



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

## 1. Call to Order

## 2. Approval of Minutes

-  Board of Directors' Meeting Minutes, 1-26-2017

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## 3. Recognition

- 20 Years of Service: Paul Wilson, Bus Operator  
25 Years of Service: Raymond Demers, Bus Operator  
25 Years of Services: Roberto Perez  
25 Years of Service: Hector Matos, Bus Operator
- G4S Certificate of Distinction: Presented to G4S and LYNX Custom Protection Officer Robert Wysocki

## 4. Public Comments




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

## 5. Chief Executive Officer's Report

## 6. Oversight Committee Report

## 7. Consent Agenda




### A. Award Contracts

- i.  Authorization to Award Contract #17-C12 to Gomez Construction Company for the Construction of the LYNX Orlando Trail Project  
*-Attachments* 
- ii.  Authorization to use General Planning Consultant Services contract (14-C18) with HDR Engineering, Inc. to prepare LYNX's ten year Transit Development Plan (TDP) major update (FY2018-2027) and a System Wide Route Optimization Study

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### B. Extension of Contracts






- i.  Authorization to Exercise the First Option Year with Fleetwash, Contract #16-C11 for Steam Cleaning of LYNX Bus Shelters and Bus Stops
- ii.  Authorization to Award an Extension of Security Services Contract Under State of Florida, Department of Management Services Contract # 92121500-14-01
- iii.  Authorization to Execute the Second Option Year of Contract 13-C18 to Compass Group USA, Inc. d/b/a as Canteen Vending Services

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## C. Miscellaneous

- i.  Authorization to Issue a Purchase Order in the Amount of \$181,280 to Tribridge for LYNX' Mobile Fare Payment Program Support Pg 19
- ii.  Authorization for LYNX Insurance Broker to Negotiate and Bind Coverage and Premium for One year Renewal of the Property Insurance Program and Premises Environmental Liability Insurance Program Pg 21
- iii.  Authorization to Negotiate with Akerman LLP for Construction Legal Services for the Parramore Bus Rapid Transit Project Pg 23
- iv.  Authorization to Dispose of Items Accumulated Through the Lost and Found Process Pg 25
- v.  Authorization to Auction Surplus Equipment Pg 28

## 8. Action Agenda

- A.  Defined Benefit Pension Contribution Rate for FY2016-2017 Pg 33
- B.  Authorization to Implement Proposed Service Changes Effective April 30, 2017 Pg 35
- C.  Authorization to Increase the Not-to-Exceed Amount of Contract #12-C02 with MV Transportation, Inc. for the period of October 1, 2016 through March 31, 2017 for Paratransit services Pg 39
- D.  Authorization to Negotiate a Contract with MV Transportation, Inc., for LYNX Paratransit and NeighborLink Services Pg 41  
-Attachments 
- E.  Authorization to Extend Contract #12-C02 with MV Transportation, Inc. for a Period of up to Ninety (90) Days for Paratransit Services and to Increase the Not-To-Exceed Amount of the Contract Pg 51
- F.  Authorization to Extend Contract #10-C21 with MV Transportation, Inc., for a Period of Up To Ninety (90) Days for NeighborLink Services and the Increase the Not-To-Exceed Amount of the Contract Pg 53

## 9. Information Items

- A.  Notification of Settlement Agreement Pursuant to Administrative Rule 6 Pg 55
- B.  Notification of Settlement Agreement Pursuant to Administrative Rule 6 Pg 57
- C.  Parramore BRT Project Update Pg 59

## 10. Other Business

## 11. Monthly Reports

- A.  Monthly Financial Report - February 28, 2017 Pg 62  
-Attachments 
- B.  Monthly Financial Report - January 31, 2017 Pg 67  
-Attachments 
- C.  Business Development Report January 2017 and February 2017 Pg 72
- D.  Ridership Report - October 2016 to January 2017 Pg 74
- E.  Communications Report: January 2017 and February 2017 Pg 85
- F.  Planning and Development Report Pg 98
- G.  Procurement Calendar Pg 102  
-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 Stations  
455 North Garland Avenue  
Board Room, 2<sup>nd</sup> Floor  
Orlando, FL 32801

DATE: January 26, 2017

TIME: 1:00PM

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**Members in Attendance:**

Mayor Teresa Jacobs, Orange County, Chair  
Commissioner Vivana Janer, Osceola County, Vice Chair  
Secretary Noranne Downs, FDOT, Secretary  
Commissioner Lee Constantine, Seminole County

**Members Absent:**

Buddy Dyer, Mayor, City of Orlando

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**1. Call to Order**

The Chair, Mayor Teresa Jacobs, called the meeting to order at 1:08PM. Mayor Jacobs asked Commissioner Lee Constantine to lead the Pledge of Allegiance.

**2. Approval of Minutes**

The Chair asked for approval of the minutes for the November 10, 2016 Board of Directors' meeting.

The motion was made and seconded to approve the Minutes of the November 10, 2016 Board of Directors' meeting. The motion passed unanimously.

**3. Recognition**

Service Awards for 20 years of service to LYNX were given to:

Davis Rosario, Bill Kirkland, and Alton Allen

Cindy Crump was presented with an Appreciation Award

The Grants Department was presented with the Department of the Year Award

Jaime Luis Vega was presented with the Operator of the Year Award

Mayor Jacobs recognized Secretary Noranne Downs for her many years serving on the LYNX Board of Directors.

#### **4. Public Comment**

Diane Smothers, a LYNX rider states that the Operator made her walk to Ocoee. The Operator had the wrong information. The #20 stops perpendicular to the #21 and had been rerouted. It took her an hour to get downtown. She would like a schedule book.

Ismael Rivera, President/Business Agent for ATU Local 1596 addressed the Board regarding the Union's concerns about losing their pension. Commissioner Janer and Chair Jacobs said neither wants to take away benefits that has been promised to an employee.

Margo Wright expressed her concerns about the #13 Operator not knowing where he was going. Passengers had to help the Operator get where he was supposed to be.

James Graham (with the Federation of the Blind) expressed his concerns about MV and ACCESS Lynx. Wants a new company to get the contract as the current company has faulty equipment. Operators cannot talk with Dispatch, GPS is out of date and the system is disorganized. It is very frustrating to the riders that they keep bringing the same issues to meetings and nothing ever gets taken care of or changed.

Sherry Burns requested to be more informed about what's going on with Paratransit and the new contract from management rather than hearing it from the MV operators. She believes that the other company should be considered, as it has worked with LYNX before and knows what needs to be changed in order to have good Paratransit service. Ms. Burns expressed her concern about the rumor of a fare hike in the near future. Most of the people who use Paratransit services are on a fixed income and will not be able to afford an increase in fare.

Donald Wilkerson expressed his concern about the cost per trip and the wait time between trips. Some people have multiple destinations and it takes too much time traveling from one place to another. Would like to see a discount for multiple rides.

Joe Canzaneri has been an ACCESS Lynx rider for three years and says they are seldom on time. Today they were a half hour late because the GPS was wrong. Has been left stranded at the dialysis clinic on more than one occasion because he was five minutes late and the bus left him. Issues have been brought up on other occasions and nothing is being done to fix it. The company adds trips to an already full bus and causes everything to be put behind schedule. Requested that they reconsider who they give the new contract to.

Joanne Cournelis wants Country Club Road in Lake Mary added to the route and have service on the #45 for Sundays and holidays. She's requesting train service all year and add routes along SR 434, to the Aquatic Center, and Lake Mary High School. Wants a NeighborLink at 8:00 a.m. so she can go home from the Walmart Plaza.

David Moran thanked Secretary Downs for mentioning that the meetings will be made more accessible for people with hearing loss. He suggested that LYNX use open captioning during their meetings. He thanked LYNX for providing the Orlando United bus wraps. He found the Grapefruit LYMMO service to be very helpful navigating the

downtown area and would like longer distance routes to connect the downtown area with other routes. The WiFi on the buses is very transformative as its use is great for those who may not have cellular data. He mentioned his concern about the lack of wayfinding signs at the airport letting passengers know that the LYNX buses are on the other side of the terminal. Mayor Jacobs said she would have Jim Harrison talk with GOAA about the signs. He also has concerns about lack of connectivity between UCF shuttles and LYNX service.

Nikki Wilkerson is with the Community Engagement Department of Summit Church and is concerned with employment of people in the Central Florida area. Waterford Lakes – UCF area is slated for students and adults. There is a lot of opportunity for employment in this area. Her concerns is for people who work 3<sup>rd</sup> shift at the restaurants and don't have a ride home because the buses don't run late enough or on the weekend. She is asking for consideration of transportation for this area on the #210 schedule. The UCF shuttle only runs on Friday and Saturday and there is no NeighborLink that runs in that area.

Nathan Selica is a frequent bus rider, SunRail rider, rides his bicycle and sometimes drives his car. Uses his mobile phone with Google Map and transit apps. He's excited about the real time data. Riders need and want options for tracking rides in real time.

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

Mr. Johnson requested to forego his report in lieu of time and would send it to the Board in writing. Mayor Jacobs agreed to the request.

**6. Oversight Committee Report**

No report.

**7. Consent Agenda**

**A. Request for Proposal (RFP)**

- i. Authorization to Release a Request for Proposal (RFP) for Pressure Washing

**B. Invitation for Bid (IFB)**

- i. Authorization to Issue an Invitation for Bid (IFB) for Bus Tire Leasing and to Extend Contract #12-C16 with Goodyear Tire and Rubber Company for six (6) Months

**C. Award Contracts**

- i. Authorization for the Chief Executive Officer (CEO) to Award a Contract for Stop Loss Coverage for LYNX Self Insured Medical Plan to HCC Life Insurance Company
- ii. Authorization to Award a Contract to Trapeze Software Group, Inc. for Trapeze Street Web Service Software
- iii. Authorization for the Chief Executive Officer (CEO) to Award a Contract to Cambridge Systematics for the Development of the Customer Information System for the Veterans Transportation Resources and Community Services (VTRACS) System

**D. Extension of Contracts**

- i. Authorization for the Chief Executive Officer (CEO) or Designee to Execute the Second Option Year of Contract #13-C15 with Baker & Hostetler, LLC for Legal Services
- ii. Authorization to Exercise the Second Option Year of State Lobbying Services Contracts #13-C14(A), #13-C14(B), #13-C14(C), and #13-C14(D)

**E. Miscellaneous**

- i. Authorization for the Chief Executive Officer (CEO) to Enter into Service Agreements with Transportation Network Companies and Taxi Companies for On-Demand Transportation Services in Paratransit Operations
- ii. Confirmation of Thomas Stringer as Chief Operating Officer (COO) and Tiffany Homler as Chief Administrative Officer (CAO)
- iii. Authorization to Negotiate and Amend the Interlocal Agreement between LYNX and the City of Orlando for the Parramore BRT Project
- iv. Authorization to Extend Great American Pollution Liability Policy #PEL184961405 to April 1, 2017
- v. Authorization for the Chief Executive Officer (CEO) or Designee to Increase the Task Work Order Amount with Jacobs Engineering (Contract #16-C06) for Continued Development of the Mobility Management Framework Transition
- vi. Authorization to Increase the “Not to Exceed” Amount of Contract #16-C06 with Jacobs Engineering, Inc., #16-C07 with Kinley Horn and Associates, Inc., and #16-C08 with WSP Parsons Brinckerhoff in the Aggregate Amount of \$1,980,947 for General Architectural and Engineering Consulting Services for FY2017
- vii. Authorization to Extend Contract with Mears Transportation for Service Delivery on LYNX 208 Route for an Additional Six (6) Weeks from Sand Lake SunRail to LYNX’s Kissimmee Intermodal Station
- viii. Authorization to Award Projects Solicited for the Enhanced Mobility of Seniors and Individuals with Disabilities Section 5310 Urbanized Orlando & Kissimmee Program and to Execute Sub-Recipient Agreements with Awarded Agencies
- ix. Authorizing Resolution for Federal Transit Administration Financial Assistance
- x. Authorization to Amend the FY2017 Operating Budget for Project Administration of the Transportation Disadvantaged (TD) Voucher Program

Mayor Jacobs asked for a motion for the approval of the Consent items. A motion was made and seconded. Mayor Jacobs said the Consent Item E. i. was to be removed and heard at another time. The motion passed unanimously.

## **8. Action Agenda**

- A. Authorization for the Chief Executive Officer (CEO) or Designee to Submit the Draft 2017 – 2019 LYNX Title VI Program Plan Update to the Federal Transit Administration (FTA) for Their Review and Initiate the Public Participation Process.

Items B and C would be switched. Desna Hunte stated that the item was presented at the Oversight Committee meeting, and therefore, was only asking for the Board's approval.

Mayor Jacobs asked for a motion to approve the Title VI. The motion was made by Secretary Downs and seconded by Commissioner Constantine. The motion passed unanimously.

- B. Legislative Priorities. Tiffany Homler mentioned that she had given the presentation on the legislative priorities at the Oversight Committee meeting. Commissioner Janer mentioned that this presentation had been heard during the Oversight Committee and motioned that it be approved. Commissioner Constantine seconded the motion. Motion was approve unanimously.

- C. Election of Officers. Pat Christensen stated that the officers elected would be: Chair, Vice Chair, and Secretary. Commissioner Lee Constantine nominated Commissioner Janer as Chair. Seeing no other nominations, Mayor Jacobs closed the nominations. The Board voted unanimously for Commissioner Janer as Chair.

Chair Janer nominated Commissioner Constantine as Vice Chair. Seeing no other nominations, the nominations were closed and the Board voted unanimously for Commissioner Constantine as Vice Chair.

Commissioner Constantine nominated Secretary Martin to serve as Board Secretary. The nomination was approved unanimously.

Mayor Jacobs turned the meeting over to the new Board Chair, Commissioner Viviana Janer.

## **9. Information Items**

Chair Janer mentioned that the Information Items were included in the Board packet.

## **10. Other Business**

Secretary Downs made a public commented that she was not aware Miguel Torres was one of the candidates for Chief Operating Officer. Mr. Torres had worked with FDOT, had rail experience and is bilingual. She was concerned that he wasn't hired as Chief Operating Officer.

## **11. Adjournment**

The meeting was adjourned at 2:32 PM.



## Consent Agenda Item #7.A. i

**To:** LYNX Board of Directors

**From:** **Tiffany Homler**  
CHIEF ADMINISTRATIVE OFFICER  
**Douglas Robinson**  
(Technical Contact)  
**DHasheem Alkebulan**  
(Technical Contact)

**Presented By: D'Hasheem Alkebulan, Capital Improvement Project Manager, LYNX**

**Phone:** 407.841.2279 ext: 6064

**Item Name:** Award Contracts  
Authorization to Award Contract #17-C12 to Gomez Construction Company for the Construction of the LYNX Orlando Trail Project

**Date:** 3/23/2017

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### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) to award Contract 17-C12 to Gomez Construction Company for the construction of the LYNX Orlando Trail project, in a not to exceed amount of \$1,010,900, which includes the contractor's bid of \$919,000 and a ten percent (10%) contingency.

### **BACKGROUND:**

In the fall of 2010, the Federal Transit Administration (FTA) awarded LYNX a \$1.5 million Livability Grant for the construction of the LYNX Orlando Trail. The LYNX project covers over approximately a half-mile, between Washington Street and Concord Street, of the larger Orlando Urban Trail that is part of the regional vision in the 2006 City of Orlando Downtown Transportation Plan. The existing Orlando Urban Trail, between Mead Garden and Magnolia Avenue / Weber Street, is approximately three (3) miles long. Once complete, the Orlando Urban Trail, including on-street portions, will cover nearly four (4) miles, providing a connection to LYNX Central Station and Gertrude's Walk in Downtown Orlando.

In July 2016, 100% Design Plans were completed and submitted for review to the City for review and comments. AECOM was awarded for Construction Engineering and Inspection (CEI) services for the project on January 17, 2017. The Pre-Bid Meeting, including a site visit, for the project was held January 25, 2017. Bid due date for the project was March 1, 2017. Gomez Construction Co. was selected as the lowest bidder.

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

LYNX has assessed a 10% project participation goal. LYNX requires the Contractor to identify for participation all DBE and small business sub-contractors/suppliers to subcontract for portions of the work for materials, supplies and services and submit with the proposal the prescribed required documentation. The DBE officer will work with firms to ensure compliance. In order to be responsible/responsive, LYNX's procurement policy requires contractors to use a good faith effort to subcontract portions of their work for material, supplies and services to Disadvantaged Business Enterprise (DBE) and Small Business.

## **FISCAL IMPACT**

LYNX staff included \$1,279,061 in the FY2017 Adopted Capital Budget for the LYNX Orlando Trail Project of which \$1,150,746 is available for construction.

# Orlando Urban Trail



## Consent Agenda Item #7.A. ii

**To:** LYNX Board of Directors

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

**Presented By: Douglas Robinson**

**Phone:** 407.841.2279 ext: 6064

**Item Name:** Award Contracts  
Authorization to use General Planning Consultant Services contract (14-C18) with HDR Engineering, Inc. to prepare LYNX's ten year Transit Development Plan (TDP) major update (FY2018-2027) and a System Wide Route Optimization Study

**Date:** 3/23/2017

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### **ACTION REQUESTED:**

Staff is requesting Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to exercise the use of General Planning Consultant Services Contract #15-C18 with HDR Engineering, Inc., to conduct a ten year Transit Development Plan (TDP) major update and a system wide Route Optimization Study in a not-to exceed amount of \$390,000.

### **BACKGROUND:**

Every five years, LYNX completes a major update to its ten-year Transit Development Plan. The last major update was completed in 2012 for fiscal years 2013 through 2022. In between major updates, LYNX completes minor updates annually. The TDP major update differs from an annual minor update in several ways including conducting a significant amount of public involvement, conducting a situation appraisal, reassessing LYNX's goals, objectives and policies, and evaluating LYNX's relationship to local and regional transportation and comprehensive plans. TDP major updates include an extensive description of LYNX services and service area characteristics; an outline of existing services and their costs; and a list of service changes that are needed over the next ten year period. The TDP is a needs-based assessment and is not financially constrained.

The overall goal of the Route Optimization Study (hereafter Study) is to provide more frequent and reliable transit services that better support all phases of SunRail, BRT projects, rideshare,

bikeshare services and other modes of travel. The Study shall identify ineffective and inefficient services and recommend changes that include new services, service elimination, alignment modification and/or schedule adjustments (frequency and span). The Study shall also focus on improving on-time performance and improving overall network efficiency and connectivity to meet the established or updated Service Guidelines. The adopted COA Service Guidelines shall be reviewed and possibly updated to support study goals and objectives. Performance measures and standardized tracking tools/methods shall be established and tested to allow staff to continually monitor service performance.

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

A DBE goal was assessed on this previously approved contract. The prime contractor submitted good faith effort with intent and commitment documentation to use DBEs on the project to perform assigned tasks. The DBE officer will work with firms to ensure compliance.

### **FISCAL IMPACT:**

LYNX staff included \$390,000 in the FY2017 Adopted Operating Budget for the major update of the TDP. Also, the FY2018 Preliminary Operating Budget includes \$390,000 for the major update of the TDP and Route Optimization Study to continue this effort in the upcoming year.

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

**To:** LYNX Board of Directors

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

**Phone:** 407.841.2279 ext: 6036

**Item Name:** Extension of Contracts  
Authorization to Exercise the First Option Year with Fleetwash, Contract #16-C11 for Steam Cleaning of LYNX Bus Shelters and Bus Stops

**Date:** 3/23/2017

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**ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to exercise the first option year on the Fleetwash, Inc. Contract 16-C11 for steam cleaning and maintenance of LYNX bus shelters and bus stops in an amount not-to-exceed \$170,000.

**BACKGROUND:**

In April 2016, the Board authorized the award of the steam cleaning contract to Fleetwash, Inc., for a period of one (1) year with four (4) one-year renewal options. LYNX operates a public transportation system that serves approximately 2,500 square miles located within the boundaries of Orange, Osceola, Seminole, Southeastern Lake, and Northern Polk Counties. The fixed route bus service operates approximately 23 hours each weekday and provides more than 22.5 million unlinked passenger trips each year. Bus Stops are the primary point of customer access to LYNX fixed route bus service. Shelters provide an enhanced experience for customers by providing shelter from the elements. These stops and shelters are highly visible to the community and provide a clean, safe area for customers to wait, to board, and alight LYNX buses.

LYNX has a contract for the pressure cleaning of shelters. The cleaning is required once per month and includes the following services:

- Pressure cleaning of concrete pads
- Pressure cleaning of the exterior and interior of the shelter
- Removal of graffiti and stains
- Cleaning/picking up trash in a 15-foot radius

- Cleaning of the solar panel, bus stop pole and blades

LYNX currently has approximately 1,096 bus shelters located throughout the service area with the anticipation of growing the Shelters Program by 20 – 40 additional shelters per year. In addition, there are approximately 1,231 hard surface bus stops throughout Orange, Osceola, Seminole, Southeastern Lake, and Northern Polk Counties to be serviced.

### **FISCAL IMPACT:**

LYNX staff included \$170,000 in the FY2017 Adopted Operating Budget for pressure cleaning services of LYNX bus stops and shelters. The actual FY2016 expenses were \$113,347. The FY2018 Preliminary Operating Budget includes \$120,000 for these services.

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

**To:** LYNX Board of Directors

**From:** David Dees  
DIRECTOR OF RISK MANAGEMENT  
Esther Mitchell  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6127

**Item Name:** Extension of Contracts  
Authorization to Award an Extension of Security Services Contract Under  
State of Florida, Department of Management Services Contract # 92121500-  
14-01

**Date:** 3/23/2017

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**ACTION REQUESTED:**

Staff is requesting the Board of Directors' authority for the Chief Executive Officer (CEO) or designee to extend the current security services until September 30, 2017, by continued utilization of the State of Florida, Department of Management Services Contract # 92121500-14-01 and to increase the not to exceed from \$825,238 to \$1,183,360.

**BACKGROUND:**

On September 22, 2016 the LYNX Board of Directors authorized the CEO to enter into security services contract with a private security agency currently under contract with City of Orlando or Orange County. This authority was granted for a period of nine (9) months and in an amount not to exceed \$825,238. Based on the Board's authority LYNX is able to ensure security services through June of 2017.

Staff successfully negotiated an agreement for services with G4S USA under the State of Florida, Department of Management Services Contract # 92121500-14-01, with services beginning on October 1, 2016. Further, G4S is currently under contract to provide security services to the Orange County Courthouse, County Administration building, the Orange County Convention Center and the Orlando Utilities Commission.

Staff has evaluated the current quality and value of services provided and has determined that G4S has continued to meet and/or exceed all performance expectations. With minor adjustments in the security staffing levels provided by the Orlando Police Department and those of G4S USA, together with a modest department level budget adjustment of \$10,000 LYNX, has the ability to maintain the current security services for the remainder of Fiscal Year 2017. The department



level budget transfer in the amount of \$10,000 equates to a 0.7% increase in the Security Services budget line item.

During the extended services period, staff will continue to evaluate current and other resources available for continued uniformed officer security services. Additional resources may include continuing the current contract as provided by the assignable State of Florida Contract for security services. This contract was renewed in December of 2016 and is based on the same Scope of Work and assigned fee schedule as is currently utilized. This State contract is currently in effect and assignable through 2019. Other options to be evaluated may include partnering with Orange County in the 2017 County bid for security services. As currently covered by contract, the County receives security services for the Courthouse, County Administration building and the Convention Center. By partnering with the County and increasing the Scope and hours of services, added benefit may be realized by both entities.

**FISCAL IMPACT:**

LYNX staff included \$1,363,651 in the FY2017 Adopted Operating Budget for security services. The actual FY2016 expenses for these services were \$1,052,564. The FY2018 Preliminary Operating Budget includes \$1,445,592 for these services.

	Security Services FY2017		
	Orlando Police Department	Security Contract	Total
FY2017 Adopted Operating Budget	\$ 290,000	\$ 1,073,651	\$ 1,363,651
Proposed transfer from other services		\$ 10,000	\$ 10,000
<b>Revised Security Services</b>	<b>\$ 290,000</b>	<b>\$ 1,083,651</b>	<b>\$ 1,373,651</b>
FY2017 Projected Expense	\$ 189,225	\$ 1,183,360	\$ 1,372,585

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

**To:** LYNX Board of Directors

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

**Phone:** 407.841.2279 ext: 6206

**Item Name:** Extension of Contracts  
Authorization to Execute the Second Option Year of Contract 13-C18 to  
Compass Group USA, Inc. d/b/a as Canteen Vending Services

**Date:** 3/23/2017

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**ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to exercise the second option year of Contract 13-C18 with Compass Group USA, Inc. d/b/a Canteen Vending Services.

