

LYNX Board Agenda

Meeting Date: 3/26/2020
Meeting Time: 1:00 PM

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

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

1. Call to Order

2. Approval of Minutes

- Board of Directors Meeting Minutes 2.27.20



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 Public Awareness and Education in Accordance with FDOT Service Development Grant Pg 7

B. Miscellaneous

- i.  Authorization to Approve Renewal for Property, Environmental and Fiduciary Liability Insurance Policies Pg 9
- ii.  Authorization to Submit LYNX's 2020 Title VI Program Update to the Federal Transit Administration (FTA) Pg 11
- iii.  Authorization to Auction Surplus Capital Items and Obsolete Parts Pg 13
- iv.  Authorization to Dispose of Items Accumulated Through the Lost and Found Process Pg 16
- v.  Authorization to Write Off of Assets Pursuant to the June 30, 2019 Physical Inventory Count and Reconciliation Pg 19
- vi.  Authorization to Submit an Application to the Federal Transit Administration (FTA) for the FY2020 Competitive Funding Opportunity, Section 5339 Bus and Bus Facilities Program for Six (6) Electric Buses Pg 22
- vii.  Authorization to Extend Sub-Recipient Awards to Selected Human Services Agency Projects and to Enter into Sub-Recipient Agreements with the Selected Applicants for Section 5310 Funding, a Federal Transit Administration (FTA) Program for the Enhanced Mobility of Seniors and Individuals with Disabilities Pg 24


7. Action Agenda


- A.  Authorization to Approve FY2019 Comprehensive Annual Financial Report (CAFR) and Subsequent Submittal to the Government Financial Officers Association's (GFOA) Certificate of Achievement Program Pg 26

8. Work Session

- A.  Overview of LYNX Forward - Orange County Pg 28

9. Information Items

- A.  Notification of Settlement Agreements Pursuant to Administrative Rule 6 Pg 29

- B.  Notification of Sole Source Procurements Pursuant to Administrative Rule 4 Pg 30

-Attachments



10. Monthly Reports

- A.  Communications Report Pg 33

- B.  Mobility Service Reports Pg 42


-Attachments



- C.  Monthly Financial Report Pg 56

-Attachments



- D.  Planning and Development Report - March 2020 Pg 58

- E.  Ridership Report - January 2020 Pg 59

-Attachments



11. Other Business

12. 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
 Board Room, 2nd Floor
 Orlando, FL 32801

DATE: **February 27, 2020**

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

Members in Attendance:

Buddy Dyer, Mayor, City of Orlando, Chair

Jerry Demings, Mayor, Orange County, Vice-Chair

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

Lee Constantine, Commissioner, Seminole County BoCC

Viviana Janer, Commissioner, Osceola County BoCC

1. Call to Order

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

2. Approval of Minutes

Commissioner Janer moved to approve the Board of Directors meeting minutes of January 23, 2020. Commissioner Constantine seconded. The minutes were unanimously approved as presented.

3. Public Comments

Joanne Counelis, 324 Clermont Avenue, Lake Mary FL. 32746

Ms. Counelis stated that she would like a bus to run on South Country Club Road in Lake Mary, including Saturdays, Sundays and holidays. She would like twenty-four hour train and bus service, so that no one is stranded. In addition, she requested a bus line to operate on Oviedo Blvd.

Chair Dyer asked Mr. Harrison to look into Ms. Counelis's concerns.

4. Chief Executive Officer's Report

Mr. Harrison, Chief Executive Officer, stated that the annual LYNX bus ROADEO will take place this Saturday, and the winners will advance to the Triple Crown state ROADEO where they will compete against other transit agencies.

LYNX has a Public Service bus that allows small non-profit businesses to place their logos on a LYNX bus for a year. The applications are due on March 1, 2020 and we will have an unveiling of the bus on April 23, 2020.

The first workshop for the Orange County Board of County Commissioners was held regarding Mayor Demings transportation initiative. Mr. Harrison shared some of the challenges and opportunities for public transit. We will begin presenting updates next month.

Mayor Dyer suggested that Mayor Demings brief the LYNX Board before the transit plan goes to the Orange County Commission. Mayor Demings agreed to brief the LYNX Board.

5. Oversight Committee Report

Commissioner Janer, Chair of the Oversight Committee provided her report on the Oversight Committee meeting that met earlier that morning. She stated that the committee approved the minutes from the January 23, 2020, Oversight Meeting. Amanda Clavijo, Chair of the Finance and Audit Committee meeting provided an update on the Finance and Audit Committee dated February 20, 2020.

The Oversight Committee recommends approval of all Consent Agenda and Action Agenda items, except Consent Agenda item 6.C.iii. which was pulled from the agenda.

The Committee received a presentation regarding FY2021 Budget assumptions, a recap of the preliminary FY2019 Operating results and a recap of the FY2020 first quarter Operating results. There was also a presentation regarding mobility services.

6. Consent Agenda:

Chair Dyer asked Mr. Harrison 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.

Mr. Harrison stated that he recommends pulling agenda item 6.C.iii.

A. Request for Proposal (RFP)

- i. Authorization to Release Request for Proposal (RFP) for Dental Insurance

B. Invitation for Bid (IFB)

- i. Authorization to Release an Invitation for Bid (IFB) for the Purchase and Installation of Blast Resistant Trash Receptacles

C. Miscellaneous

- i. Authorization to Purchase Fifteen (15) Paratransit Replacement Vehicles
- ii. Authorization to Purchase Nine (9) 40' Compressed Natural Gas (CNG) Replacement Buses
- iii. Authorization to Purchase Seven (7) Proterra 35' Battery Electric Buses, Charging Equipment, and Related Items from Proterra, Inc. at a Not-to-exceed Amount of \$6,955,364
- iv. Authorization to Negotiate and Execute Contract #20-C37 for Purchase of Color Laser Multifunction Devices, "MFD" (Copier, Printer, Scanner, Fax), Software, and Services Contract
- v. Authorization to Submit an Application to the Florida Department of Transportation (FDOT) for the FY2020 Competitive Funding Opportunity, Section 5339 Bus and Bus Facilities Program for Rural Areas for five (5) CNG Replacement Buses for a Total Amount of \$2,280,000
- vi. Authorization to Submit Grant Applications to the Federal Transit Administration for FY2020 Apportionments and to Sub-allocate FY2020 Orlando Urbanized Area 5307 Funding to Lake County Transit Services and the Florida Department of Transportation
- vii. Authorization to Adopt Resolution No. 20-004 Observing April, 1, 2020 as National Census Day

Chair Dyer asked for a motion on the Consent Agenda. Commissioner Janer moved to approve Consent Agenda items 6.A.i. through 6.C.vii, excluding item 6.C.iii. Commissioner Constantine seconded. Motion passed unanimously.

7. Action Agenda:

A. Authorization to Amend the FY2020 Operating Budget

Chair Dyer recognized Bert Francis, Chief Financial Officer to make the presentation. He stated that we have some additional grants to add to the budget, and our advertising program continues to perform very well. This will offset some settlements on the liability side that were a little higher than expected, and a slight decrease in fare revenues.

Motion for 7.A. Authorization to Amend the FY2020 Operating Budget was made by Commissioner Janer, second by Commissioner Constantine. Motion passed unanimously.

8. Information Items:

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

- A. Notification of Settlement Agreements Pursuant to Administrative Rule 6
- B. Notification of Sole Source Procurements Pursuant to Administrative Rule 4
- C. Notification of LYNX Board Chair Appointment to the Auditor Selection Committee

9. Monthly Reports: (For review purposes only)

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

- A. Communications Report
- B. Mobility Service Report
- C. Monthly Financial Report
- D. Planning and Development Report

10. Other Business

Commissioner Janer stated that there is a possible change to how TD dollars are distributed to LYNX, and there are public workshops scheduled by the Commission for the Transportation Disadvantaged. She has asked LYNX staff to attend as many workshops as possible. If this change takes place, this could affect LYNX funding by about four million dollars.

11. Adjourned:

The meeting adjourned at 1:21 p.m.

Certification of Minutes:

I certify that the foregoing minutes of the February 27, 2020 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: Tomika Monterville
Director Of Plan & Develop
Matthew Friedman
(Technical Contact)
Alena Dvornikova
(Technical Contact)
Jane Tkach
(Technical Contact)

Phone: 407.841.2279 ext: 6019

Item Name: Authorization to Release a Request for Proposal (RFP) for Public Awareness and Education in Accordance with FDOT Service Development Grant

Date: 3/26/2020

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 public awareness and education services. The contract term will be for one (1) year in an amount not-to-exceed \$368,110.

BACKGROUND:

In October 2015, LYNX was awarded the agency's first Florida Department of Transportation (FDOT) Service Development Grant (SDG) for public transit education, in the amount of \$368,110; of which \$184,055 is a local match requirement. The purpose of the grant is to create an outreach program to educate the public on recent transportation technology initiatives implemented and underway in support of the LYNX system-wide transit services.

These professional services will be used to share with the public current LYNX projects and services, as well as future plans for regional transit service in Central Florida. The education campaign will be a year-long effort that includes audio, visual and other materials to educate the public of LYNX transit services and programs. The RFP will authorize these services for a period of one (1) year.

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DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION

A DBE participation goal of 2% is assessed for this solicitation. Proposers must, in order to be responsible and/or responsive, make a good faith effort to meet the goal. 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:

The approved FY2020 budget included \$184,055 in professional services which represents half of the total project cost. FDOT provided 50% of the funding for this project, \$92,027. This additional income was not included in the FY2020 Operating Budget.

The preliminary FY2021 budget will include \$184,055, the balance of the project in professional services expense. The remaining FDOT funding of \$92,027 will be included in state revenue in the FY2021 operating budget.

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Consent Agenda Item #6.B. i

To: LYNX Board of Directors

From: Melanie Stanisic
Deputy Director Of Risk Mgmt
Yohelis Rodriguez Castillo
(Technical Contact)

Phone: 407.841.2279 ext: 6167

Item Name: Authorization to Approve Renewal for Property, Environmental and Fiduciary Liability Insurance Policies

Date: 3/26/2020

ACTION REQUESTED:

Staff is requesting the Board of Director's authorization for the Chief Executive Officer (CEO) or designee, with the assistance of Arthur J. Gallagher, Broker, to negotiate premium and bind insurance coverage on behalf of LYNX for the upcoming one year renewals: April 1, 2020 to April 1, 2021 for the Property and Fiduciary Liability insurance programs, and a three-year renewal April 1, 2020 – April 1, 2023 for the Environmental Liability insurance program.

BACKGROUND:

LYNX protects its physical property, assets, environmental liability and fiduciary liability exposure through an insured program containing modest deductibles with the brokerage services of Arthur J. Gallagher.

The insurance policies listed below are to be bound April 1, 2020 and include TRIA (Terrorism Risk Insurance Act) coverage for the Property and Environmental policies:

Line of Coverage	FY20 Premium	FY21 Premium	FY20-FY21 Variance	% Change	Term Expiration
Property	\$96,940	\$125,498	\$28,558	23%	4/1/2021
Environmental Liability	\$42,206	\$42,862	\$656	0.02%	4/1/2023
Fiduciary	\$8,989	\$9,176	\$187	2%	4/1/2021
Total	\$148,135	\$177,536	\$29,401	16.50%	

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On April 1, 2017, LYNX entered into a three-year rate agreement for property insurance. During this time, the property insurance market was continuing a softening trend. In the years that followed, the property insurance market experienced losses due to hurricanes, which lead to insurance carriers re-underwriting their books of business. Had LYNX not locked in the three-year rate agreement, we likely would have experienced premium increases year-over-year. This year's property renewal reflects a hardened market but brings us in line with what the industry has been experiencing over the last three years.

Similarly, this year marks the end of a three-year rate for our Environmental Liability policy. However, marketing efforts allowed us to increase our limits from \$1,000,000 / \$3,000,000 to \$3,000,000 / \$6,000,000 for a nominal increase in premium.

On September 30, 2019, the Board of Director's approved the Package Policy to include Crime, General Liability, Public Officials Liability & Employment Practices Liability, Automobile Physical Damage (Comprehensive & Collision), and Automobile Liability for Road Rangers insurance programs. This policy is on an October 1 renewal cycle.

