

LYNX Board Agenda


Meeting Date: 4/22/2021
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

-  Board of Directors Meeting Minutes 3.25.21

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 a System-wide Passenger Survey Pg 8



B. Extension of Contracts

- i.  Authorization to Exercise the Second Option Year of Contract #18-C106 with GILLIG, LLC Pg 10
- ii.  Authorization to Exercise the Second Option Year of Contract #18-C104 with Precision Transmission, Inc. Pg 12
- iii.  Authorization to Exercise the Second Option Year of Contract #17-C16 with Tolar Manufacturing, Inc. for the Manufacture of Commercial Style Bus Shelters Pg 14


C. Miscellaneous

- i.  Authorization to Submit an Application to the US Department of Homeland Security for FY2022 Competitive Funding Opportunity, Transit Security Grant Program (TSGP), in the Amount of \$703,067 Pg 16
- ii.  Authorization to Submit an Application to the Commission for the Transportation Disadvantaged for Fiscal Year 2021/2022 Innovative Service Development Grant for an Amount Not to Exceed \$1,228,815 and Adoption of Resolution #21-002 Pg 18





-Attachments 

- iii.  Authorization for Approval of Second Amendment to Contract #18-C03 with MV Transportation, Inc. for Mobility Management and Broker Services Pg 22
- iv.  Authorization to Increase the Not to Exceed Amount for Contract #20-C33 with Akerman LLP for Legal Services - Pension Pg 24

7. Action Agenda

- A.  Approval to Amend the FY2021 Operating Budget Pg 25

8. Information Items

- A.  Notification of Settlement Agreements Pursuant to Administrative Rule 6 Pg 28
- B.  Notification of Sole Source Procurements Pursuant to Administrative Rule 4 Pg 30
- Attachments  

9. Other Business

10. Monthly Reports

- A.  Communications Report - March 2021 Pg 35
- B.  Mobility Service Reports Pg 41
- Attachments 
- C.  Monthly Financial Report - January 2021 Pg 50
- Attachments 
- D.  Planning and Development Report Pg 52
- E.  Ridership Report for February 2021 Pg 54
- 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, 2nd Floor
 Orlando, FL 32801

DATE: **March 25, 2021**

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

Members in Attendance:

Buddy Dyer, Mayor, City of Orlando, Chair

Jerry Demings, Mayor, Orange County, Vice-Chair

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

Lee Constantine, Commissioner, Seminole County BoCC

Viviana Janer, Commissioner, Osceola County BoCC

1. Call to Order

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

Chair Dyer asked Mayor Demings to lead the Pledge of Allegiance.

2. Approval of Minutes

Commissioner Janer moved to approve the Board of Directors meeting minutes of February 25, 2021. Commissioner Constantine seconded. The minutes were unanimously approved as presented.

3. Public Comments

Vicki Vargo, Orlando, FL

Ms. Vargo spoke regarding the Rosemont Superstop.

Doyle Landry, No address given

Mr. Landry spoke about mental health issues.

Ana Perea, Downtown Orlando

Ms. Perea spoke about sanitation issues at the bus station and bus stops.

Naqiy Mc Mullen, Orlando, FL 32807

Mr. Mc Mullen spoke about up zoning in Orlando.

4. Chief Executive Officer's Report

Jim Harrison, Chief Executive Officer, stated that ridership continues to hold steady at about fifty percent for the fixed route and Paratransit operations are about the same as last month.

LYNX continues to work with regional partners on trips for those over 60 who need transportation to get a vaccine.

The LYNX call center was moved to work remotely and there has been a significant increase in performance. Staff turnover was reduced from sixty-five percent down to less than five percent. The average speed of answer was reduced by over ninety percent.

The FDOT Triennial started this week. This includes looking at LYNX operations of fixed-route and Paratransit, along with our policies and procedures, to ensure that LYNX is complying with FDOT regulations.

LYNX has selected Hilda Mercedes as the new EEO/Civil Rights Compliance Administrator. She comes from Chatham Area Transit System in Savannah, Georgia. She will focus on LYNX programs not only related to Equal Employment Opportunity, but also Title VI, American with Disabilities Act, and Disadvantaged Business Enterprise Programs.

March is Procurement month, and this month is designated as an awareness campaign to recognize Procurement professionals for their efforts and contributions. Thank you to the LYNX Procurement team.

The agenda consists of eight consent agenda items and two action items. The second action item, the Comprehensive Annual Financial Report, will have a short presentation. Last year, under the leadership of the Auditor Selection Committee led by Commissioner Janer, LYNX selected the new audit team of Moore, Stephens and Lovelace (MSL). MSL states that LYNX complies in all material aspects of the requirements for the Fiscal year ending September 30, 2020. The LYNX Finance Department did an outstanding job.

Commissioner Constantine stated that he was impressed to see a bus driver's lounge on the fourth floor. He spoke with some of the drivers, and noted how happy the drivers were to have a quiet space to relax on their breaks.

5. Oversight Committee Report

Commissioner Janer, Chair of the Oversight Committee provided her report on the Oversight Committee meeting that met earlier. She stated that the committee approved the minutes from the February 25, 2021, Oversight Meeting. Ms. Amanda Clavijo gave her report on the March 11, 2021 Finance & Audit Committee meeting.

The Committee received a presentation on the Comprehensive Annual Financial Report.

The Oversight Committee recommends approval of all Consent Agenda items.

6. Consent Agenda:

Chair Dyer asked if there were any changes to the Consent Agenda before there is a motion to approve consent agenda items 6.A.i. through 6.C.v.

- 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
- B. Award Contracts
 - i. Authorization to Negotiate and Award a Contract for Transit Planning Software-as-a-Service to Remix Technologies, LLC
 - ii. Authorization to Negotiate and Award a Contract for Janitorial Services to American Facility Services, Inc.
- C. Miscellaneous
 - i. Authorization to Execute Amendment 2 to Interlocal Project Agreement No. 1 between the Orlando Utilities Commission and LYNX
 - ii. Authorization to Increase the Not to Exceed Cost for Contract #20-C69 with RL Burns, Inc. for Construction of Safety, Security, and Aesthetic Improvements at the Rosemont Transfer Center in the Amount of \$16,552.95
 - iii. Authorization for LYNX Insurance Broker to Negotiate and Bind Coverage for First Party Property Insurance and Fiduciary Liability Policies
 - iv. Authorization to Write Off Assets Pursuant to the September 30, 2020 Physical Inventory Count and Reconciliation
 - v. Authorization to Extend the Employment Benefits Provided for Under the Families First Coronavirus Response Act (FFCRA) Related to Emergency Paid Sick leave (EPSL)

Commissioner Janer made a motion to approve Consent Agenda items 6.A.i through 6.C.v. Seconded by Mayor Demings. Motion passed unanimously.

7. Action Agenda

- A. Authorization to Implement April 25, 2021 Service Changes

Chair Dyer recognized Tiffany Homler-Hawkins, Chief Administrative Officer, to make the presentation. Ms. Homler-Hawkins stated that the changes are minor in nature and include schedule adjustments for better connections, several bus stop changes, and a permanent routing change at the St. Cloud Walmart for Link 10 due to traffic issues. There were two public hearings, and there were no public comments received.

Motion to approve by Commissioner Janer, second by Commissioner Constantine. Motion passed unanimously.

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

Chair Dyer recognized Lenny Antmann, Director of Finance. Mr. Antmann stated that the annual external audit was completed. The engagement shareholder from MSL will provide an overview of the audit.

Joel Knopp, CPA, from MSL gave a presentation regarding the external audit of the FY2020 financials. Mr. Knopp stated that there were no significant findings, no audit adjustments, and there was a clean, unmodified opinion issued.

