

# LYNX Board Agenda


Meeting Date: 2/28/2019  
Meeting Time: 1:00 PM

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

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

## 1. Call to Order

## 2. Approval of Minutes

-  Board of Director's Minutes 01/24/19

Pg 3

## 3. Public Comments


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

## 4. Chief Executive Officer's Report


## 5. Oversight Committee Report

## 6. Consent Agenda


### A. Request for Proposal (RFP)


- i.  Authorization to Release Request for Proposal (RFP) for Midlife Bus Overhaul and Refurbishment Services. Pg 11


### B. Miscellaneous


- i.  Authorization to Ratify the Purchase Price of the 40' Low Floor CNG Powered Bus for an Amount Not to Exceed \$25,000. Pg 13


-Attachments 

- ii.  Authorization to Transfer Two Surplus ParaTransit Vehicles to Osceola Community Health Services Pg 16


- iii.  Authorization to Execute Change Order #1 in the Amount of \$800,955 to McCree General Contractors & Architects, Inc. for the LOC Expansion Project. Pg 18

- iv.  Authorization to Execute a Public Transportation Grant Agreement with the Florida Department of Transportation in the Amount of \$2.5 Million for the LOC Construction Pg 21



-Attachments 

- v.  Authorization to Execute a Public Transportation Grant Agreement with the Florida Department of Transportation in the Amount of \$1.2 Million for Fareboxes Pg 24








-Attachments 

- vi.  Authorization to Execute a Right-of-Way Easement Agreement with the City of Orlando and Apply for a Petition to Vacate a Cul-de-sac with the City of Orlando for the LYNX Operations Center(LOC) Expansion Facility Pg 27


## 7. Action Agenda

- A.  Authorization to Release an Invitation for Bid (IFB) to Award a Fixed Price Contract for the Construction of Safety, Security and Aesthetic Improvements at the Rosemont Transfer Center. Pg 29
- B.  Status of Chief Executive Officer Matters Pg 31

## 8. Information Items

- A.  Mobility Management Update regarding FTA Drug and Alcohol Finding Pg 32  
-Attachments 
- B.  Route Optimization Study (ROS) Implementation: Overview and Status Update Pg 40
- C.  Recap of the FY2018 Operating Results. Pg 42  
-Attachments 
- D.  Recap of the FY2019 1st Quarter Operating Results. Pg 68  
-Attachments 

## 9. Monthly Reports

- A.  Communications Report - January 2019 Pg 94
- B.  Ridership Report Pg 105  
-Attachments 

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

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

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

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

**DATE:**       **January 24, 2019**

**TIME:**       **1:00 p.m.**

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**Members in Attendance:**

Viviana Janer, Chair, Osceola County  
Jerry Demings, Mayor, Orange County  
Lee Constantine, Commissioner, Seminole County BoCC  
Mike Shannon, Secretary, 5<sup>th</sup> District, Florida Department of Transportation

**Members Absent:**

Buddy Dyer, Mayor, Orlando

**1. Call to Order**

Chair Constantine called the meeting to order at 1:03 p.m.

**2. Approval of Minutes**

Commissioner Janer moved to approve the meeting minutes of December 6<sup>th</sup>, 2018. Mike Shannon second. Minutes were unanimously approved as presented.

**3. Recognition**

No recognitions this month

**4. Public Comments**

**1<sup>st</sup> Speaker:** Vicky Vargo, 3800 Winged Foot Court, Orlando, FL. 32808, addressed the Board members with her concerns with the Rosemont Super Stop. She stated she felt her plead for help has gone unattended. Her concerns include additional seating and is seeking for more seating and to have the crime issues addressed.

Chairman Constantine asked the LYNX staff where they were with these issues. Ms. Tiffany Homler stated that the information has been compiled and LYNX was moving forward with the design. It is a process but will bring back more information to the next scheduled board meeting.

**2<sup>nd</sup> Speaker:** Rick Stiskin, 3815 N. Lake Orlando Parkway, Orlando, FL. 32808 also addressed the Board members with his concerns of the Rosemont Super stop. Mr. Stiskin compared the Rosemont Super stop to the Washington Shores Super stop. He stated that the Rosemont station was less than 100 feet away from where they are growing marijuana. He also requested additional seating and expressed his concerns with the criminal activities that take place in the area. Mr. Stiskin noted that there was insufficient parking for people that station there to pick up their families.

**3<sup>rd</sup> Speaker:** Sean George, LYNX Operator addressed his concerns to Mayor Demings as former Sheriff regarding the safety of the operators. George mentioned that operators are occasionally threatened and he feels they don't get the respect they deserve when it comes to their safety. He recommended that OPD be alerted of these concerns.

**4<sup>th</sup> Speaker:** Naqui McMullen, Orlando, FL. Stated he was a long time LYNX rider and appeared before the board to obtain an update on the LYNX Forward that was approved in 2017.

Tiffany Homler Hawkins, the Chief Administrative Officer advised Mr. McMullen that LYNX forward is an initiative that was not only the major update of LYNX's Transit Development Plan, but it was a Route Optimization System which looked at the long term route structure. The staff is currently working on it to bring it back to the board. Once the board approves, it will be revealed. Ms. Homler is to present a timeline of the project at the next board meeting.

Chair Constantine advised Mr. McMullen that this project required public involvement during the implementation phase and recommended he partake in that phase.

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

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

Mr. Johnson reported that the government shut down has not affected LYNX with the exception of the CAD/AVL Federal funds that are on hold.

There was an Active Shooter Emergency Drill held on January 13, 2019, of which the staff gained a great deal of knowledge and determined areas that required

focus in the event of a real emergency.

FTA advised LYNX that FDOT applied for Resilience Funds on behalf of LYNX and was granted \$1.3 million. These funds will be used to replace a generator at LOC and also replace the windows at LCS. In addition, LYNX will receive \$432,000 to help cover expenses incurred during hurricanes Irma and Maria.

In addition the Oversight Committee members recommended tabling the RFP to do a Paratransit Analysis, Item 7.A. iii. from the agenda.

## **6. Oversight Committee Report**

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

Commissioner Janer reported that the Oversight Committee met earlier that day and is recommending that the board approve the following:

#### **Committee Consent Agenda Items:**

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

#### **Committee Action Items:**

- A.** Authorization to Release a Request for Proposal (RFP) for General Planning and Related Consulting Services for Transportation and Financial Planning for a Not to Exceed Amount of \$3,248,440
- B.** **This item was tabled: Authorization to Release a Request for Proposal (RFP) to Procure Consulting Services to Conduct a Mobility Services Operational Efficiency and Impact Analysis for LYNX and Develop a Comprehensive Plan for Implementation for a Not to Exceed Amount of \$300,000.**
- C.** Authorization to Award a Contract to Bishop Construction for Concrete Replacement and Repairs to the Lynx Bus Wash Exit. Authorization to Increase Contracts Not-to-Exceed Total from \$1,500,000 to \$5,100,000 for all Contracts Awarded by the Board on May 24, 2018 for Transportation Network Company Alternative Transportation for Mobility Services for a Period of One (1) Year with the Option to Extend for Four (4) One (1) Year Periods
- D.** Authorization to Increase Contracts Not-to-Exceed Total from \$1,500,000 to \$5,100,000 for all Contracts Awarded by the Board on May 24, 2018 for Transportation Network Company (TNC) Alternative Transportation for Mobility Services for a Period of One (1) Year with the Option to Extend for Four (4) One (1) Year Periods
- E.** Authorization to Amend Funding Partner Agreement with Seminole County for FY2019 for \$168,932.

- F. Authorization to Amend Bus Service Agreement No. 18-C144 with Lake County for \$25,058.
- G. Authorization to Amend Funding Partner Agreement with Orange County for FY2019 for \$72,514.

Commissioner Janer requested we remove Item 7 B from the Oversight Committee Agenda. She stated that the entire agency was in need of an assessment and requested hiring a consultant, similar to what Sunrail did. This consultant will be paid by all the funding partners. She asked that each of the board members go back to their respective boards to see if they are in accord with paying for this assessment.

Since this recommendation came about after LYNX requested authorization to release an RFP to procure a consultant service to conduct a Mobility Services Operational Efficiency and Impact Analysis, it was agreed by the members that the first assessment will be on the Mobility Services and Paratransit.

Commissioner Janer motioned to approve. Mike Shannon seconded the motion. The motion passed unanimously.

## 7. Consent Agenda

### A. RFP's:

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

Administrator for Workers' Compensation, Auto and General Liability and Subrogation (Recovery) Claims

**B. Award Contracts:**

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

**C. Extension of Contracts:**

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

**D. Miscellaneous:**

- i. Authorization to Purchase Three (3) Replacement Buses for Paratransit Service
- ii. Approval of the LYNX Board of Directors Meeting Dates for 2019
- iii. Authorization to Enter into an Agreement with Pinellas Suncoast Transit Authority (PSTA) for the Use of a 60' Articulated Bus for a One Day Demonstration
- iv. Authorization to Increase Contracts Not-to-Exceed Total from \$1,500,000 to \$5,100,000 for all Contracts Awarded by the Board on May 24, 2018 for Transportation Network Company Alternative Transportation for Mobility Services for a Period of One (1) Year with the Option to Extend for Four (4) One (1) Year Periods

Commissioner Janer moved to approve the items from the Consent Agenda from 7.A. i through 7.D. iv with the exception of item 7.A. iii, the Authorization to Release a Request for Proposal (RFP) to Procure Consulting Services to Conduct a Mobility Services Operational Efficiency and Impact Analysis for LYNX and Develop a Comprehensive Plan for Implementation for a Not to Exceed Amount of \$300,000. This item is tabled to be discussed in the next board meeting after some details have been reviewed.

There was discussion as to what the consequences would be if there was a delay in conducting the Mobility Services Operational Efficiency and Impact Analysis. Commissioner Janer stated that she was not requesting a delay in the assessment with the exception of the one month to bring this request to their

respective boards for approval.

Commissioner Janer made a motion for approval, Mayor Demings seconded. Motion passed unanimously.

## **8. Action Agenda**

### **A. Ratification of the LYNX Board of Directors Action Agenda for September 27, 2018**

At the December 6, 2018 LYNX Board of Directors meeting, the board recommended that the staff bring back the FY19 Operating and Capital Budgets for re-adoption or ratification.

Bert Francis provided the board members with a briefing on the FY19 Operating and Capital Budget.

In addition, the board was briefed on the Action Agenda (items 8 A through 8 D) that was on the September 27, 2018 Board Agenda. In accordance with the LYNX Administrative Rule #2 Board Governance (By Laws), Section 2.9.1C Financially Exigent Situations, the Board Chair approved these items to move forward as well.

Commissioner Janer moved to approve the Consent and Action Agenda of September 27<sup>th</sup>, 2018, to include the proposed Operating and Capital Budgets for 2019.

Mayor Demings second. Motion passed.

### **B. Authorization to Amend Funding Partner Agreement with Orange County for FY2019 for \$72,514.**

This amendment was made due to a calculation error and therefore a credit is due back to Orange County.

Commissioner Janer moved to approve, Mayor Demings second. Motion passed.

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

This amendment is due to a decrease of service hours. Commissioner Janer requested that LYNX staff provide the board with an analysis of all the additional services because there are different contracts with other entities and she'd like to ensure that the amount of money they are paying covers the actual costs, otherwise, it's actually costing LYNX money to provide these services. This will

ensure that everyone is paying a fair share.

Commissioner Janer moved to approve, Mayor Demings second. Motion passed.

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

This amendment was made due to a calculation error and therefore a credit is due to back Seminole County.

Commissioner Janer moved to approve, Mike Shannon second. Motion passed.

**E. Election of LYNX Board of Directors Officers**

Pat Christiansen advised the Board members that it was time to elect officers of the Board.

Mayor Demings moved to approve that the board retain the current slate of officers, Commissioner Janer second. Motion passed.

The Board of Directors will remain the same with the current Chair being Commissioner Constantine, the Vice Chairman is Mayor Dyer and Mike Shannon as the Secretary of FDOT. The next election will be on October 2019.

**9. Work Session**

Nothing was reported under the work session

**10. Information Items**

Chair Constantine stated that the information items were for review purposes only and did not require a vote.

- A. Notification of Settlement Agreement Pursuant to Administrative Rule 6
- B. Public Comment Responses/LYNX BOD Meeting 12-06-18
- C. State Road 436 Transit Corridor Study - Project Update and Recommendations

**11. Other Business**

Chair Constantine advised the board members as well as the attendees that the Board of Directors will be meeting on a monthly basis as an ongoing effort to push the projects through and move them forward.

## **12. Monthly Reports**

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

**The meeting adjourned at 2:35 p.m.**

### **Certification of Minutes:**

I certify that the foregoing minutes of the January 24, 2019 LYNX Board of Director's meeting are true and correct, approved by the Board of Directors.

X

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Assistant

# LYNX ard Agenda

## Consent Agenda Item #6.A. i

**To:** LYNX Board of Directors

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

**Phone:** 407.841.2279 ext: 6146

**Item Name:** Request for Proposal (RFP)  
Authorization to Release Request for Proposal (RFP) for Midlife Bus  
Overhaul and Refurbishment Services.

**Date:** 2/28/2019

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### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to release an Invitation for Bid (IFB) for bus overhaul and refurbishment services.

### **BACKGROUND:**

The Federal Transit Administration requires that buses purchased with grant funding must remain in service until they reach 12 years of age and/or accumulate 500,000 miles. LYNX current fleet includes 306 fixed buses of which a total of 144 buses range from 500,000 to 900,000 miles. Lynx buses average approximately 60,000 miles per year and have an average of 431,600 miles per vehicle.

As vehicles age and accumulate miles, they become increasingly expensive to maintain and tend to be less reliable. Typically, funding is not always available to replace all buses when they reach 500,000 miles.

Staff is recommending the implementation of an overhaul and refurbishment program for fixed route buses to improve bus reliability, reduce unscheduled repairs, reduce engine emissions and ensure safe operations. Staff is proposing that buses be scheduled for an overhaul and refurbishment when they accumulate 500,000 miles and are not immediately scheduled for replacement. It is estimated that the overhaul process will add at least 250,000 to 300,000 miles to the useful life of the vehicle. In addition to extending the vehicle life, it will improve the reliability and appearance of the Lynx fleet.

