

LYNX Board Agenda

Meeting Date: 2/25/2021
Meeting Time: 2:30 PM

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

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

1. Call to Order

2. Approval of Minutes

-  Board of Directors Meeting Minutes 1.28.21 Pg 4

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. Oversight Committee Report

6. Consent Agenda



A. Request for Proposal (RFP)






- i.  Authorization to Release a Request for Proposal (RFP) for Lawn Maintenance & Trash Removal Services at LYNX Bus Stops/Shelters Pg 9
- ii.  Authorization to Release a Request for Proposal (RFP) for Pressure Washing & Maintenance Services at LYNX Bus Stops/Shelters Pg 11
- iii.  Authorization to Release a Request for Proposal (RFP) for Rotary MOD-30 Lift Cylinder Upgrade of Bus Lifts Pg 13
- iv.  Authorization to Release a Request for Proposal (RFP) for Southern Operations and Maintenance Facility Site Selection and Suitability Pg 15

B. Extension of Contracts




- i.  Authorization to Exercise the Second Option Year of Contract #18-C74 with Genuine Parts Company Pg 17
- ii.  Authorization to Exercise the Second Option Year of Contract #18-C85 with Vehicle Maintenance Program, Inc. (VMP) Pg 19
- iii.  Authorization to Exercise the Second Option Year of Contract #18-C86 with GILLIG, LLC Pg 21

C. Miscellaneous

- i.  Authorization to Submit Grant Applications to the Federal Transit Administration for the Fiscal Year 2021 Apportionments and to Sub-allocate FY2021 Orlando Urbanized Area 5307 Funding to Lake County Transit Services and the Florida Department of Transportation Pg 23
- ii.  Authorization to Auction Surplus Capital Items Pg 27

iii.	 Authorization to Dispose of Items Accumulated Through the Lost and Found Process	Pg 30
iv.	 Authorization to Amend Contract #19-C48 with GC&E Systems Group, LLC by Increasing the Not to Exceed Amount From \$550,000 to \$850,000	Pg 32
v.	 Authorization to Amend Task Order #19-01 in the Amount of \$110,568 to Kimley-Horn and Associates, Inc. for the LOC Expansion Project	Pg 34
vi.	 Authorization to Execute Change Order #3 in the Amount of \$17,096 to McCree General Contractors & Architects, Inc.	Pg 37
vii.	 Board Confirmation of Dana Baker Appointment to Serve as LYNX's Chief Operating Officer (COO)	Pg 41

7. Information Items

A.	 Notification of Settlement Agreements Pursuant to Administrative Rule 6	Pg 42
B.	 Notification of Sole Source Procurements Pursuant to Administrative Rule 4	Pg 43
	-Attachments 	

8. Other Business

9. Monthly Reports

A.	 Communications Report	Pg 46
B.	 Mobility Service Reports	Pg 55
	-Attachments 	
C.	 Monthly Financial Report - November 2020	Pg 70
	-Attachments 	
D.	 Planning and Development Report	Pg 72
E.	 Ridership Report - December 2020	Pg 74
	-Attachments 	
F.	 Ridership Report - November 2020	Pg 80
	-Attachments 	

10. Adjourned

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
 Virtual and Board Room, 2nd Floor
 Orlando, FL 32801

DATE: **January 28, 2021**

TIME: **1:00 p.m.**

Members in Attendance:

Buddy Dyer, Mayor, City of Orlando, Chair

Jerry Demings, Mayor, Orange County, Vice-Chair

Jared Perdue, Secretary, Florida Department of Transportation – District 5, Secretary

Lee Constantine, Commissioner, Seminole County BoCC

Viviana Janer, Commissioner, Osceola County BoCC

Chair Dyer called the meeting to order at 1:00 p.m.

Chair Dyer asked Secretary Perdue to lead the Pledge of Allegiance.

2. Approval of Minutes

Commissioner Janer moved to approve the Board of Directors meeting minutes of December 10, 2020. Commissioner Constantine seconded. The minutes were unanimously approved as presented.

3. Public Comments

Matt Freidman, Director of Marketing Communications, read a comment that was submitted via email by Margo Wright, 525 Conway Road, Orlando, FL 32807. Ms. Wright expressed her gratitude for the bus shelter on Lake Underhill across from the Beta House. She stated that it had been three years since there was a shelter at that stop, and that it was worth the wait. She is happy to have bus operator Marcus back on the morning shift, but misses Cliff, the afternoon operator. Margo misses the Board meetings, and has been a faithful rider since July 1981. She is thankful for the constant improvements.

4. Chief Executive Officer's Report

Jim Harrison, Chief Executive Officer, stated that ridership continues to hover around fifty percent for the fixed route and around sixty-five percent for our Paratransit operations.

Enhanced cleaning and disinfecting processes are continuing. Employee suggestions, such as sanitizer units by the elevators, are being implemented. To date, LYNX has handed-out 48,225 surgical masks at LYNX Central Station and 4,575, at the Kissimmee Inter-modal facility. These are eligible expenses under the CARES Act.

The Coronavirus Response and Relief Supplemental Appropriations Act was signed into law on December 27, 2020. This resulted in additional funding for transit agencies. The apportioned amount to the Orlando and Kissimmee MSA's was just over eleven million dollars. As with the CARES Act, there is a split of this amount with FDOT for SunRail and Lake County. The net to LYNX is about eight million. There is a Consent Agenda item for this application submittal, so that LYNX can begin the process of drawing down these funds.

Two items of interest on the agenda were mentioned: Construction of the Pine Hills Transfer Center and the extension of emergency paid sick leave through March 31, 2021 for COVID quarantine.

There is new signage and a refresh of COVID messaging to keep refreshing the message of washing hands and wearing a mask.

5. Oversight Committee Report

Commissioner Janer, Chair of the Oversight Committee provided her report on the Oversight Committee meeting that met earlier that morning. She stated that the committee approved the minutes from the December 10, 2020, Oversight Meeting.

The Oversight Committee recommends approval of all Consent Agenda items.

6. Consent Agenda:

Chair Dyer asked if there were any changes to the Consent Agenda before there is a motion to approve consent agenda items 6.A.i. through 6.B.v. Mr. Harrison stated that Secretary Perdue would like to abstain from item 6.B.iii.

A. Request for Proposal (RFP)

- i. Authorization to Release a Request for Proposal (RFP) to Procure Insurance Brokerage Services for Risk Management
- ii. Authorization to Release a Request for Proposal (RFP) for Federal Lobbying Services
- iii. Authorization to Release a Request for Proposal (RFP) for Waste Disposal Services

- iv. Authorization to Release a Request for Proposal (RFP) for the Construction of the Pine Hills Transfer Center
- B. Miscellaneous
 - i. Authorization to Submit a Grant Application to the Federal Transit Administration for Funding Under the Coronavirus Response and Relief Supplemental Appropriations Act of 2021, (CRRSAA) in the Amount of \$8,078,863 and to Sub-Allocate to Lake County Transit Services and the Florida Department of Transportation
 - ii. Authorization to Purchase Five (5) Paratransit Replacement Vehicles and Safety Surveillance Camera Systems
 - iii. Authorization to Sign a Lease Agreement with the Florida Department of Transportation (FDOT) for the Use of FDOT's Vacant Property at the Intersection of Amelia Street and Garland Avenue
 - iv. Authorization to Extend the Employment Benefits Provided for Under the Families First Coronavirus Response Act (FFCRA) Related to Emergency Paid Sick Leave (EPSL)
 - v. Authorization to Execute Resolution #21-001 for Approval of Amendment Number 1 to the LYNX Money Purchase Plan

Commissioner Constantine made a motion to approve Consent Agenda items 6.A.i through 6.B.v. excluding item 6.B.iii. Seconded by Commissioner Janer. Motion passed unanimously.

Commissioner Constantine made a motion to approve Consent Agenda item 6.B.iii. Seconded by Commissioner Janer. Motion passed with Secretary Perdue abstaining. Commissioner Constantine also expressed his desire to have an electric car charging station installed in the LYNX parking lot.

7. Action Agenda

A. Matters Pertaining to the LYNX Chief Executive Officer Employment Agreement

Pat Christiansen, LYNX General Counsel, has reached a mutual agreement with Mr. Harrison for a term of three years with renewals on an annual basis after September 30, 2024. This contract can be terminated at any time with a ninety day notice. Salary of \$215,000 with annual reviews and increases at the end of each fiscal year, starting with October 1, 2021. He will be entitled to the LYNX retirement benefits, six percent mandatory LYNX contribution with a one and a half percent match. In addition, LYNX will increase that contribution by ten percent of salary, which is \$21,500. There will also be an equalization payment of approximately \$5,000 annually to equalize benefits from leaving Orange County. There will be a car allowance of \$500 per month.

If approved, an employment agreement will be completed, consistent with prior LYNX CEO's. A motion is needed to approve the terms and authorizes the Chairman to negotiate and execute an agreement with Mr. Harrison.

Motion to approve the terms and authorize the Chairman to negotiate and execute an agreement with Mr. Harrison was made by Mayor Demings, seconded by Commissioner Constantine. Motion passed unanimously.

B. Election of LYNX Board of Directors Officers

Chair Dyer recognized Pat Christiansen, LYNX General Counsel. Mr. Christiansen stated that historical knowledge may be lost by changing officers every year. He acknowledged the current officers, and asked for a motion to nominate individuals or the entire slate of Board officers.

Motion to keep the current slate of officers was made by Commissioner Janer. Second by Commissioner Constantine. Motion passed unanimously.

8. Information Items:

There were three items for review purposes only, no action was requested.

- A. Notification of Settlement Agreements Pursuant to Administrative Rule 6 – December 2020
- B. Notification of Settlement Agreements Pursuant to Administrative Rule 6 – November 2020
- C. Notification of Sole Source Procurements Pursuant to Administrative Rule 4

9. Monthly Reports: (For review purposes only)

There were five reports in the packets for review purposes only. No action was required.

- A. Communications Report
- B. Mobility Service Report
- C. Monthly Financial Report – October 2020
- D. Planning and Development Report
- E. Ridership Report

10. Other Business

11. Adjourned:

The meeting adjourned at 1:18 p.m.

Certification of Minutes:

I certify that the foregoing minutes of the January 28, 2021 LYNX Board of Director's meeting are true and correct, approved by the Board of Directors.

X

Assistant

LYNX Board Agenda

Consent Agenda Item #6.A. i

To: LYNX Board of Directors

From: Elvis Dovalles
Director Of Maintenance
Elvis Dovalles
(Technical Contact)

Phone: 407.841.2279 ext: 6239

Item Name: Authorization to Release a Request for Proposal (RFP) for Lawn Maintenance & Trash Removal Services at LYNX Bus Stops/Shelters

Date: 2/25/2021

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 Lawn Maintenance & Trash Removal Services at LYNX bus stops/shelters.

BACKGROUND:

The award of Contract #16-C10 to American Janitorial, Inc., for Lawn Maintenance & Trash Removal Services at LYNX Bus Stops/Shelters became effective on April 14, 2016. The contract was awarded for a three (3) year term with two (2) one (1) year options years. The Contract will expire on April 30, 2021.

LYNX operates a public transportation system that serves approximately 2,500 square miles located within the boundaries of Orange, Osceola, Seminole, Southeastern Lake, and Northern Polk Counties. Bus stops are the primary point of customer access to LYNX fixed route bus service. Shelters provide an enhanced experience for customers by providing shelter from the elements. These stops and shelters are highly visible to the community and provide a clean, safe area for customers to wait, to board, and to alight LYNX buses.

LYNX has separate contracts for bus stops and shelters including lawn maintenance, trash removal, shelter cleaning, and shelter maintenance. This contract is for trash pickup at approximately 1,525 different bus stops and includes trash receptacles that will be serviced twice a week as well as lawn maintenance which includes grass cutting of trash pick-up around approximately 2,446 locations in the area.

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DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

It is the policy of LYNX to ensure that certified DBE's and small business firms have equal opportunity to participate in DOT assisted solicitations and contracts. The DBE goal for this project will be assessed upon the finalization of the scope of work. The contractor will be required to provide documentation and report the certified DBE's and small business firms participating on the project.

FISCAL IMPACT:

The Approved FY2021 Operating Budget includes \$598,000 for lawn and trash services at the bus stop shelters.

LYNX Board Agenda

Consent Agenda Item #6.A. ii

To: LYNX Board of Directors

From: Elvis Dovaes
Director Of Maintenance
Elvis Dovaes
(Technical Contact)

Phone: 407.841.2279 ext: 6239

Item Name: Authorization to Release a Request for Proposal (RFP) for Pressure Washing & Maintenance Services at LYNX Bus Stops/Shelters

Date: 2/25/2021

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 Pressure Washing & Maintenance Services at LYNX bus stops/shelters.

BACKGROUND:

The award of Contract #16-C11 to Fleetwash, Inc., for Pressure Washing & Maintenance Services at LYNX Bus Stops/Shelters became effective on April 14, 2016. The contract was awarded for a one (1) year term with four (4) one (1) year options. The Contract is will expire on April 30, 2021.

LYNX operates a public transportation system that serves approximately 2,500 square miles located within the boundaries of Orange, Osceola, Seminole, Southeastern Lake, and Northern Polk Counties. Bus stops are the primary point of customer access to LYNX fixed route bus service. Shelters provide an enhanced experience for customers by providing shelter from the elements. These stops and shelters are highly visible to the community and provide a clean, safe area for customers to wait, to board, and to alight LYNX buses.

LYNX has separate contracts for bus stops and shelters including lawn maintenance, trash removal, shelter cleaning, and shelter maintenance. LYNX has approximately 1,096 bus shelters located throughout the service area with the anticipation of growing the Shelters Program by 20 – 40 additional shelters per year. In addition, there are approximately 1,231 hard surface bus stops throughout Orange, Osceola, Seminole, Southeastern Lake, and Northern Polk Counties to

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be serviced. This contract is for the pressure cleaning of shelters. The cleaning is required once per month and includes the following services:

- Pressure cleaning of concrete pads
- Pressure cleaning of the exterior and interior of the shelter
- Removal of graffiti and stains
- Cleaning/picking up trash in a 15-foot radius
- Cleaning of the solar panel, bus stop pole and blades

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

It is the policy of LYNX to ensure that certified DBE's and small business firms have equal opportunity to participate in DOT assisted solicitations and contracts. The DBE goal for this project will be assessed upon the finalization of the scope of work. The contractor will be required to provide documentation and report the certified DBE's and small business firms participating on the project. Additionally, no offeror will be discriminated against on the basis of age, sex, race, color, religion, national origin, ethnicity or disability.

FISCAL IMPACT:

The Approved FY2021 Operating Budget includes \$137,000 for pressure washing and maintenance services.

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Consent Agenda Item #6.A. iii

To: LYNX Board of Directors

From: Elvis Dovalles
Director Of Maintenance
Elvis Dovalles
(Technical Contact)

Phone: 407.841.2279 ext: 6239

Item Name: Authorization to Release a Request for Proposal (RFP) for Rotary MOD-30 Lift Cylinder Upgrade of Bus Lifts

Date: 2/25/2021

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 Rotary MOD-30 Bus Lift Cylinder Upgrade of Bus Lifts.

BACKGROUND:

The LYNX Vehicle Maintenance Facility (LOC) was constructed in 2007, at that time 12 Rotary MOD-30 two post in-ground hydraulic bus lifts were installed for the purpose of maintaining the bus fleet. The LOC Maintenance facility is the only facility LYNX operates that is capable of supporting repair operations for heavy duty transit buses. The lifts in the facility are now over 12 years old and have become unreliable and failure prone. The most frequent failures are with the hydraulic lift cylinders (posts), the original cylinders and repair parts such as seals are no longer available from the OEM (Original Equipment Manufacturer) or aftermarket suppliers.