Mayor Demings asked if there are any Federal deadlines to expend the CARES Act funds. Mr. Harrison stated that CARES Act funds do not have a spending deadline. However, the new funding, The American Rescue Act appears to have an expenditure deadline of 2024. LYNX will spread out the CARES Act funds over a certain period of time, so that the funds will not immediately run out.

Mayor Demings asked about the name of the auditor, and why there was a change in the name. Mr. Knopp stated that the name changed at a global level, so for convenience purposes, the name was changed to MSL.

Motion to approve by Commissioner Constantine, second by Mayor Demings. Motion passed unanimously.

8. Information Items:

There was one item for review purposes only, no action was requested.

A. Notification of Settlement Agreements Pursuant to Administrative Rule 6

9. Other Business

No other business was discussed. The next meeting will be on April 22, 2021.

10. Monthly Reports: (For review purposes only)

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

- A. Communications Report
- B. Mobility Service Report
- C. Monthly Financial Report – December 2020
- D. Planning and Development Report
- E. Ridership Report – January 2021

11. Adjourned:

The meeting adjourned at 1:38 p.m.

Certification of Minutes:

I certify that the foregoing minutes of the March 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: Bruce Detweiler
Interim Director Of Plan And Development
Myles O'Keefe
(Technical Contact)

Phone: 407.841.2279 ext: 6136

Item Name: Authorization to Release a Request for Proposal (RFP) for a System-wide Passenger Survey

Date: 4/22/2021

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 a system-wide passenger survey.

BACKGROUND:

LYNX is required by the Federal Transit Administration (FTA) to collect passenger demographic information at least every five years, per FTA Circular 4702.1B – "Title VI Requirements and Guidelines for Federal Transit Administration Recipients." In addition, collecting system-wide on-board origin and destination passenger data is a transit industry best practice.

Staff intends to have a vendor under contract at the start of FY 2022 in order to properly recruit and train survey personnel so they begin surveying at the start of calendar year 2022. The preferred survey period is after the winter holidays and before students are out of class for spring break. Given the large area that LYNX's services cover, staff recognize that surveying will take multiple months to complete. All surveying, quality assurance, and reporting is to be complete before the end of FY 2022.

The collected demographic information informs updates to LYNX's Title VI Program. The most recent system-wide passenger survey was completed in 2017 as part of an origin and destination customer survey that also supported the "After" study requirements for SunRail Phase 1. The 2017 system-wide passenger survey data was used in the 2017 and 2020 Title VI Program updates.

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In addition to having a current understanding of the demographics of LYNX passengers, the collected origin and destination data will be compared to trip behaviors and travel patterns to other locally available data sources, such as MetroPlan Orlando's Streetlight data. Such analysis can provide insights on broader travel patterns how transit passengers' travel differs from other modes of travel across Osceola, Seminole and Orange counties. This study helps LYNX staff to identify and prioritize new services or enhancements to existing services to meet demand and improve travel for current passengers.

As was done with the 2017 survey data, LYNX will leverage the information in support of the agency's corridor studies, the major update of LYNX's Transit Development Plan (TDP), and share the data with its partners as they conduct their own transportation studies.

Staff have included \$920,000.00 in the preliminary operating budget for FY 2022 to support this project.

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

A DBE participation goal of 6% is accessed for this procurement. 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) Firms.

FISCAL IMPACT:

The Approved FY2021 Operating Budget does not include funds for the for a System-wide Passenger Survey project. Staff has included \$920,000 for this project in the Preliminary FY2022 Operating budget. This is 100% Federally funded.

LYNX Board Agenda

Consent Agenda Item #6.B. i

To: LYNX Board of Directors

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

Phone: 407.841.2279 ext: 6239

Item Name: Authorization to Exercise the Second Option Year of Contract #18-C106 with GILLIG, LLC

Date: 4/22/2021

ACTION REQUESTED:

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to exercise the second option year of Contract #18-C106 with GILLIG, LLC, for the provision of X-Change Voith transmissions used in the maintenance of transit buses.

BACKGROUND:

At the May 24, 2018, Board of Directors' meeting, staff received authorization under Consent Agenda Item Consent Agenda Item #7.A. iii to award the contract for the procurement of X-Change Voith transmissions to GILLIG, LLC. The not to exceed value of the entire contract term with GILLIG, Inc. is \$876,900. The initial term of Contract #18-C106 was for two (2) years with three (3) renewal terms of one (1) year. The first two (2) years of the contract expired June 7, 2020.

LYNX has a fleet of 301 transit vehicles and approximately 113 are equipped with Voith transmissions. Our in-house technicians diagnose and replace the transmissions as needed. LYNX replaced approximately 11 Voith transmissions in FY2020.

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

No DBE Goal has been established for this contract. LYNX encourages the Contractor to make every attempt to obtain participation of certified DBE's and other small businesses in the completion of this contract.

LYNX Bard Agenda

FISCAL IMPACT:

The Approved FY2021 Operating Budget includes \$4,609,000 for repairs and maintenance for revenue vehicle bus parts. Upon Board approval the FY2022 Operating Budget will include the appropriate amount for revenue vehicle repairs and maintenance.

LYNX Board Agenda

Consent Agenda Item #6.B. ii

To: LYNX Board of Directors

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

Phone: 407.841.2279 ext: 6239

Item Name: Authorization to Exercise the Second Option Year of Contract #18-C104 with Precision Transmission, Inc.

Date: 4/22/2021

ACTION REQUESTED:

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to exercise the second option year of Contract #18-C104 with Precision Transmission, Inc. for the provision of remanufactured ZF transmissions used in the maintenance of transit buses.

BACKGROUND:

At the May 24, 2018, Board of Directors' meeting, staff received authorization under Consent Agenda Item #7.C.v. to award the contract for the procurement of remanufactured ZF transmissions to Precision Transmission, Inc. The not to exceed value of the entire contract term with Precision Transmission, Inc. is \$653,103. The initial term of Contract #18-C104 was for two (2) years with three (3) renewal terms of one (1) year. The first two (2) years of the contract expired June 7, 2020.

LYNX has a fleet of 301 transit vehicles and approximately 53 are equipped with ZF transmissions. Our in-house technicians diagnose and replace the transmissions as needed. LYNX replaced approximately 15 ZF transmissions in FY2020. Precision Transmission, Inc. is the only Southeast Region Authorized dealer of the ZF Transmissions.

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

No DBE Goal has been established for this contract. LYNX encourages the Contractor to make every attempt to obtain participation of certified DBE's and other small businesses in the completion of this contract.

LYNX Bard Agenda

FISCAL IMPACT:

The Approved FY2021 Operating Budget includes \$4,609,000 for repairs and maintenance for revenue vehicle bus parts. Upon Board approval, the FY2022 Operating Budget will include the appropriate amount for revenue vehicle repairs and maintenance.

LYNX Board Agenda

Consent Agenda Item #6.B. iii

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 Exercise the Second Option Year of Contract #17-C16 with Tolar Manufacturing, Inc. for the Manufacture of Commercial Style Bus Shelters

Date: 4/22/2021

ACTION REQUESTED:

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to exercise the second option year on Contract #17-C16 with Tolar Manufacturing, Inc. for the manufacture of commercial style bus shelters.

BACKGROUND:

In May 2017, LYNX Board of Directors authorized the Chief Executive Officer or designee to execute Contract #17-C16 with Tolar Manufacturing, Inc. for the manufacturing of commercial style bus shelters. The initial Contract term was for three (3) years, with two (2), one (1) year options, subject to annual funding availability. This contract will expire on May 31, 2021.

LYNX project management staff will issue individual purchase orders for batches of shelters as needed throughout the fiscal year to meet the needs of the larger bus shelter program.

The total contract has an assigned value per the original award of \$1,350,000 per year. The associated dollars will be assigned on a task order basis to the vendor based on operating and capital budget approved items.

