



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

1. Call to Order

2. Committee Minutes



Oversight Committee Meeting Minutes 12.07.17

Pg 3

3. Public Comments

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


4. Chief Executive Officer's Report

5. Finance & Audit Committee Report

6. Committee Agenda Items


- A.  Authorization to Award a Contract to Trapeze for Ranger Units for Full Fleet Conversion Pg 10
- B.  Authorization to Increase Contract for Legal Services with Akerman, LLP Pg 12
- C.  Authorization to Issue an Extension of Contract Time for LYNX Orlando Trail aka Gertrude's Walk Project Pg 13
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- E.  Authorization to Release a Request for Proposal (RFP) for the Installation, Repair, and Removal of LYNX Transit Shelters and Associated Amenities Pg 17
- F.  Authorization to Release a Request for Proposal (RFP) for the Manufacturing of LYNX Transit Shelters Pg 19

7. Committee Action Items

- A.  Authorization to Declare March as Procurement Month Pg 22


-Attachments 

8. Committee Information Items

- A.  Update on LYNX Forward Pg 24
-Attachments 

- B.  Update on Mobility Services Pg 39
-Attachments 

9. Committee Discussion Items

- A.  Authorization to Amend the Anti-Drug and Alcohol Misuse Prevention Program Pg 50

10. Other Business

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

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

LYNX
Central Florida Regional Transportation Authority
Oversight Committee Meeting Minutes

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

DATE: December 8, 2017

TIME: 10:30 a.m.

Members in Attendance:
Viviana Janer, Chair, Osceola County
Jim Harrison, Orange County
Edward Bass, Seminole County
James Goldsmith, Legal Counsel
Billy Hattaway, City of Orlando

Staff Members in Attendance:
Edward L. Johnson, Chief Executive Officer
Tiffany Homler-Hawkins, Chief Administrative Officer
Bert Francis, Chief Financial Officer
Thomas Stringer, Chief Operations Officer
Tellis Chandler, Deputy Director of Safety
Matt Friedman, Director of Marketing
Communications
Brian Anderson, Acting Director of Human Resources
Tomika Monterville, Director of Planning &
Development
Scott Penvose, Maintenance Supervisor
Rose Hernandez, Executive Assistant
Dyana Blickle, Fiscal Assistant
Leonard Antmann
Chris Plummer
Bill Hearndon
Ray Walls
Jo Santiago
Adam Lovejoy

Members Absent:
Lee Constantine, Vice Chair, Seminole County

1. Call to Order

Chair Janer called the meeting to order at 10:34 a.m.

2. Approval of Minutes

Chair Janer asked the Committee if there was any discussion about the September 28, 2017 meeting minutes. A motion was made by Jim Harrison and seconded by Billy Hattaway to approve the minutes. Motion carried unanimously.

3. Public Comments

No members of the public requested to speak.

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

Edward L. Johnson, Chief Executive Officer, LYNX presented the report. Mr. Johnson expressed his appreciation to his staff for their efforts during the Hurricane Relief process at the Orlando International Airport and at the Osceola Recovery Center. LYNX provided a little over 3,000 bus passes and have so far provided employment to two people.

Mr. Johnson notified board members that he has been selected by the Florida Department of Transportation Association to serve as vice president of the board and will serve for one year and then transition to the chair.

Mr. Johnson revised the board agenda and stated that we will be recognizing employees that have served 20 and 25 years of service along with our operator and department of the year.

Mr. Johnson discussed the items under the Consent and Action Agendas that he had previously briefed the board on.

A proposed schedule for the 2018 Oversight and Board of Directors Meeting was discussed to fall on the 4th Thursday of each month with every other month as a Consent Agenda to be used on an as needed meeting space to be confirmed or cancelled as needed. In addition, proposed that we change our Holiday schedule to fall in line with our funding partners and changing our Good Friday Holiday for the Friday after Thanksgiving.

Service changes – routing issues that may reflect in reduction in service level but has been worked through each one of the funding partners' staff to make sure we are in line with their expectation.

When Mr. Johnson reached the item discussing the utilization of our reserve funds to continue to operate our Fastlink 406 for another 3 months, Chair Janer reference Page 130 that stated that it came to Osceola County to discuss funding, however, this link does not

go into Osceola County and this has nothing to do with Osceola obtaining funding from them. Mr. Johnson stated he would correct this item.

Mr. Johnson stated that he is very happy that they were able to negotiate a collective bargaining agreement with ATU 1596 as well as reaching an agreement with ATU 1749.

Chair Janer wants to ensure as they are looking at the agreements that we are sure that the monies we are collecting are enough to cover the costs as we continue to add more and more students to the system, she is concerned that our bus will start to get overloaded. She wants confirmation that the analysis has been made that our costs are covered. She is requesting that we do any analysis frequently to make sure that its sufficient to recover our costs, the other thing is that she had asked Mr. Johnson to return to the board with a review of our reserves. We have a number of items that are dipping into our reserves bucket and want to make sure we are comfortable where we are at and where we are going.