The purpose of this project is to replace all the cylinders with new upgraded cylinders from the OEM or an authorized supplier of OEM parts. The new cylinders will have the protection of a warranty and readily available replacement parts.

Performing the upgrade of the lift cylinders (posts) will increase the reliability of the lifts and decrease lift downtime related to cylinder failures. This will result in decreased operating costs related to facility repairs, increased shop productivity and reduced revenue fleet vehicle downtime.

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This LYNX Capital Improvement Project is funded through FTA grants, the anticipated cost of the bus lift upgrade is \$250,000.

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

It is the policy of LYNX to ensure that certified DBE's and small business firms have equal opportunity to participate in DOT assisted solicitations and contracts. The DBE goal for this project will be assessed upon the finalization of the scope of work. The contractor will be required to provide documentation and report the certified DBE's and small business firms participating on the project.

FISCAL IMPACT:

The FY2021 Approved Capital Budget includes \$684,000 for the replacement of the post in-ground lifts. This project will be funded 100% with Federal FTA 5307 grant funds.

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Consent Agenda Item #6.A. iv

To: LYNX Board of Directors

From: **Tiffany Homler Hawkins**
Chief Administrative Officer
Myles Okeefe
(Technical Contact)
Alena Dvornikova
(Technical Contact)
Jeffrey Reine
(Technical Contact)

Phone: 407.841.2279 ext: 6064

Item Name: Authorization to Release a Request for Proposal (RFP) for Southern Operations and Maintenance Facility Site Selection and Suitability

Date: 2/25/2021

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 Southern Operations and Maintenance Facility site selection and suitability study and recommendation(s).

BACKGROUND:

As a result of LYNX's Route Optimization Study (ROS) and subsequent Future Transit Service planning activities with Orange, Osceola and Seminole Counties, numerous enhancements and expansions of services are identified to serve Central Floridians. To meet this increased operating capacity, LYNX must expand the size of its operating fleet and in order to do so, while maintaining a state of good repair of the fleet, LYNX requires an additional operations and maintenance facility.

Currently, LYNX operates about 271 of its 317 vehicle fleet from the LYNX Operations Center (LOC) and Maintenance facility located in Central Orlando. The LOC was built in 2007 to support 250 vehicles. The current ACCESS LYNX Paratransit, NeighborLink and Vanpool vehicles are staged in a leased facility; the L.B. McLeod facility. A facility expansion targeted to accommodate these ACCESS LYNX, NeighborLink and Vanpool vehicles at LOC is currently under construction.

The remainder of the fleet operates from a smaller facility in Osceola County; the Osceola Satellite Facility (OSF). LYNX has leased space at this facility from the City of Kissimmee since

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2010. By locating some bus operations at this site, LYNX has reduced operating expenses associated with deadheading buses from LOC. Staff are able to perform some minor vehicle maintenance and limited diesel refueling. However, LYNX is unable to operate any of its Compressed Natural Gas (CNG) buses from this location, due to the inability to refuel them. There is limited vehicle capacity at OSF, as such, LYNX is unable to store 60' articulated buses on the property; impacting operational efficiencies that could otherwise be realized.

The delivery of new 60' and 40' buses, ACCESS LYNX and Vanpool vehicles in the next year require an immediate plan for the secure storage of the vehicles and the identification of potential sites for a southern operations and maintenance facility is a step in the direction of easing that capacity constraint as well.

LYNX's Transit Development Plan (TDP) documents the need for an additional operations and maintenance facility to address current needs and fleet changes over time, and MetroPlan Orlando's 2045 Metropolitan Transportation Plan (MTP) includes a new operations and maintenance facility as the top transit priority.

In June, 2020, LYNX completed a Southern Operations facility requirements report that identified the necessary blueprint to accommodate not only existing needs, but also planned transit network expansion, as contained in the TDP.

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

It is the policy of LYNX to ensure that certified DBE's and small business firms have equal opportunity to participate in DOT assisted solicitations and contracts. The DBE goal for this project will be assessed upon the finalization of the scope of work. The contractor will be required to provide documentation and report the certified DBE's and small business firms participating on the project.

FISCAL IMPACT:

The Approved FY2021 Capital Budget includes \$260,000 for a site suitability evaluation to be funded 100% with Federal grants.

LYNX Board Agenda

Consent Agenda Item #6.B. i

To: LYNX Board of Directors

From: Elvis Dovaes
Director Of Maintenance
Kenneth Nath
(Technical Contact)

Phone: 407.841.2279 ext: 6239

Item Name: Authorization to Exercise the Second Option Year of Contract #18-C74 with Genuine Parts Company

Date: 2/25/2021

ACTION REQUESTED:

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to exercise of the second year option of Contract #18-C74 with Genuine Parts Company, for the provision of batteries used in the maintenance of transit buses and support vehicles.

BACKGROUND:

At the March 22, 2018, Board of Directors' meeting, staff received authorization under Consent Agenda Item #5.C.i to award the contract for the procurement of batteries to Genuine Parts Company. The not to exceed value of the entire contract term with Genuine Parts Company is \$220,000. The initial term of Contract #18-C74 was for two (2) years with Two (2) one year options. The current one (1) year contract option will expire March 22, 2021.

LYNX has a fleet of 301 transit vehicles and various support vehicles. Our in-house technicians routinely inspect and replace the batteries as needed. LYNX purchases approximately 600 transit bus and support vehicle batteries per year.

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

A DBE commitment of intent to perform or certified DBE of record was provided at the time of proposal submission.

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FISCAL IMPACT:

The Approved FY2021 Operating Budget includes \$4,609,000 for repairs and maintenance – revenue vehicles for bus parts including the replacement of vehicle batteries.

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Consent Agenda Item #6.B. ii

To: LYNX Board of Directors

From: Elvis Dovaes
Director Of Maintenance
Kenneth Nath
(Technical Contact)

Phone: 407.841.2279 ext: 6239

Item Name: Authorization to Exercise the Second Option Year of Contract #18-C85 with Vehicle Maintenance Program, Inc. (VMP)

Date: 2/25/2021

ACTION REQUESTED:

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to exercise the second option year of Contract #18-C85 with Vehicle Maintenance Program, Inc. (VMP) for the provision of filters used in the maintenance of transit buses and support vehicles.

BACKGROUND:

At the March 22, 2018 Board of Directors' meeting, staff received authorization under Consent Agenda Item #5.C.iii to award the Contract for the procurement of filters to VMP. The not-to-exceed value of the entire contract term with VMP is \$634,019. The initial term of Contract #18-C85 was for two (2) years with two (2) one (1) year options. The current one (1) year contract option will expire March 22, 2021.

The filters provided by VMP are used for the purposes of performing scheduled and unscheduled maintenance on LYNX revenue and non-revenue vehicles. Some of the filters include oil, air, transmission, fuel and hydraulic filters. LYNX stocks approximately eighty-two (82) different sizes and types of filters to include approximately twenty-seven (27) types of air cleaners and air filters, four (4) types of coolant filters, fifteen (15) types of primary and secondary fuel filters, seventeen (17) types of oil and hydraulic filters, sixteen (16) types of element filters, and three (3) types of filter kits.

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

No DBE participation goal is applicable for this activity.

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FISCAL IMPACT:

The Approved FY2021 Operating Budget includes \$4,609,000 for repairs and maintenance of revenue vehicles which includes replacement bus filters.

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Consent Agenda Item #6.B. iii

To: LYNX Board of Directors

From: Elvis Dovaes
Director Of Maintenance
Kenneth Nath
(Technical Contact)

Phone: 407.841.2279 ext: 6239

Item Name: Authorization to Exercise the Second Option Year of Contract #18-C86 with GILLIG, LLC

Date: 2/25/2021

ACTION REQUESTED:

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to exercise the second option year of Contract #18-C86 with GILLIG, LLC, for the provision of filters used in the maintenance of transit buses and support vehicles.

BACKGROUND:

At the March 22, 2018, Board of Directors' meeting, staff received authorization under Consent Agenda Item #5.C.iii to award the contract for the procurement of filters to GILLIG, LLC. The not to exceed value of the entire contract term with GILLIG is \$199,498. The initial term of Contract #18-C86 was for two (2) years with Two (2) renewal options of one (1) year. The current one (1) year contract option will expire March 22, 2021.

The filters provided by GILLIG, LLC, are used for the purposes of performing scheduled and unscheduled maintenance on LYNX revenue and non-revenue vehicles. Some of the filters include, but are not limited to, oil, air, transmission, fuel, hydraulic, etc. LYNX stocks approximately eighty-two (82) different sizes and types of filters to include approximately 27 types of air cleaners and air filters, 4 types of coolant filters, 15 types of primary and secondary fuel filters, 17 types of oil and hydraulic filters, 16 types of element filters, and 3 types of filters kits.

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

No DBE participation goal is applicable for this activity.

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FISCAL IMPACT:

The Approved FY2021 Operating Budget includes \$4,609,000 for repairs and maintenance – revenue vehicles which includes replacement of bus filters.

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Consent Agenda Item #6.C. i

To: LYNX Board of Directors

From: Tiffany Homler Hawkins
Chief Administrative Officer
Prahallad Vijayvargiya
(Technical Contact)

Phone: 407.841.2279 ext: 6064

Item Name: Authorization to Submit Grant Applications to the Federal Transit Administration for the Fiscal Year 2021 Apportionments and to Sub-allocate FY2021 Orlando Urbanized Area 5307 Funding to Lake County Transit Services and the Florida Department of Transportation

Date: 2/25/2021

ACTION REQUESTED:

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to submit grant applications to the Federal Transit Administration (FTA) for the FY2021 FTA apportionments and to execute Grant Agreements with the FTA.

In addition, staff is requesting the Board of Directors' authorization for the sub-allocation of the Orlando urban area funding to the Lake County Transit Services and the Florida Department of Transportation (FDOT) from the FTA's FY2021 5307 formula apportionment in the amounts of \$445,950 and \$10,425,305, respectively.

BACKGROUND:

On January 19, 2021 the Federal Transit Administration (FTA) released the full FY2021 annual apportionments on various FTA funding programs.

Board authorization is requested to apply for these funding programs.

Urbanized Area Formula Program	\$ 26,943,897
State of Good Repair Fixed-Guideway	195,087
Bus/Bus Facilities Program	3,085,001
Enhanced Mobility for Seniors and Individuals with Disabilities	1,697,539
Surface Transportation Program	<u>7,400,000</u>
Total	\$ 39,321,524

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The sub-allocation to Lake County is in the amount of \$445,950. The sub-allocation for FDOT's SunRail is in the amount of \$ \$10,425,305. These amounts are determined based on the final FY2021 full year FTA apportionments.

This request for Board authorization includes the execution of any Supplemental Agreements as part of respective grant applications by Lake County and FDOT to FTA. This will allow Lake County Transit Services and FDOT to be direct 5307 grant recipients, eligible to receive and dispense FTA's 5307 sub-allocated funds.

Congress establishes the legal authority to commence and continue FTA programs through authorizing legislation covering several years. The federal public transportation law, Fixing America's Surface Transportation Act (FAST Act) and the consolidated appropriation act, 2021 (Pub. L. 116-260, December 27, 2020). Last updated Friday, January 15, 2021.

The following summarizes the funding programs and the FY2021 apportionments:

Urbanized Area Formula Program - Section 5307:

This program provides grants to Urbanized Areas (UZA) for public transportation capital, planning, job access and reverse commute projects, as well as operating expenses in certain circumstances. These funds constitute a core investment in the enhancement and revitalization of public transportation systems in urbanized areas throughout the nation that depend on public transportation to improve mobility and reduce congestion.

Under the FAST Act a special rule allows recipients in urbanized areas with populations of 200,000 or above and those that operate 100 or fewer buses in fixed route service or demand response, excluding ADA complementary paratransit, during peak hours, to receive a grant for operating assistance subject to a maximum amount per system, in accordance with "Section 5307 Operating Assistance Special Rule Operator Caps". FTA identified the transit systems and their maximum operating assistance amounts for FY 2021 based on the percent of the apportionment attributable to an operator, calculated from vehicle revenue hours reported in their FY2019 National Transit Database (NTD) report.

In the FY2021 FTA apportionments released on January 19, 2021, the Orlando 5307 funds of \$33,153,650 included the apportionment attributable to Lake County in the amount of \$445,950. In addition, the Orlando area 5307 apportionment included \$10,425,305 attributable to commuter rail. The net LYNX 5307 funding is in the amount of \$22,282,395 for Orlando and \$4,661,502 for Kissimmee, combined \$26,943,897.

Due to the cycle and timing on the release of Federal apportionments and the grant application process, the annual LYNX's 5307 apportionment is typically budgeted by LYNX over multiple years.

State of Good Repair (SGR) - Section 5337:

SGR replaced the fixed-guideway modernization formula program funds of \$195,087. Projects are limited to replacement and rehabilitation or capital projects required to maintain public transportation systems in a state of good repair. LYNX will be working with the City of Orlando

LYNX Board Agenda

staff to upgrade the Orange LYMMO in a state of good repair and to provide amenities and technology enhancements compatible with the Lime and Grapefruit LYMMO expansions.

Bus/Bus Facilities Program – Section 5339:

Provides capital funding of \$3,085,001 to replace, rehabilitate and purchase buses and related equipment and to construct bus-related facilities.

This program replaced the Section 5309 Bus and Bus Facilities Program, which allocated funds through a competitive project selection process or earmarking. LYNX will program section 5339 funds for revenue vehicles.

Enhanced Mobility for Seniors/Individuals with Disabilities- Section 5310:

This program is intended to enhance mobility for seniors and persons with disabilities by providing funds of \$1,697,539 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. 55% Funds will be used as Traditional capital which will required 20% local match and 45% funds for operating which will required in-kind match.

Eligible activities include:

- 1) Public transportation projects planned, designed, and carried out to meet the special needs of seniors and individuals with disabilities when public transportation is insufficient, inappropriate, or unavailable.
- 2) Public transportation projects that exceed the requirements of the ADA.
- 3) Public transportation projects that improve access to fixed-route service and decrease reliance by individuals with disabilities on complementary paratransit.
- 4) Alternatives to public transportation that assist seniors and individuals with disabilities.

Surface Transportation Program (STP):

The STP provides funding of \$7,400,000 that may be used by States and localities for a wide range of projects to preserve and improve the conditions and performance of surface transportation, including highway, transit, intercity bus, bicycle and pedestrian projects.

The USDOT funding for the Federal Highway Administration includes Surface Transportation Program (STP) funds that are eligible to be transferred to FTA for transit purposes. The regional STP funds are allocated by MetroPlan Orlando for transit enhancements, bicycle and pedestrian improvements and highway projects. STP funds are programmed annually by MetroPlan Orlando in the Transportation Improvement Program (TIP) and are incorporated in the state adopted State Transportation Improvement Program (STIP).

LYNX will program the FY2021 STP funding for revenue vehicles and passenger amenities.

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

No DBE participation goal is applicable for this activity.

LYNX Bard Agenda

FISCAL IMPACT:

LYNX staff will include the award of this program in the appropriate LYNX fiscal year budget upon confirmation of award and securing the local match.

LYNX Board Agenda

Consent Agenda Item #6.C. ii

To: LYNX Board of Directors

From: Leonard Antmann
Director Of Finance
Edward Velez
(Technical Contact)

Phone: 407.841.2279 ext: 6125

Item Name: Authorization to Auction Surplus Capital Items

Date: 2/25/2021

ACTION REQUESTED:

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to retire, transfer, recycle or sell, at public auction, surplus and obsolete capital items as identified in the following detailed list.