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

A DBE participation goal of 6% is assessed for this procurement. 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) Firms.

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FISCAL IMPACT:

The Approved FY2021 Capital Budget includes \$2,732,316 for shelter installations and rehabilitations throughout the system area.

LYNX Board Agenda

Consent Agenda Item #6.C. i

To: LYNX Board of Directors

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

Phone: 407.841.2279 ext: 6154

Item Name: Authorization to Submit an Application to the US Department of Homeland Security for FY2022 Competitive Funding Opportunity, Transit Security Grant Program (TSGP), in the Amount of \$703,067

Date: 4/22/2021

ACTION REQUESTED:

Staff is requesting the Board of Directors' ratification of a grant application for the Chief Executive Officer (CEO) or designee to submit a grant application to the US Department of Homeland Security for FY 2021 Competitive Funding Opportunity, Transit Security Grant Program (TSGP), in the amount of \$703,067.

BACKGROUND:

On February 25, 2021, the Federal Emergency Management Agency (FEMA), a component of the Department of Homeland Security (DHS), released a Notice of Funding Opportunity (NOFO) and availability of \$88 million in FY2021 TSGP competitive grant funding for eligible public transportation systems to support transportation infrastructure security activities. The applications are due May 14, 2021.

The TSGP provides funds to protect critical transportation infrastructure and the travelling public from terrorism, and to increase transportation infrastructure resilience. The DHS/FEMA is continuously evaluating the national risk profile and setting priorities that help ensure appropriate allocation of scarce security dollars. In assessing the national risk profile for FY2021, three areas attract the most concern:

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1. Enhancing cybersecurity;
2. Enhancing the protection of soft targets/crowded places;
3. Addressing emerging threats (e.g., transnational criminal organizations, weapons of mass destruction [WMD], unmanned aerial systems [UASs], etc.).

LYNX will submit for video camera improvements and an interoperability communications network that align with recommendations provided in the 2020 LYNX Threat & Vulnerability Analysis (TVA) and in the 2021 Transportation Security Administration's (TSA) baseline assessment. The TVA evaluates the likelihood of specific threats that may endanger system operations and provides recommended actions and countermeasures to eliminate or mitigate such threats. TSA's Baseline Assessment for Security Enhancement (BASE) is a no-cost, voluntary, risk-based program that evaluates an agency's security posture.

LYNX is considered Emergency Support Function for Orange County. An interoperable communication system will provide radio communications, real time video sharing with non-vehicle related cameras, ability to share geospatial, and data sharing communications during an emergency incident to regional public safety departments and stakeholders who currently utilize the communications technology.

The planned projects are detailed below.

- LYNX Transfer Center/Super-Stops
- Mutualink Interoperable Communications

Staff intends to apply for the maximum amount allowed for the following TSGP eligible projects:

- LYNX Transfer Center/Super-Stops Camera System - \$672,500
- Mutualink Interoperable Communications - \$30,567

The current equipment is dated and has met and/or exceeded FTA's useful life. The new equipment will provide LYNX with surveillance video analytics and cybersecurity enhancements. The project time line for completion is two years from the start date for the camera system and two months from the start date for the interoperable communications system.

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

A DBE participation goal is not applicable for this activity.

FISCAL IMPACT:

LYNX staff will include the award of this program in the appropriate LYNX fiscal year budget upon confirmation of award. This funding program is 100% DHS funded.

LYNX Board Agenda

Consent Agenda Item #6.C. ii

To: LYNX Board of Directors

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

Phone: 407.841.2279 ext: 6169

Item Name: Authorization to Submit an Application to the Commission for the Transportation Disadvantaged for Fiscal Year 2021/2022 Innovative Service Development Grant for an Amount Not to Exceed \$1,228,815 and Adoption of Resolution #21-002

Date: 4/22/2021

ACTION REQUESTED:

Staff is requesting the Board of Directors' authorization to submit a grant application to the Florida Commission for the Transportation Disadvantaged (CTD) for Fiscal Year 2021/2022 for the Innovative Service Development (ISD) Grant for an amount not to exceed \$1,228,815 and adoption of Resolution #21-002 (attached hereto), authorizing the Chief Executive Officer (CEO) or designee to undertake and if awarded, execute a Memorandum of Agreement to be provided by the CTD.

BACKGROUND:

The Transportation Disadvantaged Trust Fund is administered by the CTD, pursuant to Section 427.0159, Florida Statutes. The purpose of the Transportation Disadvantaged Trust Fund is to provide dedicated funding source for the operational and planning expenses of the CTD in carrying out its legislative responsibilities.

On May 9, 2021, the CTD released a competitive funding opportunity for an additional \$10 million allocated by the Florida Legislature under the Transportation Disadvantaged Trust Fund. This funding shall be used to award competitive grants to Community Transportation Coordinators (CTCs) and Transportation Network Companies (TNC) for pilot projects that will test innovative ideas in service design to enhance an eligible rider's mobility. CTD's goal for the ISD grants is to identify and test promising mobility access solutions that can be applied in other communities. Main program objectives are:

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1. Increase a transportation disadvantaged person's access to and departure from job training, employment, health care, and other life-sustaining services;
2. Enhance regional connectivity and cross-county mobility; or,
3. Reduce the difficulty in connecting transportation disadvantaged persons to a transportation hub and from the hub to their final destination.

This grant program provides ninety-percent (90%) funding and requires a ten-percent (10%) cash match generated from local sources. No state or federal government revenues are acceptable as local match. LYNX will be utilizing farebox revenues as the cash match.

CTD Funding (90%)	Not to Exceed \$ 1,228,815
Local Share (10%)	Not to Exceed \$ <u>136,535</u>
Total Project Amount:	Not to Exceed \$ 1,365,350

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

A DBE participation goal is not applicable for this activity.

FISCAL IMPACT:

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

CERTA RESOLUTION NO. 21-002

A RESOLUTION OF THE CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY (d/b/a/ LYNX) AUTHORIZING THE CHIEF EXECUTIVE OFFICER (CEO) TO EXECUTE AND SUBMIT GRANT APPLICATIONS WITH THE FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGE (CTD) FOR THE FY2021-2022 INNOVATION AND SERVICE DEVELOPMENT GRANT PROGRAM, IN AN AMOUNT NOT TO EXCEED \$1,228,815.00 DOLLARS.

WHEREAS, the LYNX Board of Directors (BOARD) has the authority and believes it is in the best interest of LYNX to authorize the CEO, or designee, to file and execute this grant application and all supporting documents, agreements and assurances which may be required in connection with the application as authorized by Chapter 341, Florida Statutes and/or by the Federal Transit Administration Act of 1964, as amended;

NOW, THEREFORE, BE IT RESOLVED THAT:

1. The LYNX BOARD has the authority to authorize the submission of grant applications to the Florida Commission for the Transportation Disadvantage.
2. The BOARD has the authority to authorize the execution of Public Transportation Grant Agreements to be issued by CTD in FY2021-2022.
3. The BOARD authorizes James E. Harrison, Esq., P.E., Chief Executive Officer, or designee, to submit grant applications to the Florida Commission for the Transportation Disadvantage for fiscal year 2021-2022 in an amount not-to-exceed \$1,228,815.00 dollars on behalf of LYNX and the ability for the CEO to execute the application, amendments, warranties, certifications, assurances, reimbursement invoices and any other documents in connection with the grant application.
4. The BOARD authorizes James E. Harrison, Esq., P.E., Chief Executive Officer, or designee, to sign any and all agreements or contracts, which may be required in connection with the application, and subsequent agreements, with the Florida Commission for the Transportation Disadvantage.
5. The BOARD authorizes James E. Harrison, Esq., P.E., Chief Executive Officer, or designee, to make purchases and/or expend funds pursuant to grant awards made by the Florida Commission for the Transportation Disadvantage authorized by Chapter 341, Florida Statutes and/or by the Federal Transit Administration Act of 1964, as amended.
6. That the above authorization shall be continuing in nature until revoked by the Chairman of the Governing Board.

