Passenger Loads
- Service Efficiency & Effectiveness
  - Service Productivity
  - Economic Productivity
  - Financial Performance
- Performance Trends

## Service Evaluation Process

- Data Collection & Analysis
- Title VI and Environmental Justice
- Service Type and Route Evaluation
- Period Based Evaluation
- Procedures / Types Corrective Action
- Decision Process & Timelines
- Committees
- Public Input & Review



# System Network Design



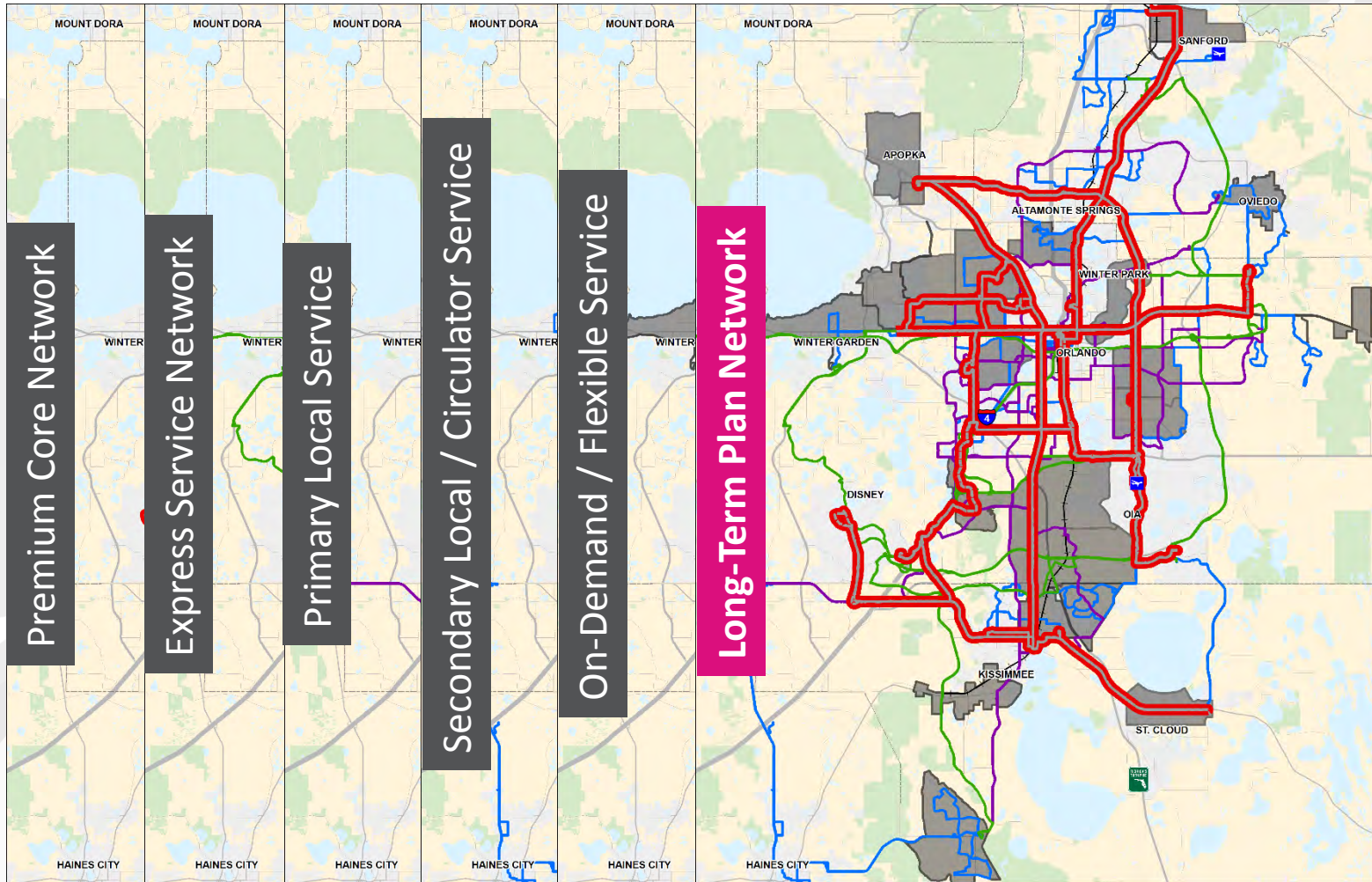
- Express Service
- Premium Core Network
- Primary Local Service
- Secondary Local / Circulator Service
- On-Demand / Flexible Service

**Mobility**



**Accessibility**

# Overview ROS Long-Term Plan



# Near-Term Plan Approach

- **Restructured Near-Term Network**
  - Scale back Long-Term Plan, based on approved FY2019 budget
  - Continue prioritizing improvements based on future year funding availability
- **Prioritization of Long-Term service initiatives**
  - Populate 10-year TDP Service Plan



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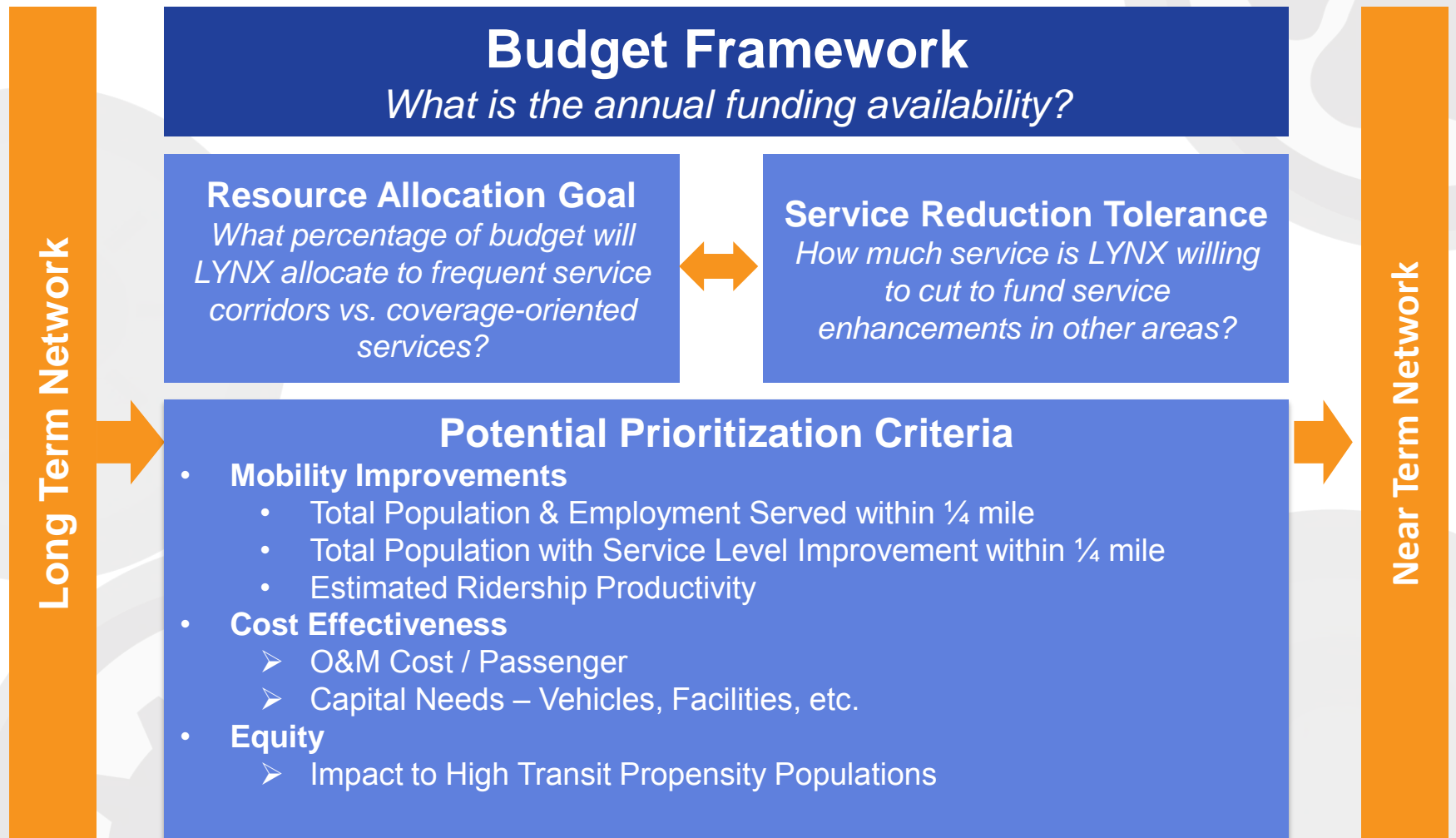


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# Near Term Prioritization Framework



# Implementation Planning

- **Staffing & Training**
  - New Staff
  - Job Responsibilities
  - Training staff on new network
- **Facilities Development**
  - Bus stop changes
  - New shelters / relocated shelters
  - Transit Centers / Superstops – new and modifications to existing
  - Maintenance Facility adjustments
- **Vehicle Procurement**
  - Small versus large vehicle needs



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# Implementation Timeline

## Plan Refinement and Approval

- Internal and External Stakeholder Communication
- Title VI Analysis and Mitigation Strategies
- Public Outreach
- Final Board Approval

## Plan Implementation

- Scheduling and Runcutting
- Hiring and Training
- Procurement (facilities and vehicles)
- Marketing and Outreach
- Prepare printed and electronic passenger information

## Launch

- Media Rollout
- Bus Stop Changeover
- Publish printed and electronic passenger information

4 to 6 months

8 to 10 months

1 to 2 months

13 to 18 months

80 of 131



# Next Steps

- Long-Term Plan Ridership Modeling
- Refine Cost Estimation
- Complete Near-Term Plan
- Public Engagement
- TDP Annual Update

Next Steps



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# LYNX Forward Bus Wrap



Left Side of Bus



Ride Side of Bus

# Questions

**LYNXFORWARD.COM**

**Work Session Item #9.B**

**To:** LYNX Board of Directors

**From:** **Thomas Stringer**  
CHIEF OPERATIONS OFFICER  
**William Hearndon**  
(Technical Contact)  
**Benjamin Gonzalez**  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6036

**Item Name:** Authorization to Declare March as Procurement Month

**Date:** 2/1/2018

---

LYNX staff will be providing an update on the Mobility Services Division's current status and the Mobility Management program.

# Mobility Services Update Finance & Oversight Committee

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February 1, 2018

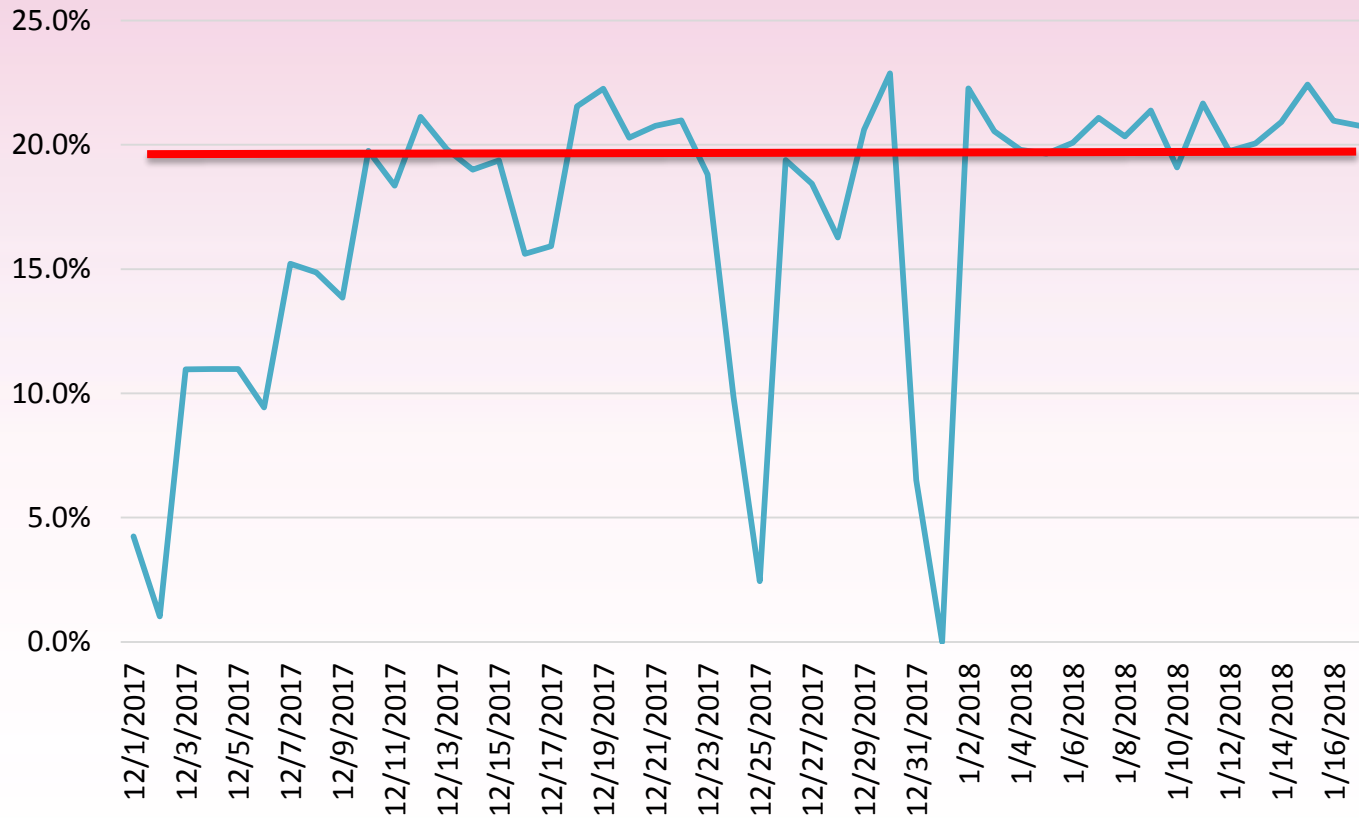
# Uncollected Fares



July 2017	5.11%	(\$9,012.00)
August 2017	4.77%	(\$9,215.25)
September 2017	2.21%	(\$3,344.50)
October 2017	0.56%	(\$1,088.25)
November 2017	0.75%	(\$1,340.25)
December 2017	0.55%	(\$867.75)
January 1 to 21	0.54%	(\$528.25)

(Note, these figures have not been audited and are based solely on raw data from ACCESS LYNX' dispatch software.)