Chair Janer expressed her gratitude once again to LYNX for providing families from Puerto Rico transportation and the schedules to help them get around. Kudos to all LYNX staff that helped out with these efforts.

Mr. Johnson presented a PowerPoint with a list of our accomplishments in 2017 and his goals moving into 2018.

2017 Major Emphasis

- Enhance Communications
- Improve Service Efficiency
- Establish more Partnership
- Impose Customer Confidence in system
- Increase Brand recognition and Community involvement

2018 Major Emphasis Areas

- Continue with 2017 Major Emphasis Areas
- Establish CyberSecurity Program and Oversight Position
- Create an Innovation and Sustainability Program
- Develop and Autonomous Vehicle Program Strategic-Plan
- **Establish Central Florida's Transit Vision (High- Level)**
- Seek Funding for Vision 2030 Corridors
- Purchase Off-board Payment Systems for Key Areas
- Host a Board Retreat

Facilities:

- LCS TOD (New Acquisition and Construction)
- Southern Operations Base (New Acquisition and Construction)
- LOC (New Construction)

Establish a Research and Analysis Section
Economic Impact Analysis
Vehicle Procurements

- Electric
- Articulated
- Paratransit

5. Finance & Audit Committee Report

Ray Walls announced that he chaired the Finance and Audit Committee meeting the day prior and took action on the following:

- UCF current ridership is less than what is in the agreements, which means the impact to revenue is positive. If more people take these routes, and we start losing money, we need to take another look at these agreements. The Finance & Audit Committee voted to approve the UCF contracts.
- Authorization to Piggyback off of State of Florida for security guard services and Authorization to release an RFP for safety and risk management software are budgeted items, and the committee voted to approve these items. Authorization to Piggyback off of Houston-Galveston Area for hazard preparedness was not budgeted, but savings from other areas will fund this, so the committee voted to approve this as well.
- Approval of both the Labor agreements was the big topic. The committee thinks that the reserves are still in good shape, so the committee recommended approval of these agreements.
- Resolution of Money Purchase Plan impact to budget is negligible, so the committee voted to approve this as well.

6. Committee Action Items

- A. Authorization to Enter into the Transportation Partner Agreement with Seminole State College to Provide Transit Services and to Amend the FY2018 Amended Operating Budget

Chair Janer recognized Tiffany Homler-Hawkins, LYNX Chief Administrative Officer. Mrs. Homler-Hawkins stated that an agreement was approved in August with Valencia. Seminole State approached LYNX, and a similar agreement was put together. Motion by Jim Harrison, seconded by Billy Hattaway. Motion passed unanimously.

- B. Authorization to Release a Request for Proposal (RFP) 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

Chair Janer recognized Bert Francis, LYNX Chief Financial Officer. Mr. Francis stated that this is a similar agreement to the Valencia agreement and is based on enrollment. UCF has approved the agreement and are awaiting the approval of the LYNX Board. Motion made by Billy Hattaway, seconded by Jim Harrison. Motion passed unanimously.

- C. Authorization to Piggyback off of State of Florida Contract #92121500-14-01 for Security Guard Services with G4S USA Security

Chair Janer recognized Bert Francis. Mr. Francis stated that the funds are the same amount as last year, and the funds are already in the budget. Motion made by Jim Harrison, seconded by Billy Hattaway. Motion passed unanimously.

- D. Authorization to Piggyback off of Houston-Galveston Area Council of Governments Contract #HP08-17 for All Hazards Preparedness, Planning, Consulting, and Recovery Services

Chair Janer recognized Mr. Johnson. Mr. Johnson stated that this is a requirement by the Federal Transit Administration to do emergency drills on an annual basis. This was not put into our budget originally, but will be added in the future. We need to make sure our emergency response plans are up to date. We partnered with the Central Florida Expressway Authority, because we want to have partnerships with them. We will move our drills around our service area. These drills will also include cyber security. We would like to have this drill before the extension to 429 is opened. Motion to approve by Billy Hattaway, seconded by Edward Bass. Motion passed unanimously.

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

Chair Janer recognized Brian Anderson, Interim Director of Human Resources, to make the presentation. Mr. Anderson stated that the agreements were successfully negotiated with the Union and would like the Board approval, so that the wages can be distributed in the December paychecks. Mr. Johnson stated that the 6% lump sum wage adjustment with 1596 will take care of the first two years that there has not been a wage increase. It does not take into effect step increases, or the length of employment. If employed more than two years, they will get the full lump sum, the rest will be pro-rated. Year one will start with a top of pay at 3% and a one-step progression. The second year will be a 3% top of grade with step increases. Third year will have step increases, but we are waiting to see if the Homestead exemption is passed. If this is passed, we may not have the revenue to have a 3% top of grade adjustment. We will have negotiations in the second year, going into the third year. Transportation employees will get a \$25 increase to their uniform allowance, and the maintenance technicians will receive a \$25 increase to the

shoe allowance. Motion to approve was made by Billy Hattaway, seconded by Jim Harrison. Motion passed unanimously.

