

# LYNX Board Agenda

Meeting Date: 3/25/2021  
Meeting Time: 1:00 PM

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

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

## 1. Call to Order

## 2. Approval of Minutes

-Attachments 

Pg 3

## 3. Public Comments


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

## 4. Chief Executive Officer's Report



## 5. Oversight Committee Report

## 6. Consent Agenda







### A. Request for Proposal (RFP)

- i.  Authorization to Release a Request for Proposal (RFP) for the Construction Engineering and Inspection Services (CEI) for the Pine Hills Bus Transfer Center Pg 7



### B. Award Contracts

- i.  Authorization to Negotiate and Award a Contract for Transit Planning Software-as-a-Service to Remix Technologies, LLC Pg 9
- ii.  Authorization to Negotiate and Award a Contract for Janitorial Services to American Facility Services, Inc. Pg 11


### C. Miscellaneous

- i.  Authorization to Execute Amendment 2 to Interlocal Project Agreement No. 1 between the Orlando Utilities Commission and LYNX Pg 14  
  
-Attachments 
- ii.  Authorization to Increase the Not to Exceed Cost for Contract #20-C69 with R L Burns, Inc., for Construction of Safety, Security, and Aesthetic Improvements at the Rosemont Transfer Center in the Amount of \$16,552.95 Pg 21
- iii.  Authorization for LYNX Insurance Broker to Negotiate and Bind Coverage for First Party Property Insurance and Fiduciary Liability Policies Pg 23
- iv.  Authorization to Write Off Assets Pursuant to the September 30, 2020 Physical Inventory Count and Reconciliation Pg 25
- v.  Authorization to Extend the Employment Benefits Provided for Under the Families First Coronavirus Response Act (FFCRA) Related to Emergency Paid Sick Leave (EPSL) Pg 29

## 7. Action Agenda

- A.  Authorization to Implement April 25, 2021 Service Changes Pg 31
- B.  Authorization to Approve FY2020 Comprehensive Annual Financial Report and Subsequent Submittal to the Government Financial Officers Association's (GFOA) Certificate of Achievement Program Pg 33

## 8. Information Items

- A.  Notification of Settlement Agreements Pursuant to Administrative Rule 6 Pg 35

## 9. Other Business

## 10. Monthly Reports

- A.  Communications Report Pg 37
- B.  Mobility Service Reports Pg 44
  - Attachments 
- C.  Monthly Financial Report - December 2020 Pg 53
  - Attachments 
- D.  Planning and Development Report Pg 55
- E.  Ridership Report - January 2021 Pg 57
  - Attachments 

## 11. Adjourned

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

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

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

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

**DATE:**       **February 25, 2021**

**TIME:**       **2:30 p.m.**

---

---

**Members in Attendance:**

Buddy Dyer, Mayor, City of Orlando, Chair

Jerry Demings, Mayor, Orange County, Vice-Chair

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

Lee Constantine, Commissioner, Seminole County BoCC

Viviana Janer, Commissioner, Osceola County BoCC

Chair Dyer called the meeting to order at 2:32 p.m.

Chair Dyer asked Commissioner Janer to lead the Pledge of Allegiance.

**2. Approval of Minutes**

Commissioner Constantine moved to approve the Board of Directors meeting minutes of January 28, 2021. Commissioner Janer seconded. The minutes were unanimously approved as presented.

**3. Public Comments**

Paulette Waugh, 1825 Crosswell Court, Orlando, FL 32827

Ms. Waugh stated that she travelled through the system, and she feels that the routes need to be tweaked. The airport to the Orange County Convention Center should have better connections. The City should be thought of first, and then the County and then the outward perimeters. There should be a direct connect from MCO to the Sanford airport. There should be more traffic driven to Sanford as a test. Goods and services drive our city. She would like to work with the Planning Department to try and establish better connections. Mayor Dyer suggested that Ms. Waugh write down her thoughts and submit them to Mr. Harrison.

Matt Friedman, Director of Marketing Communications, read a comment that was submitted via written response by Dr. Charles Richard, 923 Timor Ave., Orlando, FL

32804. Mr. Richard stated that the federal mandate for mask wearing includes an ADA exemption rule, or a medical exemption. This exemption is often misunderstood. When a bus driver calls dispatch it is called into LOC. Some LOC employees tell the driver to not let the rider on the bus and to call police. The rule for ADA states that the passenger must only state that the rider is ADA exempt. Can there be a memorandum or email to all public transportation explaining the ADA exemption.

Mayor Dyer asked Mr. Harrison if the drivers understand this exemption. Mr. Harrison stated that the drivers have been informed, and documentation may be required for the exemption.

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

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

LYNX has been transporting passengers, 65 and older, to vaccination sites. This program has been communicated through many media outlets. As of yesterday, LYNX has transported forty-seven seniors. LYNX anticipates this number to go higher as more sites open up. The Valencia West Campus site will be opening soon, and LYNX staff has been working with Valencia, Orange County and the State Department of Emergency Management on transporting passengers to the site.

On January 30, 2021, the CDC issued an order that imposed mandatory mask wearing on public transportation. LYNX started this policy after we went into full service back in May. A large majority of passengers have been and continue to be compliant. Close to 60,000 masks have been handed out and there are also face shields for those that may not be able to wear a mask.

One item of particular attention on the agenda is the appointment of Dana Baker as the Chief Operating Officer. She has been in the role of Interim Chief Operating Officer since September of last year. She has done an extraordinary job and has positive relationships with the Union and individual employees. She has over twenty years of Operations experience.

#### **5. Oversight Committee Report**

Commissioner Janer, Chair of the Oversight Committee provided her report on the Oversight Committee meeting that met an hour earlier. She stated that the committee approved the minutes from the January 28, 2021, Oversight Meeting. Ms. Amanda Clavijo gave her report on the Finance & Audit Committee.

The Oversight Committee recommends approval of all Consent Agenda items.

The Committee elected the Officers for the next year, and Commissioner Janer will remain as the Chair of that Committee.

**6. Consent Agenda:**

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

- A. Request for Proposal (RFP)
  - i. Authorization to Release a Request for Proposal (RFP) for Lawn Maintenance & Trash Removal Services at LYNX Bus Stops/Shelters
  - ii. Authorization to Release a Request for Proposal (RFP) for Pressure Washing & Maintenance Services at LYNX Bus Stops/Shelters
  - iii. Authorization to Release a Request for Proposal (RFP) for Rotary MOD-30 Lift Cylinder Upgrade of Bus Lifts
  - iv. Authorization to Release a Request for Proposal (RFP) for Southern Operations and Maintenance Facility Site Selection and Suitability
- B. Extension of Contracts
  - i. Authorization to Exercise the Second Option Year of Contract #18-C74 With Genuine Parts Company
  - ii. Authorization to Exercise the Second Option Year of Contract #18-C85 with Vehicle Maintenance Program, Inc. (VMP)
  - iii. Authorization to Exercise the Second Option Year of Contract #18-C86 with GILLIG, LLC
- C. Miscellaneous
  - i. Authorization to Submit Grant Applications to the Federal Transit Administration for the Fiscal Year 2021 Apportionments and to Sub-allocate FY2021 Orlando Urbanized Area 5307 Funding to Lake County Transit Services and the Florida Department of Transportation
  - ii. Authorization to Auction Surplus Capital Items
  - iii. Authorization to Dispose of Items Accumulated Through the Lost and Found Process
  - iv. Authorization to Amend Contract #19-C48 with GC&E Systems Group, LLC by Increasing the Not to Exceed Amount from \$550,000 to \$850,000
  - v. Authorization to Amend Task Order #19-01 in the Amount of \$110,568 to Kimley-Horn and Associates, Inc. for the LOC Expansion Project
  - vi. Authorization to Execute Change Order #3 in the Amount of \$17,096 to McCree General Contractors & Architects, Inc.
  - vii. Board Confirmation of Dana Baker Appointment to Serve as LYNX's Chief Operating Officer (COO)

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

Commissioner Constantine made a motion to approve Consent Agenda item 6.C.i. Seconded by Commissioner Janer. Motion passed with Secretary Perdue abstaining.

**7. Information Items:**

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

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

**8. Monthly Reports:** (For review purposes only)

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

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

**9. Other Business**

**10. Adjourned:**

The meeting adjourned at 2:52 p.m.

**Certification of Minutes:**

I certify that the foregoing minutes of the February 25, 2021 LYNX Board of Director’s meeting are true and correct, approved by the Board of Directors.

X

---

Assistant

# LYNX Board Agenda

## Consent Agenda Item #6.A. i

**To:** LYNX Board of Directors

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

**Phone:** 407.841.2279 ext: 6125

**Item Name:** Authorization to Release a Request for Proposal (RFP) for the Construction Engineering and Inspection Services (CEI) for the Pine Hills Bus Transfer Center

**Date:** 3/25/2021

---

### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to release a Request for Proposal (RFP) for Construction Engineering and Inspection Services (CEI) for the Pine Hills Bus Transfer Center.

### **BACKGROUND:**

In April 2016, LYNX Board of Directors authorized the Chief Executive Officer or designee to execute Contract #16-C06 to Jacobs Engineering, Inc., Contract #16-C07 to Kimley-Horn and Associates, Inc., and Contract #16-C08 to WSP USA, Inc., for Architectural and Engineering Consultant Services. The contracts were for a period of three (3) years with two (2) one-year extensions. The last extension was executed in April of 2020 and will expire in April of 2021.

The three firms were short-listed and mini-competitions were then performed to ensure an equitable distribution of continuing services work between the firms and compliance with the Consultants Competitive Negotiation Act (CCNA) as provided for in Fla. Stat. 287.055. As part of the continuing services contract, WSP USA, Inc., completed the design of the Pine Hills Bus Transfer Center and is currently finishing the permitting. At the time that this work was assigned, the construction budget was not known so this work was in compliance with CCNA. With a project budget of \$8,175,000, the CEI services for the Pine Hills Bus Transfer Center must be competitively procured to remain compliant with the CCNA.