CERTIFICATION OF THE ADOPTION OF THE PROPOSED RESOLUTION OF THE CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY (d/b/a/ LYNX) AUTHORIZING THE CHIEF EXECUTIVE OFFICER (CEO) TO EXECUTE AND SUBMIT GRANT APPLICATIONS WITH THE FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGE (CTD) FOR THE FY2021-2022 INNOVATION

AND SERVICE DEVELOPMENT GRANT PROGRAM, IN AN AMOUNT NOT-TO-EXCEED \$1,228,815.00 DOLLARS.

APPROVED AND ADOPTED this 22nd day of April 2021 by the Governing Board of the Central Florida Regional Transportation Authority.

CENTRAL FLORIDA REGIONAL
TRANSPORTATION AUTHORITY

By: Governing Board

Chairman

ATTEST:

Assistant Secretary

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Consent Agenda Item #6.C. iii

To: LYNX Board of Directors

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

Phone: 407.841.2279 ext: 6169

Item Name: Authorization for Approval of Second Amendment to Contract #18-C03 with MV Transportation, Inc. for Mobility Management and Broker Services

Date: 4/22/2021

ACTION REQUESTED:

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to execute the Second Amendment to Contract #18-C03 with MV Transportation, Inc. for Mobility Management and Broker Services to provide for responsibilities for maintenance of the Trapeze IT infrastructure technology and application system.

BACKGROUND:

At the March 23, 2017 Board of Director's meeting, the Board authorized LYNX staff to enter into an Agreement with MV Transportation, Inc. to provide Mobility Management and Broker Services for the provision of LYNX's Paratransit and NeighborLink services.

This Second Amendment to Contract #18-C03 with MV Transportation, Inc. for Mobility Management and Broker Services will formalize the existing Letter of Understanding (LOU) which specifies the roles and responsibilities for the ongoing operation and maintenance of Trapeze IT infrastructure technology and application utilized by LYNX Paratransit operations.

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

A DBE participation goal of 10% is accessed for this procurement. 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) firms.

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FISCAL IMPACT:

There is no fiscal impact associated with this activity.

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Consent Agenda Item #6.C. iv

To: LYNX Board of Directors

From: Terri Setterington
Director Of Human Resources
Terri Setterington
(Technical Contact)

Phone: 407.841.2279 ext: 6106

Item Name: Authorization to Increase the Not to Exceed Amount for Contract #20-C33 with Akerman LLP for Legal Services – Pension

Date: 4/22/2021

ACTION REQUESTED:

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to increase the Not to Exceed amount for Contract #20-C33 with Akerman LLP for Legal Services – Pension to the amount of \$430,000.

BACKGROUND:

On December 5, 2019, staff received authorization to execute Contract #20-C33 with Akerman LLP for Legal Services – Pension in the amount of \$250,000. The term of the agreement is for two years. Since the initial award of the contract, additional work has been required of Akerman to address legal matters resulting from the 2020 Collective Bargaining Negotiations, as well as providing legal counsel through the solicitation and contract negotiation phase for the Retirement Plan Administration and Recordkeeping Services Plan for the LYNX employees resulting in additional costs. Additionally, ongoing cost are also being incurred on a monthly basis due to work being completed in anticipation of the upcoming 2021 Collective Bargaining Reopener on the topic of Retirement.

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

A DBE participation goal is not applicable for this activity.

FISCAL IMPACT:

The Approved FY2021 Operating Budget includes \$777,020 for general and human resources legal services. The increase in NTE is not expected to cause the budget to be over spent.

LYNX Board Agenda

Action Agenda Item #7.A

To: LYNX Board of Directors

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

Phone: 407.841.2279 ext: 6125

Item Name: Approval to Amend the FY2021 Operating Budget

Date: 4/22/2021

ACTION REQUESTED:

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to amend the FY2021 Adopted Operating Budget.

BACKGROUND:

These changes will not result in any increase request from the funding partners or any increase in utilization of reserves.

LYNX Board Agenda

FY2021 Operating Budget Amendment

	APPROVED FY21 Budget	PROPOSED ADJUSTMENTS	PROPOSED AMENDED FY21 Budget
REVENUES			
Customer Fares	\$ 15,283,345	\$ (1,858,453)	\$ 13,424,892
Contract Services	7,710,314	(1,718,438)	5,991,876
Advertising	2,200,000	700,000	2,900,000
Interest & Other Income	1,032,100	(332,100)	700,000
Federal Revenue	14,054,144	(4,550,000)	9,504,144
State Revenue	13,776,728	(1,551,127)	12,225,601
Local Revenue	8,785,244	(292,000)	8,493,244
Local Revenue Funding Partner	71,422,119	-	71,422,119
CARES/CRRSAA/ARPA Funding	16,000,000	38,769,903	54,769,903
Use of Stabilization Funds	7,272,171	(7,272,171)	0
TOTAL REVENUE	\$ 157,536,165	\$ 21,895,614	\$ 179,431,779
EXPENSE			
Salaries, Wages & Fringe Benefits	\$ 84,790,997	\$ 364,000	\$ 85,154,997
Other services	12,560,032	(364,000)	12,196,032
Fuel	12,158,746	(1,700,000)	10,458,746
Materials and Supplies	9,822,116	-	9,822,116
Utilities	1,581,528	-	1,581,528
Casualty & Liability	2,734,701	854,952	3,589,653
Taxes and Licenses	598,048	-	598,048
Purchased Transportation Services	31,637,695	(2,763,932)	28,873,763
Leases & Miscellaneous	1,646,267	-	1,646,267
Interest Expense	6,035	(6,035)	0
Transfer to Reserves	0	25,510,629	25,510,629
TOTAL EXPENSE	\$ 157,536,165	\$ 21,895,614	\$ 179,431,779
OPERATING GAIN/(LOSS)	\$ 0	\$ 0	\$ 0

Explanation of Changes:

Revenues:

Customer Fares - As a result of COVID-19, fixed route ridership has not rebounded as projected. The first half of FY2021 averaged around 50% of pre-COVID ridership levels. LYNX is starting to see a slight increase in ridership. The FY2021 projected budget included ridership at approximately 60% of FY2019 levels. Based on recent trends we are adjusting this down to 55%. For paratransit LYNX included 673K trips for the year, the revised projection is 526K trips.

LYNX Board Agenda

Contract Services – The bus service contract for Shingle Creek was significantly reduced, the Econ River high school contract was terminated in December, and the Kissimmee Circulator contract was reduced as the state grant was extended through December 2021. The total fixed route impact is a \$490K reduction. On the paratransit side due to the lower trip levels \$1,228K from the CTD innovation grant will not be earned before it expires in June of 2021.

Advertising Revenue – LYNX is starting to see a rebound in advertising revenue. Staff is projecting that this trend will continue for the year and therefore increased the budget by \$700K.

Interest and Other Income - Interest rates on deposits have significantly decreased causing a decrease in interest earnings.

State Revenue - State revenue has been decreased overall by \$1.5M. The block grant award was reduced as a result of the pandemic by \$1.7M. The grant associated with the Kissimmee Circulator was extended through December 2021 resulting in an increase of \$204K.

Federal Revenue – The Coronavirus Response & Relief Supplemental Appropriations Act (CRRSAA) provided LYNX with \$7.7M in funding. In March the American Rescue Plan Act (ARP) funding was announced and LYNX is expecting to receive approximately \$75M in funding of which LYNX projects to draw \$31M in FY2021. These grants along with reduced preventative maintenance funding will net LYNX approximately \$34M.