- F. 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

Chair Janer recognized Brian Anderson. Mr. Anderson stated that this is a 3% top of grade increase. This will be retroactive to October 1. Motion to approve was made by Mr. Harrison, seconded by Edward Bass. Motion passed unanimously.

7. Committee Information Items

- A. Information on 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 employer contributions with respect to eligible plan participants

Mr. Johnson explained that this item was explained previously. There were no other questions.

- B. Update on the Mobility Services Division

Chair Janer recognized Bill Hearndon, LYNX Deputy Director of Mobility Services, who made a presentation. Mr. Hearndon stated that we launched the NeighborLink app. Over 50% of reservations are coming in through the app, which cuts down on the call hold times. The LYNX customer service call center and ACCESS LYNX/NeighborLink call centers were combined and all employees will be cross-trained by spring. We ordered twenty-five new 23 foot buses and we ordered 25 mini-vans. This should speed up pick-up and delivery times. Those vehicles will be delivered in February. ACCESS LYNX had a significant drop in ridership in 2014-2015. Since that drop, we had a 6.4% increase in 2015-2016, and we had a 5.9% increase in the last year. Mr. Johnson stated that we have had a significant increase in ridership in just the last month. We had four hundred more trips last Friday than we would normally have on that day. We think this is due to the people arriving from Puerto Rico. Call hold times are not meeting the goal of two minutes or less, but we are striving to hit this goal. On-time performance is not hitting the set goal, but we are working on this. Our uncollected fares is just under \$1,300 for the month. The final item is an individual that is trying to get a class action lawsuit together. This could be a potential financial risk to the agency, and we are trying to address these issues. This individual is upset about pick-up and drop-off times. We are working on resolving these issues. Mr. Bass expressed his gratitude on keeping uncollected fares to a minimum.

Chair Janer opened the conversation up to other comments. Mr. Harrison stated that he was grateful for the role of LYNX at the relief center at the airport. He heard a lot of good things about what LYNX is doing. He stated that he was also grateful for the approval of the union agreements.

8. Other Business

The meeting adjourned at 11:40 a.m.

Certification of Minutes:

I certify that the foregoing minutes of the December 8, 2017 Oversight Committee meeting are true and correct, approved by the Oversight Committee.

X

Assistant

Oversight Committee Agenda Item #6.A.

To: LYNX Oversight Committee

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

Phone: 407.841.2279 ext: 6036

Item Name: 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.

Oversight Committee Agenda Item #6.B.

To: LYNX Oversight Committee

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

Phone: 407.841.2279 ext: 6017

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

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 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.

Oversight Committee Agenda Item #6.C.

To: LYNX Oversight Committee

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

Date: 2/1/2018

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.

Oversight Committee Agenda Item #6.D.

To: LYNX Oversight Committee
From: Tiffany Homler
CHIEF ADMINISTRATIVE OFFICER
Jeffrey Reine
(Technical Contact)
Tomika Monterville
(Technical Contact)
LEONARD ANTMANN
(Technical Contact)

Phone: 407.841.2279 ext: 6064

Item Name: 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.

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

Oversight Committee Agenda Item #6.E.

To: LYNX Oversight Committee

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

Phone: 407.841.2279 ext: 6019

Item Name: 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

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:

FY18 Capital Budget Shelter Installation Summary	
Description	FY2018 Adopted Capital Budget
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
Total	2,298,993

Oversight Committee Agenda Item #6.F.

To: LYNX Oversight Committee

From: Tomika Monterville
DIRECTOR OF PLAN & DEVELOP
Louemma Cromity
(Technical Contact)
Jeffrey Reine
(Technical Contact)
LEONARD ANTMANN
(Technical Contact)

Phone: 407.841.2279 ext: 6019

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

Date: 2/1/2018

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:

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

Oversight Committee Action Item #7.A.

To: LYNX Oversight Committee

From: Albert Francis
CHIEF FINANCIAL OFFICER
Desna Hunte
(Technical Contact)

Phone: 407.841.2279 ext: 6058

Item Name: Authorization to Declare March as Procurement Month

Date: 2/1/2018

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 1stth day of February, in the year two thousand eighteen.

Viviana Janer, Chairperson

Edward Johnson, Chief Executive Officer

Oversight Committee Information Item #8.A.