**BACKGROUND:**

Compass Group USA, Inc. serves as the vending machine contractor for the agency. In 2013 they were selected to install, service, maintain, and stock vended snacks and beverages at LYNX Central Station and the LYNX Operations Center (buildings A, B and C). There are 21 machines combined at the four locations. Pursuant to the revenue based contract LYNX receives an 18% commission. This was a three (3) year contract with two (2) one (1) year options.

**FISCAL IMPACT:**

LYNX staff included \$14,432 in the FY2017 Adopted Operating Budget for Canteen Vending Services revenue. The actual FY2016 revenue for these services were \$16,077. The FY2018 Preliminary Operating Budget includes \$15,097 for these services.

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

**To:** LYNX Board of Directors

**From:** Blanche Sherman  
DIRECTOR OF FINANCE  
LEONARD ANTMANN  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6100

**Item Name:** Miscellaneous  
Authorization to Issue a Purchase Order in the Amount of \$181,280 to  
Tribridge for LYNX' Mobile Fare Payment Program Support

**Date:** 3/23/2017

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**ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to issue a Purchase Order in the amount of \$181,280 to Tribridge for support of the Mobile Fare Payment System (MFPS) Program.

**BACKGROUND:**

The MFPS is very complex and has the potential to experience numerous challenges making it important to enlist the services of a qualified consultant experienced in mobile fare payment technologies and implementation processes to provide assistance in development of advertisement functional requirements, evaluation assistance and project management activities.

January 28, 2016 the LYNX Board of Directors authorized the Issuance of a Purchase Order in the amount of \$271,920 to Tribridge for the support of the MFPS Program. The initial Purchase Order was to provide support for a twelve (12) month period. This additional authorization is to continue support for the MFPS Program. LYNX is currently utilizing Tribridge Holdings, LLC to provide the services of their Florida Certified DBE partner Momentum, for Fare Collection Program (FCP) support and to service the needs of the MFPS Program. The scope of services includes assisting in the development of advertisement functional requirements, evaluation assistance and project management activities related to piloting and full implementation of the MFPS. In addition to technical staff services, some of the detailed activities will include:

1. Provide technical advisory role for the project
2. Develop the pilot project requirements
3. Develop vendor demonstration scripts
4. Assist LYNX with evaluation of the technical and functional proposals from the proposers and from the selected pilot participants

## LYNX Board Agenda

5. Develop and manage employee pilot test plan
6. Coordinate and manage internal employee pilot
7. Develop and manage public pilot test plan
8. Coordinate and manage paratransit pilot
9. Update MFPS requirements for the second step of the procurement
10. Assist LYNX with the BAFO process for full MFPS award
11. Provide program management for the full MFPS implementation
12. Coordinate, conduct and keep minutes of meetings as necessary
13. Develop and manage issue logs in conjunction with the pilot vendors as well as full pilot implementation
14. Maintain frequent communications with stakeholders, including sponsors, to maintain visibility of the project, gain their support, and set clear expectations
15. Assist with development of budget accruals and quarterly FTA reporting
16. Prepare and present an employee pilot closeout report at the conclusion of pilot consisting of successes, lessons learned and next step recommendations
17. Prepare and present a final implementation report at the conclusion of full implementation
18. Present regular project status to LYNX' executive management team as needed

### **FISCAL IMPACT:**

LYNX staff included \$1,228,080 in the FY2017 Adopted Capital Budget for Mobile Ticketing.

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

**To:** LYNX Board of Directors

**From:** David Dees  
DIRECTOR OF RISK MANAGEMENT  
David Dees  
(Technical Contact)  
Esther Mitchell  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6127

**Item Name:** Miscellaneous  
Authorization for LYNX Insurance Broker to Negotiate and Bind Coverage and Premium for One year Renewal of the Property Insurance Program and Premises Environmental Liability Insurance Program

**Date:** 3/23/2017

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**ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to negotiate and bind coverage and premium for its Property Insurance Program and Premises Environmental Liability Insurance Program, with the assistance of Arthur J. Gallagher, Broker and the input from LYNX' Risk Management Committee. The premiums and renewal periods are: Property Insurance \$100,179 (April 1, 2017 – April 1, 2018) and Environmental Insurance \$21,042 (April 1, 2017 – April 1, 2020).

**BACKGROUND:**

Property Insurance is first party insurance that protects LYNX for its loss or the loss of its income producing ability, when the loss or damage is caused by a covered peril such as fire or windstorm. The Property Insurance renewal premium is \$100,179 for the period of April 1, 2017 to April 1, 2018, reflecting a 22% decrease as compared to FY2017. The decrease is a result of 2016 outside appraisal of LYNX facilities and assets, combined with the exclusion of coverage for typical bus shelters. The shelter coverage decision was based on an internal analysis, the policy deductibles (\$10,000 each occurrence), the replacement cost of the shelter, and frequency of loss. Over the past 24 months, two shelters were severely damaged with a total loss of approx. \$24,000 which was recovered by 3<sup>rd</sup> party subrogation. The elimination of the shelter coverage reduced the LYNX insured property liability by over \$9,000,000.

The Environmental Insurance is first party insurance that protects LYNX for its loss or the loss of its income producing ability, when the loss or damage is caused by environmental pollution. The coverage includes a loss caused by LYNX and/or occurring on LYNX properties.

## LYNX Board Agenda

Traditionally, LYNX has renewed this policy on an annual basis. The FY2018 quote reflects a premium of \$23,870. LYNX, through its insurance broker, has negotiated a 3 year policy for \$41,788. The Environmental Insurance single payment renewal premium is \$41,788 for the period of April 1, 2017 to April 1, 2020. The 3 year policy will provide the same \$3,000,000 aggregate for the life of the policy. LYNX will have the ability to obtain a new policy at any point in the event of a catastrophic loss.

The annualized rate reflects a 58.33% premium reduction as compared to the single year policy renewal cost.

### **FISCAL IMPACT:**

Lynx staff included \$514,831 in the FY2017 Adopted Operating Budget for these services. The actual FY 2016 expenses were \$504,461. The FY2018 Preliminary Operating Budget includes \$532,385 for these services.

	<b>FY2016 Actual Premium</b>	<b>FY2016 Budget Premium</b>	<b>FY2017 Estimated Premium</b>	<b>FY2018 Preliminary Operating Budget</b>
PGIT Crime Policy	\$ 1,175	\$ 1,342	\$ 1,175	\$ 1,293
General Liability	26,019	29,745	31,593	34,752
Public, Officer, EPL	76,387	87,324	84,283	92,711
Auto Physical Damage	208,776	154,115	220,382	242,420
Fiduciary Liability Policy	5,171	5,988	5,171	5,171
Road Rangers Policy	34,646	54,685	43,789	48,168
Environmental Liability	23,879	31,854	21,042	13,930
Property Portfolio Protection	128,408	149,778	100,179	93,940
<b>Total</b>	<b>\$ 504,461</b>	<b>\$ 514,831</b>	<b>\$ 507,614</b>	<b>\$ 532,385</b>

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

**To:** LYNX Board of Directors

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

**Phone:** 407.841.2279 ext: 6064

**Item Name:** Miscellaneous  
Authorization to Negotiate with Akerman LLP for Construction Legal  
Services for the Parramore Bus Rapid Transit Project

**Date:** 3/23/2017

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**ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or his designee to negotiate and issue a task order to Akerman LLP for a construction specialty attorney for the Parramore Bus Rapid Transit Project. The request is for an hourly rate not to exceed \$400 per hour and with an initial estimated value of \$10,000. This authorization constitutes a submittal from Akerman LLP as to the estimated cost for a board certified construction attorney to represent LYNX with respect to the evaluation of certain contingency requests and/or litigations.

**BACKGROUND:**

As part of the Parramore Bus Rapid Transit Project, LYNX has the need to engage existing legal counsel for service specifically related to construction project closeout. The requested services and associated bill rate requested in the action above are for non-retainer related costs.

During the course of the project, services were previously used during the time frame that the contractor for the project walked off of the project for approximately 6 weeks. During this time, LYNX utilized a construction specialty attorney from Akerman LLP to assist in drafting language and working through outstanding contractual language to allow for the project to move forward.

As the project is coming to a close, LYNX has received a number of requests from Balfour Beatty Construction for the use of contingency funds in connection with the Parramore BRT project.

The representation of the board certified construction attorney would be limited to contingency requests received prior to the date hereof and relating to the following topics:

## LYNX Board Agenda

1. Use of contingency in connection with alleged “scope gap”.
2. Use of contingency to address general conditions during project delay.
3. If LYNX desires to broaden the scope of the construction attorney’s involvement, resulting in additional hours of work beyond the current not to exceed amount, a revised Project Cost Estimate will be submitted. It is the intent for the Chief Executive Officer to have the flexibility to be able to accept such a revised cost estimate as long as it meets the criteria set forth in the action request of no greater than \$400 per hour or an aggregate of \$10,000.

### **FISCAL IMPACT:**

LYNX staff included \$750,000 in the FY2017 Adopted Operating Budget for general legal services. In November 2016, staff obtained authorization to utilize \$600,000 for general counsel legal services. The remaining \$150,000 is available for specific task. In addition, as the action states the original estimated value requested is \$10,000. In the event that LYNX staff expects the value to exceed this amount, approval of the Board of Directors will be obtained prior to this occurring.



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

**To: LYNX Board of Directors**

**From: Blanche Sherman**  
DIRECTOR OF FINANCE  
**LEONARD ANTMANN**  
(Technical Contact)  
**Edward Velez**  
(Technical Contact)

**Phone: 407.841.2279 ext: 6100**

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

**Date: 3/23/2017**

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**ACTION REQUESTED:**

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

**BACKGROUND:**

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

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

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

**FISCAL IMPACT:**

The net proceeds from this sale will be included in LYNX' FY2017 non-operating revenue.

## Lost and Found Articles

Article Description	Count of Article
Apron	12
Baby Stroller	5
Backpack	65
Bag	88
Bible	14
Bike	100
Books	29
Bus Pass	1
Cane	6
Card	75
Case	19
CD, DVD, Tape	6
Cellphone	216
Check/Checkbook	1
Clothing	40
Electronic Device	70
Envelope	2
Folder/Binder	15
Footwear	27
Glasses	184
Gloves	4
Hat	61
I.D.	150
Jacket/Hoodie	40
Jewelry	19
Keys	127
Luggage	3
Lunch Bag	21
Medication	12
N/A	1
Other (See Description)	64
Passport	1
Planner	1
Purse	13
Sweater/Sweatshirt	16
Thermos/Mug	11
Tools	6

## LYNX Board Agenda

Toy	11
Umbrella	101
Wallet	74
Watch	8
<b>Grand Total</b>	<b>1,719</b>

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

**To:** LYNX Board of Directors

**From:** Blanche Sherman  
DIRECTOR OF FINANCE  
LEONARD ANTMANN  
(Technical Contact)  
Edward Velez  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6100

**Item Name:** Miscellaneous  
Authorization to Auction Surplus Equipment

**Date:** 3/23/2017

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**ACTION REQUESTED:**

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

**BACKGROUND:**

It is LYNX' policy to hold a bi-annual auction to dispose of Board approved surplus assets. This year's auction is scheduled for April 2017. The following surplus items require authorization for retirement and disposal at the public auction:

**Computer Equipment:**

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

**Furniture, Fixtures and Equipment:**

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

**Van Pool Vans and Support Vehicles:**

Four (4) Van Pool Vans and two (2) Support Vehicles with a total net book value of \$0.

**Revenue Vehicles and Components:**

Eleven (11) revenue vehicles (buses, engines, transmissions,) with a total net book value of \$0.

## Category Totals

Category	Acquisition Value	Net Book Value
Computer Equipment	\$78,477	0
Furniture and Fixtures	\$26,843	0
Other Vehicles	\$144,355	0
Revenue Vehicles	\$3,083,245	0
<b>GRAND TOTAL</b>	<b>\$3,332,920</b>	<b>0</b>

## FISCAL IMPACT:

The total net book value of the surplus items is \$0. The higher of the net book value or the net proceeds from this sale may be due to the Federal Transit Administration (FTA) in FY2017.

## Surplus Equipment

System Number	Asset ID	Acquisition Date	Class	Description	Estimated Life	Acquisition Value	Net Book Value	Due to FTA
12394	8797	5/31/2008	CE	Dell 1950 Server	5	\$10,374	\$0	\$0
13677	9577	1/6/2011	CE	Dell PowerEdge R310 KVM with UPS	5	\$5,690	\$0	\$0
14403	10011	2/2/2012	CE	Terminal Kiosk	5	\$4,964	\$0	\$0
13641	9532	11/23/2010	CE	HP Printer 5500	5	\$3,982	\$0	\$0
9812	6051	11/8/2004	CE	Avaya C363T PWR 24 Ports	5	\$3,395	\$0	\$0
13783	9686	5/31/2011	CE	Panasonic Toughbook CF31	5	\$3,393	\$0	\$0
9895	7041	12/31/2005	CE	Switch, Cisco	5	\$2,870	\$0	\$0
12938	9087	2/2/2009	CE	Dell Computer	5	\$1,590	\$0	\$0
13887	9937	8/22/2011	CE	UPS 2200	5	\$1,565	\$0	\$0
13735	9636	3/16/2011	CE	HP P4015X	5	\$1,552	\$0	\$0
13727	9592	3/16/2011	CE	HP P4015X	5	\$1,552	\$0	\$0
13728	9593	3/16/2011	CE	HP P4015X	5	\$1,552	\$0	\$0
13729	9594	3/23/2011	CE	HP P4015X	5	\$1,552	\$0	\$0
13730	9595	3/23/2011	CE	HP P4015X	5	\$1,552	\$0	\$0
13731	9596	3/16/2011	CE	Hp 4015X	5	\$1,552	\$0	\$0
13732	9597	3/16/2011	CE	HP P4015X	5	\$1,552	\$0	\$0
13733	9598	3/16/2011	CE	HP P4015X	5	\$1,552	\$0	\$0
13734	9635	3/16/2011	CE	HP P4015X	5	\$1,552	\$0	\$0
13736	9637	3/16/2011	CE	HP P4015X	5	\$1,552	\$0	\$0
13737	9638	3/16/2011	CE	HP P4015X	5	\$1,552	\$0	\$0
13738	9639	3/16/2011	CE	HP P4015X	5	\$1,552	\$0	\$0
13739	9640	3/16/2011	CE	HP P4015X	5	\$1,552	\$0	\$0
13740	9641	3/16/2011	CE	HP P4015X	5	\$1,552	\$0	\$0
13750	9647	4/29/2011	CE	APC 2200	5	\$1,488	\$0	\$0
12908	9058	2/8/2009	CE	Dell OptiPlex 960	5	\$1,482	\$0	\$0
13411	9403	8/23/2010	CE	Dell 960 Computer for Surveillance	5	\$1,415	\$0	\$0
14366	9984	11/14/2011	CE	Dell Optiplex Computer 990	5	\$1,303	\$0	\$0
14367	9985	11/14/2011	CE	Dell Optiplex Computer 990	5	\$1,303	\$0	\$0
14369	9987	11/14/2011	CE	Dell Optiplex Computer 990	5	\$1,303	\$0	\$0
9610	6738	9/15/2005	CE	Printer-Thermal Label	5	\$1,290	\$0	\$0
13800	9704	6/2/2011	CE	Dell Optiplex 990	5	\$1,253	\$0	\$0
12274	8366	11/30/2007	CE	Dell Power Supply 2200	5	\$853	\$0	\$0
12275	8367	11/30/2007	CE	Dell Power Supply 2200	5	\$853	\$0	\$0
12276	8368	11/30/2007	CE	Dell Power Supply 2200	5	\$853	\$0	\$0
12277	8369	11/30/2007	CE	Dell Power Supply 2200	5	\$853	\$0	\$0
12278	8370	11/30/2007	CE	Dell Power Supply 2200	5	\$853	\$0	\$0
13749	9648	4/29/2011	CE	APC 1500	5	\$624	\$0	\$0

# LYNX Board Agenda

System Number	Asset ID	Acquisition Date	Class	Description	Estimated Life	Acquisition Value	Net Book Value	Due to FTA
7245	3686	2/28/2003	CE	Switch - Power Connect 3024	5	\$599	\$0	\$0
7246	3687	2/28/2003	CE	Switch - Power Connect 3024	5	\$599	\$0	\$0
7247	3688	2/28/2003	CE	Switch - Power Connect 3024	5	\$599	\$0	\$0
9609	6736	9/15/2005	CE	Printer, HP Laserjet 1320TN	5	\$555	\$0	\$0
9879	6972	10/31/2005	CE	Printer, HP LaserJet 2550L	5	\$549	\$0	\$0
8947	4737	3/23/2005	CE	MASTER SWITCH-8 PORT POWER CONTROL-APC	5	\$300	\$0	\$0
				<b>Subtotal CE</b>		<b>\$78,477</b>		<b>\$0</b>
9813	6052	11/8/2004	FE	Avaya C364T PWR 48 Ports Voice Infrastructure	5	\$5,495	\$0	\$0
12094	8707	9/30/2007	FE	Treadmill & 2 Super Treadmat	5	\$3,433	\$0	\$0
3568	97233SHE5060	2/27/1997	FE	PAREMOUNT WEIGHT CHIN/DIP - OBT Wellness Center	5	\$2,747	\$0	\$0
12171	8035	9/30/2007	FE	Time Clock	5	\$2,450	\$0	\$0
12172	8532	9/30/2007	FE	Time Clock	5	\$2,450	\$0	\$0
12173	8639	9/30/2007	FE	Time Clock	5	\$2,450	\$0	\$0
12174	8731	9/30/2007	FE	Time Clock	5	\$2,450	\$0	\$0
12175	8732	9/30/2007	FE	Time Clock	5	\$2,450	\$0	\$0
6542	3246	6/6/2002	FE	Monitor/8 Port Keyboard switchbox	5	\$594	\$0	\$0
9167	4970	7/28/2005	FE	SWITCHED RACK 8-OUTLET PDU 120V	5	\$332	\$0	\$0
9168	4971	7/28/2005	FE	SWITCHED RACK 8-OUTLET PDU 120V	5	\$332	\$0	\$0
9171	4974	7/28/2005	FE	SWITCHED RACK 8-OUTLET PDU 120V	5	\$332	\$0	\$0
9172	4975	7/28/2005	FE	SWITCHED RACK 8-OUTLET PDU 120V	5	\$332	\$0	\$0
9173	4976	7/28/2005	FE	SWITCHED RACK 8-OUTLET PDU 120V	5	\$332	\$0	\$0
9174	4977	7/28/2005	FE	SWITCHED RACK 8-OUTLET PDU 120V	5	\$332	\$0	\$0
9175	4978	7/28/2005	FE	SWITCHED RACK 8-OUTLET PDU 120V	5	\$332	\$0	\$0
				<b>Subtotal FE</b>		<b>\$26,843</b>		<b>\$0</b>
11552	27764	8/31/2007	OV	Ford XLT 10 Pass Van	4	\$27,000	\$0	\$0
9996	25570	5/31/2006	OV	Van, 2006 Ford E-350 12 Passenger	4	\$26,325	\$0	\$0
9997	25571	5/31/2006	OV	Van, 2006 Ford E-350 12 Passenger	4	\$26,325	\$0	\$0
10002	25576	5/31/2006	OV	Van, 2006 Ford E-350 12 Passenger	4	\$26,325	\$0	\$0
13665	158	1/3/2011	OV	2011 Ford Escape	5	\$19,190	\$0	\$0
13666	159	1/3/2011	OV	2011 Ford Escape	5	\$19,190	\$0	\$0
				<b>Subtotal OV</b>		<b>\$144,355</b>		<b>\$0</b>
11610	617	9/30/2007	RV	40' LF BRT - G27D102N4 Gillig Bus	9	\$374,048	\$0	\$0
11614	621	9/30/2007	RV	40' LF BRT - G27D102N4 Gillig Bus	9	\$374,048	\$0	\$0
11789	624	9/30/2007	RV	40' LF BRT - G27D102N4 Gillig Bus	9	\$311,273	\$0	\$0
11792	625	9/30/2007	RV	40' LF BRT - G27D102N4 Gillig Bus	9	\$311,273	\$0	\$0
11817	632	9/30/2007	RV	40' LF BRT - G27D102N4 Gillig Bus	9	\$311,273	\$0	\$0

# LYNX Board Agenda

System Number	Asset ID	Acquisition Date	Class	Description	Estimated Life	Acquisition Value	Net Book Value	Due to FTA
12439	636	11/30/2007	RV	40' LF BRT - G27D102N4 Gillig Bus	9	\$311,273	\$0	\$0
11089	596	9/30/2006	RV	40' BRT - G29D102N4 Gillig Bus	9	\$289,624	\$0	\$0
11074	708	9/30/2006	RV	35' LF BRT- G29B102N4 Gillig Bus	9	\$288,661	\$0	\$0
13355	NC-5207	3/4/2010	RV	Turtle Top Odyssey Bus Paratransit	5	\$70,875	\$0	\$0
13453	NC-5263	9/29/2010	RV	Turtle Top Odyssey Bus Paratransit	5	\$70,875	\$0	\$0
13454	NC-5264	9/29/2010	RV	Turtle Top Odyssey Bus Paratransit	5	\$70,875	\$0	\$0
11645	617A	9/30/2007	RV	ENGINE, BUS 617	5	\$22,976	\$0	\$0
11653	621A	9/30/2007	RV	ENGINE, BUS 621	5	\$22,976	\$0	\$0
11790	624A	9/30/2007	RV	Engine, Bus #624	5	\$22,976	\$0	\$0
11793	625A	9/30/2007	RV	Engine, Bus #625	5	\$22,976	\$0	\$0
11818	632A	9/30/2007	RV	CUMMINS ISL 8.3L 280HP ENGINE	5	\$22,976	\$0	\$0
12440	636A	11/30/2007	RV	CUMMINS ISL 8.3L 280HP ENGINE	5	\$22,976	\$0	\$0
11090	596A	9/30/2006	RV	Engine, Gillig Bus	5	\$21,800	\$0	\$0
11075	708A	9/30/2006	RV	Engine, Gillig Bus	5	\$21,727	\$0	\$0
11646	617B	9/30/2007	RV	TRANSMISSION, BUS 617	5	\$17,247	\$0	\$0
11654	621B	9/30/2007	RV	TRANSMISSION, BUS 621	5	\$17,247	\$0	\$0
11791	624B	9/30/2007	RV	Transmission, Bus #624	5	\$17,247	\$0	\$0
11794	625B	9/30/2007	RV	Transmission, Bus #625	5	\$17,247	\$0	\$0
11819	632B	9/30/2007	RV	ZF 594C AUTOMATIC TRANS	5	\$17,247	\$0	\$0
12441	636B	11/30/2007	RV	ZF 594C AUTOMATIC TRANS	5	\$17,247	\$0	\$0
11091	596B	9/30/2006	RV	Transmission, Gillig Bus	5	\$7,153	\$0	\$0
11076	708B	9/30/2006	RV	Transmission, Gillig Bus	5	\$7,129	\$0	\$0
				<b>Subtotal RV</b>		<b>\$3,083,245</b>		<b>\$0</b>
				<b>GRAND TOTAL</b>		<b>\$3,332,920</b>		<b>\$0</b>



**Action Agenda Item #8.A**

**To:** LYNX Board of Directors

**From:** Donna Tefertiller  
DIRECTOR OF HUMAN RESOURCES  
Brian Anderson  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6119

**Item Name:** Defined Benefit Pension Contribution Rate for FY2016-2017

**Date:** 3/23/2017

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**ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or his designee to implement the Actuarial recommended contribution rates for the Defined Benefit Retirement plan for FY2016-2017.

**BACKGROUND:**

Employees who are members of ATU Local 1596 hired before March 1, 2014 participate in a Defined Benefit Retirement Plan. The Plan has an oversight Trustee Board consisting of three Union and three Management representatives. LYNX' Chief Executive Officer selects three Management employees to serve as Trustees with confirmation from the LYNX Board of Directors' and the Union's Executive Board appoints its representatives.

At the last Defined Benefit Trustee meeting on February 28, 2017 the Trustee Board was presented a recommended employee and employer contribution rate by the Plan's Actuary. A contribution rate is an amount of money the employee and employer put in the pension to keep it solvent. Minimum contribution rates are set forth in the Collective Bargaining Agreement and any increase or decrease are to be split 65% LYNX and 35% for the employee. The proposed rates for FY2016-2017 were 5.66% for employee and 11.13% for the employer. The Trustees accepted the actuarial valuation and the proposed contribution rates.