Expenses:

Salaries, Wages and Fringe/ Other Services – The FY2021 adopted operating budget included funding for temporary cleaning staff in the other services category. Pending the execution of a contract LYNX employed temporary staff to carry out the duties. The Budget is being transferred between these two categories.

Fuel - Favorable pricing from the hedging program has been decreased the projected FY2021 expense by \$1.7M.

Casualty & Liability – As a result of some large settlements in FY2021 and the increase in insurance costs the budget is being increased by \$854K.

Purchased Transportation - The reduced level of trip demand has resulted in a decrease of \$2.7M.

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

No DBE participation goal is applicable for this activity.

FISCAL IMPACT:

The Amended FY2021 Operating Budget will result in a projected operating gain of \$25,510,629.

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: 4/22/2021

LYNX Liability Claim Settlements March 1 – March 31, 2021

Claimant Name	Accident Date	Accident Type	Settlement Amount	Date of Check
Kaufman & Lynd Trust Account fbo Quandiqua Walker	11/19/2017	BI	\$15,000.00	3/4/2021
Hogan & Hogan, P.A. Trust Account (Daisy Body)	1/17/2018	BI	\$160,000.00	3/4/2021
Friedland & Associates fbo Ferdinand Baptiste	9/3/2015	BI	\$5,000.00	3/4/2021
Sublette Law Trust Account f/b/o Athnel Belle	9/2/2016	BI	\$20,000.00	3/4/2021
MORGAN & MORGAN, P.A. TRUST O/B/O GUSTAVO CORREA	4/30/2018	BI	\$20,000.00	3/4/2021
Jeffrey Stegemoller	2/12/2021	PD	\$2,145.98	3/12/2021
Morgan & Morgan Trust Account f/b/o Ethan Elliott	9/10/2019	BI	\$15,000.00	3/12/2021
Elleanna Brown	3/22/2019	BI	\$2,100.00	3/12/2021
Kenneth Stack	12/23/2020	PD	\$750.00	3/18/2021
KMIS (Yadiel Santos Guzman)	1/8/2021	PD	\$1,152.31	3/18/2021
State Farm (Samuel Letson)	3/11/2020	PD	\$250.00	3/18/2021
Jon Lambe FBO Elouise Henderson	1/17/2018	BI	\$15,000.00	3/18/2021
Morgan and Morgan Paul Brennan	9/10/2019	BI	\$22,000.00	3/18/2021
Morgan & Morgan Savannah Stanton	8/3/2019	BI	\$15,000.00	3/18/2021
Pendas Law Firm Erika Ramos	5/8/2013	BI	\$10,000.00	3/25/2021

LYNX Board Agenda

Wooten, Kimbrough, Damaso & Dennis, P.A. fbo Sara Ann Dinocola	3/24/2018	BI	\$80,000.00	3/25/2021
Latoya Newell Burke	2/8/2021	PD	\$554.66	3/25/2021
Nancy Santiago	2/15/2021	PD	\$4,668.98	3/25/2021
Barbara Williams	10/21/2020	PD	\$1,392.78	3/25/2021

LYNX Board Agenda

Information Item B

To: LYNX Board of Directors

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

Phone: 407.841.2279 ext: 6125

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

Date: 4/22/2021

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

1. Genfare
2. Cambridge Systematics, Inc.



Sole Source Justification

DATE: March 4, 2021

REQUESTED BY: Patricia Dolan, Supervisor of Revenue Control

SUBJECT: **Genfare, A Division of SPX Corporation**
One-Year Software Support Agreement Genfare Collection Equipment

BACKGROUND: In 2020, under contract 19-C75 issued to SPX/Genfare, LYNX installed Fast Fare Fareboxes including Genfare developed proprietary software. The software requires ongoing support and maintenance and is proprietary to Genfare. Genfare provides services and software maintenance for the GFI Network software for the LYNX fareboxes.

SOLE SOURCE JUSTIFICATION: The fare collection proprietary software in use at Lynx to support the Fast Fare Fareboxes was designed, developed and maintained by Genfare and can only be supported by Genfare engineers who have the training, expertise, and tools to support the software. The software covered by the software support agreement was developed, configured, and installed by Genfare to meet the business needs of Lynx. The software support agreement is a continuation of the existing support agreement which exists between Lynx and Genfare. Genfare does not authorize outside organizations to perform such service.

COST/PRICE ANALYSIS: The cost for the one-year support from March 15, 2021 to March 14, 2022 is \$64,890.00 to be paid in full with a one-time payment. The cost is reasonable compared to the prior annual costs paid by LYNX.

Patricia Dolan
Supervisor of Revenue Control

3/4/2021
Date:

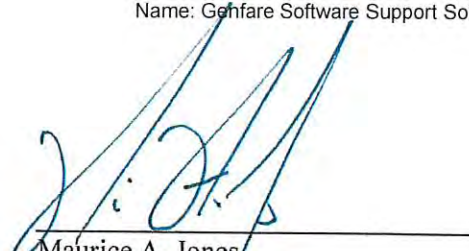
Warren Hersh
Comptroller

3/4/21
Date


 Leonard Antmann
 Director of Finance

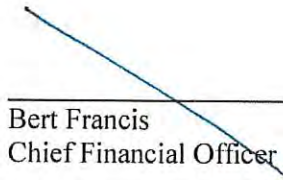
3/4/21

Date:

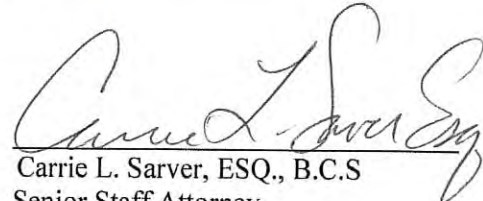

 Maurice A. Jones
 Manager of Procurement

3/4/2021

Date

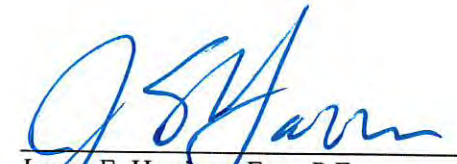

 Bert Francis
 Chief Financial Officer

Date:


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

3/23/2021

Date


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

3/24/21

Date:



Sole Source Justification

DATE: February 8, 2021

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

SUBJECT: Cambridge Systematics, Inc. - LYNX Connects Maintenance & Hosting

BACKGROUND: In 2011, the Federal Transit Administration (FTA) awarded funding to LYNX for the Veterans Transportation and Community Living Initiative (VTCLI) to finance the capital costs of implementing, expanding or increasing access to local "One-Call/One-Click" transportation resource centers. The goal of the VTCLI is to ensure that Veterans have convenient and ready access to the full range of affordable transportation services available in their communities. The FTA grant was for \$1,056,800 with local toll credits used as the match.

The development of LYNX Connects followed the Systems Engineering process which included outlining the needs and functionality of a "One-Click" resource that provides human service and transportation information for the LYNX service area. In 2016, Cambridge Systematics was awarded a contract with LYNX to develop a simple and user-friendly web-based Central Information System (CIS) and Mobile Application. The website and mobile applications were launched September 30, 2019 and Cambridge Systematics is contracted to host and maintain the LYNX Connects website and mobile applications through January 2021.


Given LYNX's transition to providing data for third-party developers, rather than developing and maintaining applications itself, as well as the rate at which other traveler resources are being developed, the direction is for the LYNX Connects system to remain in operation until the useful life is met in September 30, 2022.

SOLE SOURCE JUSTIFICATION:

Due to the reliance of the information supported by the LYNX Connects system, the procurement process to identify and acquire support from a comparable maintenance and hosting company would result in an unacceptable delay to the general public. Furthermore, should LYNX have moved the hosting and maintenance of the system to an internal framework, the agency would require a new server (physical or cloud-based), specialized software and dedicated IT Staff to create the environment and oversee the maintenance.