# Trips Transitioned to TNC



Goal of 20%+ reassigned to TNC.

December = 16.01%

January 1-21 = 20.51%



# Trips Transitioned to TNC



## December 2017:

- 🐾 Trips reassigned From MV = 9,300\*
- 🐾 Mears Invoice = \$153,918\*
- 🐾 Average Cost Per Trip Moved = \$16.55\*

\*Unreconciled and unaudited.



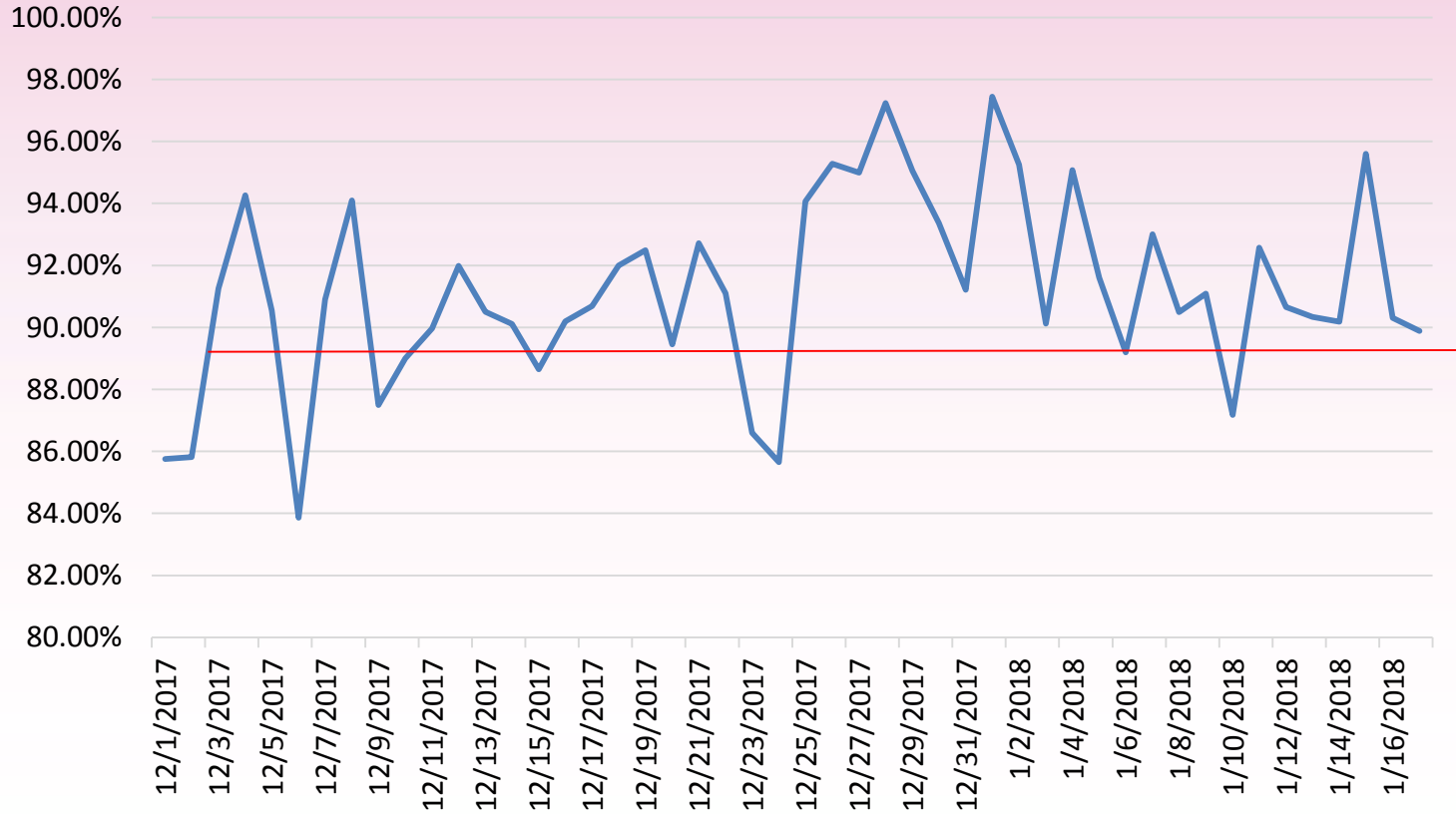
# Trips Transitioned to TNC

## December 2017:

- 🐾 Trips reassigned from MV = 9,300\*
- 🐾 MV Productivity (old contract) = 1.15 Trips Per Hour
- 🐾 MV Hourly Cost (old contract) = \$37.43 Per Revenue Hour
- 🐾  $9,300 \text{ trips} \div 1.15 \text{ productivity} \times \$37.43 = \$302,695$
- 🐾  $\$302,695 \text{ MV Cost} - \$153,918 \text{ Mears Cost} = \$148,777 \text{ Cost Avoidance}^*$

\*Unreconciled and unaudited

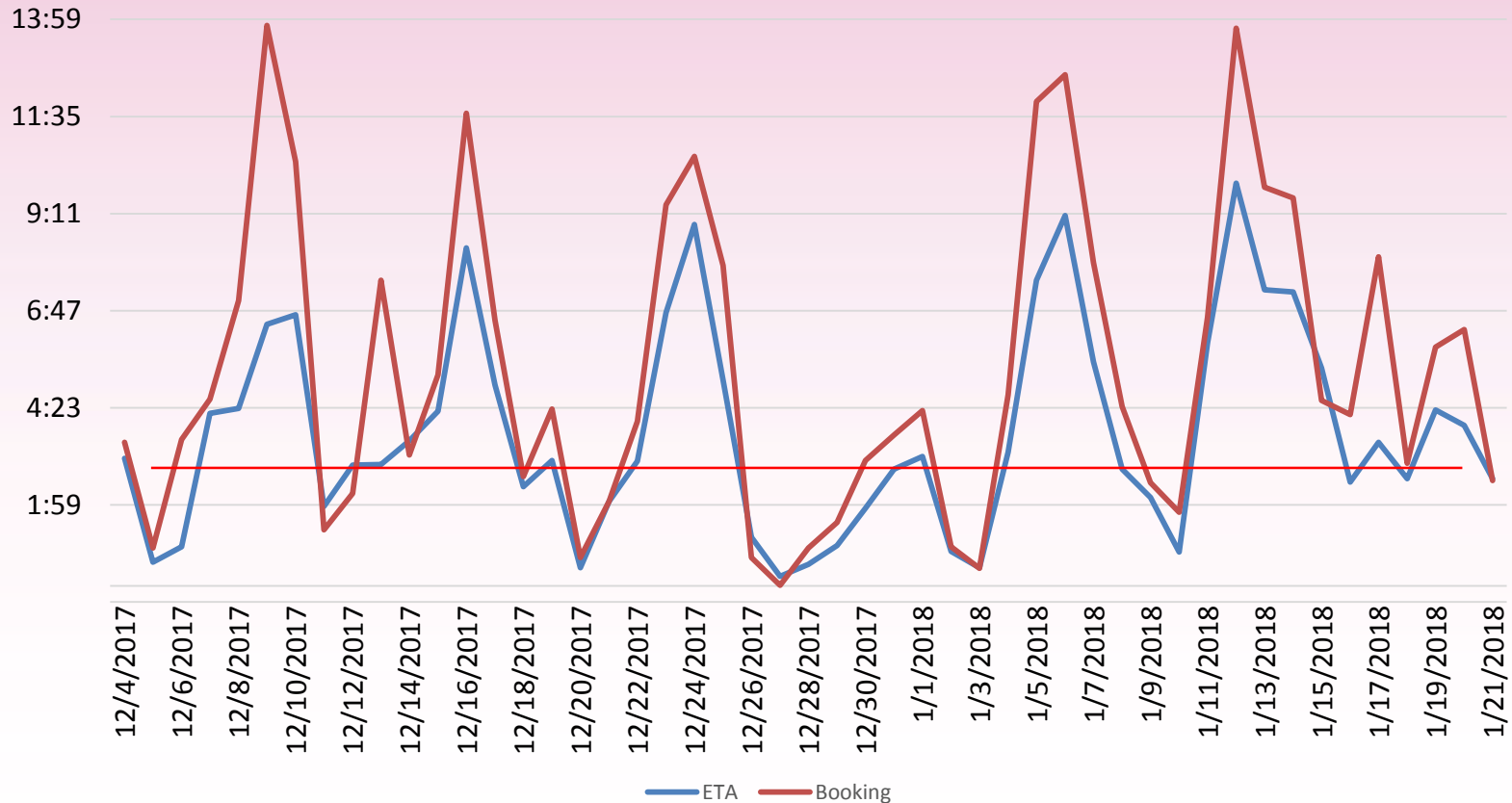
# System On Time Performance



Goal of 90%+ OTP.  
December = 90.85%  
January 1-21 = 91.48%



# Call Hold Times



Goal of 2 minutes or less call hold time. \*under review

December Hold Time = 3:23 ETA; 4:57 Booking.

January 1-21 Hold Time = 4:49 ETA; 6:46 Booking



## Mobility Services

 December 2017	71 complaints	4 compliments
 January 2018	66 complaints	9 compliments

## Customer Service

 December 2017	12 complaints
 January 2018	10 complaints

# Summary

- 🐾 Lyft to join Mobility Services program
- 🐾 Fill five vacant call center positions- staffing start date February 5, 2018
- 🐾 Aggressive training period to ensure optimum staffing readiness
- 🐾 Daily reporting for call center statistics
- 🐾 Adjust trip transitions to increase cost avoidance
- 🐾 Review best practices for call center statistics

Thank You

**Information Item A: Information Item**

**To:** LYNX Board of Directors

**From:** David Dees  
 DIR RISK MANAGEMENT AND SAFETY  
 Esther Mitchell  
 (Technical Contact)

**Phone:** 407.841.2279 ext: 6127

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

**Date:** 2/1/2018

LYNX General Liability Settlements (November 16, 2017 through January 5, 2018)

Claimant	Date of Incident	Short Description	Settlement Amount	Date Paid
Steven Miller	08/01/2017	Bus Struck MV	\$6,045.53	11/16/2017
Vianco Soto	09/06/2017	Bus Struck MV	\$2,929.38	11/22/2017
Nekia Foxx	02/15/2017	MV made contact with bike rack	\$10,483.77	11/22/2017
Napoleon Corpuz	06/17/2017	Bus Struck MV	\$9,241.95	11/22/2017
Stephanie Spurling Grant	06/26/2014	Employee Incident	\$10,000.00	11/22/2017
Elisa Diaz	08/04/2017	Bus Struck MV	\$960.84	12/07/2017
Kelly Germin	09/19/2017	Bus Struck MV	\$2,012.60	12/07/2017
Wanda Sanchez	10/24/2017	Bus Struck MV	\$7,879.71	12/21/2017
Thomas Prince	10/06/2017	Bus Struck MV	\$947.40	12/21/2017
Anthony Blake	08/24/2016	Employee Incident (WC)	\$63,000.00	12/29/2017
James Accimeus	06/08/2017	Employee Incident (WC)	\$5,500.00	12/29/2017
James Accimeus	07/08/2017	Employee Incident (WC)	\$7,500.00	12/29/2017
James Waters	12/12/2017	Bus Struck MV	\$1,085.24	01/05/2018
Robert Lautenslager	06/08/2017	Bus Struck Object	\$10,395.00	01/05/2018
Georganna Clark	08/16/2017	Bus Struck MV	\$2,297.66	01/05/2018
Myron Armour	11/11/2017	Bus Struck MV	\$2,304.08	01/05/2018

Through subrogation, LYNX will be pursue all expenses loss due to accidents where the agency was not found “at-fault”.