To: LYNX Oversight Committee

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

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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ARRIVE

Agenda

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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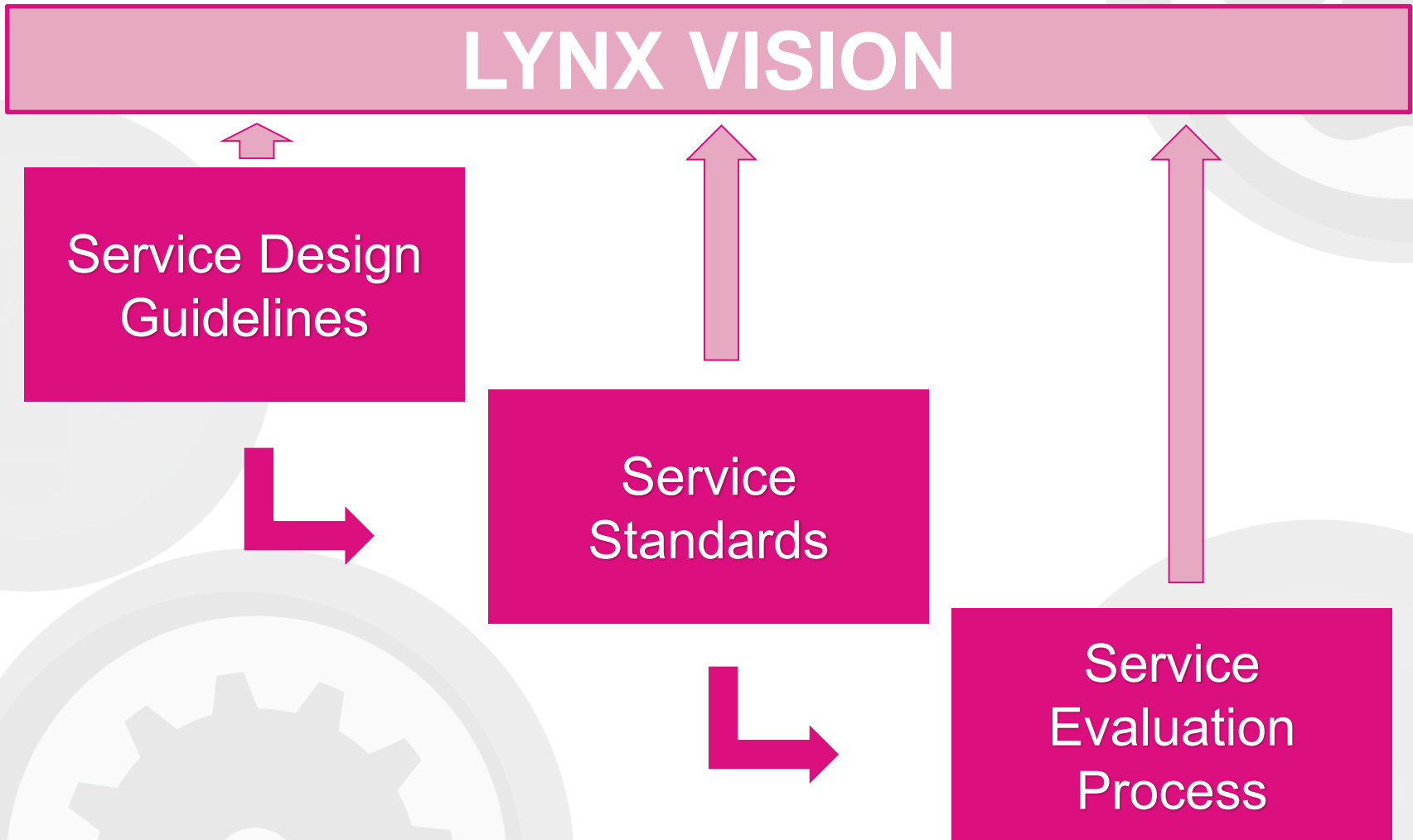