BACKGROUND:

It is LYNX's policy to hold a quarterly auction to dispose of Board approved surplus and obsolete items. This year's auction is scheduled for March 2021. The following surplus items require authorization for retirement and disposal at the public auction pursuant to Administrative Rule 4.16.2.A:

Computer Equipment:

Surplus and obsolete computer equipment, including desktop computers and monitors with a total net book value of \$0.

Furniture, Fixtures and Equipment:

Surplus and obsolete furniture, fixtures, equipment, and shop equipment with a total net book value of \$0.

Support Vehicles

Two (2) support vehicles with a total net book value of \$0

Revenue Vehicles

Twenty-Eight (28) Revenue vehicles with a total net book value of \$0

LYNX Board Agenda

Categorical Totals

Category	Acquisition Value	Net Book Value
Computer Equipment	\$10,932	\$0
Furniture and Fixtures	\$9,461	\$0
Other Vehicles	\$57,311	\$0
Revenue Vehicles	\$3,270,276	\$0
GRAND TOTAL	\$3,347,980	\$ 0

Surplus Equipment

System Number	Asset ID	Acquisition Date	Class	Description	Estimated Life	Acquisition Value	Due to FTA
14614	10445	8/14/2012	CE	MAC PRO 2.66 GHZ 6 Core Computer	5	\$5,237	\$0
17093	11260	2/28/2014	CE	Dell 9020 computer	5	\$1,354	\$0
15475	10717	3/20/2013	CE	Dell Computer 9010 Desktop	5	\$1,214	\$0
14619	10457	8/30/2012	CE	Apple 27 inch monitor LED	5	\$949	\$0
14620	10458	8/30/2012	CE	Apple 27 Inch monitor LED	5	\$949	\$0
13461	9400	9/29/2010	CE	Dell 24inch Monitor	5	\$491	\$0
16272	11090	7/30/2013	CE	Samsung Monitor 27 inch	5	\$369	\$0
16273	11091	7/30/2013	CE	Samsung Monitor 27 inch	5	\$369	\$0
				SUBTOTAL COMPUTER EQUIPMENT		\$10,932	\$0
18856	13395	10/28/2015	FE	Dell OptiPlex 9020	5	\$1,734	\$0
16947	11732	11/30/2013	FE	DELL 9020 COMPUTER	5	\$1,610	\$0
16950	11718	11/30/2013	FE	DELL 9020 COMPUTER	5	\$1,610	\$0
18560	12927	4/21/2015	FE	Dell OptiPlex	5	\$1,595	\$0
19213	13603	1/14/2016	FE	Dell OptiPlex 9020	5	\$1,514	\$0
18505	12933	3/17/2015	FE	Dell Computer 9020-Trainng	5	\$1,398	\$0
				SUBTOTAL FURNITURE AND FIXTURES		\$9,461	\$0
12482	517	11/30/2007	OV	Road Ranger Truck	7	\$30,394	\$0
16899	194-114	12/31/2013	OV	2014 Chevy Impala	4	\$26,917	\$0
				SUBTOTAL OTHER VEHICLES		\$57,311	\$0
15309	114-412	12/3/2012	RV	Gillig Low Floor Bus Brt	9	\$401,416	\$0
13604	49-410	12/17/2010	RV	40' LF BRT G27D102N4	7	\$383,514	\$0
11606	613	9/30/2007	RV	40' LF BRT - G27D102N4 Gillig Bus	9	\$374,048	\$0
11095	599	9/30/2006	RV	40' BRT - G29D102N4 Gillig Bus	9	\$289,624	\$0
18269	140036	10/1/2014	RV	Turtle Top Odyssey	4	\$75,328	\$0
18663	150451	9/15/2015	RV	Turtle Top Cutaway Bus	4	\$73,515	\$0
18665	150457	9/15/2015	RV	Turtle Top Cutaway Bus	4	\$73,515	\$0
18666	150459	9/15/2015	RV	Turtle Top Cutaway Bus	4	\$73,515	\$0

LYNX Board Agenda

System Number	Asset ID	Acquisition Date	Class	Description	Estimated Life	Acquisition Value	Due to FTA
18667	150460	9/15/2015	RV	Turtle Top Cutaway Bus	4	\$73,515	\$0
18668	150463	9/15/2015	RV	Turtle Top Cutaway Bus	4	\$73,515	\$0
18708	150445	9/30/2015	RV	Turtle Top Cutaway Bus	4	\$73,515	\$0
18709	150446	9/30/2015	RV	Turtle Top Cutaway Bus	4	\$73,515	\$0
18317	141082	12/31/2014	RV	Turtle Top Odyssey Bus	4	\$73,030	\$0
18321	141088	12/31/2014	RV	Turtled op Odyssey Bus	4	\$73,030	\$0
18323	141089	12/31/2014	RV	Turtle Top Odyssey Bus	4	\$73,030	\$0
18325	141086	12/31/2014	RV	Turtle Top Odyssey Bus	4	\$73,030	\$0
18327	141091	12/31/2014	RV	Turtle Top Odyssey Bus	4	\$73,030	\$0
17803	140026	7/31/2014	RV	Turtle Top Cutaway Bus	5	\$72,328	\$0
17805	140028	7/31/2014	RV	Turtle Top Cutaway Bus	5	\$72,328	\$0
17806	140029	7/31/2014	RV	Turtle Top Cutaway Bus	5	\$72,328	\$0
17870	140032	8/31/2014	RV	Turtle Top Cutaway Bus	5	\$72,328	\$0
17871	140033	8/31/2014	RV	Turtle Top Cutaway Bus	5	\$72,328	\$0
17872	140034	8/31/2014	RV	Turtle Top Cutaway Bus	5	\$72,328	\$0
17873	140035	8/31/2014	RV	Turtle Top Cutaway Bus	5	\$72,328	\$0
17924	140030	8/31/2014	RV	Turtle Top Cutaway Bus	5	\$72,328	\$0
16766	130774	9/26/2013	RV	Turtle Top Cutaway Bus	5	\$72,023	\$0
16768	130776	9/26/2013	RV	Turtle Top Cutaway Bus	5	\$72,023	\$0
16931	130785	12/31/2013	RV	Turtle Top Cutaway Bus	5	\$72,023	\$0
11637	613A	9/30/2007	RV	ENGINE, BUS 613	5	\$22,976	\$0
11096	599A	9/30/2006	RV	Engine, Gilling Bus	5	\$21,800	\$0
11638	613B	9/30/2007	RV	Transmission, BUS 613	5	\$17,247	\$0
13090	599BB	6/9/2009	RV	Voith Transmission	5	\$9,875	\$0
				SUBTOTAL REVENUE VEHICLES		\$3,270,276	\$0
				GRAND TOTAL		\$3,347,980	

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

No DBE participation goal is applicable for this activity.

FISCAL IMPACT:

The total net book value of the surplus items is \$0. The higher of the net book value or the net proceeds from the sale of any item may be due to the Federal Transit Administration (FTA) in FY2021.

LYNX Board Agenda

Consent Agenda Item #6.C. iii

To: LYNX Board of Directors

From: Leonard Antmann
Director Of Finance
Edward Velez
(Technical Contact)

Phone: 407.841.2279 ext: 6125

Item Name: Authorization to Dispose of Items Accumulated Through the Lost and Found Process

Date: 2/25/2021

ACTION REQUESTED:

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to retire, transfer, discard, donate, recycle or sell at public auction, surplus Lost and Found items such as: wallets, handbags, books, phones, keys, backpacks, etc.

BACKGROUND:

LYNX makes a reasonable attempt to find the rightful owner of any lost or abandoned property patrons leaves on its buses and or facilities. If the articles are unclaimed after a 90 day holding period, the articles become property of LYNX per Chapter 705, Florida Statutes (1996).

It is LYNX' policy to hold a quarterly auction to dispose of Board approved surplus assets. Prior to being auctioned, all electronic devices and cell phones are deleted or erased of personal data by the Auctioneer per contract. Electronic devices and cell phones which cannot be deleted or erased are recycled and shredded by the auctioneer in accordance to all local, state and federal regulations at no cost to LYNX.

See below for a summary of the Lost and Found Articles. A detailed listing of the items being auctioned is available upon request.

LYNX Board Agenda

Lost and Found Articles Items to Donate or Auction

Article	Count of Article
Baby Stroller	2
Backpack	89
Bag	160
Bible	8
Bike	225
Books	26
Cane	25
Case	27
Cellphone	303
Clothing	19
Electronic Device	88
Envelope	6
Folder/Binder	11
Footware	9
Glasses	134
Gloves	3
Hat	35
Jacket/Hoodie	30
Jewelry	17
Laptop/Tablet	2
Luggage	9
Lunch Bag	16
Other	92
Purse	18
Sweater/Sweatshirt	3
Thermos/Mug	22
Tools	16
Toy	10
Umbrella	54
Watch	4
Total	1,463

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

No DBE participation goal is applicable for this activity.

FISCAL IMPACT:

The net proceeds from this sale will be included in LYNX's FY2021 non-operating revenue.

LYNX Board Agenda

Consent Agenda Item #6.C. iv

To: LYNX Board of Directors

From: Tellis Chandler
Director Of Safety And Security
Tellis Chandler
(Technical Contact)

Phone: 407.841.2279 ext: 6154

Item Name: Authorization to Amend Contract #19-C48 with GC&E Systems Group, LLC by Increasing the Not to Exceed Amount From \$550,000 to \$850,000

Date: 2/25/2021

ACTION REQUESTED:

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to amend the contract with GC&E Systems Group, LLC for Digital Camera Purchase, Installation, Repairs, Maintenance and Related Services to Increase the Not to Exceed Amount from \$550,000 to \$850,000.

BACKGROUND:

In accordance with the LYNX Board of Director's approval, the Request for Proposal (RFP) #18-R23 was issued on October 5, 2018. Digital Camera Purchase, Installation, Repairs, Maintenance and Related Services are currently provided by GC&E Systems Group LLC under LYNX contract #19-C48. The RFP allowed for the purchase of additional services and equipment during the contract term. LYNX is requesting additional services to be performed during FY2021 and FY2022 by GC&E Systems Group, LLC to enhance security measures for the following locations:

- Purchase, install and enhance security cameras at selected transfer centers, LYMMO stops and facilities.
- Purchase, install, upgrade and enhance the badge access system at LYNX Central Station.
- Purchase and install a visitor management system at LYNX Central Station and LYNX Operations Center.

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

A DBE participation goal of 4% was assessed for this solicitation.

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FISCAL IMPACT:

The FY2021 Approved Capital Budget includes \$170,000 towards these projects, the remaining funds will be budgeted in the FY2022 Capital Budget.

LYNX Board Agenda

Consent Agenda Item #6.C. v

To: LYNX Board of Directors

From: Leonard Antmann
Director Of Finance
Jeffrey Reine
(Technical Contact)

Phone: 407.841.2279 ext: 6125

Item Name: Authorization to Amend Task Order #19-01 in the Amount of \$110,568 to Kimley-Horn and Associates, Inc. for the LOC Expansion Project

Date: 2/25/2021

ACTION REQUESTED:

Staff is requesting the Board of Directors authorization for the Chief Executive Officer (CEO) or designee to amend task order #19-01 in the amount of \$110,568 to Kimley-Horn and Associates, Inc. for additional construction engineering and inspection services for the LOC Expansion Project.

BACKGROUND:

The purpose of the new LOC Paratransit Expansion Project is to transition out of the L.B. McLeod facility. The current facility houses 204 paratransit vehicles. There are currently 35 administrative employees working at this location, with approximately 291 Bus Operators operating/reporting to this location on a daily basis.

Throughout the project, Kimley-Horn and Associates, Inc. and their subconsultant SAI Engineers have been contracted to provide Construction Engineering and Inspection services as an extension. As LYNX has been working with the design-build contractor through a potential change order related to unsuitable soils, it has necessitated additional dollars needing to be allocated to this effort. The requested dollars will allow these services to continue through the end of project construction (approx. August 2021) and allow for assistance with the aforementioned change order.

LYNX Board Agenda

Project Detail					
Description	Original Budget	CO #1	CO #2	CO #3/TO Amendment	Revised Total
Sitework	\$1,796,556				\$1,796,556
Admin Building	\$390,805	(\$299,378)		\$12,217	\$103,644
Architecture and Engineering	\$204,912				\$204,912
Equipment	\$238,050				\$238,050
Electrical	\$243,000				\$243,000
All other items	\$860,843			\$57,361	\$918,204
Maintenance Bldg		\$252,561	\$35,632	(\$18,049)	\$270,144
Security System Tie In		\$86,237			\$86,237
Added Haz-Mat Storage		\$265,783			\$265,783
Bus Wash -		\$205,590	\$69,539		\$275,129
Additional 2nd Bus Wash (Smaller) -		\$167,686			\$167,686
Other		\$122,476		\$13,785	\$136,261
Added Permit items			\$89,702	\$2,033	\$91,735
Access Control and parts storage			\$116,082	(\$50,251)	\$65,831
Total Construction Contract	\$3,734,166	\$800,955	\$310,955	\$17,096	\$4,863,172
CEI Services	\$227,000			\$110,568	\$337,568
Contingencies	\$322,706	\$347,085	(\$310,955)	(\$127,663)	\$231,173
PROJECT COST	\$4,283,872	\$1,148,040	-0-	-0-	\$5,431,912.00

LYNX Board Agenda

Funding Analysis				
FDOT Funding				\$2,500,000
LYNX Matching Portion				\$2,500,000
FTA Funding (Design)				\$204,912
FTA Funding (CEI)				\$227,000
TOTAL PROJECT FUNDING				\$5,431,912

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

No DBE participation goal is applicable for this activity.

FISCAL IMPACT:

The Task Order Change #1 is funded from the contingency, therefore there is no budget change to the original project.

LYNX Board Agenda

Consent Agenda Item #6.C. vi

To: LYNX Board of Directors

From: Leonard Antmann
Director Of Finance
Jeffrey Reine
(Technical Contact)

Phone: 407.841.2279 ext: 6125

Item Name: Authorization to Execute Change Order #3 in the Amount of \$17,096 to McCree General Contractors & Architects, Inc.

Date: 2/25/2021

ACTION REQUESTED:

Staff is requesting the Board of Directors authorization for the Chief Executive Officer (CEO) or designee to execute change order #3 in the amount of \$17,096 to McCree General Contractors & Architects, Inc. for alternate changes identified during the construction of the LOC Expansion Project.

BACKGROUND:

The purpose of the new LOC Paratransit Expansion Project is to transition out of the L.B. McLeod facility. The current facility houses 204 paratransit vehicles. There are currently 35 administrative employees working at this location, with approximately 291 Bus Operators operating/reporting to this location on a daily basis.

McCree General Contractors & Architects, Inc. and LYNX project team value engineered the original scope design of the project. In addition, it has now been determined that FDOT will be funding a portion of this project for approximately \$2.5 million with a \$2.5 million match from LYNX. The project team has determined alternate options to provide a more efficient workflow and increased operational sustainability.

On October 3, 2018, McCree received the Notice to Proceed (NTP) to construct the new LOC Paratransit Expansion Project in the amount \$3,734,166.

On February 28, 2019, the LYNX Board of Directors approved Change Order #1 in the amount of \$800,955. Items included in this change order included: changes to original administrative building and maintenance facility, including a security system tie-in, additional bus wash bays to

LYNX ard Agenda

increase efficiency, Haz-Mat storage, additional motorized gate for entrance at abandoned cul-de-sac location, and a larger backup generator for emergency dispatch.