**Monthly Report A: Communications Report**

**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:** Communications Report: November 2017 - December 2017

**Date:** 2/1/2018

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**COMMUNITY EVENTS AND OUTREACH**

**Mobility Week**

The Florida Department of Transportation District 5 hosted its second annual Mobility Week where counties, cities and transportation agencies host events to promote safe and sustainable transportation choices. LYNX created various events and also collaborated with other community partners during Mobility Week. The week kicked off at the LYNX Kissimmee Intermodal Station where the City of Kissimmee and LYNX informed riders about future projects. Later that day LYNX CEO Edward Johnson participated in the launch of Best Foot Forward in Osceola County. On Wednesday, the agency hosted an Instagram Takeover on its Instagram account where the LYNX Board of Directors Chair and Osceola County Commissioner Viviana Janer traveled around Central Florida using public transportation. Commissioner Janer highlighted the ease of multimodal transportation and encouraged the community to try it the following day on Try Transit day. On Thursday, the agency offered free rides as part of Try Transit Thursday and hosted food trucks at the downtown terminal during lunch hours. Later in the day, FDOT hosted its Quarterly Multimodal Transportation Workshop at the LYNX Administration building. The week concluded with Orlando Mayor Buddy Dyer's annual Bike to Work day. LYNX supplied a bus and gave demonstrations on how to use the bus bike rack. Additionally, the agency tested a Proterra electric bus throughout the week and hosted multiple bus displays.

**Kenneret Apartment Senior Fair**

LYNX representatives attended the Kenneret Apartment Senior Fair on Nov. 2. Information was provided to more than 80 attendees and 10 Advantage IDs were issued during the event.

**Train to Plane**

LYNX continued to promote Train to Plane at Orlando International Airport in November. Passes were dispersed to OIA employees allowing them to commute to and from work for 30



days using the train and Links 11, 42 and 111. In December, the program was placed on hold until the launch of SunRail phase 2.

### **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. 15. As a thank you to passengers, customers were given a chance to win 30-day passes by downloading the LYNX PawPass mobile app or playing “Lennox Says” during Santa in the terminal. PawPass users increased 22% from Dec. 11 to Dec. 15.

### **Commissioner Janer’s Parranda**

On Dec. 16 Commissioner Janer welcomed District 2 guests to Parranda at the Robert Guevara Community Center. The event featured gifts, food, train rides, toys and Santa. The LYNX holiday bus was in attendance as well as a LYNX representative. The agency provided information to more than 200 guests.

## LYNX PRESS RELEASES | MEDIA NOTES: NOVEMBER 2017 – DECEMBER 2017

November 1	Reminder-LYNX to Participate in FDOT Mobility Week
November 6	LYNX Rolls Out See Something, Say Something Safety Mobile Application
November 9	Thanksgiving Day Holiday Schedule
November 10	18 Operators Earn LYNX Safety & Performance Award
November 17	Santa Returns to Drive Annual Holiday Cheer
November 19	LYNX Transitions Call Center for ACCESS LYNX Program Improvements
November 20	ACCESS LYNX Call Center Experiencing Delays
November 21	ACCESS LYNX Call Center Issues Resolved
November 28	LYNX Adopting Mobility Management Service Model for ACCESS LYNX Program Improvements
December 7	LYNX Board Adopts Jan. 7, 2018 Service Changes
December 13	Media Alert: Santa Returns to Drive Annual Holiday Cheer
December 18	Christmas and New Year's Holiday Schedule

- Nov. 13 [LYNX Chooses ELERTS for See Something Say Something Mobile App](#)  
EIN News (press release)  
LYNX provides more than 85,500 rides each weekday across Orange, Seminole and Osceola counties in Florida. Large crowds and transits are ...
- [New LYNX app lets passengers pay for fare on their smartphones](#)  
News 13 Orlando  
The Central Florida Regional Transportation Authority (LYNX) has released a mobile app that lets passengers pay for their bus fare on a smartphone.
- Nov. 14 [Lynx Rolls Out Lynx PawPass Mobile Payment System](#)  
MassTransitMag.com (press release) (blog)  
The Central Florida Regional Transportation Authority has released its fourth mobile application of the year. Lynx PawPass is a mobile payment app ...
- [Passenger blames regional transportation agency for injuries](#)  
Florida Record  
Marcus Nieves filed a complaint Oct. 30 in Orange Circuit Court against Central Florida Regional Transportation Authority, doing business as Lynx, ...
- Nov. 18 [Skoutelas tapped to lead APTA](#)  
RailwayAge Magazine  
The American Public Transportation Association has appointed transit industry veteran Paul P. Skoutelas as President and CEO, effective Jan. 8, 2018. ... leading transit systems in Pittsburgh (Port of Authority of Allegheny County) and Orlando (Central Florida Regional Transportation Authority/LYNX).
- [APTA Board Names Paul Skoutelas New President and CEO](#)  
MassTransitMag.com (press release) (blog)  
He joined WSP after successful tenures as chief executive officer at two prominent public transportation agencies, the Port of Authority of Allegheny County, Pittsburgh, Pennsylvania, and the Central Florida Regional Transportation Authority (LYNX), Orlando, Florida. APTA Chair Nathaniel P. Ford Sr., ...
- Nov. 19 [AT&T 'glitch' leaves many Access Lynx riders unable to schedule pickups](#)  
WFTV Orlando  
ORANGE COUNTY, Fla. - An AT&T glitch has left many Orange County residents who depend on Access Lynx to get rides to doctors' offices and other important appointments without transportation. Lynx decided to consolidate phone-bank workers from two locations into one, but shortly after the phone ...
- Nov. 21

- Nov. 22 [Lynx Transitions Call Center for ACCESS LYNX Program Improvements](#)  
MassTransitMag.com (press release) (blog)  
The Central Florida Regional Transportation Authority combined its fixed-route and paratransit call centers over the weekend for changes coming to ACCESS LYNX service. Lynx asks for customers' patience as there may be some intermittent software and telephone issues related to the move.
- Nov. 29 [LYNX Adopting Mobility Management Service Model for ACCESS LYNX Program Improvements](#)  
MassTransitMag.com (press release) (blog)  
The Central Florida Regional Transportation Authority has announced it will be changing the way ACCESS Lynx service is delivered effective Dec. 1.
- Dec. 1 [Man killed when SunRail train slams into semi on tracks in Seminole County](#)  
Orlando Sentinel  
SunRail trains going south are back up and running, said Steve Olson, spokesman for the Florida Department of Transportation. All affected northbound passengers between the Longwood and Sand Lake Road stations were using Lynx buses with the display "SunRail Special." Trains were running ...
- Dec. 2 [Downtown's free LYMMO service may change; venues to have rideshare zones](#)  
Orlando Business Journal  
Changes and expansion to LYMMO, the free passenger downtown bus service, as well as new zoning for ground transportation were some of the key concerns discussed during Orlando Business Journal's 2017 Doing Business in Downtown panel on Dec. 1 at Camping World Stadium. The LYMMO ...
- Dec. 19 [SunRail-Orlando Expand Ridership - Today's SunRail is just the start](#)  
Orlando Sentinel  
...commuters head south. Still, low passenger counts on SunRail aren't unusual. The system carries about 3,100 people a day. Lynx buses transport 25 times that many passengers.

## [SunRail offers service on Dec. 28 and New Year's Day](#)

Fox 35 Orlando

It also provides a transportation option for those who wish to try the train and tour local sites along the SunRail service area on New Year's Day. For those attending the bowl games there is shuttle bus service available between LYNX Central Station and Camping World Stadium for both events.

Dec. 21

## [Orlando to study if driverless buses can make the grade](#)

Orlando Sentinel

The thought of a city bus cruising down Orlando streets without a driver at the wheel and under the control of a computer doesn't immediately strike some riders as wise. "That's scary," said Malandra Wallace, citing a host of concerns as she rose from a bench for her Lynx ride at Central Station in Orlando ...

## [He attacked a woman on a bus, then tried high-speed 'truck surfing' to flee, police say](#)

The News Tribune

Dec. 23

Maestas was fleeing police Monday after he allegedly attacked a woman on a bus who was talking too loudly on her phone on a Lynx bus, according to police documents. Witnesses told deputies that he punched the woman in the thigh and told her to stop yelling in his ear. Maestas and the victim ...

## [Year in Review: Transit tech, projects that caught OBJ readers' attention in 2017](#)

Orlando Business Journal

Dec. 27

Once the UCF Downtown campus opens in 2019, Creative Village and UCF will have access to public bus agency Lynx's new downtown Lymmo bus service that will connect people in Creative Village to the area's downtown core. It also will be near downtown Orlando's SunRail station. In addition, the ...

[Hurricane Maria Relief Centers Closing, Relocating](#)

Fox 35 Orlando

The facility is on the Lynx Bus Route. A state spokesman says 34,000 evacuees have visited the center at the airport in the past three months. In Osceola County, Human Services director David Barnett said 2,500 families have sought similar services at their facility. Osceola County is closing it's ...

Dec. 30

[Resource center for displaced Puerto Ricans moving from Orlando airport](#)

Orlando Sentinel

The new location is along a Lynx bus route. The center is designed to help people affected by the hurricane to settle in Florida. Agencies such as the Department of Children and Families, Department of Highway Safety and Motor Vehicles and Department of Economic Opportunity are represented.

## SOCIAL MEDIA: NOVEMBER 2017 – DECEMBER 2017

- Nov. 1 Instagram Takeover with our Chair Viviana Janer.  
Try Transit Day is tomorrow.
- Nov. 2 Try Transit Day.  
Ride over to LYNX Central Station and grab some delicious lunch.  
Mobility week.  
Bike to work day is tomorrow.
- Nov. 3 We are at Orlando Festival Park getting ready to bike to work. Stop by the LYNX bus and learn how to rack and roll.  
It's almost time to ride along with Mayor Buddy Dyer for bike to work day.  
Orlando Mayor Buddy Dyer along with Orlando residents biking to work.
- Nov. 4 Daylight saving time.
- Nov. 5 Daylight saving time ended today.
- Nov. 6 Orlando Business Journal roundtable series.  
Announcing the LYNX See & Say app.  
S.R. 436 interactive survey.
- Nov. 7 Good morning from LYNX Central Station.
- Nov. 8 Service alert: Veterans Day parade detour.  
LYNX Veterans Day schedule.
- Nov. 9 Thanksgiving Day schedule.
- Nov. 10 Operator's safety and performance award ceremony.
- Nov. 11 Veterans Day.
- Nov. 12 LYNX See & Say app.
- Nov. 13 LYNX Paw Pass is here to make your life easier.  
Thanked customers for their feedback about the Paw Pass app.  
Response to complaint about the LYNX bus tracker app.  
Response to question about LYNX app linking with each other.  
Response to complaint regarding Link 40. Encouraged the customer to visit the LYNX Forward site for information on the study and to participate in the workshops.  
Response to question about the LYNX Paw Pass.  
S.R. 436 survey.  
Response to question about bus transfers.
- Nov. 14 Purchase your fare with LYNX Paw Pass.
- Nov. 15 The Lost and Found window will be open today.
- Nov. 16 Response to customer question about SunRail.  
Thanksgiving Day holiday schedule.  
Response to complaint about service delays.  
Response to complaint about the temperature on the bus.  
Response to feedback about the LYNX Paw Pass app.  
Response to customer having issue downloading the LYNX Paw Pass app.
- Nov. 17 Santa returns to drive the holiday bus.  
Response to complaint about service.  
LYNX Forward Friday.  
Response to customer positive feedback about the LYNX Paw Pass app.

## LYNX Board Agenda

- Response to customer feedback about the holiday bus.
- Nov. 18 Lost and Found window will be open today.  
Download LYNX Paw Pass.
- Nov. 19 LYNX Central Station 13<sup>th</sup> anniversary.
- Nov. 20 Download the LYNX See & Say app.  
LYNX transitions call center for ACCESS LYNX program improvements.  
ACCESS LYNX service update.
- Nov. 21 Response to question about WebACCESS.  
Response to customer concern regarding smoke coming out of a bus. Shared concern with the maintenance team.  
ACCESS LYNX reservation line issue has been resolved.  
Holiday bus sneak peek.
- Nov. 22 Thanksgiving Day holiday Schedule.
- Nov. 23 Happy Thanksgiving!
- Nov. 24 Ride LYNX during black Friday.
- Nov. 25 LYNX Trip Apps.
- Nov. 26 The holiday bus hits the road tomorrow.
- Nov. 27 Santa watch begins today.
- Nov. 28 SR 436 survey.  
LYNX adopting mobility management service model for ACCESS LYNX.  
Response to question about LYNX job opportunities.
- Nov. 29 We will be adopting a mobility management model of transportation.  
Response to question concerning ACCESS LYNX service.  
Response to complaint about service delays. Provided the customer with information regarding the LYNX Forward study.  
Link 405 extension to the Florida Hospital Apopka campus.  
Response to comment about the development of the ACCESS LYNX tracker app.
- Nov. 30 Service alert: Link 405 will be extended to the new Florida Hospital Apopka.  
Mobility management model to provide improved travel options for the ACCESS LYNX program.  
SunRail train canceled due to an accident. A bus bridge has been implemented for travel between stations.  
Thanked customer for positive feedback regarding the LYNX bus apps.  
Response to questions regarding the bus bridge between SunRail stations.
- Dec. 1 Reminder: Today we will be switching to our mobility enhanced service.  
Response to question about the development of the ACCESS LYNX tracker app.  
LYNX Forward Friday.
- Dec. 2 Reminder: Link will be extended to the new Florida Hospital Apopka campus starting Dec. 3.
- Dec. 3 Today the routing and schedule for Link 405 will be extended to the new Florida Hospital Apopka.  
Santa was spotted at LYNX Central Station.