Additionally, LYNX is self-insured for bodily injury liability and vehicle collision damage resulting from operation of its fleet of revenue vehicles and support vehicles pursuant to Florida State Statute (F.S.S.) 627.733(3)(b) incorporating 768.28(5). As a public entity, LYNX is not subject to the Financial Responsibility laws pursuant to Chapter 324 F.S.S., the Personal Injury Protection (PIP)/No-Fault Laws per Section 627.736 F.S.S., nor is LYNX required to provide medical payments or uninsured motorist coverage. LYNX's liability is limited by Section 768.28, F.S.S. to \$200,000 per person, \$300,000 per incident.

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

No DBE participation goal is applicable for this activity.

FISCAL IMPACT:

The FY2020 Approved Operating Budget included \$561,614 for Insurance premiums. The Crime, General Liability, Public Officials Liability & Employment Practices Liability, Automobile Physical Damage (Comprehensive & Collision), renewed in October totaling \$383,032. The remaining uncommitted balance of \$178,582 will fund the Property, Fiduciary and Environmental Liability.

LYNX Board Agenda

Consent Agenda Item #6.B. ii

To: LYNX Board of Directors

From: James E. Harrison ESQ., P.E.
CEO
Desna Hunte
(Technical Contact)

Phone: 407.841.2279 ext: 6117

Item Name: Authorization to Submit LYNX's 2020 Title VI Program Update to the Federal Transit Administration (FTA)

Date: 3/26/2020

ACTION REQUESTED:

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to submit LYNX's Title VI Program Plan Update for 2020 – 2022 to the Federal Transit Administration (FTA) for concurrence.

BACKGROUND:

The Federal Transit Administration (FTA) approved the LYNX Title VI Program Plan for 2017-2019 with an expiration date of April 1, 2020. This update has been prepared Pursuant to Title VI of the civil Rights Act of 1964, and revised FTA Circular 4702.1B, "Title VI for Federal Transit Administration Recipients". Also, this update summarizes LYNX's transit service provisions since the last program update and in accordance with the revisions to the Circular. LYNX updates this program every three (3) years and submits to the FTA to be eligible for federal assistance.

LYNX engaged with WSP to complete and conduct any required analysis and prepare the Title VI program update compliant with the revision to the Title VI Circular 4702.1B. FTA Circular 47602.1B specifically requires LYNX's Board of Directors review of and adoption of the service standards and monitoring contained in the Title VI Program. This update has been prepared Pursuant to Title VI of the Civil Rights Act of 1964, and revised FTA Circular 4702.1B, "Title VI for Federal Transit Administration Recipients". Also, this update summarizes the LYNX transit service provisions since the last program update and in accordance with the revisions to the Circular.

LYNX Board Agenda

The draft 2020-2022 Title VI Program and its contents will be presented to the public utilizing media sources and posting throughout the LYNX service area for review and comment. The full record of public comments from meetings held will be included in the Title VI Program Plan.

When final concurrence is received from the FTA, a final copy of the LYNX 2020-2022 Title VI Program Plan Update, as well as the letter of compliance will be supplied to the Board of Directors.

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

No DBE participation goal is applicable for this activity.

FISCAL IMPACT:

There is no fiscal impact associated with this activity.

LYNX Board Agenda

Consent Agenda Item #6.B. iii

To: LYNX Board of Directors

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

Phone: 407.841.2279 ext: 6125

Item Name: Authorization to Auction Surplus Capital Items and Obsolete Parts

Date: 3/26/2020

ACTION REQUESTED:

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

BACKGROUND:

It is LYNX's policy to hold a quarterly auction to dispose of Board approved surplus and obsolete items. This year's auction is scheduled for March 2020. The following surplus items require authorization for retirement and disposal at the public auction pursuant to Administrative Rule 4.16.2.A:

Computer Equipment:

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

Furniture, Fixtures and Equipment:

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

Support Vehicles

Five (5) support vehicles with a total net book value of \$0

Revenue Vehicles

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

LYNX Board Agenda

Categorical Totals

Category	Acquisition Value	Net Book Value
Computer Equipment	\$106,206	0
Furniture and Fixtures	\$2,768	0
Other Vehicles	\$133,075	0
Revenue Vehicles	\$716,450	0
GRAND TOTAL	\$958,499	\$ 0

Surplus Equipment

System Number	Asset ID	Acquisition Date	Class	Description	Estimated Life	Acquisition Value	Net Book Value	Due to FTA
16414	11204	8/6/2013	CE	UNITREND BACKUP HARDWARE IT	5	\$57,303	0	0
15345	10627	10/1/2012	CE	Network Equipment	5	\$8,173	0	0
14597	10415	7/12/2012	CE	Dell E6520 Laptop	5	\$2,327	0	0
14598	10416	7/12/2012	CE	Dell E6520 Laptop	5	\$2,327	0	0
14599	10417	7/12/2012	CE	Dell E6520 Laptop	5	\$2,327	0	0
17091	11258	2/28/2014	CE	DELL 9020 DESKTOP COMPUTER	5	\$1,354	0	0
17094	11261	2/28/2014	CE	DELL9020 DESKTOP COMPUTER	5	\$1,354	0	0
17097	11864	2/28/2014	CE	DELL 9020 DESKTOP COMPUTER	5	\$1,354	0	0
17099	11866	2/28/2014	CE	DELL 9020 DESKTOP COMPUTER	5	\$1,354	0	0
17103	11870	2/28/2014	CE	DELL 9020 DESKTOP COMPUTER	5	\$1,354	0	0
17106	11873	2/28/2014	CE	DELL 9020 DESKTOP COMPUTER	5	\$1,354	0	0
17107	11881	2/28/2014	CE	DELL 9020 DESKTOP COMPUTER	5	\$1,354	0	0
17110	11884	2/28/2014	CE	DELL 9020 DWSKTOP COMPUTER	5	\$1,354	0	0
17111	11885	2/28/2014	CE	DELL 9020 DESKTOP COMPUTER	5	\$1,354	0	0
17114	11888	2/28/2014	CE	DELL 9020 DESKTOP COMPUTER	5	\$1,354	0	0
17115	11889	2/28/2014	CE	DELL 9020 DESKTOP COMPUTER	5	\$1,354	0	0
17117	11891	2/28/2014	CE	DELL 9020 DESKTOP COMPUTER	5	\$1,354	0	0
13862	9922	8/31/2011	CE	Dell 990 Optiplex Computer	5	\$1,235	0	0
15462	10705	3/20/2013	CE	Dell Computer 9010 Desktop	5	\$1,214	0	0
15463	10706	3/20/2013	CE	Dell Computer 9010 Desktop	5	\$1,214	0	0
15474	10716	3/20/2013	CE	Dell Computer 9010 Desktop	5	\$1,214	0	0
15477	10719	3/20/2013	CE	Dell Computer 9010 Desktop	5	\$1,214	0	0
15478	10720	3/20/2013	CE	Dell Computer 9010 Desktop	5	\$1,214	0	0
15482	10724	3/20/2013	CE	Dell Computer 9010 Desktop	5	\$1,214	0	0
15244	10482	10/4/2012	CE	Dell Computer 990	5	\$1,140	0	0
15248	10484	10/4/2012	CE	Dell Computer 990	5	\$1,140	0	0
16279	9003	7/1/2013	CE	IPAD 64 WITH CELLULAR SERVICE	5	\$947	0	0
15298	10576	12/31/2012	CE	Ipad Retina 64 GB	5	\$928	0	0

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System Number	Asset ID	Acquisition Date	Class	Description	Estimated Life	Acquisition Value	Net Book Value	Due to FTA
14618	10515	8/27/2012	CE	Apple ipad 64gb	5	\$829	0	0
14398	10013	2/21/2012	CE	Apple Ipad 2	5	\$829	0	0
14401	10016	2/21/2012	CE	Apple I pad 2	5	\$829	0	0
14402	10017	2/21/2012	CE	Apple Ipad 2	5	\$829	0	0
14399	10014	2/12/2012	CE	Apple Ipad 2	5	\$829	0	0
14605	10436	8/16/2012	CE	Dell Computer 3010	5	\$682	0	0
				SUBTOTAL COMPUTER EQUIPMENT		\$106,206		
16964	12693	11/30/2013	FE	APPLE IPAD AIR	5	\$1,026	0	0
16778	11251	9/25/2013	FE	APPLE IPAD 64GB	5	\$928	0	0
13271	9309	11/29/2009	FE	Nikon D5000 Digital Camera	5	\$814	0	0
				SUBTOTAL FURNITURE FIXTURES AND EQUIPMENT		\$2,768		
12796	30128	9/30/2008	OV	Ford E-350XLT Van	4	\$30,940	0	0
12552	28472	1/31/2008	OV	Ford Econoline Van	4	\$29,300	0	0
16903	38871	12/31/2013	OV	2014 CHEVY TRAVERSE	4	\$27,369	0	0
16896	197-114	12/31/2013	OV	2014 CHEVY IMPALA POLICE PACKAGE	4	\$26,917	0	0
9153	24437	6/16/2005	OV	Van - 2005 Dodge Caravan	4	\$18,549	0	0
				SUBTOTAL OTHER VEHICLES		\$133,075		
13129	11-309	7/31/2009	RV	35' LF BRT- G27B102N4 Gillig Bus	9	\$323,646	0	0
12718	645	9/30/2008	RV	40'x102-SSTL-LF- G27D102N4 Gillig Bus	9	\$314,484	0	0
12719	645a	9/30/2008	RV	CUMMINS ISL 8.3L 280HP ENGINE	5	\$22,976	0	0
13130	11-309A	7/31/2009	RV	CUMMINS ISL 8.9L 280HP ENGINE	5	\$20,024	0	0
13131	11-309B	7/31/2009	RV	ZF 594C AUTOMATIC TRANS	5	\$18,073	0	0
12720	645b	9/30/2008	RV	ZF 594C AUTOMATIC TRANS	5	\$17,247	0	0
				SUBTOTAL REVENUE VEHICLES		\$716,450		
				TOTALS		\$958,499	0	0

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

No DBE participation goal is applicable for this activity.

FISCAL IMPACT:

The total net book value of the surplus items is \$0. The higher of the net book value or the net proceeds from the sale of any item may be due to the Federal Transit Administration (FTA) in FY2020.

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Consent Agenda Item #6.B. iv

To: LYNX Board of Directors

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

Phone: 407.841.2279 ext: 6125

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

Date: 3/26/2020

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

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

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Lost and Found Articles Items to Donate or Auction

Article	Count of Article
Apron	7
Baby Stroller	6
Backpack	131
Bag	236
Bible	17
Bike	249
Books	37
Cane	24
Card	188
Case	21
CD, DVD, Tape	3
Cellphone	404
Clothing	58
Container	1
Cooler	2
Electronic Device	156
Envelope	11
Folder/Binder	48
Footwear	37
Glasses	266
Gloves	16
Hat	113
Jacket/Hoodie	79
Jewelry	29
Laptop/Tablet	1
Luggage	8
Lunch Bag	52
Mail	8
Miscellaneous	153
Planner	1
Purse	26
Sweater/Sweatshirt	16
Thermos/Mug	37
Tools	11
Toy	9
Umbrella	148
Watch	16
Total	2625

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DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

No DBE participation goal is applicable for this activity.

FISCAL IMPACT:

The net proceeds from this sale will be included in LYNX's FY2020 non-operating revenue.

LYNX Board Agenda

Consent Agenda Item #6.B. v

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 of Assets Pursuant to the June 30, 2019 Physical Inventory Count and Reconciliation

Date: 3/26/2020

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 June 30, 2019 physical inventory count and reconciliation with a net book value in the amount of \$1,990.

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:

Fixed Assets	Acquisition Value	Net Book Value
Computer Equipment	\$31,442	\$1,990
Furniture and Fixtures	\$32,341	0
Total	\$63,783	\$1,990

The results of the June 30, 2019 physical inventory count are summarized in the table above. An itemized list is included below.