On September 30, 2019, the LYNX Board of Directors approved Change Order #2 in the amount of \$310,955. Items included in this change order included additional items needed as a result of the increased bus wash bays, various access control RFID readers, permit required items (survey, landscape buffers), fencing for parts storage, added restrooms for maintenance building and an expanded maintenance office.

The change orders associated with Change Order #3 total \$17,096. These include costs to purchase the modular building (instead of leasing), utilities for potential future improvements, removal of a significant tree stump between the LYNX and NoPetro parcel, removal of fencing, and additional costs for the replat. In addition, deductive change orders included switching from black vinyl fencing to regular chain link and removal of the money room.

LYNX Board Agenda

Project Detail					
Description	Original Budget	CO #1	CO #2	CO #3/TO #1	Revised Total
Sitework	\$1,796,556				\$1,796,556
Admin Building	\$390,805	(\$299,378)		\$12,217	\$103,644
Architecture and Engineering	\$204,912				\$204,912
Equipment	\$238,050				\$238,050
Electrical	\$243,000				\$243,000
All other items	\$860,843			\$57,361	\$918,204
Maintenance Bldg		\$252,561	\$35,632	(\$18,049)	\$270,144
Security System Tie In		\$86,237			\$86,237
Added Haz-Mat Storage		\$265,783			\$265,783
Bus Wash -		\$205,590	\$69,539		\$275,129
Additional 2nd Bus Wash (Smaller) -		\$167,686			\$167,686
Other		\$122,476		\$13,785	\$136,261
Added Permit items			\$89,702	\$2,033	\$91,735
Access Control and parts storage			\$116,082	(\$50,251)	\$65,831
Total Construction Contract	\$3,734,166	\$800,955	\$310,955	\$17,096	\$4,863,172
CEI Services	\$227,000			\$110,568	\$337,568
Contingencies	\$322,706	\$347,085	(\$310,955)	(\$127,663)	\$231,173
PROJECT COST	\$4,283,872	\$1,148,040	-0-	-0-	\$5,431,912.00

LYNX Board Agenda

Funding Analysis				
FDOT Funding				\$2,500,000
LYNX Matching Portion				\$2,500,000
FTA Funding (Design)				\$204,912
FTA Funding (CEI)				\$227,000
TOTAL PROJECT FUNDING				\$5,431,912

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

No DBE participation goal is applicable for this activity.

FISCAL IMPACT:

The Change Order #3 is funded from the contingency, therefore there is no budget change to the original project.

LYNX Board Agenda

Consent Agenda Item #6.C. vii

To: LYNX Board of Directors

From: James E. Harrison Esq., P.E.
CEO
Terri Setterington
(Technical Contact)

Phone: 407.841.2279 ext: 6063

Item Name: Board Confirmation of Dana Baker Appointment to Serve as LYNX's Chief Operating Officer (COO)

Date: 2/25/2021

ACTION REQUESTED:

Board confirmation of Ms. Dana Baker as Chief Operating Officer (COO).

BACKGROUND:

In accordance with LYNX's Administrative Rules #2 and #3, the LYNX Chief Executive Officer (CEO) submits Ms. Dana Baker for the LYNX Board of Directors' confirmation as LYNX's newest Chief Operating Officer (COO). Ms. Baker has over 20 years of experience in transit operations with most of those years serving in a variety of roles culminating with the Acting Assistant General Manager at Washington Metropolitan Area Transit Authority (WMATA) in Washington, D.C. Ms. Baker will serve LYNX well with her experience at engaging all organizational levels on the day to day operations, to achieve successful results not only for LYNX but for transit in the region.

LYNX engaged the services of a consultant for a nationwide search after the departure of the previous COO. Ms. Baker has been serving in the interim COO role since September of 2020. Ms. Baker's performance during this time has been exceptional and I am pleased to recommend her confirmation to the Board.

FISCAL IMPACT:

LYNX staff included an appropriate amount for salary, benefits, and other relevant employee expenses in FY2021 budget.

LYNX Board Agenda

Information Item A

To: LYNX Board of Directors

From: Leonard Antmann
Director Of Finance
Tamara Enders
(Technical Contact)

Phone: 407.841.2279 ext: 6125

Item Name: Notification of Settlement Agreements Pursuant to Administrative Rule 6

Date: 2/25/2021

LYNX Liability Claim Settlements January 1 – January 31, 2021

Claimant Name	Accident Date	Accident Type	Settlement Amount	Date of Check
Gee and Lee Trust Account FBO Nekia Foxx	3/23/2017	BI	25,000.00	1/7/2021
Dan Newlin Injury Attorneys Trust Account F/B/O Emilio James	10/1/2019	BI	46,000.00	1/14/2021
Negroni Law Group, LLC, Trust F/B/O Otis McCall	8/12/2014	BI	100,000.00	1/14/2021
Morgan & Morgan, PA Trust Account, f/b/o Shemeka Neal.	12/21/2017	BI	50,000.00	1/14/2021
Tejada Auto Sales Inc. (Jose Ramos)	12/17/2020	PD	1,735.15	1/14/2021
Dan Newlin Injury Attorneys FBO Cherie Brown	1/8/2020	BI	10,000.00	1/21/2021
Law Office of Odalys Nodarse-Buscemi (State Farm aso Doris Graham)	9/12/2018	MPC	5,918.24	1/7/2021
Ferderigos & Lambe trust account f/b/o Kelli Fields	10/26/2018	BI	41,000.00	1/21/2021
Pedro Justo Santos	12/2/2020	PD	1,256.97	1/21/2021
Law Office of Kwesi Korreh, PA (Kingson Jeudy)	9/28/2018	BI	15,000.00	1/28/2021
Irina Rinen	2/11/2020	BI	7,106.93	1/28/2021
Pacific Life & Annuity Service	5/2/2000	WC	48,395.00	1/27/2021
Gerber Collision & Glass	11/7/2021	PD	1,703.95	1/22/2021

LYNX Board Agenda

Information Item B

To: LYNX Board of Directors

From: Leonard Antmann
Director Of Finance
Maurice Jones
(Technical Contact)

Phone: 407.841.2279 ext: 6125

Item Name: Notification of Sole Source Procurements Pursuant to Administrative Rule 4

Date: 2/25/2021

Pursuant to LYNX Administrative Rule 4, information is attached for the following Sole Source Procurements:

1. ServiceEdge Solutions, LLC.



Sole Source Justification

DATE: November 6, 2020

REQUESTED BY: Myles O'Keefe, Manager of Strategic Planning

SUBJECT: ServiceEdge Solutions, LLC -TBEST (Transit Boarding Estimation and Validation Tool) – Annual Support Services

BACKGROUND: LYNX implemented the TBEST software into the planning processes in FY 2010 to support the major Transportation Development Plan (TDP) update. The utilization of this software in the TDP update is a requirement by the Florida Department of Transportation (FDOT) for all Florida transit agencies. With this software implementation LYNX received tools to support regular updates to the transit system in the model, by utilizing the GTFS data exports. Since 2010, LYNX utilized outputs of this modeling software for other planning tasks such as the federally required Title VI evaluation reporting of the impact of proposed service and fare changes, which is undertaken each time there are changes in services and fares.

Currently LYNX is using TBEST to develop socio-economic data for evaluation of current services and to inform predictions on the potential ridership impacts of proposed changes in the LYNX transit system. TBEST data analysis is also leveraged as part of Transit-Oriented Development analysis around existing LYNX Super Stops.

SOLE SOURCE JUSTIFICATION:

ServiceEdge Solutions personnel developed the T-BEST software in 2003, and has been granted permission by FDOT to modify the software for use in the public domain. No other vendors have been granted permission by FDOT to modify the TBEST software. ServiceEdge solutions is the authorized firm and has unique knowledge of the TBEST data model and can extend the model or write custom scripts to support additional TBEST data processing required by LYNX. Because ServiceEdge Solutions has calibrated TBEST models in Florida and in Los Angeles; implemented the tool for agencies in Utah, Tennessee, Georgia, Oregon, and Texas, ServiceEdge brings national experience for model application and calibration. No other vendors have calibrated TBEST models for this many major metropolitan areas.

COST/PRICE ANALYSIS:

The cost for support for October 1, 2020 – September 30, 2021 will not exceed \$50,000 and will be based on billing provided for support hours related to the aforementioned state and federal requirements.

Francis Franco

Francis Franco
Project Manager

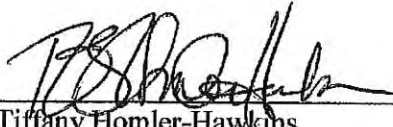
01/14/2021

Date:

Tomika Monterville

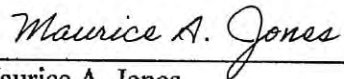
Tomika Monterville
Director of Planning & Development

1/14/2021
Date



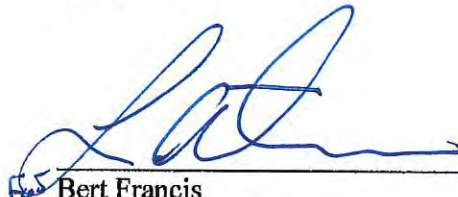
Tiffany Homler-Hawkins
Chief Administrative Officer

1/15/21
Date:



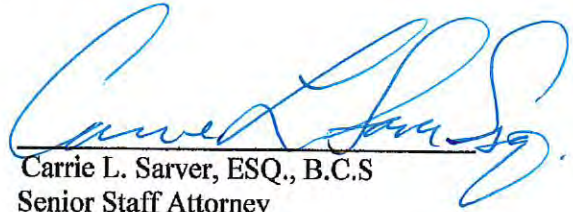
Maurice A. Jones
Manager of Procurement

01/15/2021
Date



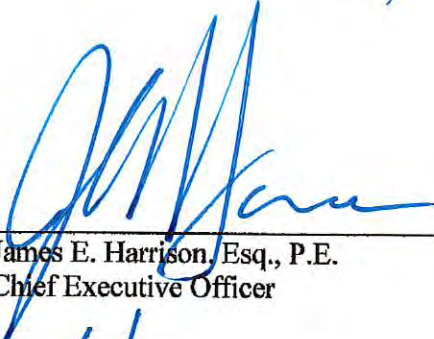
Bert Francis
Chief Financial Officer

1/19/21
Date:



Carrie L. Sarver, ESQ., B.C.S.
Senior Staff Attorney

1/21/2021
Date



James E. Harrison, Esq., P.E.
Chief Executive Officer

1/24/21
Date:

LYNX Board Agenda

Monthly Report A

To: LYNX Board of Directors

From: Matthew Friedman
Director Of Marketing Comm
Janet Vidal
(Technical Contact)

Phone: 407.841.2279 ext: 6206

Item Name: Communications Report

Date: 2/25/2021

LYNX COMMUNITY EVENTS AND OUTREACH – JANUARY 2021

DAY	EVENT NAME	DESCRIPTION
	No events.	

LYNX PRESS RELEASES | MEDIA NOTES: JANUARY 2021

JAN. 13	LYNX Martin Luther King Jr. Day Schedule
JAN. 22	LYNX Jan. 28 Oversight Committee Meeting Time Change

JANUARY 2021 – LYNX NEWS ARTICLES

Jan. 31	CDC requires face masks on airlines, public transportation WFTV Orlando It makes refusal to wear a mask a violation of federal law, enforced by the Transportation Security Administration and other federal, state and local ... New CDC order requires travelers to wear masks on all forms of public transportation – FOX 35 Orlando
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LYNX Board Agenda

JANUARY 2021 – LYNX SOCIAL MEDIA

Jan 1	<p>Wishing you a safe and healthy New Year. #2021</p> <p>Service Alert: Streets around Camping World Stadium will be closed or restricted to traffic through Friday, Jan. 1, 2021 at 8 p.m. for the Bowl games.</p> <p>Service Alert: Effective Monday, Jan. 4, 2021, the two bus stops indicated below will be removed.</p> <p>Service Alert: Effective Monday, Jan. 4, 2021, the bus stop indicated below will be closed temporarily.</p>
Jan 2	Happy New Year! We are back to normal service today. Have a wonderful Saturday!
Jan 3	<p>Service Alert Reminder: Effective tomorrow, Jan. 4, 2021, the two bus stops indicated below will be removed.</p> <p>Service Alert Reminder: Effective tomorrow, Jan. 4, 2021, the bus stop indicated below will be closed temporarily.</p>
Jan 4	<p>It's the start of a brand-new week and new year. Get on board with LYNX and let's take this journey together!</p> <p>Response to riders pic of him wearing a mask.</p> <p>Service Alert Update: Due to construction, the bus stop indicated below will now be closed temporarily from Jan. 11 until Jan. 22.</p> <p>Response to customer comment about canceling a paratransit ride.</p> <p>Response to complaint about a rude bus operator.</p>
Jan 5	<p>January is Move Over awareness month. When you see lights flashing, vests and reflectors move over and slow down.</p> <p>Response to question about fare collection.</p>
Jan 6	<p>Good news! We are extending the deadline to claim your Safe For The Holidays prize until Monday, Jan. 11 by 8 p.m.</p> <p>Service Alert: Due to roadwork, the bus stop located on the northbound side of Orange Blossom Trail and 37th Street will be temporarily removed until further notice.</p> <p>Response to complaint about Link 125 leaving early.</p> <p>Response to question about picking up a prize at LYNX Central Station.</p>
Jan 7	<p>This #tbt goes to our fare-free LYMMO service that runs through downtown Orlando.</p> <p>Service Alert: Orange Avenue will be closed on Sunday, Jan. 10 from 6 a.m. until 12 p.m. for the removal of the Holiday Star.</p> <p>Response to concern about inappropriate conduct by another passenger.</p> <p>Service Alert Update: FDOT has completed the necessary repairs to the roadway at Orange Blossom Trail & 37th Street.</p>
Jan 8	<p>We hope you have an electrifying day. Happy Friday!</p> <p>Response to request for customer service contact information.</p> <p>Response to concern about a bus operator not wearing a mask while on the bus.</p>
Jan 9	<p>It may be a little chilly, but a beautiful day ahead of us. Have a great Saturday!</p> <p>Service Alert Reminder: Orange Avenue will be closed tomorrow, Jan. 10 from 6 a.m. until 12 p.m. for the removal of the Holiday Star.</p> <p>Response to comment about no Wi-Fi on Link 25.</p>
Jan 10	A reminder that tomorrow, Jan. 11, is the last day to pick up your Safe For The Holidays prizes.