As part of the proposed Lynx overhaul and refurbishment program, each bus would receive the following

# LYNX Board Agenda

- Rebuilt engine
- New cooling system
- ADA wheelchair ramp
- Diesel Particulate Filter
- New transmission
- Rebuilt axle
- Steering, king-pins, rod ends and steering linkage u-joints
- Suspension including airbags, torque rods, air valves
- Air brakes including shoes and air valves
- HVAC reconditioning
- Driver seat and compartment refurbishment
- Exterior body work and paint

Based on similar overhaul programs completed by other transit agencies, it is estimated that this program will cost approximately \$230,000 per unit. Staff is proposing a multiyear contract with no minimum or maximum requirement on the number of vehicles completed. This will allow for the flexibility to complete the overhaul process as needed and when funding is available. This project is eligible for grant funding.

## **FISCAL IMPACT:**

LYNX staff included \$4,948,000 in the FY2019 Adopted Operating Budget for Vehicle Maintenance.

# LYNX Board Agenda

## Consent Agenda Item #6.B. i

**To:** LYNX Board of Directors

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

**Phone:** 407.841.2279 ext: 6146

**Item Name:** Miscellaneous  
Authorization to Ratify the Purchase Price of the 40' Low Floor CNG  
Powered Bus for an Amount Not to Exceed \$25,000.

**Date:** 2/28/2019

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### **ACTION REQUESTED:**

Staff is requesting board authorization to ratify the final purchase price of a 40' low floor CNG powered bus. This bus purchase was initially authorized at the February 1, 2018, Lynx Board meeting. The cost adjustment is a result of the required pre-production meetings in which vehicle equipment is determined and the pricing is finalized. During the pre-production meeting, the following changes were made: upgraded transmission \$2,772, credit for alternative fire protection system \$529, installation of the required Trapeze Mentor CAD AVL ITS system for \$24,119. The total changes result in the final bus price of \$576,537.

### **BACKGROUND:**

Staff had received authorization at the February 1, 2018, Board meeting to purchase one (1) 40' low floor CNG powered replacement bus from Gillig LLC for a not-to-exceed amount of \$553,785.00. The original board item did indicate that the final bus price would be determined after the pre-production meetings. The pre-production meetings have been completed and the final bus price is now \$576,337. The bus purchase as well as the price increase is being purchased with grant funds.

### **FISCAL IMPACT:**

LYNX staff included \$14,125,000 in the FY2019 Adopted Capital Budget for 25 replacement CNG 40' low floor buses.

## Consent Agenda Item #7.C. x

**To:** LYNX Board of Directors

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

**Phone:** 407.841.2279 ext: 6036

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

**Date:** 2/1/2018

### **ACTION REQUESTED:**

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

### **BACKGROUND:**

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

FY18 Capital Budget Anticipated CNG BRT Purchase Expenses	
Item	CNG Unit Cost
Gillig 40' CNG BRT Plus LF Buses	550,175
Pre-Production Meeting - Gillig	3,000
Vehicle Inspections at Plant - Gillig	700
Total*	553,875
* Final cost is determined post pre-production meeting	

**FISCAL IMPACT:**

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

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

# LYNX Board Agenda

## Consent Agenda Item #6.B. ii

**To:** LYNX Board of Directors

**From:** Albert Francis  
CHIEF FINANCIAL OFFICER  
LEONARD ANTMANN  
(Technical Contact)  
Warren Hersh  
(Technical Contact)  
Edward Velez  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6058

**Item Name:** Miscellaneous  
Authorization to Transfer Two Surplus ParaTransit Vehicles to Osceola  
Community Health Services

**Date:** 2/28/2019

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### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to transfer two (2) paratransit buses and components to Osceola County Community Health Services.

### **BACKGROUND:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to transfer two (2) paratransit buses and components to Osceola County Community Health Services.

LYNX staff is preparing a submission to the Federal Transit Administration (FTA) for approval in order to waive or transfer any outstanding obligation associated with the vehicles and the related components, which is currently valued at \$0. Upon Board of Directors approval, LYNX staff will continue to work with Osceola County Community Health Services to facilitate the transfer of the vehicles. If the transfer of the vehicles is not successful, LYNX staff will then include them in the upcoming public auction.

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## Vehicle Profile

System Number	Asset ID	Description	Acquisition Date	Acquisition Value	Serial Number	Net Book
15529	121041	Turtle Top Paratransit Bus	04/01/13	\$71,033	1FDE4FLXDDAAO6175	\$0
13899	NC-5456	Turtle Top Odyssey Bus Paratransit	09/20/11	\$73,033	1fdxef5bda41336	\$0
Total				\$144,066		\$0

## FISCAL IMPACT:

The net book value of the two (2) revenue vehicle and related components is \$0.

# LYNX Board Agenda

## Consent Agenda Item #6.B. iii

**To:** LYNX Board of Directors

**From:** Albert Francis  
CHIEF FINANCIAL OFFICER  
LEONARD ANTMANN  
(Technical Contact)  
Warren Hersh  
(Technical Contact)  
Nathan Adams  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6058

**Item Name:** Miscellaneous  
Authorization to Execute Change Order #1 in the Amount of \$800,955 to McCree General Contractors & Architects, Inc. for the LOC Expansion Project.

**Date:** 2/28/2019

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### **ACTION REQUESTED:**

Staff is requesting the Board of Directors authorization to execute change order #1 in the amount of \$800,955 to McCree General Contractors & Architects, Inc. for alternate changes identified during value engineering of the LOC Expansion Project.

### **BACKGROUND:**

On September 29, 2018, LYNX Chairman, Lee Constantine, approved the SEC recommendation to award the contract to McCree General Contractors & Architects, Inc. for this project in the amount \$3,734,166. On October 3, 2018, McCree received the Notice to Proceed (NTP) to construct the new LOC Paratransit Expansion Project.

The purpose of the new LOC Paratransit Expansion Project is to transition out of the 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.

# LYNX Board Agenda

This change order consists of downsizing the original administrative building, establishing a maintenance facility, including a security system tie-in, additional bus wash bays to increase efficiency, Haz-Mat storage, additional motorized gate for entrance at abandoned cul-de-sac location, and a larger backup generator for emergency dispatch. The following represents the requested change order:

## Project Detail

Description	Original Budget	CO #1	Revised Total
Sitework	\$1,796,556		\$1,796,556
Admin Building	\$390,805	-\$299,378	\$91,427
Architecture and Engineering	\$204,912		\$204,912
Equipment	\$238,050		\$238,050
Electrical	\$243,000		\$243,000
All other items	\$860,843		\$860,843
Maintenance Building		\$252,561	\$252,561
Security System Tie In		\$86,237	\$86,237
Additional 3-Bay + Haz-Mat Storage		\$265,783	\$265,783
Bus Wash - PEMB Covered Area 1575 sf		\$205,590	\$205,590
Additional 2nd Bus Wash (Smaller) - PEMB Covered Area 1200 sf		\$167,686	\$167,686
Other		\$122,476	\$122,476
<b>Total Construction Contract</b>	<b>\$3,734,166</b>	<b>\$800,955</b>	<b>\$4,535,121</b>

Direct Materials Purchase			<b>\$0</b>
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CEI Services	\$227,000		\$227,000
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Contingencies	\$322,706	\$347,085	\$669,791
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<b>PROJECT COST</b>	<b>\$4,283,872</b>	<b>\$1,148,040</b>	<b>\$5,431,912</b>
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## Funding Analysis

FDOT Funding			\$2,500,000
LYNX Matching Portion			\$2,500,000
FTA Funding (Design)			\$204,912
FTA Funding (CEI)			\$227,000

<b>TOTAL PROJECT FUNDING</b>			<b>\$5,431,912</b>
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# LYNX Bard Agenda

## **FISCAL IMPACT:**

LYNX originally programmed \$4,283,872 of FTA funds for this project. With the additional funds becoming available from FDOT, we will reprogram the FTA funds for other needs and utilize \$2 capital funds for matching requirements. Approximately \$431,912 of FTA funds will remain in the project as they had been previously committed. This will create a total budget for the project of \$5,431,912.

# LYNX Board Agenda

## Consent Agenda Item #6.B. iv

**To:** LYNX Board of Directors

**From:** **Tiffany Homler Hawkins**  
CHIEF ADMINISTRATIVE OFFICER  
**Belinda Balleras**  
(Technical Contact)  
**Tomika Monterville**  
(Technical Contact)  
**DHasheem Alkebulan**  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6064

**Item Name:** Miscellaneous  
**Authorization to Execute a Public Transportation Grant Agreement with the Florida Department of Transportation in the Amount of \$2.5 Million for the LOC Construction**

**Date:** 2/28/2019

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### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chairman to execute Resolution #19-002 (attached hereto) authorizing the Chief Executive Officer (CEO) to execute a Service Development Grant Public Transportation Grant Agreement (PTGA) with the Florida Department of Transportation in the amount of \$2,500,000 for the LYNX Operations Center (LOC) construction.

### **BACKGROUND:**

LYNX staff presented the LYNX Operations Center (LOC) expansion project Design-Build Services, proposed for award in the amount of \$3,734,116 to McCree Design Builders, Inc. in the September 27, 2018 Board agenda, which was ratified in the January 24, 2019 Board meeting. This LOC expansion includes a parking lot and a modular structure for paratransit operations.

In FY 18, the Florida Department of Transportation offered LYNX the opportunity to submit a funding request for the LOC expansion project. FDOT recently advised LYNX that it will make available in the FDOT's FY 19/20 work program Service Development Program funds in the amount of \$2,500,000, which will be programmed for the LOC expansion construction. The Service Development Grant funds require a local share of \$2,500,000, at 50:50 state/local cost share. LYNX is currently working with FDOT on programming these funds, to include the potential of utilizing any future remaining state funds for the Southern Operations Base project.

# LYNX Board Agenda

LYNX is interested in developing the property for its new Mobility Management Operations that is adjacent to the existing fixed-route, LYNX Operations Center (LOC), located at 2500 LYNX Lane, in Orlando, Florida. The address of the new LOC location is 2495 Industrial Boulevard, Orlando, Florida 32804.

MV Transportation currently operates the LYNX Paratransit services out of a leased facility located at 4950 L.B. McLeod Avenue, Orlando Florida. The purpose of the new Mobility Management Operations Center is to transition out of the McLeod facility. The current facility houses 204 paratransit vehicles. The make and model of the vehicles range in size from Turtle Top Cutaways to passenger sedans. There are currently 35 administrative employees working at this location, with approximately 291 Bus Operators operating/reporting to this location on a daily basis.

## **FISCAL IMPACT:**

LYNX staff revised the FY2019 Capital Budget to reflect this change. The matching portion will come from the LYNX \$2 capital contribution.



**CFRTA RESOLUTION #19-002 Operations Center Construction**

A **RESOLUTION** of the Central Florida Regional Transportation Authority (CFRTA) Governing Board authorizing the signing and submission of a grant application and supporting documents and assurances to the Florida Department of Transportation, the acceptance of a grant award from the Florida Department of Transportation, the LYNX Operations Center expansion and/or equipment and/or expenditure of grant funds pursuant to a grant award, and the signing of subsequent agreements.

**WHEREAS**, the Central Florida Regional Transportation Authority, d/b/a LYNX has the authority to apply for and accept grants and make purchases and/or expend funds pursuant to grant awards made by the Florida Department of Transportation as authorized by Chapter 341, Florida Statutes and/or by the Federal Transit Administration Act of 1964, as amended;

NOW, THEREFORE, BE IT RESOLVED BY THE CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY GOVERNING BOARD, FLORIDA:

This resolution applies to Service Development Grant Program.

The submission of a grant application(s), supporting documents, and assurances to the Florida Department of Transportation is approved.

Edward L. Johnson, Chief Executive Officer is authorized to sign the application, accept a grant award, purchase vehicles/equipment, expend grant funds pursuant to a grant award, and/or sign subsequent agreements unless specifically rescinded.

DULY PASSED AND ADOPTED THIS 28<sup>th</sup> day of February 2019.

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*Signature, Chairperson of the Board*

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*Typed Name and Title*

**ATTEST:**

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*Seal*

# LYNX Board Agenda

## Consent Agenda Item #6.B. v

**To:** LYNX Board of Directors

**From:** **Tiffany Homler Hawkins**  
CHIEF ADMINISTRATIVE OFFICER  
**Belinda Balleras**  
(Technical Contact)  
**William Slot**  
(Technical Contact)  
**Kenneth Jamison**  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6064

**Item Name:** Miscellaneous  
**Authorization to Execute a Public Transportation Grant Agreement with the Florida Department of Transportation in the Amount of \$1.2 Million for Fareboxes**

**Date:** 2/28/2019

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### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chairman to execute Resolution #19-001 (attached hereto) authorizing the Chief Executive Officer (CEO) to execute a Service Development Grant Public Transportation Grant Agreement (PTGA) with the Florida Department of Transportation in the amount of \$1,200,000 to partially fund the purchase of fareboxes. This action also includes authorization for the Chief Executive Officer (CEO) or designee to execute any future amendments to the PTGA.

### **BACKGROUND:**

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

The LYNX Board of Directors authorized at its meeting on January 24, 2019 the release of a request for proposals for the purchase of electronic fareboxes and paratransit validators for acceptance of fares from cash, smart cards, and mobile ticketing. Staff has estimated the cost of the procurement to be \$5,663,542 based on unit costs from a similar procurement by Broward County, Florida.

# LYNX Board Agenda

The Florida Department of Transportation will program Service Development Grant (SDG) funds in the amount of \$1,200,000 to support the purchase of fareboxes. SDG funds require a local match of \$1,200,000, based on a 50:50 cost share. The remaining balance needed to complete the project will be funded with Federal Transit Administration funds.

## **FISCAL IMPACT:**

LYNX staff included \$5,663,542 in the FY2019 Adopted Capital Budget for the procurement of electronic revenue center fareboxes, validation for demand response vehicles, and associated hardware for this project. The matching portion will come from a combination of \$2 capital funds plus LYNX operating cash, with the balance from FTA funds.