LYNX Management Bargaining Team and the Union Bargaining Team met on March 9, 2017 to discuss the Contribution rates as it is a benefit and subject to Bargaining. An agreement was not reached between LYNX Management and the Union. The Union believes that this is not something that should be bargained and the Union believes the Trustee Board should set the rates and not the bargaining parties. LYNX management does not disagree with the recommendation of the actuary and was prepared to agree with the proposed changes. LYNX management believes this should be negotiated, but in light of the relationship between Management and the union staff is proposing to move forward with the recommendation.

**FISCAL IMPACT:**

LYNX staff reflected 11.13% in the Preliminary FY2018 Operating budget as an estimate.

**Action Agenda Item #8.B**

**To:** LYNX Board of Directors

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

**Phone:** 407.841.2279 ext: 6064

**Item Name:** Authorization to Implement Proposed Service Changes Effective April 30, 2017

**Date:** 3/23/2017

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**ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to implement the proposed service changes effective April 30, 2017.

**BACKGROUND:**

On November 10, 2016 staff received authorization from the Board of Directors to initiate the Public Participation Process for consideration of proposed service changes that would go into effect April 30, 2017. A total of three (3) public workshops/public hearings were held between February 28, 2017 and March 2, 2017. LYNX customers and the public were able to provide input on the service changes at the following workshops/public hearings:

Date/Time: Tuesday, February 28, 2017, 5-7 PM

Location: Altamonte Springs City Hall, Altamonte Springs, FL

Public Participation: Three (3) attendees, 1 comment

Date/Time: Wednesday, March 1, 2017, 5-7 PM

Location: Kissimmee City Hall, Kissimmee, FL

Public Participation: Two (2) attendees, no comments

Date/Time: Thursday, March 2, 2017, 4-6 PM

Location: LYNX Central Station, Orlando, FL

Public Participation: Six (6) attendees, 3 comments

The public comment period for the proposed April 30, 2017 service changes ran from February 14, 2017 to March 16, 2017. Generally, citizen comments were favorable or neutral with respect

to proposed changes. Public notices for the service change information and the public meetings were posted in the LYNX Central Station terminal lobby and at bus bays, at Superstops throughout the service area, on [www.golynx.com](http://www.golynx.com), and on LYNX's social media sites including Facebook and Twitter.

## **PROPOSED SERVICE CHANGES:**

A few of the more significant route changes include extending all weekday trips on Link 45 to the Lake Mary SunRail station, realigning Link 63 (LYMMO Orange-North Quarter) to serve LYNX Central Station, and adjusting alignments on Link 319 in Parramore neighborhood and Link 427 in Haines City.

Additional trips are proposed for Links 8, 37 and 107.

Schedule adjustments would include time changes on Links 7, 8, 9, 11, 13, 18, 20, 24, 26, 108, 125, 405, FastLink 441, Link 443 and NeighborLink 622.

There will be bay changes at LYNX Central Station for Bay C (Link 63 LYMMO Orlando-North Quarter), Bay D (Link 50), Bay E (Links 36 and 40), Bay M (Links 21, 54 and 441), Bay P (Link 107), Bay S (Link 125), Bay X (Links 7, 11 and 18) and Bay Y (Links 51 and 406).

Maps and schedules are being finalized and once complete will be posted on [www.golynx.com](http://www.golynx.com). The next service change is scheduled for August 2017.

## **APRIL 30 SERVICE PROPOSAL**

### **ROUTE ADJUSTMENTS**

- **Link 45** – Lake Mary (Seminole County) – All weekday trips will serve the Lake Mary SunRail station. Minor schedule adjustments.
- **Link 63** – LYMMO Orange-North Quarter (Orange County) – Extend all trips to LYNX Central Station via Amelia Street. Add additional stops at LYNX Central Station, Orange Avenue/Amelia Street, and Livingston Street/Orange Avenue.
- **Link 319** – Richmond Heights (Orange County) – Buses from LYNX Central Station will use Terry Avenue, South Street and Parramore Avenue. Adding new stops at Terry Avenue/Church Street.
- **Link 427** – U.S. 27/Haines City (Lake County/Orange County/Osceola County/Polk County) – Changing route in downtown Haines City to operate along East Main Street between 5th and 10th instead of East Hinson Avenue. Adding bus stop at East Main Street and 8th Street.

## **SCHEDULE ADJUSTMENTS**

- **Link 7** – South Orange Avenue/Florida Mall (Orange County) – Minor schedule adjustments.
- **Link 8** – West Oak Ridge Road/International Drive (Orange County) – Minor schedule adjustments.
- **Link 9** – Winter Park/Rosemont (Orange County) – on weekdays, extend the 7:55 p.m. trip leaving Rosemont Superstop to Winter Park SunRail Station and the 9:10 p.m. trip from Webster/Denning to begin at Winter Park SunRail Station at 8:45 p.m.
- **Link 13** – University Boulevard/UCF (Orange County) – Minor schedule adjustments.
- **Link 20** – Malibu Street/Pine Hills (Orange County) – Minor schedule adjustments.
- **Link 24** – Millenia (Orange County) – Minor schedule adjustments.
- **Link 26** – Pleasant Hill Road/Poinciana (Osceola County) – Minor schedule adjustments.
- **Link 108** – South U.S. 441/Kissimmee (Orange County/Osceola County) – Changing Sunday 9:40 p.m. departure from Florida Mall SuperStop to 9:50 p.m.
- **Link 125** – Silver Star Road Crosstown (Orange County) – Minor schedule adjustments.
- **Link 405** – Apopka Circulator (Orange County) – Minor schedule adjustments.
- **FastLink 441** – Kissimmee/Downtown Orlando (Orange Country/Osceola County) – Minor schedule adjustments. Adding new bus stop at Orange Blossom Trail and Wetherbee Road.
- **Link 443** – Lee Road Crosstown (Orange County) – Minor schedule adjustments.
- **NeighborLink 622** – Oviedo (Seminole County) – Minor schedule adjustments

## **TRIP ADDITIONS**

- **Link 8** – W. Oak Ridge Road/International Drive (Orange County) – Adding Sunday 9:05 p.m. trip from Orlando Vineland Premium Outlets.
- **Link 37** – Pine Hills/Florida Mall (Orange County) – Adding Sunday 10 p.m. trip from Florida Mall SuperStop.
- **Link 107** – U.S. 441/Florida Mall (Orange County) – Adding Sunday 10 p.m. trip from Florida Mall SuperStop.

## **NEW BAY ASSIGNMENTS**

- Bay C – Link 63 LYMMO Orlando-North Quarter
- Bay D – Link 50
- Bay E – Links 36 and 40
- Bay M – Links 21, 54 and 441
- Bay P – Link 107
- Bay S – Link 125
- Bay X – Links 7, 11 and 18
- Bay Y – Links 51 and 406

## **FISCAL IMPACT:**

All proposed changes will be supported with funds included in the FY2017 Adopted Operating Budget or additional funding, if necessary, from FDOT and/or LYNX Local Funding Partners upon their approval of the proposed service changes.

**Action Agenda Item #8.C**

**To:** LYNX Board of Directors

**From:** Thomas Stringer  
CHIEF OPERATIONS OFFICER  
David Halperin  
(Technical Contact)  
Timothy May  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6036

**Item Name:** Authorization to Increase the Not-to-Exceed Amount of Contract #12-C02 with MV Transportation, Inc. for the period of October 1, 2016 through March 31, 2017 for Paratransit services

**Date:** 3/23/2017

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**ACTION REQUESTED:**

Staff is requesting the Board of Directors authorization for the Chief Executive Officer (CEO) or designee to increase the not to exceed amount for Contract #12-C02 in the amount of \$1,002,265 for the contract period of October 2016 through March 2017 and to amend the FY2017 Operating Budget accordingly.

**BACKGROUND:**

MV Transportation has been the provider of paratransit service (ACCESS LYNX) for LYNX since 2002, and was awarded the contract again in 2006.

At the November 12, 2015, meeting, the Board authorized staff to release an RFP for Paratransit services with a strict timeline should the need arise for a transition period. Staff developed a Scope of Work, with the assistance of a consultant to ensure that all aspects of the scope were addressed. The RFP was released in December 2016. A contract award recommendation was made by the Source Evaluation Committee (SEC) on March 8, 2017, that MV Transportation, Inc. continue to provide service for both NeighborLink and paratransit services.

At the May 26, 2016, the Board authorized a six (6) month extension of contract #12-C02 with MV Transportation, Inc. in the amount of \$7,363,973. Due to the increase in cost as a result of the ongoing increase in trips and revenue hours for Paratransit services, we need to increase the not-to-exceed amount to support those increases.

## **FISCAL IMPACT:**

LYNX staff included \$15,096,144 in the FY2017 Adopted Operating Budget for Paratransit purchased transportation services. In regards to Contract #12-C02 for Paratransit services, the following is the financial impact on the FY2017 Adopted Operating Budget:

	October 1, 2016 – March 31, 2017
FY2017 Budgeted Amount	\$7,363,973
FY2017 Estimated Cost	\$8,366,238
Excess Cost	\$(1,002,265)

Upon approval, LYNX staff will amend the FY2017 Adopted Operating Budget to cover the excess costs through savings and/or reserves in the total amount of \$1,002,265.



**Action Agenda Item #8.D**

**To:** LYNX Board of Directors

**From:** Thomas Stringer  
CHIEF OPERATIONS OFFICER  
David Halperin  
(Technical Contact)  
Timothy May  
(Technical Contact)  
Theresa Veley  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6036

**Item Name:** Authorization to Negotiate a Contract with MV Transportation, Inc., for LYNX Paratransit and NeighborLink Services

**Date:** 3/23/2017

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**ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to negotiate with MV Transportation, Inc., for Mobility Management and Broker Services for the provision of LYNX's Paratransit (ACCESS LYNX) and NeighborLink services.

**BACKGROUND:**

At the July 28, 2011 Board meeting, the LYNX Board of Directors authorized staff to enter into a contract with MV Transportation, Inc., for paratransit core services (0400 through 1800 weekdays and Saturdays). The term of the contract was to be for five (5) years. In addition, the Board authorized staff to enter into a contract with Transportation America for non-core services (1801 until 0359 weekdays and all day Sundays). The term of the contract was for five (5) years as well. Transportation America requested to vacate their contract, at which time the Board agreed and MV Transportation agreed to take over the non-core portion of the services.

At the January 7, 2010 Board of Directors meeting, the Board authorized staff to enter into a contract with MV Transportation, Inc. for NeighborLink Services for a period of five (5) years. At the September 11, 2015 meeting, the Board also authorized an extension of that contract to coincide with the expiration of the paratransit contract. Staff was directed to develop a Scope of Work to include both services and present it as one contract.

In accordance with LYNX's Board approval, RFP 17-R02 was issued on October 28, 2016. Proposals were due to LYNX December 16, 2016. Six proposals were received from the following firms:

## LYNX Board Agenda

- First Transit
- Maruti Fleet and Management
- MV Transportation, Inc.
- National Express
- Ride Right
- Total Transportation Corp.

### RFP EVALUATION

The Source Evaluation Committee (SEC), consisting of Charles Boettiger, Palm Tran; Craig Charrette, LYNX; Helen Perez, Jacksonville Transportation Authority; Cheryl Stone, Citizen Advocate, and Virginia Whittington, MetroPlan Orlando, met on January 4, 2017 to provide their scoring and comments. The firms were scored as follows:

Proposer	Score	Ordinal Rank	Proposal Offer (5-Year Contract Total)
Ride Right	453.917	8	\$97,035,627
MV Transportation	444.728	9	\$110,602,039
National Express	415.835	16	\$125,696,523
First Transit	386.253	20	\$176,220,838
Total Transportation Corp.	336.631	23	\$112,479,354
Maruti Fleet and Management	263.000	29	\$96,928,593

Based on the Scores and Ordinal Rankings, the SEC requested presentations from MV Transportation and Ride Right. The firms presented to the SEC in a public meeting January 11, 2017. Upon completion of presentations, the SEC requested that further clarifications be provided before providing their final scores and recommendation.

Further internal evaluation of the proposals from Ride Right and MV Transportation indicated the need for a “Best and Final” (BAFO) which was released on January 28, 2017, with responses received on February 1, 2017, with the intent of scheduling the contract for SEC evaluation, Executive Team Review, SEC meeting, Finance and Audit Meeting, Oversight and Board Meeting on February 23, 2017, an optional Board meeting date. The February 23, 2017, optional Board meeting was then canceled, after which staff requested that the proposers clarify several further areas in their BAFO responses to ensure complete detail when scheduling reviews before the next scheduled Board meeting, March 23, 2017. Responses were received, and the SEC meeting was scheduled for March 8, 2017, with the remaining internal reviews taking place prior the March 23<sup>rd</sup> Board meeting date.

Based on the March 8, 2017 SEC meeting, during which LYNX staff provided insights into the BAFO responses, the SEC members provided their final scores and ordinal ranks:

Proposer	Score	Ordinal Rank	Proposal Offer (5-Year Contract Total)
Ride Right	448.000	8	\$99,216,099
MV Transportation	462.118	7	\$101,769,340

Based on the evaluations of the proposals and presentations, the SEC recommends the award of Contract 17-C13 to MV Transportation, Inc., for Mobility Management and Broker Services for the LYNX Paratransit and NeighborLink.

The requested extension of contracts 10-C21 and 12-C02 will support the physical relocation of staff and equipment from the L.B. McLeod site to the LYNX Operations Center (LOC), and the hiring, training and onboarding of new LYNX employees that are part of the new Mobility Management service delivery model. This is to ensure the continuity of services for LYNX passengers during the period of final negotiations.

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

The DBE participation goal assessed for this contract is 12%.

## **FISCAL IMPACT:**

LYNX staff included \$15,096,144 and \$2,027,479 in the FY2017 Adopted Operating budget for Paratransit and NeighborLink purchased transportation services, respectively. The FY2016 expenses are \$15,372,019 and \$1,811,972, respectively for Paratransit and NeighborLink purchased transportation services.

**Authorization to Negotiate with MV Transportation for Paratransit and Neighborlink Services, and**

**Authorization to extend contracts #10-C21, 12-C02 with MV Transportation, Inc. for a Period not to Exceed ninety Days, and**

**Authorization to Increase the Not To Exceed Amount of the Contract for the Extension of Time and Increased Service Levels.**

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**Thomas E. Stringer, Jr., COO  
LYNX Board Agenda,  
March 23, 2017, 1:30 PM**

# Justification

- **RFP** - Released December 16, 2016.
- **SEC Members:**
  - Mr. Charles Boettiger, Palm Tran
  - Ms. Helen Perez, Jacksonville Transportation Authority
  - Ms. Virginia Whittington, MetroPlan Orlando
  - Ms. Cheryl Stone, Citizen
  - Mr. Craig Charrette, LYNX

Proposer	5-Year Contract Total	Score	Ordinal Ranking
Ride Right	\$ 97,035,627	453.917	8
MV Transportation	\$110,602,039	444.728	9
National Express	\$125,696,523	415.835	16
First Transit	\$176,220,838	386.253	20
Total Transportation	\$112,479,351	336.631	23
Maruti Fleet & Management	\$ 96,928,593	236.000	29

# Best and Final Offer (BAFO)



Proposer	5-Year Contract Total	Score	Ordinal Ranking
MV Transportation	\$101,769,340	462.118	7
Ride Right	\$ 99,216,099	448.004	8

# SEC Scoring Sheet LYNX RFP 17-R02

## Mobility Management and Broker Services for Short List Proposers

### Meeting on March 8, 2017

MV TRANSPORTATION		Charles Boettiger		Craig Charrette		Helen Perez		Cheryl Stone		Virginia Whittington		Total Ordinal Ranking
Evaluation Criteria	Value	Score	Ordinal Ranking	Score	Ordinal Ranking	Score	Ordinal Ranking	Score	Ordinal Ranking	Score	Ordinal Ranking	
Similar Experience of Firm	15	15.000	2	15.000	1	15.000	1	15.000	2	15.000	1	7
Similar Experience of Key Staff	10	9.000		10.000		9.000		9.000		10.000		
References of Firm	5	4.000		5.000		4.000		5.000		3.000		
References of Key Staff	15	11.000		15.000		12.000		15.000		15.000		
Financial Stability	15	13.000		15.000		13.000		10.000		15.000		
Approach to Service Delivery and Quality	25	20.000		25.000		24.000		20.000		23.000		
Price Proposal	15	14.624		14.624		14.624		14.624		14.624		
	100	86.624		99.624		91.624		88.624		95.624		
				Total		462.118						
RIDE RIGHT		Charles Boettiger		Craig Charrette		Helen Perez		Cheryl Stone		Virginia Whittington		Total Ordinal Ranking
Evaluation Criteria	Value	Score	Ordinal Ranking	Score	Ordinal Ranking	Score	Ordinal Ranking	Score	Ordinal Ranking	Score	Ordinal Ranking	
Similar Experience of Firm	15	14.000	1	15.000	2	12.000	2	15.000	1	11.000	2	8
Similar Experience of Key Staff	10	9.000		10.000		7.000		10.000		8.000		
References of Firm	5	4.000		5.000		4.000		5.000		3.000		
References of Key Staff	15	14.000		15.000		12.000		15.000		15.000		
Financial Stability	15	11.000		15.000		12.000		10.000		15.000		
Approach to Service Delivery and Quality	25	21.000		20.000		21.000		23.000		22.000		
Price Proposal	15	15.000		15.000		15.000		15.000		15.000		
	100	88.000		95.000		83.000		93.000		89.000		

# Fiscal Impact



1. **Contract Extension** - Contract #10-C02 extending Paratransit services will reflect the following financial impact on the FY 2017 Adopted Operating Budget:

	October 1, 2016 – March 31, 2017	April 1, 2017 – June 30, 2017.
FY2017 Budgeted Amount	\$7,363,973	\$3,866,086
FY2017 Estimated Cost	\$8,366,238	\$4,200,000
Excess Cost	\$(1,002,265)	\$(333,914)

**Budget** - LYNX staff included \$15,096,144 and \$2,027,479 in the FY 2017 Adopted Operating Budget for Paratransit and NeighborLink purchased transportation services.

**Sufficient Funds Are Available to cover the contract extension amount for the NeighborLink services in the amount of \$459,000.** Upon approval, LYNX staff will amend the FY 2017 Adopted Operating Budget to cover the excess costs through savings and/or reserves in the total amount of \$1,336,179.

2. **Fiscal Impact, Negotiation & Potential Award** - LYNX included \$15,096,144 for Paratransit and \$2,027,479 for Neighborlink in the FY 2017 Adopted Operating budget. FY 2016 expenses are \$15,372,019 and \$1,811,972, respectively.



# Authorization to Increase the Contract Value with MV Transportation

- Board of Directors authorized an extension of the paratransit contract in the amount of \$1,002,265 for the period of October 2016 through March 2017
- Value was not-to-exceed \$7,363,973
- New not-to-exceed \$8,366,238

# Authorization to Extend Contracts 10-C21 and 12-C02 for Ninety (90) Days



- Provide an opportunity to negotiate with MV Transportation on a new contract under the new Mobility Management Service delivery model
- Rates remain the same
- Extended cost = \$459,000 Contract #10-C21 and \$4,200,000 Contract #12-C02
- New not-to-exceed \$1,402,541 Contract #10-C21 and \$12,566,238 Contract #12-C02

**Action Agenda Item #8.E**

**To:** LYNX Board of Directors

**From:** Thomas Stringer  
CHIEF OPERATIONS OFFICER  
David Halperin  
(Technical Contact)  
Timothy May  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6036

**Item Name:** Authorization to Extend Contract #12-C02 with MV Transportation, Inc. for a Period of up to Ninety (90) Days for Paratransit Services and to Increase the Not-To-Exceed Amount of the Contract

**Date:** 3/23/2017

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**ACTION REQUESTED:**

Staff is requesting the Board of Directors authorization for the Chief Executive Officer (CEO) or designee to extend Contract #12-C02 with MV Transportation, Inc., for a period of up to ninety (90) days for paratransit services from April 1, 2017 through June 30, 2017 and to increase the not to exceed contract amounts for the additional ninety (90) days for Contract #12-C02 in the amount of \$4,200,000, and to amend the FY2017 Operating Budget accordingly.

**BACKGROUND:**

MV Transportation has been the provider of paratransit service (ACCESS LYNX) for LYNX since 2002, and was awarded the contract again in 2006.

At the November 12, 2015, meeting, the Board authorized staff to release an RFP for Paratransit services with a strict timeline should the need arise for a transition period. Staff developed a Scope of Work, with the assistance of a consultant to ensure that all aspects of the scope were addressed. The RFP was released in December 2016. A contract award recommendation was made by the Source Evaluation Committee (SEC) on March 8, 2017, that MV Transportation, Inc. continue to provide service for both NeighborLink and paratransit services.

With the Board's permission, staff is requesting an extension to the existing contracts in order to ensure uninterrupted paratransit and NeighborLink services while negotiations of a new contract are underway.

**FISCAL IMPACT:**

LYNX staff included \$15,096,144 in the FY2017 Adopted Operating Budget for Paratransit purchased transportation services. In regards to Contract #12-C02 for Paratransit services, the following is the financial impact on the FY2017 Adopted Operating Budget:

	April 1, 2017 – June 30, 2017
FY2017 Budgeted Amount	\$3,866,086
FY2017 Estimated Cost	\$4,200,000
Excess Cost	\$(333,914)

Upon approval, LYNX staff will amend the FY2017 Adopted Operating Budget to cover the excess costs through savings and/or reserves in the total amount of \$333,914.

**Action Agenda Item #8.F**

**To: LYNX Board of Directors**

**From: Thomas Stringer**  
CHIEF OPERATIONS OFFICER  
**David Halperin**  
(Technical Contact)  
**Timothy May**  
(Technical Contact)

**Phone: 407.841.2279 ext: 6036**

**Item Name: Authorization to Extend Contract #10-C21 with MV Transportation, Inc., for a Period of Up To Ninety (90) Days for NeighborLink Services and the Increase the Not-To-Exceed Amount of the Contract**

**Date: 3/23/2017**

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**ACTION REQUESTED:**

Staff is requesting the Board of Directors authorization for the Chief Executive Officer (CEO) or designee to extend Contract #10-C21 with MV Transportation, Inc., for a period of up to ninety (90) days for NeighborLink services from April 1, 2017 through June 30, 2017 and to increase the not to exceed contract amounts for the additional ninety (90) days for Contract #10-C21 in the amount of \$459,000.

**BACKGROUND:**

MV Transportation has been the provider of Flex services since the inception of the service in 2007 when the service was branded as the PickUpLine. The pilot program was initiated in Poinciana, and after a very successful trial period, twelve more PickUpLine services were added throughout the service area. The service has since been re-branded as “NeighborLink”.

At the November 12, 2015, meeting, the Board authorized staff to release an RFP for NeighborLink services with a strict timeline should the need arise for a transition period. Staff developed a Scope of Work, with the assistance of a consultant to ensure that all aspects of the scope were addressed. The RFP was released in December 2016. A contract award recommendation was made by the Source Evaluation Committee (SEC) on March 8, 2017, that MV Transportation, Inc. continue to provide service for NeighborLink and paratransit services.

With the Board’s permission, staff is requesting an extension to the existing contract in order to ensure uninterrupted NeighborLink services while negotiations of a new contract are underway.

## **FISCAL IMPACT:**

LYNX staff included \$2,027,479 in the FY2017 Adopted Operating Budget for NeighborLink purchased transportation services. There are sufficient funds available to cover the contract extension amount for the NeighborLink services in the amount of \$459,000.