## LYNX Board Agenda

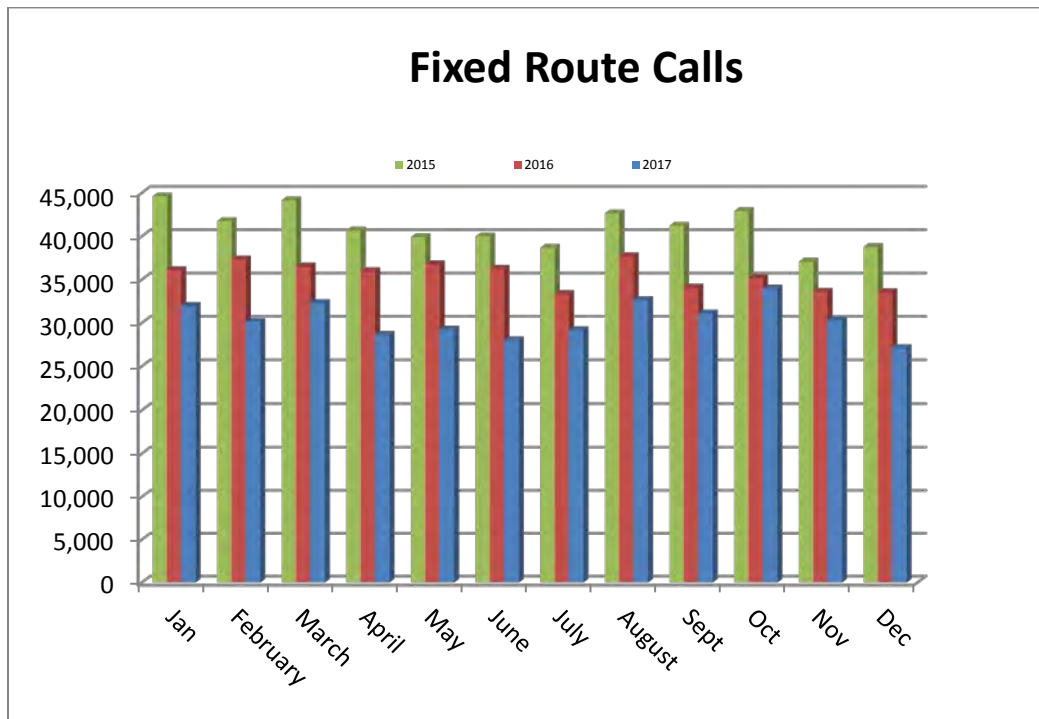
- Dec. 4 We were pleased to host another great Orlando Business Journal Rountable.
- Dec. 5 LYNX Paw Pass app.
- Dec. 6 The holiday shopping season is here. This means you should see heavier traffic near the shopping malls and outlets. Please allow extra travel time for your commute.
- Dec. 7 Throwback Thursday video.  
Response to question about the holiday bus.  
LYNX Board approves January service change.
- Dec. 8 LYNX Forward Friday poll.  
Thanked customers for their feedback on the LYNX Forward Friday poll.  
Service alert: Central Florida Christmas parades.
- Dec. 9 Service alert reminder: Christmas parades happening around Central Florida this weekend.  
January 7 service change.
- Dec. 10 Good Sunday morning! It may be a little chilly, but a sunny and beautiful day ahead. Have a great Sunday!
- Dec. 11 LYNX See & Say app.  
Response to complaints about service delays.  
Response to complaint about the LYNX bus tracker app.  
Response to complaint about overall service. The customer was informed about the LYNX Forward study.  
Lennox Says giveaway.
- Dec. 12 Response to complaint about the LYNX bus tracker app. The customer was informed the issue has been resolved.  
LYNX holiday bus.
- Dec. 13 Thanked our Board Chair for visiting our Operations Center in Osceola County.  
Lennox Says giveaway.
- Dec. 14 Response to question about the Lennox Says giveaway.  
Jan. 7 service change.  
Santa in the Terminal.
- Dec. 15 LYNX Forward Friday.  
Lennox Says giveaway.  
Santa in the terminal.  
Lennox Says giveaway winners.  
Santa in the terminal photo album.
- Dec. 16 Christmas and New Year's Day holiday schedule.
- Dec. 17 Heavy traffic near the shopping malls and outlets. Please allow extra time for your commute.
- Dec. 18 Train to Plane via Link 111 for your holiday travels.  
Response to feedback about service on Links 21 and 37. Informed the customer about our route optimization study and possibly offering more service in this area.
- Dec. 19 Jan. 7 service change.  
Response to complaint about an issue on the LYNX bus tracker app. The customer was informed the issue has been resolved.

## LYNX Board Agenda

- Dec. 20 Friday is the last day to ride the holiday bus.  
Response to complaint about Link 40. Advised the customer we are evaluating all of our routes including Link 40.
- Dec. 21 Response to complaint about Link 56. Asked the customer to provide additional information.  
Response to concern about a lost item on Link 18.  
Christmas and New Year's Day holiday schedule.  
Response to complaint about the LYNX bus tracker app. Advised the customer our technical support team was working on resolving the issue.
- Dec. 22 Holiday bus.  
LYNX Forward Friday.  
Thanked customers for sharing their feedback about improving transit service.  
Response to several complaints about the LYNX bus tracker app. Advised customers we are working on resolving the issue.
- Dec. 23 LYNX See & Say app.
- Dec. 24 Christmas day holiday schedule.
- Dec. 25 Happy Holidays!
- Dec. 26 Normal weekday service.  
Service alert: Camping World Bowl detour.
- Dec. 27 We're hiring.  
Service alert: Detour due to the Florida Citrus parade.  
Response to concern about an issue on our job postings page. Informed customer issue was resolved.  
Special service to support the bowl games at Camping World Stadium.
- Dec. 28 Ride SunRail to LYNX Central Station and hop on the LYNX free shuttle bus to Camping World Stadium.  
Service alert: Camping World Stadium detour.
- Dec. 29 LYNX Forward Friday.  
Service alert: Downtown Orlando detour due to the Citrus parade.
- Dec. 30 Reminder: Detour due to the Orlando Citrus parade.  
LYNX Paw Pass app.
- Dec. 31 New Year's Eve.  
Service alert: Downtown Orlando detour due to the New Year's Eve celebration.  
LYNX and SunRail special service for the Citrus Bowl game.  
Service alert: Camping World Stadium detour for the Citrus Bowl game.

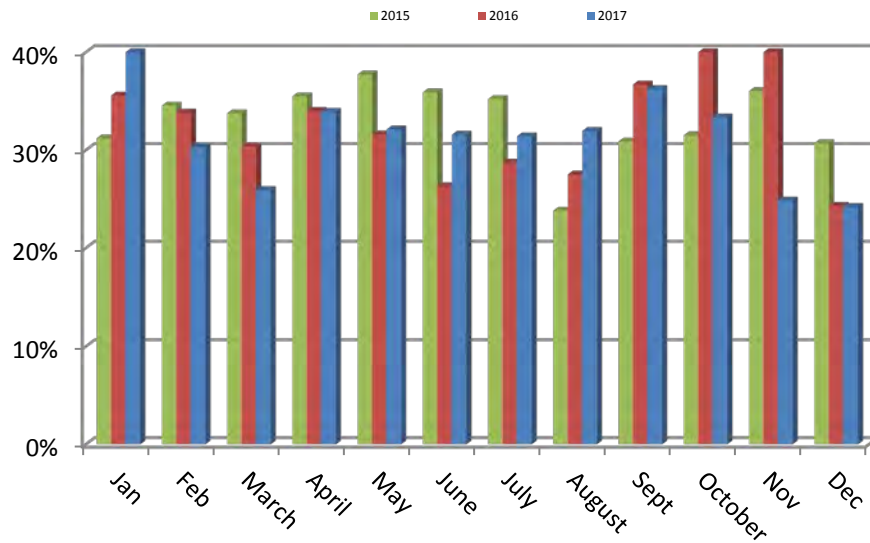
SOCIAL MEDIA USAGE	NOVEMBER 2017	DECEMBER 2017
Facebook Likes	4,901	4,938
Facebook – Daily Total Reach: The number of people who have seen any content associated with our Page. (Unique Users)	30,802	30,207
Twitter Followers	5,071	5,139
WEBSITE USAGE		
Total Page Views	718,138	702,774
Total User Visits	98,122	91,921

### CUSTOMER SERVICE



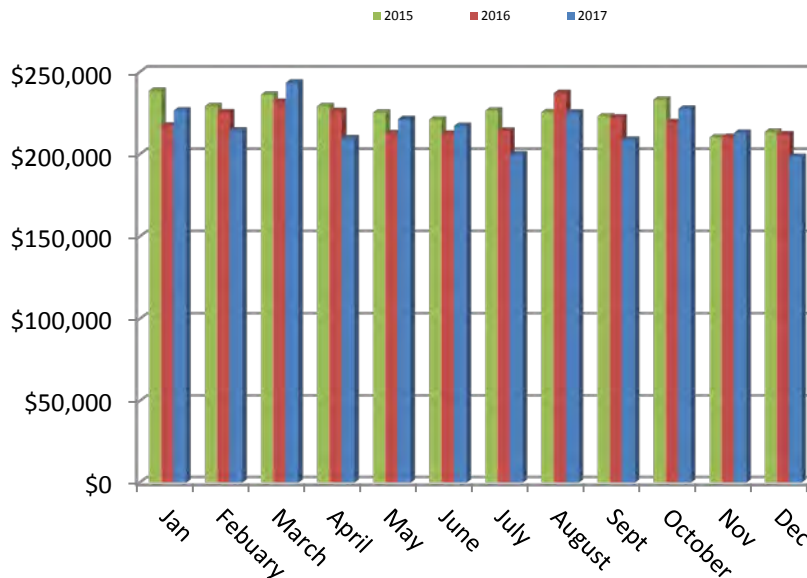
	2015	2016	2017
November	37,071	33,600	30,306
December	38,771	33,560	27,095

### Lost & Found Percentage of Recovered



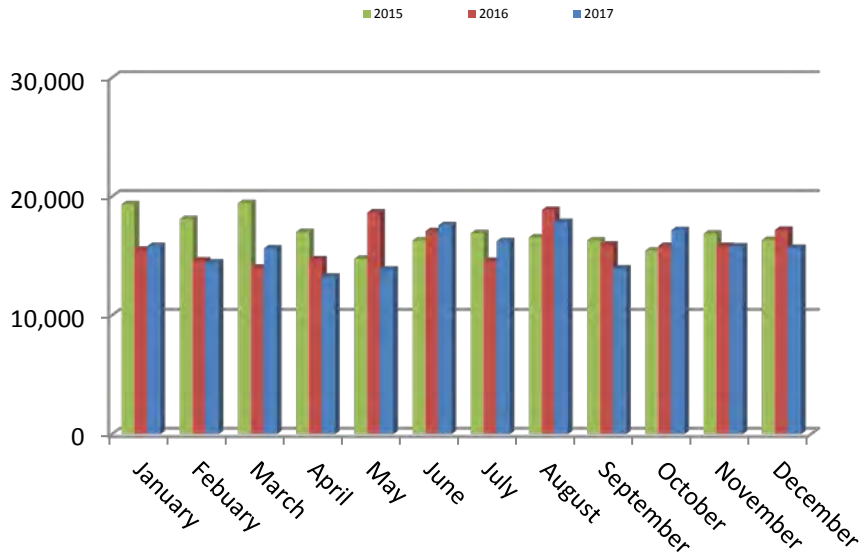
	2015	2016	2017
November	36.02%	41.30%	24.84%
December	30.70%	24.30%	24.18%

### Fare Media Sales at LCS



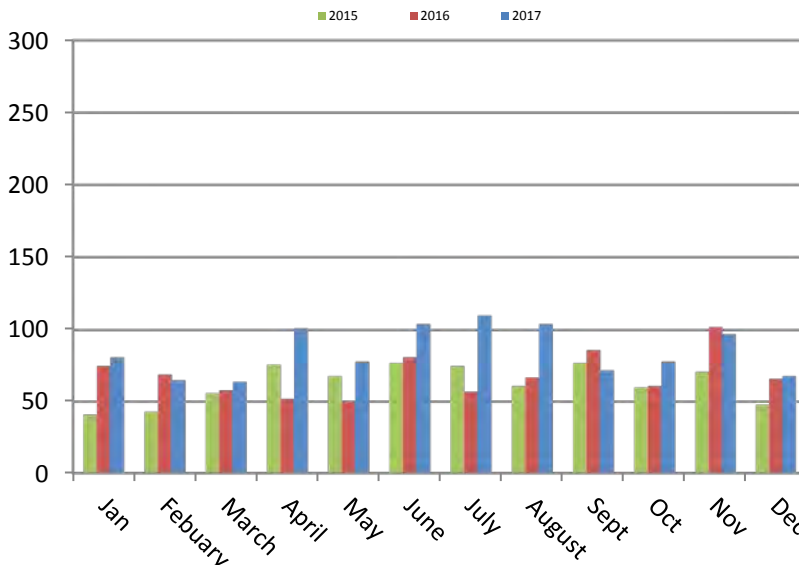
	2015	2016	2017
November	\$ 210,241	\$ 210,585	\$ 213,067
December	\$ 213,620	\$ 212,091	\$ 198,489