COST/PRICE ANALYSIS:

The cost impact of service maintenance and hosting is \$32,290.00 for the period of February 1, 2021 – September 30, 2022. This amounts to \$1,615 per month. The prior three years of maintenance and hosting provided by Cambridge Systematics totaled \$99,000; or \$2,750.00 per month.


Myles O'Keefe
Project Manager

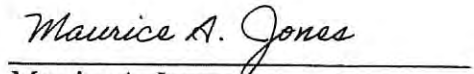
2.8.21
Date:


Bruce Detweiler
Interim Director of Planning
& Development

02/10/21
Date


Tiffany Homler-Hawkins
Chief Administrative Officer

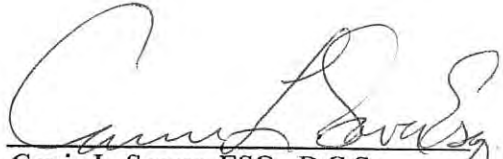
2/10/21
Date:


Maurice A. Jones
Manager of Procurement

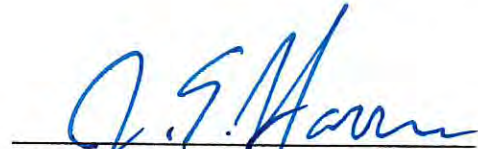
02/11/2021
Date


Bert Francis
Chief Financial Officer

3/12/21
Date:


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

3/23/21
Date


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

3/24/21
Date:

LYNX Board Agenda

Monthly Report A

To: LYNX Board of Directors

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

Phone: 407.841.2279 ext: 6206

Item Name: Communications Report - March 2021

Date: 4/22/2021

LYNX Community Events and Outreach - March 2021

Day	Event Name	Description
	No events.	

LYNX Press Releases | Media Notes: March 2021

March 25	LYNX to Make April 2021 Service Changes
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March 2021 – LYNX News Articles

To view the articles below please copy and paste the link into a browser.	
March 5	Lynx offering free rides for seniors to FEMA vaccination site in Orlando WKMG News 6 & ClickOrlando

LYNX Board Agenda

March 31	<p>COVID-19 vaccine milestone: Orlando FEMA site gives 100000th shot Orlando Sentinel</p> <p>A 72-year-old woman was the recipient Tuesday morning of the 100,000th COVID-19 vaccine dose injected by the federal vaccination sites that launched in Central Florida earlier this month, a spokesperson said.</p> <p>Margi Johnson rode a Lynx bus to the main Federal Emergency Management Agency site at Valencia College's West Campus, receiving her second dose of the vaccine, site spokeswoman Andrea Schuch said.</p> <p>"She was celebrated from her arrival at the site, all the way through the observation tent," Schuch said in an email. "It was fantastic recognition of all of the hard work by everyone at the site and the support from the community to get 100,000 doses administered in just 29 days!"</p> <p>Photos showed Schuch toting balloons as she got her shot and posed with site staff, who have been giving doses of vaccine for weeks. The 100,000-shot figure includes injections done at the main site and also satellite sites, which have rotated throughout the region.</p> <p>The Valencia West site, one of four major FEMA sites across the state, had been slated to wind down soon. But state officials announced Monday that the location would remain open a month longer than expected, until May 26, and offer 3,000 first doses of Pfizer vaccine per day.</p>
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March 2021 – LYNX Social Media

Mar 1	Public Workshop/Hearing tomorrow for April proposed service change.
Mar 2	<p>Happy Read Across America Day!</p> <p>Day of congressional action. Save Transit.</p> <p>Service detour on Alder Drive.</p> <p>Response to question on which link will the detour effect.</p> <p>Public Workshop/Hearing today at LYNX Central Station April 25 proposed service changes.</p>
Mar 3	<p>LYNX is making improvements to bus shelters throughout the system.</p> <p>Response to question on when will the Fern Park location get a Superstop shelter.</p> <p>Response to feedback on getting shelters on the America Blvd\San Antonio Ave.</p> <p>Response to comment "that it is cool we are updating the shelters".</p> <p>Link 21 & 37 service detour to assist in dropping off passengers that need to access the COVID vaccination center.</p> <p>Virtual Public Workshop and Hearing for the April 25 service proposal.</p>

LYNX Board Agenda

Mar 4	LYNX is hiring! We're looking for Bus Operators.
Mar 5	Friday morning reflections. We hope your day shines just as bright.
Mar 6	Just a few friendly reminders when riding LYNX. Please stay safe.
Mar 7	As we celebrate #WomensHistoryMonth , we would like to highlight the first lady astronaut trainees.
Mar 8	Taking a gander at the morning sunrise. International Women's Day.
Mar 9	Bus shelter improvement initiative. Response to suggestion to place a bus shelter on the 434 and Trailwood Drive on the North and South bound stop. Response to suggestion to place a bus shelter at the St. Cloud Walmart location.
Mar 10	'Spring Forward' this Sunday, Mar. 14 at 2 a.m. Repost: LYNX is providing free transportation to the Orange County Convention Center and FEMA's Valencia College West Campus Vaccination. Service Alert: Link 103 bus stops along US Hwy. 17-92 will be reinstalled.
Mar 11	Just a reminder that our proposed service changes will begin Apr. 25 if approved by the LYNX Board of Directors meeting.
Mar 12	Kick starting our weekend with sunshine and a lovely view.
Mar 13	Daylight saving time begins tomorrow.
Mar 14	Today we honor Willa Beatrice Brown, a political pioneer and trailblazing aviator.
Mar 15	Charging up to help get you through the week. Service Alert: Church Street closure due to construction.
Mar 16	Name that stop! Bonus points if you can correctly guess the Links that serve this stop.
Mar 17	Happy St. Patrick's Day.
Mar 18	Transit Driver Appreciation Day.
Mar 19	A pop of pink to sweeten your Friday! The March 25 LYNX Oversight Committee and Board of Directors meetings will be open to the public with members attending in person. Response to comment that he will not be able to attend the board meeting and mentioned some suggested stops.
Mar 20	Spring is in full bloom.
Mar 21	As we continue to celebrate #WomensHistoryMonth , today we honor Mary Anderson.
Mar 22	Hello, Orlando! Welcome aboard. Response to positive feedback about the driver (shown in the image). Effective midnight tonight our "See Something, Say Something" mobile app will be temporarily out of service. Response to question regarding there not being any buses downtown.
Mar 23	Edgewater Drive closure due to the College Park Spring Fest event. Response to question about bus service.

LYNX Board Agenda

Mar 24	A little boost of vitamin D to get you through the rest of the week.
Mar 25	A reminder that the LYNX Oversight Committee and Board of Directors meetings will be open to the public with members attending in person.
Mar 26	Edgewater Drive closure due to the College Park Spring Fest event. Response to question about bus service. All lined up and ready to take you on a weekend adventure. Chick-fil-A surprised our riders this morning at LYNX Central Station with a free chicken biscuit and a bus pass.
Mar 27	Good Saturday morning!
Mar 28	Ola Mildred Rexroat was the only Native American woman to serve in the Women Airforce Service Pilots (WASP) during WW2.
Mar 29	All smiles even at 4 a.m. Kudos to our dedicated employees who get up in the early morning hours to get us where we need to go.
Mar 30	National Doctors Day. LYNX continues to work to make improvements to our bus stops. Response to complaint that the bus stop on Link 13 needs a trash can.
Mar 31	Streets around Lake Eola Park in Downtown Orlando will be closed to for the Spring Fiesta in the Park event. LYNX will be operating a regular Sunday schedule on Easter, April 4.