CONNECT



ARRIVE

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



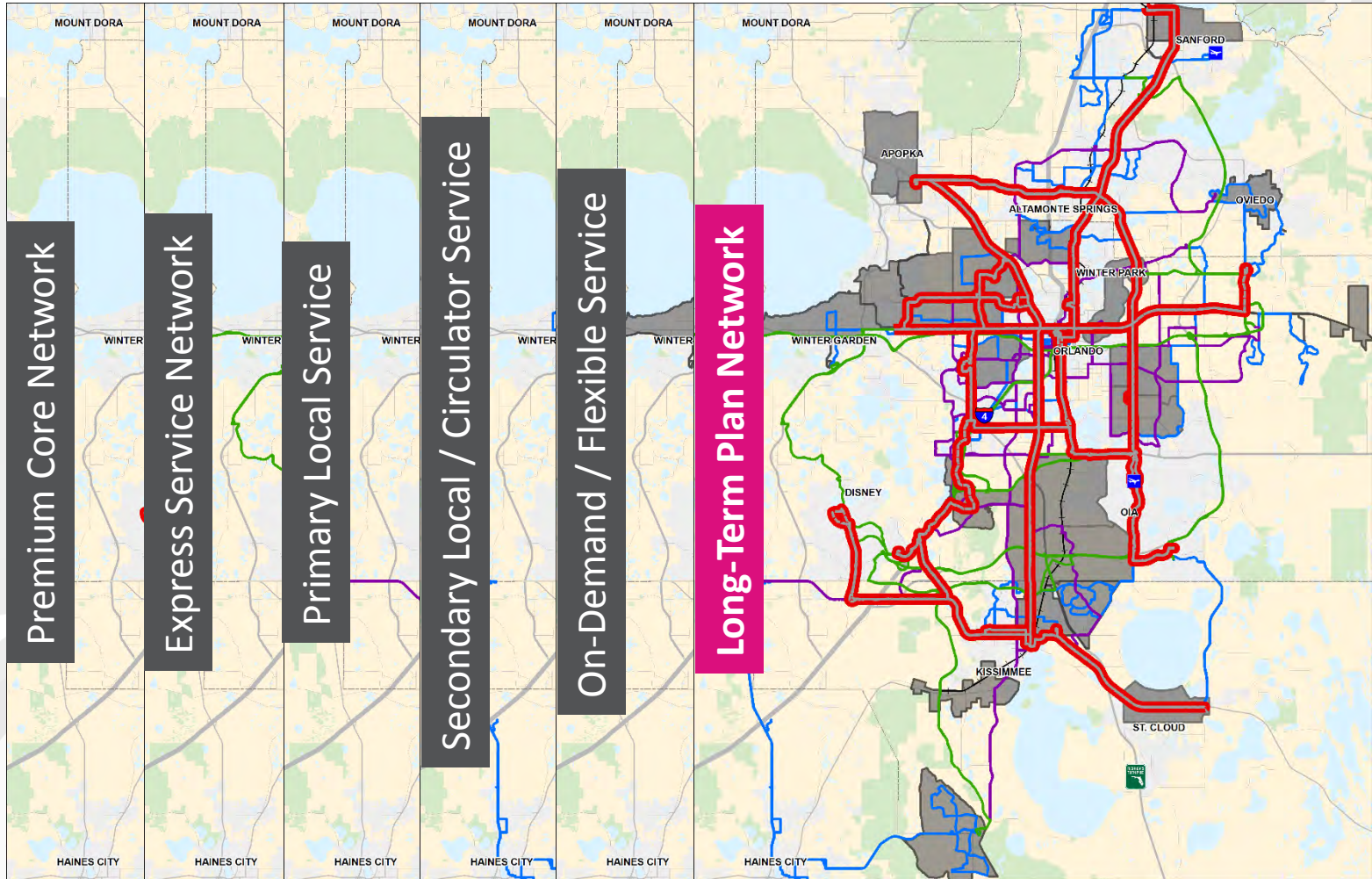
- Express Service
- Premium Core Network
- Primary Local Service
- Secondary Local / Circulator Service
- On-Demand / Flexible Service