### Customers Served at LCS

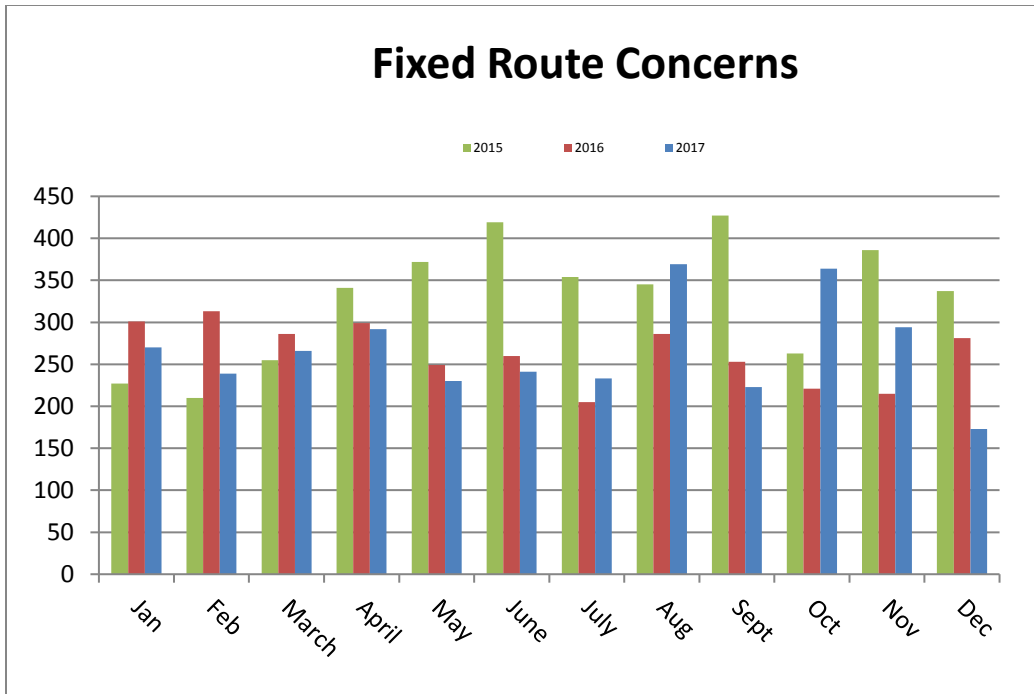


	2015	2016	2017
November	16,860	15,826	15,797
December	16,335	17,183	15,661

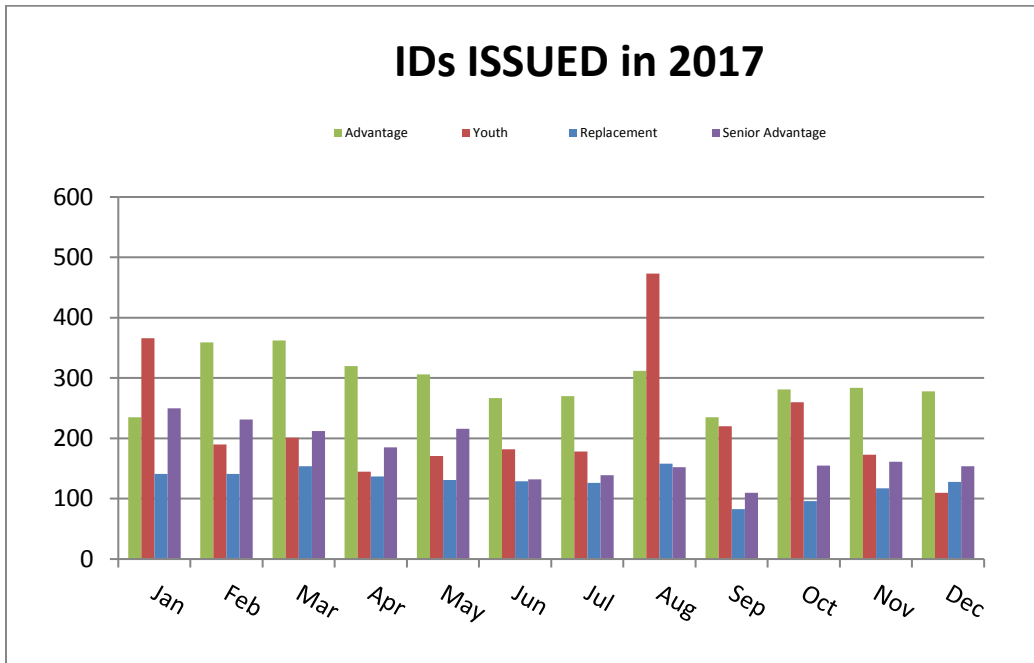
### Paratransit Concerns



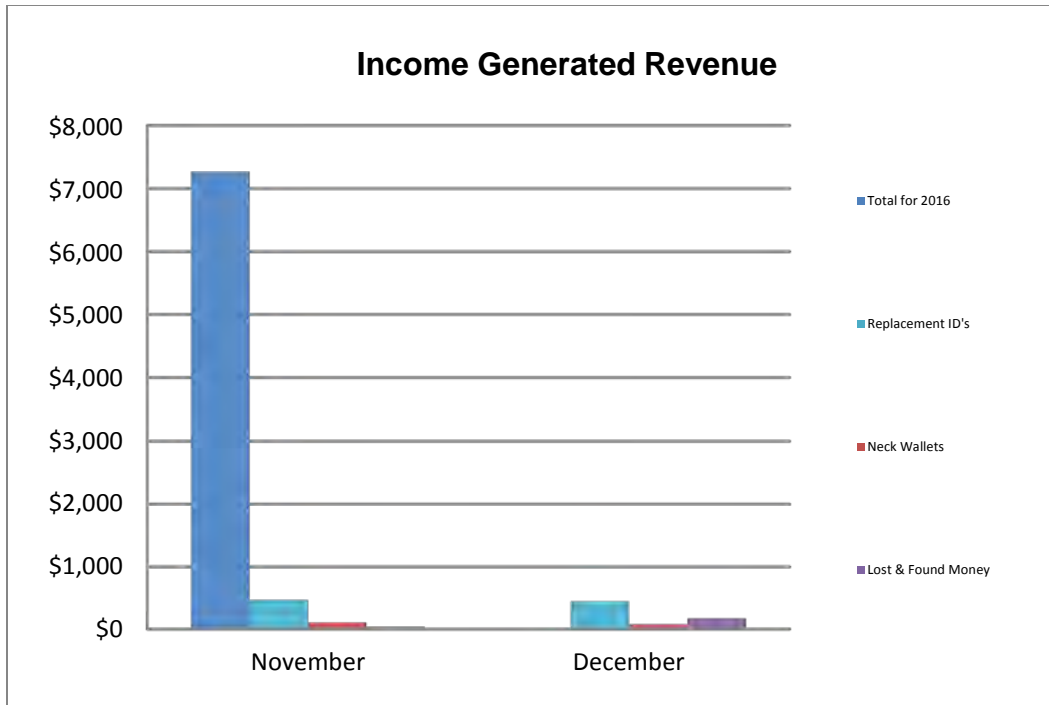
	2015	2016	2017
November	71	102	97
December	48	66	68



	2015	2016	2017
November	386	215	294
December	337	281	173



	2015	2016	2017
November	925	822	735
December	797	740	670



	Replacement ID's	Neck Wallets	Lost & Found Money
November	\$467	\$104	\$37
December	\$444	\$76	\$170

### COMMUTER VANPOOL

Commuter Vanpool		
Vanpools	November 2017	December 2017
Vanpool Participants	637	641
Total Revenue Miles YTD	33,8487	45,1316
New Vanpools	0	1
Returned Vanpools	1	0
Current Vans in Service	185	186
Pending Vanpool Interest	Veterans Affairs	Bright Future
	Coleman Prison	Coleman Prison
	Lockheed Martin	Lockheed Martin
	TSA	Estella Loving Care LLC
	PEO STRI	Orlando VA

**Events:**

- I-4 Ultimate Informational Meeting

**Monthly Report B: Ridership Report**

**To:** LYNX Board of Directors

**From:** **Tiffany Homler**  
CHIEF ADMINISTRATIVE OFFICER  
**Clifford Satter**  
(Technical Contact)  
**BRUCE DETWEILER**  
(Technical Contact)  
**Douglas Robinson**  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6064

**Item Name:** FY2017 Ridership Report through November 2017

**Date:** 2/1/2018

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Please find attached the monthly Performance Report which includes November Year-To-Date figures for ridership and other performance indicators. Total ridership for November 2017 was 2,118,459. This is a 4.8% decrease from November 2016. On-Time Performance for Fiscal Year-To-Date 2018 is 75%.

- LYNX ridership decreased by 108K, or 4.8%, compared to November 2016. System-wide average weekday riders decreased by 2.3% year-to-date.
- LYMMO ridership decreased by 5K, or 5.4%, compared to November 2016. Average daily ridership for LYMMO was down 11.4% in November.
- Fixed Route ridership decreased by 4K, or 0.2%, compared to November 2016. Alternately, average daily ridership increased by 3.1% for fixed-route compared to the same time period last year.
- NeighborLink ridership will be available on the next Performance Report.
- Xpress Link 208 ridership increased by 141, or 19%, compared to November 2016. Average daily riders decreased compared to the previous year-to-date.
- ACCESS LYNX services will be available on the next Performance Report.
- Vanpool ridership will be available on the next Performance Report.



## LYNX Board Agenda

Performance Reports showing ridership and other measures will be posted on LYNX's website, [www.golynx.com](http://www.golynx.com), beginning in January 2018. This will allow the public and our funding partners convenient access to our monthly performance information.



## November 2017 Service Performance Report

### RIDERSHIP

Total Ridership by Mode						
	Nov-16	Nov-17	% Δ	YTD-17	YTD-18	% Δ
LYMMO	99,142	93,747	-5.4%	197,215	199,403	1.1%
Fixed Route	2,028,206	2,023,844	-0.2%	2,018,447	2,109,632	4.5%
NeighborLink	13,330		-100.0%	26,538		-100.0%
Xpress Link 208	727	868	19.4%	1,331	1,586	19.2%
ACCESS LYNX	47,956		-100.0%	94,446		-100.0%
Vanpool	36,918		-100.0%	73,392		-100.0%
<b>SYSTEM TOTAL</b>	<b>2,226,279</b>	<b>2,118,459</b>	<b>-4.8%</b>	<b>2,411,369</b>	<b>2,310,621</b>	<b>-4.2%</b>

<b>November 2016:</b>	21 Weekdays	4 Saturdays	5 Sundays
<b>November 2017:</b>	21 Weekdays	4 Saturdays	5 Sundays

\*These totals are not official until the Finance Department finalizes ridership.

**LYNX** ridership decreased by 108K, or 4.8%, compared to November 2016. System-wide average weekday riders decreased by 2.3% year-to-date.

**LYMMO** ridership decreased by 5K, or 5.4%, compared to November 2016. Average daily ridership for LYMMO was down 11.4% in November.

**Fixed Route** ridership decreased by 4K, or 0.2%, compared to November 2016. Alternately, average daily ridership increased by 3.1% for fixed-route compared to the same time period last year.

**NeighborLink** ridership will be available on the next Performance Report.

**Xpress Link 208** ridership increased by 141, or 19%, compared to November 2016. Average daily riders decreased compared to the previous year-to-date.

**ACCESS LYNX** services will be available on the next Performance Report.

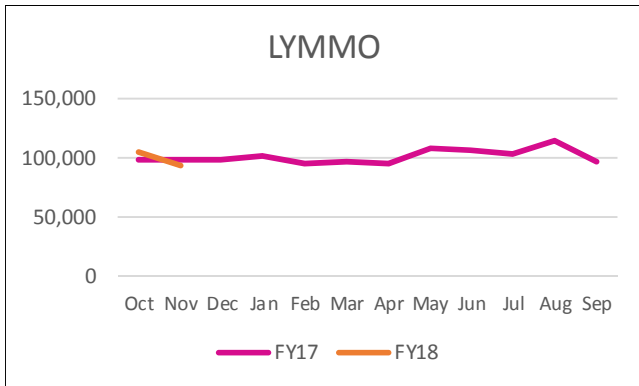
**Vanpool** ridership will be available on the next Performance Report.