LYNX Board Agenda

LYNX ASSETS FY2019 Physical Inventory Recommended Disposals

System Number	Asset ID	Acquisition Date	Class	Description	Estimated Life	Acquisition Value	Net Book Value	Due to FTA
15531	10788	04/01/13	CE	View Premier License	5	\$8,122	\$0	\$0
17747	12540	06/30/14	CE	LAPTOP AND SOFTWARE FOR SIMULATOR	5	\$7,500	\$0	\$1,990
13292	9336	01/19/10	CE	Platinum All-In - One AgenT Upgrade	5	\$4,995	\$0	\$0
9515	5033	08/12/05	CE	Printer, Datacard	5	\$2,360	\$0	\$0
17346	12167	03/31/14	CE	EVGA HOST CARD VID EXTEN	5	\$1,859	\$0	\$0
14610	10450	08/02/12	CE	Adobe CS6 Design Standard	5	\$1,300	\$0	\$0
11570	7874	09/30/07	CE	SERVER, DELL WINDOWS 2003 OS	5	\$729	\$0	\$0
11569	7873	09/30/07	CE	SERVER, DELL WINDOWS 2003 OS	5	\$729	\$0	\$0
11568	7872	09/30/07	CE	SERVER, DELL WINDOWS 2003 OS	5	\$729	\$0	\$0
11567	7871	09/30/07	CE	SERVER, DELL WINDOWS 2003 OS	5	\$729	\$0	\$0
11566	7870	09/30/07	CE	SERVER, DELL WINDOWS 2003 OS	5	\$729	\$0	\$0
14611	10451	08/02/12	CE	Adobe Photoshop CS6	5	\$700	\$0	\$0
14589	10439	07/31/12	CE	Adobe Audition CS6 for Mac	5	\$353	\$0	\$0
9088	4790A	11/30/04	CE	Video Capture Board (Screen)	5	\$340	\$0	\$0
13810	9752	06/13/11	CE	network management card ups	5	\$269	\$0	\$0
				Total Computer Equipment		\$31,442		\$1,990
4469	1243	08/21/98	FE	WORKSTATION TYPE "B"	5	\$5,583	\$0	\$0
13367	9342	03/05/10	FE	Curtis 15HP Air Compressor OBT Facility	5	\$5,085	\$0	\$0
3568	97233SHE5060	02/27/97	FE	PAREMOUNT WEIGHT CHIN/DIP - OBT Wellness Center	5	\$2,747	\$0	\$0
7223	3671	11/21/02	FE	Farebox Probing Sys/ Isolation & Junction Boxes	5	\$2,581	\$0	\$0
2245	90099LPF5248	03/29/90	FE	DESK, WOOD	5	\$2,435	\$0	\$0
3540	97294LPF5015	01/23/97	FE	PEDESTALS FOR TABLE (3)	5	\$1,406	\$0	\$0
4178	1041	04/02/98	FE	WORKSTATION, CORNER W/HUTCH/KYBD	5	\$1,327	\$0	\$0
1349	90099STF5247	03/29/90	FE	DESK, WOOD	5	\$1,205	\$0	\$0
1278	90099LTF5189	03/01/90	FE	DESK, WOOD, RIGHT EXTENSION	5	\$1,170	\$0	\$0
2255	90099LPF5257	03/29/90	FE	CREDENZA, WOOD, STORAGE	5	\$1,120	\$0	\$0
3805	1892	07/03/97	FE	CLARKE 20" FLOOR POLISHER	3	\$1,017	\$0	\$0
2570	90099LTF5261	03/29/90	FE	BOOKCASE, 4-SHELF, WOOD, DBL	5	\$940	\$0	\$0
8253	4060	09/30/04	FE	Spectra GPS Antenna	5	\$728	\$0	\$0
9517	5034	07/27/05	FE	Camera, Datacard	5	\$650	\$0	\$0
14587	10410	06/08/12	FE	Express Offline Lock Software	5	\$514	\$0	\$0
5309	1890	08/14/97	FE	HODGE 4 STEP CART LADDER	3	\$508	\$0	\$0
5308	1889	08/14/97	FE	HODGE 4 STEP CART LADDER	3	\$508	\$0	\$0
8446	4155	12/20/04	FE	Chair-Wavering Task Chair	5	\$472	\$0	\$0
8951	3239A	02/15/05	FE	Interface Card for Cisco Router (Asset 3239)	5	\$400	\$0	\$0
4620	1125	09/30/98	FE	FILE-5 DRAWER LATERAL	5	\$379	\$0	\$0
8967	4753	03/10/05	FE	GPS - Antenna / Monitoring Equip.	5	\$330	\$0	\$0

LYNX Board Agenda

System Number	Asset ID	Acquisition Date	Class	Description	Estimated Life	Acquisition Value	Net Book Value	Due to FTA
8966	4752	03/10/05	FE	GPS - Antenna / Monitoring Equip.	5	\$330	\$0	\$0
8965	4751	03/10/05	FE	GPS - Antenna / Monitoring	5	\$330	\$0	\$0
5047	1749	07/01/99	FE	CABINET 48WX24DX78H (GREEN)	5	\$307	\$0	\$0
13811	9753	06/13/11	FE	Network Management UPS	5	\$269	\$0	\$0
				Total Furniture and Fixtures		\$32,341	\$0	\$0
				Totals		\$63,783		\$1,990

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

No DBE participation goal is applicable for this activity.

FISCAL IMPACT

The fiscal impact is \$1,990. The net book value of the assets written-off and the amount due to FTA is also (\$1,990). This represents one laptop computer that was not identified in the past three physical inventories.

LYNX Board Agenda

Consent Agenda Item #6.B. vi

To: LYNX Board of Directors

From: William Slot
Chief Innovation Sustain Off
William Slot
(Technical Contact)

Phone: 407.841.2279 ext: 6146

Item Name: Authorization to Submit an Application to the Federal Transit Administration (FTA) for the FY2020 Competitive Funding Opportunity, Section 5339 Bus and Bus Facilities Program for Six (6) Electric Buses

Date: 3/26/2020

ACTION REQUESTED:

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to submit a grant application to the Federal Transit Administration (FTA) for the FY2020 Competitive Funding Opportunity, Section 5339 Bus and Bus Facilities Program in the amount of \$2,840,000 for six (6) electric buses.

BACKGROUND:

On January 30, 2020, the Federal Transit Administration (FTA) released a Notice of Funding Opportunity (NOFO) and availability of \$454.6 million in FY2020 FTA Section 5339 Bus and Bus Facilities Program competitive grant funding for transit bus projects. The Federal Transit Administration NOFO applications are due March 30, 2020.

The purpose of the Grants for Buses and Bus Facilities Program is to assist in the financing of buses and bus facilities capital projects, including replacing, rehabilitating, purchasing or leasing buses or related equipment, and rehabilitating, purchasing, constructing or leasing bus-related facilities. The Grants for Buses and Bus Facilities Program provides funds to designated recipients that allocate funds to fixed route bus operators, states, or local governmental authorities that operate fixed route bus service, and Indian tribes.

The Grants for Buses and Bus Facilities Program provides funds under 49 U.S.C. 5339(b)(1), to eligible applicants including designated recipients that allocate funds to fixed route bus operators, states or local governmental entities that operate fixed route bus service, and Indian tribes. FTA will "consider the age and condition of buses, bus fleets, related equipment, and bus-

LYNX Board Agenda

related facilities” in selecting projects for funding. FTA may prioritize projects that demonstrate how their proposed projects are consistent with the Rural Opportunities to Use Transportation for Economic Success (R.O.U.T.E.S.) and the Accelerating Innovative Mobility (AIM) initiatives.

A minimum of 10 percent of the amount awarded under the Grants for Buses and Bus Facilities Program will be awarded to projects located in rural areas. As required by 49 U.S.C. 5339(b)(8), no single grantee will be awarded more than 10 percent of the amounts made available. Eligible projects are capital projects to replace, rehabilitate purchase, or lease buses, vans, and related equipment, and capital projects to rehabilitate, purchase, construct, or lease bus-related facilities. The maximum federal share for projects selected under the Grants for Buses and Bus Facilities Program is 80 percent of the net project cost.

LYNX will submit an application for the following:

6 Electric Buses	@	\$800,000	4,800,000
Chargers, approximately			500,000
Total			5,300,000
FTA 5339 Share		54%	2,840,000
Other Federal		19%	1,000,000
Local Share: City of Orlando		18%	960,000
Local Share: OUC, approximately		9%	500,000
Total		100%	5,300,000

The City of Orlando has committed \$960,000 towards the local share for the buses. LYNX is currently working with the Orlando Utilities Commission for the cost of the chargers, as local contribution. This commitment is pending approval of the OUC board.

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

No DBE goal is applicable for this activity. However, for bus purchases LYNX’s DBE program requires that each transit vehicle manufacturer as a condition to bid for or propose on FTA-assisted vehicle procurements must provide certification of compliance with the requirements of the regulations by having an established annual overall percentage goal approved by FTA. DBE requirement is monitored by the Federal Transit Administration (FTA). Those transit vehicle manufacturers listed on FTA's eligible TVMs list, or that have submitted a goal methodology to FTA that has been approved or has not been disapproved, at the time of solicitation are eligible to bid.

FISCAL IMPACT:

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

LYNX Board Agenda

Consent Agenda Item #6.B. vii

To: LYNX Board of Directors

From: Tiffany Homler Hawkins
Chief Administrative Officer
Belinda Balleras
(Technical Contact)

Phone: 407.841.2279 ext: 6064

Item Name: Authorization to Extend Sub-Recipient Awards to Selected Human Services Agency Projects and to Enter into Sub-Recipient Agreements with the Selected Applicants for Section 5310 Funding, a Federal Transit Administration (FTA) Program for the Enhanced Mobility of Seniors and Individuals with Disabilities

Date: 3/26/2020

ACTION REQUESTED:

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to extend sub-recipient awards to selected Human Services Agency projects and to enter into sub-recipient agreements with the selected applicants for Section 5310 funding, a Federal Transit Administration (FTA) program for the Enhanced Mobility of Seniors and Individuals with Disabilities.

BACKGROUND:

LYNX is the designated recipient of Section 5310 program funds for the Urbanized Orlando and Kissimmee areas. LYNX received Board authorization on September 30, 2019 to solicit human services agency projects for the Urbanized Orlando and Kissimmee Section 5310 Program funds. LYNX conducted a 5310 Grant Workshop on October 16, 2019 and each interested applicant was required to coordinate projects with ACCESSLYNX as the Community Transportation Coordinator (CTC). Project proposals were due December 2, 2019 and a multi-disciplinary team comprised by the Florida Department of Transportation, MetroPlan Orlando and ACCESSLYNX met to evaluate them. A second call for proposals was released on January 16, 2020. Project proposals were due February 14, 2020 and evaluated by the same multi-disciplinary team.

LYNX Board Agenda

APPLICATION EVALUATION:

During the first grant application solicitation, a total of five proposals were received for operating and vehicle lease projects. Three of the five proposals were disqualified due to expired documents, and/or lack of authorized signatures. The other two applications moved forward for evaluation.

For the second grant application solicitation, LYNX received a total of three applications of which two moved forward for evaluation and one was disqualified due to lack of authorized signature.

The 5310 Evaluation Committee, consisting of Norman Hickling (ACCESSLYNX, CTC), Jo Santiago (Florida Department of Transportation), and Nick Lepp/Sarah Larsen (MetroPlan Orlando) reviewed submitted projects.

Proposals were prioritized and notices of intent to award were issued. A pre-award monitoring will be conducted to ensure compliance with federal regulations and LYNX requirements. These projects will support the travel needs of the elderly and individuals with disabilities in the LYNX service area, targeted to provide cost-effective transportation options beyond paratransit and supporting regional transportation coordination while reducing resource demands on ACCESSLYNX.

LYNX proposes to provide Section 5310 sub-recipient funding, subject to Federal Transit Administration (FTA) grant awards for the respective agencies below, based on the Evaluation Committee recommendation:

Sub-Recipient	Amount
The Opportunity Center	\$49,965
Meals on Wheels	\$49,140
Primrose Center	\$101,025
Good Samaritan Society	\$3,150
Total	\$203,280

Sub-recipients will provide the 50% local match under the Section 5310 grant program for operating projects. Capital award for Section 5310 operation will be transfers of retired paratransit and/or vanpool vehicles, if available and subsequent approval by LYNX's Board of Directors with FTA concurrence.

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

No DBE participation goal is applicable for this activity.

FISCAL IMPACT:

The FY2020 Amended Operating Budget includes \$300,000 Federal 5310 revenue funding for the sub-recipient transportation program.

LYNX Board Agenda

Action Agenda Item #7.A

To: LYNX Board of Directors

From: Albert Francis
Chief Financial Officer
Leonard Antmann
(Technical Contact)

Phone: 407.841.2279 ext: 6058

Item Name: Authorization to Approve FY2019 Comprehensive Annual Financial Report (CAFR) and Subsequent Submittal to the Government Financial Officers Association's (GFOA) Certificate of Achievement Program

Date: 3/26/2020

ACTION REQUESTED:

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to Authorize Approval of FY2019 Comprehensive Annual Financial Report (CAFR) 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, Cherry, Bekaert, L.L.P., have conducted the audit for the fiscal year ended September 30, 2019. Ron Conrad, partner with Cherry, Bekaert, L.L.P., will be presenting the results of the audit.