LYNX ard Agenda

Social Media Usage	March 2021
Facebook Daily Total Reach: The number of people who have seen any content associated with our Page. (Unique Users)	21,712
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)	35,154
Total Facebook Posts	49
Facebook Engagement: The sum of reactions, comments and shares received by content associated with your Pages (for the selected timeframe). Includes comments from the author of the post.	1.4k Engagement: 971 Reactions, 220 Comments, 170 Shares
Total Tweets	62
Twitter Engagement: The sum of interactions received for the tweets published in the selected timeframe: retweets, replies and likes.	171 Engagement: 119 Likes, 32 Retweets, 20 Replies
Website Usage	
Total Page Views	453,070
Total User Visits	65,159

LYNX ard Agenda

Commuter Vanpool Program

Vanpool	March 2021
Vanpool Participants	550
Total Revenue Miles	128,000
New Vanpool	0
Returned Vanpools	2
Current Vans at Service	146
Pending Interests	Randall Mechanical
Events	None

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

Advertising Sales

Advertising Sales Revenue	Feb. 2021	Mar. 2021	FY21 Total
Sales Revenue	\$304,906.10	\$ 274,743.91	\$1,667,056.11

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

LYNX Board Agenda

Monthly Report B

To: LYNX Board of Directors

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

Phone: 407.841.2279 ext: 6169

Item Name: Mobility Service Reports

Date: 4/22/2021

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

April 22, 2021

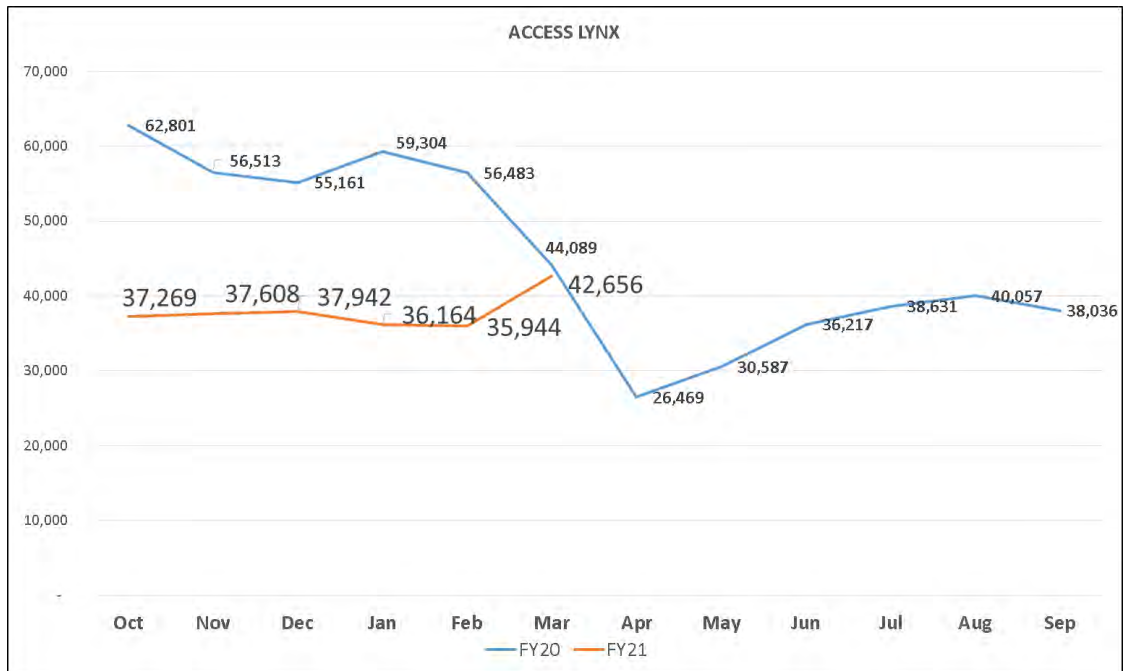


Total Trips FY20/FY21

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	28,183							124,849
Seminole	7,360	7,512	7,089	6,852	6,955	7,902							36,310
Osceola	5,539	5,521	5,869	5,592	5,602	6,571							29,155
SYSTEM TOTAL	37,269	37,608	37,942	36,164	35,944	42,656	-	-	-	-	-	-	190,314

*estimated trip counts [Oct 2020 - Nov 2020]





Total Trips Year over Year

Access LYNX - Total Trips - ORANGE County			
	Mar-20	Mar-21	% Δ
Dialysis	11,149	9,633	-13.6%
Employment	7,115	7,621	7.1%
Personal/Recreational	4,622	4,220	-8.7%
Medical	3,554	4,055	14.1%
Shopping	559	794	42.0%
Education/Daycare	2,470	1,232	-50.1%
Functional Assessment	115	81	-29.6%
COVID Dialysis	0	455	100.0%
COVID Testing	0	19	100.0%
COVID Vaccination	0	73	100.0%
SYSTEM TOTAL	29,584	28,183	-4.7%

Access LYNX - Total Trips- Seminole County			
	Mar-20	Mar-21	% Δ
Dialysis	2,765	2,605	-5.8%
Employment	2,389	2,048	-14.3%
Personal/Recreational	1,399	1,358	-2.9%
Medical	977	1,155	18.2%
Shopping	151	208	37.7%
Education/Daycare	632	465	-26.4%
Functional Assessment	17	8	-52.9%
COVID Dialysis	0	52	100.0%
COVID Testing	0	0	0.0%
COVID Vaccination	0	3	100.0%
SYSTEM TOTAL	8,330	6,955	-16.5%

Access LYNX - Total Trips- Osceola County			
	Mar-20	Mar-21	% Δ
Dialysis	2,539	2,620	3.2%
Employment	1,459	1,647	12.9%
Personal/Recreational	889	855	-3.8%
Medical	788	886	12.4%
Shopping	108	150	38.9%
Education/Daycare	353	303	-14.2%
Functional_Assessment	39	28	-28.2%
COVID Dialysis	0	67	100.0%
COVID Testing	0	1	100.0%
COVID Vaccination	0	14	100.0%
SYSTEM TOTAL	6,175	5,602	-9.3%



Total Trips By Provider

Month-to-Month Comparison

Access LYNX - Total Trips by Provider			
	Feb-21	Mar-21	% Δ
MV	35,944	42,656	18.7%
SYSTEM TOTAL	35,944	42,656	18.7%

Year-to-Year Comparison

Access LYNX - Total Trips by Provider			
	Mar-20	Mar-21	% Δ
MV	34,207	42,656	24.7%
Mears	7,873	0	-100.0%
OWL	1,178	0	-100.0%
UZURV	831	0	-100.0%
SYSTEM TOTAL	44,089	42,656	-3.3%



Total Trips FY20/FY21

Trips by Purpose

Access LYNX - All Counties - Year over Year			
	Mar-20	Mar-21	% Δ
Dialysis	16,453	14,858	-9.7%
Employment	10,963	11,316	3.2%
Personal/Recreational	6,910	6,433	-6.9%
Medical	5,319	6,096	14.6%
Shopping	818	1,152	40.8%
Education/Daycare	3,455	2,000	-42.1%
Functional Assessment	171	117	-31.6%
COVID Dialysis	0	574	100.0%
COVID Testing	0	20	100.0%
COVID Vaccination	0	90	100.0%
SYSTEM TOTAL	44,089	42,656	-3.3%



Clients FY20/FY21

Month-to-Month Comparison

Access LYNX - Clients Served			
	Feb-21	Mar-21	% Δ
Clients Served	2,940	3,155	7.3%
SYSTEM TOTAL	2,940	3,155	7.3%

Year to Year Comparison

Access LYNX - Clients Served			
	Mar-20	Mar-21	% Δ
Clients Served	3,915	3,155	-19.4%
SYSTEM TOTAL	3,915	3,155	-19.4%