LYNX Board Agenda

Jan 11	Good Monday morning. We hope each of you has an amazing Monday and week! Response to question about adding bus service at Sanford Airport.
Jan 12	Can you name the location of this bus stop? Bonus points if you can correctly guess the Link that serves this stop.
Jan 13	If you need a LYNX Youth or Advantage photo ID card and are unable to stop by LCS during the week, the Lost and Found window will be open this Saturday from 9 a.m. - 1 p.m. Response to complaint about Link 40 skipping a bus stop.
Jan 14	In honor of Martin Luther King Jr. Day, here's a look back at our "I Have a Dream" LYNX bus wrap. We will be operating our regular weekday schedule on Martin Luther King Jr. Day.
Jan 15	It's #NationalBagelDay . Response to comment about no Wi-Fi on Link 15.
Jan 16	The Lost and Found window will be open today (9a - 1p) for those who need a LYNX Youth or Advantage photo ID card.
Jan 17	Just a reminder that we will be operating our regular weekday schedule on Martin Luther King Jr. Day.
Jan 18	Remembering the life and legacy of Rev. Dr. Martin Luther King Jr. #MLKDay2021 .
Jan 19	Service Alert: Effective Friday, Jan. 22, the bus stops on N. Pine Hills Rd. (between North Lane & Colonial Dr.) will be shifted as indicated below. Good Tuesday morning from somewhere in Central Florida. Can you name the location of this bus stop? Response to complaint about a rude bus operator on Link 104. Response to question about bus pass retail locations. Response to question about fares.
Jan 20	We are charged and ready to get you through the rest of the week.
Jan 21	Service Alert Reminder: Effective tomorrow, Jan. 22, the bus stops on N. Pine Hills Rd. (between North Lane & Colonial Dr.) will be shifted as indicated below. Just a friendly reminder from Lennox.
Jan 22	A beautiful morning here at Kissimmee Lakefront Park. Please note that the LYNX Oversight Committee Meeting for Jan. 28 will now be at 11:30 a.m. The LYNX Board of Directors Meeting will still be at 1p. Response to comment about a bus operator not wearing a mask. Response to riders comment that there is no link to the agenda.
Jan 23	Please remember to wear a mask.
Jan 24	On National Compliment Day we want to tell you how wonderful you are. Spread the love and compliment someone today!
Jan 25	Boarding the bus is easier with the LYNX PawPass app. Download PawPass (If you haven't already) and purchase your fare on your mobile device today. Response to comment about using PawPass for NeighborLink trips. Service Alert: Effective immediately, the bus stop at Orange Avenue and Church Street will serve Links 3, 7, 11 and 18 only.
Jan 26	What is the name of the LYNX mobile application that allows customers to communicate transit threats and safety and security concerns in real-time? Response to question about purchasing fares online.

LYNX Board Agenda

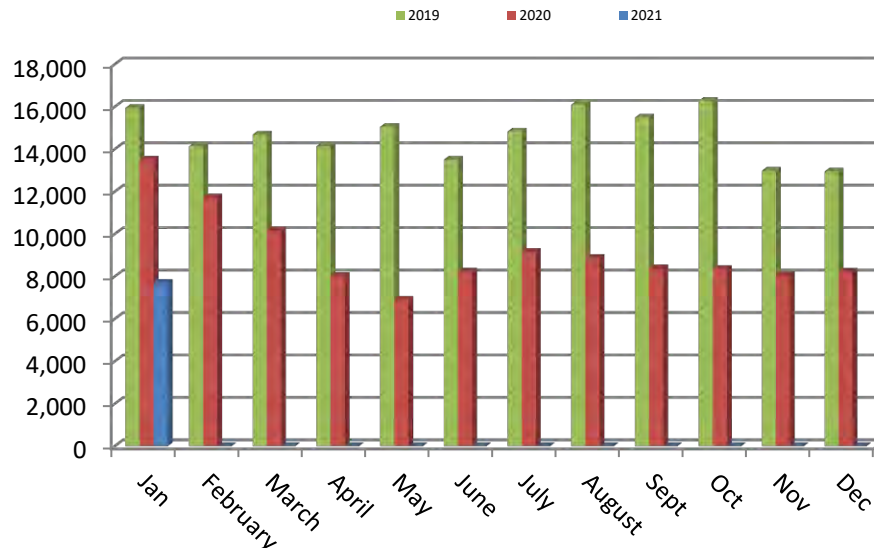
Jan 27	All aboard and get ready to set sail with today's #NameThatStop post. A reminder that the LYNX Oversight Committee Meeting for tomorrow, Jan. 28, will now be at 11:30 a.m. The LYNX Board of Directors Meeting will still be at 1 p.m.
Jan 28	The LYNX Board of Directors and Oversight Committee meetings are being held today at LYNX Central Station. A friendly reminder to wear a mask when visiting our facility. Response to comment about no Wi-Fi on Link 15.
Jan 29	I'm walkin' on sunshine (whoa-oh-oh), and don't it feel good?! 🎵 Happy feel-good Friday! Universal Orlando: Links 21, 37 and 40
Jan 30	Happy #Caturday from Lennox!
Jan 31	LYNX is hiring! We're looking for Bus Operators.

SOCIAL MEDIA USAGE	JANUARY 2021
Facebook Daily Total Reach: The number of people who have seen any content associated with our Page. (Unique Users)	17,365
Facebook Daily Total Impressions: The number of times any content from your Page or about your Page entered a person's screen. This includes posts, stories, check-ins, ads, social information from people who interact with your Page and more. (Total Count)	29,135
Total Facebook Posts	47
Facebook Engagement: The sum of reactions, comments and shares received by content associated with your Pages (for the selected timeframe). Includes comments from the author of the post.	1.2k Engagements: 895 Reactions, 136 Comments, 158 Shares
Total Tweets	51
Twitter Engagement: The sum of interactions received for the tweets published in the selected timeframe: retweets, replies and likes.	143 Engagements: 107 Likes, 22 Retweets, 14 Replies
WEBSITE USAGE	
Total Page Views	294,652
Total User Visits	43,613