### Information Item A: Notification of Settlement Agreement

**To:** LYNX Board of Directors

**From:** David Dees  
DIRECTOR OF RISK MANAGEMENT  
Esther Mitchell  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6127

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

**Date:** 3/23/2017

LYNX General Liability Settlements (December 30, 2016 to February 24, 2017)

Claimant	Date of Incident	Short Description	Settlement Amount	Date Paid
Mireya Renn	11/8/2016	Bus Struck MV	\$69.84	12/30/2016
Abeldghani Bendriss	11/18/2014	Passenger Incident	\$15,000.00	12/30/2016
Ariel Cabrera	8/1/2014	Bus Struck MV	\$150,000.00	1/6/2017
Gregory Orleman	6/11/2016	Bus Struck MV	\$2,359.79	1/6/2017
Douglas Bills	6/28/2016	Bus Struck MV	\$1,875.82	1/6/2017
Anthony Floyd	WC	Employee Incident	\$7,500.00	1/19/2017
Charles Porter	7/22/2015 4/4/2016 5/12/2016	Bus Struck MV	\$9,000.00	1/19/2017
Richard Smith	7/27/2016	Passenger Incident	\$53.25	1/19/2017
Paul Hill	1/13/2014	Bus Struck MV	\$14,000.00	1/26/2017

# LYNX Board Agenda

William Carr	5/8/2014	Bus Struck MV	\$45,000.00	1/27/2017
Michael Lowman	11/19/2016	Bus Struck MV	\$1,484.36	1/26/2017
Cynthia Griffis	3/4/2016	Bus Struck MV	\$1,959.05	1/26/2017
Brian O’Gorman	5/8/2014	Bus Struck MV	\$13,000.00	2/10/2017
Mankrous Gendy	02/14/2014	Bus Struck MV	\$20,000.00	02/17/2017
Joel Levine	11/4/2016	Bus Struck MV	\$276.84	02/24/2017
Stephanie Cobb	09/14/2015	Bus Struck MV	\$1,846.42	02/24/2017
R. Willard Gunsalus	12/13/2016	Bus Struck MV	\$3,015.02	02/24/2017
Patricia Bebe	12/15/2016	Bus Struck MV	\$1,367.83	02/24/2017
Steven Caldwell	10/28/2016	Bus Struck MV	\$3,226.03	02/24/2017
Tonya Demsey	12/09/2016	Bus Struck MV	\$942.64	02/24/2017
Tangela Williams	05/29/2012	Bus Struck MV	\$7500.00	02/24/2017



## Information Item B: Notification of Settlement Agreement

**To:** LYNX Board of Directors

**From:** David Dees  
DIRECTOR OF RISK MANAGEMENT  
David Dees  
(Technical Contact)  
Cynthia Kuffel  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6127

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

**Date:** 3/23/2017

LYNX General Liability Settlements January 1, 2017 through March 2, 2017

Claimant	Date of Incident	Short Description	Settlement Amount	Date Paid
Abdelghani Bendriss	11/18/2014	Passenger Incident	\$15,000.00	12/30/2016
Mireya Renn	11/8/2016	Bus Struck MV	\$69.84	12/30/2016
Ariel Cabrera	8/1/2014	Bus Struck Motorcyclist	\$150,000.00	1/6/2017
Gregory Orleman	6/11/2016	Bus Struck MV	\$2,359.79	1/6/2017
Douglas Bills	6/28/2016	Bus Struck MV	\$1,875.82	1/6/2017
Anthony Floyd (WC)		Employee Accident	7,500.00	1/19/2017
Charles Porter	4/16/2015	Bus Struck MV	\$9,000.00	1/19/2017
Richard Smith	7/27/2016	Passenger Incident	\$53.25	1/19/2017
Paul T. Hill	1/13/2014	Bus Struck MV	\$14,000.00	1/26/2017

# LYNX Board Agenda

William Carr	5/8/2014	Bus Struck MV	\$45,000.00	1/27/2017
Michael Lowman	11/19/2016	Bus Struck MV	\$1,484.36	1/26/2017
Cynthia Griffis	3/4/2016	Bus Struck Mv	\$1,959.05	1/26/2017

## Information Item C: Parramore BRT Project Update

**To:** LYNX Board of Directors

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

**Phone:** 407.841.2279 ext: 6064

**Item Name:** Parramore BRT Project Update

**Date:** 3/23/2017

### **Background**

LYNX and Balfour Beatty Construction, LLC (BBC) entered into Contract No. 14-C26 for the construction of the Parramore (Lime Line) Bus Rapid Transit (BRT) Project on February 24, 2015 and Notice to Proceed (NTP) for construction was given March 26, 2015. In May 2016, the Guaranteed Maximum Price (GMP) for the contract was amended to \$12,383,067. The total LYMMO Parramore BRT project budget includes contingency of \$1,083,918.

This contract is separated into three discrete sub-projects as follows:

- Project A: Bus Rapid Transit (BRT) Lime Line: BBC was awarded a GMP of \$11,444,021. The total project contingency for the BRT construction is \$1,030,198.
- Project B: Environmental Remediation: BBC was awarded a GMP of \$587,459. The total project contingency for the environmental remediation effort is \$53,720.
- Project C: Excavation of Unsuitable Materials: The City of Orlando has approved the use of \$327,912. Negotiations with BBC are ongoing regarding additional General Conditions requested by the contractor in the amount of \$90,527.

### **Project A Lime Line Construction Change Orders**

The following table represents the change orders previously authorized by the LYNX Board of Directors for the Parramore BRT project:

Change Order #	Description – Parramore BRT Project	Amount
1	City of Orlando Permitting Fees	\$241,000.00
2	Davis Bacon Wages Adjustment	\$70,897.00
5	UCF Sanitary Sewer Stub out	\$2,731.25

6	Soft Utility Deduct for Time Warner & AT&T	(\$50,777.00)
7	Cutting & Patching at Asphalt Islands	\$970.20
8	I-4 Ultimate Impacts to Project	(\$243,385.00)
11	Sidewalk blending with Existing	\$1,041.60
12	BBC Fee for Permitting (contingency)	\$14,460.00*
14	HDR Post Design Services	\$17,218.00
19	HDPE Pipe Change to Elliptical Pipe	\$2,880.79
23	UCF Additions Plan Revisions No. 3	\$6,747.00
26	Bricks Under Roadway	\$38,406.25
27	Totem Hardware/Electronics	\$22,633.00
32	Existing Lighting Repairs	\$10,115.48
33	Tree Trimming	\$2,310.00
35	Existing Mast Arm Removal	\$2,424.00
40	Added Sidewalk at Hughey Station	\$1,538.97
45	Sanitary Manhole Sewer Drop	\$3,541.73*
46	Existing Irrigation at Bob Car	\$12,159.16
54	Added Fiber to LYNX Hub	\$12,506.05
56	Milling and resurfacing Bentley	\$5,470.12*
57	Additional Permitting Costs	\$2,182.00
58	Additional Tree Trimming	\$1,540.00
59	Irrigation Backflow preventer	\$1,399.40
64	Sod Area Surrounding Structure 0-1	\$14,820.99*
66	Concrete sidewalk Hughey for ADA	\$5,187.72*
67	Demo Work at Hughey and Livingston	\$9,925.70*
<b>Total Proposed BRT Project Changes</b>		<b>\$ 209,944.41</b>

\*Represents Added Scope Changes and an increase to the GMP.

The following change orders have been added or modified since the September Board meeting and are summarized below:

- **Change Order #12 BBC Fee on Building Permit**

This change order is for Balfour Betty's allowable fee markup on the contingency use for the City of Orlando Building Permit. The permit cost is \$241,000 which was submitted as Proposal Request CE001; therefore, the fee associated with this proposal request is based on that amount. The cost submitted for this change order is \$14,460

- **Change Order #56 Milling/Resurfacing at Bentley for CFU**

Central Florida Underground had to cut across Bentley to perform their contracted scope of work; however, their bid did not include the replacement of the asphalt and the milling and resurfacing of either side of the cut per The cost submitted for this change order is \$5,470

- **Change Order #64 Sod Area Surrounding Structure 0-1**

Toil the soil with equipment in order to aerate the area. Install SOD around the drainage basin East of N. Terry Avenue as part of directions given in RFI 0144 Area surrounding 0-1. The cost submitted for this change order is \$14,821

- **Change Order #66 Concrete Sidewalk at Hughey Station**

Upon inspection, The City CEI determined that the sidewalk clearances were not safe behind Hughey Station, therefore it was discussed and direction provided to proceed with adding an additional sidewalk to the backside of the Hughey Station. The cost submitted for this change order is \$5,188

- **Change Order #67 Work at Hughey and Livingston**

There is a conflict between the roadway plans sheet 14.53 and the hardscape plans sheet SS3.55 in regards to the extent of construction in this area. During the buyout of the project the demo of this area was mistakenly left out, therefore in accordance with the contract this is considered to be scope gap. The cost submitted for this change order is \$9,926

## **Project A Lime Line Pending Construction Change Orders**

The following table represents the Pending construction change orders left to be authorized by the LYNX Board of Directors for the Parramore BRT project:

4	Professional Liability Insurance	\$33,384.73
16	Pole and Bracket Signs	\$15,904.00
20	Utility Details (OUC)	\$39,155.00
21	Tree Well Replacements	\$108,977.00
25	16" Gas line	\$1,706.00
36	Water Fire Main Bob Carr	\$75,548.00
44	Drill and Tap Shelter Bolts	\$3,790.00
47	Copper line at Bob Carr	\$1,358.00
49	Jim Wright Additional Time	\$65,628.00
52	Additional builders risk	\$15,044.29
53	UL listing at totems	\$7,399.34
55	BBC GC overruns	\$97,326.00
62	Paver Sealer	\$14,962.68
63	Totem Electronic Installation-Labor	\$7,377.00
69	Emergency Sidewalk at Bob Carr	\$5,550.00
70	Drainage at Bob Carr	\$15,000.00
<b>Total Proposed Pending BRT Project Changes</b>		<b>\$508,569.04</b>

After this change, the net value of all change orders to include pending is \$735,742 with a net remaining contingency of \$294,456.

**Monthly Report A: Monthly Financial Report**

**To:** LYNX Board of Directors

**From:** Blanche Sherman  
DIRECTOR OF FINANCE  
CRAIG CHARRETTE  
(Technical Contact)  
Nancy Navarro  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6100

**Item Name:** Monthly Financial Report - February 28, 2017

**Date:** 3/23/2017

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Please find attached the preliminary monthly financial report for the fourth month ending February 28, 2017. LYNX's Statement of Revenues, Expenses, and Changes in Net Assets (Operating Statement) for the fourth month ending February 28, 2017 reflect total revenue earned in the amount of \$50,820,341 and total expenses incurred in the amount of \$49,359,204 resulting in a net operating profit of \$1,461,137.

- Fixed route, Vanpool, and Neighbor Link services resulted in an operating profit of \$1,877,377 for the fourth month of the fiscal year.
- Paratransit services resulted in a loss of (\$416,240) for the fourth month of the fiscal year.

**Fixed Route Operations:**

The year-to-date Operating Revenues are 95% of the budgeted amount as of February 2017. Customer fares are 96% or (\$455,657) less than the budgeted amount year-to-date.

Advertising revenue is 67% of the amount budgeted for the month of February 2017. Advertising year-to-date is 24% lower or (\$235,954) than the budgeted amount; moreover, advertising is down on a national average, but the guaranteed revenue continues to be paid monthly. Actual revenues through February 28, 2017, for advertising on buses, shelters, and in-kind (trade) transactions are \$495,833 \$239,935 and \$0, respectively. Direct Media's staff continue to enhance LYNX' advertising program and to increase the advertising revenue stream. Direct Media's sales staff is actively seeking new clients and working with existing clients to offer an attractive and affordable advertising program.

In an attempt to stabilize fuel cost in the future, LYNX' staff entered into a fuel hedging arrangement with Merrill Lynch Commodities, Incorporated. During the month of February

2017, LYNX locked in one hundred eleven percent 111% of the total monthly purchases, resulting in the cap (LYNX locked) prices higher than the future (float) prices. At this time, LYNX is 100% or \$5,496 less than budget year-to-date. In the month of February LYNX paid an average price of \$1.75 (net) per gallon for diesel fuel and \$1.40 (net) per gallon for bio-diesel, plus fuel hedging losses which is lower than the budgeted price per gallon of \$2.24 (net). The national diesel fuel price for the month of February 2017 was \$2.22 (net).

LYNX' staff proactively seeks ways to maximize operational efficiencies and improve services. As a result, fixed route operating expenses for salaries are 9% or \$1,836,484 under budget, while fringe benefits are 5% or \$581,544 under budget due to the Union sick time buy back; respectively, both together remain \$2,418,028 under budget due to various vacancies as of February 28, 2017. Other materials and supplies expenses are 11% or \$350,627 under budget. Professional service expenses are 59% or \$1,516,174 under budget due to various planning projects that do not commence until later in the current fiscal year. Expenditures associated with other services, contract maintenance and other miscellaneous expenses are less than budget, with the exception of Taxes and Licensing. Collections for the CNG Royalties in the fifth month of the fiscal year currently amounts to \$9,298 for CNG purchases.

## Paratransit Operations:

Paratransit's operational loss for the year is currently (\$416,240). Purchased Transportation Services are 7% over budget or (\$470,938) over the budgeted amount. The year-to-date cost of unleaded fuel is 12% over budget or (\$82,579) for the fifth month of the new fiscal year. During the month of February 2017, LYNX locked in seventy percent (70%) of the total monthly purchases, resulting in cap (LYNX locked) prices higher than the future (float) prices. The fuel is budgeted at a net price of \$2.37 (net) per gallon in the FY2017 budget. LYNX is currently paying \$1.62 (net) per gallon. The national unleaded fuel price for the month of February 2017 was \$2.08 (net). An analysis of year-to-date purchased transportation trips and costs is as follows:

ACCESS LYNX			
FY2017	Trips (Year-to-Date)	Blended Trip Rate	Costs
<b>Actual (with est.)</b>	<b>271,417</b>	<b>\$29.03</b>	<b>\$7,902,006</b>
<b>Budget (rounding)</b>	<b>221,039</b>	<b>\$28.46</b>	<b>\$6,290,060</b>
<b>Trips / Costs Over (Under) Budget</b>	<b>50,378</b>	<b>\$0.57</b>	<b>\$1,611,946</b>

**CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY**  
**STATEMENT OF REVENUES AND EXPENSES**  
**FOR THE MONTH OF FEBRUARY 2017 AND THE FOUR MONTHS ENDED FEBRUARY 28, 2017**

	Year to Date			Month of February		
	<u>Budget</u>	<u>Actual</u>	<u>%</u>	<u>Budget</u>	<u>Actual</u>	<u>%</u>
<b>OPERATING REVENUES</b>						
Customer Fares	\$ 10,903,141	10,521,016	96%	\$ 2,180,628	\$ 2,132,736	98%
Contract Services:						
Local Financial Assistance	5,972,305	6,003,609	101%	1,194,461	1,194,032	100%
Other Contractual Services	1,886,970	1,867,509		377,394	355,557	
Advertising	984,223	748,269	76%	196,845	132,434	67%
Other Operating Income	<u>270,865</u>	<u>116,171</u>	43%	<u>54,173</u>	<u>33,153</u>	61%
Total Operating Revenues	<u>20,017,503</u>	<u>19,256,574</u>	96%	<u>4,003,501</u>	<u>3,847,911</u>	96%
<b>NONOPERATING REVENUES</b>						
Operating assistance grants:						
State of Florida	4,280,721	4,226,148	99%	856,144	845,230	99%
Local	20,294,017	20,228,809	100%	4,058,803	4,045,762	100%
Planning and other assistance grants:						
Federal - Other	7,228,605	5,843,925	81%	1,445,721	1,178,146	81%
State of Florida - Other	1,325,230	1,002,867	76%	265,046	225,605	85%
Local Matching - Other	456,250	17	N/A	91,250	-	N/A
Interest Income	12,971	51,552	397%	2,594	9,728	375%
Gain / (Loss) on Sale of Assets	<u>-</u>	<u>210,449</u>	N/A	<u>-</u>	<u>5,396</u>	N/A
Total Nonoperating Revenues	<u>33,597,794</u>	<u>31,563,767</u>	94%	<u>6,719,559</u>	<u>6,309,866</u>	94%
Total Revenues	<u>53,615,298</u>	<u>50,820,341</u>	95%	<u>10,723,060</u>	<u>10,157,778</u>	95%
<b>OPERATING EXPENSES</b>						
Salaries and Wages	20,182,859	18,328,511	91%	4,036,572	3,410,367	84%
Fringe Benefits	11,467,254	10,891,061	95%	2,293,451	1,629,693	71%
Purchased Transportation Services	7,604,677	7,925,586	104%	1,520,935	1,606,020	106%
Fuel	3,887,482	3,964,565	102%	777,496	773,497	99%
Other Materials and Supplies	3,322,248	2,966,973	89%	664,450	730,264	110%
Professional Services	2,669,097	1,079,793	40%	533,819	192,790	36%
Other Services	2,570,680	2,119,934	82%	514,136	593,475	115%
Lease and Miscellaneous Expenses	556,958	495,619	89%	111,392	67,462	61%
Casualty and Liability Insurance	941,365	799,905	85%	188,273	153,437	81%
Utilities	614,617	496,453	81%	122,923	111,820	91%
Taxes and Licenses	182,018	247,293	136%	36,404	40,978	113%
Interest Expense	<u>42,437</u>	<u>43,512</u>	103%	<u>8,487</u>	<u>8,274</u>	97%
Total Operating Expenses	<u>54,041,692</u>	<u>49,359,204</u>	91%	<u>10,808,338</u>	<u>9,318,077</u>	86%
<b>OPERATING GAIN / (LOSS)</b>	<u>\$ (426,394)</u>	<u>\$ 1,461,138</u>	N/A	<u>\$ (85,279)</u>	<u>\$ 839,701</u>	N/A



**CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY**  
**FIXED-ROUTE, VANPOOL AND NEIGHBORLINK SEGMENT**  
**FOR THE MONTH OF FEBRUARY 2017 AND THE FOUR MONTHS ENDED FEBRUARY 28, 2017**  
**(UNAUDITED)**

	Year to Date			Month of February		
	<u>Budget</u>	<u>Actual</u>	<u>%</u>	<u>Budget</u>	<u>Actual</u>	<u>%</u>
<b>OPERATING REVENUES</b>						
Customer Fares	\$ 10,149,624	\$ 9,693,967	96%	\$ 2,029,925	\$ 1,966,780	97%
Contract Services:						
Local Financial Assistance	5,972,305	6,003,609	101%	1,194,461	1,194,032	100%
Other Contractual Services	110,298	85,793	N/A	22,060	-	N/A
Advertising	984,223	748,269	76%	196,845	132,434	67%
Other Operating Income	<u>270,865</u>	<u>116,171</u>	43%	<u>54,173</u>	<u>33,153</u>	61%
Total Operating Revenues	<u>17,487,315</u>	<u>16,647,810</u>	95%	<u>3,497,463</u>	<u>3,326,398</u>	95%
<b>NONOPERATING REVENUES</b>						
Operating assistance grants:						
Federal	-	-	N/A	-	-	
State of Florida	4,280,721	4,226,148	99%	856,144	845,230	99%
Local	16,350,978	16,350,979	100%	3,270,195	3,270,196	100%
Planning and other assistance grants:						
Federal - Other	5,713,570	4,516,184	79%	1,142,714	906,304	79%
State of Florida - Other	1,279,593	1,002,867	78%	255,919	225,605	88%
Local Matching - Other	456,250	17	N/A	91,250	-	N/A
Interest Income	12,971	51,552	397%	2,594	9,728	375%
Gain / (Loss) on the Sale of Assets	<u>-</u>	<u>210,449</u>	N/A	<u>-</u>	<u>5,396</u>	N/A
Total Nonoperating Revenues	<u>28,094,083</u>	<u>26,358,196</u>	94%	<u>5,618,817</u>	<u>5,262,459</u>	94%
Total Revenues	<u>45,581,397</u>	<u>43,006,006</u>	94%	<u>9,116,280</u>	<u>8,588,857</u>	94%
<b>OPERATING EXPENSES</b>						
Salaries and Wages	19,995,073	18,158,589	91%	3,999,015	3,366,308	84%
Fringe Benefits	11,347,187	10,765,643	95%	2,269,437	1,616,107	71%
Purchased Transportation Services	1,095,542	945,513	86%	219,108	182,544	83%
Fuel	3,188,460	3,182,964	100%	637,692	620,233	97%
Other Materials and Supplies	3,316,856	2,966,229	89%	663,371	730,234	110%
Professional Services	2,556,989	1,040,815	41%	511,398	188,474	37%
Other Services	2,462,564	2,027,804	82%	492,513	579,368	118%
Lease and Miscellaneous Expenses	553,667	494,470	89%	110,733	66,402	60%
Casualty and Liability Insurance	941,365	799,905	85%	188,273	153,437	81%
Utilities	597,922	490,565	82%	119,584	110,480	92%
Taxes and Licenses	152,064	212,620	140%	30,413	34,873	115%
Interest Expense	<u>42,437</u>	<u>43,512</u>	103%	<u>8,487</u>	<u>8,274</u>	97%
Total Operating Expenses	<u>46,250,126</u>	<u>41,128,629</u>	89%	<u>9,250,025</u>	<u>7,656,736</u>	83%
<b>OPERATING GAIN / (LOSS)</b>						
	<u>\$ (668,729)</u>	<u>\$ 1,877,377</u>	N/A	<u>\$ (133,746)</u>	<u>\$ 932,121</u>	N/A

**CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY**  
**PARATRANSIT SEGMENT**  
**FOR THE MONTH OF FEBRUARY 2017 AND THE FOUR MONTHS ENDED FEBRUARY 28, 2017**  
**(UNAUDITED)**

	Year to Date			Month of February		
	Budget	Actual	%	Budget	Actual	%
<b>OPERATING REVENUES</b>						
Customer Fares	\$ 753,517	\$ 827,049	110%	\$ 150,703	\$ 165,957	110%
Contract Services:						
Local Financial Assistance	-	-	N/A	-	-	N/A
Other Contractual Services	1,776,672	1,781,716	100%	355,334	355,557	100%
Advertising	-	-	N/A	-	-	N/A
Other Operating Income	-	-	N/A	-	-	N/A
Total Operating Revenues	<u>2,530,189</u>	<u>2,608,764</u>	103%	<u>506,038</u>	<u>521,513</u>	103%
<b>NONOPERATING REVENUES</b>						
Operating assistance grants:						
Federal	-	-	N/A	-	-	N/A
State of Florida	-	-	N/A	-	-	N/A
Local	3,943,039	3,877,830	98%	788,608	775,566	98%
Planning and other assistance grants:						
Federal - Other	1,515,035	1,327,741	88%	303,007	271,842	90%
State of Florida - Other	45,638	-	N/A	9,128	-	N/A
Local Matching - Other	-	-	N/A	-	-	N/A
Interest Income	-	-	N/A	-	-	N/A
Gain / (Loss) on the Sale of Assets	-	-	N/A	-	-	N/A
Total Nonoperating Revenues	<u>5,503,712</u>	<u>5,205,571</u>	95%	<u>1,100,742</u>	<u>1,047,408</u>	95%
Total Revenues	<u>8,033,900</u>	<u>7,814,336</u>	97%	<u>1,606,780</u>	<u>1,568,921</u>	98%
<b>OPERATING EXPENSES</b>						
Salaries and Wages	187,786	169,922	90%	37,557	44,060	117%
Fringe Benefits	120,067	125,418	104%	24,013	13,585	57%
Purchased Transportation Services	6,509,135	6,980,073	107%	1,301,827	1,423,475	109%
Fuel	699,022	781,601	112%	139,804	153,264	110%
Other Materials and Supplies	5,392	744	14%	1,078	30	3%
Professional Services	112,108	38,978	35%	22,422	4,317	19%
Other Services	108,116	92,130	85%	21,623	14,107	65%
Lease and Miscellaneous Expenses	3,291	1,149	35%	658	1,060	161%
Casualty and Liability Insurance	-	-	N/A	-	-	N/A
Utilities	16,694	5,888	35%	3,339	1,340	40%
Taxes and Licenses	29,954	34,673	116%	5,991	6,105	102%
Interest Expense	-	-	N/A	-	-	N/A
Total Operating Expenses	<u>7,791,566</u>	<u>8,230,575</u>	106%	<u>1,558,313</u>	<u>1,661,342</u>	107%
<b>OPERATING GAIN / (LOSS)</b>	<u>\$ 242,334</u>	<u>\$ (416,240)</u>	N/A	<u>\$ 48,467</u>	<u>\$ (92,421)</u>	N/A

**Monthly Report B: Monthly Financial Report**

**To:** LYNX Board of Directors

**From:** Blanche Sherman  
DIRECTOR OF FINANCE  
CRAIG CHARRETTE  
(Technical Contact)  
Nancy Navarro  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6100

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

**Date:** 3/23/2017

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Please find attached the preliminary monthly financial report for the fourth month ending January 31, 2017. LYNX's Statement of Revenues, Expenses, and Changes in Net Assets (Operating Statement) for the fourth month ending January 31, 2017 reflect total revenue earned in the amount of \$40,662,564 and total expenses incurred in the amount of \$40,041,127 resulting in a net operating profit of \$621,437.

- Fixed route, Vanpool, and Neighbor Link services resulted in an operating profit of \$945,256 for the fourth month of the fiscal year.
- Paratransit services resulted in a loss of (\$323,819) for the fourth month of the fiscal year.

**Fixed Route Operations:**

The year-to-date Operating Revenues are 95% of the budgeted amount as of January 2017. Customer fares are 95% or (\$392,511) less than the budgeted amount year-to-date.