# LYNX Board Agenda

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

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

## **FISCAL IMPACT:**

The Approved FY2021 Capital Budget includes \$8,175,000 for the Pine Hills Bus Transfer Center Project, which includes funding for CEI services. Of this amount, \$8,033,259 is unencumbered. The total funding sources for the project will be as follows:

Federal 5307	\$5,705,000
Ladders of Opportunity Grant	1,200,000
Orange Cty Parks & Recreation	340,000
MetroPlan	930,000
<b>TOTAL</b>	<b>\$8,175,000</b>



# LYNX Board Agenda

## Consent Agenda Item #6.B. i

**To:** LYNX Board of Directors

**From:** Bruce Detweiler  
Interim Director Of Plan And Development  
Myles O'Keefe  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6136

**Item Name:** Authorization to Negotiate and Award a Contract for Transit Planning Software-as-a-Service to Remix Technologies, LLC

**Date:** 3/25/2021

---

### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to negotiate and award a contract to Remix Technologies, LLC for Transit Planning Software-as-a-Service in the amount not to exceed \$313,000. The initial term of the Contract is for three (3) years at \$61,000 annually, with two (2) one (1) year options at \$65,000 annually, starting April 1, 2021.

### **BACKGROUND:**

At the September 24, 2020 LYNX Board of Directors' meeting, staff received authorization to release a Request for Proposal (RFP) for transit planning software-as-a-service (SaaS), which was released on December 7, 2020. Proposals were due to LYNX by 4:00 PM EDT on January 8, 2021.

Currently, transit planning software services are provided by Remix Technologies, LLC through a sole source agreement. The last agreement expired December 31, 2020. LYNX extended the agreement three months, through March 31, 2021. As SaaS platforms have evolved and new products have been developed, LYNX sought proposals from all available providers to support the agency's ability to provide quick responses to service inquiries, situational needs, and its service change process.

# LYNX Board Agenda

## **PROCUREMENT PROCESS**

Request for Proposal #21-R07 for Transit Planning Software-as-a-Service was released on December 7, 2020, with proposals due on January 8, 2021. A total of one (1) response to the RFP was received from the following firm:

- Remix Technologies, LLC

The proposals were evaluated by the SEC members on the following criteria:

- Required Features – 35 points
- Desired Features – 20 points
- Customer Support / Customer Success – 20 points
- Fee / Annual Price – 25 points

On March 4, 2021 at 11:30 AM a meeting was held in the LYNX Board Room and via Zoom for the SEC members to discuss and rank the proposal received. The meeting was publicly noticed.

The initial scoring and ordinal ranking occurred as follows:

Proposer	Score	Ordinal Ranking
Remix Technologies, LLC	284	3

After review of the proposals, the SEC made a recommendation to award the contract to Remix Technologies, LLC.

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

A DBE participation goal is not applicable for this activity.

## **FISCAL IMPACT:**

The FY2021 Approved budget includes \$70,000 for transit planning software.

# LYNX Board Agenda

## Consent Agenda Item #6.B. ii

**To:** LYNX Board of Directors

**From:** Elvis Dovalles  
Director Of Maintenance  
Ricky Gonzalez  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6239

**Item Name:** Authorization to Negotiate and Award a Contract for Janitorial Services to American Facility Services, Inc.

**Date:** 3/25/2021

---

### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to negotiate and award a contract to American Facility Services, Inc. for Janitorial Services in the amount not to exceed \$1,200,000 for the initial term plus option years. The initial term of the Contract is for two (2) years, with three (3) one (1) year options, starting April 1, 2021.

### **BACKGROUND:**

With LYNX Board approval, RFP 21-R01 for Janitorial Services was issued on October 2, 2020. The Janitorial Services are used at the following LYNX facilities:

- 2500 LYNX Lane
- 455 North Garland Avenue

Currently, janitorial services are provided by Building Maintenance Services, Inc. under Piggyback Contract #19-C49 with Orange County Government. At the April 25, 2019 Board of Directors meeting staff received authorization to release a Request for Proposal (RFP) for janitorial services, which was released on October 2, 2020. Proposals were due to LYNX by 2:00 PM EST on October 30, 2020.

# LYNX Board Agenda

Thirteen (13) responses were received from the following firms:

- American Facility Services, Inc.
- American Maintenance
- Building Maintenance Services, Inc.
- CL Reynolds
- Clean Space
- Contractors Enterprise
- D&A Building Services
- High Sources Inc.
- KBS
- Milclean USA
- Padegenis Cleaning
- Pluto Cleaning
- United Maintenance Company Inc.

The initial scoring and ordinal ranking occurred as follows:

Firm	Score	Ordinal Ranking
American Facility Services, Inc.	243	10
American Maintenance	238	11
Building Maintenance Services, Inc.	261	4
CL Reynolds	143	36
Clean Space	186	24
Contractors Enterprise	158	31
D & A Building Services	241	11
High Sources, Inc.	235	14
KBS	171	27
Mileclean USA	178	25
Padegenis Cleaning	163	30
Pluto Cleaning	137	37
United Maintenance Company, Inc.	240	13

After review of the proposals, the Source Evaluation Committee (SEC), made a recommendation to short list the four (4) firms with the lowest ordinal ranking for further evaluation. The evaluation was based on a presentation by each vendor in response to questions posed by the Source Evaluation Committee (SEC).

The ranking results from the short list evaluation were as follows:

Firm	Ranking
American Facility Services, Inc.	4
American Maintenance	9
Building Maintenance Services, Inc.	7
D & A Building Services	10

# LYNX ard Agenda

After evaluation of the short list presentations and ranking, the Source Evaluation Committee (SEC), made a recommendation to award the contract to American Facility Services, Inc.

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

A DBE participation goal is not applicable for this activity.

## **FISCAL IMPACT:**

The Approved FY2021 Operating Budget includes \$220,000 for Janitorial Services.

# LYNX Board Agenda

## Consent Agenda Item #6.C. i

**To:** LYNX Board of Directors

**From:** William Slot  
Chief Innovation Officer  
Kenneth Jamison  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6146

**Item Name:** Authorization to Execute Amendment 2 to Interlocal Project Agreement No. 1 between the Orlando Utilities Commission and LYNX

**Date:** 3/25/2021

---

### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to enter into Amendment No. 2 to Interlocal Project Agreement No. 1 with the Orlando Utilities Commission (OUC) to reduce the Service Fee amount paid by the City of Orlando and reduce OUC's total contribution to the project.

### **BACKGROUND:**

On April 23, 2020, the LYNX Board of Directors authorized the CEO to enter into a Master Interlocal Agreement and Interlocal Project Agreement No. 1 with the Orlando Utilities Commission (OUC) to allow for an electrification pilot program for up to eight (8) electric buses.

On December 10, 2020, the LYNX Board of Directors authorized the CEO to execute Amendment 1 to Interlocal Project Agreement No. 1 with OUC. This Amendment increased the charging station fee from \$8,237.67 per month to a new charging station fee of \$17,000 per month. In addition, OUC's total contributions under the Project Agreement increased from a not to exceed amount of \$1,200,000 to a new not to exceed amount of \$2,100,000, due to the increases to equipment and construction costs. These changes were due to the cost of the proposals being higher than the original estimate by OUC due to Buy America requirements, higher labor rates, and site changes due to easement issues.

Subsequently, LYNX has worked with the electric bus and charging station vendor, Proterra, Inc., to reduce costs with the vendor agreeing to cover \$58,000 of the cost for each of seven (7) buses for the extended state of health battery warranty. This equates to a project cost reduction

# LYNX Board Agenda

of \$406,000 by Proterra, Inc. to assist in ensuring the success of the overall program relationship with the City of Orlando and LYNX.

Amendment No. 2 reflects this project cost reduction. The charging station fee will be reduced from \$17,000 per month to an amount of up to \$13,000 per month. Additionally, OUC's total budgeted amount under the Project Agreement will be reduced from a cap of \$2,100,000 to a new cap amount of \$1,721,000.

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

A DBE participation goal is not applicable for this agreement.

## **FISCAL IMPACT:**

These charges will be a pass through to the City of Orlando for the LYMMO program, and there is no fiscal impact to LYNX.

**AMENDMENT 2 TO INTERLOCAL PROJECT AGREEMENT NO. 1**

**BETWEEN**

**THE ORLANDO UTILITIES COMMISSION**

**AND**

**BETWEEN THE CENTRAL FLORIDA REGIONAL TRANSPORTATION**

**AUTHORITY D/B/A “LYNX”**

**This Amendment 2 to Interlocal Project Agreement No. 1** (“Amendment 1”) is made as of the \_\_\_\_ day of \_\_\_\_\_ 2021, by and between the **Central Florida Regional Transportation Authority d/b/a “LYNX”**, a body politic and corporate formed pursuant to Part II of Ch. 343, Florida Statutes (hereinafter, “LYNX”) and the **Orlando Utilities Commission**, a statutory commission existing under the laws of the State of Florida (hereinafter, “OUC”). LYNX and OUC are hereinafter each referred to individually as a “Party” and collectively as the “Parties.”

**RECITALS:**

**WHEREAS**, LYNX was created and established by Part II, Chapter 343, Florida Statutes, for the purpose of governing and operating a public transportation system and public transportation facilities in Seminole, Orange and Osceola Counties, and may exercise all powers necessary, appurtenant, convenient, or incidental to carrying out of said purpose; and

**WHEREAS**, OUC provides public utilities, energy and conservation services, electric vehicle charging, water and electricity to the residents located in the Counties of Orange and Osceola; and

**WHEREAS**, the OUC and LYNX entered into that Interlocal Cooperation Agreement dated April 23, 2020 (“Interlocal Agreement”), pursuant to which OUC and LYNX intend to cooperatively pursue various energy efficiency and conservation programs that mutually benefit both their customers by means of one or more Interlocal Project Agreements issued thereunder and subject to the general terms thereof; and

**WHEREAS**, OUC and LYNX entered into Interlocal Project Agreement No. 1 pursuant to the Interlocal Agreement dated April 23, 2020 to initiate an eBus Pilot Program pursuant to



which OUC and LYNX agreed to partner by jointly procuring up to eight (8) eBuses with the associated charging infrastructure; and

**WHEREAS**, OUC and LYNX entered into Amendment 1 to Project Agreement No. 1 on or about [DATE], pursuant to which OUC's total contributions under Project Agreement No. 1 were recalculated to increase the cap from One Million Two Hundred Thousand Dollars (\$1,200,000) to Two Million One Hundred Thousand Dollars (\$2,100,000) and to adjust the monthly Service Fee to be paid by LYNX to Seventeen Thousand Dollars (\$17,000) to accommodate the new contribution amounts from OUC; and

**WHEREAS**, LYNX has now re-evaluated the capital contribution from OUC that is needed and that amount has been lowered, thereby necessitating an adjustment in the OUC contribution cap as well as the monthly Service Fee to be paid by LYNX to OUC and the parties wish to memorialize such agreement in this Amendment 2.