The auditors have issued an unmodified "clean" opinion on both financial and compliance audits. The auditor's Management Letter Comments and Management's responses are included in the CAFR.

LYNX ard Agenda

An unbound “draft” copy of the CAFR, which includes the audit report of Cherry, Bekaert, L.L.P. will be distributed under separate cover. The final report will be provided to each member of the Board at the March 26, 2020 Board Meeting.

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

No DBE participation goal is applicable for this activity.

FISCAL IMPACT:

There is no fiscal impact associated with this activity.

LYNX Board Agenda

Work Session Item #8.A

To: LYNX Board of Directors

From: Tiffany Homler Hawkins
Chief Administrative Officer
Tomika Monterville
(Technical Contact)

Phone: 407.841.2279 ext: 6064

Item Name: Overview of LYNX Forward - Orange County

Date: 3/26/2020

ACTION REQUESTED:

LYNX staff will provide an overview of the Orange County portion of the LYNX Forward plan.

BACKGROUND:

In 2017, LYNX commissioned a system redesign analysis called LYNX Forward. This study consisted of the Route Optimization Study (ROS) and an update to the Transportation Development Plan (TDP). The study consisted of an evaluation of existing transit services; a travel market assessment and market segmentation; identification of passenger facility and vehicle needs; and proposed service requirements and costs. The study resulted in a reimagined transit network for the Central Florida region composed of a multi-tier system of transit service types designed to meet local and regional transportation needs. The LYNX Forward transit network is designed to provide high frequency service, faster travel times, direct service connecting the region and its affordable housing to major activity and employment centers, on-demand and flexible services to meet first and last mile connections and improved reliability.

In August 2019, Orange County Mayor Jerry Demings began a significant community outreach initiative to engage the public on the transportation needs and wants of Orange County. Increased LYNX and SunRail service were consistently recommended in town hall style meetings for residents and listening sessions with organized groups.

As a result of the community engagement, LYNX and Orange County advanced discussions to identify funding sources to implement the redesigned transit system and define a time schedule for phased implementation. These discussions led to the development of the Future Orange County Transit Service Plan defined in this document. Plans are being developed for Osceola and Seminole Counties now.

LYNX Board Agenda

Information Item A

To: LYNX Board of Directors

From: Melanie Stanisic
Deputy Director Of Risk Mgmt
Melanie Stanisic
(Technical Contact)

Phone: 407.841.2279 ext: 6167

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

Date: 3/26/2020

LYNX Liability Claim Settlements February 1 – February 29, 2020

Claimant Name	Accident Date	Accident Type	Settlement Amount	Date of Check
Korine Perry	03/30/19	Employee Injury	\$5,500.00	02/07/20
Jerome Panacci	09/12/17	Bodily Injury	\$150,000.00	02/14/20
Joshua Kesckes	09/25/14	Bodily Injury	\$150,000.00	02/14/20
Thechna Areus	11/26/18	Bodily Injury	\$7,500.00	02/14/20
Gerber Collision	01/15/20	Property Damage	\$480.64	02/14/20
DA Building Services	11/09/19	Property Damage	\$253.73	02/27/20
Daisy Agosto	01/08/20	Property Damage	\$2,118.84	02/27/20

LYNX Board Agenda

Information Item B

To: LYNX Board of Directors

From: Tiffany Homler Hawkins
Chief Administrative Officer
Maurice Jones
(Technical Contact)

Phone: 407.841.2279 ext: 6064

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

Date: 3/26/2020

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

1. ServiceEdge Solutions, LLC–TBEST (Transit Boarding Estimation and Validation Tool)



Sole Source Justification

DATE: January 2, 2020

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

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

BACKGROUND: LYNX implemented the TBEST software into the planning processes in FY 2010 to support the major Transportation Development Plan (TDP) update. The utilization of this software in the TDP update is a requirement by the Florida Department of Transportation (FDOT) for all Florida transit agencies. With this software implementation LYNX received tools to support regular updates to the transit system in the model, by utilizing the GTFS data exports. Since then, LYNX added the outputs of this model software to other planning tasks such as federally required Title VI evaluation reporting of the impact of proposed route changes. This evaluation is completed prior to each service change.


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

SOLE SOURCE JUSTIFICATION:

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

COST/PRICE ANALYSIS:

The cost for support for October 1, 2019 – September 30, 2020 will not exceed \$50,000 and will be based on billing for provided support hours related to the aforementioned state and federal requirements.



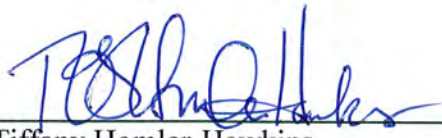
Francis Franco
Project Manager

1/2/2020
Date:



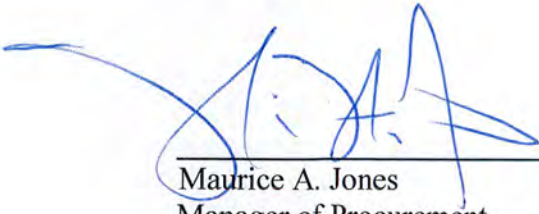
Tomika Monterville
Director of Planning & Development

1/2/2020
Date



Tiffany Homler-Hawkins
Chief Administrative Officer

1/7/20
Date:




Maurice A. Jones
Manager of Procurement

1/7/2020
Date



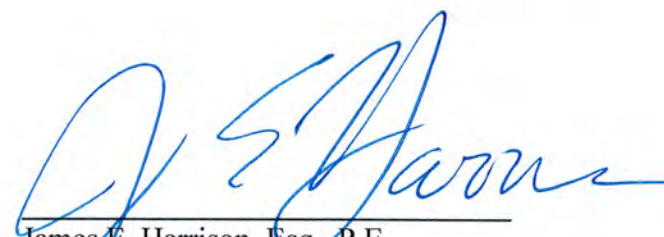
Bert Francis
Chief Financial Officer

1-22-20
Date:



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

1/08/2020
Date



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

2/6/20
Date:

LYNX Board Agenda

Monthly Report A

To: LYNX Board of Directors

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

Phone: 407.841.2279 ext: 6206

Item Name: Communications Report

Date: 3/26/2020

LYNX COMMUNITY EVENTS AND OUTREACH – FEBRUARY 2020

FEBRUARY	EVENT NAME	DESCRIPTION
2/17/2020	FDOT's Mobility Work Shop	Information
2/23/2020	APTA	Information
2/24/2020	APTA	Information
2/27/2020	An Evening with the Agencies	ACCESS LYNX Table/Fixed Route Info.
2/27/2020	VA	Information and ID
2/28/2020	Barnette Park	Information and ID

LYNX Board Agenda

FEBRUARY 2020 – LYNX NEWS ARTICLES

Feb. 1	<p>Woman arrested on DUI charge after Lynx bus slams into SR 408 overpass in Orlando WKMKG News 6 & ClickOrlando According to Orlando police, Amanda Gilliland, 22, of Daytona Beach, ran a stop ... After Florida Department of Transportation engineers examined the ...</p> <p>Several people injured after crash involving Lynx bus in Orlando FOX 35 Orlando Several people injured after crash involving Lynx bus in Orlando. At least five passengers were injured after the Lynx bus they were on crashed ...</p>
Feb. 28	<p>FL: Mayor Jerry Demings pushes for transportation tax: 'If not now, when?' MassTransitMag.com (press release) (blog) ... an estimated \$596 million to be spent on SunRail, the Lynx bus service and road improvements. ... (c)2020 The Orlando Sentinel (Orlando, Fla.).</p>

LYNX PRESS RELEASES | MEDIA NOTES: FEBRUARY 2019

10	LYNX to Hold Public Hearings and Workshops for April 2020 Service Proposal
21	LYNX Prepares for Local Operator and Maintenance Roadeo
28	LYNX to Accept Applications for 19th Annual Public Service Bus Contest

LYNX Board Agenda

FEBRUARY 2020 – LYNX SOCIAL MEDIA

1	Big game weekend.
2	Groundhog Day. Service detour for the Holden Avenue expansion project.
3	Boarding the bus with bus pass in hand. Response to request for information about LYNX Central Station.
4	Ride SunRail.
5	Have a great week!
6	Fresh Stop Bus.
7	Tourism Orlando Leadership visit.
8	Greetings from the sunshine state.
9	Move over when you see a stopped vehicle on the road.
10	National Heart Awareness Month. April 26 proposed service change. Response to complaint about the PawPass application.
11	National Make a Friend Day. Response to question about a bus operator. Response to feedback about Link 104.
12	Service detour for the Purple Pride 5k. LYNX maintenance team.
13	Bus stop removal on Crystal Creek Boulevard due to construction. Response to complaint about the PawPass application.
14	Bus stop removal on Crystal Creek Boulevard due to construction. Happy Valentine's Day! LYNX will operate a normal schedule on Presidents Day. Response to complaint about customer service wait time. Response to question about Presidents Day schedule.
15	Lost & Found window is open today.
16	LYNX will operate a normal schedule on Presidents Day. Public hearing/workshop for April service change.
17	Presidents Day. Response to complaint about destination signs in Osceola County. Response to complaint about Link 45.
18	Beautiful sky over the City Beautiful. Response to complaint about unorderly passengers.
19	Public hearing/workshop at LYNX Central Station. Service detour for the Purple Pride 5k.
20	Public hearing/workshop at Kissimmee City Hall. Service detour for the Food & Wine Fest. Response to complaint about LakeXpress service.

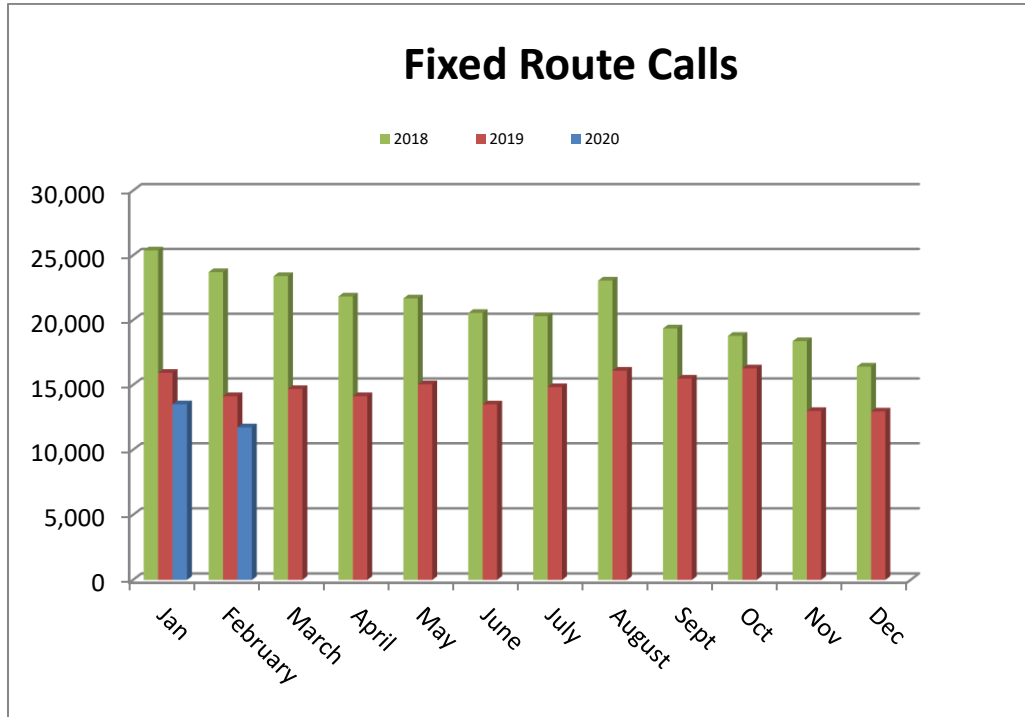
LYNX Board Agenda

21	LYNX is on the move. Service detour for the Purple Pride 5k. Service detour for the Food & Wine Fest.
22	Service detour for the Food & Wine Fest. Ben does whatever it takes to get the perfect shot. Can you guess where this is?
23	There's so much to do in Central Florida. Public hearing/workshop at Altamonte City Hall tomorrow.
24	Public hearing/workshop at Altamonte City Hall. Response to complaint about the destination sign. The correct answer is Orlando International Premium Outlets. Response to complaint about a Link 304 bus operator. Response to comment about a bus operator featured in a video. Response to inquiry about a bus pass order. Response to question about route information.
25	Public comment period for April Service Change. Response to question about a bus stop on Oak Ridge Road.
26	LYNX is hiring.
27	LYNX Kissimmee Connector. Response to question about job openings. Response to comment about applying for a bus operator position.
28	Public Service Bus registration begins Mar. 2. Service detour for the Lions season opener. Response to complaint about eating on the bus.
29	Service detour for the Lions season opener. The Lions are back in action with their season home opener today.