Advertising revenue is 78% of the amount budgeted for the month of January 2017. Advertising year-to-date is 22% lower or (\$171,543) than the budgeted amount; moreover, advertising is down on a national average, but the guaranteed revenue continues to be paid monthly. Actual revenues through January 31, 2017, for advertising on buses, shelters, and in-kind (trade) transactions are \$405,618, \$200,217 and \$0, respectively. Direct Media's staff continue to enhance LYNX' advertising program and to increase the advertising revenue stream. Direct Media's sales staff is actively seeking new clients and working with existing clients to offer an attractive and affordable advertising program.

In an attempt to stabilize fuel cost in the future, LYNX' staff entered into a fuel hedging arrangement with Merrill Lynch Commodities, Incorporated. During the month of January 2017,

LYNX locked in ninety eight percent (98%) of the total monthly purchases, resulting in the cap (LYNX locked) prices higher than the future (float) prices. At this time, LYNX is 100% or (\$11,962) more than budget year-to-date. In the month of January LYNX paid an average price of \$1.7 (net) per gallon for diesel fuel and \$1.36 (net) per gallon for bio-diesel, plus fuel hedging losses which is lower than the budgeted price per gallon of \$2.24 (net). The national diesel fuel price for the month of January 2017 was \$2.24 (net).

LYNX' staff proactively seeks ways to maximize operational efficiencies and improve services. As a result, fixed route operating expenses for salaries are 8% or \$1,203,777 under budget, while fringe benefits are 1% or (\$71,786) over budget due to the Union sick time buy back; Respectively, both together remain \$1,131,991 under budget due to various vacancies as of January 31, 2017. Other materials and supplies expenses are 16% or \$417,491 under budget. Professional service expenses are 58% or \$1,193,249 under budget due to various planning projects that do not commence until later in the current fiscal year. Expenditures associated with other services, contract maintenance and other miscellaneous expenses are less than budget, with the exception of Taxes and Licensing. Collections for the fiscal year-end IRS Tax rebate in the fourth month of the fiscal year currently amounts to \$22,513 for CNG purchases.

## Paratransit Operations:

Paratransit's operational loss for the year is currently (\$323,819). Purchased Transportation Services are 7% over budget or (\$349,289) over the budgeted amount. The year-to-date cost of unleaded fuel is 12% over budget or (\$69,119) for the fourth month of the new fiscal year. During the month of January 2017, LYNX locked in sixty seven percent (67%) of the total monthly purchases, resulting in cap (LYNX locked) prices higher than the future (float) prices. The fuel is budgeted at a net price of \$2.37 (net) per gallon in the FY2017 budget. LYNX is currently paying \$1.66 (net) per gallon. The national unleaded fuel price for the month of January 2017 was \$2.13 (net). An analysis of year-to-date purchased transportation trips and costs is as follows:

ACCESS LYNX			
FY2017	Trips (Year-to-Date)	Blended Trip Rate	Costs
<b>Actual (with est.)</b>	<b>214,191</b>	<b>\$25.94</b>	<b>\$5,556,597</b>
<b>Budget (rounding)</b>	<b>176,831</b>	<b>\$28.46</b>	<b>\$5,207,308</b>
<b>Trips / Costs Over (Under) Budget</b>	<b>37,360</b>	<b>(\$2.52)</b>	<b>\$349,289</b>

**CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY**  
**STATEMENT OF REVENUES AND EXPENSES**  
**FOR THE MONTH OF JANUARY 2017 AND THE FOUR MONTHS ENDED JANUARY 31, 2017**

	Year to Date					
	<u>Budget</u>	<u>Actual</u>	<u>%</u>	<u>Budget</u>	<u>Actual</u>	<u>%</u>
<b>OPERATING REVENUES</b>						
Customer Fares	\$ 8,722,512	8,388,280	96%	\$ 2,180,628	\$ 2,238,005	103%
Contract Services:						
Local Financial Assistance	4,777,844	4,809,577	101%	1,194,461	1,159,060	97%
Other Contractual Services	1,509,576	1,511,952		377,394	400,870	
Advertising	787,378	615,835	78%	196,845	162,392	82%
Other Operating Income	<u>216,692</u>	<u>83,018</u>	38%	<u>54,173</u>	<u>(14,704)</u>	-27%
Total Operating Revenues	<u>16,014,003</u>	<u>15,408,663</u>	96%	<u>4,003,501</u>	<u>3,945,621</u>	99%
<b>NONOPERATING REVENUES</b>						
Operating assistance grants:						
State of Florida	3,424,577	3,380,919	99%	856,144	845,230	99%
Local	16,235,213	16,183,047	100%	4,058,803	4,045,762	100%
Planning and other assistance grants:						
Federal - Other	5,782,884	4,665,779	81%	1,445,721	1,149,289	79%
State of Florida - Other	1,060,184	777,262	73%	265,046	203,269	77%
Local Matching - Other	365,000	17	N/A	91,250	-	N/A
Interest Income	10,377	41,824	403%	2,594	11,506	444%
Gain / (Loss) on Sale of Assets	<u>-</u>	<u>205,053</u>	N/A	<u>-</u>	<u>77,445</u>	N/A
Total Nonoperating Revenues	<u>26,878,235</u>	<u>25,253,901</u>	94%	<u>6,719,559</u>	<u>6,332,501</u>	94%
Total Revenues	<u>42,892,238</u>	<u>40,662,564</u>	95%	<u>10,723,060</u>	<u>10,278,122</u>	96%
<b>OPERATING EXPENSES</b>						
Salaries and Wages	16,146,287	14,918,144	92%	4,036,572	3,881,599	96%
Fringe Benefits	9,173,803	9,261,368	101%	2,293,451	2,105,536	92%
Purchased Transportation Services	6,083,741	6,319,566	104%	1,520,935	1,380,041	91%
Fuel	3,109,986	3,191,068	103%	777,496	824,082	106%
Other Materials and Supplies	2,657,798	2,236,709	84%	664,450	635,638	96%
Professional Services	2,135,278	887,003	42%	533,819	285,586	53%
Other Services	2,056,544	1,526,460	74%	514,136	491,835	96%
Lease and Miscellaneous Expenses	445,567	428,156	96%	111,392	108,179	97%
Casualty and Liability Insurance	753,092	646,468	86%	188,273	320,444	170%
Utilities	491,693	384,633	78%	122,923	103,325	84%
Taxes and Licenses	145,614	206,315	142%	36,404	43,974	121%
Interest Expense	<u>33,950</u>	<u>35,237</u>	104%	<u>8,487</u>	<u>7,851</u>	92%
Total Operating Expenses	<u>43,233,354</u>	<u>40,041,127</u>	93%	<u>10,808,338</u>	<u>10,188,089</u>	94%
<b>OPERATING GAIN / (LOSS)</b>	<u>\$ (341,116)</u>	<u>\$ 621,437</u>	N/A	<u>\$ (85,279)</u>	<u>\$ 90,034</u>	N/A

**CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY**  
**FIXED-ROUTE, VANPOOL AND NEIGHBORLINK SEGMENT**  
**FOR THE MONTH OF JANUARY 2017 AND THE FOUR MONTHS ENDED JANUARY 31, 2017**  
**(UNAUDITED)**

	Year to Date			Month of January		
	<u>Budget</u>	<u>Actual</u>	<u>%</u>	<u>Budget</u>	<u>Actual</u>	<u>%</u>
<b>OPERATING REVENUES</b>						
Customer Fares	\$ 8,119,699	\$ 7,727,188	95%	\$ 2,029,925	\$ 2,071,656	102%
Contract Services:						
Local Financial Assistance	4,777,844	4,809,577	101%	1,194,461	1,159,060	97%
Other Contractual Services	88,239	85,793	N/A	22,060	44,330	N/A
Advertising	787,378	615,835	78%	196,845	162,392	82%
Other Operating Income	<u>216,692</u>	<u>83,018</u>	38%	<u>54,173</u>	<u>(14,704)</u>	-27%
Total Operating Revenues	<u>13,989,852</u>	<u>13,321,412</u>	95%	<u>3,497,463</u>	<u>3,422,733</u>	98%
<b>NONOPERATING REVENUES</b>						
Operating assistance grants:						
Federal	-	-	N/A	-	-	
State of Florida	3,424,577	3,380,919	99%	856,144	845,230	99%
Local	13,080,782	13,080,783	100%	3,270,195	3,270,196	100%
Planning and other assistance grants:						
Federal - Other	4,570,856	3,609,880	79%	1,142,714	859,381	75%
State of Florida - Other	1,023,674	777,262	76%	255,919	203,269	79%
Local Matching - Other	365,000	17	N/A	91,250	-	N/A
Interest Income	10,377	41,824	403%	2,594	11,506	444%
Gain / (Loss) on the Sale of Assets	<u>-</u>	<u>205,053</u>	N/A	<u>-</u>	<u>77,445</u>	N/A
Total Nonoperating Revenues	<u>22,475,266</u>	<u>21,095,738</u>	94%	<u>5,618,817</u>	<u>5,267,027</u>	94%
Total Revenues	<u>36,465,118</u>	<u>34,417,149</u>	94%	<u>9,116,280</u>	<u>8,689,760</u>	95%
<b>OPERATING EXPENSES</b>						
Salaries and Wages	15,996,058	14,792,281	92%	3,999,015	3,855,643	96%
Fringe Benefits	9,077,750	9,149,536	101%	2,269,437	2,077,983	92%
Purchased Transportation Services	876,433	762,969	87%	219,108	178,667	82%
Fuel	2,550,768	2,562,730	100%	637,692	669,188	105%
Other Materials and Supplies	2,653,485	2,235,994	84%	663,371	634,952	96%
Professional Services	2,045,591	852,342	42%	511,398	273,352	53%
Other Services	1,970,051	1,448,436	74%	492,513	472,083	96%
Lease and Miscellaneous Expenses	442,934	428,068	97%	110,733	108,179	98%
Casualty and Liability Insurance	753,092	646,468	86%	188,273	320,444	170%
Utilities	478,338	380,085	79%	119,584	101,888	85%
Taxes and Licenses	121,651	177,747	146%	30,413	37,878	125%
Interest Expense	<u>33,950</u>	<u>35,237</u>	104%	<u>8,487</u>	<u>7,851</u>	92%
Total Operating Expenses	<u>37,000,101</u>	<u>33,471,894</u>	90%	<u>9,250,025</u>	<u>8,738,107</u>	94%
<b>OPERATING GAIN / (LOSS)</b>						
	<u>\$ (534,983)</u>	<u>\$ 945,256</u>	N/A	<u>\$ (133,746)</u>	<u>\$ (48,348)</u>	N/A

**CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY**  
**PARATRANSIT SEGMENT**  
**FOR THE MONTH OF JANUARY 2017 AND THE FOUR MONTHS ENDED JANUARY 31, 2017**  
**(UNAUDITED)**

	Year to Date					
	Budget	Actual	%	Budget	Actual	%
<b>OPERATING REVENUES</b>						
Customer Fares	\$ 602,813	\$ 661,092	110%	\$ 150,703	\$ 166,349	110%
Contract Services:						
Local Financial Assistance	-	-	N/A	-	-	N/A
Other Contractual Services	1,421,338	1,426,159	100%	355,334	356,540	100%
Advertising	-	-	N/A	-	-	N/A
Other Operating Income	-	-	N/A	-	-	N/A
Total Operating Revenues	<u>2,024,151</u>	<u>2,087,251</u>	103%	<u>506,038</u>	<u>522,888</u>	103%
<b>NONOPERATING REVENUES</b>						
Operating assistance grants:						
Federal	-	-	N/A	-	-	N/A
State of Florida	-	-	N/A	-	-	N/A
Local	3,154,431	3,102,264	98%	788,608	775,566	98%
Planning and other assistance grants:						
Federal - Other	1,212,028	1,055,899	87%	303,007	289,908	96%
State of Florida - Other	36,510	-	N/A	9,128	-	N/A
Local Matching - Other	-	-	N/A	-	-	N/A
Interest Income	-	-	N/A	-	-	N/A
Gain / (Loss) on the Sale of Assets	-	-	N/A	-	-	N/A
Total Nonoperating Revenues	<u>4,402,969</u>	<u>4,158,164</u>	94%	<u>1,100,742</u>	<u>1,065,474</u>	97%
Total Revenues	<u>6,427,120</u>	<u>6,245,415</u>	97%	<u>1,606,780</u>	<u>1,588,363</u>	99%
<b>OPERATING EXPENSES</b>						
Salaries and Wages	150,229	125,862	84%	37,557	25,957	69%
Fringe Benefits	96,054	111,833	116%	24,013	27,553	115%
Purchased Transportation Services	5,207,308	5,556,597	107%	1,301,827	1,201,374	92%
Fuel	559,218	628,337	112%	139,804	154,894	111%
Other Materials and Supplies	4,313	715	17%	1,078	687	64%
Professional Services	89,687	34,661	39%	22,422	12,234	55%
Other Services	86,493	78,024	90%	21,623	19,753	91%
Lease and Miscellaneous Expenses	2,633	89	3%	658	-	0%
Casualty and Liability Insurance	-	-	N/A	-	-	N/A
Utilities	13,355	4,548	34%	3,339	1,437	43%
Taxes and Licenses	23,963	28,568	119%	5,991	6,095	102%
Interest Expense	-	-	N/A	-	-	N/A
Total Operating Expenses	<u>6,233,253</u>	<u>6,569,233</u>	105%	<u>1,558,313</u>	<u>1,449,983</u>	93%
<b>OPERATING GAIN / (LOSS)</b>	<u>\$ 193,867</u>	<u>\$ (323,819)</u>	N/A	<u>\$ 48,467</u>	<u>\$ 138,380</u>	N/A

**Monthly Report C: Business Development 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:** Business Development Report January 2017 and February 2017

**Date:** 3/23/2017

**ADVERTISING SALES**

	Oct	Nov	Dec	Jan	Feb
Advertising Sales Revenue	175,902	132,032	100,403	129,934	538,271
	YTD	YTD	YTD	YTD	YTD
Net Revenue to LYNX Fiscal Year to Date	175,902	307,934	408,337	538,271	1,076,542



COMMUTER VANPOOL		
VANPOOLS	JANUARY 2017	FEBRUARY 2017
Vanpool Participants	842	*841
Total Revenue Miles YTD	1,083,594	*1,346,811
New Vanpools	9	*3
Returned Vanpools	6	*3
Current Vans in Service	173	*173
Pending Vanpool Interest	Veterans Affairs (10)	Veterans Affairs (10)
	Coleman Prison (1)	Coleman Prison (1)
	Sea World (4)	Sea World (4)
	Lockheed Martin (3)	Lockheed Martin (3)
	TSA (2)	TSA (2)
	PEO STRI (2)	PEO STR (2)
	Department of Defense (1)	Department of Defense (1)
Phone Inquiries	42	45

\* Estimated Numbers

**OUTREACH:**

01/06/2017   Toured New Winter Garden BrightStart Pediatrics facility  
01/27/2017   Met with OUCs Sustainability Manager to discuss starting a Vanpool.  
02/01/2017   Met with Rethink Orlando to discuss downtown transit month  
02/24/2017   Met with Alorica Contact Centers to discuss their transit needs at the new HQ

## Monthly Report D: Ridership Report

**To:** LYNX Board of Directors

**From:** Tiffany Homler  
CHIEF ADMINISTRATIVE OFFICER  
Douglas Robinson  
(Technical Contact)

**Presented By:** Douglas Robinson, Manager of Strategic Planning, LYNX

**Phone:** 407.841.2279 ext: 6064

**Item Name:** Ridership Report - October 2016 to January 2017

**Date:** 3/23/2017

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### YEAR TO DATE (JANUARY 2017)

<i>Service Mode</i>	<i>Oct-Jan(FY2016)</i>	<i>Oct-Jan(FY2017)</i>	<i>% Change</i>
LYMMO (ORANGE LINE)	250,339	222,139	-11.26%
LYMMO (GRAPEFRUIT LINE)	158,972	134,283	-15.53%
LYMMO (LIME LINE)	1,091	27,929	N/A
LYMMO (CIRCULATOR)	1,118	13,532	N/A
REGULAR FIXED-ROUTE	8,498,478	8,081,344	-4.91%
NEIGHBORLINK	57,936	52,939	-8.63%
<b>SUBTOTAL - FIXED, NL, + LYMMO</b>	<b>8,967,934</b>	<b>8,532,166</b>	<b>-4.86%</b>
SPECIAL SHUTTLE	32,135	37,910	N/A
EXPRESS LINK 208	3,542	2,728	-22.98%
ACCESS LYNX	176,046	193,293	9.80%
VANPOOL	122,592	146,408	19.43%
<b>SUBTOTAL - OTHER SERVICES</b>	<b>334,315</b>	<b>380,339</b>	<b>13.77%</b>
<b>TOTAL ALL SERVICES</b>	<b>9,302,249</b>	<b>8,912,505</b>	<b>-4.19%</b>

### Ridership Overview

Other transit agencies in Florida and around the country are experiencing decreases in ridership. LYNX is constantly enhancing the transit service to better align with the Comprehensive Operations Analysis, which will help to identify factors that may be contributing to ridership declines.

## **LYMMO**

Through January 2017, total LYMMO ridership is down by more than three (3.31%) percent compared to last year this time. The drop in Orange Line ridership may still be related to riders not yet realizing that the Orange Line has been restored to its original alignment and that the North Quarter is now a separate line. Staff expects Orange Line ridership levels to gradually improve as riders realize headways have improved on the original Orange Line, since restoring the original alignment and creating a new separate Orange Line - North Quarter service. Staff will continue to promote and educate the public about the reinstatement of the original Orange Line - Downtown, and the creation of the Orange Line – North Quarter.

## **NeighborLink**

Ridership on the 13 NeighborLink services in January was 13,473. This was 20 more riders than January 2016.

## **VanPool**

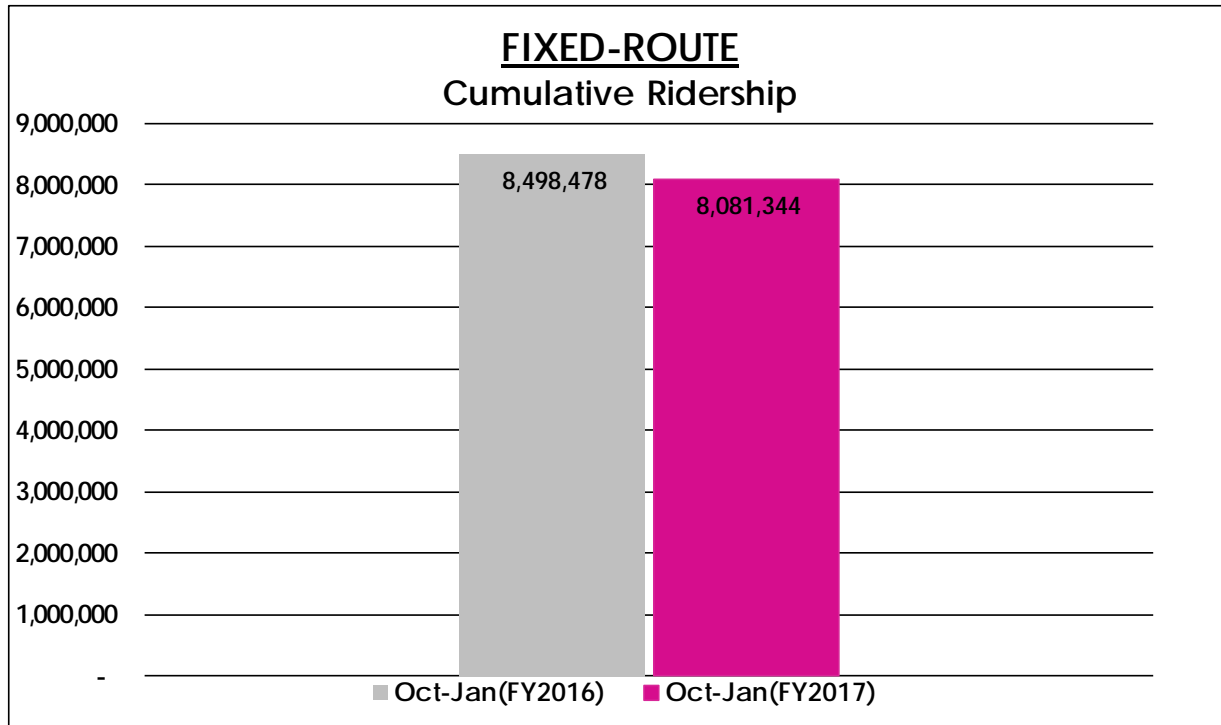
The number of vanpools in service has increased over the last fiscal year giving LYNX a nineteen (19.43%) percent increase in ridership so far this year.

## **Fixed-Route**

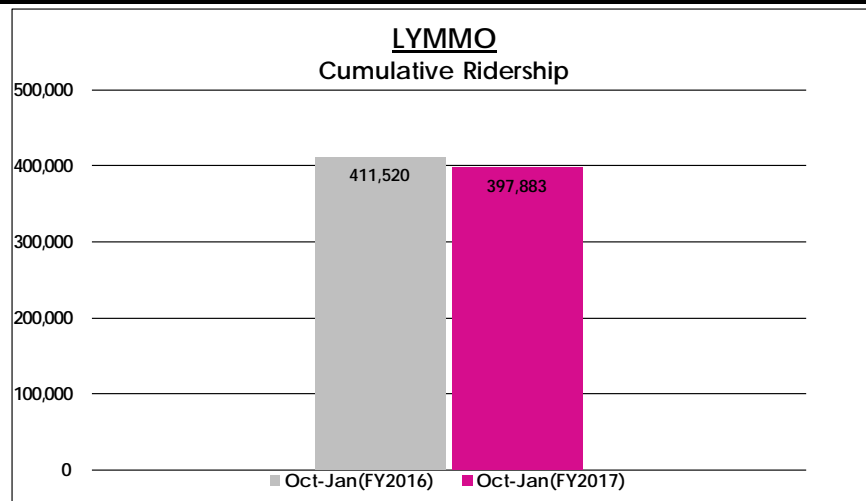
Fixed route ridership continues to fall short of FY 2016 ridership by five (4.91%) percent. Lower gas prices may be the primary reason for the decrease, but other factors may include the improving economy and customers shifting from LYNX services to SunRail for at least a portion of their weekday commute.

## **ACCESS LYNX**

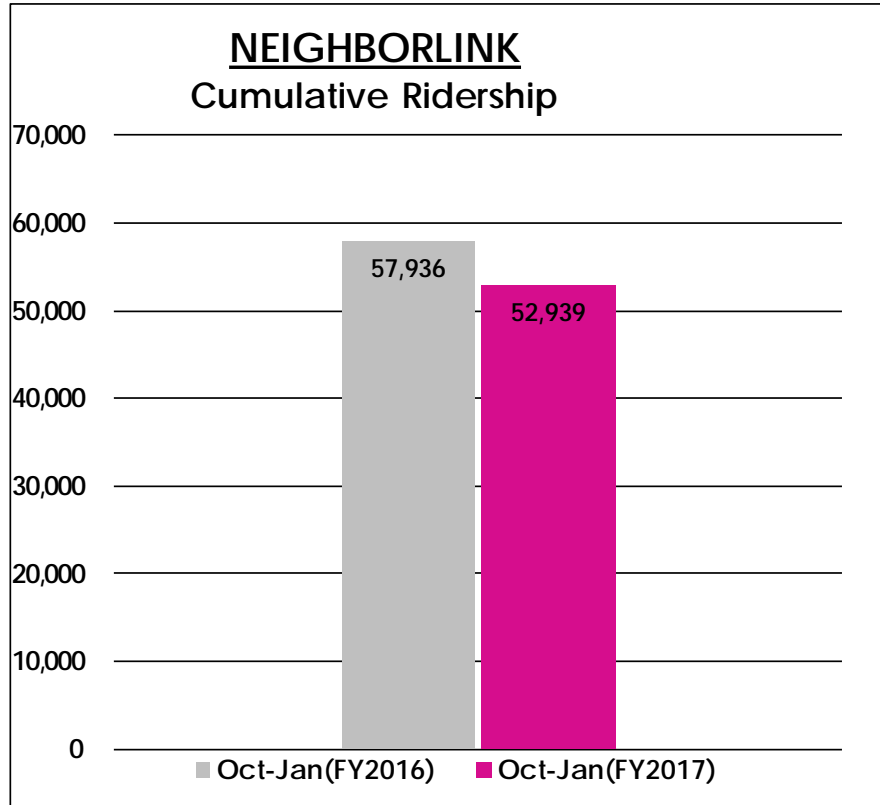
ACCESS LYNX ridership is up by ten (9.80%) percent over fiscal year 2016 through January 2017.