**NOW, THEREFORE**, in consideration of the mutual covenants contained herein, and for other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the Parties agree as follows:

**Section 1. Recitals.**

The recitals set forth above are true and correct as of the date hereof and are incorporated herein by this reference.

**Section 2. Amendment to Subsection 5 E (1), LYNX Payment Structure eBus Pilot Program.** Subsection 5 E (1) shall be amended to read as follows:

*Charging Station Fee. LYNX will pay to OUC during the Term of this Project Agreement (commencing on the Commission Date), a Charging Station fee, of up to Thirteen Thousand Dollars (\$13,000.00) per month (“Service Fee”). This Service Fee is for OUC to provide the services for Charging Stations for the Term of this Project Agreement. The initial monthly Service Fee payment will be due 30 days following the Commission Date.*

**Section 3. Amendment to Subsection 5 E (4), LYNX Payment Structure eBus Pilot Program.** Subsection 5 E (4) shall be amended to read as follows:

(4) Project Savings. *In the event the actual cost of the goods and services furnished by OUC hereunder is less than the budgeted amount of One Million Seven Hundred Twenty-One Thousand Dollars (\$1,721,000), the Parties will meet to discuss whether OUC should provide LYNX with a credit to offset amounts owed hereunder or if OUC should make additional contributions to the project, in either case, in an amount equal to the difference.*

**Section 4. Ratification of Remaining Terms.** All other terms of the Project Agreement No. 1 remain unchanged and are hereby ratified.

[REMAINDER OF PAGE INTENTIONALLY BLANK]

**IN WITNESS WHEREOF**, the Parties have hereunto set their respective hands and seals the day and year first above written.

Signed, sealed and delivered in the presence  
of:

ORLANDO UTILITIES COMMISSION

By: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Name: Clint Bullock  
Title: General Manager & CEO

Notary Public

FOR THE USE AND RELIANCE  
OF OUC ONLY - APPROVED  
AS TO FORM AND LEGALITY.

\_\_\_\_\_  
Attorney for OUC  
Date: \_\_\_\_\_

**SIGNATURE PAGE FOR LYNX**

**CENTRAL FLORIDA REGIONAL  
TRANSPORTATION AUTHORITY**

By: \_\_\_\_\_

Name: James E. Harrison, Esq., P.E.

Title: Chief Executive Officer

Date: \_\_\_\_\_

This Agreement has been reviewed as to form by LYNX Senior Staff Attorney. This confirmation is not to be relied upon by any person other than LYNX or for any other purpose.

By: \_\_\_\_\_

Name: Carrie L. Sarver, Esq., B.C.S.

Title: Senior Staff Attorney

Date: \_\_\_\_\_

# LYNX Board Agenda

## Consent Agenda Item #6.C. ii

**To:** LYNX Board of Directors

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

**Phone:** 407.841.2279 ext: 6125

**Item Name:** Authorization to Increase the Not to Exceed Cost for Contract #20-C69 with R L Burns, Inc., for Construction of Safety, Security, and Aesthetic Improvements at the Rosemont Transfer Center in the Amount of \$16,552.95

**Date:** 3/25/2021

---

### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to increase the Contract #20-C69 with R L Burns, Inc., for construction of safety, security, and aesthetic improvements at the Rosemont Transfer Center in the amount of \$16,552.95.

### **BACKGROUND:**

The LYNX Board of Directors authorized the Chief Executive Officer or designee to execute Contract #20-C69 with R L Burns, Inc., for the construction of safety, security, and aesthetic improvements at the Rosemont Transfer Center in the amount of \$612,564.55. Since the initial award, contract negotiations have been undertaken resulting in a total revised project cost of \$629,117.50. This reflects an increase of \$16,552.95.

Once the increase to the contract has been executed, a Notice to Proceed can be issued and the project can immediately start construction. The associated amenities including the bus shelters, benches, trash cans, bike racks and lighting all have been ordered and are waiting on construction. CCTV cameras are a parallel project that was approved at the February 2021 Board Meeting.

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

A DBE participation goal of 5% was assessed for this procurement.

# LYNX Board Agenda

## **FISCAL IMPACT:**

The Approved FY2021 Capital Budget includes \$869,000 for the Rosemont Superstop construction. This project is 100% funded with Federal funding.

# LYNX Board Agenda

## Consent Agenda Item #6.C. iii

**To:** LYNX Board of Directors

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

**Phone:** 407.841.2279 ext: 6125

**Item Name:** Authorization for LYNX Insurance Broker to Negotiate and Bind Coverage for First Party Property Insurance and Fiduciary Liability Policies

**Date:** 3/25/2021

---

### **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 Fiduciary Liability Insurance Program, with the assistance of Arthur J. Gallagher Risk Management Services, Inc., Broker. The annual property premium is \$148,750 and the Fiduciary premium is \$9,026.

### **BACKGROUND:**

At the Board of Director's meetings on March 26, 2020, the Board of Director's authorized the Chief Executive Officer (CEO) to negotiate and bind coverage and premiums for its Property Insurance Program. This was executed for one year, beginning April 1, 2020 through April 1, 2021.

As a result of extensive work with LYNX's outside counsel and Pension Committee, a comprehensive Fiduciary Liability program was created in 2018. Chubb has provided a renewal premium of \$9,026 or flat year-over-year renewal. Chubb does not offer multi-year deals on this line of coverage. This policy will expire on April 1, 2021

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.

Fiduciary Liability Insurance protects LYNX's benefit plans and the staff who administers them.

# LYNX Board Agenda

The Environmental Liability (Pollution) insurance policy was authorized by the Board of Directors at the March 26, 2020 Board of Director's meeting for a three-year period beginning April 1, 2020 through April 1, 2023. Environmental insurance protects LYNX when the loss or damage is caused by environmental pollution. The 17% total rate increase over expiring reflects the market trend.

Line of Coverage	FY18 Premium	FY19 Premium	FY20 Premium	FY21 Estimated Premium	FY 20-21 Variance	Term Expiration
Property	\$96,940	\$96,940	\$125,498	\$148,750	\$23,252	4/1/2021
Fiduciary Liability	\$8,703	\$8,853	\$9,026	\$9,026	\$0	4/1/2021
Environmental	\$42,206	\$0	\$42,862	\$0	\$0	4/1/2023

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

No DBE participation goal is applicable for this activity.

## **FISCAL IMPACT:**

The Approved FY2021 Operating Budget includes a total of \$626,701 for all insurance coverages related to property and liability. Based on the rates for the renewals in October and April, staff will be recommending a budget adjustment during the mid-year amendment of approximately \$80,000.



# LYNX Board Agenda

## Consent Agenda Item #6.C. iv

**To:** LYNX Board of Directors

**From:** Leonard Antmann  
Director Of Finance  
Christopher Plummer  
(Technical Contact)  
Nancy Navarro  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6125

**Item Name:** Authorization to Write Off Assets Pursuant to the September 30, 2020  
Physical Inventory Count and Reconciliation

**Date:** 3/25/2021

---

### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to write-off tangible fixed assets pursuant to the September 30, 2020 physical inventory count and reconciliation with a net book value in the amount of \$0.

### **BACKGROUND**

In accordance with Federal Transit Administration (FTA) Circular 5010.1D Chapter II, 3.e., LYNX performs a physical inventory of its equipment and reconciles the results to the financial records at least once every two years. As instructed by the LYNX Board, LYNX performs an annual physical inventory at the end of each fiscal year. According to current financial records, the following is the description, acquisition value, and net book value of the assets requested to be written off:

<b>Fixed Assets</b>	<b>Acquisition Value</b>	<b>Net Book Value</b>
Computer Equipment	\$5,058	\$0
Furniture and Fixtures	\$176,877	\$0
<b>Total</b>	<b>\$181,935</b>	<b>\$0</b>

The results of the September 30, 2020 physical inventory count are summarized in the table above. An itemized list is included below.

# LYNX Board Agenda

## LYNX ASSETS FY2020 Physical Inventory Recommended Disposals

System Number	Asset ID	Acquisition Date	Description	Estimated Life	Acquisition Value	Net Book Value	Due to FTA
17074	11975	11/30/2013	ADOBE CREATIVE SUITE 6-2 LICENSES	5	\$2,600	0	0
15280	10607	10/8/2012	Adobe Creative Suite and Design 6	5	\$1,878	0	0
14612	10452	8/14/2012	Final Cut Pro X Software	5	\$300	0	0
14615	10453	8/14/2012	MS Office for Mac Version	5	\$280	0	0
			<b>Total Computer Equipment</b>		<b>\$5,058</b>	0	0
16323	11188	12/31/2012	ONSSI CCTV CAMERA LICENSE	5	\$79,321	0	0
11788	070104IA	10/1/2006	Pelco Integration Equipment, Security	5	\$11,750	0	0
18349	12986	1/8/2015	Retain OW to Exchange/365, Personal Archiving to PST	5	\$10,200	0	0
18476	13005	2/28/2015	AUTO CAD 2015	5	\$5,018	0	0
11213	070104M	9/30/2005	Lock, Security	5	\$3,582	0	0
13744	9645	3/4/2011	2 Bar Lights for Ford Escapes	5	\$3,309	0	0
13925	9980	9/30/2011	Security Camera # 2 LCS DVR 1	5	\$3,111	0	0
13921	9976	9/30/2011	Security Camera #7 LCS DVR 1	5	\$2,875	0	0
13923	9978	9/30/2011	Security Camera #16 LCS DVR 4	5	\$2,822	0	0
13924	9979	9/30/2011	Security Camera #2 LCS DVR #1	5	\$2,822	0	0
13922	9977	9/30/2011	Security Camera #12 LCS DVR 4	5	\$2,263	0	0
13920	9975	9/30/2011	Security Camera #9 LCS DVR 1	5	\$2,062	0	0
18348	12985	1/2/2015	Primavera P6 Professional Project Management	5	\$2,025	0	0
13601	9521	11/4/2010	Emergency Lights for Dodge Charger Set # 2	5	\$1,865	0	0
8433	4142	12/15/2004	Bench Seat LCS Main Terminal	5	\$1,683	0	0
8444	4153	12/15/2004	Bench Seat LCS Main Terminal	5	\$1,683	0	0
8434	4143	12/15/2004	Bench Seat LCS Main Terminal	5	\$1,683	0	0
8435	4144	12/15/2004	Bench Seat LCS Main Terminal	5	\$1,683	0	0
8436	4145	12/15/2004	Bench Seat LCS Main Terminal	5	\$1,683	0	0
8437	4146	12/15/2004	Bench Seat LCS Main Terminal	5	\$1,683	0	0
8438	4147	12/15/2004	Bench Seat LCS Main Terminal	5	\$1,683	0	0
8439	4148	12/15/2004	Bench Seat LCS Main Terminal	5	\$1,683	0	0
8440	4149	12/15/2004	Bench Seat LCS Main Terminal	5	\$1,683	0	0
8441	4150	12/15/2004	Bench Seat LCS Main Terminal	5	\$1,683	0	0
8442	4151	12/15/2004	Bench Seat LCS Main Terminal	5	\$1,683	0	0
8443	4152	12/15/2004	Bench Seat LCS Main Terminal	5	\$1,683	0	0
5037	1738	7/7/1999	MOBILE WORK PLATFORM	5	\$1,339	0	0
5070	1764	8/17/1999	MOBIL WORK PLATFORM	5	\$1,339	0	0
13919	9974	9/30/2011	Security Camera #5 LCS DVR 2	5	\$1,114	0	0
18347	12984	1/2/2015	Planswift Professional 9.5	5	\$950	0	0