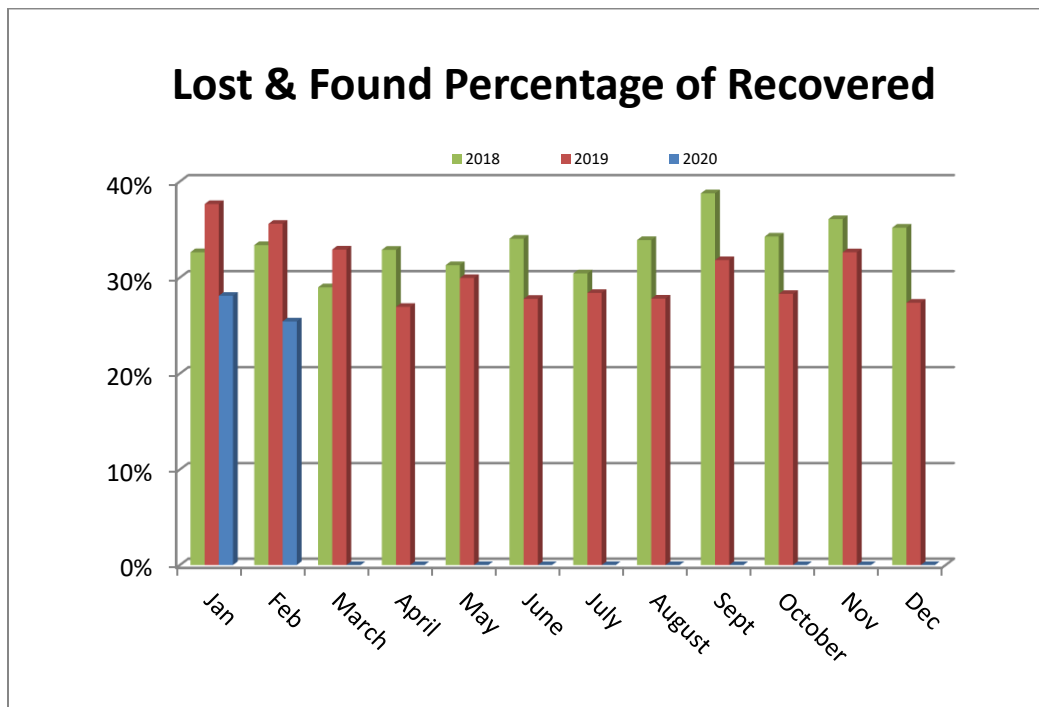
SOCIAL MEDIA USAGE	FEBRUARY 2020
Facebook Likes	6,059
Facebook – Daily Total Reach: The number of people who have seen any content associated with our Page. (Unique Users)	20,314
Twitter Followers	5,990
WEBSITE USAGE	
Total Page Views	560,127
Total User Visits	78,913

LYNX Board Agenda

CUSTOMER SERVICE – FEBRUARY 2020



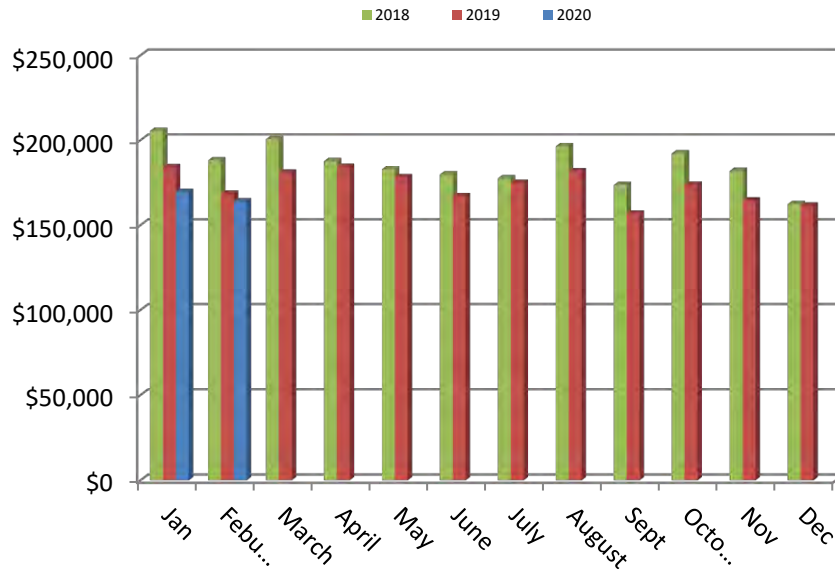
	2018	2019	2020
February	23,711	14,135	11,733



	2018	2019	2020
February	33.38%	35.60%	25.43%

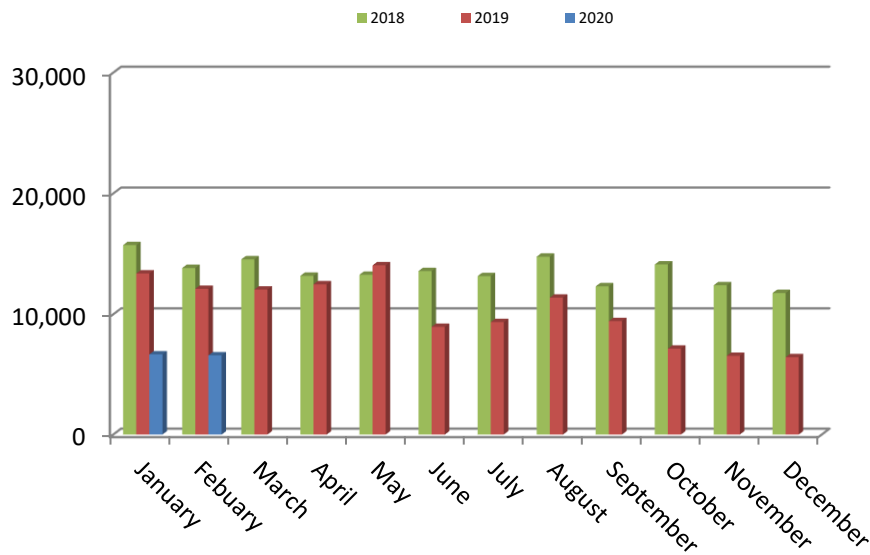
LYNX Board Agenda

Fare Media Sales at LCS



	2018	2019	2020
February	188,105	168,475	163,944

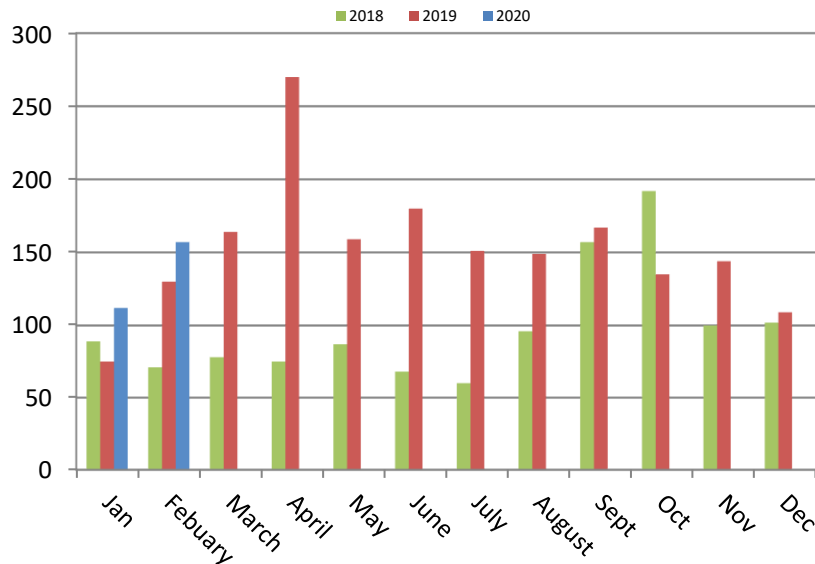
Customers Served at LCS



	2018	2019	2020
February	13,831	12,104	6,588

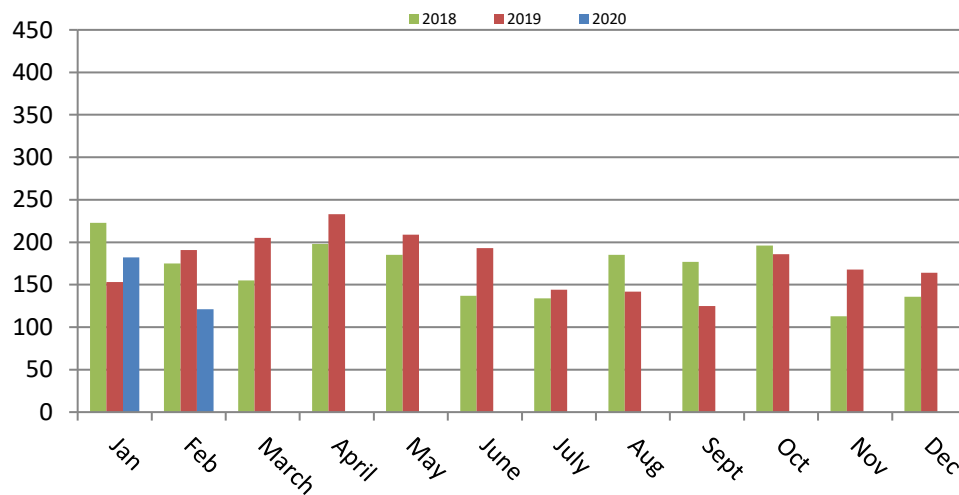
LYNX Board Agenda

Mobility Services Concerns



	2018	2019	2020
February	71	130	157

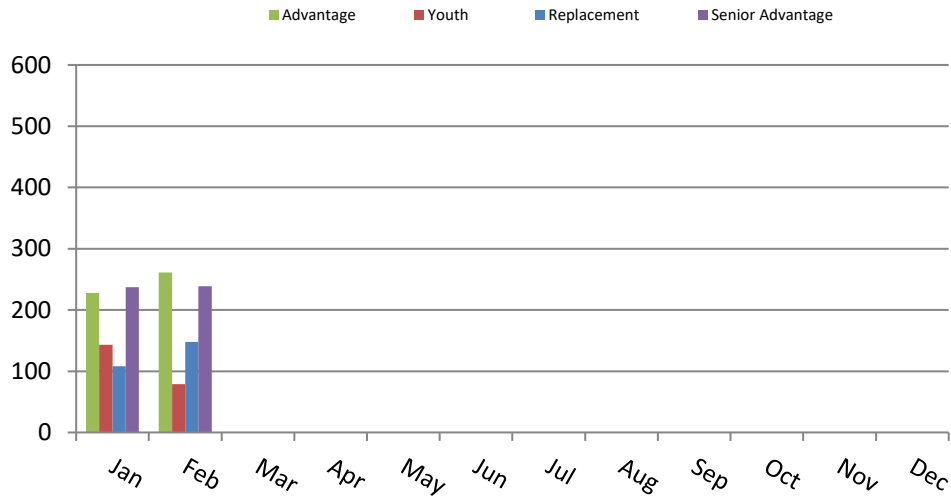
LYNX/Fixed Route Concerns



	2018	2019	2020
February	175	191	121

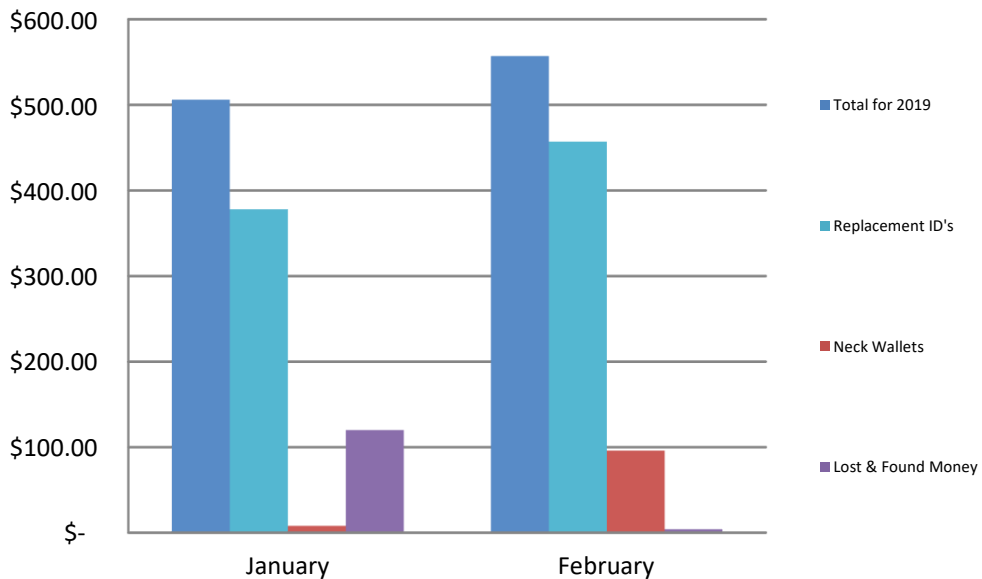
LYNX Board Agenda

IDs ISSUED in 2020



	2018	2019	2020
February	701	919	727

Income Generated Revenue



	ID Replacements	Lost and Found	Item Sales
January	\$378	\$120	\$8
February	\$457	\$4	\$96