LYNX Board Agenda

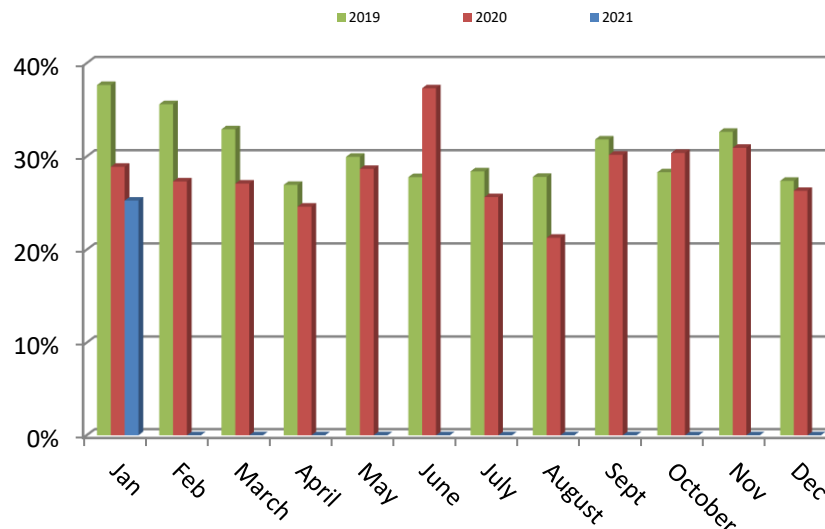
CUSTOMER SERVICE - JANUARY 2021

Fixed Route Calls



	2019	2020	2021
January	15,941	13,510	7,703

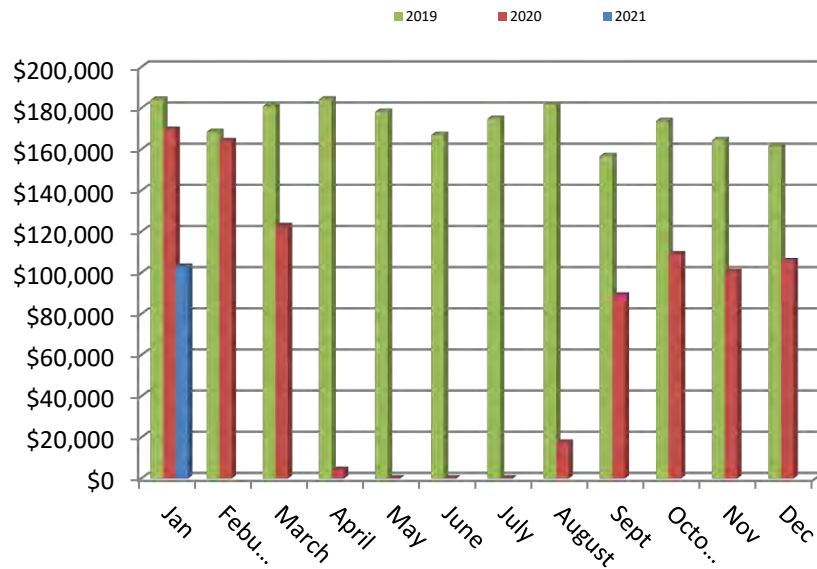
Lost & Found Percentage of Recovered



	2019	2020	2021
January	37.65%	28.89%	25.26%

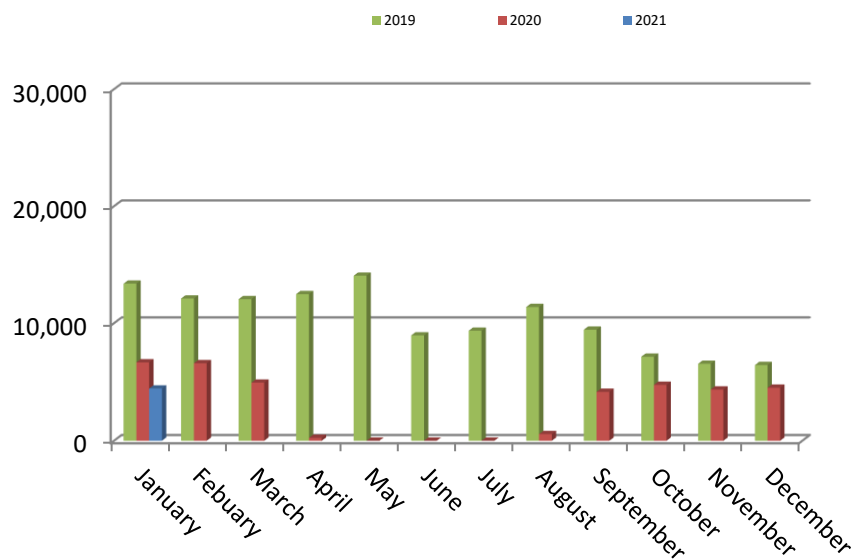
LYNX Board Agenda

Fare Media Sales at LCS



	2019	2020	2021
January	184,094	169,448.50	102,925.75

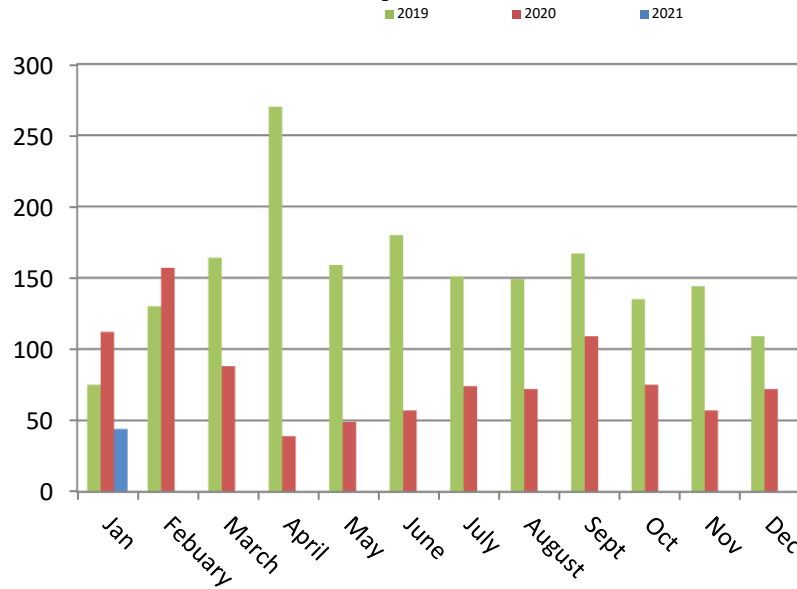
Customers Served at LCS



	2019	2020	2021
January	13,378	6,663	4,438

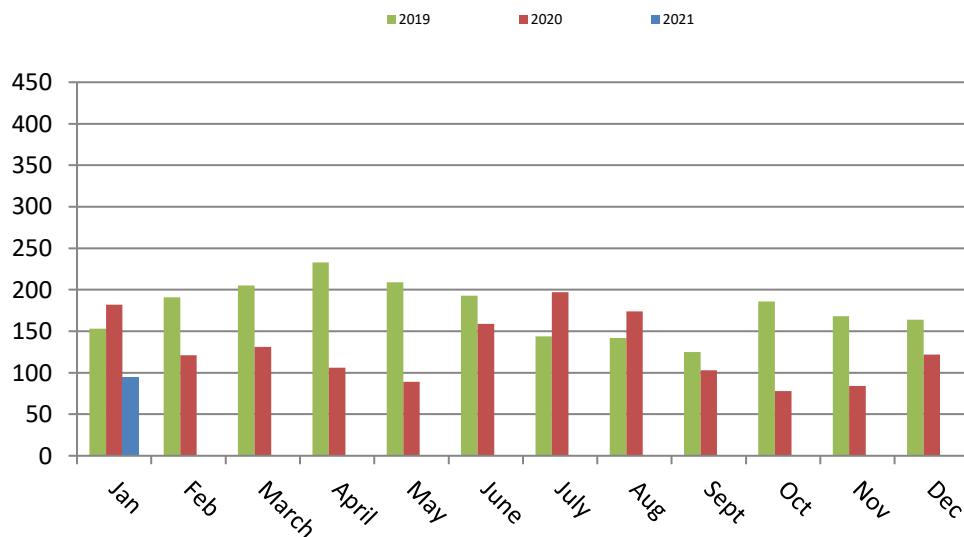
LYNX Board Agenda

Mobility Services Concerns



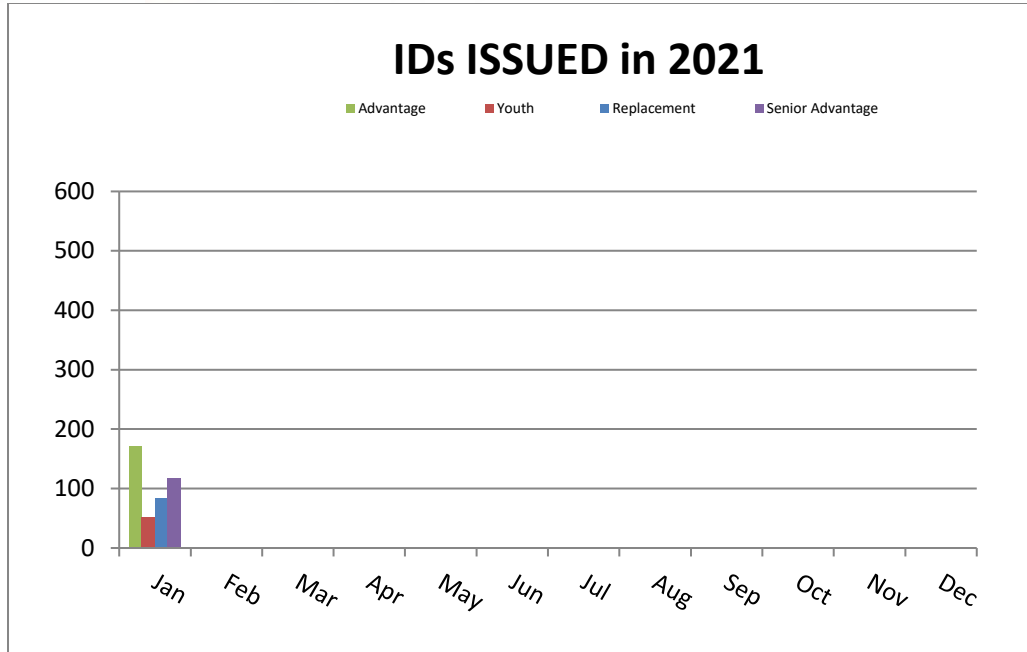
	2019	2020	2021
January	75	112	44

LYNX/Fixed Route Concerns

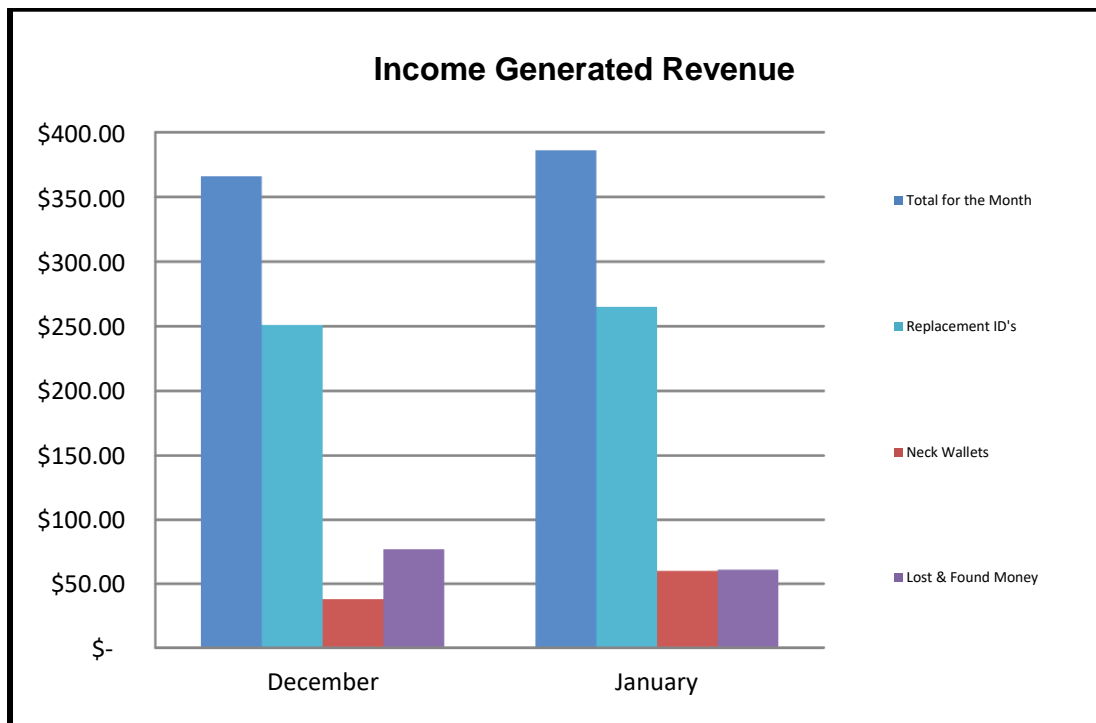


	2019	2020	2021
January	153	182	94

LYNX Board Agenda



	2019	2020	2021
January	675	716	422



	ID Replacements	Lost and Found	Item Sales
December	\$251	\$77	\$38
January	\$265	\$61	\$60

LYNX Board Agenda

COMMUTER VANPOOL PROGRAM

VANPOOL	JANUARY 2021
Vanpool Participants	624
Total Revenue Miles	126,000
New Vanpool	1
Returned Vanpools	10
Current Vans at Service	136
Pending Interests	Orlando VA
Events	None

*These are estimates, as data is not available until after the 21st day of following month.

ADVERTISING SALES

ADVERTISING SALES REVENUE	DEC. 2020	JAN. 2021	FY21 TOTAL
Sales Revenue	\$323,973.60	\$221,551.10	\$1,308,957.20

* TBD – reported by advertising agency on or after the 16th day of each month.

LYNX Board Agenda

Monthly Report B

To: LYNX Board of Directors

From: Norman Hickling
Director Of Mobility Services
Nanette Stephens
(Technical Contact)

Phone: 407.841.2279 ext: 6169

Item Name: Mobility Service Reports

Date: 2/25/2021

Provide monthly status report regarding the Key Performance Indicators (KPI) for the Mobility Service Division Performance measures include number of scheduled and completed trips, new and recertified ADA and TD applications, functional assessments and travel training, organizational improvement initiatives, etc.

Mobility Management Services

February 25, 2021

TOTAL TRIPS FY20/FY21

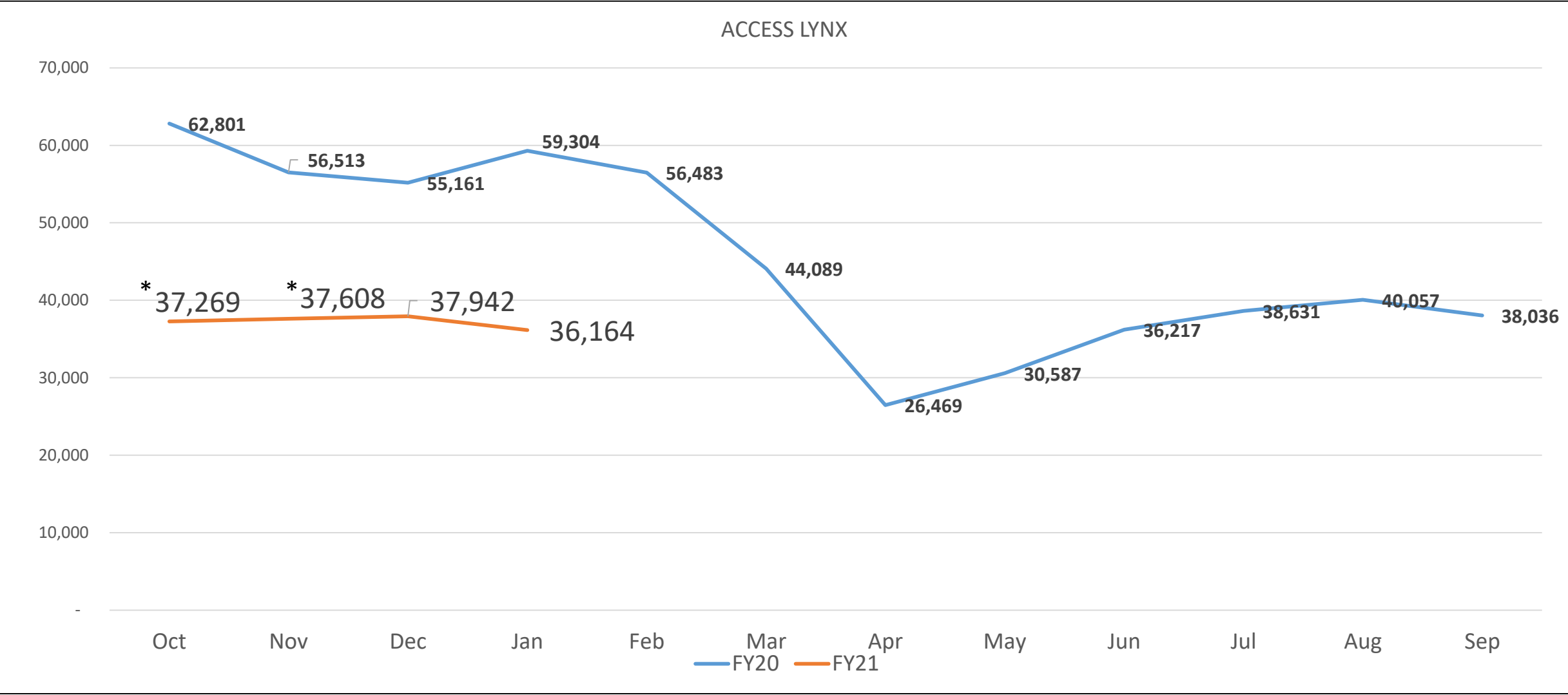
Month-to-Month Comparison

Access LYNX Month to Month - FY20													
	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	YTD-20
Orange	39,469	35,578	34,880	39,953	35,420	28,065	17,407	20,256	23,365	25,781	26,510	24,855	351,539
Seminole	12,909	11,188	10,606	11,505	11,258	8,440	4,606	5,360	6,785	7,156	7,834	7,597	105,244
Osceola	10,423	9,747	9,675	7,846	9,805	7,584	4,456	4,974	6,067	5,694	5,713	5,584	87,568
SYSTEM TOTAL	62,801	56,513	55,161	59,304	56,483	44,089	26,469	30,590	36,217	38,631	40,057	38,036	544,351

Access LYNX Month to Month - FY21													
	Oct-20*	Nov-20*	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	YTD-21
Orange	24,370	24,575	24,984	23,720									73,279
Seminole	7,360	7,512	7,089	6,852									21,453
Osceola	5,539	5,521	5,869	5,592									16,982
SYSTEM TOTAL	37,269	37,608	37,942	36,164	-	-	-	-	-	-	-	-	111,714

**Unreconciled trip counts [Oct 2020 - Nov 2020]*

Total System - Trips



* Unreconciled trip counts (Oct and Nov 2020)

Total System

Trip Type Analysis

Access LYNX - All Counties – Month to Month			
	Dec-20	Jan-21	% Δ
Dialysis	15,026	14,082	-6.3%
Employment	9,350	9,046	-3.3%
Personal/Recreational	6,335	6,032	-4.8%
Medical	4,698	4,554	-3.1%
Shopping	1,010	867	-14.2%
Education/Daycare	1,361	1,456	7.0%
Functional_Assessment	111	75	-32.4%
COVID Dialysis	43	31	-27.9%
COVID Testing	8	13	62.5%
COVID Vaccination	0	8	100.0%
SYSTEM TOTAL	37,942	36,164	-4.7%

Total System

Trip Type Analysis

Access LYNX - All Counties – Year to Year			
	Jan-20	Jan-21	% Δ
Dialysis	16,772	14,082	-16.0%
Employment	16,601	9,046	-45.5%
Personal/Recreational	10,795	6,032	-44.1%
Medical	7,519	4,554	-39.4%
Shopping	875	867	-0.9%
Education/Daycare	6,596	1,456	-77.9%
Functional Assessment	146	75	-48.6%
COVID Dialysis	0	31	100.0%
COVID Testing	0	13	100.0%
COVID Vaccination	0	8	100.0%
SYSTEM TOTAL	59,304	36,164	-39.0%

Total Trips by County

Trip Type Analysis

Access LYNX - Total Trips – Orange Year to Year			
	Jan-20	Jan-21	% Δ
Dialysis	11,435	9,232	-19.3%
Employment	10,838	5,768	-46.8%
Personal/Recreational	7,342	4,123	-43.8%
Medical	4,995	3,033	-39.3%
Shopping	560	610	8.9%
Education/Daycare	4,701	870	-81.5%
Functional Assessment	82	46	-43.9%
COVID Dialysis	0	22	100.0%
COVID Testing	0	9	100.0%
COVID Vaccination	0	7	100.0%
SYSTEM TOTAL	39,953	23,720	-40.6%

Total Trips by County

Trip Type Analysis

Access LYNX - Total Trips – Seminole Year to Year			
	Jan-20	Jan-21	% Δ
Dialysis	2,909	2,428	-16.5%
Employment	3,547	1,863	-47.5%
Personal/Recreational	2,134	1,148	-46.2%
Medical	1,436	868	-39.6%
Shopping	214	142	-33.6%
Education/Daycare	1,240	383	-69.1%
Functional Assessment	25	10	-60.0%
COVID Dialysis	0	9	100.0%
COVID Testing	0	0	0.0%
COVID Vaccination	0	1	100.0%
SYSTEM TOTAL	11,505	6,852	-40.4%

Total Trips by County

Trip Type Analysis

Access LYNX - Total Trips – Osceola Year to Year			
	Jan-20	Jan-21	% Δ
Dialysis	2,428	2,422	-0.2%
Employment	2,216	1,415	-36.1%
Personal/Recreational	1,319	761	-42.3%
Medical	1,088	653	-40.0%
Shopping	101	115	13.9%
Education/Daycare	655	203	-69.0%
Functional Assessment	39	19	-51.3%
COVID Dialysis	0	0	0.0%
COVID Testing	0	4	100.0%
COVID Vaccination	0	0	0.0%
SYSTEM TOTAL	7,846	5,592	-28.7%

Trips by Funding Source

Access LYNX - Total Trips by Funding Source Year to Year			
	Jan-20	Jan-21	% Δ
ADA	41,295	21,853	-47.1%
TD	17,809	14,141	-20.6%
FA/TTD	146	75	-48.6%
OCHS	54	51	-5.6%
COVID-19	0	44	100.0%
FEMA	0	0	0.0%
SYSTEM TOTAL	59,304	36,164	-39.0%

Access LYNX - Total Trips by Funding Source Month to Month			
	Dec-20	Jan-21	% Δ
ADA	22,715	21,853	-3.8%
TD	15,019	14,141	-5.8%
FA/TTD	111	75	-32.4%
OCHS	46	51	10.9%
COVID-19	51	44	-13.7%
FEMA	0	0	0.0%
SYSTEM TOTAL	37,942	36,164	-4.7%

Trips Performed

Provider Analysis

Access LYNX - Total Trips by Provider Year to Year			
	Jan-20	Jan-21	% Δ
MV/Star	39,778	36,164	-9.1%
Mears	15,480	0	-100.0%
OWL	3,182	0	-100.0%
UZURV	864	0	-100.0%
SYSTEM TOTAL	59,304	36,164	-39.0%

Access LYNX - Total Trips by Provider Month to Month			
	Dec-20	Jan-21	% Δ
MV/Star	37,820	36,164	-4.4%
Mears	122	0	-100.0%
OWL	0	0	0.0%
UZURV	0	0	0.0%
SYSTEM TOTAL	37,942	36,164	-4.7%

Clients Served

-

Access LYNX - Clients Served Year to Year			
	Jan-20	Jan-21	% Δ
Clients Served	4,339	2,856	-34.2%
SYSTEM TOTAL	4,339	2,856	-34.2%

Access LYNX - Clients Served Month to Month			
	Dec-20	Jan-21	% Δ
Clients Served	2,940	2,856	-2.9%
SYSTEM TOTAL	2,940	2,856	-2.9%

Call Center Performance

Speed of Answer

Access LYNX - Call Center			
	Jan-19	Jan-20	% Δ
Average Speed of Answer	5m 30s	0m 53s	-83.9%
Average Talk Time	2m 35s	2m 59s	15.5%
Abandoned Calls	15,349	2,076	-86.5%
Handled Calls	50,181	40,869	-18.6%
Percent Calls Handled	77%	95%	18%
Total Calls	65,530	42,945	-34.5%

Eligibility Processing Status

Access LYNX - Eligibility Applications (FY21)												
Program	October	November	December	January	February	March	April	May	June	July	August	September
ADA - New	153	104	176	136								
TD - New	81	62	75	65								
Sub - Total	234	166	251	201	0	0	0	0	0	0	0	0
ADA- Recert	257	167	242	190								
TD-Recert	69	42	59	54								
Sub- Total	326	209	301	244	0	0	0	0	0	0	0	0
TOTAL New and Recert:	560	375	552	445	0	0	0	0	0	0	0	0
Other	73	28	52	42								
Total Denied	117	64	118	31								
SYSTEM TOTAL	677	439	670	518	0	0	0	0	0	0	0	0

Eligible Paratransit Clients

FY20 - Total Eligible Clients - by Month												
	October	November	December	January	February	March	April	May	June	July	August	September
AM	8610	8461	8294	8401	8335	8328	8397	8231	8014	7931	7697	7524
WC	5996	5964	5850	5940	5825	5734	5779	5638	5455	5521	5284	5144
Both	11	10	10	11	11	11	12	12	12	10	10	9
SYSTEM TOTAL	14,617	14,435	14,154	14,352	14,171	14,073	14,188	13,881	13,481	13,462	12,991	12,677

FY21 - Total Eligible Clients by Month

AM	7,449	7,312	7,248	7,133								
WC	5,124	5,067	5,032	4,873								
Both	9	7	7	7								
SYSTEM TOTAL	12,582	12,386	12,287	12,013								

AM = Ambulatory

WC = Wheelchair or other mobility device

LYNX Board Agenda

Monthly Report C

To: LYNX Board of Directors

From: Leonard Antmann
Director Of Finance
Michelle Daley
(Technical Contact)

Phone: 407.841.2279 ext: 6125

Item Name: Monthly Financial Report - November 2020

Date: 2/25/2021

Please find attached the preliminary monthly financial report for the second month ending November 30, 2020.

CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY d/b/a LYNX
 STATEMENTS OF REVENUES AND EXPENSES
 For the Two Months Ending November 30, 2020
 (UNAUDITED)

	<u>Current YTD Budget</u>	<u>YTD Actual</u>	<u>% Actual compared to Budget</u>
REVENUES			
Customer fares	\$ 2,562,242	\$ 2,003,736	78%
Contract services	1,264,462	1,201,363	95%
Advertising	362,390	463,180	128%
Interest & Other income	172,150	134,949	78%
Federal Revenue	2,295,065	799,969	35%
CARES Federal Revenue	16,000,000	11,414,970	71%
State Revenue	2,380,473	2,240,905	94%
Local Revenue	1,465,597	1,425,830	97%
Local Revenue Funding Partner	11,927,494	11,903,688	100%
TOTAL REVENUE	\$ <u>38,429,873</u>	\$ <u>31,588,589</u>	<u>82%</u>
 EXPENSE			
Salaries, Wages & Fringe Benefits	\$ 16,240,419	\$ 14,533,116	89%
Other services	2,562,970	929,014	36%
Fuel	2,026,454	1,575,819	78%
Materials and supplies	1,639,438	956,594	58%
Utilities	263,592	185,193	70%
Casualty & Liability	456,134	270,858	59%
Taxes and licenses	99,678	126,822	127%
Purchased transportation services	5,283,690	3,638,156	69%
Leases & Miscellaneous	298,894	169,300	57%
Interest Expense	6,035	0	0%
TOTAL EXPENSE	\$ <u>28,877,303</u>	\$ <u>22,384,871</u>	<u>78%</u>
 OPERATING GAIN/(LOSS)	 \$ <u><u>9,552,570</u></u>	 \$ <u><u>9,203,718</u></u>	 <u><u>96%</u></u>

LYNX Board Agenda

Monthly Report D

To: LYNX Board of Directors

From: **Tiffany Homler Hawkins**
Chief Administrative Officer
Bruce Detweiler
(Technical Contact)

Phone: 407.841.2279 ext: 6064

Item Name: Planning and Development Report

Date: 2/25/2021

STRATEGIC PLANNING, SERVICE PLANNING AND GIS:

Strategic Planning –

- Staff are supporting with the updated to the agency's Transit Asset Management (TAM) Plan
- Staff are preparing to solicit proposals for the identification of suitable properties that could house a new southern operations and maintenance facility
- Staff have received the final implementation plans to implement the LYNX Forward service recommendations for Osceola and Seminole Counties. An executive summary and service standards briefing document are the remaining deliverables
- Two summer internship positions are currently advertised to support the Planning Department; the first being a general planning internship with the second focusing on GIS support

Service Planning –

- Staff has finalized plans for the April 25, 2021 service change. Proposal was sent out to the Regional Working Group and funding partners
- Finalized route change with Osceola County for Link 10 removal of service from Walmart parking lot

LYNX Board Agenda

- Coordinating with City of Orlando for consolidation of LYMMO bus stops on Central Blvd. at Orange Ave. and Magnolia Ave.
- Completed SunRail stations assessment for safety of bus movement inside stations. Summary report is being finalized
- Continued monitoring of ridership trends due to COVID-19 pandemic

Geographical Information Systems (GIS) –

- No updates this reporting period

LYNX Board Agenda

Monthly Report E

To: LYNX Board of Directors

From: Tiffany Homler Hawkins
Chief Administrative Officer
Bruce Detweiler
(Technical Contact)

Phone: 407.841.2279 ext: 6064

Item Name: Ridership Report - December 2020

Date: 2/25/2021

The attached monthly Performance Report includes June Year-To-Date figures for ridership and other performance indicators. Total ridership for December 2020 was 1,114,331. This is a 47.1% decrease from December 2019. On-Time Performance for Fiscal Year-To-Date 2021 is 79%.

- LYNX overall ridership decreased by 812K, or 42.6%, compared to December 2019. Year-to-date ridership for FY-21 (3,138,960) decreased 47.7% compared to FY-20 (5,996,161)
- LYMMO ridership decreased by 29K, or 43%, compared to December 2019. Year-to-date ridership for FY-21 (117,942) decreased 28.7% compared to FY-20 (165,438).
- Fixed Route ridership decreased by 718K, or 41.6%, compared to December 2019. Year-to-date ridership for FY-21 (3,003,729) decreased by 45.1% compared to FY-20 (5,470,611).
- NeighborLink ridership decreased by 3K or 36.1% compared to December 2019. Year-to-date ridership for FY-21 (17,289) decreased 45% compared to FY-20 (31,410).
- ACCESS LYNX ridership decreased by 19K or 32.2% compared to December 2019. Year-to-date ridership for FY-21 is not available for this reporting cycle.
- Vanpool ridership is not available during this reporting cycle and will be made available for January 2021.
- There were no special events in December 2020.



December 2020 Service Performance Report

RIDERSHIP

Total Ridership by Mode						
	Dec-19	Dec-20	% Δ	YTD-20	YTD-21	% Δ
LYMMO	68,300	38,943	-43.0%	165,438	117,942	-28.7%
Fixed Route	1,726,627	1,008,216	-41.6%	5,470,611	3,003,729	-45.1%
NeighborLink	9,130	5,836	-36.1%	31,410	17,289	-45.0%
ACCESS LYNX	60,883	41,273	-32.2%	192,617	N/A	N/A
Vanpool	37,603	N/A	N/A	119,701	N/A	N/A
Special Events	4,667	0	N/A	16,384	0	N/A
SYSTEM TOTAL	1,907,210	1,094,268	-42.6%	5,996,161	3,138,960	-47.7%

ACCESS LYNX ridership is not available for October or November at this time.

Vanpool ridership is not available for December at this time.

December 2019:	21 Weekdays	4 Saturdays	6 Sundays
December 2020:	22 Weekdays	4 Saturdays	5 Sundays

Average Daily Ridership by Mode									
Mode	Weekday			Saturday			Sunday		
	Dec-19	Dec-20	% Δ	Dec-19	Dec-20	% Δ	Dec-19	Dec-20	% Δ
LYMMO	2,627	1,473	-43.9%	1,459	730	-50.0%	1,217	724	-40.5%
Fixed Route	64,629	37,207	-42.4%	46,157	26,586	-42.4%	30,799	16,662	-45.9%
NeighborLink	406	236	-41.9%	203	160	-21.2%	-	-	-
ACCESS LYNX	2,384	1,757	-26.3%	1,406	769	-45.3%	868	459	-47.1%
Vanpool	1,324	N/A	N/A	763	N/A	N/A	258	N/A	N/A
SYSTEM TOTAL	71,370	40,673	-43.0%						

Vanpool data is not available for December at this time.

LYNX ridership decreased by 812K, or 42.6%, compared to December 2019. System-wide average weekday riders decreased by 43.0% year-to-date.

LYMMO ridership decreased by about 29K, or 43.0%, compared to December 2019. Average weekday ridership for LYMMO was down 43.9% in December 2020.

Fixed Route ridership decreased by 718K, or 41.6%, compared to December 2019. Average daily ridership decreased by 42.4% compared to the same time period last year. The COVID-19 pandemic is responsible for decreases in ridership.

NeighborLink ridership decreased by about 3K, or 36.1%, compared to December 2019. This is primarily due to the COVID-19 pandemic.

ACCESS LYNX ridership decreased by about 19K, or 32.2%, compared to December 2019. COVID-19 has caused a decrease in ridership.

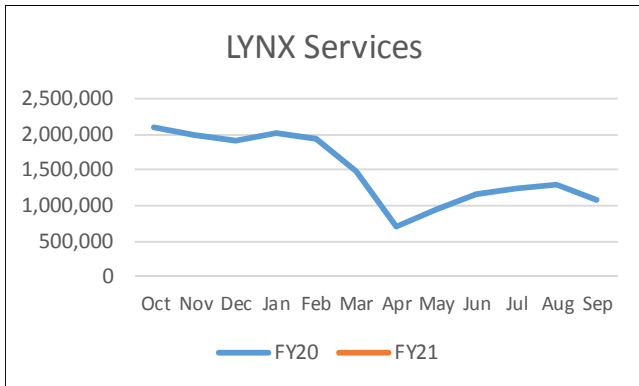
Vanpool ridership is not available at this time.

*According to the U.S. Energy Information Administration, the average price of gasoline in the U.S. was \$2.66/gallon in December 2019 and \$2.24/gallon in December 2020. Historically, low gas prices can result in lower public transit ridership.

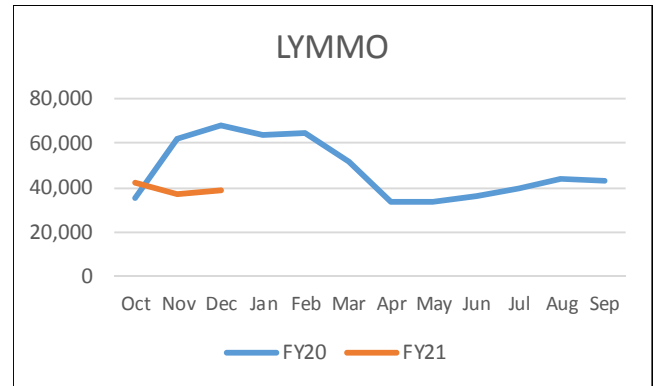


December 2020 Service Performance Report

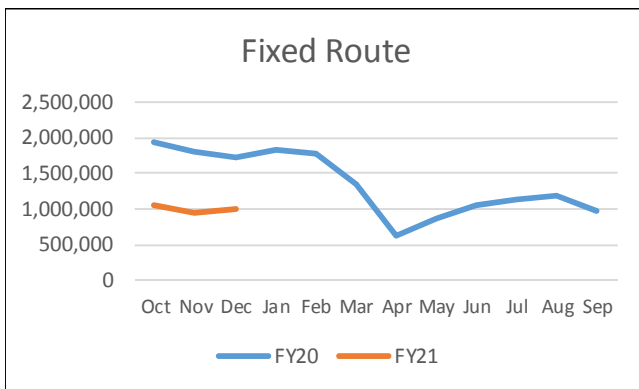
MONTHLY RIDERSHIP TRENDS BY MODE



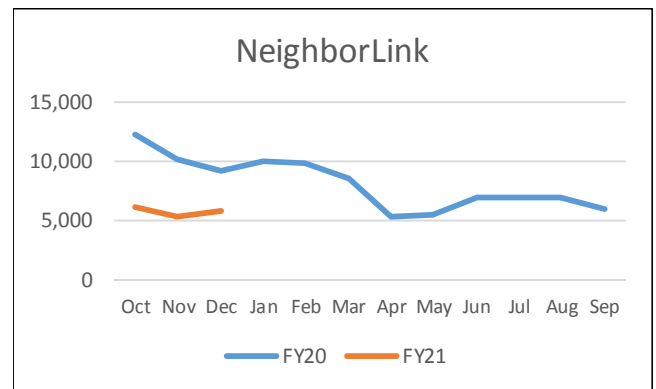
LYNX ridership decreased by 42.6% compared to the same time last year. Average weekday riders decreased by 43.0%.



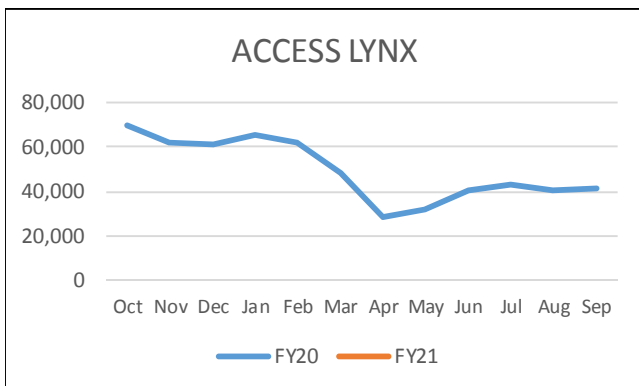
LYMMO ridership decreased by 43.0% compared to the same time last year. Average weekday riders decreased by 43.9%.



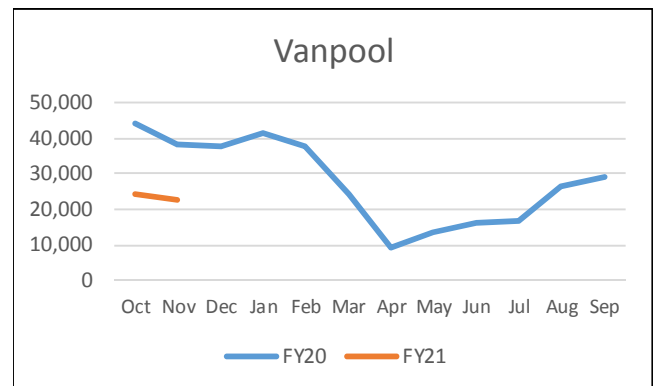
Fixed route ridership decreased 41.6% compared to December 2019. Average weekday riders decreased by 42.2%.



NeighborLink ridership decreased 36.1% compared to December 2019. Average daily riders decreased by 41.9%.



ACCESS LYNX ridership decreased by 32.2% compared to December 2019. Average daily riders were down by 26.3%.



Vanpool ridership is not available at this time.



December 2020 Service Performance Report

FY21 Monthly Modal Performance Data Sheet - December 2020

Month End Reporting	Ridership	Passengers per Trip	On-Time Performance	Farebox Recovery	National Transit Database	Reportable Accidents	Complaints per 100,000 Mile	Total Trips Scheduled	Percentage of Scheduled Trips	Fleet Availability	Preventative Maintenance In	Completed on Time	
LYMMO													
Oct	42,383	5	89%	Not Applicable	1	0.17	9,320	100%	16	100%			
Nov	36,616	4	89%		0	0.14	8,780	100%	16	100%			
Dec	38,943	4	88%		1	0.10	9,310	100%	15	99.6%			
Jan													
Feb													
Mar													
Apr													
May													
Jun													
Jul													
Aug													
Sep													
YTD	117,942	4	88.8%			2	0.14	27,410	100%	16	100%		
Fixed Route													
Oct	1,041,411	12	79%	5%	8	0.17	90,806	99%	278	100%			
Nov	954,102	11	79%	4%	4	0.14	84,956	99%	282	100%			
Dec	1,008,216	11	79%	6%	6	0.10	90,500	99%	290	99.6%			
Jan													
Feb													
Mar													
Apr													
May													
Jun													
Jul													
Aug													
Sep													
YTD	3,003,729	11	78.9%	5%	18	0.14	266,262	99%	283	100%			



December 2020 Service Performance Report

FY21 Monthly Modal Performance Data Sheet - December 2020

Month End Reporting	Ridership	On-Time Performance	Collected Fares	NTD Reportable Incident	Complaints per 100,000 M	Fleet Availability	Preventable Maintenance	Completed On-Time
NeighborLink								
Oct	6,128	100%	100%	0	5.4	91%		100%
Nov	5,325	100%	100%	0	2.1	87%		98%
Dec	5,836	100%	100%	0	5.1	83%		97%
Jan								
Feb								
Mar								
Apr								
May								
Jun								
Jul								
Aug								
Sep								
YTD	17,289	100%	100%	0	4.2	87%		98%
ACCESS LYNX								
Oct	N/A	93.06%	99.75%	0	1.7	85%		100%
Nov	N/A	89.94%	99.89%	1	2.7	86%		98%
Dec	41,273	91.87%	99.77%	1	3.1	90%		97%
Jan								
Feb								
Mar								
Apr								
May								
Jun								
Jul								
Aug								
Sep								
YTD	41,273	91.62%	99.80%	2	2.5	87%		98%



December 2020 Service Performance Report

Definitions of Metrics Used on the Monthly Performance Data Sheets

Ridership – The number of trips taken by people using a public transportation system in a given time period.