Mode	Average Daily Ridership by Mode								
	Weekday			Saturday			Sunday		
	Nov-16	Nov-17	% Δ	Nov-16	Nov-17	% Δ	Nov-16	Nov-17	% Δ
LYMMO	3,896	3,451	-11.4%	1,997	2,541	27.2%	1,867	2,223	19.1%
Fixed Route	78,355	80,788	3.1%	53,792	44,534	-17.2%	33,518	29,830	-11.0%
NeighborLink	571		-100.0%	337		-100.0%			-
Xpress Link 208	35	29	-17.1%			-			-
ACCESS LYNX	1,875		-100.0%	1,026		-100.0%	650		-100.0%
Vanpool	1,558		-100.0%	282		-100.0%	257		-100.0%
<b>SYSTEM TOTAL</b>	<b>86,290</b>	<b>84,268</b>	<b>-2.3%</b>						

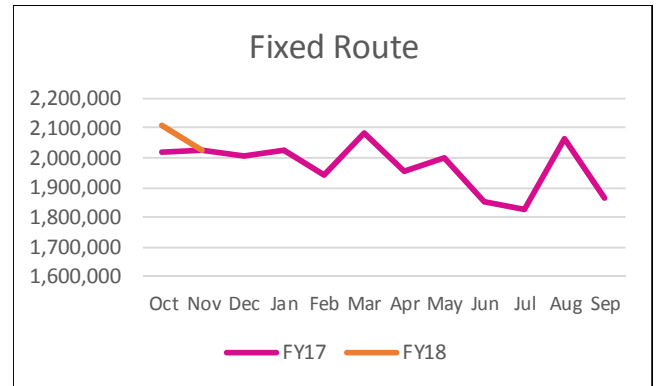


## November 2017 Service Performance Report

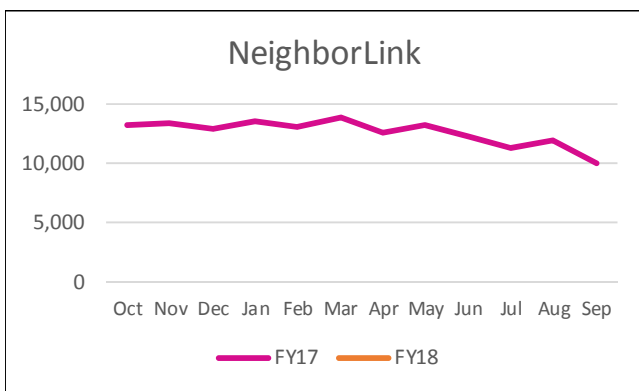
### MONTHLY RIDERSHIP TRENDS BY MODE



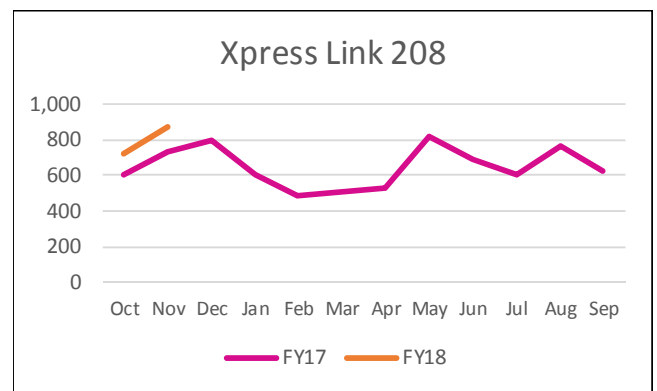
LYMMO ridership decreased by 5.4% compared to the same time last year. Average weekday riders decreased by 11.4%.



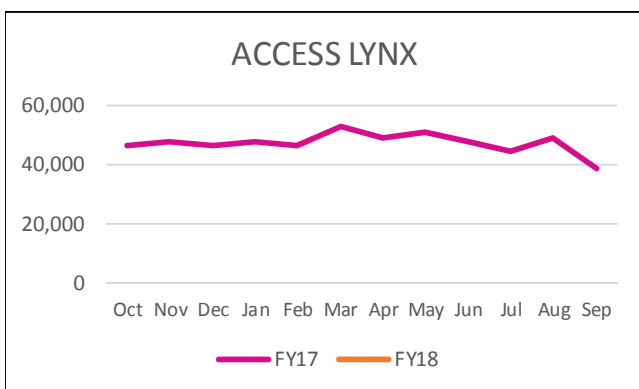
Fixed route ridership decreased 0.2% compared to November 2016. Average weekday riders increased by 3.1%.



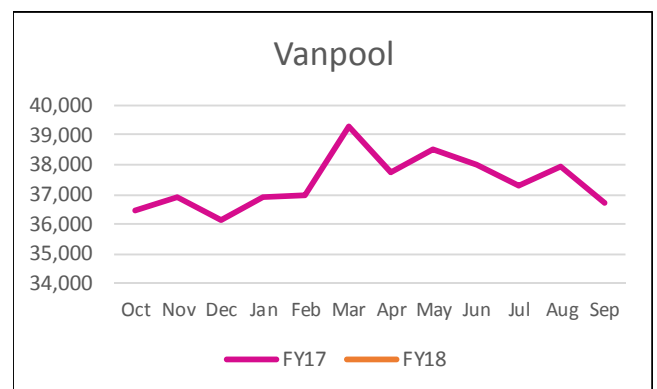
NeighborLink ridership will be available on the next Performance Report.



Xpress Link 208 ridership increased 19% compared to this time last year. The average daily riders decreased.



ACCESS LYNX ridership will be available on the next Performance Report.



Vanpool ridership will be available on the next Performance Report.



November 2017 Service Performance Report

FY18 Monthly Modal Performance Data Sheet - November 2017

	Month End Reporting	Ridership	Passengers per Trip	On-Time Performance	Farebox Recovery	National Transit Database Reportable Accidents	Complaints per 100,000 Miles	Fleet Availability	Preventative Maintenance Inspection Completed on Time
<b>LYMMO</b>									
Oct	105,656	13	78.8%	Not Applicable	0	0.04	16	82%	
Nov	93,747	9	71.2%		0	0.04	16	87%	
Dec									
Jan									
Feb									
Mar									
Apr									
May									
Jun									
Jul									
Aug									
Sep									
YTD	199,403	11	75.0%		0		16	84%	
<b>Fixed Route</b>									
Oct	2,109,632	27	59.9%	27%	2	0.04	290	82%	
Nov	2,023,844	26	60.5%	21%	1	0.04	290	87%	
Dec									
Jan									
Feb									
Mar									
Apr									
May									
Jun									
Jul									
Aug									
Sep									
YTD	4,133,476	27	60.2%	24%	3	0.04	290	84%	



November 2017 Service Performance Report

FY18 Monthly Modal Performance Data Sheet - November 2017

	Month End Reporting	Ridership	Productivity	On-Time Performance	Collected Fares	National Transit Database Reportable Accidents	Complaints per 100,000 Miles	Fleet Availability	Preventative Maintenance Inspection Completed on Time
<b>NeighborLink</b>									
Oct	51,450	1.1	0.856	99%	1	10	0.9	0.9778	
Nov	48,797	1.1	0.861	99%	3	13	0.9	0.9579	
Dec									
Jan									
Feb									
Mar									
Apr									
May									
Jun									
Jul									
Aug									
Sep									
YTD	100,247	1.1	0.858	99%	4	23	0.9	0.96785	
<b>ACCESS LYNX</b>									
Oct	13,208	3.1	1	100%	2	13	0.8	0.9778	
Nov	13,330	3.1	1	100%	0	22	0.9	0.9579	
Dec									
Jan									
Feb									
Mar									
Apr									
May									
Jun									
Jul									
Aug									
Sep									
YTD	26,538	3.1	1	100%	2	35	0.8	0.96785	

**Monthly Report C: Monthly Financial Report**

**To:** LYNX Board of Directors

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

**Phone:** 407.841.2279 ext: 6058

**Item Name:** Monthly Financial Report - November 30, 2017

**Date:** 2/1/2018

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Please find attached the preliminary monthly financial report for the second month ending November 30, 2017. LYNX's Statement of Revenues, Expenses, and Changes in Net Assets (Operating Statement) for the second month ending November 30, 2017 reflect total revenue earned in the amount of \$20,811,204 and total expenses incurred in the amount of \$19,754,145 resulting in a net operating profit of \$1,057,060.

- Fixed route, Vanpool, and Neighbor Link services resulted in an operating profit of \$1,359,552 for the second month of the fiscal year.
- Paratransit services resulted in a loss of (\$302,493) for the second month of the fiscal year.

**Fixed Route Operations:**

The year-to-date Operating Revenues are 102% of the budgeted amount as of November 2017. Customer fares are 106% or (\$247,769) over than the budgeted amount year-to-date.

Advertising revenue is 102% or (\$2,890) over than budgeted for the month of November 2017. Advertising year-to-date is 12% or (\$41,447) over than the budgeted amount. Actual revenues through November 30, 2017, for advertising on buses, shelters, and in-kind (trade) transactions are \$241,900, \$128,714 and \$0, respectively. Direct Media's staff continue to enhance LYNX' advertising program and to increase the advertising revenue stream. Direct Media's sales staff is actively seeking new clients and working with existing clients to offer an attractive and affordable advertising program.

In an attempt to stabilize fuel cost in the future, LYNX' staff entered into a fuel hedging arrangement with Merrill Lynch Commodities, Incorporated. During the month of November 2017, LYNX locked in seventy nine percent 79% of the total monthly purchases, resulting in the

cap (LYNX locked) prices higher than the future (float) prices. At this time, LYNX is 110% or (\$135,460) over than budget year-to-date. In the month of November LYNX paid an average price of \$1.98 (net) per gallon for diesel fuel and \$1.95 (net) per gallon for bio-diesel, plus fuel hedging losses which is lower than the budgeted price per gallon of \$1.75 (net). The national diesel fuel price for the month of November 2017 was \$2.57 (net).

LYNX' staff proactively seeks ways to maximize operational efficiencies and improve services. As a result, fixed route operating expenses for salaries are 9% or \$716,660 under budget, while fringe benefits are 3% or \$149,948 under budget respectively, both together remain \$866,608 under budget due to various vacancies as of November 30, 2017. Professional service expenses are 75% or \$317,241 under budget due to LYNX did not accrued many professional services invoices or enter into any new agreements during November. Expenditures associated with other services, contract maintenance and other miscellaneous expenses are less than budget. Collections for the CNG Royalties for the second month of the fiscal year currently amounts to \$4,087.

### **Paratransit Operations:**

Paratransit's operational loss for the year is currently (\$189,911). The year-to-date cost of unleaded fuel is 10% over budget or (\$35,996) for the second month of the new fiscal year. During the month of November 2017, LYNX locked in seventy-two percent (72%) of the total monthly purchases, resulting in cap (LYNX locked) prices higher than the future (float) prices. The fuel is budgeted at a net price of \$1.63 (net) per gallon in the FY2018 budget. LYNX is currently paying \$1.80 (net) per gallon. The national unleaded fuel price for the month of November 2017 was \$2.35 (net).

**CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY**  
**STATEMENT OF REVENUES AND EXPENSES**  
**FOR THE MONTH OF NOVEMBER 2017 AND THE TWO MONTHS ENDED NOVEMBER 30, 2017**  
**(UNAUDITED)**

	Year to Date			Month of November		
	Budget	Actual	%	Budget	Actual	%
<b>OPERATING REVENUES</b>						
Customer Fares	\$ 4,234,695	4,430,563	105%	\$ 2,117,347	\$ 1,843,475	87%
Contract Services:						
Local Financial Assistance	2,496,753	2,427,373	97%	1,248,377	1,216,671	97%
Other Contractual Services	870,711	764,394	88%	435,356	382,197	88%
Advertising	334,167	375,614	112%	167,083	169,973	102%
Other Operating Income	143,225	64,183	45%	71,613	27,418	38%
Total Operating Revenues	<u>8,079,552</u>	<u>8,062,127</u>	100%	<u>4,039,776</u>	<u>3,639,734</u>	90%
<b>NONOPERATING REVENUES</b>						
Operating assistance grants:						
State of Florida	1,698,667	1,690,459	100%	849,334	845,230	100%
Local	8,527,547	8,091,523	95%	4,263,773	4,045,762	95%
Planning and other assistance grants:						
Federal - Other	2,991,176	2,446,129	82%	1,495,588	1,241,133	83%
State of Florida - Other	484,169	414,636	86%	242,085	205,503	85%
Local Matching - Other	122,146	-	N/A	61,073	-	N/A
Interest Income	50,750	75,215	148%	25,375	37,191	147%
Other income	3,745	31,115	831%	1,873	28,939	1545%
Total Nonoperating Revenues	<u>13,878,199</u>	<u>12,749,078</u>	92%	<u>6,939,100</u>	<u>6,403,757</u>	92%
Total Revenues	<u>21,957,751</u>	<u>20,811,204</u>	95%	<u>10,978,875</u>	<u>10,043,491</u>	91%
<b>OPERATING EXPENSES</b>						
Salaries and Wages	8,077,247	7,279,922	90%	4,038,623	3,308,932	82%
Fringe Benefits	4,960,512	4,754,193	96%	2,480,256	2,743,000	111%
Purchased Transportation Services	3,248,228	3,153,917	97%	1,624,114	1,602,579	99%
Fuel	1,653,377	1,824,834	110%	826,689	906,590	110%
Other Materials and Supplies	1,349,506	1,029,848	76%	674,753	542,441	80%
Professional Services	864,969	236,761	27%	432,484	166,160	38%
Other Services	1,104,461	775,248	70%	552,231	421,854	76%
Lease and Miscellaneous Expenses	239,339	157,044	66%	119,669	90,251	75%
Casualty and Liability Insurance	392,172	212,236	54%	196,086	128,604	66%
Utilities	267,374	199,472	75%	133,687	107,340	80%
Taxes and Licenses	76,565	116,722	152%	38,283	69,173	181%
Interest Expense	13,508	13,949	103%	6,754	6,974	103%
Total Operating Expenses	<u>22,247,258</u>	<u>19,754,145</u>	89%	<u>11,123,629</u>	<u>10,093,897</u>	91%
<b>OPERATING GAIN / (LOSS)</b>	<u>\$ (289,507)</u>	<u>\$ 1,057,060</u>	N/A	<u>\$ (144,754)</u>	<u>\$ (50,406)</u>	N/A



**CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY**  
**FIXED-ROUTE, VANPOOL AND NEIGHORLINK SEGMENT**  
**STATEMENT OF REVENUES AND EXPENSES**  
**FOR THE MONTH OF NOVEMBER 2017 AND THE TWO MONTHS ENDED NOVEMBER 30, 2017**  
**(UNAUDITED)**