LYNX ard Agenda

COMMUTER VANPOOL PROGRAM

VANPOOLS	FEBRUARY 2020
Vanpool Participants	844*
Total Revenue Miles	181,856*
New Vanpool	1
Returned Vanpools	4
Current Vans at Service	188
Pending Interests	Verizon, NASA
Events	None

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

ADVERTISING SALES

ADVERTISING SALES REVENUE	FEBRUARY	FY20 TOTAL
Sales Revenue	\$474,634.77	\$1,980,560.67

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: 3/26/2020

ACTION REQUESTED:

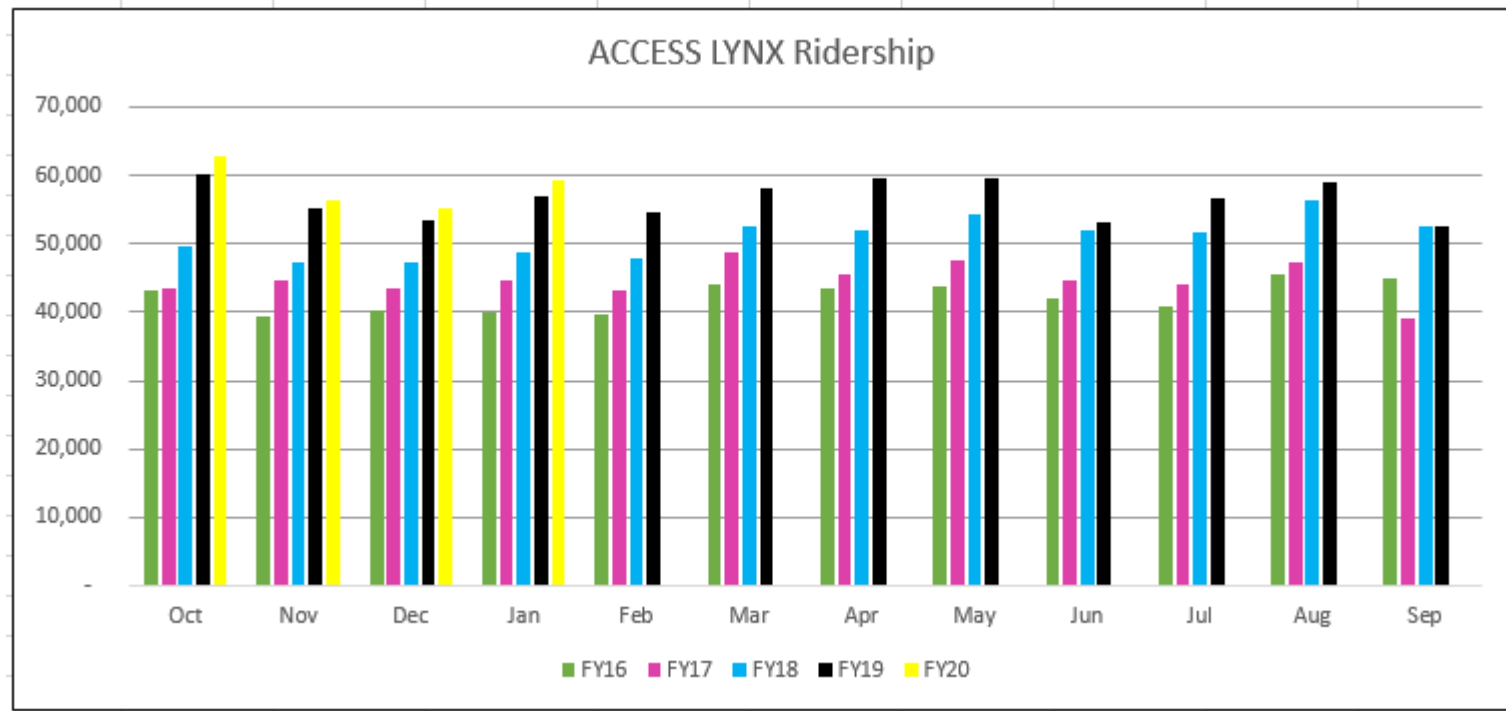
Provide monthly status report regarding the Key Performance Indicators (KPI) for the Mobility Service Division Performance measures include number of scheduled and completed trips, new and recertified ADA and TD applications, functional assessments and travel training, organizational improvement initiatives,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

Mobility Management Services

March 26, 2020

Performance Measures – TOTAL ACCESSLYNX Ridership – Completed Trips

Month	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
FY16	43159	39350	40198	39918	39548	44091	43411	43699	42095	40962	45505	44993
FY17	43393	44809	43452	44724	43249	48846	45415	47692	44683	44214	47235	38976
FY18	49614	47154	47288	48748	47855	52544	51837	54331	51915	51600	56323	52442
FY19	60273	55346	53338	56818	54667	58139	59668	59527	53137	56697	59042	52449
FY20	62802	56513	55161	59304								



* Lyft service ended March 15, 2019

FY20 Transportation Option – MV

- Scheduled

Month	Ambulatory	WheelChair	Total
October	26,698	17,719	44,417
November	27,205	17,508	44,713
December	26,487	18,206	44,693
January	27,769	18,947	46,716
February			-
March			-
April			-
May			-
June			-
July			-
August			-
September			-
FY20 Year to Date Total: 180,539			

On-Time-Performance (OTP)
For January

90.11%

- Completed

Month	Ambulatory	WheelChair	Total
October	22,673	15,488	38,161
November	22,571	15,241	37,812
December	22,033	15,271	37,304
January	23,657	16,121	39,778
February			-
March			-
April			-
May			-
June			-
July			-
August			-
September			-
FY20 Year to Date Total: 153,055			

FY20 Transportation Option – OWL

- Scheduled

Month	Ambulatory	WheelChair	Total
October	6,357	2,258	8,615
November	3,457	987	4,444
December	3,119	874	3,993
January	3,110	809	3,919
February			-
March			-
April			-
May			-
June			-
July			-
August			-
September			-
FY20 Year to Date Total: 20,971			

- Completed

Month	Ambulatory	WheelChair	Total
October	5,388	1,825	7,213
November	2,850	778	3,628
December	2,499	685	3,184
January	2,538	644	3,182
February			-
March			-
April			-
May			-
June			-
July			-
August			-
September			-
FY20 Year to Date Total: 17,207			

On-Time-Performance (OTP)
For January

92.8% as reported

FY20 Transportation Option – Mears

- Scheduled

Month	Ambulatory	WheelChair	Total
October	19,487	-	19,487
November	16,982		16,982
December	16,614		16,614
January	18,061		18,061
February			-
March			-
April			-
May			-
June			-
July			-
August			-
September			-
FY20 Year to Date Total: 71,144			

- Completed

Month	Ambulatory	WheelChair	Total
October	16,566	-	16,566
November	14,347	-	14,347
December	13,945	-	13,945
January	15,480		15,480
February			-
March			-
April			-
May			-
June			-
July			-
August			-
September			-
FY20 Year to Date Total: 60,338			

On-Time-Performance (OTP)
For January

87.71% as reported

FY20 Transportation Option – UZURV

- Scheduled

Month	Ambulatory	WheelChair	Total
October	909	N/A	909
November	779	N/A	779
December	801	N/A	801
January	992	N/A	992
FY20 Year to Date Total: 3,481			

On-Time-Performance (OTP)
For January

99.78% as reported

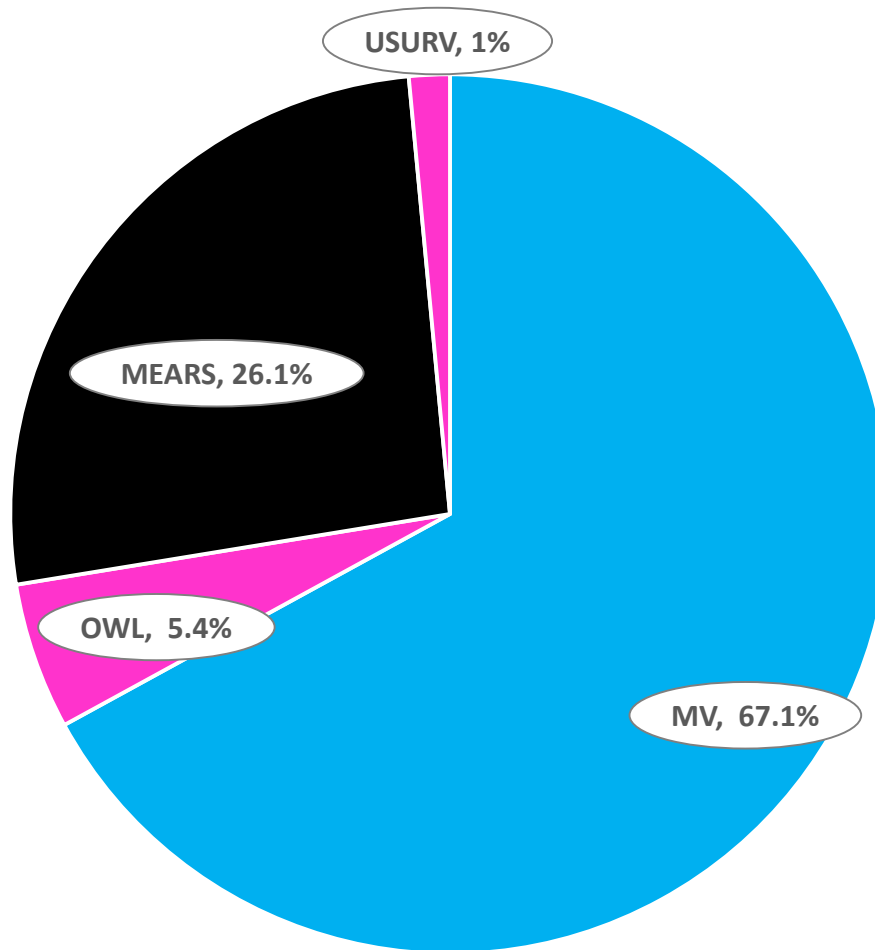
- Completed

Month	Ambulatory	WheelChair	Total
October	862	N/A	862
November	726	N/A	726
December	728	N/A	728
January	864	N/A	864
FY20 Year to Date Total: 3,180			