# LYNX Board Agenda

System Number	Asset ID	Acquisition Date	Description	Estimated Life	Acquisition Value	Net Book Value	Due to FTA
14581	10404	6/1/2012	Integration Cabling ARBOC 101-211	5	\$565	0	0
14583	10406	6/1/2012	Integration Cabling ARBOC 103-211	5	\$565	0	0
14584	10407	6/1/2012	Integration Cabling ARBOC 104-211	5	\$565	0	0
14585	10408	6/1/2012	Integration Cabling ARBOC 105-211	5	\$565	0	0
7454	3855	8/1/2003	Fan - Circulator Mobile 36"	5	\$551	0	0
8515	4224	12/22/2004	Work Platform Cotterman Steel	5	\$493	0	0
8516	4225	12/22/2004	Work Platform Cotterman Steel	5	\$493	0	0
9530	4940	11/30/2004	Nexwatch Door Control Board NuTech Sec Sys	5	\$450	0	0
9531	4941	11/30/2004	Nexwatch Door Control Board NuTech Sec Sys	5	\$450	0	0
9532	4942	11/30/2004	Nexwatch Door Control Board NuTech Sec Sys	5	\$450	0	0
9533	4943	11/30/2004	Nexwatch Door Control Board NuTech Sec Sys	5	\$450	0	0
9534	4944	11/30/2004	Nexwatch Door Control Board NuTech Sec Sys	5	\$450	0	0
9535	4945	11/30/2004	Nexwatch Door Control Board NuTech Sec Sys	5	\$450	0	0
9536	4946	11/30/2004	Nexwatch Door Control Board NuTech Sec Sys	5	\$450	0	0
9537	4947	11/30/2004	Nexwatch Door Control Board NuTech Sec Sys	5	\$450	0	0
9538	4948	11/30/2004	Nexwatch Door Control Board NuTech Sec Sys	5	\$450	0	0
9539	4949	11/30/2004	Nexwatch Door Control Board NuTech Sec Sys	5	\$450	0	0
9540	4950	11/30/2004	Nexwatch Door Control Board NuTech Sec Sys	5	\$450	0	0
9541	4951	11/30/2004	Nexwatch Door Control Board NuTech Sec Sys	5	\$450	0	0
9542	4952	11/30/2004	Nexwatch Door Control Board NuTech Sec Sys	5	\$450	0	0
9543	4953	11/30/2004	Nexwatch Door Control Board NuTech Sec Sys	5	\$450	0	0
9544	4954	11/30/2004	Nexwatch Door Control Board NuTech Sec Sys	5	\$450	0	0
9545	4955	11/30/2004	Nexwatch Door Control Board NuTech Sec Sys	5	\$450	0	0
9546	4956	11/30/2004	Nexwatch Door Control Board NuTech Sec Sys	5	\$450	0	0
9547	4957	11/30/2004	Nexwatch Door Control Board NuTech Sec Sys	5	\$450	0	0
9548	4958	11/30/2004	Nexwatch Door Control Board NuTech Sec Sys	5	\$450	0	0
9549	4959	11/30/2004	Nexwatch Door Control Board NuTech Sec Sys	5	\$450	0	0
9550	4960	11/30/2004	Nexwatch Door Control Board NuTech Sec Sys	5	\$450	0	0
9551	4961	11/30/2004	Nexwatch Door Control Board NuTech Sec Sys	5	\$450	0	0
9552	4962	11/30/2004	Nexwatch Door Control Board NuTech Sec Sys	5	\$450	0	0
9553	4963	11/30/2004	Nexwatch Door Control Board NuTech Sec Sys	5	\$450	0	0
9554	4964	11/30/2004	Nexwatch Door Control Board NuTech Sec Sys	5	\$450	0	0
9557	4967	11/30/2004	Nexwatch Door Control Board NuTech Sec Sys	5	\$450	0	0
9558	4968	11/30/2004	Nexwatch Door Control Board NuTech Sec Sys	5	\$450	0	0
17078	11978	11/30/2013	MS OFFICVE FOR MAC 2011-licenses	5	\$440	0	0
18887	13858	10/1/2015	Graphics Card Risk Viewing DVI Cable	5	\$435	0	0
8513	4222	12/21/2004	Work Platform 6' Mobile	5	\$365	0	0
8514	4223	12/21/2004	Work Platform 6' Mobile	5	\$365	0	0

# LYNX Board Agenda

System Number	Asset ID	Acquisition Date	Description	Estimated Life	Acquisition Value	Net Book Value	Due to FTA
5448	2294	4/27/2000	CHAIR-LAZY BOY HIGH BACK EXECUTIVE	5	\$343	0	0
18590	13090	6/1/2015	Hyena Software	5	\$329	0	0
4542	2371	9/30/1998	CHAIR	5	\$317	0	0
6135	2899A	9/30/2001	LOCKERS-VANGUARD INSTALLATION FEE	5	\$250	0	0
11215	0701040	9/30/2005	Lock, Security	5	\$123	0	0
			<b>Total Furniture and Fixtures</b>		<b>\$176,877</b>	0	0
			<b>Grand Total</b>		<b>\$181,935</b>	0	0

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

No DBE participation goal is applicable for this activity.

## **FISCAL IMPACT**

The fiscal impact is \$0. The net book value of the assets written-off and the amount due to FTA is also \$0.

# LYNX Board Agenda

## Consent Agenda Item #6.C. v

**To:** LYNX Board of Directors

**From:** Terri Settington  
Director Of Human Resources  
Terri Settington  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6106

**Item Name:** Authorization to Extend the Employment Benefits Provided for Under the Families First Coronavirus Response Act (FFCRA) Related to Emergency Paid Sick Leave (EPSL)

**Date:** 3/25/2021

---

### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to extend the employment benefits provided for under the Families First Coronavirus Response Act ("FFCRA") related to the Emergency Paid Sick Leave ("EPSL"), to June 30, 2021.

### **BACKGROUND:**

The FFCRA expired December 31, 2020 and previously contained several employment benefits, including the payment of up to 80 hours of paid sick time at the employee's regular rate of pay when the employee was ill or quarantined due to a personal exposure to COVID-19.

The subsequent relief packages passed by Congress and signed into law provided a tax credits for businesses that voluntarily extended this emergency leave to employees. Although these tax credits do not apply to public employers, LYNX has extended the EPSL provision on a voluntary basis and at its expense. The LYNX Board of Directors approved the extension of these benefits through March 31, 2021 at its January 28, 2021 meeting.

Staff is only requesting authorization to extend one benefit of the FFCRA, through June 30, 2021, consisting of emergency paid sick time (up to 80 hours) at an employee's regular rate of pay when a LYNX employee is quarantined or ill due to their personal exposure to COVID-19. The maximum of 80 hours would include any time already utilized under the FFCRA in 2020. This benefit would be available to all employees, including seasonal/temporary staff.

# LYNX Board Agenda

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

A DBE participation goal is not applicable for this activity.

## **FISCAL IMPACT:**

During COVID-19 Pandemic, staff have not been taking as much vacation leave. As such there is sufficient staff to cover all routes. LYNX staff does not anticipate an additional fiscal impact from extending this provision as described above.

# LYNX Board Agenda

## Action Agenda Item #7.A

**To:** LYNX Board of Directors

**From:** Bruce Detweiler  
Interim Director Of Plan And Development  
Bruce Detweiler  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6136

**Item Name:** Authorization to Implement April 25, 2021 Service Changes

**Date:** 3/25/2021

---

### **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 25, 2021.

### **BACKGROUND:**

On September 24, 2020, 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 25, 2021. One in-person public hearing/workshop was held on March 2, 2021 and a virtual service change hearing/workshop was held on March 3, 2021. LYNX customers and the public provided input on the service changes at the following workshops/public hearings:

Date/Time: Tuesday, March 2, 2021, 4-6 PM  
Location: LYNX Central Station, Orlando, FL

Date/Time: Wednesday, March 3, 2021, 5-7 PM  
Location: Virtual

More details on these events can be found on our website at [www.golynx.com](http://www.golynx.com)

The public comment period for the proposed service changes ran from February 17, 2021, through March 19, 2021. Public notices for the service change information and the public meetings were posted in the LYNX Central Station terminal lobby and bus bays, at SuperStops throughout the service area, on [www.golynx.com](http://www.golynx.com), and on LYNX social media sites including Facebook and Twitter.

# LYNX Board Agenda

## **PROPOSED SERVICE CHANGES:**

- Schedule adjustments on Links 34, 51, and 104.
- Route and/or schedule adjustments on Link 10.
- Bus stop changes for Links 61 (LYMMO Lime) and 62 (LYMMO Grapefruit).