Mobility



Accessibility

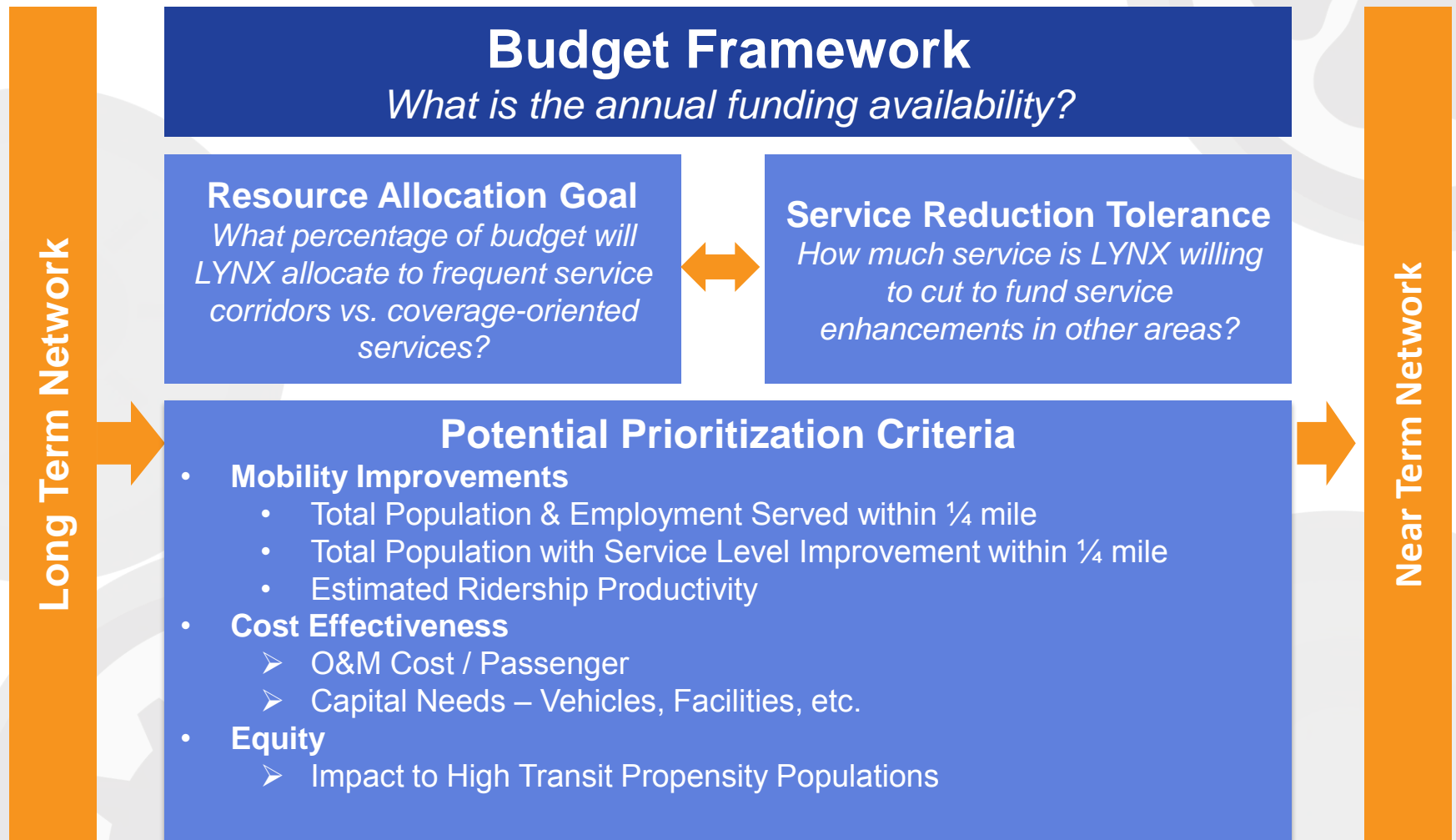
Overview ROS Long-Term Plan



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

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

35 of 51

Next Steps

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

Next Steps

LYNX Forward Bus Wrap



Left Side of Bus



Ride Side of Bus

Questions

LYNXFORWARD.COM

Oversight Committee Information Item #8.B.