FDOT	\$ 1,200,000
LYNX match	1,200,000
FTA	<u>3,263,542</u>
<b>Total</b>	<b>\$ 5,663,542</b>



**CFRTA RESOLUTION #19-001: Fareboxes**

A **RESOLUTION** of the Central Florida Regional Transportation Authority (CFRTA) Governing Board authorizing the signing and submission of a grant application and supporting documents and assurances to the Florida Department of Transportation, the acceptance of a grant award from the Florida Department of Transportation, the purchase of fareboxes and/or expenditure of grant funds pursuant to a grant award, and the signing of subsequent agreements.

**WHEREAS**, the Central Florida Regional Transportation Authority, d/b/a LYNX has the authority to apply for and accept grants and make purchases and/or expend funds pursuant to grant awards made by the Florida Department of Transportation as authorized by Chapter 341, Florida Statutes and/or by the Federal Transit Administration Act of 1964, as amended;

NOW, THEREFORE, BE IT RESOLVED BY THE CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY GOVERNING BOARD, FLORIDA:

This resolution applies to Service Development Grant Program.

The submission of a grant application(s), supporting documents, and assurances to the Florida Department of Transportation is approved.

Edward L. Johnson, Chief Executive Officer is authorized to sign the application, accept a grant award, purchase vehicles/equipment, expend grant funds pursuant to a grant award, and/or sign subsequent agreements unless specifically rescinded.

DULY PASSED AND ADOPTED THIS 28<sup>th</sup> day of February 2019.

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*Signature, Chairperson of the Board*

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*Lee Constantine, Chairman LYNX Board of Directors*

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*Typed Name and Title*

**ATTEST:**

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*Seal*

# LYNX Board Agenda

## Consent Agenda Item #6.B. vi

**To:** LYNX Board of Directors

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

**Phone:** 407.841.2279 ext: 6064

**Item Name:** Miscellaneous  
**Authorization to Execute a Right-of-Way Easement Agreement with the City of Orlando and Apply for a Petition to Vacate a Cul-de-sac with the City of Orlando for the LYNX Operations Center(LOC) Expansion Facility**

**Date:** 2/28/2019

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### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to authorize a right-of-way easement agreement at the southwest corner of the LYNX Operations Center (LOC) Expansion site and approve the filing of a petition to vacate the cul-de-sac on the northeast corner of the site adjacent to the LOC in order to obtain the required City of Orlando permits for construction of the facility.

### **BACKGROUND:**

As part of the terms of the agreement between NoPetro fueling facility, LYNX had the first right of refusal to purchase the remaining property and exercised this option and closed on the property in March 2017. In December 2017, the LOC Expansion project team held a pre-application meeting with the City of Orlando to obtain the permitting requirements to begin construction of the LOC Expansion.

The design of the LOC Expansion facility contemplates the obtaining of an access easement over NoPetro Lot 1 to allow for limited and restricted access between the LYNX paratransit lot and the LYNX maintenance facility. This access or easement would run from the southwest corner of the LYNX paratransit lot directly down to the LYNX main facility and to the west of the LYNX fueling facility. In the future, LYNX would have the right to use property to the east of the LYNX refueling facility for an easement if it wishes to run buses between the two parcels.

# LYNX Board Agenda

In the northeast corner of the LOC Expansion site, there is a cul-de-sac which is part of a public road. In lieu of the cul-de-sac, the City requires that there be substituted in its place what is called a “hammer head” or a “tee” , which would permit vehicles and trucks to be able to turn around since it is the end of a public road. McCree Engineers has prepared a sketch of the “tee” and it has been approved by the City of Orlando Transportation Department. Simultaneous with the vacating of cul-de-sac, LYNX will need to execute and deliver to the City a right-of-way easement for this “tee” area.

LYNX’s General Counsel has been in discussions with NoPetro about the easement and, if agreed, LYNX would enter into an appropriate easement agreement which would be on a restricted basis, meaning that the easement would be used simply for service vehicles to travel between the two parcels.

## **FISCAL IMPACT:**

All LYNX cost associated with the Right-of-Way Easement Agreement are included in the approved LOC Expansion Project.

# LYNX Board Agenda

## Action Agenda Item #7.A

**To:** LYNX Board of Directors

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

**Phone:** 407.841.2279 ext: 6064

**Item Name:** Authorization to Release an Invitation for Bid (IFB) to Award a Fixed Price Contract for the Construction of Safety, Security and Aesthetic Improvements at the Rosemont Transfer Center.

**Date:** 2/28/2019

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### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to release an Invitation for Bid (IFB) to award a fixed price service contract for the construction of safety, security and aesthetic improvements at the Rosemont Transfer Center.

### **BACKGROUND:**

In 2000, the City of Orlando, in partnership with the community, conducted the Rosemont Neighborhood Stabilization Study. This study identified the need for a transfer center to serve this area. Pursuant to this, LYNX constructed in 2003 the Rosemont Super Stop using both Federal Transit Administration and local funds.

In 2011-2012 LYNX, City staff and the community evaluated other properties in the area to determine the potential to relocate the Rosemont Transfer Center. This analysis resulted in the current location continuing to be the ideal location. At the request of the Lake Orlando Homeowners Association (LOHOA), LYNX performed another analysis of the transfer center in late 2016-2017. This recent analysis also resulted in the recommendation that the Rosemont Transfer Center remain at its current location. The factors leading to this determination included, but were not limited to, surrounding supportive neighborhood characteristics and engineering and access limitations associated with other alternative sites. This was further supported by a significant operational analysis that showed alternative sites would significantly increase operational costs; create an inconvenience to existing users (who are primarily low-income, minority and senior citizens), and based on a previous determination from the Federal Transit Administration a significant move has the potential to affect current rider's Title VI rights.

LYNX has budgeted for the planning, design and construction of safety, security and aesthetic improvements to the Rosemont Transfer Center in response to the community's concerns. The proposed improvements have been developed cooperatively with City of Orlando Staff, LOHOA

# LYNX Board Agenda

and bus riders in the Rosemont community via visual preference and intercept surveys that occurred during the spring and summer of 2018. In October 2018, LYNX informed the LOHOA that the project was moving forward into the final design phase. The additional public involvement activities in response to LOHOA has resulted in an additional \$16,323.00 above the original \$70,022.00 budgeted for public engagement and conceptual design.

At the January 24, 2019, Board of Directors meeting a member of the LOHOA re-iterated concerns regarding safety and seating measures proposed at the Transfer Center. All of these items were previously addressed with the final design completed in January 2019. However, LYNX staff have revisited the final design and have the following to report:

- 1.) Increased the seating, which now exceeds the standard transit amenities required for similar Transfer Center by almost three-to-one; and
- 2.) Further analysis of the Orlando Sentinel article assertions indicated that only eight (8) of 223 Orlando Police Department calls for service between 2013 -2018 were associated with the Rosemont Transfer Center.

The final improvements that have been designed will include: 10 shelters with benches; appropriate LED lighting; trash receptacles; improved ADA landing facilities; safety and security measures including CCTV.

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

It is the policy of LYNX to ensure that certified DBEs 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 finalized scope of work. The contractor will be required to provide documentation and report the certified DBEs and small business firms participating on the project.

## **FISCAL IMPACT:**

LYNX staff included \$760,048 in the FY2019 Adopted Capital Budget for the Rosemont Transfer Center.

# LYNX Board Agenda

## Action Agenda Item #7.B

**To:** LYNX Board of Directors

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

**Phone:** 407.841.2279 ext: 6064

**Item Name:** Status of Chief Executive Officer Matters

**Date:** 2/28/2019

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Mr. Pat Christinsen, LYNX General Counsel, will give an update to the LYNX Board of Directors. .

# LYNX Board Agenda

## Information Item A: Mobility Management Update regarding FTA Drug and Alcohol Finding

**To:** LYNX Board of Directors

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

**Phone:** 407.841.2279 ext: 6146

**Item Name:** Information Item  
Mobility Management Update regarding FTA Drug and Alcohol Finding

**Date:** 2/28/2019

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LYNX staff will provide an update regarding Mobility Management Paratransit FTA Drug and Alcohol Audit Finding

# Mobility Management

Federal Transit Administration (“FTA”)

Drug & Alcohol Program – Transportation Network Company (“TNC”)

Board Update

02/21/2019

## Working Team:

Selita Stubbs, Ben Gonzalez, Warren Hersh, Belinda Balleras, Rafael Acevedo, Tiffany Homler, Tellis Chandler, John Slot





The Omnibus Transportation Employee Testing Act of 1991 mandated the Secretary of Transportation to issue regulations to **combat prohibited drug use and alcohol misuse** in the transportation industry. For that portion of the transportation industry having to do with the provision of and service to the public of mass transportation, **FTA is the agency delegated with the authority** and responsibility for issuing these implementing rules. These rules are encompassed in **49 CFR Part 655**, Prevention of Alcohol Misuse and Prohibited Drug Use in Transit Operations.

### Safety Focus

Passengers are transported by drivers that undergo drug and alcohol testing prior to providing the service and are randomly tested as long as the driver is engaged in the service.

# Background

## FTA Audit Timeline

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**January 28 – February 1, 2019:** FTA on-site Audit conducted at LYNX

**January 28, 2019:** Mobility Services staff and Director, Safety & Risk Management met with Auditors Re: TNC Program

**February 1, 2019:** FTA exit interview with LYNX Leadership (Discussion re: Audit Report distributed)

**February 6, 2019:** FTA Email correspondence re: clarification of requirements

**February 14, 2019:** Received FTA “Final Audit Report Addendum” letter confirming TNCs need to comply with FTA Drug & Alcohol requirements.

**February 15, 2019:** Formal notification to Lyft and Mears

**February 19, 2019:** Formal notification to LYNX Board

\* In addition to the high level timeline, LYNX staff has conducted multiple conference calls with FTA, DOT and TNCs

# Background



## FTA Determination – use of TNCs in Paratransit operations

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This notice pertains to item 3 on page 6 of the FTA Drug and Alcohol Compliance Auditing Program's Final Audit Report dated February 1, 2019. After reviewing information provided by LYNX in response to that finding, FTA has determined that the **curb-to-curb service provided by LYNX ACCESS is covered** by FTA's drug and alcohol testing regulation.

Accordingly, **Lyft and Mears Transportation (Mears)**, the two contractors LYNX uses to provide the curb-to-curb service, **must each promptly develop a drug and alcohol testing program** for their FTA-covered employees. These programs must comply with the requirements of 49 CFR Part 40 (DOT's drug and alcohol testing regulation) and with 49 CFR Part 655 (the modal regulation specific to FTA). As part of this effort, the auditors suggest Lyft and Mears staff make use of whatever resources are available to them at LYNX, as well as FTA's policy builder and other drug and alcohol resources available at: <https://transit-safety.fta.dot.gov/DrugAndAlcohol/Tools/Default.aspx>

# Scenarios



## Potential impacts to Passengers, Operations, and Cost to service

Scenario	1. LOW Little or No passenger impact	2. MEDIUM 25% of Trips Move from 3 months from TNC to Shared Ride	3. HIGH 50% of Trips move from TNC to Shared Ride
Description	Less than 150 trips per day are allocated to different carriers	Less than 350 trips per day are allocated to different carriers. This scenario accounts for ramp up time for Mears to get its driver population into compliance.	Less than 550 trips per day are allocated to different carriers. This scenario assumes that Lyft and Mears can not ramp up to meet needed passenger demand and OWL and MV.
Passenger Impact	Passengers accustom to curb to curb service and individual transport <b>with Lyft</b> will either receive a curb to curb service with Mears or a shared ride with OWL or MV.	Passengers accustom to curb to curb service and individual transport <b>with Lyft and Mears</b> will receive a shared ride with OWL or MV.	Passengers accustom to individual transport will have a <b>higher potential of a shared ride</b> trip.
Operations Impact	<ul style="list-style-type: none"><li>• Develop / Execute a communication plan for community partners and passengers</li><li>• Discontinue service with non-compliant carrier(s)</li><li>• Develop communication materials for Mobility Services Representatives (MSRs)</li></ul>		
Financial Impact (*Annualized Trip Cost – Purchased Transportation Only)	\$150K	\$360K	\$2.2M

# Approach



1. LYFT	2. OWL	3. Mears	4. MV and New providers
Send a formal notification to LYFT with the requested remedy and request response in 30 days.	Work with OWL to bring their existing program into compliance with FTA and provide timeline and verification to FTA	Work with Mears management to identify a path forward. In prior conversations this carrier has been hesitant to adopt FTA standards.	Utilize information gained from other conversations during contract negotiations and volume estimates with MV and potential other providers
Warren	Tellis	Selita, Tellis	Team
Comply – Yes - Carrier will provide verification of compliance based on FTA compliance deadlines.	Comply – Yes - Carrier has stated they will comply.	Comply – Yes - Work with carrier to implement a FTA compliant process	Comply – Yes
Comply – No - LYNX will move riders from this service prior to 3/15/2019	Comply – No - NA	Comply – No - NA	

The Federal guidance relating to TNCs

<https://www.transit.dot.gov/regulations-and-guidance/shared-mobility-faqs-controlled-substance-and-alcohol-testing-requirements>

The State of Florida has past Florida HB 221 relating to TNCs which states the following:

Link to HB221:

<https://www.flsenate.gov/Session/Bill/2017/221/BillText/er/PDF>

On page 2 middle section reads-- "... requiring a TNC to implement a zero-tolerance policy for drug or alcohol use, subject to certain requirements; providing TNC driver requirements; requiring a TNC to conduct a certain background check for a TNC driver after a specified period".

# LYNX Board Agenda

## Information Item B: Route Optimization Study (ROS) Implementation: Overview and Status Update

**To:** LYNX Board of Directors

**From:** **Tiffany Homler Hawkins**  
CHIEF ADMINISTRATIVE OFFICER  
**MYLES OKEEFE**  
(Technical Contact)

**Tomika Monterville**  
(Technical Contact)

**BRUCE DETWEILER**  
(Technical Contact)

**Presented By: Myles O'Keefe, Manager of Strategic Planning, LYNX**

**Phone:** 407.841.2279 ext: 6064

**Item Name:** **Information Item**  
**Route Optimization Study (ROS) Implementation: Overview and Status Update**

**Date:** 2/28/2019

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### **ACTION REQUESTED:**

LYNX staff will provide an update on the Route Optimization Study (ROS).