## **April 25 Service Proposal**

### **SCHEDULE ADJUSTMENTS**

- **Link 34** – N. U.S. 17-92/Sanford (Seminole County) – Minor schedule adjustments.
- **Link 51** – Conway Road/Orlando International Airport (Orange County) – Minor schedule adjustments.
- **Link 104** – East Colonial Drive (Orange County) – Minor schedule adjustments.

### **ROUTE and SCHEDULE ADJUSTMENTS**

- **Link 10** – East U.S. 192/St. Cloud (Osceola County) – Minor schedule change to reflect new routing. Buses no longer enter the Walmart parking lot and will operate along U.S. 192, Commerce Center Drive, Old Canoe Creek, U.S. 192 to regular route.

### **BUS STOP CHANGES**

- **Link 61** – LYMMO Lime Line (Orange County) – Move bus stop at North Garland Ave./West Robinson St. to North Garland Ave./West Jefferson St. permanently.
- **Link 62** – LYMMO Grapefruit Line (Orange County) – Consolidate bus stops at West Central Blvd./Orange Ave. and East Central Blvd./Magnolia Ave. into one new bus stop located at East Central Blvd./South Court Ave.

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

A DBE participation goal is not applicable for this Activity.

### **FISCAL IMPACT:**

LYNX Staff anticipates the changes proposed to be budget neutral.



# LYNX Board Agenda

## Action Agenda Item #7.B

**To:** LYNX Board of Directors

**From:** Leonard Antmann  
Director Of Finance  
Christopher Plummer  
(Technical Contact)  
Nancy Navarro  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6125

**Item Name:** Authorization to Approve FY2020 Comprehensive Annual Financial Report and Subsequent Submittal to the Government Financial Officers Association's (GFOA) Certificate of Achievement Program

**Date:** 3/25/2021

---

### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to Authorize Approval of the FY2020 Comprehensive Annual Financial Report and Subsequent Submittal to the Government Financial Officers Association's (GFOA) Certificate of Achievement Program.

### **BACKGROUND:**

In accordance with Chapter 218.39, Florida Statutes, LYNX is required to have an annual financial audit performed by an independent certified public accountant.

The Single Audit Act Amendments of 1996 require state or local governments that receive at least \$750,000 in Federal financial assistance in a year to have an independent audit conducted for that year in accordance with the Office of Management and Budget (OMB) Circular A-133. The State of Florida recently enacted similar legislation, the Florida Single Audit Act, related to audits of State financial assistance Pursuant to these Acts, LYNX's independent certified public accountants, MSL, PA CPAs & Advisors, have conducted the audit for the fiscal year ended September 30, 2020.

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

No DBE participation goal is applicable for this activity.

# LYNX Board Agenda

## **FISCAL IMPACT:**

There is no fiscal impact associated with this activity.

# LYNX Board Agenda

## Information Item A

**To:** LYNX Board of Directors

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

**Phone:** 407.841.2279 ext: 6125

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

**Date:** 3/25/2021

---

### LYNX Liability Claim Settlements February 1 – February 28, 2021

Claimant Name	Accident Date	Accident Type	Settlement Amount	Date of Check
Marisol Malpica	2/1/2021	PD	\$640.00	2/4/2021
SubriIQ (Mercury aso Marixa Cummings)	2/20/2018	PD	\$4,000.00	2/4/2021
Winefred Marshall	12/22/2020	PD	\$300.00	2/4/2021
E. Hernandez Trucking	1/6/2021	PD	\$6,643.47	2/25/2021
Hristo Karaivanov	12/21/2020	PD	\$2,832.03	2/4/2021
First Choice PA fbo Leroy Pollard	5/28/2019	BI	\$12,000.00	2/4/2021
Trial Pro (Barbara Parker)	5/8/2019	BI	\$35,000.00	2/12/2021
Michael T. Gibson, PA, Trust Account f/b/o James Seay.	3/23/2020	BI	\$3,000.00	2/12/2021
Phillips Buick GMC Truck Inc (Ken Stack)	12/23/2020	PD	\$5,163.53	2/18/2021
Morgan and Morgan, fbo Archie Lawrence III	9/28/2018	BI	\$30,000.00	2/18/2021
Morgan and Morgan, fbo Willard Gunsalus	12/13/2016	BI	\$20,000.00	2/18/2021
Avita M Samaroo Law PA Trust Account fbo Maritza Miranda	9/18/2018	BI	\$10,000.00	2/18/2021
Friedland & Associates fbo Rosana Julien	9/3/2015	BI	\$5,000.00	2/18/2021
State Farm (Christopher Smith)	3/1/2020	PD	\$1,384.02	2/25/2021
Morgan & Morgan, P.A. Trust o/b/o MARIA TABARES	4/30/2018	BI	\$35,000.00	2/25/2021

# LYNX Bard Agenda

Phillips Buick GMC Truck Inc (Ken Stack)	12/23/2020	PD	\$95.57	2/25/2021
State Farm (Samuel Letson)	3/11/2020	PD	\$2,423.56	2/25/2021
Capitol One Auto Finance	12/20/2020	PD	\$27,135.00	2/24/2021

# LYNX Board Agenda

## Monthly Report A

**To:** LYNX Board of Directors

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

**Phone:** 407.841.2279 ext: 6206

**Item Name:** Communications Report

**Date:** 3/25/2021

---

### **LYNX Community Events and Outreach - February 2021**

<b>Day</b>	<b>Event Name</b>	<b>Description</b>
	No events.	

### **LYNX Press Releases | Media Notes: February 2021**

FEB. 11	LYNX to Hold Public Workshops and Hearings for April 2021 Service Proposal
FEB. 19	LYNX Feb. 25 Board of Directors and Oversight Committee Meetings Time Change

# LYNX Board Agenda

## February 2021 – LYNX News Articles

To view the articles below please copy and paste the link into a browser.

Feb. 4	WFTV Orlando – Karla Ray <a href="#">Advocates lobby for seniors with disabilities to have easier access to COVID-19 vaccine</a>
Feb. 6	Washington Post <a href="#">As transit agencies ramp up mask enforcement, Congress airs concerns about safety of transportation workers</a>
Feb. 7	<a href="#">WESH Orlando</a> <a href="#">Transportation options for Central Florida seniors in need of COVID-19 vaccinations</a>
Feb. 12	<a href="#">Orange County Government Florida</a> <a href="#">LYNX and Orange County Government Announce FREE Rides for Seniors to the Convention ...</a>
	WKMG News 6 & ClickOrlando <a href="#">Lynx offers seniors with appointments a ride to Orange County Convention Center vaccine site</a>
Feb. 15	WKMG News 6 & ClickOrlando <a href="#">Increased vaccine distribution coming to area within weeks</a>
Feb. 19	WFTV Orlando <a href="#">Lynx, Orange County partner to offer free rides to convention center for COVID-19 vaccines</a>
Feb. 22	Orlando Business Journal <a href="#">Orlando transportation agencies plot rebound from travel drop-off</a>
Feb. 23	Orlando Business Journal <a href="#">Lynx considers new Osceola County operations and vehicle maintenance facility</a>
Feb. 24	WKMG News 6 & ClickOrlando <a href="#">Lynx offers rides to Osceola vaccination site for seniors with appointments</a>
	Osceola News-Gazette <a href="#">LYNX will provide transportation to Osceola vaccination site</a>

# LYNX Board Agenda

## February 2021 – LYNX Social Media

Feb 1	It's the start of a new month and the sky is the limit. Dream big and never stop reaching.
Feb 2	Phil predicts another six weeks of winter! In other words, we'll have six more weeks of Florida "winter". Service Alert: Delaney Avenue between E Gore Street and Briercliff Drive will be closed starting Monday, Feb. 1 through Monday, Mar. 15 for road construction. Response to complaints on the late notice of the road closure. In accordance with CDC guidelines, masks or face coverings are mandatory on all LYNX buses and facilities. Response to comments that everyone should be wearing a mask and it should be enforced.
Feb 3	DYK? LYMMO buses are fare-free. They also operate in their bus-only lanes providing a non-congested route in downtown Orlando. Response to riders comment that their phone was lost on bus 7.
Feb 4	A throwback to the days when horse-drawn cars, wagons, and bicycles were the primary means of local transportation. Response to complaint that the bus driver and some passengers are not wearing a mask when its mandatory on bus 260-416. We will always have a seat on our buses for all. Safely celebrating Transit Equity Day.
Feb 5	We now know how the tortoise beat the hare. He rode LYNX! Response to comment made "whoever took this picture did a good job."
Feb 6	Together we can crush COVID!
Feb 7	Gathering virtually or with the people you live with is the safest way to celebrate the <a href="#">#BigGame</a> .
Feb 8	The perfect blend for a morning pick-me-up.
Feb 9	We all can help speed up the boarding process by:
Feb 10	Together, we can fight <a href="#">#COVID</a> by wearing a mask, washing your hands and staying six feet apart.
Feb 11	Please take a look at our April Service Proposal. We will be holding two Public Workshops/Hearings on Mar. 2 & 3 to gather feedback on these proposed changes. Response to question on where will Link 10 end its route heading eastbound. LYNX will be following a normal weekday schedule for Presidents Day on Monday, February 15. Lennox on a zoom call today: "I'm here live and yes, I'm a cat." Repost: Seniors with a Vaccine Appointment at the Orange County Convention Center: If you have an appointment for the COVID-19 vaccine at the Orange County Convention Center but you do not have transportation, call 3-1-1 to find out how to qualify for a free ride from Central Florida Regional Transportation Authority (LYNX).