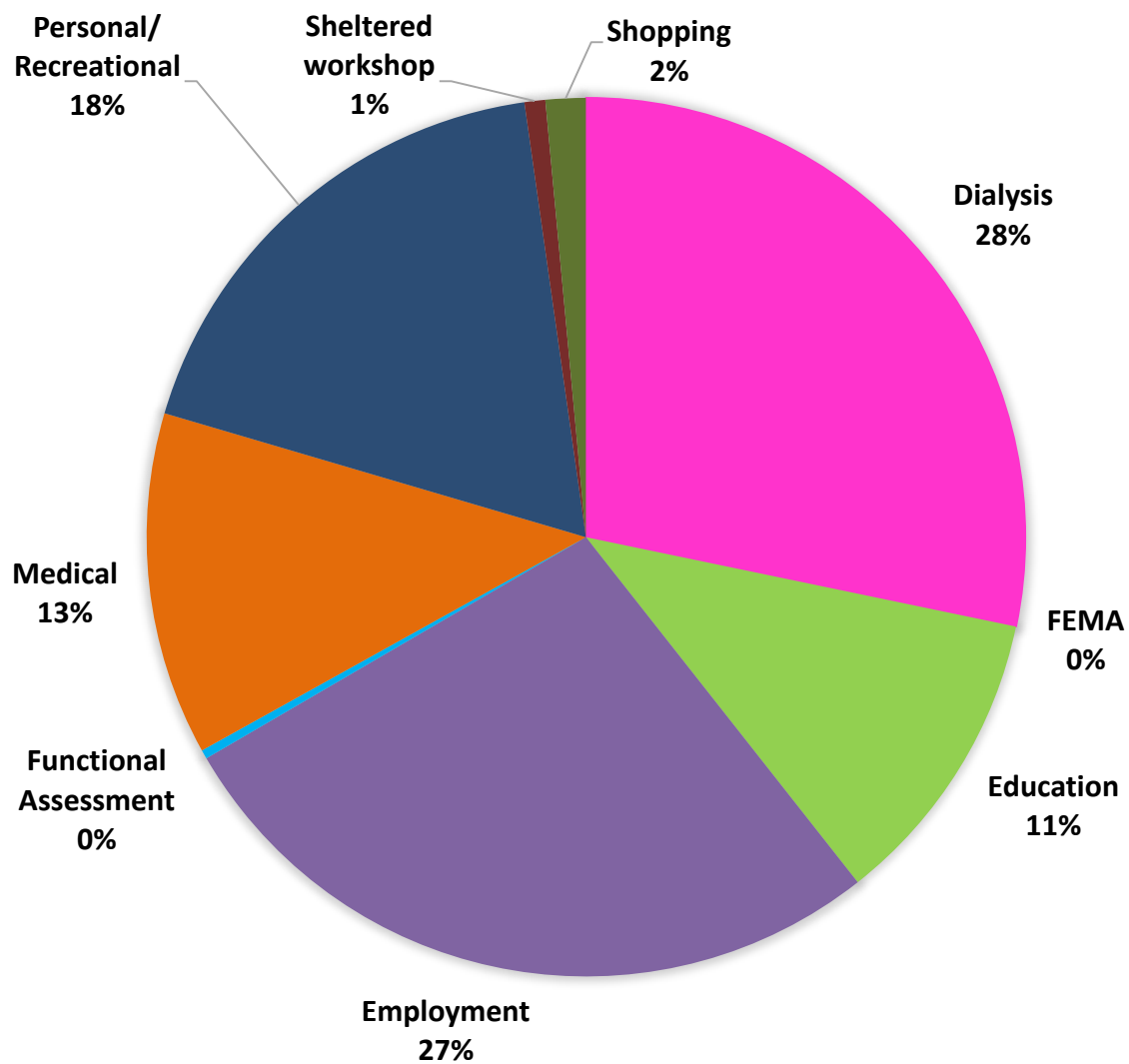
* Wheelchair service not available on UZURV

ACCESSLYNX – TRIPS ALLOCATION January 2020

MV = 39,778
MEARS = 15,480
OWL = 3,182
UZURV = 864



ACCESSLYNX – ALL TRIPS BY PURPOSE - January 2020

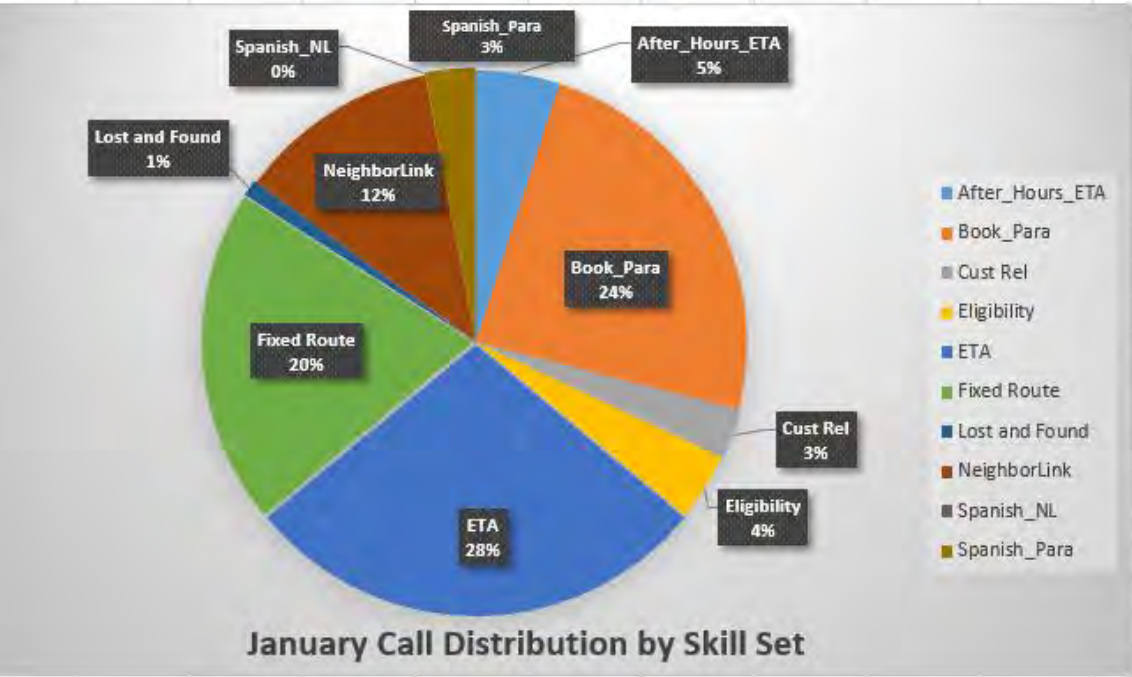


No Show Counts

- Mobility Services Supervisors – Customer focus approach
 - Reaching out to customers on weekly basis to discuss no shows trends, cancels at door, and late cancellations
 - Supervisors also educating customer on proper cancellation of trips and discussing with customer to voluntarily remove the subscription
- Habitual No Show customers – Subscription rights are suspended and each ride must be reserved at least one day prior

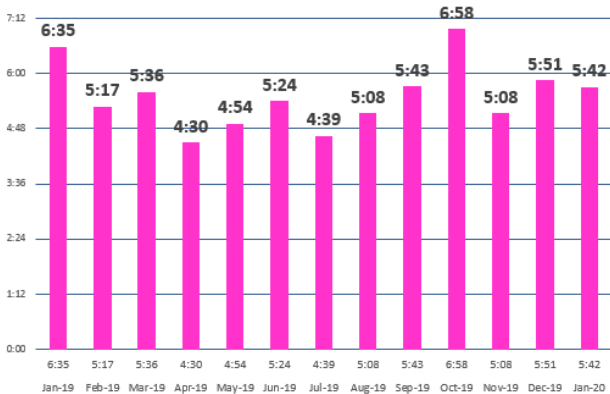
FY20	October	November	December	January
TOTAL:	4310	3961	4091	3851
Cancel at Door	13	3	5	3
Cancel Late	848	881	826	878
No Show	3449	3077	3260	2970

FY20 Performance Measures: Call Distribution and Average Answer Rate



Ten Busiest Days during the past 31 days	
Days	Total Calls
Monday, January 13, 2020	2722
Monday, January 27, 2020	2703
Monday, January 06, 2020	2651
Wednesday, January 22, 2020	2613
Wednesday, January 15, 2020	2599
Tuesday, January 14, 2020	2584
Wednesday, January 29, 2020	2569
Tuesday, January 07, 2020	2563
Wednesday, January 08, 2020	2558
Tuesday, January 21, 2020	2521

Busiest 30 minute intervals	
Time Interval	Total Calls
4:30:00 PM	3271
11:30:00 AM	3231
11:00:00 AM	3184
2:30:00 PM	3086
12:00:00 PM	3045
4:00:00 PM	3031
10:00:00 AM	3028
3:00:00 PM	2975
9:30:00 AM	2932
3:30:00 PM	2902



Performance Measures – Unduplicated Eligible Customers

Month	Ambulatory	WheelChair	Both	Total
October	8,610	5,993	11	14,614
November	8,461	5,964	10	14,435
December	8,294	5,850	10	14,154
January	8,401	5,940	11	14,352
February				
March				
April				
May				
June				
July				
August				
September				

Eligibility - ACCESS LYNX Application Processing

Program	October	November	December	January	February	March	April	May	June	July	August	September
ADA - New	241	232	388	247								
TD - New	71	67	74	95								
Sub - Total	312	299	462	342	0	0	0	0	0	0	0	0
ADA- Recert	323	279	428	317								
TD-Recert	69	49	68	73								
Sub- Total	392	328	496	390	0	0	0	0	0	0	0	0
TOTAL New and Recert:	704	627	958	732	0	0	0	0	0	0	0	0
Other	101	17	90	8								
Total Denied	143	132	140	61								
January - Pending Functional Assessment: 185												

Other: Applications for Stretcher service, Medicaid, Out of Service area, non-completion

Program Initiatives



- ACCESS PLUS + (Free Pass Program)

January Trips = 1,269
ACCESS LYNX equivalent amount: \$56,191.32

Note: Approximately 1/3 of ACCESS Plus+ riders have shown a reduction in their ACCESS LYNX rides

- Travel Training Initiative
- Eligibility Restructure
- Application Programming Interface (API) Integration
- New Vehicle Procurement



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

Date: 3/26/2020

Please find attached the preliminary monthly financial report for the fourth month ending January 31, 2020.

Central Florida Regional Transportation Authority d/b/a LYNX
STATEMENTS OF REVENUES AND EXPENSES
For the Four Months Ending, January 31, 2020
(UNAUDITED)

	Current YTD Budget	YTD Actual	Variance %
REVENUES			
Customer fares	\$ 8,250,647	\$ 7,696,721	93%
Contract services	2,089,981	2,033,483	97%
Advertising	1,190,004	1,734,897	146%
Interest & Other income	514,672	364,259	71%
Federal Revenue	6,490,800	5,145,110	79%
State Revenue	4,361,608	4,465,219	102%
Local Revenue	2,825,952	2,826,426	100%
Local Revenue Funding Partner	23,807,361	23,807,374	100%
TOTAL REVENUE	<u>49,531,025</u>	<u>48,073,489</u>	<u>97%</u>
EXPENSE			
Salaries, Wages & Fringe Benefits	27,962,152	27,720,384	99%
Other services	3,517,342	2,197,279	62%
Fuel	4,053,636	3,512,557	87%
Materials and supplies	2,589,620	2,433,155	94%
Utilities	524,731	387,400	74%
Casualty & Liability	786,524	793,832	101%
Taxes and licenses	198,656	187,345	94%
Purchased transportation services	10,100,067	9,846,149	97%
Leases & Miscellaneous	539,613	351,839	65%
Interest Expense	11,584	13,126	113%
TOTAL EXPENSE	<u>50,283,925</u>	<u>47,443,066</u>	<u>94%</u>
OPERATING GAIN/(LOSS)	<u>\$ (752,900)</u>	<u>\$ 630,423</u>	<u>(84%)</u>

LYNX Board Agenda

Monthly Report D

To: LYNX Board of Directors

From: Tomika Monterville
Director Of Plan & Develop
Bruce Detweiler
(Technical Contact)

Phone: 407.841.2279 ext: 6019

Item Name: Planning and Development Report – March 2020

Date: 3/26/2020

STRATEGIC PLANNING, SERVICE PLANNING AND GIS:

SERVICE PLANNING: Service Planning is preparing for the April 26, 2020 service change. Three public hearings were held in February – one each in Altamonte Springs, Orlando, and Kissimmee. There was no negative feedback from the public regarding the service change proposals. Planning staff will continue preparing for the service change with the bus operator pick of runs, preparation of schedules and route maps, and other internal processes.

STRATEGIC PLANNING: On March 2, 2020, the Planning and Development Department welcomed Patricia Whitton as the agency's new Senior Planner.

LYNX Board Agenda

Monthly Report E

To: LYNX Board of Directors

From: Tomika Monterville
Director Of Plan & Develop
Bruce Detweiler
(Technical Contact)
Myles Okeefe
(Technical Contact)

Phone: 407.841.2279 ext: 6019

Item Name: Ridership Report - January 2020

Date: 3/26/2020

The attached monthly Performance Report includes July Year-To-Date figures for ridership and other performance indicators. Total ridership for January 2020 was 2,010,747. This is a 3.8% decrease from January 2019. On-Time Performance for Fiscal Year-To-Date 2019 is 72.9%.