### **BACKGROUND:**

In July 2017 the Central Florida Regional Transportation Authority embarked on a journey to re-imagine the transit services provided throughout the Orlando metropolitan service area. This critical review of the current fixed route system and gaps in service resulted in a proposed network of diverse modes and frequencies to support the dynamic travel needs of the region.

LYNX and jurisdictional partner's staff have been meeting since 2017 to discuss the types of services, modes and hours of service necessary to support improved operational efficiencies. The last meeting of our partner group occurred in the spring of 2018 when we presented a proposed family of services/routes to be evaluated in the T-BEST model

In the Fall of 2018, we received the results of the T-BEST model of the proposed re-imagined LYNX transit system and have reconvened this body to discuss the details and trade-offs each jurisdictional partner is willing to make to improve the reliability of transit travel in the region. The results of these meetings and proposed system plan will be modeled, again, to develop a plan of implementation of the ROS in FY 2020, based on the existing funding resources allocated.

# LYNX Board Agenda

The presentation shared with the Board of Directors will include an overview of the types of services proposed and the cost of the phased implementation of the system and what the fully built-out system will cost.

At the December 2018 Board Meeting, extension of the current HDR contract was approved which will support the development the ROS Implementation Plan to include: public engagement, marketing and promotion, modeling, development of a bus stop consolidation plan and other tasks associated with introducing a re-imagined LYNX transit system in FY 2020.

# LYNX Board Agenda

## Information Item C: Recap of the FY2018 Operating Results.

**To:** LYNX Board of Directors

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

**Phone:** 407.841.2279 ext: 6058

**Item Name:** Recap of the FY2018 Operating Results.

**Date:** 2/28/2019

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### **ACTION REQUESTED:**

LYNX Staff will provide a recap of the FY2018 Operating Results.

# FY2018 Year-End Recap Operating Results

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Presented to the  
LYNX Finance Committee  
by Bert Francis, Chief Financial Officer  
February 15, 2019

# Contents

- Executive Summary
- Operating Results by Line of Business (LOB)
  - ✓ Fixed Route
  - ✓ Lymmo
  - ✓ ParaTransit
  - ✓ NeighborLink
  - ✓ Road Ranger

# Executive Summary



# Executive Summary

## All Lines of Business - Current Year versus Amended Budget

Revenue	FY2018 Actual	FY2018 Budget	\$ Variance	% Variance
01 Customer Fares	\$24,142,741	\$25,408,169	(\$1,265,428) U	-5.0%
02 Contract Services	\$5,272,163	\$6,240,392	(\$968,229) U	-15.5%
03 Advertising	\$2,846,718	\$2,205,000	\$641,718 F	29.1%
05 Interest & Other Income	\$1,428,762	\$1,111,283	\$317,479 F	28.6%
06 Federal Revenue	\$15,877,646	\$18,056,585	(\$2,178,939) U	-12.1%
07 State Revenue	\$12,038,399	\$12,000,325	\$38,074 F	0.3%
08 Local Revenue	\$65,922,726	\$67,077,268	(\$1,154,542) U	-1.7%
	<b>\$127,529,155</b>	<b>\$132,099,022</b>	<b>(\$4,569,867) U</b>	<b>-3.5%</b>
Expense	FY2018 Actual	FY2018 Budget	\$ Variance	% Variance
20 Salaries & Wages & Fringe	(\$76,459,285)	(\$79,658,715)	\$3,199,430 F	-4.0%
21 Other Services	(\$9,593,758)	(\$12,042,475)	\$2,448,717 F	-20.3%
22 Fuel	(\$10,757,826)	(\$10,820,264)	\$62,438 F	-0.6%
23 Materials & Supplies	(\$7,171,448)	(\$8,097,032)	\$925,584 F	-11.4%
24 Utilities	(\$1,356,532)	(\$1,558,424)	\$201,892 F	-13.0%
25 Casualty & Liability	(\$2,061,727)	(\$2,353,031)	\$291,304 F	-12.4%
26 Taxes & Tags	(\$814,687)	(\$529,391)	(\$285,296) U	53.9%
27 Purchased Transportation	(\$25,892,966)	(\$19,614,332)	(\$6,278,634) U	32.0%
28 Leases & Miscellaneous	(\$1,200,366)	(\$1,436,031)	\$235,665 F	-16.4%
29 Interest Expense	(\$84,900)	(\$81,047)	(\$3,853) U	4.8%
	<b>(\$135,393,495)</b>	<b>(\$136,190,742)</b>	<b>\$797,247 F</b>	<b>-0.6%</b>
<b>Net Operating Gain (Loss)</b>	<b>(\$7,864,340)</b>	<b>(\$4,091,720)</b>	<b>(\$3,772,620) U</b>	<b>92.2%</b>

# Executive Summary (cont.)

## Revenue Variance to Budget

- ✓ Customer Fares – Revenue is down due to decreasing ridership.
- ✓ Contract Services –Transportation Disadvantaged trips were lower than budgeted and reimbursement rate was lower than actual trip cost.
- ✓ Federal Revenue – This varies with Planning activities reimbursed by Federal funds. See favorable variance in Professional Services.
- ✓ Local Revenue – Budget included SR436 (prepaid) revenue that will be referred into FY2019.

# Executive Summary (cont.)

## Expense Variance to Budget

- ✓ Salaries & Wages – Vacant positions and related benefits cost includes \$2.3 million pension adjustment.
- ✓ Other Services – This includes certain Planning activities that are reimbursed by Federal dollars. See offsetting variance in Federal Revenue.
- ✓ Fuel – Hedging provided favorable offset to increasing fuel prices.
- ✓ Materials & Supplies – We had favorable variances in Repairs & Maintenance across the entire Agency.

# Executive Summary (cont.)

## Expense Variance to Budget

- ✓ Taxes & Tags – While Hedging offset Fuel expense, it did not offset Fuel Taxes. Additionally we had extra taxes and penalties assessed in a year-end fuel tax audit (in appeals).
- ✓ Purchased Transportation – Customer base continues to increase month over month.

# Operating Results by LOB



# Operating Results by LOB

## Fixed Route



### Fixed Route - Current Year versus Amended Budget

Revenue	FY2018 Actual	FY2018 Budget	\$ Variance	% Variance
01 Customer Fares	\$21,934,879	\$23,062,425	(\$1,127,546) U	-4.9%
02 Contract Services	\$1,389,630	\$1,339,202	\$50,428 F	3.8%
03 Advertising	\$2,846,718	\$2,205,000	\$641,718 F	29.1%
05 Interest & Other Income	\$1,428,762	\$1,111,283	\$317,479 F	28.6%
06 Federal Revenue	\$12,058,017	\$13,792,255	(\$1,734,238) U	-12.6%
07 State Revenue	\$10,323,772	\$10,309,129	\$14,643 F	0.1%
08 Local Revenue	\$51,950,739	\$52,562,479	(\$611,740) U	-1.2%
	<b>\$101,932,517</b>	<b>\$104,381,773</b>	<b>(\$2,449,256) U</b>	<b>-2.3%</b>
Expense	FY2018 Actual	FY2018 Budget	\$ Variance	% Variance
20 Salaries & Wages & Fringe	(\$72,176,944)	(\$74,417,297)	\$2,240,353 F	-3.0%
21 Other Services	(\$8,987,808)	(\$11,371,218)	\$2,383,410 F	-21.0%
22 Fuel	(\$7,986,228)	(\$8,253,793)	\$267,565 F	-3.2%
23 Materials & Supplies	(\$6,952,083)	(\$7,774,862)	\$822,779 F	-10.6%
24 Utilities	(\$1,311,339)	(\$1,530,137)	\$218,798 F	-14.3%
25 Casualty & Liability	(\$2,016,976)	(\$2,323,031)	\$306,055 F	-13.2%
26 Taxes & Tags	(\$632,114)	(\$407,993)	(\$224,121) U	54.9%
28 Leases & Miscellaneous	(\$927,599)	(\$1,421,579)	\$493,980 F	-34.7%
29 Interest Expense	(\$84,900)	(\$81,047)	(\$3,853) U	4.8%
	<b>(\$101,075,991)</b>	<b>(\$107,580,957)</b>	<b>\$6,504,966 F</b>	<b>-6.0%</b>
<b>Net Operating Gain (Loss)</b>	<b>\$856,526</b>	<b>(\$3,199,184)</b>	<b>\$4,055,710 F</b>	<b>-126.8%</b>

# Operating Results by LOB

## Fixed Route (cont.)



### Revenue Variance to Budget

- ✓ Customer Fares – Revenue is down due to decreasing ridership.
- ✓ Interest & Other Income – Includes 209K VanPool revenue that was not budgeted.
- ✓ Federal Revenue – This varies with Planning activities reimbursed by Federal funds. See favorable variance in Professional Services.
- ✓ Local Revenue – Budget included SR436 (prepaid) revenue that will be referred into FY2019.



# Operating Results by LOB

## Fixed Route(cont.)



### Expense Variance to Budget

- ✓ Salaries & Wages – Vacant positions and related benefits cost includes \$2.3 million pension adjustment.
- ✓ Other Services – This includes certain Planning activities that are reimbursed by Federal dollars. See offsetting variance in Federal Revenue.
- ✓ Fuel – Hedging provided favorable offset to increasing fuel prices.
- ✓ Materials & Supplies – We had favorable variances in Repairs & Maintenance across the entire Agency.



# Operating Results by LOB

## Fixed Route(cont.)



### Expense Variance to Budget

- ✓ Taxes & Tags – While Hedging offset Fuel expense, it did not offset Fuel Taxes. Additionally we had extra taxes and penalties assessed in a year-end fuel tax audit (in appeals).
- ✓ Leases & Miscellaneous – The ParaTransit lease was reclassified to ParaTransit in FY2018. In prior years this was budgeted in Fixed Route.

# Operating Results by LOB



# Operating Results by LOB

## ParaTransit



### ParaTransit - Current Year versus Amended Budget

Revenue	FY2018 Actual	FY2018 Budget	\$ Variance	% Variance
01 Customer Fares	\$2,117,604	\$2,233,296	(\$115,692) U	-5.2%
02 Contract Services	\$3,716,616	\$4,759,082	(\$1,042,466) U	-21.9%
06 Federal Revenue	\$3,232,030	\$3,519,530	(\$287,500) U	-8.2%
07 State Revenue	\$388,473	\$288,000	\$100,473 F	34.9%
08 Local Revenue	\$11,063,333	\$10,993,133	\$70,200 F	0.6%
	<b>\$20,518,056</b>	<b>\$21,793,041</b>	<b>(\$1,274,985) U</b>	<b>-5.9%</b>
Expense	FY2018 Actual	FY2018 Budget	\$ Variance	% Variance
20 Salaries & Wages & Fringe	(\$1,171,699)	(\$1,518,372)	\$346,673 F	-22.8%
21 Other Services	(\$601,700)	(\$621,060)	\$19,360 F	-3.1%
22 Fuel	(\$2,206,239)	(\$2,173,573)	(\$32,666) U	1.5%
23 Materials & Supplies	(\$5,078)	(\$14,500)	\$9,422 F	-65.0%
24 Utilities	(\$35,624)	(\$20,980)	(\$14,644) U	69.8%
26 Taxes & Tags	(\$163,711)	(\$108,734)	(\$54,977) U	50.6%
27 Purchased Transportation	(\$23,951,087)	(\$18,079,961)	(\$5,871,126) U	32.5%
28 Leases & Miscellaneous	(\$272,131)	(\$10,969)	(\$261,162) U	2380.9%
	<b>(\$28,407,269)</b>	<b>(\$22,548,149)</b>	<b>(\$5,859,120) U</b>	<b>26.0%</b>
<b>Net Operating Gain (Loss)</b>	<b>(\$7,889,213)</b>	<b>(\$755,108)</b>	<b>(\$7,134,105) U</b>	<b>944.8%</b>



# Operating Results by LOB

## ParaTransit (cont.)



### Revenue Variance to Budget

- ✓ Contract Services – Transportation Disadvantaged trips were lower than budgeted and reimbursement rate was lower than actual trip cost.

### Expense Variance to Budget

- ✓ Purchased Transportation – Customer base continues to increase month over month.
- ✓ Leases & Miscellaneous – The ParaTransit lease was reclassified to ParaTransit in FY2018. In prior years this was budgeted in Fixed Route.



# Operating Results by LOB



## *NeighborLink*



# Operating Results by LOB

## NeighborLink



### NeighborLink - Current Year versus Amended Budget

Revenue	FY2018 Actual	FY2018 Budget	\$ Variance	% Variance
01 Customer Fares	\$90,258	\$112,448	(\$22,190) U	-19.7%
02 Contract Services	\$165,917	\$142,108	\$23,809 F	16.8%
06 Federal Revenue	\$587,599	\$744,800	(\$157,201) U	-21.1%
07 State Revenue	\$0	\$25,444	(\$25,444) U	-100.0%
08 Local Revenue	\$684,722	\$914,174	(\$229,452) U	-25.1%
	<b>\$1,528,496</b>	<b>\$1,938,974</b>	<b>(\$410,478) U</b>	<b>-21.2%</b>
Expense	FY2018 Actual	FY2018 Budget	\$ Variance	% Variance
20 Salaries & Wages & Fringe	(\$147,486)	(\$195,964)	\$48,478 F	-24.7%
21 Other Services	(\$2,930)	(\$45,540)	\$42,610 F	-93.6%
22 Fuel	(\$232,679)	(\$220,112)	(\$12,567) U	5.7%
23 Materials & Supplies	\$0	(\$1,000)	\$1,000 F	-100.0%
24 Utilities	(\$2,468)	\$0	(\$2,468) U	n/a
26 Taxes & Tags	(\$7,425)	(\$5,192)	(\$2,233) U	43.0%
27 Purchased Transportation	(\$1,941,878)	(\$1,534,371)	(\$407,507) U	26.6%
	<b>(\$2,334,866)</b>	<b>(\$2,002,179)</b>	<b>(\$332,687) U</b>	<b>16.6%</b>
<b>Net Operating Gain (Loss)</b>	<b>(\$806,370)</b>	<b>(\$63,205)</b>	<b>(\$743,165) U</b>	<b>1175.8%</b>



# Operating Results by LOB

## NeighborLink (cont.)



### Revenue Variance to Budget

- ✓ One route was budgeted as NeighborLink that was serviced by fixed-route.