# LYNX Board Agenda

Feb 12	Take a spin into the weekend at this iconic attraction. Response to riders comment that they will not ride any buses until enough people are vaccinated.
Feb 13	What do you call a group of pelicans? (Multiple Choice Question) Reminder: LYNX will be following a normal weekday schedule for Presidents Day on Monday, Feb. 15.
Feb 14	Wishing you all a very Happy Valentine's Day!
Feb 15	Happy <a href="#">#PresidentsDay!</a>
Feb 16	Service Alert: A new westbound bus stop has been installed at W Irlo Bronson Memorial Hwy. and Silk Dr., as indicated below. This is what we call a case of the winter blues in Orlando.
Feb 17	Notice of Public Hearing and Workshop Event Post Mar 2. Notice of Public Hearing and Workshop Event Post Mar 3. If you have an appointment for the COVID-19 vaccine at the Orange County Convention Center but do not have transportation, call 3-1-1 to find out how to qualify to get a free ride. Today is a good day to remember to be kind to one another. Response to riders comment of sharing their birthday with today's national holiday (Random Acts of Kindness Day).
Feb 18	Thank you for riding with us and doing your part to keep each other safe by wearing a mask. Service Alert: Effective Monday, Feb. 22, the Link 58 and 111 bus stops on Universal Blvd. and Destination Pkwy. will be relocated as indicated below. Service Alert: Effective Monday, Feb. 22, the Link 125 bus stops at Mills Ave. and Colonial Dr. will be relocated as indicated below.
Feb 19	Looking ahead to a bright weekend! Please note that the LYNX Oversight Committee Meeting for Feb. 25 will now be at 1:30 p.m. Service Alert: On Sunday, Feb. 21, Link 55 & 56 bus stops along U.S. 192 between Bamboo Lane and S.R. 417 will have periodic closures due to construction.
Feb 20	Feeling good and enjoying the warm sunshine on this beautiful Saturday here at Lake Eola Park. Have a great Saturday!
Feb 21	Service Alert Reminder: Today, Feb. 21, Link 55 & 56 bus stops along U.S. 192 b/w Bamboo Lane & S.R. Service Alert Reminder: Effective Monday, Feb. 22, the Link 125 bus stops at Mills Ave. and Colonial Dr. will be relocated as indicated below. Service Alert Reminder: Effective tomorrow, Feb. 22, the Link 58 and 111 bus stops on Universal Blvd. and Destination Pkwy. will be relocated as indicated below.
Feb 22	Don't forget your face mask! It is mandatory onboard all LYNX services. Attention: LYNX will be updating a system that supplies information to LYNX Bus Tracker.
Feb 23	Good Tuesday morning from <a href="#">#DowntownOrlando!</a> Stay safe and have a great day.



# LYNX Board Agenda

	<p>As we celebrate <a href="#">Black History Month</a>, we want to take a moment to honor a transportation pioneer, Garrett Morgan, also known as the Father of Transportation Technology and inventor of the three-position traffic light signal.</p> <p>Repost: Do you have an appointment for your COVID-19 vaccine and are 65 or over and have no vehicle? I worked with Lynx to arrange transportation.</p>
Feb 24	<p>A reminder that the LYNX Oversight Committee Meeting for tomorrow, Feb. 25, will now be at 1:30 p.m.</p> <p>Service Alert: On Feb. 26, the Link 104 bus stop at Alafaya Trail and Rhode Island St. will be removed as indicated below.</p> <p>Response to riders comment regarding Link 104 at Alafaya Trail route being remove is an inconvenience.</p> <p>Service Alert: On Saturday, Feb. 27 and Sunday, Feb. 28, streets around Camping World Stadium will be closed due to Monster Jam.</p>
Feb 25	<p>The LYNX Board of Directors and Oversight Committee meetings are being held today at LYNX Central Station.</p> <p>Repost: Proud of what our community can accomplish when we work collaboratively!</p>
Feb 26	<p>Service Alert: Effective today, the Link 104 bus stop at Alafaya Trail and Rhode Island St. will be removed as indicated below.</p> <p>Today we honor Gladys Mae West, responsible for developing a system that we rely on in most cars, airplanes and smartphones.</p> <p>Service Alert Reminder: On Saturday, Feb. 27 and Sunday, Feb. 28, streets around Camping World Stadium will be closed due to Monster Jam.</p>
Feb 27	<p>Clear blue skies and warm temps create a great opportunity to get out and enjoy the outdoors.</p>
Feb 28	<p>Peace, calm and palm trees!</p>

# LYNX ard Agenda

Social Media Usage	February 2021
Facebook Daily Total Reach: The number of people who have seen any content associated with our Page. (Unique Users)	12,088
Facebook Daily Total Impressions: The number of times any content from your Page or about your Page entered a person's screen. This includes posts, stories, check-ins, ads, social information from people who interact with your Page and more. (Total Count)	24,281
Total Facebook Posts	53
Facebook Engagement: The sum of reactions, comments and shares received by content associated with your Pages (for the selected timeframe). Includes comments from the author of the post.	793 Engagement: 597 Reactions, 104 Comments, 92 Shares
Total Tweets	58
Twitter Engagement: The sum of interactions received for the tweets published in the selected timeframe: retweets, replies and likes.	144 Engagement: 98 Likes,
Website Usage	
Total Page Views	274,618
Total User Visits	41,482

# LYNX Board Agenda

## Commuter Vanpool Program

<b>Vanpool</b>	<b>February 2021</b>
Vanpool Participants	650*
Total Revenue Miles	145,539*
New Vanpool	1
Returned Vanpools	1
Current Vans at Service	136
Pending Interests	Orlando VA
Events	None

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

## Advertising Sales

<b>Advertising Sales Revenue</b>	<b>Jan. 2021</b>	<b>Feb. 2021</b>	<b>FY21 Total</b>
Sales Revenue	\$221,551.10	\$304,906.10	\$ 1,392,312.20

\* TBD – reported by advertising agency on or after the 16<sup>th</sup> day of each month.

# LYNX Board Agenda

## Monthly Report B

**To:** LYNX Board of Directors

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

**Phone:** 407.841.2279 ext: 6169

**Item Name:** Mobility Service Reports

**Date:** 3/25/2021

---

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



# Mobility Management Services

March 25, 2021

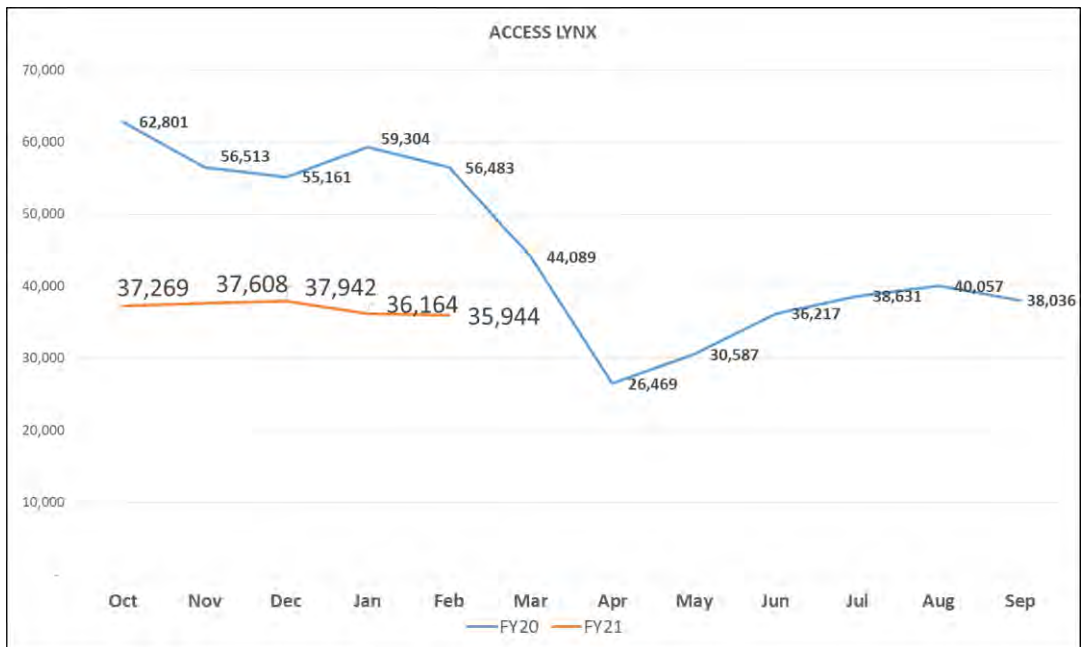


## Total Trips FY20/FY21

### Month-to-Month Comparison

Access LYNX Month to Month - FY21													
	Oct-20*	Nov-20*	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	YTD-21
Orange	24,370	24,575	24,984	23,720	23,387								96,666
Seminole	7,360	7,512	7,089	6,852	6,955								28,408
Osceola	5,539	5,521	5,869	5,592	5,602								22,584
<b>SYSTEM TOTAL</b>	37,269	37,608	37,942	36,164	35,944	-	-	-	-	-	-	-	147,658

\*estimated trip counts [Oct 2020 - Nov 2020]





## Total Trips Year over Year

Access LYNX - Total Trips - ORANGE County			
	Feb-20	Feb-21	% Δ
Dialysis	10,909	8,465	-22.4%
Employment	9,949	5,991	-39.8%
Personal/Recreational	7,304	3,746	-48.7%
Medical	4,493	3,084	-31.4%
Shopping	543	654	20.4%
Education/Daycare	4,652	1,128	-75.8%
Functional Assessment	126	64	-49.2%
COVID Dialysis	0	75	100.0%
COVID Testing	0	0	0.0%
COVID Vaccination	0	180	100.0%
<b>SYSTEM TOTAL</b>	37,976	23,387	-38.4%

Access LYNX - Total Trips- Seminole County			
	Feb-20	Feb-21	% Δ
Dialysis	2,595	2,233	-13.9%
Employment	3,362	1,884	-44.0%
Personal/Recreational	2,266	1,210	-46.6%
Medical	1,255	952	-24.1%
Shopping	128	169	32.0%
Education/Daycare	1,204	463	-61.5%
Functional Assessment	22	9	-59.1%
COVID Dialysis	0	2	100.0%
COVID Testing	0	0	0.0%
COVID Vaccination	0	33	100.0%
<b>SYSTEM TOTAL</b>	10,832	6,955	-35.8%

Access LYNX - Total Trips- Osceola County			
	Feb-20	Feb-21	% Δ
Dialysis	2,294	2,243	-2.2%
Employment	2,085	1,391	-33.3%
Personal/Recreational	1,459	798	-45.3%
Medical	1,042	743	-28.7%
Shopping	62	109	75.8%
Education/Daycare	688	263	-61.8%
Functional_Assessment	45	22	-51.1%
COVID Dialysis	0	11	100.0%
COVID Testing	0	0	0.0%
COVID Vaccination	0	22	100.0%
<b>SYSTEM TOTAL</b>	47 of 62 7,675	5,602	-27.0%



## Total Trips By Provider

Month-to-Month Comparison

Access LYNX - Total Trips by Provider			
	Jan-21	Feb-21	% Δ
MV	36,164	35,944	-0.6%
<b>SYSTEM TOTAL</b>	36,164	35,944	-0.6%