- LYNX overall ridership decreased by 80K, or 3.8%, compared to January 2019. Year-to-date ridership for FY-20 (8,006,908) decreased 5.1% compared to FY-19 (8,441,251)
- LYMMO ridership decreased by 23K, or 26.7%, compared to January 2019. Year-to-date ridership for FY-20 (229,374) decreased 35.3% compared to FY-19 (354,717).
- Fixed Route ridership decreased by 58K, or 3.1%, compared to January 2019. Year-to-date ridership for FY-20 (7,290,231) decreased by 4.5% compared to FY-19 (7,633,625).
- NeighborLink ridership decreased by 3K or 25.3% compared to January 2019. Year-to-date ridership for FY-20 (41,417) decreased 17.0% compared to FY-19 (49,927).
- ACCESS LYNX ridership increased by 3K, or 4.5%, compared to January 2019. Year-to-date ridership for FY-20 (257,783) increased by 3.9% compared to FY-19 (248,080).
- Vanpool ridership increased 8K, or 23.8%, compared to January 2019. Year-to-date ridership for FY-20 (160,888) increased by 24.7% compared to FY-19 (129,008)
- Special event ridership decreased by 6K, or 34.3%, compared to January 2019. Year-to-date ridership for FY-20 (27,215) increased by 5.1% compared to FY-19 (25,894).



January 2020 Service Performance Report

RIDERSHIP

Total Ridership by Mode						
	Jan-19	Jan-20	% Δ	YTD-19	YTD-20	% Δ
LYMMO	87,216	63,936	-26.7%	354,717	229,374	-35.3%
Fixed Route	1,877,836	1,819,620	-3.1%	7,633,625	7,290,231	-4.5%
NeighborLink	13,403	10,007	-25.3%	49,927	41,417	-17.0%
ACCESS LYNX	62,353	65,166	4.5%	248,080	257,783	3.9%
Vanpool	33,271	41,187	23.8%	129,008	160,888	24.7%
Special Events	16,482	10,831	-34.3%	25,894	27,215	5.1%
SYSTEM TOTAL	2,090,561	2,010,747	-3.8%	8,441,251	8,006,908	-5.1%

January 2019:	22 Weekdays	4 Saturdays	5 Sundays
January 2020:	22 Weekdays	4 Saturdays	5 Sundays

Average Daily Ridership by Mode									
Mode	Weekday			Saturday			Sunday		
	Jan-19	Jan-20	% Δ	Jan-19	Jan-20	% Δ	Jan-19	Jan-20	% Δ
LYMMO	3,317	2,425	-26.9%	1,648	1,425	-13.5%	1,531	1,218	-20.4%
Fixed Route	69,875	68,725	-1.6%	48,217	46,376	-3.8%	29,543	31,815	7.7%
NeighborLink	541	427	-21.1%	373	261	-30.0%	-	-	-
ACCESS LYNX	2,463	2,542	3.2%	1,277	1,406	10.1%	612	724	18.3%
Vanpool	1,409	1,452	3.1%	321	396	23.4%	205	291	42.0%
SYSTEM TOTAL	77,605	75,571	-2.6%						

LYNX ridership decreased by 80K, or 3.8%, compared to January 2019. System-wide average weekday riders decreased by 2.6% year-to-date.

LYMMO ridership decreased by about 23K, or 26.7%, compared to January 2019. Average weekday ridership for LYMMO was down 26.9% in January 2019. Ridership decrease is attributed to the closure of the Orlando Union Rescue Mission, 410 W Central Blvd.

Fixed Route ridership decreased by 58K, or 3.1%, compared to January 2019. Average daily ridership decreased by 1.6% compared to the same time period last year. Nationwide bus ridership has seen the largest decrease among transit modes, according to American Public Transportation Association (APTA). This is primarily due to the increased use of rideshare programs, and the low unemployment rate. Additionally, LYNX ceased operation of Links 416 & 427 due to Polk County ending the contracted service with LYNX on September 30, 2019.

NeighborLink ridership decreased by about 3K, or 25.3%, compared to January 2019. This is primarily due to LYNX ceasing operation of NeighborLink 603 due to Polk County ending the contracted service with LYNX on September 30, 2019.

ACCESS LYNX ridership increased by 3K, or 4.5% when compared to January 2019. This is on par with a general increased use of paratransit as more people become eligible for this service.

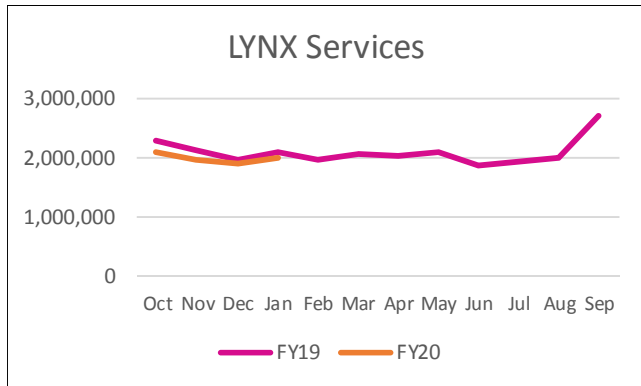
Vanpool ridership increased by about 8K, or 23.8%, compared to January 2019.

*According to the U.S. Energy Information Administration, the average price of gasoline in the U.S. was \$2.32/gallon in January 2019 and \$2.66/gallon in January 2020.

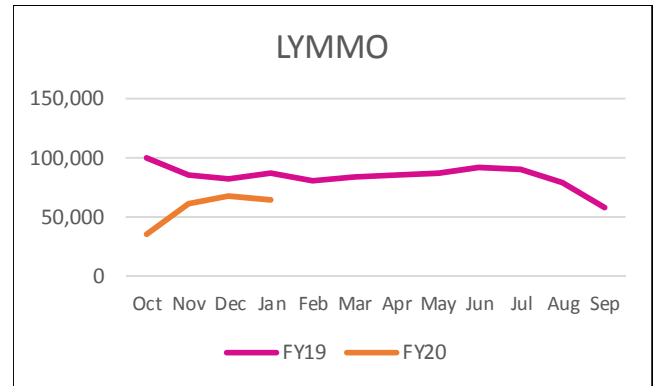


January 2020 Service Performance Report

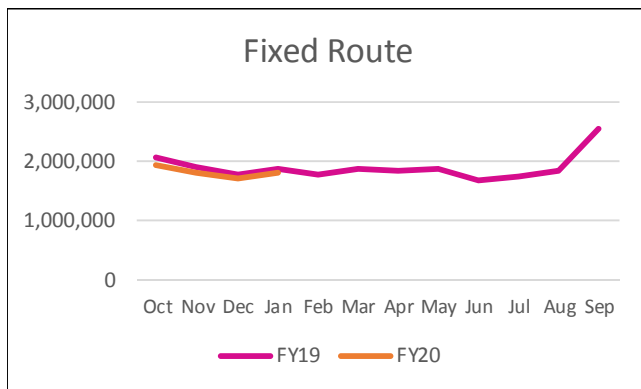
MONTHLY RIDERSHIP TRENDS BY MODE



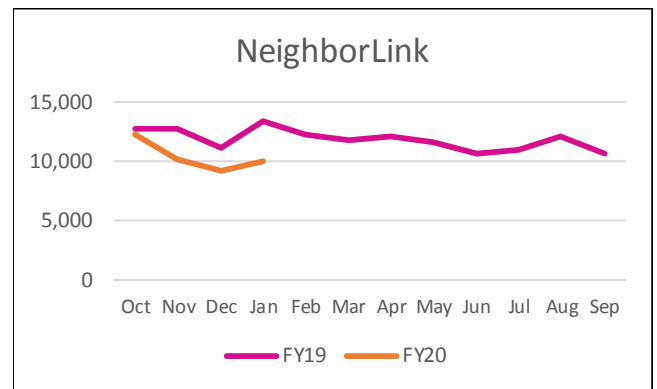
LYNX ridership decreased by 4.3% compared to the same time last year. Average weekday riders decreased by 2.6%.



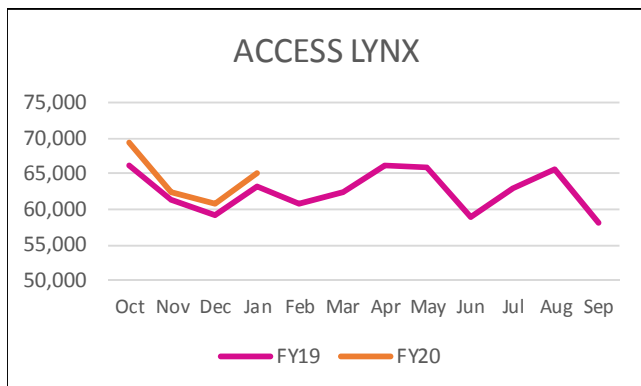
LYMMO ridership decreased by 26.7% compared to the same time last year. Average weekday riders decreased by 26.9%.



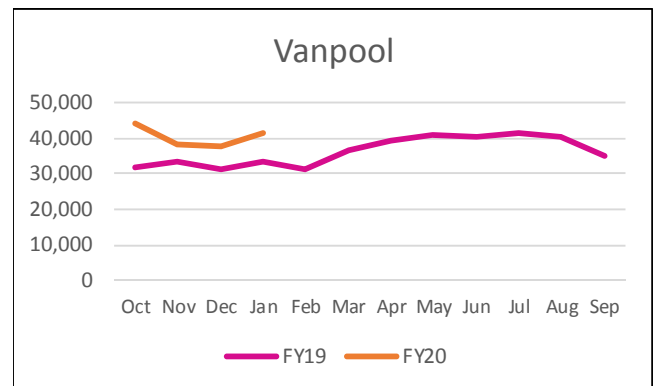
Fixed route ridership decreased 3.1% compared to January 2019. Average weekday riders decreased by 1.6%.



NeighborLink ridership decreased 25.3% compared to January 2019. Average daily riders decreased by 21.1%.



ACCESS LYNX saw a 4.5% increase over last year. Average daily riders increased by 3.2%.



Vanpool ridership increased by 23.8% when compared to January 2019.



January 2020 Service Performance Report

FY19 Monthly Modal Performance Data Sheet - January 2020

LYMMO										
Oct	34,943	4	88%	Not Applicable	0	0.10	9,489	99%	16	100%
Nov	62,195	7	84%		0	0.08	8,790	99%	16	95%
Dec	68,300	8	85%		0	0.11	9,131	99%	16	74%
Jan	63,936	7	86%		1	0.11	9,131	99%	16	90%
Feb										
Mar										
Apr										
May										
Jun										
Jul										
Aug										
Sep										
YTD	229,374	6	85.6%		1	0.10	36,541	99%	16	90%
Fixed Route										
Oct	1,946,029	21	73%	21%	6	0.10	92,512	99%	283	100%
Nov	1,797,955	21	71%	22%	10	0.08	86,940	99%	286	95%
Dec	1,726,627	20	72%	17%	6	0.11	89,200	99%	286	74%
Jan	1,819,620	21	75%	18%	9	0.11	88,212	99%	275	90%
Feb										
Mar										
Apr										
May										
Jun										
Jul										
Aug										
Sep										
YTD	7,290,231	21	72.9%	20%	31	0.10	356,864	99%	283	90%



January 2020 Service Performance Report

FY19 Monthly Modal Performance Data Sheet - January 2020

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
NeighborLink							
Oct	12,176	100%	100%	0	19.4	83%	99%
Nov	10,104	100%	100%	0	14.3	78%	99%
Dec	9,130	100%	100%	0	14.8	85%	99%
Jan	10,007	100%	100%	0	14.1	80%	100%
Feb							
Mar							
Apr							
May							
Jun							
Jul							
Aug							
Sep							
YTD	41,417	100%	100%	0	15.7	81%	99%
ACCESS LYNX							
Oct	69,416	92.01%	99.85%	1	2.4	94%	99%
Nov	61,037	90.40%	99.91%	2	3.4	93%	99%
Dec	60,883	90.47%	99.73%	0	2.8	92%	99%
Jan	65,166	90.11%	99.59%	1	3.1	93%	100%
Feb							
Mar							
Apr							
May							
Jun							
Jul							
Aug							
Sep							
YTD	256,502	90.75%	99.77%	4	2.9	93%	99%



January 2020 Service Performance Report

Definitions of Metrics Used on the Monthly Performance Data Sheets

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

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

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

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

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

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

5

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

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

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

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

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

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