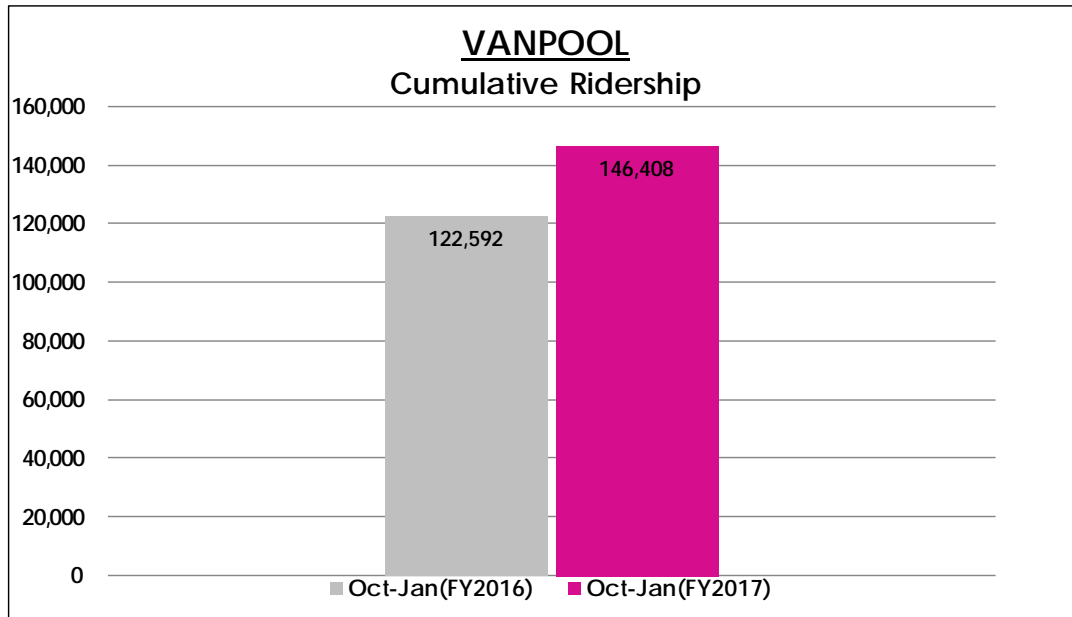
Period	FY TOTAL	Retail Gasoline Prices in Florida	Jan-16	Jan-17	Change
Oct-Jan(FY2016)	8,498,478	Source: U.S. Energy Info Administration	\$2.03	\$2.49	22.63%
Oct-Jan(FY2017)	8,081,344				
Change (%)	-4.91%				



Service Mode	FY 2015	FY 2016	% Change
LYMMO (ORANGE - Downtown)	250,339	222,139	-11.26%
LYMMO (GRAPEFRUIT)	158,972	134,283	-15.53%
LYMMO (LIME)	1,091	27,929	N/A
LYMMO (N. QUARTER CIRCULATOR)	1,118	13,532	N/A
<b>TOTAL</b>	<b>411,520</b>	<b>397,883</b>	<b>-3.31%</b>

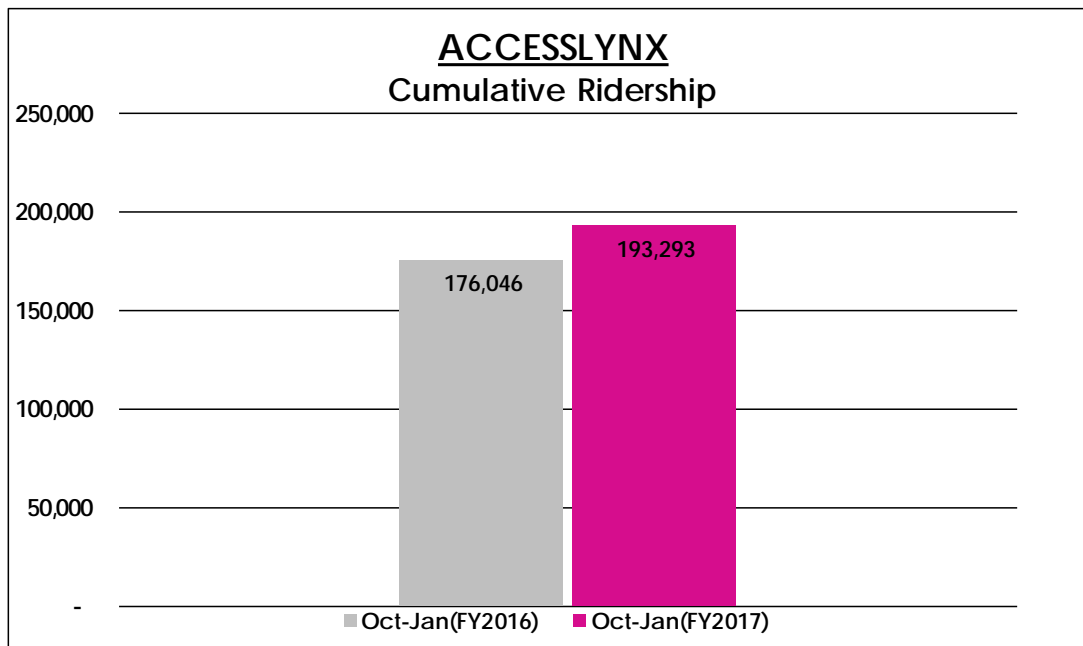


Period	FY TOTAL
Oct-Jan(FY2016)	57,936
Oct-Jan(FY2017)	52,939
Change (%)	-8.63%



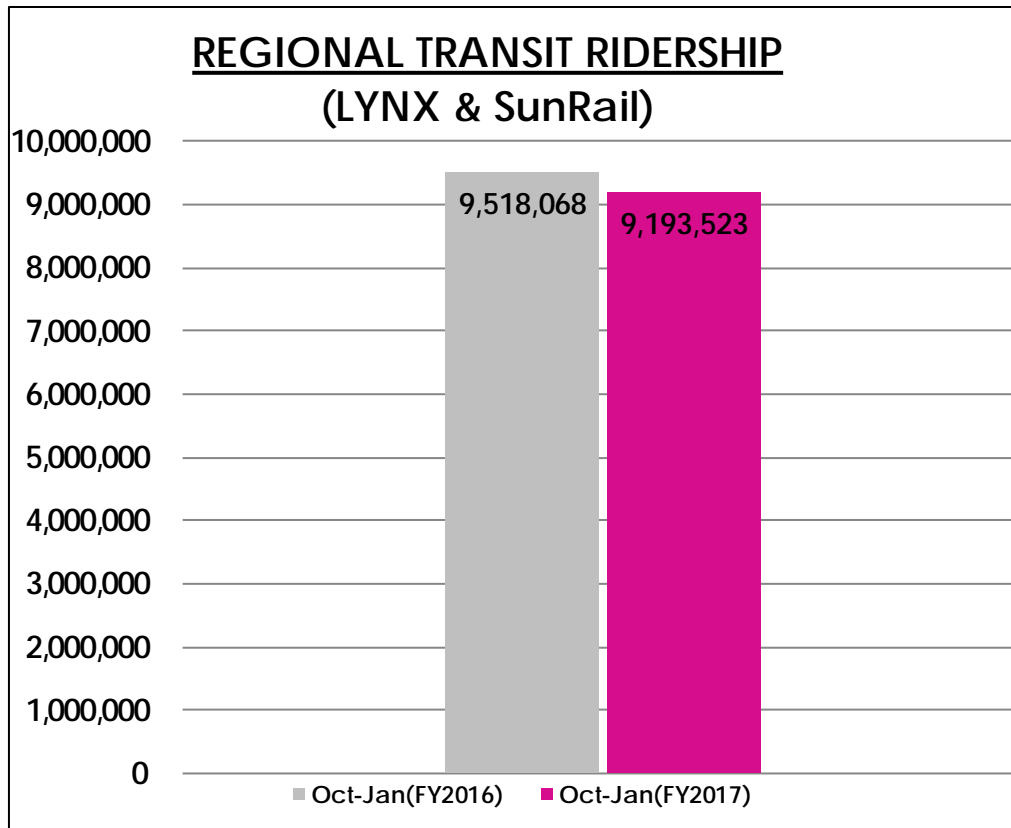
Period	FY TOTAL
Oct-Jan(FY2016)	122,592
Oct-Jan(FY2017)	146,408
Change (%)	19.43%

Vehicles Operated in Maximum Service	Jan-16	Jan-17	Change
Vehicles Operated	129	152	17.83%



Period	FY TOTAL
Oct-Jan(FY2016)	176,046
Oct-Jan(FY2017)	193,293
Change (%)	9.80%

Dates	Medicaid Policy Changes
August 1, 2014	Medicaid clients living in nursing homes were no longer eligible.
October 1, 2014	All Medicaid recipients were switched to HMO.
March 1, 2015	Only transports Medicaid recipients who are eligible either through the Americans with Disabilities Act (ADA), Transportation Disadvantage (TD), or are 80 years and older.



Period	FY TOTAL
Oct-Jan(FY2016)	9,518,068
Oct-Jan(FY2017)	9,193,523
Change (%)	-3.41%


## SUNRAIL

SunRail Monthly Ridership by Station																	
	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17
Days of Operation	21	21	22	20	19	21	23	21	21	23	20	23	21	20	21	22	21
SunRail Station																	
DeBary	7,907	8,447	8,253	9,665	7,412	8,937	11,165	8,772	8,370	9,460	8,560	8,853	7,370	6,645	7,616	8,916	8,495
Sanford	5,088	5,700	5,091	5,718	4,635	5,397	6,467	5,264	5,158	5,640	5,380	5,663	4,987	4,575	5,153	5,539	5,106
Lake Mary	6,278	6,654	6,551	7,613	5,624	6,497	7,854	6,546	6,678	7,662	6,466	7,411	6,445	6,143	6,821	7,627	6,684
Longwood	4,508	5,045	4,839	5,533	4,165	4,964	5,992	4,891	4,804	5,208	4,573	4,897	4,552	4,215	4,900	5,430	4,963
Altamonte Springs	4,811	5,154	4,799	5,358	4,209	4,644	5,711	4,686	4,914	5,298	4,627	5,121	4,699	4,440	4,984	5,472	5,034
Maitland	3,435	3,693	3,302	3,494	3,267	3,552	3,865	3,392	3,433	3,905	3,159	3,657	2,946	2,717	2,990	3,170	3,515
Winter Park	6,184	7,083	7,216	10,303	5,542	7,338	10,147	7,166	6,596	8,160	7,828	7,045	5,407	5,131	6,608	11,164	7,171
Florida Hospital/Health Village	3,912	4,122	3,980	3,737	3,589	4,286	4,858	4,232	4,265	4,992	4,022	4,113	3,681	3,494	3,827	3,872	3,892
LYNX Central Station	7,968	8,664	7,996	8,578	7,337	7,978	9,104	8,047	8,449	9,000	7,281	8,609	8,151	7,662	8,240	8,357	7,416
Church Street Station	7,034	7,970	7,560	8,277	7,128	7,880	9,269	7,727	7,644	9,975	7,355	8,278	7,154	6,466	7,313	8,001	7,788
Orlando Health/Amtrak	2,468	2,651	2,474	2,782	2,271	2,767	2,871	2,584	2,557	2,840	2,247	2,717	2,673	2,531	2,646	2,006	2,854
Sand Lake	8,394	9,550	8,482	9,548	7,855	9,222	10,993	8,668	8,375	10,249	8,522	8,899	8,047	7,186	8,267	9,349	8,627
Monthly Station Total	67,987	74,733	70,543	70,543	63,034	73,462	88,296	71,975	71,243	82,389	70,020	75,263	66,112	61,205	69,365	78,903	71,545
Average Daily Station Total	3,237	3,559	3,207	3,527	3,318	3,498	3,839	3,427	3,393	3,582	3,501	3,272	3,148	3,060	3,303	3,587	3,407

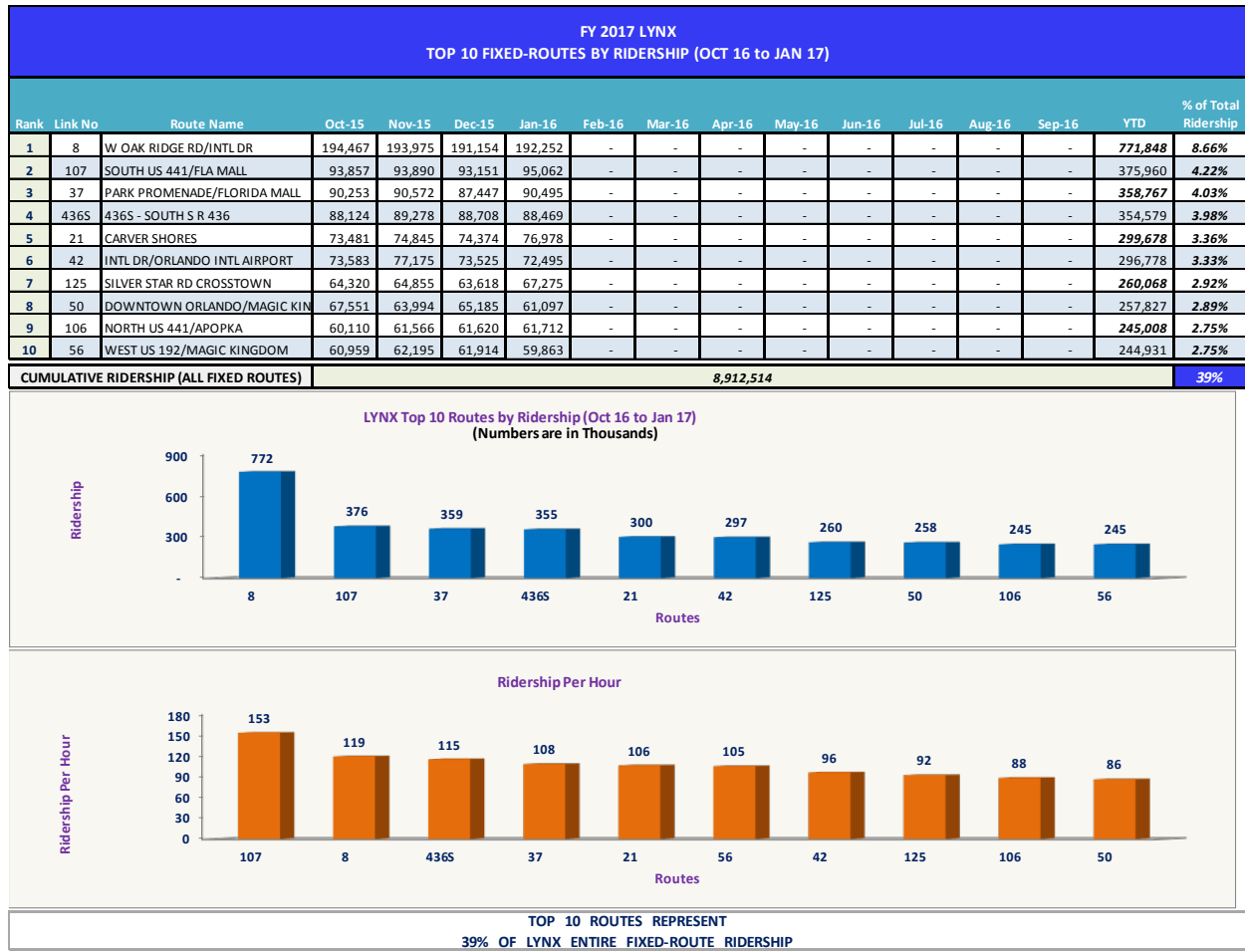
### SunRail Feeder Bus Connections

- In April 2014, LYNX adjusted services on 19 existing Links to provide feeder bus service to nine (9) SunRail Stations. These 19 Links represent 25% of LYNX's entire route structure.
- LYNX Central Station connects SunRail with 34 Links.

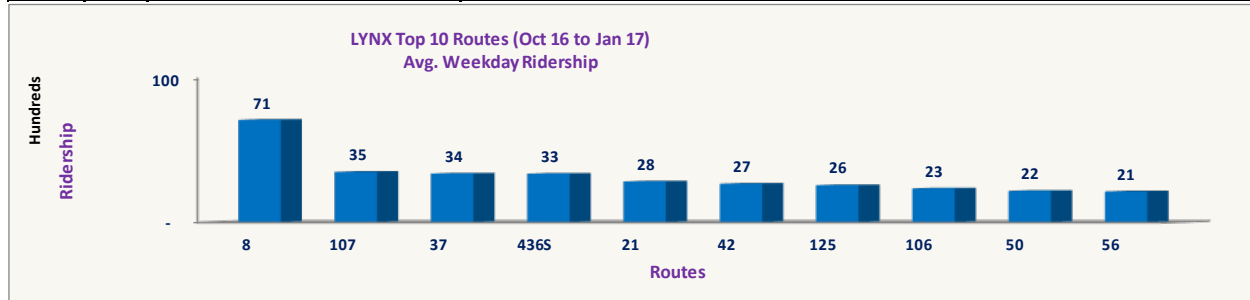
### SUNRAIL FEEDER BUS

	Fixed-Route Estimated Monthly Boardings & Alightings by SunRail Station Area																
	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17
Days of Operation	21	22	20	22	19	21	23	21	21	22	20	22	22	23	21	22	21
SunRail Station	Ridership Totals																
Sanford	9,507	10,856	9,820	11,362	7,108	8,317	10,902	8,547	9,912	10,054	7,320	7,414	9,636	11,845	7,350	9,900	9,933
Lake Mary	2,098	1,917	1,562	2,212	1,309	1,410	1,564	1,491	1,974	1,518	1,940	2,310	1,936	2,599	1,890	2,288	1,218
Longwood	1,554	1,846	1,351	1,313	1,283	1,439	1,610	1,470	1,050	1,408	1,460	1,540	1,364	1,518	1,344	1,474	1,470
Altamonte Springs	4,587	4,639	3,761	4,293	1,888	3,522	4,485	3,486	4,053	4,224	3,920	3,806	3,454	3,404	4,011	4,048	3,507
Maitland	665	655	535	423	331	344	460	504	504	352	360	418	396	460	441	330	399
Winter Park	5,728	6,075	5,457	5,639	3,809	4,487	4,761	4,704	4,977	4,928	4,760	4,906	4,466	5,658	4,725	5,610	6,195
Florida Hospital/Health Village	9,815	10,817	9,276	9,319	6,666	10,176	10,327	8,463	10,122	9,702	8,800	9,680	10,032	11,017	8,190	7,018	8,904
LYNX Central Station																	
Church Street Station																	
Orlando Health/Amtrak	114	161	70	70	92	119	621	378	483	440	520	418	396	644	378	572	399
Sand Lake Road	6,888	6,904	5,625	5,413	5,520	7,143	6,509	6,636	6,258	6,732	5,540	6,248	6,138	6,256	6,069	5,412	5,355
Total - All Station	40,956	43,869	37,457	40,053	28,007	36,957	41,239	35,679	39,333	39,358	34,620	36,740	37,818	43,401	34,398	36,652	37,380

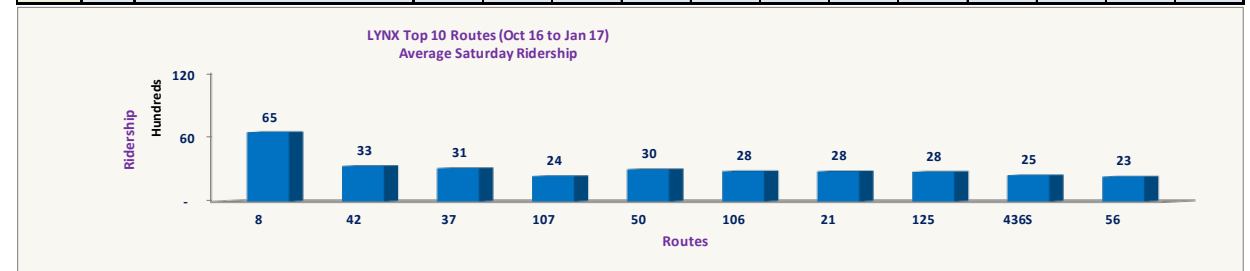




FY 2017 LYNX TOP 10 FIXED-ROUTES AVERAGE WEEKDAY RIDERSHIP (OCT 16 to JAN 17)														
Rank	Link No	Route Name	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17
1	8	W OAK RIDGE RD/INTL DR	7,027	7,290	6,970	7,023	-	-	-	-	-	-	-	-
2	107	SOUTH US 441/FLA MALL	3,435	3,633	3,305	3,524	-	-	-	-	-	-	-	-
3	37	PARK PROMENADE/FLORIDA MALL	3,323	3,496	3,239	3,367	-	-	-	-	-	-	-	-
4	436S	436S - SOUTH S R 436	3,275	3,460	3,319	3,331	-	-	-	-	-	-	-	-
5	21	CARVER SHORES	2,746	2,871	2,739	2,873	-	-	-	-	-	-	-	-
6	42	INTL DR/ORLANDO INTL AIRPORT	2,531	2,827	2,629	2,622	-	-	-	-	-	-	-	-
7	125	SILVER STAR RD CROSSTOWN	2,523	2,610	2,467	2,614	-	-	-	-	-	-	-	-
8	106	NORTH US 441/APOPKA	2,263	2,429	2,327	2,300	-	-	-	-	-	-	-	-
9	50	DOWNTOWN ORLANDO/MAGIC KINGDOM	2,211	2,202	2,173	2,042	-	-	-	-	-	-	-	-
10	56	WEST US 192/MAGIC KINGDOM	2,018	2,226	2,141	2,078	-	-	-	-	-	-	-	-



FY 2017 LYNX TOP 10 FIXED-ROUTES AVERAGE SATURDAY RIDERSHIP (OCT 16 to JAN 17)														
Rank	Link No	Route Name	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17
1	8	W OAK RIDGE RD/INTL DR	5,134	5,044	4,973	4,785	-	-	-	-	-	-	-	-
2	436S	436S - SOUTH S R 436	2,613	2,648	2,360	2,346	-	-	-	-	-	-	-	-
3	42	INTL DR/ORLANDO INTL AIRPORT	2,562	2,616	2,259	2,159	-	-	-	-	-	-	-	-
4	37	PARK PROMENADE/FLORIDA MALL	2,396	2,388	2,291	2,249	-	-	-	-	-	-	-	-
5	107	SOUTH US 441/FLA MALL	2,546	2,348	2,257	2,345	-	-	-	-	-	-	-	-
6	21	CARVER SHORES	2,057	2,208	2,124	2,041	-	-	-	-	-	-	-	-
7	50	DOWNTOWN ORLANDO/MAGIC KINGDOM	2,259	2,190	1,975	1,974	-	-	-	-	-	-	-	-
8	56	WEST US 192/MAGIC KINGDOM	2,010	1,959	1,837	1,741	-	-	-	-	-	-	-	-
9	106	NORTH US 441/APOPKA	1,688	1,613	1,536	1,536	-	-	-	-	-	-	-	-
10	125	SILVER STAR RD CROSSTOWN	1,423	1,569	1,512	1,520	-	-	-	-	-	-	-	-