Passengers per Trip – The average number of passengers who ride on a revenue trip.

On-Time Performance – Refers to the level of success of the service operating according to the published schedule (LYNX defines a bus as on-time if it falls within 0 minutes early to five (5) minutes late of the published schedule).

Farebox Recovery – The percent of a trip's operating costs recovered through passenger fares.

National Transit Database (NTD) Reportable Accidents – A safety or security event occurring on transit right-of-way or infrastructure, at a transit revenue facility, at a transit maintenance facility or rail yard, during a transit related maintenance activity or involving a transit revenue vehicle that results in one or more of the following conditions:

- A fatality confirmed within 30 days of the event
- An injury requiring immediate medical attention away from the scene for one or more person
- Property damage equal to or exceeding \$25,000
- Collisions involving transit revenue vehicles that require towing away from the scene for a transit roadway vehicle or other non-transit roadway vehicle
- An evacuation for life safety reasons

5

Complaints per 100,000 Miles – Total number of complaints received based off of every 100,000 vehicle miles.

Total Trips Scheduled – Number of vehicle revenue trips scheduled to operate for the month.

Percentage of Scheduled Trips Operated – Percentage of the total of the revenue trips that were actually operated for the month compared to the number that were scheduled to operate.

Fleet Availability – Shows the extent to which the bus vehicle fleet is available for revenue-earning work.

Preventative Maintenance Completed On Time – Percentage of the total number of scheduled preventive maintenance inspections that were completed on time.

Collected Fares – Percentage of fares collected from passengers to use the service.

LYNX Board Agenda

Monthly Report F

To: LYNX Board of Directors

From: Tiffany Homler Hawkins
Chief Administrative Officer
Bruce Detweiler
(Technical Contact)

Phone: 407.841.2279 ext: 6064

Item Name: Ridership Report - November 2020

Date: 2/25/2021

The attached monthly Performance Report includes June Year-To-Date figures for ridership and other performance indicators. Total ridership for November 2020 was 1,018,635. This is a 48.6% decrease from November 2019. On-Time Performance for Fiscal Year-To-Date 2021 is 78.8%.

- LYNX overall ridership decreased by 963K, or 48.6%, compared to November 2019. Year-to-date ridership for FY-21 (2,132,966) decreased 47.8% compared to FY-20 (4,088,951)
- LYMMO ridership decreased by 25K, or 41.1%, compared to November 2019. Year-to-date ridership for FY-21 (78,999) decreased 18.7% compared to FY-20 (97,138).
- Fixed Route ridership decreased by 843K, or 46.9%, compared to November 2019. Year-to-date ridership for FY-21 (1,995,513) decreased by 46.7% compared to FY-20 (3,743,984).
- NeighborLink ridership decreased by 5K, or 47.3%, compared to November 2019. Year-to-date ridership for FY-21 (11,453) decreased 48.6% compared to FY-20 (22,280).
- ACCESS LYNX ridership is not available at this time due to a reporting issue.
- Vanpool ridership decreased by 16K, or 40.9%, compared to November 2019. Year-to-date ridership for FY-21(47,001) decreased 42.8% compared to FY-20 (82,098).
- There were no special events in November 2020.



November 2020 Service Performance Report

RIDERSHIP

Total Ridership by Mode						
	Nov-19	Nov-20	% Δ	YTD-20	YTD-21	% Δ
LYMMO	62,195	36,616	-41.1%	97,138	78,999	-18.7%
Fixed Route	1,797,955	954,102	-46.9%	3,743,984	1,995,513	-46.7%
NeighborLink	10,104	5,325	-47.3%	22,280	11,453	-48.6%
ACCESS LYNX	62,311	N/A	N/A	131,734	N/A	N/A
Vanpool	38,242	22,592	-40.9%	82,098	47,001	-42.8%
Special Events	11,717	0	N/A	11,717	0	N/A
SYSTEM TOTAL	1,982,524	1,018,635	-48.6%	4,088,951	2,132,966	-47.8%

ACCESS LYNX data is not available for October or November at this time.

November 2019:	20 Weekdays	5 Saturdays	5 Sundays
November 2020:	20 Weekdays	4 Saturdays	6 Sundays

Average Daily Ridership by Mode									
Mode	Weekday			Saturday			Sunday		
	Nov-19	Nov-20	% Δ	Nov-19	Nov-20	% Δ	Nov-19	Nov-20	% Δ
LYMMO	2,513	1,432	-43.0%	1,261	936	-25.8%	1,125	705	-37.3%
Fixed Route	70,307	37,027	-47.3%	47,602	27,404	-42.4%	30,761	17,323	-43.7%
NeighborLink	437	232	-46.9%	343	173	-49.6%	-	-	-
ACCESS LYNX	2,440	N/A	N/A	1,412	N/A	N/A	829	N/A	N/A
Vanpool	1,428	298	-79.1%	502	61	-87.8%	352	26	-92.6%
SYSTEM TOTAL	77,125	38,989	-49.4%						

ACCESS LYNX data is not available for October or November at this time.

LYNX ridership decreased by 963K, or 48.6%, compared to November 2019. System-wide average weekday riders decreased by 49.4% year-to-date.

LYMMO ridership decreased by about 25K, or 41.1%, compared to November 2019. Average weekday ridership for LYMMO was down 43.0% in November 2020.

Fixed Route ridership decreased by 843K, or 46.9%, compared to November 2019. Average daily ridership decreased by 47.3% compared to the same time period last year. The COVID-19 pandemic is responsible for decreases in ridership.

NeighborLink ridership decreased by about 5K, or 47.3%, compared to November 2019. This is primarily due to the COVID-19 pandemic.

ACCESS LYNX ridership is not available for October or November at this time due to a reporting issue.

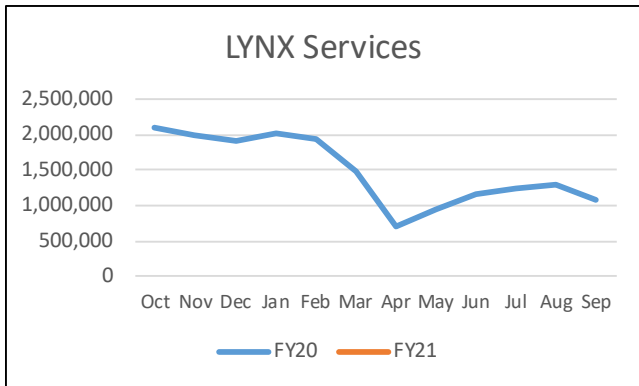
Vanpool ridership decreased by about 16K, or 40.9%, compared to November 2019. COVID-19 is responsible for a decrease in ridership.

*According to the U.S. Energy Information Administration, the average price of gasoline in the U.S. was \$2.70/gallon in November 2019 and \$2.20/gallon in November 2020. Historically, low gas prices can result in lower public transit ridership.

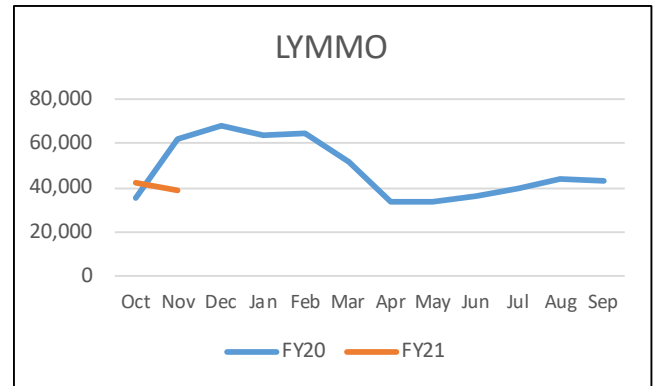


November 2020 Service Performance Report

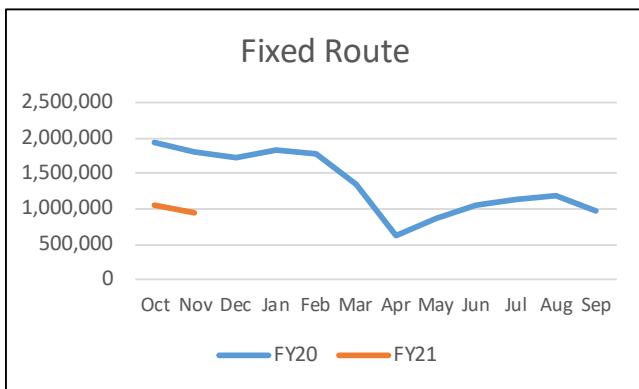
MONTHLY RIDERSHIP TRENDS BY MODE



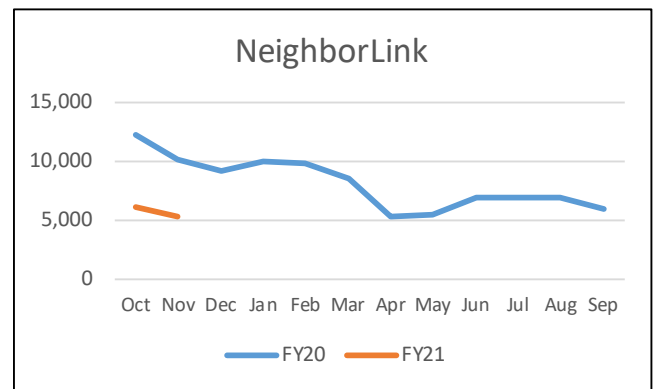
LYNX ridership decreased by 48.6% compared to the same time last year. Average weekday riders decreased by 49.4%.



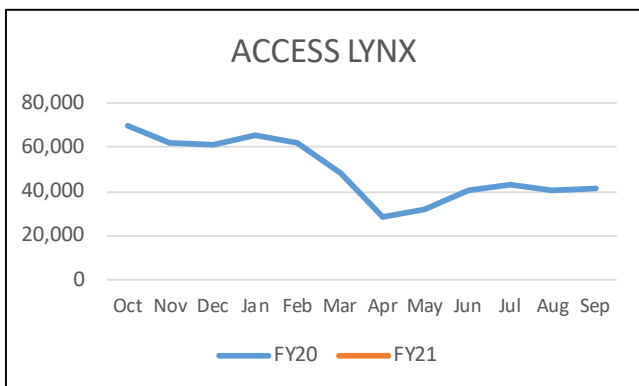
LYMMO ridership decreased by 41.1% compared to the same time last year. Average weekday riders decreased by 43.0%.



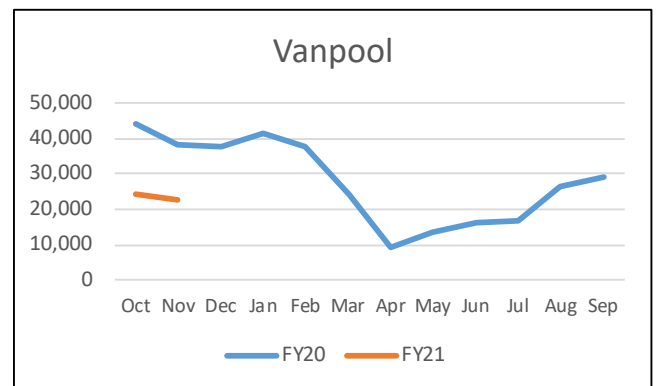
Fixed route ridership decreased 46.9% compared to November 2019. Average weekday riders decreased by 47.3%.



NeighborLink ridership decreased 47.3% compared to November 2019. Average daily riders decreased by 49.9%.



ACCESS LYNX totals are not available at this time.



Vanpool ridership decreased by 40.9% compared to November 2019. Average daily riders decreased by 79.1%.



November 2020 Service Performance Report

FY21 Monthly Modal Performance Data Sheet - November 2020

Month End Reporting	Ridership	Passengers per Trip	On-Time Performance	Farebox Recovery	National Transit Database	Reportable Accidents	Complaints per 100,000 Mile	Total Trips Scheduled	Percentage of Scheduled Trips	Fleet Availability	Preventative Maintenance In	Completed on Time
LYMMO												
Oct	42,383	5	89%	Not Applicable	1	0.17	9,320	100%	16	100%		
Nov	36,616	4	89%		0	0.14	8,780	100%	16	100%		
Dec												
Jan												
Feb												
Mar												
Apr												
May												
Jun												
Jul												
Aug												
Sep												
YTD	78,999	4	89.3%			1	0.16	18,100	100%	16	100%	
Fixed Route												
Oct	1,041,411	12	79%	5%	8	0.17	90,806	99%	278	100%		
Nov	954,102	11	79%	4%	4	0.14	84,956	99%	282	100%		
Dec												
Jan												
Feb												
Mar												
Apr												
May												
Jun												
Jul												
Aug												
Sep												
YTD	1,995,513	11	78.8%	4%	12	0.16	175,762	99%	280	100%		



November 2020 Service Performance Report

FY21 Monthly Modal Performance Data Sheet - November 2020

Month End Reporting	Ridership	On-Time Performance	Collected Fares	NTD Reportable Incident	Complaints per 100,000 M	Fleet Availability	Preventable Maintenance	Completed On-Time
NeighborLink								
Oct	11,453	100%	100%	0	5.4	100%		100%
Nov	5,325	100%	100%	0	2.1	87%		98%
Dec								
Jan								
Feb								
Mar								
Apr								
May								
Jun								
Jul								
Aug								
Sep								
YTD	16,778	100%	100%	0	3.8	94%		99%
ACCESS LYNX								
Oct	N/A	93.06%	99.75%	0	1.7	100%		100%
Nov	N/A	89.94%	99.89%	1	2.7	86%		98%
Dec								
Jan								
Feb								
Mar								
Apr								
May								
Jun								
Jul								
Aug								
Sep								
YTD	0	91.50%	99.82%	1	2.2	93%		99%



November 2020 Service Performance Report

Definitions of Metrics Used on the Monthly Performance Data Sheets

Ridership – The number of trips taken by people using a public transportation system in a given time period.

Passengers per Trip – The average number of passengers who ride on a revenue trip.

On-Time Performance – Refers to the level of success of the service operating according to the published schedule (LYNX defines a bus as on-time if it falls within 0 minutes early to five (5) minutes late of the published schedule).

Farebox Recovery – The percent of a trip's operating costs recovered through passenger fares.

National Transit Database (NTD) Reportable Accidents – A safety or security event occurring on transit right-of-way or infrastructure, at a transit revenue facility, at a transit maintenance facility or rail yard, during a transit related maintenance activity or involving a transit revenue vehicle that results in one or more of the following conditions:

- A fatality confirmed within 30 days of the event
- An injury requiring immediate medical attention away from the scene for one or more person
- Property damage equal to or exceeding \$25,000
- Collisions involving transit revenue vehicles that require towing away from the scene for a transit roadway vehicle or other non-transit roadway vehicle
- An evacuation for life safety reasons

5

Complaints per 100,000 Miles – Total number of complaints received based off of every 100,000 vehicle miles.

Total Trips Scheduled – Number of vehicle revenue trips scheduled to operate for the month.

Percentage of Scheduled Trips Operated – Percentage of the total of the revenue trips that were actually operated for the month compared to the number that were scheduled to operate.

Fleet Availability – Shows the extent to which the bus vehicle fleet is available for revenue-earning work.

Preventative Maintenance Completed On Time – Percentage of the total number of scheduled preventive maintenance inspections that were completed on time.

Collected Fares – Percentage of fares collected from passengers to use the service.