### Expense Variance to Budget

- ✓ Purchase transportation increased due to changes in a new contract with MV.



# Operating Results by LOB

LYMMO<sup>®</sup>



# Operating Results by LOB

## Lymmo



### Lymmo - Current Year versus Amended Budget

<b>Revenue</b>	<b>FY2018 Actual</b>	<b>FY2018 Budget</b>	<b>\$ Variance</b>	<b>% Variance</b>
08 Local Revenue	\$2,223,933	\$2,607,482	(\$383,549) U	-14.7%
	<b>\$2,223,933</b>	<b>\$2,607,482</b>	<b>(\$383,549) U</b>	<b>-14.7%</b>
 <b>Expense</b>	 <b>FY2018 Actual</b>	 <b>FY2018 Budget</b>	 <b>\$ Variance</b>	 <b>% Variance</b>
20 Salaries & Wages & Fringe	(\$1,834,880)	(\$2,347,463)	\$512,583 F	-21.8%
22 Fuel	(\$215,032)	(\$114,744)	(\$100,288) U	87.4%
23 Materials & Supplies	(\$149,889)	(\$194,650)	\$44,761 F	-23.0%
26 Taxes & Tags	(\$7,396)	(\$4,971)	(\$2,425) U	48.8%
	<b>(\$2,207,197)</b>	<b>(\$2,661,828)</b>	<b>\$454,631 F</b>	<b>-17.1%</b>
 <b>Net Operating Gain (Loss)</b>	 <b>\$16,736</b>	 <b>(\$54,346)</b>	 <b>\$71,082 F</b>	 <b>-130.8%</b>



# Operating Results by LOB

## Lymmo (cont.)



### Revenue Variance to Budget

- ✓ Lymmo is reimbursed based on actual expense.
- ✓ Revenue varies directly with actual expense.

### Expense Variance to Budget

- ✓ Lime Line was a new service in FY2018. Estimated expense was higher than actual.



# Operating Results by LOB



# Operating Results by LOB

## Road Ranger



### Road Rangers - Current Year versus Amended Budget

Revenue	FY2018 Actual	FY2018 Budget	\$ Variance		% Variance
07 State Revenue	\$1,326,154	\$1,377,752	(\$51,598)	U	-3.7%
	<b>\$1,326,154</b>	<b>\$1,377,752</b>	<b>(\$51,598)</b>	<b>U</b>	<b>-3.7%</b>
Expense	FY2018 Actual	FY2018 Budget	\$ Variance		% Variance
20 Salaries & Wages & Fringe	(\$1,128,276)	(\$1,179,619)	\$51,343	F	-4.4%
21 Other Services	(\$1,320)	(\$4,657)	\$3,337	F	-71.7%
22 Fuel	(\$117,648)	(\$58,042)	(\$59,606)	U	102.7%
23 Materials & Supplies	(\$64,397)	(\$112,020)	\$47,623	F	-42.5%
24 Utilities	(\$7,102)	(\$7,307)	\$205	F	-2.8%
25 Casualty & Liability	(\$44,751)	(\$30,000)	(\$14,751)	U	49.2%
26 Taxes & Tags	(\$4,041)	(\$2,501)	(\$1,540)	U	61.6%
28 Leases & Miscellaneous	(\$636)	(\$3,483)	\$2,847	F	-81.7%
	<b>(\$1,368,171)</b>	<b>(\$1,397,629)</b>	<b>\$29,458</b>	<b>F</b>	<b>-2.1%</b>
<b>Net Operating Gain (Loss)</b>	<b>(\$42,017)</b>	<b>(\$19,877)</b>	<b>(\$22,140)</b>	<b>U</b>	<b>111.4%</b>

# Operating Results by LOB

## Road Ranger (cont.)



### Revenue Variance to Budget

- ✓ Road Ranger is reimbursed based on actual expense.
- ✓ Revenue varies directly with actual expense.

### Expense Variance to Budget

- ✓ Fuel purchase price was higher than anticipated.
- ✓ Materials & Supplies was favorable due to fewer repairs needed on service vehicles.



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# LYNX Board Agenda

## Information Item D: Recap of the FY2019 1st Quarter Operating Results.

**To:** LYNX Board of Directors

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

**Phone:** 407.841.2279 ext: 6058

**Item Name:** Recap of the FY2019 1st Quarter Operating Results.

**Date:** 2/28/2019

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### **ACTION REQUESTED:**

Lynx Staff will provide a recap of the FY2019 1<sup>st</sup> Quarter Operating Results.

# FY2019 1<sup>st</sup> Quarter Recap Operating Results

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Presented to the  
LYNX Finance & Audit Committee  
by Bert Francis  
Chief Financial Officer  
February 15, 2019

# Contents

- Executive Summary
- Operating Results by Line of Business (LOB)
  - ✓ Fixed Route
  - ✓ Lymmo
  - ✓ ParaTransit
  - ✓ NeighborLink
  - ✓ Road Ranger
- Summary

# Executive Summary



# Executive Summary

## All Lines of Business - 1st Quarter FY2019

Revenue	YTD Actual	YTD Budget	YTD Variance	Budget Rem	Bud Full Year
01 Customer Fares	\$6,215,628	\$6,206,574	\$9,054 F	\$18,619,720	\$24,826,294
02 Contract Services	\$1,623,979	\$1,617,058	\$6,921 F	\$4,851,175	\$6,468,233
03 Advertising	\$1,109,795	\$550,000	\$559,795 F	\$1,650,000	\$2,200,000
04 Advertising Trade	\$0	\$7,500	(\$7,500) U	\$22,500	\$30,000
05 Interest & Other Income	\$344,199	\$345,665	(\$1,466) U	\$1,036,995	\$1,382,660
06 Federal Revenue	\$3,765,372	\$4,830,864	(\$1,065,492) U	\$14,492,591	\$19,323,455
07 State Revenue	\$2,980,665	\$3,004,831	(\$24,166) U	\$10,015,206	\$13,020,037
08 Local Revenue	\$16,367,186	\$16,444,560	(\$77,374) U	\$52,077,351	\$68,521,911
<b>Total Revenue</b>	<b>\$32,406,824</b>	<b>\$33,007,052</b>	<b>(\$600,228) U</b>	<b>\$102,765,538</b>	<b>\$135,772,590</b>
Expense	YTD Actual	YTD Budget	YTD Variance	Budget Rem	Bud Full Year
20 Salaries & Wages & Fringe	(\$19,442,354)	(\$19,703,718)	\$261,364 F	(\$59,111,144)	(\$78,814,862)
21 Other Services	(\$1,533,917)	(\$2,937,276)	\$1,403,359 F	(\$8,811,835)	(\$11,749,111)
22 Fuel	(\$3,079,005)	(\$2,951,391)	(\$127,614) U	(\$8,854,169)	(\$11,805,560)
23 Materials & Supplies	(\$1,632,537)	(\$1,962,455)	\$329,918 F	(\$5,887,364)	(\$7,849,819)
24 Utilities	(\$340,856)	(\$402,970)	\$62,114 F	(\$1,208,910)	(\$1,611,880)
25 Casualty & Liability Insurance	(\$489,218)	(\$556,188)	\$66,970 F	(\$1,668,563)	(\$2,224,751)
26 Taxes & Tags	(\$151,530)	(\$117,543)	(\$33,987) U	(\$352,623)	(\$470,166)
27 Purchased Transportation	(\$6,648,557)	(\$6,538,989)	(\$109,568) U	(\$19,616,966)	(\$26,155,955)
28 Leases & Miscellaneous	(\$269,475)	(\$407,388)	\$137,913 F	(\$1,222,156)	(\$1,629,544)
29 Interest Expense	(\$15,618)	(\$14,941)	(\$677) U	(\$44,822)	(\$59,763)
<b>Total Expense</b>	<b>(\$33,603,067)</b>	<b>(\$35,592,859)</b>	<b>\$1,989,792 F</b>	<b>(\$106,778,552)</b>	<b>(\$142,371,411)</b>
<b>Net Operating Gain (Loss)</b>	<b>(\$1,196,243)</b>	<b>(\$2,585,807)</b>	<b>\$1,389,564 F</b>	<b>(\$4,013,014)</b>	<b>(\$6,598,821)</b>

# Executive Summary (cont.)

- The 1<sup>st</sup> Quarter performed better than budget.
- Overall revenue was 600K unfavorable.
  - ✓ Federal Revenue was 1,065K unfavorable due to timing of certain expenses that are reimbursed by Federal dollars.
  - ✓ Local Revenue includes Funding Partner contributions from Orange, Osceola, and Seminole Counties.

# Executive Summary (cont.)

- Overall expense was 1,989K favorable.
  - ✓ Salaries, Wages & Fringe was 261K favorable due to vacant positions.
  - ✓ Other Services (including Professional Services) was 1,403K favorable. In particular, Professional Services in Planning represented over 50% of the favorable variance.
  - ✓ We expect other favorable expense variances to even out as the year develops.

# Operating Results by LOB



# Operating Results by LOB

## Fixed Route



### Fixed Route - 1st Quarter FY2019

Revenue	YTD Actual	YTD Budget	YTD Variance	Budget Rem	Bud Full Year
01 Customer Fares	\$5,603,184	\$5,518,135	\$85,049 F	\$16,554,405	\$22,072,540
02 Contract Services	\$353,179	\$377,024	(\$23,845) U	\$1,131,072	\$1,508,096
03 Advertising	\$1,109,795	\$550,000	\$559,795 F	\$1,650,000	\$2,200,000
04 Advertising Trade	\$0	\$7,500	(\$7,500) U	\$22,500	\$30,000
05 Interest & Other Income	\$344,199	\$345,665	(\$1,466) U	\$1,036,995	\$1,382,660
06 Federal Revenue	\$2,913,037	\$3,737,414	(\$824,377) U	\$11,212,241	\$14,949,655
07 State Revenue	\$2,548,002	\$2,548,002	\$0	\$8,644,718	\$11,192,720
08 Local Revenue	\$12,892,778	\$12,892,778	\$0	\$40,893,969	\$53,786,747
<b>Total Revenue</b>	<b>\$25,764,174</b>	<b>\$25,976,518</b>	<b>(\$212,344) U</b>	<b>\$81,145,900</b>	<b>\$107,122,418</b>
<b>Expense</b>	<b>YTD Actual</b>	<b>YTD Budget</b>	<b>YTD Variance</b>	<b>Budget Rem</b>	<b>Bud Full Year</b>
20 Salaries & Wages & Fringe	(\$18,366,626)	(\$18,438,374)	\$71,748 F	(\$55,315,120)	(\$73,753,494)
21 Other Services	(\$1,431,811)	(\$2,825,237)	\$1,393,426 F	(\$8,475,709)	(\$11,300,946)
22 Fuel	(\$2,408,977)	(\$2,248,235)	(\$160,742) U	(\$6,744,706)	(\$8,992,941)
23 Materials & Supplies	(\$1,599,393)	(\$1,883,016)	\$283,623 F	(\$5,649,047)	(\$7,532,063)
24 Utilities	(\$331,489)	(\$395,393)	\$63,904 F	(\$1,186,180)	(\$1,581,573)
25 Casualty & Liability Insurance	(\$473,522)	(\$545,000)	\$71,478 F	(\$1,635,000)	(\$2,180,000)
26 Taxes & Tags	(\$131,364)	(\$90,336)	(\$41,028) U	(\$271,007)	(\$361,343)
27 Purchased Transportation	\$0	\$0	\$0	\$0	\$0
28 Leases & Miscellaneous	(\$197,103)	(\$340,073)	\$142,970 F	(\$1,020,220)	(\$1,360,293)
29 Interest Expense	(\$15,618)	(\$14,941)	(\$677) U	(\$44,822)	(\$59,763)
<b>Total Expense</b>	<b>(\$24,955,903)</b>	<b>(\$26,780,605)</b>	<b>\$1,824,702 F</b>	<b>(\$80,341,811)</b>	<b>(\$107,122,416)</b>
<b>Net Operating Gain (Loss)</b>	<b>\$808,271</b>	<b>(\$804,087)</b>	<b>\$1,612,358 F</b>	<b>\$804,089</b>	<b>\$2</b>

# Operating Results by LOB

## Fixed Route (cont.)



- Advertising Revenue performed better than budget with a 559K favorable variance. We may see this level off in the 2<sup>nd</sup> or 3<sup>rd</sup> Quarter.

# Operating Results by LOB

## Fixed Route (cont.)



- Other Services was favorable due to the delay of certain projects with Professional Services that are reimbursed by Federal dollars.
- Fuel was unfavorable 160K due to price variance. Our fuel hedge saved 141K.