## LYNX Monthly Ridership by Mode

Fiscal Year 2017													
Service Mode	October	November	December	January	February	March	April	May	June	July	August	September	Year to Date
LYMMO (ORANGE LINE)	54,643	54,255	56,237	57,004									222,139
LYMMO (GRAPEFRUIT LINE)	31,695	34,840	33,596	34,152									134,283
LYMMO (LIME LINE)	7,849	6,577	6,100	7,403									27,929
LYMMO (CIRCULATOR)	3,886	3,470	2,996	3,180									13,532
REGULAR FIXED-ROUTE	2,018,447	2,028,206	2,008,409	2,026,282									8,081,344
NEIGHBORLINK	13,208	13,330	12,928	13,473									52,939
<b>SUBTOTAL - FIXED ROUTE</b>	<b>2,129,728</b>	<b>2,140,678</b>	<b>2,120,266</b>	<b>2,141,494</b>	-	-	-	-	-	-	-	-	<b>8,532,166</b>
SPECIAL SHUTTLES	670	5,660	7,725	23,855									37,910
EXPRESS LINK 208	604	727	796	601									2,728
ACCESS LYNX	46,805	48,747	48,096	49,645									193,293
VANPOOL	36,474	36,918	36,120	36,896									146,408
<b>SUBTOTAL - OTHER SERVICES</b>	<b>84,553</b>	<b>92,052</b>	<b>92,737</b>	<b>110,997</b>	-	-	-	-	-	-	-	-	<b>380,339</b>
<b>TOTAL ALL SERVICES</b>	<b>2,214,281</b>	<b>2,232,730</b>	<b>2,213,003</b>	<b>2,252,491</b>	-	-	-	-	-	-	-	-	<b>8,912,505</b>
% Change from Fiscal Year 2016 to Fiscal Year 2017													
Service Mode	October	November	December	January	February	March	April	May	June	July	August	September	Year to Date
LYMMO (ORANGE LINE)	-22.88%	-12.14%	-8.97%	1.90%									-11.26%
LYMMO (GRAPEFRUIT LINE)	-35.30%	-9.34%	-1.00%	-9.21%									-15.53%
LYMMO (LIME LINE)	N/A	N/A	N/A	578.55%									2459.95%
LYMMO (CIRCULATOR)	N/A	N/A	N/A	184.44%									1110.38%
REGULAR FIXED-ROUTE	-11.67%	-2.20%	-5.98%	1.15%									-4.91%
NEIGHBORLINK	-20.49%	-3.62%	-7.93%	0.15%									-8.63%
<b>SUBTOTAL - FIXED ROUTE</b>	<b>-12.06%</b>	<b>-2.16%</b>	<b>-5.59%</b>	<b>1.37%</b>									<b>-4.86%</b>
SPECIAL SHUTTLES	N/A	N/A	N/A	N/A									N/A
EXPRESS LINK 208	-40.49%	-20.72%	-10.66%	-16.41%									-22.98%
ACCESS LYNX	0.39%	14.39%	10.22%	15.00%									9.80%
VANPOOL	15.26%	23.40%	21.20%	18.15%									19.43%
<b>SUBTOTAL - OTHER SERVICES</b>	<b>-10.68%</b>	<b>15.65%</b>	<b>19.98%</b>	<b>34.11%</b>									<b>13.77%</b>
<b>TOTAL ALL SERVICES</b>	<b>-12.00%</b>	<b>-1.53%</b>	<b>-4.74%</b>	<b>2.61%</b>									<b>-4.19%</b>
Fiscal Year 2016													
Service Mode	October	November	December	January	February	March	April	May	June	July	August	September	Year to Date
LYMMO (ORANGE LINE)	70,859	61,754	61,777	55,949	51,418	54,297	54,541	56,093	66,943	75,557	66,424	58,289	733,901
LYMMO (GRAPEFRUIT LINE)	48,989	38,431	33,934	37,618	40,794	39,198	33,097	37,191	42,017	40,920	47,893	46,784	486,866
LYMMO (LIME LINE)	-	-	-	1,091	5,109	6,958	7,920	9,080	5,773	5,005	9,231	9,204	59,371
LYMMO (CIRCULATOR)	-	-	-	1,118	3,877	3,821	3,803	3,876	4,829	5,586	4,804	4,664	36,378
REGULAR FIXED-ROUTE	2,285,215	2,073,888	2,136,090	2,003,285	2,018,971	2,125,920	2,047,984	2,055,397	1,984,294	1,986,170	2,091,887	2,037,806	24,846,907
NEIGHBORLINK	16,611	13,830	14,042	13,453	14,303	14,979	14,589	13,384	13,679	13,357	15,125	14,089	171,441
<b>SUBTOTAL - FIXED ROUTE</b>	<b>2,421,674</b>	<b>2,187,903</b>	<b>2,245,843</b>	<b>2,112,514</b>	<b>2,134,472</b>	<b>2,245,173</b>	<b>2,161,934</b>	<b>2,175,021</b>	<b>2,117,535</b>	<b>2,126,595</b>	<b>2,235,364</b>	<b>2,170,836</b>	<b>26,334,864</b>
SPECIAL SHUTTLES	15,382	6,143	2,961	7,649	2,579	6,949	8,969	10,416	5,203	5,542	5,158	9,089	86,040
EXPRESS LINK 208	1,015	917	891	719	926	896	737	745	869	668	895	672	9,950
ACCESS LYNX	46,624	42,616	43,636	43,170	44,519	47,765	46,979	47,313	45,645	44,170	48,795	48,337	549,569
VANPOOL	31,645	29,917	29,803	31,227	32,610	33,637	33,153	32,945	33,835	34,112	37,290	37,824	397,998
<b>SUBTOTAL - OTHER SERVICES</b>	<b>94,666</b>	<b>79,593</b>	<b>77,291</b>	<b>82,765</b>	<b>80,634</b>	<b>89,247</b>	<b>89,838</b>	<b>91,419</b>	<b>85,552</b>	<b>84,492</b>	<b>92,138</b>	<b>95,922</b>	<b>1,043,557</b>
<b>TOTAL ALL SERVICES</b>	<b>2,516,340</b>	<b>2,267,496</b>	<b>2,323,134</b>	<b>2,195,279</b>	<b>2,215,106</b>	<b>2,334,420</b>	<b>2,251,772</b>	<b>2,266,440</b>	<b>2,203,087</b>	<b>2,211,087</b>	<b>2,327,502</b>	<b>2,266,758</b>	<b>27,378,421</b>

## **JANUARY 2017 RIDERSHIP HIGHLIGHTS**

Total system-wide ridership in January 2017 was 2,252,491. This represents a decrease of 2.61% over the previous year (January 2016).

### **January Average Daily Ridership by Mode**

<i>Service Mode</i>	<i>Day</i>	<i>January-16</i>	<i>January-17</i>	<i>% Change</i>
LYMMO (ORANGE LINE)	Weekday	2,281	2,200	-3.56%
	Saturday	1,105	956	-13.50%
	Sunday	800	956	19.58%
LYMMO (GRAPEFRUIT LINE)	Weekday	1,571	1,208	-23.08%
	Saturday	680	927	36.49%
	Sunday	468	772	65.07%
LYMMO (LIME LINE)	Weekday	49	294	N/A
	Saturday	4	119	N/A
	Sunday	15	92	N/A
LYMMO (CIRCULATOR)	Weekday	169	115	N/A
	Saturday	119	73	N/A
	Sunday	76	72	N/A
REGULAR FIXED-ROUTE	Weekday	76,426	75,922	-0.66%
	Saturday	55,371	50,299	-9.16%
	Sunday	32,985	30,963	-6.13%
EXPRESS LINK 208	Weekday	36	28	-21.97%
	Saturday	-	-	N/A
	Sunday	-	-	N/A
ACCESS LYNX	Weekday	1,771	1,939	9.51%
	Saturday	929	1,056	13.70%
	Sunday	623	552	-11.34%
NEIGHBORLINK	Weekday	583	555	-4.72%
	Saturday	361	315	-12.65%
VANPOOL	Weekday	1,317	1,551	17.78%
	Saturday	252	310	23.26%
	Sunday	220	267	21.64%
<b>TOTAL</b> <i>LYNX SERVICES</i>	<b>Weekday</b>	<b>84,202</b>	<b>83,811</b>	<b>-0.46%</b>
	<b>Saturday</b>	<b>58,820</b>	<b>54,055</b>	<b>-8.10%</b>
	<b>Sunday</b>	<b>35,186</b>	<b>33,674</b>	<b>-4.30%</b>

**Monthly Report E: 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 2017 and February 2017

**Date:** 3/23/2017

LYNX PRESS RELEASES   MEDIA NOTES: JANUARY 2017 AND FEBRUARY 2017	
January 9	Martin Luther King, Jr. Day Schedule
January 11	Buses Now Offer Free Wi-Fi
January 17	LYNX and First Responders to Conduct Live LYMMO Lime Line Training Exercise
January 22	LYNX Service (weather)
February 7	February Board of Directors Meeting Canceled
February 14	LYNX Receives WorldatWork 2017 Seal of Distinction
February 17	LYNX to Hold Public Hearings and Workshops for April 2017 Service Proposal
February 23	LYNX Chief Executive Officer Appointed to Lighthouse Central Florida Board of Directors
February 28	LYNX to Accept Applications for 16 <sup>th</sup> Annual Public Service Bus Contest

## LYNX NEWS ARTICLES: JANUARY 2017 AND FEBRUARY 2017

January 11	<p><a href="#">LYNX looks to improve service</a> Sanford Herald In a presentation to city commissioners Monday the CEO of LYNX said the company is looking to improve its services and public perception of the agency.</p> <p><a href="#">LYNX adds free Wi-Fi to buses</a> News 13 LYNX has added free Wi-Fi to all 300 buses in its fleet, the Central Florida Regional...</p>
January 12	<p><a href="#">Wi-Fi now installed on all 200 LYNX buses</a> Bungalower The Central Florida Regional Transportation Authority has successfully added Wi-Fi to all of their 300 buses. We first reported on the new amenity back in August, 2016...</p> <p><a href="#">LYNX buses now have free Wi-Fi</a> Orlando Weekly LYNX is now offering free Wi-Fi on all 300 of its buses, making public transportation that more appealing.</p> <p><a href="#">LYNX Adds Free Wi-Fi to Buses</a> WMFE 90.7 No data plan? No problem. That's the message from Lynx to its bus passengers. The Central Florida Regional Transportation Authority is offering free Wi-Fi in all 300 of its buses.</p>
January 13	<p><a href="#">LYNX buses now riding the Wi-Fi wave</a> Osceola News-Gazette-Around Osceola Your next ride on LYNX may have just gotten a whole lot better. If you commute with a phone, tablet or laptop, you can put your tech devices to good use while riding because as of this...</p> <p><a href="#">All LYNX buses now have...</a> The Apopka Voice LYNX has now added Wi-Fi to all 300 buses. This customer amenity is the first technology tool planned to roll out in 2017. When customers board ...</p>
January 14	<p><a href="#">Lynx Buses Now Offer Free Wi-Fi</a> MassTransitMag.com (blog) The Central Florida Regional Transportation Authority (Lynx) has now added Wi-Fi to all 300 buses. This customer amenity is the first technology tool ...</p>

# LYNX Board Agenda

January 20	<p><a href="#">Orlando to be testing ground for driverless cars, technology</a> Fox 35 Orlando Orlando will partner with local universities, transport agencies and the ... asks Francisco Alvarez, waiting to ride a LYNX Bus, "if it makes the route ...</p> <p><a href="#">City of Orlando hoping to become automated vehicle hot spot</a> Bungalower Transit testing on LYNX's LYMMO Orange line in Downtown Orlando would explore the use of automated shuttles and automated shared-use vehicles ...</p>
January 25	<p><a href="#">LYNX bus lanes could be autonomous vehicle 'proving ground'</a> Orlando Sentinel Kaushik Raghu, Senior Staff Engineer at Audi, takes his hands off the steering wheel while demonstrating an Audi self-driving vehicle on I-395 ...</p>
January 31	<p><a href="#">Suspicious backpack on Lynx bus cleared, no danger found</a> Orlando Sentinel Authorities closed off part of Orange Blossom Trail Monday afternoon as they investigated a suspicious backpack left on a Lynx bus, but did not find ...</p>
February 3	<p><a href="#">Vietnam vet waiting for justice after attack by Howard Middle School students on Lynx bus</a> WFTV Orlando ORLANDO, Fla. - John Taylor says he is still recovering physically from an attack by a gang of Howard Middle School students on a Lynx bus in ...</p>
February 4	<p><a href="#">Middle schoolers cause more problems on Summerlin Ave. since veteran beat up, businesses say</a> WFTV Orlando A group of Orange County middle schoolers are accused of attacking a Vietnam War veteran on a Lynx bus, and people in the area said they're ...</p>
February 7	<p><a href="#">LYNX CEO talks new tech for bus system</a> Orland Business Journal Lynx CEO Edward Johnson shares plans for a mobile app and partnering with other services.</p>

## LYNX Board Agenda

February 15	<p><a href="#">9 Investigates LYNX bus crash lawsuits</a> WFTV Orlando LYNX has settled nearly \$7 million dollars' worth of claims related to crashes in the last 5 years. These crashes are caused by drivers hitting vehicles, ...</p> <p><a href="#">Lynx Receives WorldatWork 2017 Seal of Distinction</a> MassTransitMag.com (press release) (registration) (blog) WorldatWork, a nonprofit HR association and compensation authority, has announced the Central Florida Regional Transportation Authority (Lynx) ...</p>
February 17	<p><a href="#">Speaker puts spotlight on local lobbying contracts</a> Orlando Sentinel The Central Florida Regional Transportation Authority, which oversees the LYNX bus system, paid both Southern Strategy Group \$26,000 per year and ...</p>
February 23	<p><a href="#">Lynx Chief Executive Officer Appointed to Lighthouse Central Florida Board of Directors</a> MassTransitMag.com (press release) (registration) (blog) Edward L. Johnson, chief executive officer, of the Central Florida Regional Transportation Authority</p>

### **SunRail Connections Fair**

On Feb. 4 the agency participated in a SunRail Connections Fair at the DeBary Park & Ride. A LYNX representative was present to assist potential commuters. Several community partners participated alongside LYNX to provide the DeBary community with valuable connectivity options.

### **Goldsboro Choice Neighborhood Initiative**

LYNX representatives from Customer Service, Paratransit and Government Relations attended the Goldsboro Choice Neighborhood Initiative on Feb. 4. The agency provided NeighborLink and connectivity information to the Goldsboro citizens. Several hundred people were in attendance.

### **Tourism Orlando**

Tourism professionals visited LYNX on Feb. 10 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 16<sup>th</sup> annual Public Service Bus contest now through March 31. Nine 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 Osceola County on April 26.



## LYNX SOCIAL MEDIA: JANUARY 2017 AND FEBRUARY 2017

January 1	Happy New Year!
January 2	We're operating our normal weekday schedule.
January 3	On board LYNX survey. Happy Wednesday from Ivanhoe Village. Link 102 can take you there.
January 4	Response to customer complaint. Response to customer feedback.
January 5	Service alert: Walt Disney World Marathon weekend. Response to customer complaint. Learn and use bicycle hand signals for turning and stopping for safe biking.
January 6	Need to purchase passes, have questions, planning a trip? Stop by LYNX Central Station – we're here to assist you. Service alert: Bus stop relocation on Oak Ridge Road and Adrianna Drive.
January 7	It's going to be a cool and soggy day today. Don't forget to grab an umbrella before heading out.
January 8	Who's ready for some weekend adventure? Ride the bus to LYNX Central Station and hop on a Juice Bike Share for a nice scenic tour around town. Welcoming another beautiful but chilly Monday in the City Beautiful.
January 9	Service alert: Expect delays near John Young Parkway/Silver Star Road. Praying for our friends at Orlando Police Department, Orange County Sheriff's Office and the lives touched by the tragic sequence of events.
January 10	Martin Luther King, Jr. holiday schedule.
January 11	LYNX buses now offer free Wi-Fi. Response to a few questions/concerns regarding Wi-Fi connection. Throwback Thursday photo in honor of Martin Luther King, Jr. day.
January 12	Response to customer request for a bus bench. Reminder: KnightLYNX 211 has been eliminated. If you're going to see Wicked the musical at Dr. Phillips Center ride LYMMO! Connect free to LYNX-Bus Wi-Fi.
January 13	Response to customer concern regarding climate control on the bus. Service alert: Martin Luther King, Jr. detour due to Orlando parade. Service alert reminder: Martin Luther King, Jr. detour due to Orlando parade.
January 14	LYNX honors OPD Master Sergeant Debra Clayton. Service alert: Martin Luther King, Jr. detour due to parade in Sanford. Martin Luther King, Jr. detour due to parade in Ocoee.
January 15	Reminder: LYNX is operating normal weekday service on Martin Luther King day. LYNX honors Deputy First Class Norman Lewis. Service alert: Martin Luther King, Jr. detour due to parade in Sanford.
January 16	Reminder: We're operating a normal weekday service today. Service alert reminder: Martin Luther King, Jr. detour due to parade in Ocoee. Keeping you connected with free Wi-Fi.
January 17	Service alert: Links 56 and 302 bus stop relocation. Response to customer complaint regarding service.

## LYNX Board Agenda

- January 18 LYMMO is a great way to get around downtown Orlando.  
National get to know your customers day.
- January 19 Service alert update: detour at Lake Baldwin has been postponed for until next week.  
Clear blue skies to start your Friday. Hope your weekend is just as bright.
- January 20 Service alert: Monster Jam event at Camping World Stadium.  
Response to customer complaint.  
Response to customer feedback regarding service.
- January 21 Service alert: Camping World Stadium detour due to Monster Jam event.  
Shuttle service to Monster Jam event.  
New Flyer Xcelsior Electric demo bus.  
As the weather rolls through the area we will monitor and provide updates.  
Customer service phone lines will remain open as the storm passes through.
- January 22 Update: there are no service interruptions. We will continue monitoring the weather.  
Update: We are not experiencing service interruptions with the storm.  
Note: Extended hours of customer service is now over. We will resume regular hours of operation tomorrow.
- January 23 ProBowl event will be taking place in Orlando.  
Now offering free Wi-Fi on every LYNX bus.
- January 24 Updated cover photo to ProBowl bus wrap.  
Service alert: Camping World detour due to ProBowl event.
- January 25 Response to customer comment regarding Wi-Fi service.  
ProBowl event on January 29 at Camping World Stadium.  
Now offering free Wi-Fi on every fixed-route bus.
- January 26 Our board today elects [Osceola County](#) Commissioner [Viviana Janer for Osceola](#) as Chair, [Seminole County FL](#) Commissioner Lee Constantine as Vice Chair and incoming [Florida Department of Transportation](#) District 5 Secretary Steve Martin as Secretary. Congratulations!  
Hello from downtown Orlando.
- January 27 Parking is already sold out at Camping World Stadium for the ProBowl. Consider LYNX free shuttle service to the game.  
Service alert: Camping World detour for the ProBowl event.
- January 28 Greetings from Orlando! #StreetArt #ThisIsOrlando
- January 29 Service alert reminder: Camping World detour for the ProBowl event.  
Shuttle service to the ProBowl event.  
Ready for some football? Ride LYNX free shuttle service to the ProBowl.  
Response to customer concern.  
Now offering free Wi-Fi.
- January 30 Service alert: We're experiencing delays on Orange Blossom Trail and Oakridge Road.  
Service alert update: We have resumed regular service in the Orange Blossom Trail and Oakridge Road area. Thank you for your patience.

## LYNX Board Agenda

- January 31 Do you know the significance of the numbers located on a LYNX bus? Take a look at this video to find out!  
Service alert: Kennedy Blvd. closure due to I-4 bridge construction.  
Service alert: Colonial Drive closure due to I-4 bridge construction.
- February 1 LYNX/SunRail survey.  
Service alert: Fairway Boulevard closure.
- February 2 Groundhog day.
- February 3 Good morning Orlando! Rise and shine!
- February 4 Avoid I-4 delays – ride LYNX. Now offering free Wi-Fi.
- February 5 Exit the bus through the rear doors to allow rider boarding the bus get on quickly.
- February 6 Service alert: Bus stops relocated due to SunRail Phase II work.  
February 23 Board of Directors meeting has been canceled.
- February 7 Greetings from Lake Eola Park. Where are you catching the bus from on this lovely Tuesday?
- February 8 Response to customer concern regarding a broken bench at a bus stop.  
Connect free to LYNX-Bus Wi-Fi.  
  
Response to customer feedback regarding Wi-Fi service.  
Throwback Thursday.
- February 9 Service alert: Delaney Street closure due to Boone High School event.  
Response to customer comment about our Throwback Thursday photo.  
Service alert: Central Boulevard closure due to SunRail railroad crossing updates.
- February 10 Ride SunRail to Link 111 to the airport or Xpress Link 208 to Sand Lake Road to the airport.
- February 11 Take a stroll around Cranes Roost Park. Links 1 and 436N can take you there.
- February 12 What a great day to be outdoors! Here are 12 best public parks in Central Florida listed by the Orlando Sentinel.
- February 13 Check out the Farmacy, Downtown Credo and the Pop Parlour in the North Quarter via LYMMO.  
Happy Valentine's Day!
- February 14 Response to customer complaint – asked for additional information for further investigation.  
Response to customer comment regarding real-time technology.  
LYNX receives WorldatWork 2017 Seal of Distinction.
- February 15 We will be operating normal weekday service on Presidents' Day.  
Thanked customer for positive bus operator feedback.  
Thanked customer for positive feedback regarding our service.  
Thanked customer for additional information regarding a complaint.
- February 16 Welcome to LYNX Operations Center, where our buses are serviced and maintained regularly.

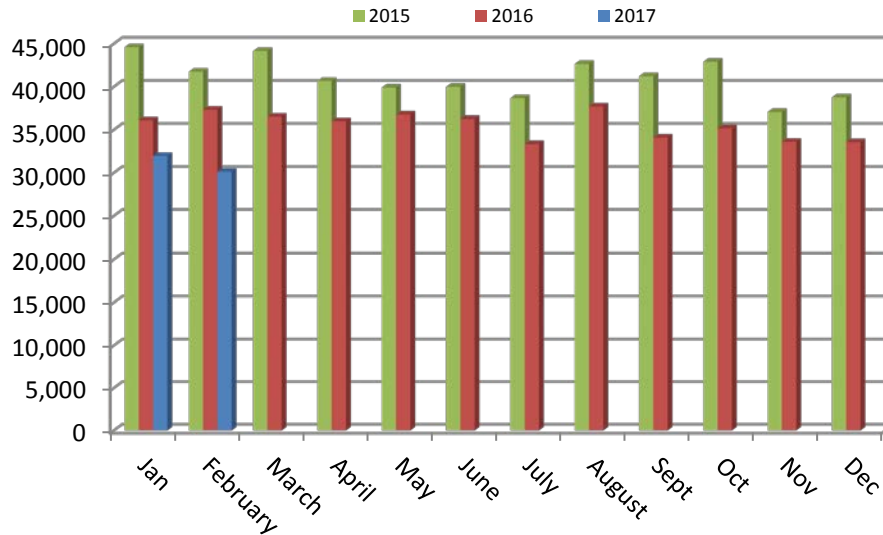
## LYNX Board Agenda

- February 17 April service proposal.  
Service alert: Eatonville's Martin Luther King, Jr. parade.  
Service alert: Orange Avenue closure due to Blues B-Q event.
- February 18 Lost and Found will be open today from 9 a.m. – 1 p.m.
- February 19 Reminder: We will be operating normal weekday service on Presidents' Day.
- February 20 Presidents' Day.  
April service proposal.  
Service alert: Detour due to Disney's Princess Half Marathon.  
Service alert: Detour due to the Purple Pride 5k.
- February 21 Service alert: Detour due to Orlando City Stadium ribbon cutting ceremony.  
Response to customer question regarding a detour.  
Response to question about route information.  
Response to question about customer complaints submissions.
- February 22 Service alert: Detour on Robinson Street due to Food and Wine Fest.  
Service alert: Orange Blossom Trail detour due to bridge construction.  
Response to customer feedback regarding a leak on a bus.  
Response to questions regarding a bus stop relocation.  
Response to complaint regarding a wheelchair customer left behind.
- February 23 Service alert: Links 125 and 25 may experience delays to an incident on John Young Parkway.  
Response to route question.
- February 24 Ride LYMMO to Orlando City Stadium ribbon cutting.  
Take a glimpse of the new Orlando City Stadium.
- February 25 Be sure to check for any service detours before heading out.
- February 26 Orlando Eye. Links 8, 38 and 42 can take you there.
- February 27 Public Workshop/Hearing for April Service Proposal.  
Response to complaint about service delays.  
Response to complaint about a bus operator. Passed along to customer service and transportation.
- February 28 Service alert: Detour due to Orlando City Soccer's pub crawl.  
Service alert: Detour due to bridge construction.  
2017 Public Service Bus contest announcement.  
Service alert: Links 8 and 40 service delay.