	Year to Date			Month of November		
	<u>Budget</u>	<u>Actual</u>	<u>%</u>	<u>Budget</u>	<u>Actual</u>	<u>%</u>
<b>OPERATING REVENUES</b>						
Customer Fares	\$ 3,862,479	\$ 4,110,248	106%	\$ 1,931,239	\$ 1,695,732	88%
Contract Services:						
Local Financial Assistance	2,496,753	2,427,373	97%	1,248,377	1,216,671	97%
Other Contractual Services	29,531	-	N/A	14,766	-	N/A
Advertising	334,167	375,614	112%	167,083	169,973	102%
Other Operating Income	<u>143,225</u>	<u>64,183</u>	45%	<u>71,613</u>	<u>27,418</u>	38%
Total Operating Revenues	<u>6,866,155</u>	<u>6,977,419</u>	102%	<u>3,433,078</u>	<u>3,109,794</u>	91%
<b>NONOPERATING REVENUES</b>						
Operating assistance grants:						
Federal	-	-	-	-	-	
State of Florida	1,698,667	1,690,459	100%	849,334	845,230	100%
Local	6,683,658	6,540,391	98%	3,341,829	3,270,195	98%
Planning and other assistance grants:						
Federal - Other	2,422,843	1,898,860	78%	1,211,421	952,391	79%
State of Florida - Other	465,914	414,636	89%	232,957	205,503	88%
Local Matching - Other	122,146	-	N/A	61,073	-	N/A
Interest Income	50,750	75,215	148%	25,375	37,191	147%
Other income	<u>3,745</u>	<u>31,115</u>	831%	<u>1,873</u>	<u>28,939</u>	1545%
Total Nonoperating Revenues	<u>11,447,722</u>	<u>10,650,677</u>	93%	<u>5,723,861</u>	<u>5,339,449</u>	93%
Total Revenues	<u>18,313,877</u>	<u>17,628,095</u>	96%	<u>9,156,939</u>	<u>8,449,243</u>	92%
<b>OPERATING EXPENSES</b>						
Salaries and Wages	7,926,157	7,209,497	91%	3,963,078	3,273,386	83%
Fringe Benefits	4,856,813	4,706,865	97%	2,428,407	2,715,645	112%
Purchased Transportation Services	255,729	274,652	107%	127,864	127,605	100%
Fuel	1,291,115	1,426,575	110%	645,558	711,703	110%
Other Materials and Supplies	1,347,089	1,029,848	76%	673,545	542,441	81%
Professional Services	818,459	207,200	25%	409,229	150,073	76%
Other Services	1,051,961	734,754	70%	525,981	401,113	76%
Lease and Miscellaneous Expenses	237,510	157,044	66%	118,755	90,251	76%
Casualty and Liability Insurance	392,172	212,236	54%	196,086	128,604	66%
Utilities	263,877	195,174	74%	131,939	105,299	80%
Taxes and Licenses	62,110	100,749	162%	31,055	63,644	205%
Interest Expense	<u>13,508</u>	<u>13,949</u>	103%	<u>6,754</u>	<u>6,974</u>	103%
Total Operating Expenses	<u>18,516,499</u>	<u>16,268,543</u>	88%	<u>9,258,250</u>	<u>8,316,738</u>	90%
<b>OPERATING GAIN / (LOSS)</b>	<u>\$ (202,622)</u>	<u>\$ 1,359,552</u>	N/A	<u>\$ (101,311)</u>	<u>\$ 132,505</u>	N/A

**CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY**  
**PARATRANSIT SEGMENT**  
**STATEMENT OF REVENUES AND EXPENSES**  
**FOR THE MONTH OF NOVEMBER 2017 AND THE TWO MONTHS ENDED NOVEMBER 30, 2017**  
**(UNAUDITED)**

	Year to Date			Month of November		
	Budget	Actual	%	Budget	Actual	%
<b>OPERATING REVENUES</b>						
Customer Fares	\$ 372,216	\$ 320,315	86%	\$ 186,108	\$ 147,744	79%
Contract Services:						
Local Financial Assistance	-	-		-	-	N/A
Other Contractual Services	841,180	764,394	91%	420,590	382,197	91%
Advertising	-	-	N/A	-	-	N/A
Other Operating Income	-	-	N/A	-	-	N/A
Total Operating Revenues	<u>1,213,396</u>	<u>1,084,708</u>	89%	<u>606,698</u>	<u>529,940</u>	87%
<b>NONOPERATING REVENUES</b>						
Operating assistance grants:						
Federal	-	-	N/A	-	-	N/A
State of Florida	-	-	N/A	-	-	N/A
Local	1,843,889	1,551,132	84%	921,944	775,566	84%
Planning and other assistance grants:						
Federal - Other	568,333	547,268	96%	284,167	288,741	102%
State of Florida - Other	18,255	-	N/A	9,128	-	N/A
Local Matching - Other	-	-	N/A	-	-	N/A
Interest Income	-	-	N/A	-	-	N/A
Other income	-	-	N/A	-	-	N/A
Total Nonoperating Revenues	<u>2,430,477</u>	<u>2,098,401</u>	86%	<u>1,215,239</u>	<u>1,064,308</u>	88%
Total Revenues	<u>3,643,874</u>	<u>3,183,109</u>	87%	<u>1,821,937</u>	<u>1,594,248</u>	88%
<b>OPERATING EXPENSES</b>						
Salaries and Wages	151,090	70,424	47%	75,545	35,546	47%
Fringe Benefits	103,699	47,328	46%	51,850	27,355	53%
Purchased Transportation Services	2,992,500	2,879,265	96%	1,496,250	1,474,974	99%
Fuel	362,262	398,258	110%	181,131	194,887	108%
Other Materials and Supplies	2,417	-	0%	1,208	-	0%
Professional Services	46,510	29,561	64%	23,255	16,087	69%
Other Services	52,500	40,493	77%	26,250	20,741	79%
Lease and Miscellaneous Expenses	1,828	-	0%	914	-	0%
Casualty and Liability Insurance	-	-	N/A	-	-	N/A
Utilities	3,497	4,298	123%	1,748	2,041	117%
Taxes and Licenses	14,456	15,973	110%	7,228	5,529	76%
Interest Expense	-	-	N/A	-	-	N/A
Total Operating Expenses	<u>3,730,758</u>	<u>3,485,602</u>	93%	<u>1,865,379</u>	<u>1,777,159</u>	95%
<b>OPERATING GAIN / (LOSS)</b>	<u>\$ (86,885)</u>	<u>\$ (302,493)</u>	N/A	<u>\$ (43,442)</u>	<u>\$ (182,911)</u>	N/A

**Monthly Report D: Monthly Financial Report**

**To:** LYNX Board of Directors

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

**Phone:** 407.841.2279 ext: 6058

**Item Name:** Monthly Financial Report - October 31, 2017

**Date:** 2/1/2018

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Please find attached the preliminary monthly financial report for the first month ending October 31, 2017. LYNX's Statement of Revenues, Expenses, and Changes in Net Assets (Operating Statement) for the first month ending October 31, 2017 reflect total revenue earned in the amount of \$10,767,714 and total expenses incurred in the amount of \$9,660,248 resulting in a net operating profit of \$1,107,466.

- Fixed route, Vanpool, and Neighbor Link services resulted in an operating profit of \$1,227,048 for the first month of the fiscal year.
- Paratransit services resulted in a loss of (\$119,582) for the first month of the fiscal year.

**Fixed Route Operations:**

The year-to-date Operating Revenues are 113% of the budgeted amount as of October 2017. Customer fares are 125% or (\$483,277) over the budgeted amount year-to-date.

Advertising revenue is 123% or (\$38,558) over the budgeted amount for the month of October 2017. Direct Media sold more Bus and Shelter advertising than expected for the 1/12 straight line budget allocated for October 2017. Actual revenues through October 31, 2017, for advertising on buses, shelters, and in-kind (trade) transactions are \$143,219, \$59,922 and \$0, respectively. Direct Media's staff continue to enhance LYNX' advertising program and to increase the advertising revenue stream. Direct Media's sales staff is actively seeking new clients and working with existing clients to offer an attractive and affordable advertising program.

In an attempt to stabilize fuel cost in the future, LYNX' staff entered into a fuel hedging arrangement with Merrill Lynch Commodities, Incorporated. During the month of October 2017, LYNX locked in seventy seven percent 77% of the total monthly purchases, resulting in the cap (LYNX locked) prices higher than the future (float) prices. At this time, LYNX is 111%

or (\$69,314) over budget year-to-date. In the month of October LYNX paid an average price of \$1.88 (net) per gallon for diesel fuel and \$1.83 (net) per gallon for bio-diesel, plus fuel hedging losses which is lower than the budgeted price per gallon of \$1.75 (net). The national diesel fuel price for the month of October 2017 was \$2.45 (net).

LYNX' staff proactively seeks ways to maximize operational efficiencies and improve services. As a result, fixed route operating expenses for salaries are 1% or \$26,966 under budget, while fringe benefits are 18% or \$437,187 under budget respectively, both together remain \$464,153 under budget due to various vacancies as of October 31, 2017. Professional service expenses are 86% or \$352,102 under budget due to LYNX did not accrue many professional services invoices or enter into any new agreements during October. Expenditures associated with other services, contract maintenance and other miscellaneous expenses are less than budget. Collections for the CNG Royalties for the first month of the fiscal year currently amounts to \$2,175.90.

### **Paratransit Operations:**

Paratransit's operational loss for the year is currently (\$119,582). The year-to-date cost of unleaded fuel is 12% over budget or (\$22,240) for the first month of the new fiscal year. During the month of October 2017, LYNX locked in fifty-five percent (55%) of the total monthly purchases, resulting in cap (LYNX locked) prices higher than the future (float) prices. The fuel is budgeted at a net price of \$1.63 (net) per gallon in the FY2018 budget. LYNX is currently paying \$1.70 (net) per gallon. The national unleaded fuel price for the month of October 2017 was \$2.29 (net).

**CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY**  
**STATEMENT OF REVENUES AND EXPENSES**  
**FOR THE MONTH OF OCTOBER 2017 AND THE ONE MONTH ENDED OCTOBER 31, 2017**  
**(UNAUDITED)**

	Year to Date			Month of October		
	Budget	Actual	%	Budget	Actual	%
<b>OPERATING REVENUES</b>						
Customer Fares	\$ 2,117,347	2,587,087	122%	\$ 2,117,347	\$ 2,587,087	122%
Contract Services:						
Local Financial Assistance	1,248,377	1,210,703	97%	1,248,377	1,210,703	97%
Other Contractual Services	435,356	382,197	88%	435,356	382,197	88%
Advertising	167,083	205,641	123%	167,083	205,641	123%
Other Operating Income	71,613	36,765	51%	71,613	36,765	51%
Total Operating Revenues	<u>4,039,776</u>	<u>4,422,393</u>	109%	<u>4,039,776</u>	<u>4,422,393</u>	109%
<b>NONOPERATING REVENUES</b>						
Operating assistance grants:						
State of Florida	849,334	845,230	100%	849,334	845,230	100%
Local	4,263,773	4,045,762	95%	4,263,773	4,045,762	95%
Planning and other assistance grants:						
Federal - Other	1,495,588	1,204,996	81%	1,495,588	1,204,996	81%
State of Florida - Other	242,085	209,133	86%	242,085	209,133	86%
Local Matching - Other	61,073	-	N/A	61,073	-	N/A
Interest Income	25,375	38,025	150%	25,375	38,025	150%
Gain / (Loss) on Sale of Assets	1,873	2,176	116%	1,873	2,176	116%
Total Nonoperating Revenues	<u>6,939,100</u>	<u>6,345,321</u>	91%	<u>6,939,100</u>	<u>6,345,321</u>	91%
Total Revenues	<u>10,978,875</u>	<u>10,767,714</u>	98%	<u>10,978,875</u>	<u>10,767,714</u>	98%
<b>OPERATING EXPENSES</b>						
Salaries and Wages	4,038,623	3,970,990	98%	4,038,623	3,970,990	98%
Fringe Benefits	2,480,256	2,011,193	81%	2,480,256	2,011,193	81%
Purchased Transportation Services	1,624,114	1,551,339	96%	1,624,114	1,551,339	96%
Fuel	826,689	918,243	111%	826,689	918,243	111%
Other Materials and Supplies	674,753	487,407	72%	674,753	487,407	72%
Professional Services	432,484	70,601	16%	432,484	70,601	16%
Other Services	552,231	353,394	64%	552,231	353,394	64%
Lease and Miscellaneous Expenses	119,669	66,793	56%	119,669	66,793	56%
Casualty and Liability Insurance	196,086	83,632	43%	196,086	83,632	43%
Utilities	133,687	92,132	69%	133,687	92,132	69%
Taxes and Licenses	38,283	47,549	124%	38,283	47,549	124%
Interest Expense	6,754	6,974	103%	6,754	6,974	103%
Total Operating Expenses	<u>11,123,629</u>	<u>9,660,248</u>	87%	<u>11,123,629</u>	<u>9,660,248</u>	87%
<b>OPERATING GAIN / (LOSS)</b>	<u>\$ (144,754)</u>	<u>\$ 1,107,466</u>	N/A	<u>\$ (144,754)</u>	<u>\$ 1,107,466</u>	

**CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY**  
**FIXED-ROUTE, VANPOOL AND NEIGHBORLINK SEGMENT**  
**STATEMENT OF REVENUES AND EXPENSES**  
**FOR THE MONTH OF OCTOBER 2017 AND THE ONE MONTH ENDED OCTOBER 31, 2017**  
(UNAUDITED)

	Year to Date			Month of October				
	Budget	Actual	%	Budget	Actual	%		
<b>OPERATING REVENUES</b>								
Customer Fares	\$ 1,931,239	\$ 2,414,516	125%	\$ 1,931,239	\$ 2,414,516	125%		
Contract Services:								
Local Financial Assistance	1,248,377	1,210,703	97%	1,248,377	1,210,703	97%		
Other Contractual Services	14,766	-	N/A	14,766	-	N/A		
Advertising	167,083	205,641	123%	167,083	205,641	51%		
Other Operating Income	71,613	36,765	51%	71,613	36,765	51%		
Total Operating Revenues	<u>3,433,078</u>	<u>3,867,625</u>	113%	<u>3,433,078</u>	<u>3,867,625</u>	113%		
<b>NONOPERATING REVENUES</b>								
Operating assistance grants:								
Federal	-	-	-	-	-	-	167,083.00	100%
State of Florida	849,334	845,230	100%	849,334	845,230	100%	205,641.00	
Local	3,341,829	3,270,195	98%	3,341,829	3,270,195	98%		1.23
Planning and other assistance grants:								
Federal - Other	1,211,421	946,469	78%	1,211,421	946,469	78%		
State of Florida - Other	232,957	209,133	90%	232,957	209,133	90%		
Local Matching - Other	61,073	-	N/A	61,073	-	N/A		
Interest Income	25,375	38,025	150%	25,375	38,025	150%		
Gain / (Loss) on the Sale of Assets	1,873	2,176	116%	1,873	2,176	116%		
Total Nonoperating Revenues	<u>5,723,861</u>	<u>5,311,228</u>	93%	<u>5,723,861</u>	<u>5,311,228</u>	93%		
Total Revenues	<u>9,156,939</u>	<u>9,178,853</u>	100%	<u>9,156,939</u>	<u>9,178,853</u>	100%		
<b>OPERATING EXPENSES</b>								
Salaries and Wages	3,963,078	3,936,112	99%	3,963,078	3,936,112	99%		
Fringe Benefits	2,428,407	1,991,220	82%	2,428,407	1,991,220	82%		
Purchased Transportation Services	127,864	147,047	115%	127,864	147,047	115%		
Fuel	645,558	714,872	111%	645,558	714,872	111%		
Other Materials and Supplies	673,545	487,407	72%	673,545	487,407	72%		
Professional Services	409,229	57,127	14%	409,229	57,127	14%		
Other Services	525,981	333,641	63%	525,981	333,641	63%		
Lease and Miscellaneous Expenses	118,755	66,793	56%	118,755	66,793	56%		
Casualty and Liability Insurance	196,086	83,632	43%	196,086	83,632	43%		
Utilities	131,939	89,874	68%	131,939	89,874	68%		
Taxes and Licenses	31,055	37,105	119%	31,055	37,105	119%		
Interest Expense	6,754	6,974	103%	6,754	6,974	103%		
Total Operating Expenses	<u>9,258,250</u>	<u>7,951,805</u>	86%	<u>9,258,250</u>	<u>7,951,805</u>	86%		
<b>OPERATING GAIN / (LOSS)</b>	<u>\$ (101,311)</u>	<u>\$ 1,227,048</u>	N/A	<u>\$ (101,311)</u>	<u>\$ 1,227,048</u>	N/A		

**CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY  
PARATRANSIT SEGMENT  
STATEMENT OF REVENUES AND EXPENSES  
FOR THE MONTH OF OCTOBER 2017 AND THE ONE MONTH ENDED OCTOBER 31, 2017  
(UNAUDITED)**

	Year to Date			Month of October		
	Budget	Actual	%	Budget	Actual	%
<b>OPERATING REVENUES</b>						
Customer Fares	\$ 186,108	\$ 172,571	93%	\$ 186,108	\$ 172,571	93%
Contract Services:						
Local Financial Assistance	-	-	N/A	-	-	N/A
Other Contractual Services	420,590	382,197	91%	420,590	382,197	91%
Advertising	-	-	N/A	-	-	N/A
Other Operating Income	-	-	N/A	-	-	N/A
Total Operating Revenues	<u>606,698</u>	<u>554,768</u>	91%	<u>606,698</u>	<u>554,768</u>	91%
<b>NONOPERATING REVENUES</b>						
Operating assistance grants:						
Federal	-	-	N/A	-	-	N/A
State of Florida	-	-	N/A	-	-	N/A
Local	921,944	775,566	84%	921,944	775,566	84%
Planning and other assistance grants:						
Federal - Other	284,167	258,527	91%	284,167	258,527	91%
State of Florida - Other	9,128	-	N/A	9,128	-	N/A
Local Matching - Other	-	-	N/A	-	-	N/A
Interest Income	-	-	N/A	-	-	N/A
Gain / (Loss) on the Sale of Assets	-	-	N/A	-	-	N/A
Total Nonoperating Revenues	<u>1,215,239</u>	<u>1,034,093</u>	85%	<u>1,215,239</u>	<u>1,034,093</u>	85%
Total Revenues	<u>1,821,937</u>	<u>1,588,861</u>	87%	<u>1,821,937</u>	<u>1,588,861</u>	87%
<b>OPERATING EXPENSES</b>						
Salaries and Wages	75,545	34,878	46%	75,545	34,878	46%
Fringe Benefits	51,850	19,973	39%	51,850	19,973	39%
Purchased Transportation Services	1,496,250	1,404,292	94%	1,496,250	1,404,292	94%
Fuel	181,131	203,371	112%	181,131	203,371	112%
Other Materials and Supplies	1,208	-	0%	1,208	-	0%
Professional Services	23,255	13,474	58%	23,255	13,474	58%
Other Services	26,250	19,753	75%	26,250	19,753	75%
Lease and Miscellaneous Expenses	914	-	0%	914	-	0%
Casualty and Liability Insurance	-	-	N/A	-	-	N/A
Utilities	1,748	2,258	129%	1,748	2,258	129%
Taxes and Licenses	7,228	10,445	145%	7,228	10,445	145%
Interest Expense	-	-	N/A	-	-	N/A
Total Operating Expenses	<u>1,865,379</u>	<u>1,708,443</u>	92%	<u>1,865,379</u>	<u>1,708,443</u>	92%
<b>OPERATING GAIN / (LOSS)</b>	<u>\$ (43,442)</u>	<u>\$ (119,582)</u>	N/A	<u>\$ (43,442)</u>	<u>\$ (119,582)</u>	N/A

**Monthly Report E: Planning and Development Report**

**To:** LYNX Board of Directors

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

**Phone:** 407.841.2279 ext: 6019

**Item Name:** Planning and Development Report

**Date:** 2/1/2018

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**PLANNING & DEVELOPMENT REPORT**

**TRANSIT DEVELOPMENT PLAN AND ROUTE OPTIMIZATION STUDY**

Staff continues to work with its project consultants to prepare the draft Route Optimization Study (ROS), which includes an entirely new network of services ranging from a frequent core network to on-demand services, such as NeighborLink and Transportation Network Companies (TNCs). Project activities in January also included meetings with the project Technical Advisory Committee (TAC) to review the system design and a meeting with regional bicycle planners on role of bikeshare services in supporting transit service restructuring. The project team is also preparing a LYNX FORWARD bus wrap design to be used to raise awareness of the ROS during public involvement activities and during outreach activities leading up to implementing the service restructuring. Following the Board of Directors meeting in March 2018, staff plans to educate, raise awareness and request public input on the draft ROS plan and service concepts for at least one month. Once public outreach is substantially complete, staff will present the final ROS to the Board of Directors for approval. For more information on project, please visit [www.lynxforward.com](http://www.lynxforward.com).

**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 team has continued with the evaluations of alternatives for the corridor, preparing for the more detailed Level 3 efforts examining operating characteristics. As part of outreach efforts, another segment has been added for evaluations; from



OIA to the Altamonte Springs SunRail Station. Staff presented the project update to Seminole County on January 9<sup>th</sup>, 2018.

**VETERANS TRANSPORTATION AND COMMUNITY LIVING INITIATIVE**

As part of the development of the Veterans Transportation Resources and Community Services (VTRACS) Customer Information System (CIS), the Cambridge Systematics team has completed the all four iterations of product development. The team, LYNX staff, and the VTRACS Stakeholders are preparing for the User Acceptance Testing in February 2018.

**SYSTEM-WIDE ONBOARD ORIGIN AND DESTINATION SURVEY**

In November 2016, LYNX began work with its contractor, ETC Institute, on a system-wide Origin and Destination survey. The initial work focused on the LYNX routes with the highest ridership (over 3,000 passenger trips per day) and SunRail ridership; identifying the stops/stations that passengers boarded and alighted the vehicles to help with further data extrapolation later. The contractor has provided LYNX Staff with a draft Final Report for review; which is currently underway. The sub-contractor is finalizing task work associated with comparing the survey data with regional mobile device travel data.

**GEOGRAPHIC INFORMATION SYSTEMS:**

Existing building facilities information was imported into the VUEWorks Building Facilities module. Data Transfer Solutions scheduled a hands on training with LYNX facilities crew on adding new facilities, issuing and closing work orders, using MobileVUE to update Work Orders and running reports on Building Facilities and Work orders. LYNX' staff and the vendor are preparing for implementing the VUEWorks Service Request module for capturing and associating with a facility requests for stops and shelter and LYNX' facility requests. The stops and shelters locations and attribute data will be migrated from GIS Mobile application to Collector for ArcGIS, due to version incompatibility and retirement of Mobile VUE software.

LYNX GIS staff took part in the discussions and data search and analysis for LYNX Forward project. LYNX GIS staff completed the service area analysis for number of NTD reports, grant reports on services provide in Urban and Rural Areas. Analysis was performed with the customer locations for Neighbor Link service and Access LYNX service. The recently collected Origin – Destinations survey work was also utilized for analysis. Staff started work on summary maps for each county commission district in LYNX' service area with data for FY2017.

GIS Staff is working on the data, web applications and map products update for the January 2018 bid change.

**INTELLIGENT TRANSPORTATION SYSTEMS (ITS)**

**PARATRANSIT REAL-TIME INFORMATION**

LYNX has issued a purchase order to DoubleMap to develop and deploy a mobile application that provides real-time vehicle location and arrival information to AccessLYNX customers.

Customers will be provided with the scheduled pick-up time until a vehicle is dispatched for their trip, then receive the real-time updates. The current vehicle location will show on a map with the estimated time until pick-up updated as the vehicle proceeds to the customer location.

## MOBILE FARE PAYMENT

On November 9, 2017, LYNX PawPass, the mobile fare payment application, was released to the public. Marketing outreach for PawPass began on November 13, 2017. Customers can purchase any LYNX fare media for any mode in the mobile application, with fare media stored on the device until used. LYNX is working with the vendor to implement an electronic college pass for use by students and staff of Seminole Community College, the University of Central Florida, and Valencia Community College. The mobile application will include restrictions to only allow authorized students and staff to purchase the college fare media. Riders will still show their college or university identification to use the special fare.

## SERVICE PLANNING

The Service Planning Division activities during the month of December 2017 and early January 2018 have been devoted primarily towards implementation of the January 7, 2018 service changes. These changes were implemented successfully and now the department's focus is on development of the April 22, 2018 service changes.

Service Planning is also making preparations for the SunRail Phase II extension scheduled for opening in Summer 2018. Staff has been working with Osceola County on identifying locations for future bus stops, refining schedules, and bus route alignments.

## ENGINEERING AND CONSTRUCTION

WSP was recently awarded the contract to design and oversee the construction of the Pine Hills Transfer Center. Contract negotiations were successfully completed during the first part of November and a work order has been issued. A kickoff meeting was held on January 12, 2018. The projected timeline for the first part of design for this project is a 10 month delivery time frame.

LYNX is currently in the process of issuing work orders for the installation of 35 shelters. LYNX anticipates that the installations will start in February and continue through a period of approximately 18 weeks. The two shelters at the VA Clinic were installed. LYNX also started the planning of repainting shelters along SR 436 and at the Apopka SuperStop. This will represent improvements to a total of 44 bus shelters.

LYNX staff is waiting on review of the inter-local agreement with Osceola County to conclude before proceeding with permitting of bus shelters in the County.

The Orlando Trail project continues to move forward with the installation of the low walls on the Amelia Street segment east of Garland Avenue and the installation of the cast in place Mural

## LYNX Board Agenda

Walls at Washington and Jefferson Streets. Even though the construction of the project is scheduled to be completed in March 2018 and extension for 6 months, for contract administration close out, is being requested. Electrical passenger information display (PIDs) kiosks upgrade was completed December 19th on the LYMMO Orange Line.

The LYNX Operations Center (LOC) scope of work is being reviewed and refined by the Procurement Department to ensure the design-build scope of work and schedule are consistent with the needs identified in the 2016 Site Suitability Analysis for the LOC. It is anticipated that the solicitation will occur in January 2018 and be advertised for a minimum of 30 days.