Year-to-Year Comparison

Access LYNX - Total Trips by Provider			
	Feb-20	Feb-21	% Δ
MV	38,976	35,944	-7.8%
Mears	13,891	0	-100.0%
OWL	2,376	0	-100.0%
UZURV	1,240	0	-100.0%
<b>SYSTEM TOTAL</b>	56,483	35,944	-36.4%





## Total Trips FY20/FY21

Trips by Purpose

Access LYNX - All Counties - Year over Year			
	Feb-20	Feb-21	% Δ
Dialysis	15,798	12,941	-18.1%
Employment	15,396	9,266	-39.8%
Personal/Recreational	11,029	5,754	-47.8%
Medical	6,790	4,779	-29.6%
Shopping	733	932	27.1%
Education/Daycare	6,544	1,854	-71.7%
Functional Assessment	193	95	-50.8%
COVID Dialysis	0	88	100.0%
COVID Testing	0	0	0.0%
COVID Vaccination	0	235	100.0%
<b>SYSTEM TOTAL</b>	<b>56,483</b>	<b>35,944</b>	<b>-36.4%</b>



## Clients FY20/FY21

### Month-to-Month Comparison

Access LYNX - Clients Served			
	Jan-21	Feb-21	% Δ
Clients Served	2,856	2,940	2.9%
<b>SYSTEM TOTAL</b>	2,856	2,940	2.9%

### Year to Year Comparison

Access LYNX - Clients Served			
	Feb-20	Feb-21	% Δ
Clients Served	4,311	2,940	-31.8%
<b>SYSTEM TOTAL</b>	4,311	2,940	-31.8%



## Eligibility Processing Status

Access LYNX - Eligibility Applications												
Program	October	November	December	January	February	March	April	May	June	July	August	September
ADA - New	153	104	176	136	108							
TD - New	81	62	75	65	62	0	0	0	0	0	0	0
Sub - Total	234	166	251	201	170							
ADA- Recert	257	167	242	190	214							
TD-Recert	69	42	59	54	54	0	0	0	0	0	0	0
Sub- Total	326	209	301	244	268							
TOTAL New and	560	375	552	445	438	0	0	0	0	0	0	0
Other	73	28	52	42	34							
Total Denied	117	64	118	31	34							
<b>SYSTEM TOTAL</b>	<b>677</b>	<b>439</b>	<b>670</b>	<b>476</b>	<b>472</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

FY21 Total Eligible Clients - By Month												
	October	November	December	January	February	March	April	May	June	July	August	September
AM	7449	7312	7248	7133	7044							
WC	5124	5067	5032	4873	4794							
Both	9	7	7	7	7							
<b>SYSTEM TOTAL</b>	<b>12,582</b>	<b>12,386</b>	<b>12,287</b>	<b>12,013</b>	<b>11,845</b>							



## Call Center FY20/FY21

Year to Year Comparison

Access LYNX - Call Center			
	Feb-20	Feb-21	% Δ
Average Speed of Answer	9m 06s	0m 48s	-91.2%
Average Talk Time	2m 52s	3m 2s	5.8%
Abandoned Calls	21,221	1,976	-90.6%
Handled Calls	40,663	40,582	-0.2%
Percent Calls Handled	66%	95%	30.0%
<b>Total Calls</b>	<b>61,884</b>	<b>42,558</b>	<b>-31.2%</b>

# LYNX Board Agenda

## Monthly Report C

**To:** LYNX Board of Directors

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

**Phone:** 407.841.2279 ext: 6125

**Item Name:** Monthly Financial Report - December 2020

**Date:** 3/25/2021

---

Please find attached the preliminary monthly financial report for the third month ending December 31, 2020.

CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY d/b/a LYNX  
 STATEMENTS OF REVENUES AND EXPENSES  
 For the Three Months Ending December 31,

	As of 12/31/2020		% Actual compared to budget
	Budget	Actual	
<b>REVENUE</b>			
Customer fares	\$ 3,938,327	\$ 3,157,753	80%
Contract services	1,895,350	1,667,333	88%
Advertising	543,151	881,908	162%
Interest & Other income	258,145	161,853	63%
Federal Revenue	905,246	191,616	21%
CARES Federal Revenue	16,000,000	14,799,000	92%
State Revenue	3,568,287	3,360,100	94%
Local Revenue	2,197,563	2,128,551	97%
Local Revenue Funding Partner	17,855,523	17,855,532	100%
<b>TOTAL REVENUE</b>	<b>\$ 47,161,591</b>	<b>\$ 44,203,646</b>	<b>94%</b>
<b>EXPENSE</b>			
Salaries, Wages & Fringe Benefits	\$ 22,832,860	\$ 22,161,330	97%
Other services	3,774,278	1,554,514	41%
Fuel	3,039,681	2,355,248	77%
Materials and supplies	2,457,245	1,521,187	62%
Utilities	395,386	308,686	78%
Casualty & Liability	683,991	545,933	80%
Taxes and licenses	149,517	167,849	112%
Purchased transportation services	7,916,795	5,517,261	70%
Leases & Miscellaneous	435,562	253,705	58%
Interest Expense	6,035	0	0%
<b>TOTAL EXPENSE</b>	<b>\$ 41,691,349</b>	<b>\$ 34,385,714</b>	<b>82%</b>
<b>OPERATING GAIN/(LOSS)</b>	<b>\$ 5,470,242</b>	<b>\$ 9,817,933</b>	<b>179%</b>

# LYNX Board Agenda

## Monthly Report D

**To:** LYNX Board of Directors

**From:** Bruce Detweiler  
Interim Director Of Plan And Development  
Bruce Detweiler  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6136

**Item Name:** Planning and Development Report

**Date:** 3/25/2021

---

### **STRATEGIC PLANNING, SERVICE PLANNING AND GIS:**

#### **Strategic Planning –**

- Staff continue to support the update to the agency's Transit Asset Management (TAM) Plan
- Staff are working with the Procurement Department to issue the Request for Proposals for site suitability analysis for a southern operations and maintenance facility.
- Staff are reviewing the Executive Summary for the counties' future transit services plans
- Staff have completed the interviews for two intern positions and look forward to working with the students this summer
- Staff have begun work supporting the Mobility Services Department with the annual update to the Transportation Disadvantaged Service Plan (TDSP)

#### **Service Planning –**

- Continued work on the Bus Stop Assessment program
- Staff completed public hearings held on March 2 and 3 for the April Service Change.

# LYNX Board Agenda

- Successful completion and submittal of the National Transit Database Year 2020 report.

## **Geographical Information Systems (GIS) –**

- The GIS team is working through staffing shortages. A total of two (2) GIS analyst positions remains vacant. In the interim, support from Strategic Planning staff, is effective in managing service stop work orders.
- Staff completed interviews for a GIS Summer internship position. Applications are now closed, and candidate-selection process is currently underway.
- Implementation of LYNX's GIS home site is now in production. The mission critical mapping applications with respective updates, ahead of periodic service changes, is reintroduced to regular workflow schedules. The new GIS home site is now a central location for GIS maps and data products, and the General Transit Feeds Specification (GTFS) file. The efforts are a result of process evaluations sought to better support departmental needs, streamline application-data updates, and leverage current technologies via existing support agreements.
- Staff continues on-going work processing GIS requests, asset management, and mission critical data maintenance and updates.



# LYNX Board Agenda

## Monthly Report E

**To:** LYNX Board of Directors

**From:** Bruce Detweiler  
Interim Director Of Plan And Development  
Bruce Detweiler  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6136

**Item Name:** Ridership Report - January 2021

**Date:** 3/25/2021

---

The attached monthly Performance Report includes January Year-To-Date figures for ridership and other performance indicators. Total ridership for January 2021 was 1,082,709. This is a 46.2% decrease from January 2020. On-Time Performance for Fiscal Year-To-Date 2021 is 79.4%.

- LYNX overall ridership decreased by 928K, or 46.2%, compared to January 2020. Year-to-date ridership for FY-21 (4,384,122) decreased 45.2% compared to FY-20 (8,006,908)
- LYMMO ridership decreased by 28K, or 44.7%, compared to January 2020. Year-to-date ridership for FY-21 (153,318) decreased 33.2% compared to FY-20 (229,374).
- Fixed Route ridership decreased by 834K, or 45.9%, compared to January 2020. Year-to-date ridership for FY-21 (3,988,472) decreased by 45.3% compared to FY-20 (7,290,231).
- NeighborLink ridership decreased by 4K or 39.9% compared to January 2020. Year-to-date ridership for FY-21 (23,301) decreased 43.7% compared to FY-20 (41,417).
- ACCESS LYNX ridership decreased by 27K or 41.9% compared to January 2020. Year-to-date ridership for FY-21 (135,616) decreased by 47.4% compared to FY-20 (257,783).
- Vanpool ridership decreased by about 22K or 54.6% compared to January 2020. Year-to-date ridership for FY-21 (83,415) decreased by 48.2% compared to FY-20 (160,888).
- There were no special events in January 2021.



## January 2021 Service Performance Report

### RIDERSHIP

Total Ridership by Mode						
	Jan-20	Jan-21	% Δ	YTD-20	YTD-21	% Δ
LYMMO	63,936	35,376	-44.7%	229,374	153,318	-33.2%
Fixed Route	1,819,620	984,743	-45.9%	7,290,231	3,988,472	-45.3%
NeighborLink	10,007	6,012	-39.9%	41,417	23,301	-43.7%
ACCESS LYNX	65,166	37,888	-41.9%	257,783	135,616	-47.4%
Vanpool	41,187	18,690	-54.6%	160,888	83,415	-48.2%
Special Events	10,831	0	N/A	27,215	0	N/A
<b>SYSTEM TOTAL</b>	<b>2,010,747</b>	<b>1,082,709</b>	<b>-46.2%</b>	<b>8,006,908</b>	<b>4,384,122</b>	<b>-45.2%</b>

<b>January 2020:</b>	21 Weekdays	4 Saturdays	6 Sundays
<b>January 2021:</b>	20 Weekdays	5 Saturdays	6 Sundays

Average Daily Ridership by Mode									
Mode	Weekday			Saturday			Sunday		
	Jan-20	Jan-21	% Δ	Jan-20	Jan-21	% Δ	Jan-20	Jan-21	% Δ
LYMMO	2,425	1,472	-39.3%	1,425	494	-65.3%	1,218	704	-42.2%
Fixed Route	68,725	37,785	-45.0%	46,376	25,766	-44.4%	31,815	19,715	-38.0%
NeighborLink	427	273	-36.1%	261	165	-36.8%	-	-	-
ACCESS LYNX	2,542	1,448	-43.0%	1,406	964	-31.4%	724	434	-40.1%
Vanpool	1,452	179	-87.7%	396	26	-93.4%	291	38	-86.9%
<b>SYSTEM TOTAL</b>	<b>75,571</b>	<b>41,157</b>	<b>-45.5%</b>						

LYNX ridership decreased by 928K, or 46.2%, compared to January 2020. System-wide average weekday riders decreased by 45.5% year-to-date.