# Operating Results by LOB



# Operating Results by LOB

## ParaTransit (cont.)



### ParaTransit - 1st Quarter FY2019

Revenue	YTD Actual	YTD Budget	YTD Variance	Budget Rem	Bud Full Year
01 Customer Fares	\$583,653	\$660,937	(\$77,284) U	\$1,982,817	\$2,643,754
02 Contract Services	\$1,231,971	\$1,194,270	\$37,701 F	\$3,582,812	\$4,777,082
06 Federal Revenue	\$681,931	\$907,250	(\$225,319) U	\$2,721,750	\$3,629,000
07 State Revenue	\$73,749	\$78,750	(\$5,001) U	\$236,250	\$315,000
08 Local Revenue	\$2,765,832	\$2,765,832	\$0	\$8,529,104	\$11,294,936
<b>Total Revenue</b>	<b>\$5,337,136</b>	<b>\$5,607,039</b>	<b>(\$269,903) U</b>	<b>\$17,052,733</b>	<b>\$22,659,772</b>
Expense	YTD Actual	YTD Budget	YTD Variance	Budget Rem	Bud Full Year
20 Salaries & Wages & Fringe	(\$266,363)	(\$403,543)	\$137,180 F	(\$1,210,627)	(\$1,614,170)
21 Other Services	(\$101,726)	(\$101,750)	\$24 F	(\$305,250)	(\$407,000)
22 Fuel	(\$537,845)	(\$566,590)	\$28,745 F	(\$1,699,770)	(\$2,266,360)
23 Materials & Supplies	\$0	(\$3,177)	\$3,177 F	(\$9,529)	(\$12,706)
24 Utilities	(\$7,945)	(\$5,750)	(\$2,195) U	(\$17,250)	(\$23,000)
26 Taxes & Tags	(\$15,978)	(\$22,334)	\$6,356 F	(\$67,002)	(\$89,336)
27 Purchased Transportation	(\$6,168,254)	(\$6,145,520)	(\$22,734) U	(\$18,436,560)	(\$24,582,080)
28 Leases & Miscellaneous	(\$72,372)	(\$65,986)	(\$6,386) U	(\$197,957)	(\$263,943)
<b>Total Expense</b>	<b>(\$7,170,483)</b>	<b>(\$7,314,650)</b>	<b>\$144,167 F</b>	<b>(\$21,943,945)</b>	<b>(\$29,258,595)</b>
<b>Net Operating Gain (Loss)</b>	<b><u>(\$1,833,347)</u></b>	<b><u>(\$1,707,611)</u></b>	<b><u>(\$125,736) U</u></b>	<b><u>(\$4,891,212)</u></b>	<b><u>(\$6,598,823)</u></b>

# Operating Results by LOB

## ParaTransit



- Customer Fares Revenue was unfavorable by 77K.  
This is affected by:
  - ✓ Timing of reconciliations with our transportation partners.
  - ✓ The “No Strand” policy, i.e, when customers cannot pay on the homebound portion of their trip.



# Operating Results by LOB

## ParaTransit (cont.)



- Fuel had a 28K favorable variance. Our fuel hedge saved 110K.
- Salaries, Wages & Fringe was 137K favorable due to vacant positions.



# Operating Results by LOB

## *NeighborLink*



# Operating Results by LOB NeighborLink (cont.)



## NeighborLink - 1st Quarter FY2019

Revenue	YTD Actual	YTD Budget	YTD Variance	Budget Rem	Bud Full Year
01 Customer Fares	\$28,791	\$27,500	\$1,291 F	\$82,500	\$110,000
02 Contract Services	\$38,829	\$45,764	(\$6,935) U	\$137,291	\$183,055
06 Federal Revenue	\$170,404	\$186,200	(\$15,796) U	\$558,600	\$744,800
08 Local Revenue	\$171,182	\$171,182	\$0	\$809,975	\$981,157
<b>Total Revenue</b>	<b>\$409,206</b>	<b>\$430,646</b>	<b>(\$21,440) U</b>	<b>\$1,588,366</b>	<b>\$2,019,012</b>
Expense	YTD Actual	YTD Budget	YTD Variance	Budget Rem	Bud Full Year
20 Salaries & Wages & Fringe	(\$48,998)	(\$51,436)	\$2,438 F	(\$154,319)	(\$205,755)
21 Other Services	\$0	(\$6,885)	\$6,885 F	(\$20,655)	(\$27,540)
22 Fuel	(\$45,836)	(\$50,628)	\$4,792 F	(\$151,884)	(\$202,512)
23 Materials & Supplies	\$0	(\$258)	\$258 F	(\$772)	(\$1,030)
24 Utilities	(\$209)	\$0	(\$209) U	\$0	\$0
26 Taxes & Tags	(\$1,185)	(\$2,075)	\$890 F	(\$6,225)	(\$8,300)
27 Purchased Transportation	(\$480,303)	(\$393,469)	(\$86,834) U	(\$1,180,406)	(\$1,573,875)
<b>Total Expense</b>	<b>(\$576,531)</b>	<b>(\$504,751)</b>	<b>(\$71,780) U</b>	<b>(\$1,514,261)</b>	<b>(\$2,019,012)</b>
<b>Net Operating Gain (Loss)</b>	<b>(\$167,325)</b>	<b>(\$74,105)</b>	<b>(\$93,220) U</b>	<b>\$74,105</b>	<b>\$0</b>

# Operating Results by LOB NeighborLink



- Local Revenue includes Polk County in addition to Orange, Osceola and Seminole Counties.
- Purchased Transportation expense had an unfavorable variance of 86K. We are reviewing routes and hours of service to address the variance.



# Operating Results by LOB

LYMMO<sup>®</sup>



# Operating Results by LOB

## Lymmo (cont.)



### Lymmo - 1st Quarter FY2019

Revenue	YTD Actual	YTD Budget	YTD Variance	Budget Rem	Bud Full Year
08 Local Revenue	\$537,394	\$614,768	(\$77,374) U	\$1,844,303	\$2,459,071
<b>Total Revenue</b>	<b>\$537,394</b>	<b>\$614,768</b>	<b>(\$77,374) U</b>	<b>\$1,844,303</b>	<b>\$2,459,071</b>
Expense	YTD Actual	YTD Budget	YTD Variance	Budget Rem	Bud Full Year
20 Salaries & Wages & Fringe	(\$494,825)	(\$515,772)	\$20,947 F	(\$1,547,315)	(\$2,063,087)
22 Fuel	(\$56,988)	(\$49,091)	(\$7,897) U	(\$147,272)	(\$196,363)
23 Materials & Supplies	(\$22,329)	(\$48,663)	\$26,334 F	(\$145,987)	(\$194,650)
26 Taxes & Tags	(\$1,982)	(\$1,243)	(\$739) U	(\$3,728)	(\$4,971)
<b>Total Expense</b>	<b>(\$576,124)</b>	<b>(\$614,769)</b>	<b>\$38,645 F</b>	<b>(\$1,844,302)</b>	<b>(\$2,459,071)</b>
<b>Net Operating Gain (Loss)</b>	<b>(\$38,730)</b>	<b>(\$1)</b>	<b>(\$38,729) U</b>	<b>\$1</b>	<b>\$0</b>



# Operating Results by LOB Lymmo



- Timing differences between standard billings and true-ups create year-end Gains (Losses).
- Salaries, Wages & Fringe tends to be predictable due to the limited variability of the Lymmo routes.
- Other expense tends to be predictable.

# Operating Results by LOB



# Operating Results by LOB

## Road Ranger (cont.)



### Road Rangers - 1st Quarter FY2019

Revenue	YTD Actual	YTD Budget	YTD Variance	Budget Rem	Bud Full Year
07 State Revenue	\$358,914	\$378,079	(\$19,165) U	\$378,079	\$1,512,317
<b>Total Revenue</b>	<b>\$358,914</b>	<b>\$378,079</b>	<b>(\$19,165) U</b>	<b>\$378,079</b>	<b>\$1,512,317</b>
Expense	YTD Actual	YTD Budget	YTD Variance	Budget Rem	Bud Full Year
20 Salaries & Wages & Fringe	(\$265,542)	(\$294,588)	\$29,046 F	(\$294,588)	(\$1,178,356)
21 Other Services	(\$380)	(\$3,406)	\$3,026 F	(\$3,406)	(\$13,625)
22 Fuel	(\$29,359)	(\$36,846)	\$7,487 F	(\$36,846)	(\$147,384)
23 Materials & Supplies	(\$10,815)	(\$27,342)	\$16,527 F	(\$27,342)	(\$109,370)
24 Utilities	(\$1,213)	(\$1,827)	\$614 F	(\$1,827)	(\$7,307)
25 Casualty & Liability Insurance	(\$15,696)	(\$11,188)	(\$4,508) U	(\$11,188)	(\$44,751)
26 Taxes & Tags	(\$1,021)	(\$1,554)	\$533 F	(\$1,554)	(\$6,216)
28 Leases & Miscellaneous	\$0	(\$1,327)	\$1,327 F	(\$1,327)	(\$5,308)
<b>Total Expense</b>	<b>(\$324,026)</b>	<b>(\$378,078)</b>	<b>\$54,052 F</b>	<b>(\$378,078)</b>	<b>(\$1,512,317)</b>
<b>Net Operating Gain (Loss)</b>	<b>\$34,888</b>	<b>\$1</b>	<b>\$34,887 F</b>	<b>\$1</b>	<b>\$0</b>



# Operating Results by LOB

## Road Ranger



- FDOT reimburses based on actual expense. Standard billings are issued monthly and trued-up quarterly.
- Timing differences between standard billings and true-ups create year-end Gains (Losses).



# Summary

- The 1<sup>st</sup> Quarter performed better than budget.
- We are cautiously optimistic about Salaries, Wages & Fringe running close to budget.
- We have fuel hedges to help mitigate price volatility.
- Growth of ParaTransit remains a challenge.
- We expect certain favorable expense variances to even out as the year develops.

# Passion, Pride, Performance

We enhance people's lives everyday.



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# LYNX Board Agenda

## Monthly Report A: Communications Report

**To:** LYNX Board of Directors

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

**Phone:** 407.841.2279 ext: 6206

**Item Name:** Communications Report - January 2019

**Date:** 2/28/2019

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### LYNX COMMUNITY EVENTS AND OUTREACH

#### OUC

LYNX participated in the Orlando Utility Commission's "Fall into Savings" community meeting for OUC customers on Jan. 14 at Barnett Park. The meeting focused on conservation programs, customer service and incentives. LYNX provided route information and giveaways.

#### Florida Technical College

A Ride-Share Mixer for Florida Technical College Kissimmee Students was held on Jan. 22 for student who need transportation solutions.

#### Tourism Orlando

Tourism professionals visited LYNX on Feb. 1 as part of Tourism Orlando, a program hosted by the International Drive Resort Area Chamber of Commerce. The group learned all about the agency and got a behind the scenes look at how we operate.

#### Public Service Bus

The agency is currently accepting applications for the 18th annual Public Service Bus contest now through March 18. Eight qualified organizations will receive one year of free advertising on the Public Service bus which travels the three-county service area. An unveiling event will be held in April.

# LYNX Board Agenda

## LYNX PRESS RELEASES | MEDIA NOTES: JANUARY 2019

Jan. 8	LYNX and Central Florida First Responders to Conduct Active Shooter
Jan. 17	LYNX Martin Luther King Jr. Day Schedule

## LYNX NEWS ARTICLES: JANUARY 2019

Jan. 15	<a href="#">Lynx holds active shooter training at Downtown headquarters</a> Fox 35 Orlando The Lynx Headquarters in Downtown Orlando completed an ... Along with first responders, the transportation company is learning to ...
Jan. 21	<a href="#">Questions surround LYNX CEO amid company's financial</a> WFTV Orlando ORLANDO, Fl. - Lynx staff are not only wondering if they'll be able to keep their jobs during the company's struggles, but also if Chief Executive Officer ...
Jan. 22	<a href="#">Lynx struggling with budget, morale and leadership questions</a> Orlando Sentinel Lynx struggling with budget, morale and leadership questions.... in the annual budget that starts later this year. Lynx's finance department already has presented potential cost-cutting options...
Jan. 24	<a href="#">Lynx struggling with budget, morale and leadership questions</a> Orlando Sentinel Lynx faces a gaping deficit hole, slumping morale and ridership, rising costs, union presidents who want the CEO to resign and a board member ...
Jan. 25	<a href="#">Lynx CEO keeps job amid company's financial struggles</a> WFTV Orlando ORANGE COUNTY, Fl. - Lynx's Chief Executive Officer will continue on in his role after a board meeting decided against exploring the option of firing ...  <a href="#">Video: Lynx CEO keeps job amid company's financial struggles</a> WFTV Orlando By using this website, you accept the terms of our Visitor Agreement and Privacy Policy, and understand your options regarding Ad Choices.

# LYNX Board Agenda

Jan. 26	<a href="#">Lynx bus budget battle underway</a> WESH Orlando It's trouble that could affect thousands of people who rely on its service. Lynx, the public bus system that serves Central Florida, is spending more ...
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# LYNX Board Agenda

## SOCIAL MEDIA: JANUARY 2019

Jan. 1	Happy New Year! Operating a holiday schedule today. Service detour for the Citrus Bowl game.
Jan. 2	January service change.
Jan. 3	Please be courteous to your fellow passengers.
Jan. 4	Kissimmee SunRail Station.
Jan. 5	Fill in the blank.
Jan. 6	January service change.
Jan. 7	It's the first Monday of the year.
Jan. 8	Name that stop. Response to concern about bugs on the bus. Service detour at Valencia College West. Name that stop answer: Kissimmee Intermodal Station.
Jan. 9	Let us guide you to your destination today. Service detour for the Disney Marathon weekend. Response to comment about the Kissimmee Intermodal Center.
Jan. 10	Throwback Thursday. Help us name our latest app.
Jan. 11	Emergency exercise at LYNX Central Station. Temporary bay changes at LYNX Central Station. Throwback Thursday answer: 2005. Help us name our latest app. Service detour for the Disney Marathon weekend.
Jan. 12	Emergency exercise at LYNX Central Station. Temporary bay changes at LYNX Central Station.
Jan. 13	Emergency exercise at LYNX Central Station. All bays in Lane 1 will reopen soon.
Jan. 14	Response to question about a paratransit app. January service change. Response to complaint about a bus operator. Response to complaint about customer service. Response to question about the Kissimmee SunRail Station.
Jan. 15	Name that stop. Response to concern about Wi-Fi on the bus. Response to complaint about Link 104.
Jan. 16	Name that stop answer: SunRail Tupperware Station. New service: Kissimmee Connector. Service detours for Martin Luther King Jr. parades.
Jan. 17	Martin Luther King Jr operating schedule. Response to concern about Wi-Fi on the bus. Response to complaint about a bus operator.
Jan. 18	LYNX Kissimmee Intermodal Station.