To: LYNX Oversight Committee

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

Phone: 407.841.2279 ext: 6036

Item Name: Update on Mobility Services

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

February 1, 2018

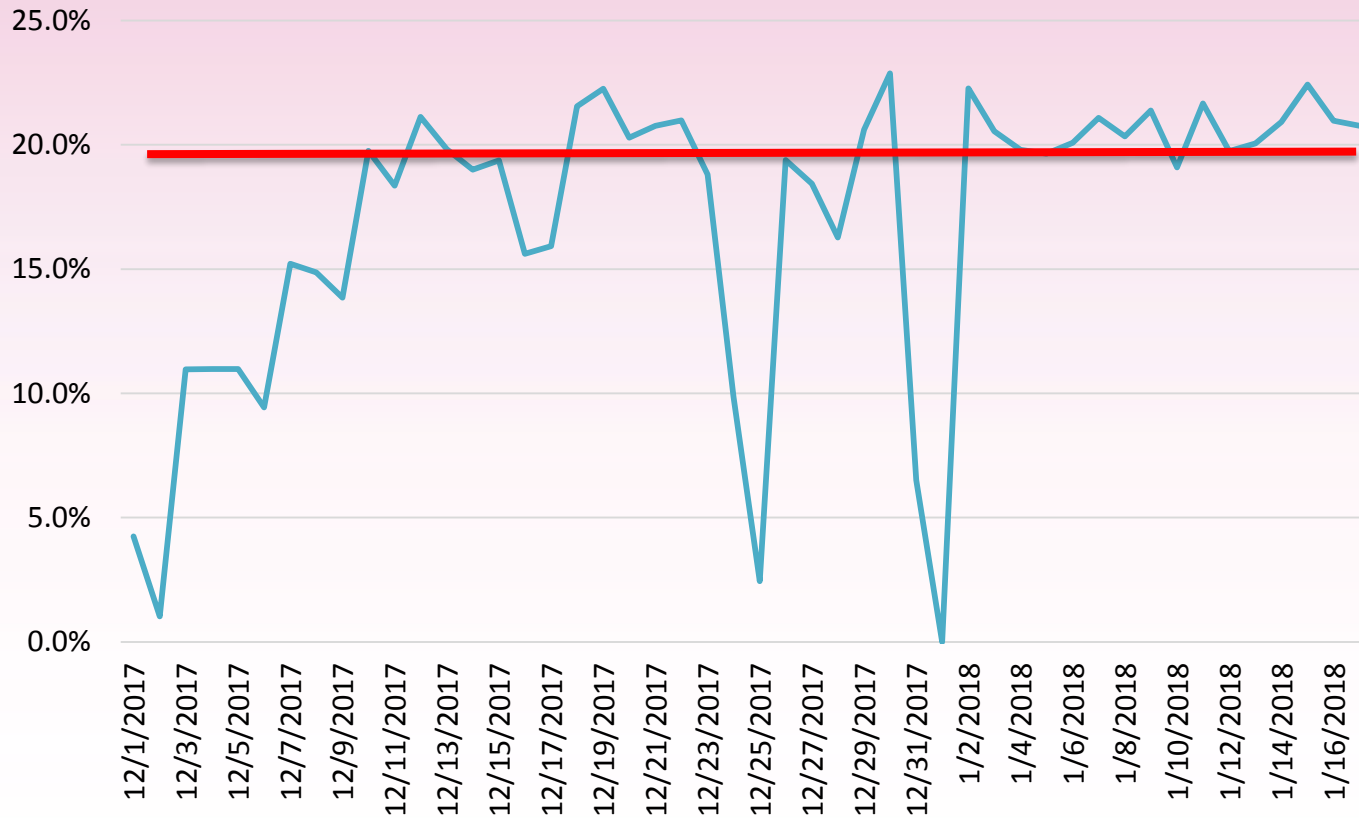
Uncollected Fares



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



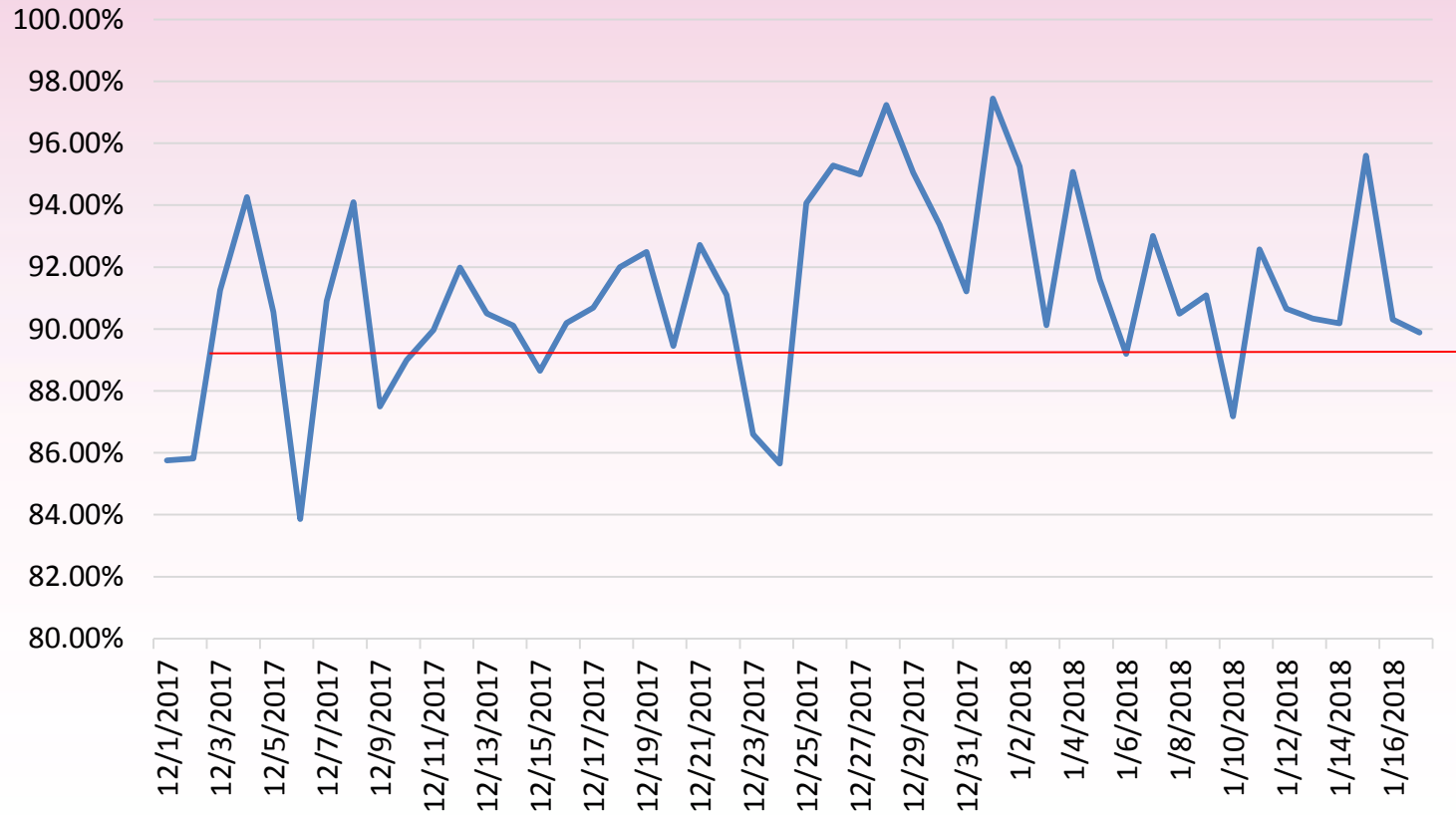
December 2017:

- 🐾 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



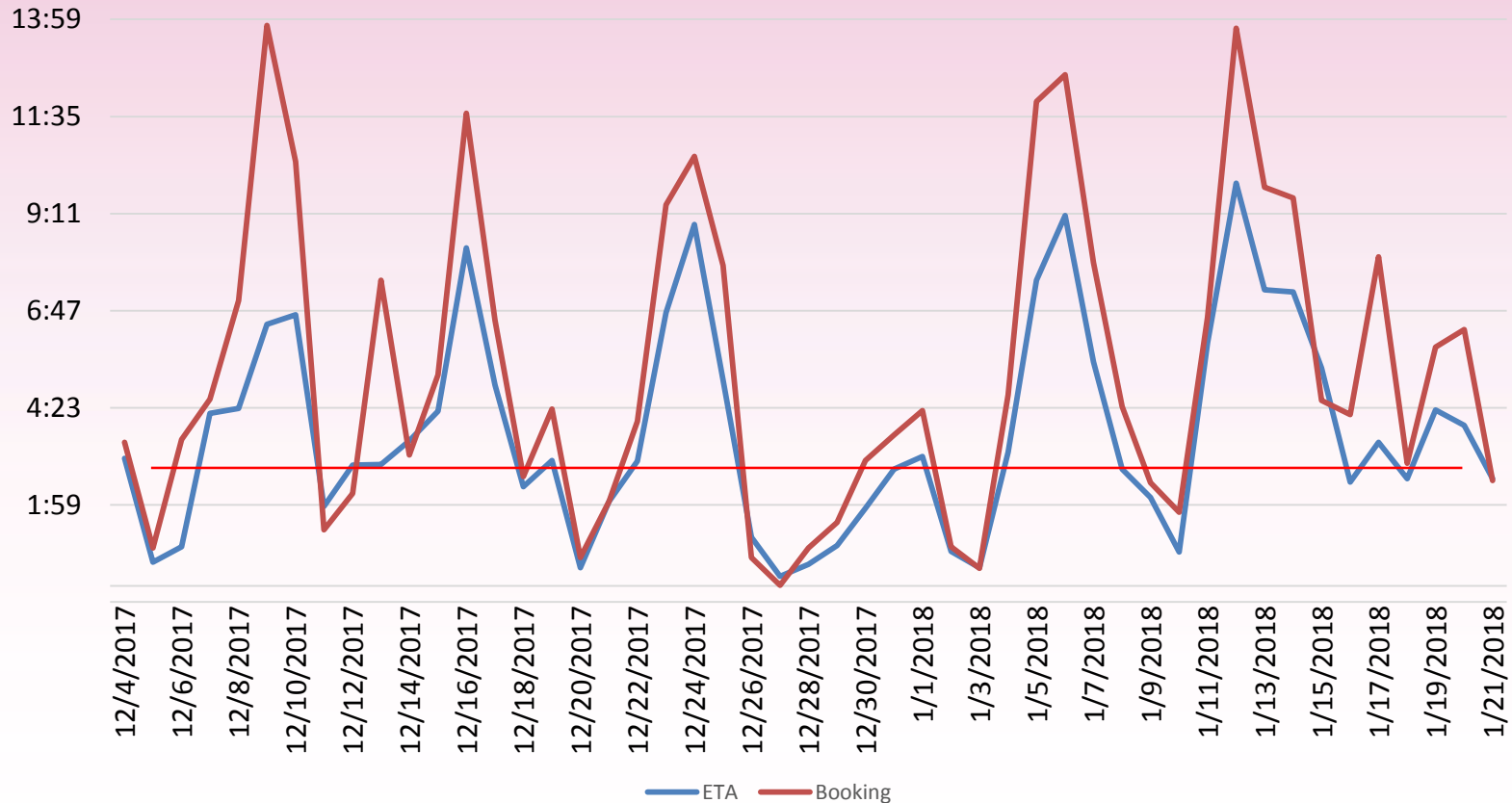
System On Time Performance



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

Oversight Committee Discussion Item #9.A.

To: LYNX Oversight Committee

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

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.