LYMMO ridership decreased by about 28K, or 44.7%, compared to January 2020. Average weekday ridership for LYMMO was down 39.3% in January 2021.

Fixed Route ridership decreased by 834K, or 45.9%, compared to January 2020. Average daily ridership decreased by 45.0% compared to the same time period last year. The COVID-19 pandemic is responsible for decreases in ridership.

NeighborLink ridership decreased by about 4K, or 39.9%, compared to January 2020. This is primarily due to the COVID-19 pandemic.

ACCESS LYNX ridership decreased by about 27K, or 41.9%, compared to January 2020. COVID-19 has caused a decrease in ridership.

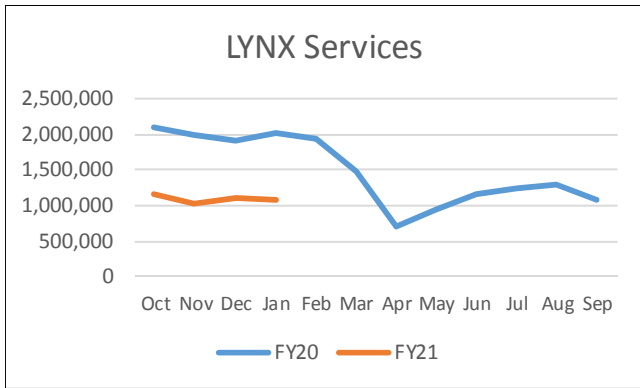
Vanpool ridership decreased by about 22K, or 54.6%, compared to January 2020. COVID-19 has caused a decrease in total Vanpool utilization.

\*According to the U.S. Energy Information Administration, the average price of gasoline in the U.S. was \$2.66/gallon in January 2020 and \$2.33/gallon in January 2021. Historically, low gas prices can result in lower public transit ridership.

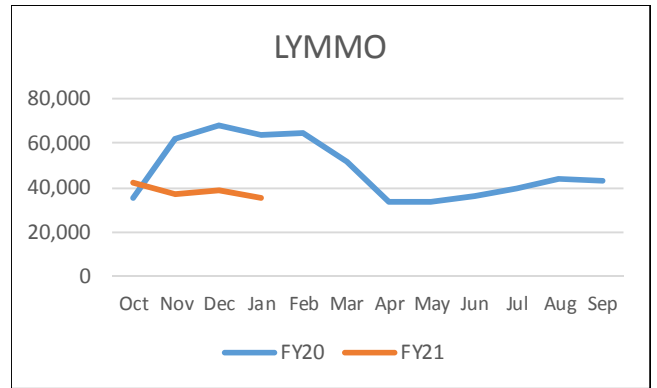


## January 2021 Service Performance Report

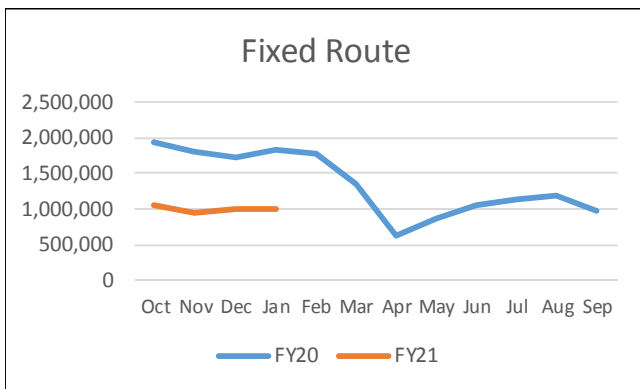
### MONTHLY RIDERSHIP TRENDS BY MODE



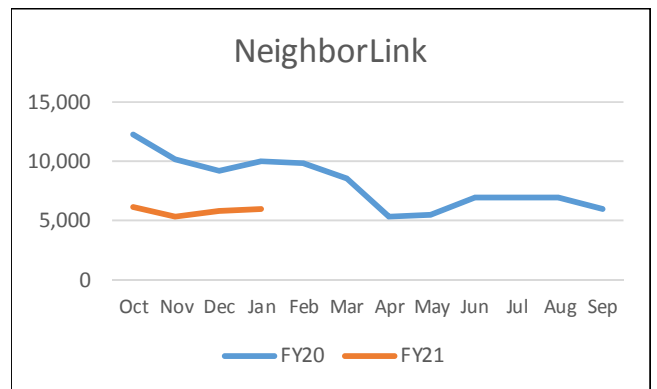
LYNX ridership decreased by 46.2% compared to the same time last year. Average weekday riders decreased by 45.5%.



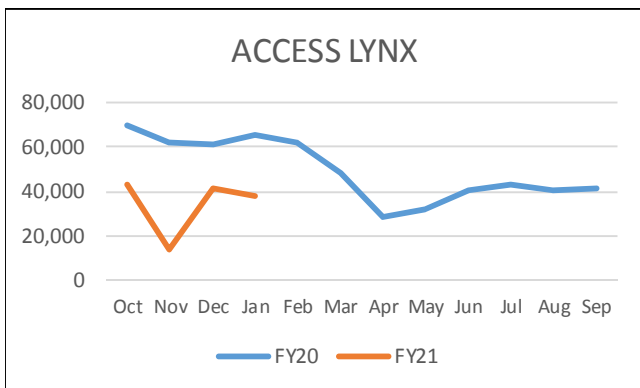
LYMMO ridership decreased by 44.7% compared to the same time last year. Average weekday riders decreased by 39.3%.



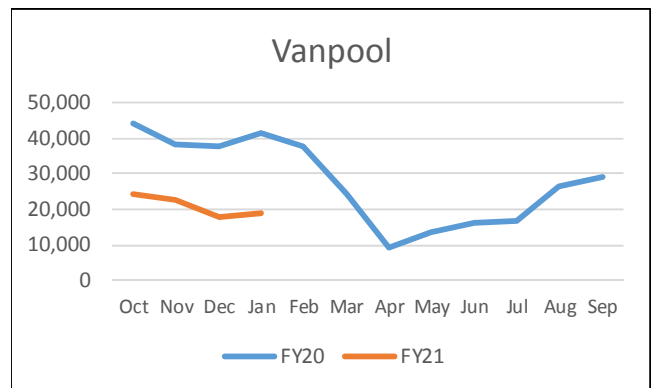
Fixed route ridership decreased 45.9% compared to January 2020. Average weekday riders decreased by 45.0%.



NeighborLink ridership decreased 39.9% compared to January 2020. Average daily riders decreased by 36.1%.



ACCESS LYNX ridership decreased by 41.9% compared to January 2020. Average daily riders were down by 43.0%.



Vanpool ridership decreased by 54.6%. Average daily riders decreased by 87.7% compared to January 2020.



January 2021 Service Performance Report

FY21 Monthly Modal Performance Data Sheet - January 2021

Month End Reporting	Ridership	Passengers per Trip	On-Time Performance	Farebox Recovery	National Transit Database Reportable Accidents	Complaints per 100,000 Miles	Total Trips Scheduled	Percentage of Scheduled Trips Operated	Fleet Availability	Preventative Maintenance Inspection Completed on Time
<b>LYMMO</b>										
Oct	42,383	5	89%	Not Applicable	1	0.17	9,320	100%	16	100%
Nov	36,616	4	89%		0	0.14	8,780	100%	16	100%
Dec	38,943	4	88%		1	0.10	9,310	100%	15	99.6%
Jan	35,376	4	88%		0	0.28	8,962	100%	17	100%
Feb										
Mar										
Apr										
May										
Jun										
Jul										
Aug										
Sep										
YTD	153,318	4	88.5%		2	0.17	36,372	100%	16	100%
<b>Fixed Route</b>										
Oct	1,041,411	12	79%	11%	8	0.17	90,806	99%	278	100%
Nov	954,102	11	79%	11%	4	0.14	84,956	99%	282	100%
Dec	1,008,216	11	79%	12%	6	0.10	90,500	99%	290	99.6%
Jan	984,743	11	81%	11%	5	0.28	89,308	99%	299	100%
Feb										
Mar										
Apr										
May										
Jun										
Jul										
Aug										
Sep										
YTD	3,988,472	11	79.4%	11%	23	0.17	355,570	99%	287	100%



## January 2021 Service Performance Report

### FY21 Monthly Modal Performance Data Sheet - January 2021

Month End Reporting	Ridership	On-Time Performance	Collected Fares	NTD Reportable Incident	Complaints per 100,000 Miles	Fleet Availability	Preventable Maintenance Inspection Completed On-Time
<b>NeighborLink</b>							
Oct	6,128	100%	100%	0	5.4	91%	100%
Nov	5,325	100%	100%	0	2.1	87%	98%
Dec	5,836	100%	100%	0	5.1	83%	97%
Jan	6,012	100%	100%	0	2.2	90%	98%
Feb							
Mar							
Apr							
May							
Jun							
Jul							
Aug							
Sep							
YTD	23,301	100%	100%	0	3.7	88%	98%
<b>ACCESS LYNX</b>							
Oct	42,724	93.06%	99.75%	0	1.7	85%	100%
Nov	13,731	89.94%	99.89%	1	2.7	86%	98%
Dec	41,273	91.87%	99.77%	1	3.1	90%	97%
Jan	37,888	91.92%	100.00%	0	7.3	90%	98%
Feb							
Mar							
Apr							
May							
Jun							
Jul							
Aug							
Sep							
YTD	135,616	91.70%	99.85%	2	3.7	88%	98%



## January 2021 Service Performance Report

### Definitions of Metrics Used on the Monthly Performance Data Sheets

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

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

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

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

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

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

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

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

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

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

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

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