<b>SOCIAL MEDIA USAGE</b>	<b>JANUARY 2017</b>	<b>FEBRUARY 2017</b>
Facebook Likes	4,253	4,279
Facebook – Daily Total Reach: The number of people who have seen any content associated with our Page. (Unique Users)	44,348	34,972
Twitter Followers	4,390	4,464
<b>WEBSITE USAGE</b>		
Total Page Views	740,416	721,721
Total User Visits	95,821	105,787

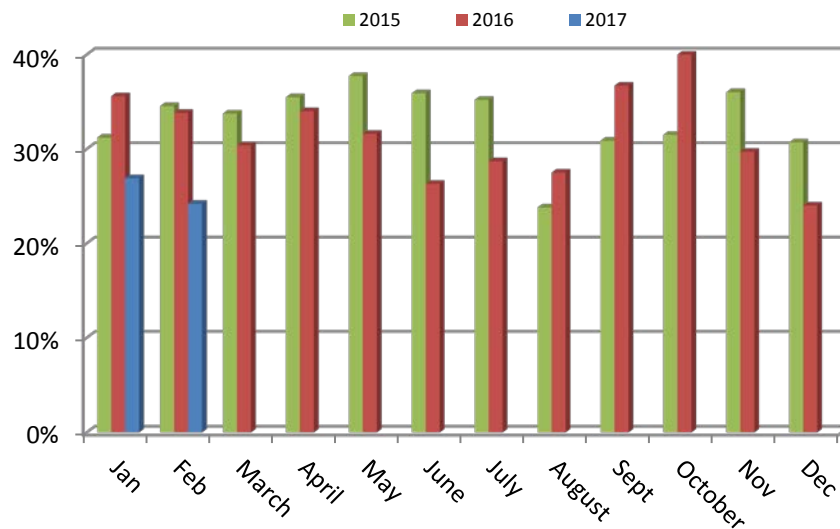
## Customer Service

### Fixed Route Calls



	2015	2016	2017
<b>January</b>	44,592	36,097	31,963
<b>February</b>	41,746	37,332	30,132

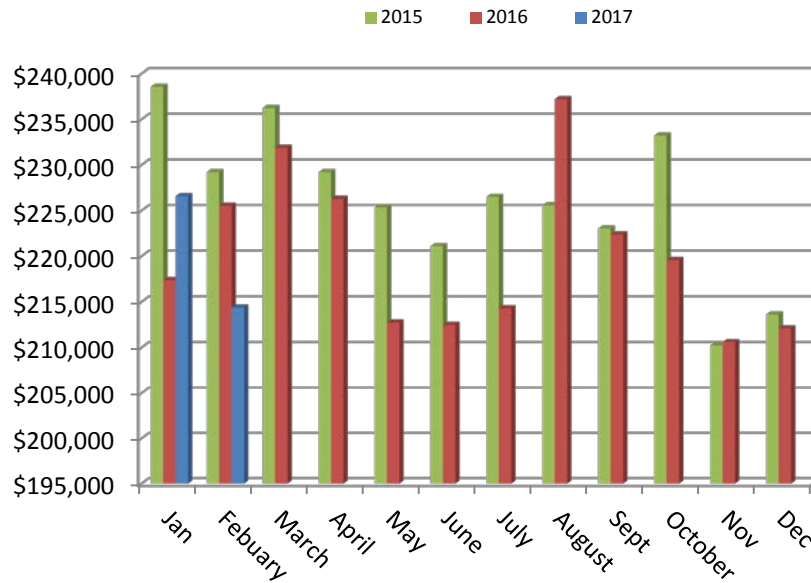
### Lost & Found Percentage of Recovered



	2015	2016	2017
<b>January</b>	31.2%	35.58%	26.9%

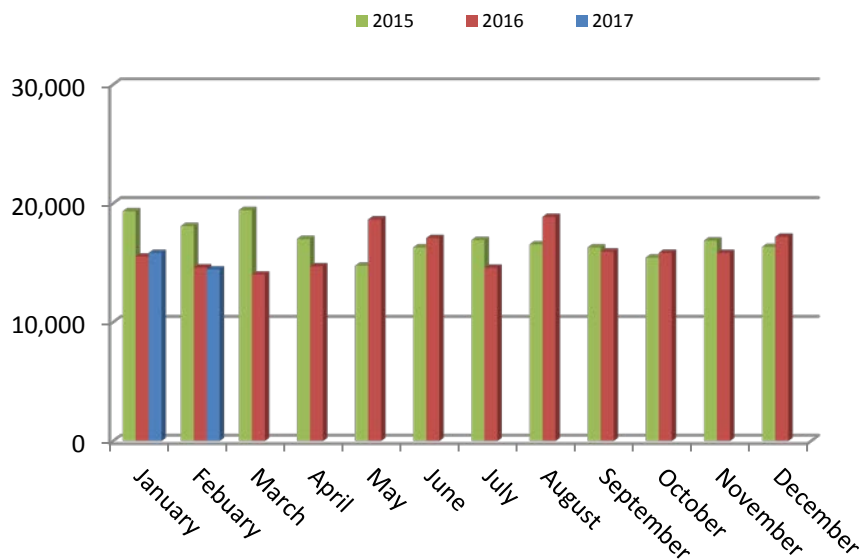
<b>February</b>	34.54%	33.83%	24.20%
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### Fare Media Sales at LCS

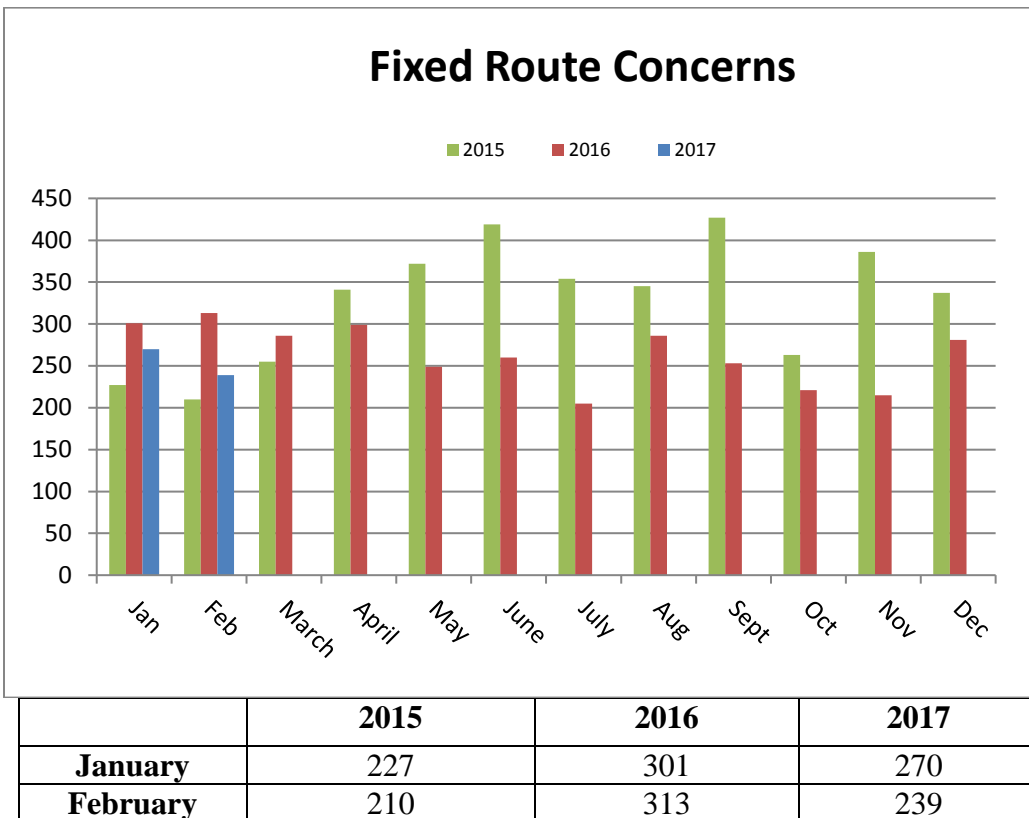
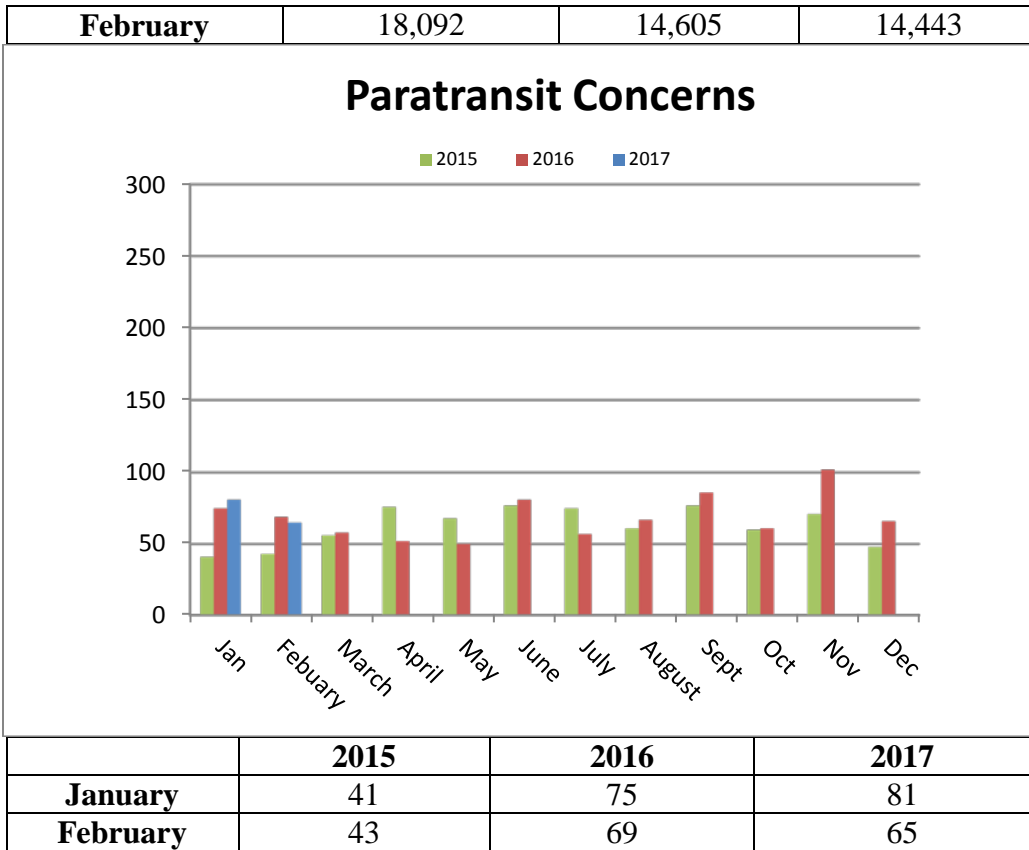


	<b>2015</b>	<b>2016</b>	<b>2017</b>
<b>January</b>	\$238,573	\$217,395	\$226,589
<b>February</b>	\$229,210	\$225,533	\$214,393

### Customers Served at LCS

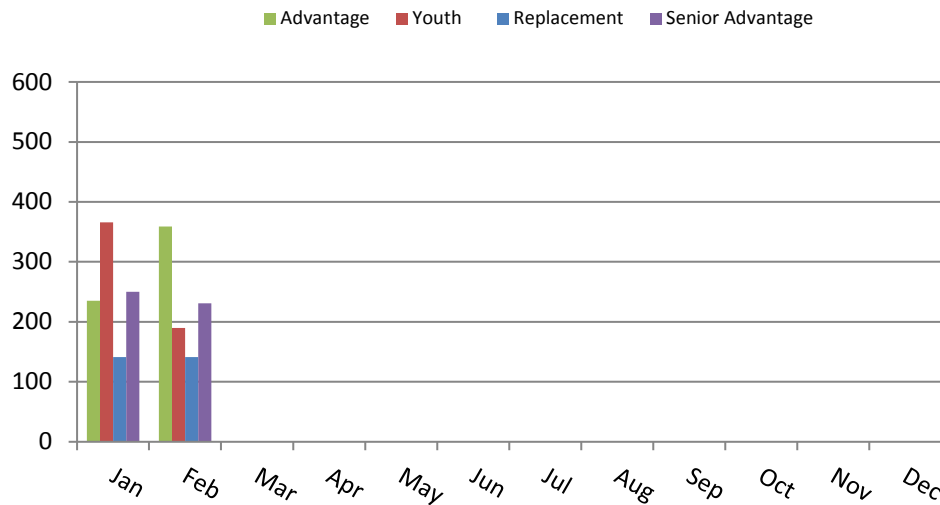


	<b>2015</b>	<b>2016</b>	<b>2017</b>
<b>January</b>	19,334	15,525	15,821



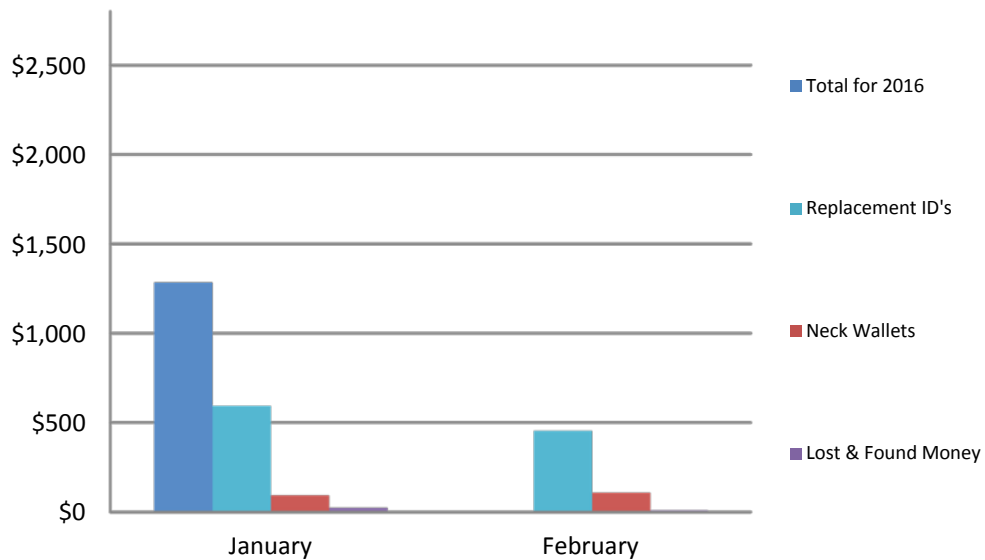


## IDs ISSUED in 2017



	2015	2016	2017
<b>January</b>	1100	878	992
<b>February</b>	1006	890	921

## Income Generated Revenue



	Replacement ID's	Neck Wallets	Lost & Found Money
<b>January</b>	\$594	\$94	\$24
<b>February</b>	\$455	\$108	\$10

**Monthly Report F: Planning and Development Report**

**To:** LYNX Board of Directors

**From:** Douglas Robinson  
MGR OF STRATEGIC PLANNING  
MYLES OKEEFE  
(Technical Contact)  
Stanimira Bourova  
(Technical Contact)  
BRUCE DETWEILER  
(Technical Contact)  
**Presented By: Doug Robinson**

**Phone:** 407.841.2279 ext: 6078

**Item Name:** Planning and Development Report

**Date:** 3/23/2017

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To be completed by Technical Editor. Only use 'Times New Roman' 12 pt font.

**STRATEGIC PLANNING:**

**STATE ROAD 436 CORRIDOR STUDY**

The State Road 436 Transit Corridor Study will examine enhanced transit options, improved accessibility and safety, and a context sensitive design for the corridor from Orlando International Airport to State Road 434. LYNX staff has begun work on the SR 436 Transit Corridor Study; holding a kickoff meeting with members of the project steering group – the City of Orlando, Orange County, Seminole County, Florida Department of Transportation and MetroPlan Orlando in January. Data and document collection and review is still underway as part of the Existing Conditions phase of the project. Stakeholder meetings were also conducted with project partner staffs and organizations with representation along the corridor. A full Partner Agency Working Group (PAWG) meeting and SR 436 Field Tour is scheduled for March 29<sup>th</sup>.

**VETERANS TRANSPORTATION AND COMMUNITY LIVING INITIATIVE**

Following the authorization from the LYNX Board of Directors to award a contract to Cambridge Systematics for the development of the Customer Information System, LYNX staff worked on the development and execution of the contract. FTA grant budget modifications are underway to support a requisition and issuance of a purchase order to coincide with a notice to proceed.

## SYSTEM WIDE ONBOARD ORIGIN AND DESTINATION SURVEY

In November 2016, LYNX began work with its contractor, ETC Institute, on a system-wide Origin and Destination survey. The initial work focused on the LYNX routes with the highest ridership (over 3,000 passenger trips per day) and SunRail; identifying the stops/stations that passengers boarded and alighted the vehicles to help with further data extrapolation later. Following that, the full survey instrument was deployed with a survey team utilizing tablets to engage in conversations with passengers on all the LYNX fixed-routes, NeighborLink, and SunRail. Surveying is to be completed by the end of March 2017, with data/results refinement going into May. The final report and planning tools based on the obtained data are to be available in July 2017.

## GEOGRAPHIC INFORMATION SYSTEMS (GIS)

LYNX GIS Staff updated the system base map for Trapeze applications with NavTeq 4th Quarter map data from FDOT and started updating the route traces for all routes in GIS using the same base map.

GIS staff reviewed and geocoded LYNX's accidents database between 10/14/2014 and 10/1/2016. Interactive GIS application was created and shared with LYNX Planning and Risk Management staff for closer evaluation of the geocoded accidents information. GIS staff is coordinating with Risk Management for keeping the database with accidents information up to date.

LYNX is currently working with Data Transfer Solutions (DTS) to update the images in LYNX's stops and shelter database. This project is using recently collected street images collected by DTS for city of Orlando.

The Transit Boarding Estimation and Simulation Tool (TBEST) was used to evaluate the proposed service changes for April and create reports and maps for Title VI consideration. GIS staff prepared the maps for LYNX service changes public hearing meetings. GIS staff and IT coordinated on adding another report to Trapeze FX export tool. This report will create a list by stop ID number for all routes served at this stop location at weekday, Saturday and Sunday.

## NEIGHBORLINK TECHNOLOGY

Pilot service began on NeighborLink 622 (Oviedo) on January 23, 2017. This pilot involves running the legacy scheduling software and the new software in parallel to check and verify the operations, data collection, and data reporting. Some issues have been identified in how the new system queries and reports trip data, which are being resolved by the vendor. The pilot with parallel scheduling software will continue until data reporting has been verified to be accurate.

## **GRANTS:**

- Grants continues to work diligently to coordinate and assist in the timely completion of the Parramore BRT project before the TIGER II funds lapse in July 2017.
- As the June 2017 targeted deadline for final draw-down of funds associated with the TIGER II Grant (currently funding the Parramore BRT Project) approaches, Grant staff continues to facilitate pre-closeout meetings with respective staff to expedite project/grant closing immediately upon project completion. These meetings are conducted on a weekly basis to provide status updates of all remaining activities, along with the timeline for completion.
- On February 23, 2017, LYNX staff conducted the Pre Award on-site monitoring review and collected the necessary information to enter into a Sub-recipient agreement with the newly awarded Human Service Agencies under the 5310 Program.
- A post award monitoring was conducted to close-out the Sub-recipient Agreement with Meals on Wheels.
- TransSystems provided both the final 5310 Program Management Plan and the LYNX Sub-recipient Monitoring Report.
- Applications for FDOT FY 2018 5310 operating and capital, 5339 bus and bus facilities, and 5311 rural operating funds were submitted in January 2017.
- The Grants Staff continues to facilitate project managers' meetings with Senior Staff to discuss grant funded projects, status updates, schedules and budgets. These meetings are conducted on a regular basis and a One Page Project Report (OPPR) is submitted and discussed by respective project managers to address the progress/issues of each grant funded project.
- LYNX auditors, Cherry Bekaert completed the FY16 year-end Single Audit A-133. They tested several grants to ensure federal and state awards & expenditures adhered to applicable regulations & requirements. They also reviewed the status of the FY 16 Triennial Review open findings and required corrective action plans. The auditor's report will be presented to the LYNX board.

## **SERVICE PLANNING:**

The Service Planning Division activities during this period have been primarily devoted to the implementation of the April 2017 service change and planning associated with the FY 2017 service changes. Activities have included conducting public workshops and hearings, holding meetings with operators and transportation supervisors to seek their input, sharing the list of changes with the key stakeholders.

## LYNX Board Agenda

Service Planning staff have been working with the staff from other LYNX departments to collect and check agency performance data in preparation for the FY 2016 National Transit Database Annual Report to FTA.

**Monthly Report G: Procurement Calendar**

**To:** LYNX Board of Directors

**From:** Charles Baldwin  
DIRECTOR OF PROCUREMENT  
Linda Stevens-Olsen  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6097

**Item Name:** Procurement Calendar

**Date:** 3/23/2017

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Please see attached Procurement Calendar, in PDF document.

3/17/2017  
**PROCUREMENT CALENDAR FOR 2017**

BOARD MTG. DATES	DOCUMENT NO.	PROCUREMENT PROJECT NAME	CONTRACTOR	BOARD ACTION NEEDED	OPTION INFO.
<b>March 23</b>	RFP 17-R02 Contract 17-C13	Mobility Management and Broker Services	MV Transportation	Authorization to award a contract	
	Contract 10-C21 Contract 12-C02		MV Transportation	Authorization to extend contract up to 90 days for NeighborLink and Paratransit Services and to Increase the Not-to-Exceed Amount of the Contract	
	Contract 17-C12 (RFP 17-B02)	Construction of Two Segments of the LYNX Orlando Trail (Extension of Gertrude's Walk)	Gomez Construction Co.	Authorization to Award Bid	
		General Counsel Legal Services (LYNX Board)	Akerman	Authorization to release a Request for Proposal	Contract 13-C16 2nd option ends 9/26/17
	Contract 13-C18	Beverage and Snack Food Services	Compass Group USA, Inc. d/b/a Canteen Vending Services (formerly Oasis Refreshment Systems)	Authorization to exercise 2nd year option	1st option ends on 5/22/17
		Printing and Encoding Fare Cards		Authorization to release a Request for Proposal	
	Contract 14-C08	Transit Simulator System (TSS)	FAAC, Inc.	Option to buy?	last option end date 6/23/17
	Contract 14-C23	Design Support for Brochures and Maps	CHK America		Contract ends 5/31/17
	Contract 16-C11	Steam Cleaning and Maintenance at LYNX Bus Shelters and Stops	Fleetwash, Inc.	Authorization to exercise 1st year option	1st contract year ends on 4/30/17
		Banking Services		Authorization to release a Request for Proposal	
<b>May 25</b>	Contract 13-C22	Motor Oil, 15W40, Bulk Delivery	Seaboard Newman	Authorization to exercise 2nd year option	1st option ends on 7/24/17
	Contract 13-C24	Health Insurance Brokerage Services	Gallagher Benefit Services	Authorization to exercise 2nd year option	1st option ends on 7/24/17
	Contract 13-C25	Veterans Transportation Resources and Comm. (Customer Info.)	Alesig Consulting	Authorization to exercise 2nd year option	1st option ends on 7/23/17
	Contract 14-C27	Tort Legal Services	Zimmerman, Kiser, Sutcliff Attorneys	Authorization to exercise 1st year option	First 3 years ends on 7/24/17
	Contract 14-C29	Tort Legal Services	Hilyard, Bogan & Palmer	Authorization to exercise 1st year option	First 3 years ends on 7/24/17
	Contract 14-C30	Workers' Compensation Legal Services	Bolton & Helm LLP	Authorization to exercise 1st year option	First 3 years ends on 7/24/17



3/17/2017  
**PROCUREMENT CALENDAR FOR 2017**

BOARD MTG. DATES	DOCUMENT NO.	PROCUREMENT PROJECT NAME	CONTRACTOR	BOARD ACTION NEEDED	OPTION INFO.
July 27	Contract 13-C23	Fabricate/Manufacture of LYNX Style Shelters	Spencer Fabrication	Authorization to exercise 2nd year option	1st option ends on 9/30/2017
	Contract 13-C26A	Paint, Body & Shop Supplies	Ben's	Authorization to exercise 2nd year option	1st option ends on 9/18/17
	Contract 13-C26B	Paint, Body & Shop Supplies	Accugraphics	Authorization to exercise 2nd year option	1st option ends on 9/18/17
	Contract 13-C27	Maintenance and Inspection of Amerex Fire Suppression System	Haines City Fire Extinguisher Services	Authorization to exercise 2nd year option	1st option ends on 9/18/17
	Contract 13-C28	Postal Processing Services	Postal Savings Specialists	Authorization to exercise 2nd year option	1st option ends on 9/18/17
	Contract 13-C30	Installation of Passenger Shelters	Barracuda	Authorization to exercise 2nd year option	1st option ends on 9/26/17
	Contract 14-C03	Towing Services	Johnson's Wrecker	Authorization to exercise 2nd year option	1st option ends on 9/30/17
	Contract 14-C07	Occupational Health Services	Care Sot	Authorization to exercise 2nd year option	1st option ends on 9/30/17
	Contract 14-C15	Super Stop Planning and Impact Analysis	VHB Engineering	Authorization to exercise 2nd year option	1st option ends 9/29/17
	Contract 14-C16	Multi-Modal Transportation Planning	Parsons Brinckerhoff	Authorization to exercise 2nd year option	1st option ends on 9/30/17
	Contract 14-C17	Multi-Modal Transportation Planning	RS&H	Authorization to exercise 2nd year option	1st option ends on 9/30/17
	Contract 14-C18	General Planning Services	HDR Engineering	Authorization to exercise 2nd year option	1st option ends on 9/30/17
	Contract 14-C28	Van Pool Fleet Management Services	V-Ride, Inc.	Authorization to exercise 1st year option	First 3 years ends on 9/30/17
	Contract 14-C31	Inspection of Fire Alarm and Sprinkler System	Space Coast Fire & Safety	Authorization to exercise 1st year option	First 3 years ends on 9/30/17
	Contract 15-C13	Flex Bus Technology Project	Double Map	Authorization to exercise 2nd year option	1st option ends on 8/10/17
September 21					
November 9					