# LYNX Board Agenda

	Response to comment about safety concern. Service detours for Martin Luther King Jr. parades.
Jan. 19	Martin Luther King Jr. operating schedule. Service detour for Martin Luther King Jr. parades.
Jan. 20	Martin Luther King Jr. Day service detours.
Jan. 21	Martin Luther King Jr. day.
Jan. 22	January service change. Service detour on Summerlin Avenue due to construction. Thanked customer for positive feedback. Response to complaint about the bus schedule. Response to question about bus service on Martin Luther King Jr. Day. Response to concern about the Wi-Fi not working on the bus. Response to concern about the bus tracker app. Response to question about bus service on Martin Luther King Jr. Day. Response to question about Youth fare. Response to question about the next public hearing for service changes.
Jan. 23	Service for the Kissimmee Connector begins Monday, Jan. 28. Response to complaint about a bus operator. Response to question about the Kissimmee Connector. Response to question about a direct route from Winter Garden to Disney. Response to complaint about Links 436N and 434.
Jan. 24	Kissimmee Connector. Service detour for the Pro Bowl game. Response to question about the Kissimmee Connector route. Bus stop removal on Sand Lake Road due to construction. Response to complaint about FastLink 418. Response to request for LYNX swag. Response to comment about service in Celebration.
Jan. 25	The Kissimmee Connector shuttle service. Service detour for the Run for Hope 5k. January service change. Kissimmee Connector.
Jan. 26	Service detour for the Pro Bowl game. January service change.
Jan. 27	January service change begins today. Service detour for the Pro Bowl game.
Jan. 28	Response to concern about the bus tracker app. Kissimmee Connector service begins today. Technical issue with the bus tracker app. Response to question about the Kissimmee Connector. Response to question about Youth bus passes. Response to question about bus service at Orlando International Airport.
Jan. 29	It's a cool Tuesday morning in Central Florida. Response to concern about a bus operator.

# LYNX Board Agenda

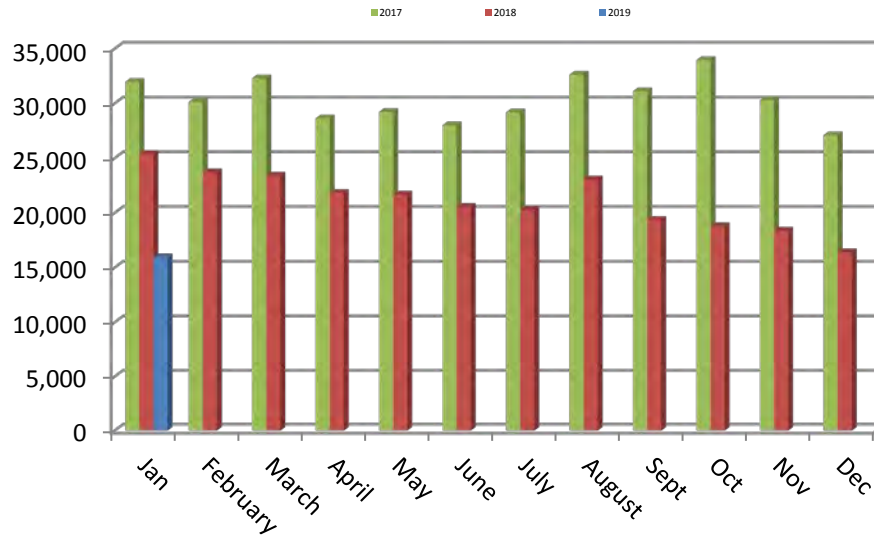
	The new Kissimmee Connector. Response to request for information about advertising. Response to concern about customer service.
Jan. 30	Public Service bus registration. Response customer feedback regarding service by Narcoossee Road and 192. Response to complaint about non-working Wi-Fi on buses. Response to customer concern. Asked to provide additional information.
Jan. 31	Get out and explore Kissimmee on the new Kissimmee Connector. Response to complaint about bus service. Response to complaint about Link 38.

<b>SOCIAL MEDIA USAGE</b>	<b>JAN. 2019</b>
Facebook Likes	5,508
Facebook – Daily Total Reach: The number of people who have seen any content associated with our Page. (Unique Users)	51,589
Twitter Followers	5,641
<b>WEBSITE USAGE</b>	
Total Page Views	683,133
Total User Visits	81,536

# LYNX Board Agenda

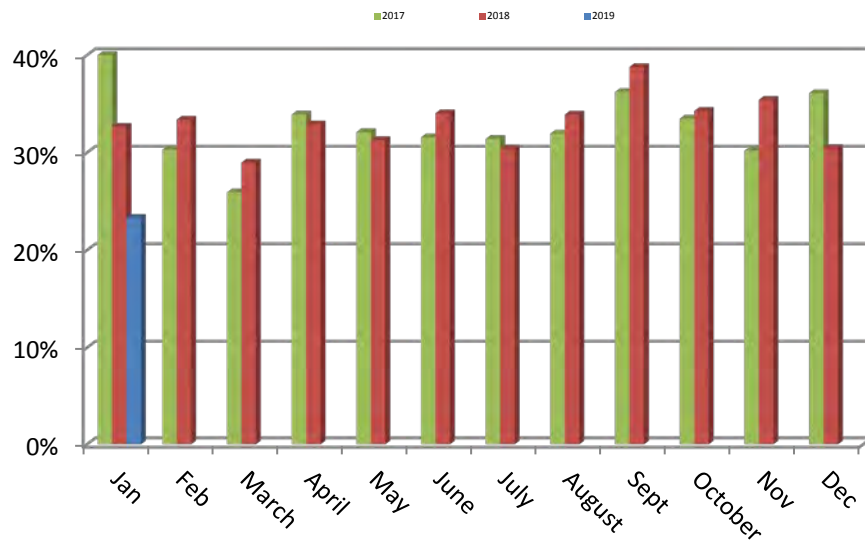
## Customer Service

### Fixed Route Calls



	2017	2018	2019
January	31,963	25,390	15,941

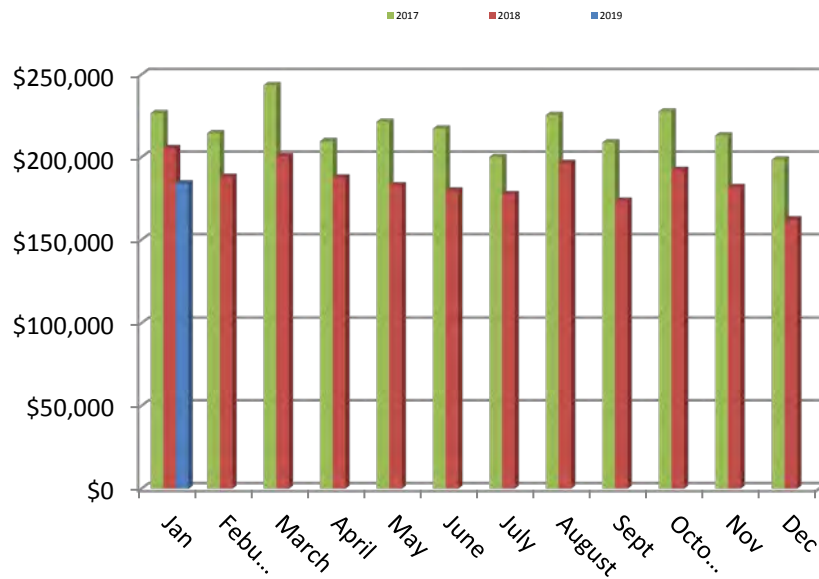
### Lost & Found Percentage of Recovered



	2017	2018	2019
January	43.33%	32.64%	23.30%

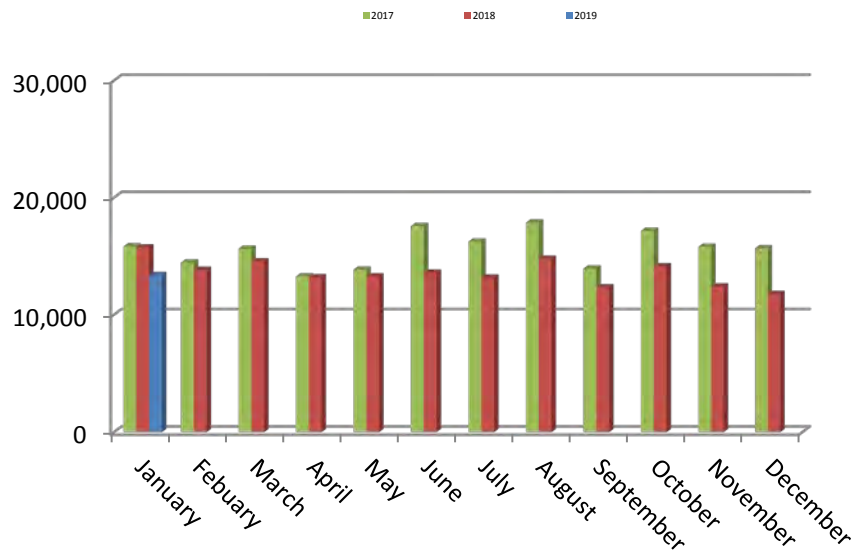
# LYNX Board Agenda

## Fare Media Sales at LCS



	2017	2018	2019
January	\$226,589	\$205,460	\$184,094

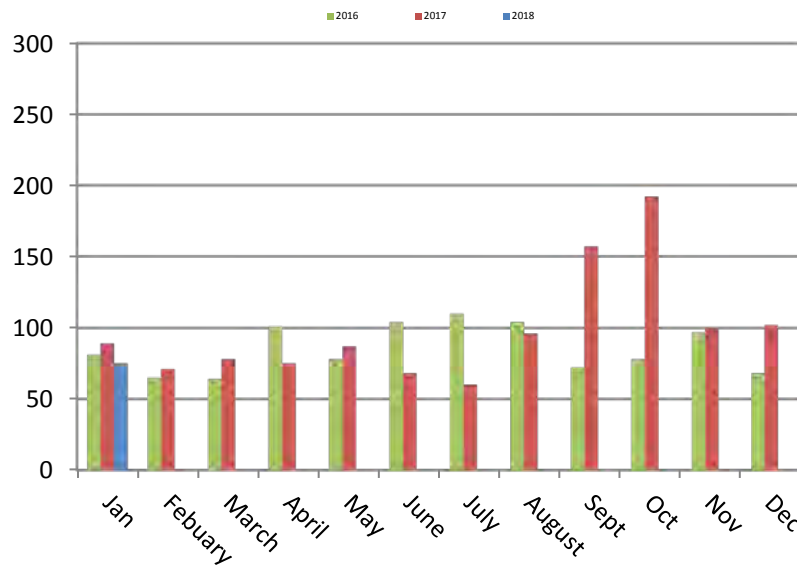
## Customers Served at LCS



	2017	2018	2019
January	15,821	15,729	13,378

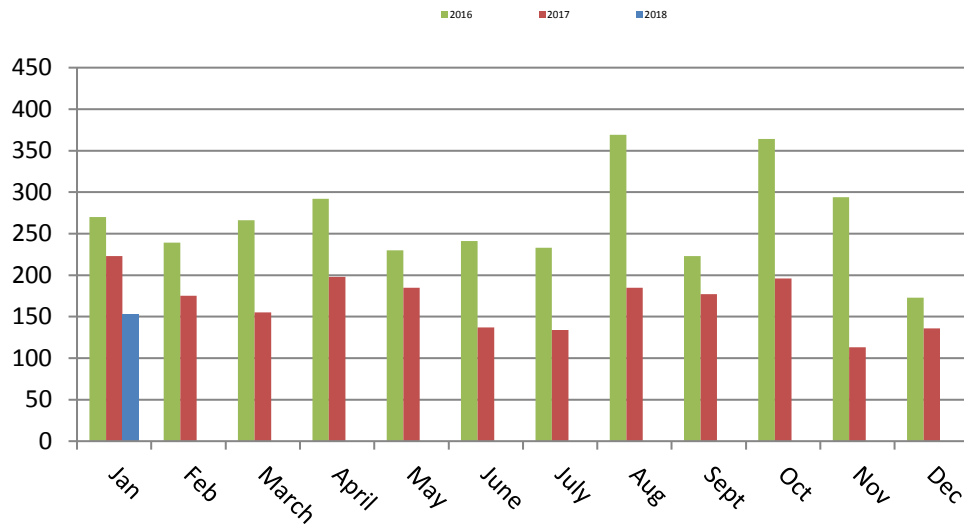
# LYNX Board Agenda

## Mobility Services Concerns



	2017	2018	2019
January	81	89	75

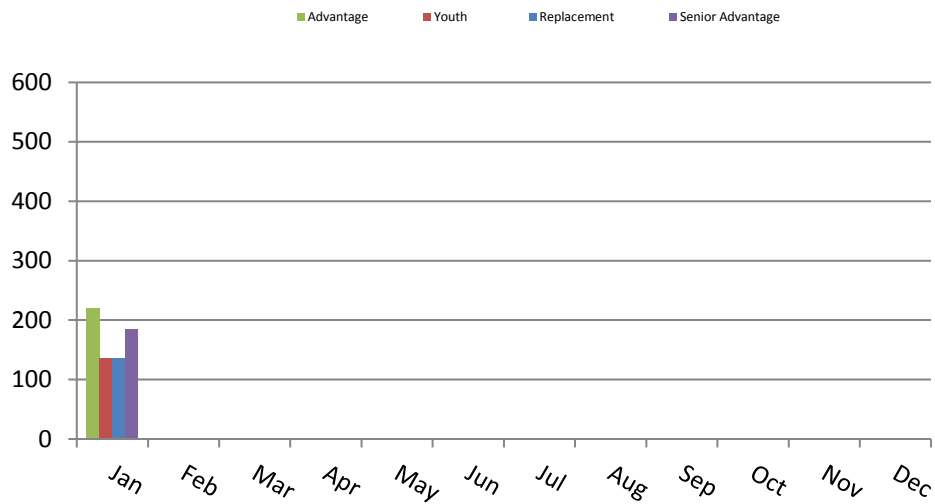
## LYNX/Fixed Route Concerns



	2017	2018	2019
January	270	223	153

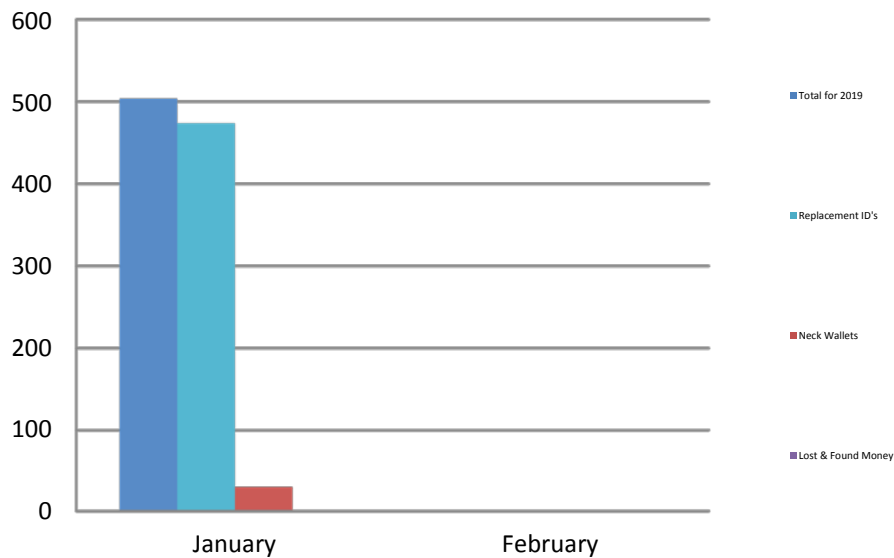
# LYNX Board Agenda

## IDs ISSUED in 2019



	2017	2018	2019
January	992	706	675

## Income Generated Revenue



	ID Replacements	Lost and Found	Item Sales
January	\$474	\$0	\$30

# LYNX Board Agenda

## COMMUTER VANPOOL PROGRAM

COMMUTER VANPOOL		
VANPOOLS	DECEMBER 2018	JANUARY 2019
Vanpool Participants	810	*
Total Revenue Miles	161,068	*
New Vanpool	3	4
Returned Vanpools	0	7
Current Vans at Service	176	173
Pending Interests	Halifax Health, Seniors First	Universal, Disney Guest Services, Brightstart, Devoted Home Care
Events	Halifax Health Benefit Fair	None

\*Have not received reporting from everyone yet, cutoff date is the 23<sup>rd</sup>.

# LYNX Board Agenda

## Monthly Report B: Ridership Report

**To:** LYNX Board of Directors

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

**Phone:** 407.841.2279 ext: 6019

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

**Date:** 2/28/2019

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The attached monthly Performance Report includes December Year-To-Date figures for ridership and other performance indicators. Total ridership December 2018 was 1,957,204. This is a 8.2% decrease from December 2017. On-Time Performance for Fiscal Year-To-Date 2019 is 68%.

- LYNX overall ridership decreased by 175K, or 8.2%, compared to December 2017. Year-to-date ridership for FY-19 (4,343,565) decreased 4.9% compared to FY-18 (6,668,536).
- LYMMO ridership decreased by 5K, or 6.1%, compared to December 2017. Year-to-date ridership for FY-19 (267,501) decreased 5.8% compared to FY-18 (284,069).
- Fixed Route ridership decreased by 176K, or 9.1%, compared to December 2017. Year-to-date ridership for FY-19 (5,747,470) decreased by 5.5% compared to FY-18 (6,080,819).
- NeighborLink ridership increased by 2K or 28.1% compared to December 2017. Year-to-date ridership for FY-19 (36,524) increased 18.8% compared to FY-18 (30,745).
- ACCESS LYNX ridership increased by 7K, or 14.4%, compared to December 2017. Year-to-date ridership for FY-19 (186,680) increased by 19.3% compared to FY-18 (156,545).
- Vanpool ridership decreased 5.8K, or 15.8%, compared to December 2017. Year-to-date ridership for FY-19 (95,737) decreased by 16.2% compared to FY-18 (114,289)
- Special events ridership increased by 1.9K, or 224.2% compared to December 2017.



## December 2018 Service Performance Report

### RIDERSHIP

Total Ridership by Mode						
	Dec-17	Dec-18	% Δ	YTD-18	YTD-19	% Δ
LYMMO	87,666	82,319	-6.1%	284,069	267,501	-5.8%
Fixed Route	1,947,343	1,770,805	-9.1%	6,080,819	5,747,470	-5.5%
NeighborLink	8,722	11,176	28.1%	30,745	36,524	18.8%
ACCESS LYNX	51,635	59,049	14.4%	156,545	186,680	19.3%
Vanpool	36,910	31,064	-15.8%	114,289	95,737	-16.2%
Special Events	861	2,791	224.2%	2,069	9,653	366.6%
<b>SYSTEM TOTAL</b>	<b>2,133,137</b>	<b>1,957,204</b>	<b>-8.2%</b>	<b>6,668,536</b>	<b>6,343,565</b>	<b>-4.9%</b>

<b>December 2017</b>	20 Weekdays	5 Saturdays	6 Sundays
<b>December 2018</b>	20 Weekdays	5 Saturdays	6 Sundays

**LYNX** ridership decreased by 175K, or 8.2%, compared to December 2017. System-wide average weekday riders decreased by 19, or 0% year-to-date (*note: this does not include include NeighborLink and AccessLynx ridership, which are unavailable for weekdays*).

**LYMMO** ridership decreased by 5K, or 6.1%, compared to December 2017. Average weekday ridership for LYMMO was down 1.8% in December. This decrease can be attributed to the holiday period around Christmas as well as a general trend in transit ridership.

**Fixed Route** ridership decreased by 176K, or 9.1%, compared to December 2017. Alternately, average weekday ridership decreased by 15% for fixed-route compared to the same time period last year. This decrease can be attributed to the general trend in transit ridership nationwide, the holiday season, the partial government shutdown, and continued low gas prices.

**NeighborLink** ridership increased by 2K, or 28.1% compared to December 2017. This increase can be attributed partly to a change in the way ridership is calculated on NL, which is resulting in more accurate numbers.

**ACCESS LYNX** services increased by 7K, or 14.4% compared to December 2017. This continues an upward trend for AccessLYNX due to more people becoming eligible for and using the service.

**Vanpool** ridership decreased by 5.8K, or 15.8% compared to December 2017. Average daily riders decreased by 141 passengers, for a decrease of 9.2%.

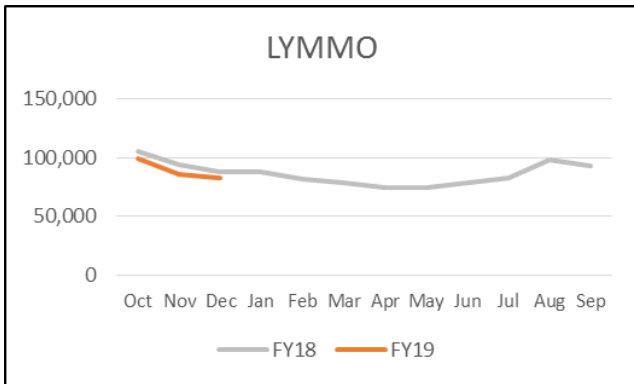
\*According to the U.S. Energy Information Administration, the average price of gasoline in the U.S. was \$2.38/gallon in December 2017 and \$2.26/gallon in December 2018.

Average Daily Ridership by Mode									
Mode	Weekday			Saturday			Sunday		
	Dec-17	Dec-18	% Δ	Dec-17	Dec-18	% Δ	Dec-17	Dec-18	% Δ
LYMMO	3,253	3,193	-1.8%	2,098	1,699	-19.0%	2,028	1,674	-17.5%
Fixed Route	78,244	66,516	-15.0%	50,838	53,988	6.2%	27,350	30,104	10.1%
NeighborLink	N/A	9,534	N/A	N/A	1,642	N/A	0	0	-
ACCESS LYNX	N/A	2,376	N/A	N/A	1,335	N/A	N/A	808	N/A
Vanpool	1,540	1,399	-9.2%	311	430	38.3%	257	237	-7.8%
<b>SYSTEM TOTAL</b>	<b>83,037</b>	<b>83,018</b>	<b>0.0%</b>						

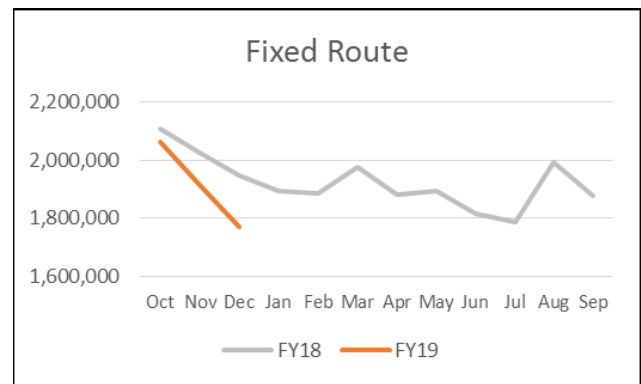


## December 2018 Service Performance Report

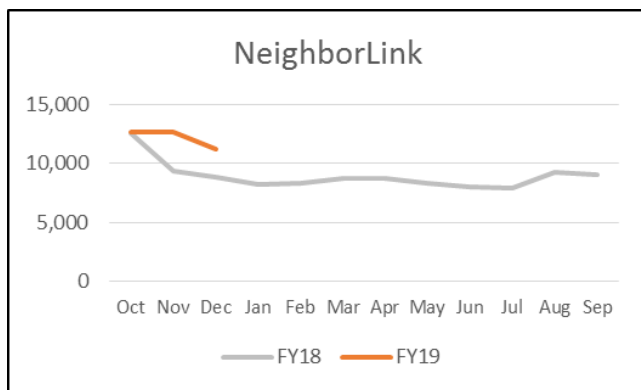
### MONTHLY RIDERSHIP TRENDS BY MODE



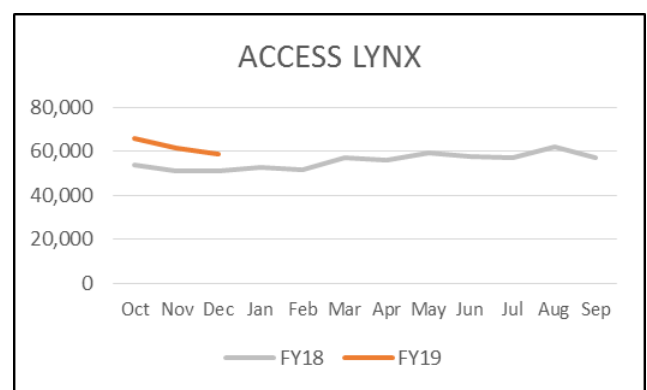
LYMMO ridership decreased by 6.1% compared to December 2017. Average weekday riders decreased by 1.8%.



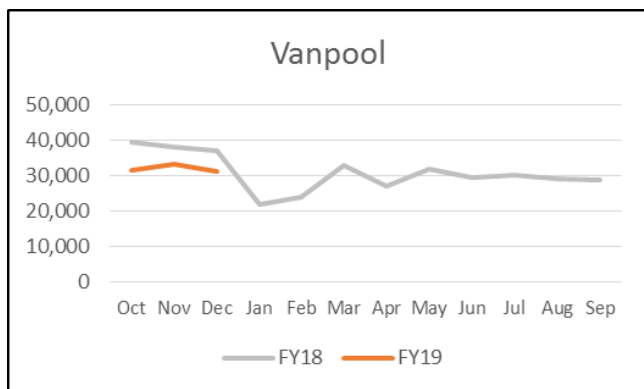
Fixed route ridership decreased 9.1% compared to December 2017. Average weekday riders decreased by 15%.



NeighborLink ridership increased by 28.1% compared to December 2017.



ACCESS LYNX services increased by 14.4%, compared to December 2017.



Vanpool ridership decreased by 15.8% compared to December 2017. Average weekday riders decreased by 9.2%.



## December 2018 Service Performance Report

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

<div> <div>Month End Reporting</div> <div>Ridership</div> <div>Passengers per Trip</div> <div>On-Time Performance</div> <div>Farebox Recovery</div> <div>National Transit Database Reportable Accidents</div> <div>Complaints per 100,000 Miles</div> <div>Total Trips Scheduled</div> <div>Percentage of Scheduled Trips Operated</div> <div>Fleet Availability</div> <div>Preventative Maintenance Inspection Completed on Time</div> </div>										
LYMMO										
Oct	99,373	10	50.0%		0	0.07	10,017	99.9%	16	89.9%
Nov	85,709	9	69.8%		0	0.11	9,494	99.8%	16	71.6%
Dec	82,419	9	70.8%		0	0.9	9,510	99.9%	16	28.1%
Jan										
Feb										
Mar										
Apr										
May										
Jun										
Jul										
Aug										
Sep										
YTD	267,501	9.2	63.5%		0	0.36	29,021	99.9%	16	63.2%
Fixed Route										
Oct	2,064,118	23	74.4%	21.2%	7	0.07	91,843	99.8%	297	89.9%
Nov	1,912,547	22	72.8%	19.3%	10	0.11	86,994	99.6%	298	71.6%
Dec	1,770,805	20	70.4%	15.6%	4	0.9	88,017	99.6%	298	28.1%
Jan										
Feb										
Mar										
Apr										
May										
Jun										
Jul										
Aug										
Sep										
YTD	5,747,470	21.6	72.5%	18.7%	21	0.36	266,854	99.7%	297	63.2%



## December 2018 Service Performance Report

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

	Month End Reporting	Ridership	Productivity	On-Time Performance	Collected Fares	NTD Reportable Incident	Complaints per 100,000 Miles	Fleet Availability	Preventable Maintenance Inspections Completed On-Time
NeighborLink									
Oct	12,667	-	100%	100%	1	11	85.35%	94.88%	
Nov	12,681	-	100%	100%	0	6.9	85.83%	95.78%	
Dec	11,176	-	100%	100%	0	9.2	83.47%	97.34%	
Jan									
Feb									
Mar									
Apr									
May									
Jun									
Jul									
Aug									
Sep									
YTD	36,524		100%	100%	1	27.1	84.88%	96.00%	
ACCESS LYNX									
Oct	66,227	-	90.55%	99.57%	0	10.75	95.83%	94.88%	
Nov	61,404	-	89.93%	99.63%	1	8.68	94.95%	95.78%	
Dec	59,049	-	90.97%	99.68%	2	9.52	95.74%	97.34%	
Jan									
Feb									
Mar									
Apr									
May									
Jun									
Jul									
Aug									
Sep									
YTD	186,680		90.48%	99.63%	3	29.0	95.51%	96.00%	