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	195						
TD - New	81	62	75	65	62	81						
Sub - Total	234	166	251	201	170	276	0	0	0	0	0	0
ADA- Recert	257	167	242	190	214	261						
TD-Recert	69	42	59	54	54	68						
Sub- Total	326	209	301	244	268	329	0	0	0	0	0	0
TOTAL New and Recert:	560	375	552	445	438	605	0	0	0	0	0	0
Other	73	28	52	42	34	51						
Total Denied	117	64	118	31	34	55						
SYSTEM TOTAL	677	439	670	476	472	660	0	0	0	0	0	0

FY21 Total Eligible Clients - By Month												
	October	November	December	January	February	March	April	May	June	July	August	September
AM	7449	7312	7248	7133	7044	6934						
WC	5124	5067	5032	4873	4794	4697						
Both	9	7	7	7	7	6						
SYSTEM TOTAL	12,582	12,386	12,287	12,013	11,845	11,637						



Call Center FY20/FY21

Year to Year Comparison

Access LYNX - Call Center			
	Mar-20	Mar-21	% Δ
Average Speed of Answer	6m 23s	1m 5s	-91.2%
Average Talk Time	2m 34s	3m 3s	5.8%
Abandoned Calls	11,315	3,110	-90.6%
Handled Calls	33,885	40,582	16.5%
Percent Calls Handled	75%	76%	30.0%
Total Calls	45,200	53,240	-31.2%

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 - January 2021

Date: 4/22/2021

Please find attached the preliminary monthly financial report for the fourth month ending January 31, 2021.

CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY d/b/a LYNX
STATEMENTS OF REVENUES AND EXPENSES
For the Four Months Ending January 31, 2021

	As of 1/31/2021		% Actual compared to budget
	Budget	Actual	
REVENUES			
Customer fares	5,117,662	4,586,525	90%
Contract services	2,573,391	2,221,959	86%
Advertising	723,912	1,017,339	141%
Interest & Other income	344,140	217,254	63%
Federal Revenue	2,332,899	1,125,591	48%
CARES Federal Revenue	16,000,000	14,755,697	92%
State Revenue	4,734,726	4,506,734	95%
Local Revenue	2,929,528	2,808,901	96%
Local Revenue Funding Partner	23,807,364	23,807,376	100%
TOTAL REVENUE	58,563,623	55,047,376	94%
EXPENSE			
Salaries, Wages & Fringe Benefits	29,394,700	29,105,081	99%
Other services	4,830,944	2,233,404	46%
Fuel	4,052,908	3,090,101	76%
Materials and supplies	3,277,406	2,109,461	64%
Utilities	557,779	437,756	78%
Casualty & Liability	911,848	845,387	93%
Taxes and licenses	199,356	216,759	109%
Purchased transportation services	10,549,898	7,607,092	72%
Leases & Miscellaneous	566,945	342,178	60%
Interest Expense	6,035	0	0%
TOTAL EXPENSE	54,347,819	45,987,220	85%
OPERATING GAIN/(LOSS)	4,215,804	9,060,157	215%

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: 4/22/2021

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 continue to support subsequent revisions to the FY 2020 NTD Report
- Staff completed the annual update to the Transportation Disadvantaged Service Plan (TDSP)
- Staff supported the peer agency ridership review and ridership forecasting that was requested by the Board of Directors

LYNX Board Agenda

Service Planning –

- Staff continues with progress towards implementation of the April 25, 2021 service change. All schedule and map information has been proofed and sent to the vendor for printing.
- On-time submittal of National Transit Database 2020 report to FTA and completion of additional revisions.
- Continued work on the bus stop adjustment program of resolving minor bus stop issues.

Geographical Information Systems (GIS) –

- Staff continue progress with migration of systems hardware and software's that improve process efficiencies and performance.
- Staff is actively reviewing Esri solution offerings for compliance with Federal Transit Administration (FTA) requirements for Public Transportation Agency Safety Plan (PTASP) requirements.
- Staff continue upkeep with field activities necessitating updates to geographic applications that support service information.

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 for February 2021

Date: 4/22/2021

The attached monthly Performance Report includes February Year-To-Date figures for ridership and other performance indicators. Total ridership for February 2021 was 1,053,639. This is a 45.9% decrease from February 2020. On-Time Performance for Fiscal Year-To-Date 2021 is 79.5%.

- LYNX overall ridership decreased by 894K, or 45.9%, compared to February 2020. Year-to-date ridership for FY-21 (5,437,761) decreased 45.4% compared to FY-20 (9,955,255)
- LYMMO ridership decreased by 31K, or 48.4%, compared to February 2020. Year-to-date ridership for FY-21 (186,516) decreased 36.5% compared to FY-20 (293,705).
- Fixed Route ridership decreased by 819K, or 46.2%, compared to February 2020. Year-to-date ridership for FY-21 (4,943,722) decreased by 45.5% compared to FY-20 (9,064,458).
- NeighborLink ridership decreased by 4K or 40.2% compared to February 2020. Year-to-date ridership for FY-21 (51,289) decreased 43.1% compared to FY-20 (51,289).
- ACCESS LYNX ridership decreased by 22K, or 36.6%, compared to February 2020. Year-to-date ridership for FY-21 (174,986) decreased by 45.3% compared to FY-20 (319,835).
- Vanpool ridership decreased by 18K, or 47.4%, compared to February 2020. Year-to-date ridership for FY-21 (103,328) decreased by 48% compared to FY-20 (198,753).
- There were no special events in February 2021.



February 2021 Service Performance Report

RIDERSHIP

Total Ridership by Mode						
	Feb-20	Feb-21	% Δ	YTD-20	YTD-21	% Δ
LYMMO	64,331	33,198	-48.4%	293,705	186,516	-36.5%
Fixed Route	1,774,227	955,250	-46.2%	9,064,458	4,943,722	-45.5%
NeighborLink	9,872	5,908	-40.2%	51,289	29,209	-43.1%
ACCESS LYNX	62,052	39,370	-36.6%	319,835	174,986	-45.3%
Vanpool	37,865	19,913	-47.4%	198,753	103,328	-48.0%
Special Events	0	0	N/A	27,215	0	N/A
SYSTEM TOTAL	1,948,347	1,053,639	-45.9%	9,955,255	5,437,761	-45.4%

February 2020:	20 Weekdays	5 Saturdays	4 Sundays
February 2021:	20 Weekdays	4 Saturdays	4 Sundays

Average Daily Ridership by Mode									
Mode	Weekday			Saturday			Sunday		
	Feb-20	Feb-21	% Δ	Feb-20	Feb-21	% Δ	Feb-20	Feb-21	% Δ
LYMMO	2,591	1,448	-44.1%	1,518	464	-69.4%	1,230	597	-51.5%
Fixed Route	70,707	38,599	-45.4%	46,610	27,240	-41.6%	31,759	18,577	-41.5%
NeighborLink	395	257	-34.9%	298	191	-35.9%	-	-	-
ACCESS LYNX	2,579	1,672	-35.2%	1,085	777	-28.4%	905	512	-43.4%
Vanpool	1,510	180	-88.1%	382	49	-87.2%	275	55	-80.0%
SYSTEM TOTAL	77,782	42,156	-45.8%						

LYNX ridership decreased by 894K, or 45.9%, compared to February 2020. System-wide average weekday riders decreased by 48.8% year-to-date.

LYMMO ridership decreased by about 31K, or 48.4%, compared to February 2020. Average weekday ridership for LYMMO was down 44.1% in February 2021.

Fixed Route ridership decreased by 819K, or 46.2%, compared to February 2020. Average daily ridership decreased by 45.4% 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 40.2%, compared to February 2020. This is primarily due to the COVID-19 pandemic.

ACCESS LYNX ridership decreased by about 22K, or 36.6%, compared to February 2020. COVID-19 has caused a decrease in ridership.

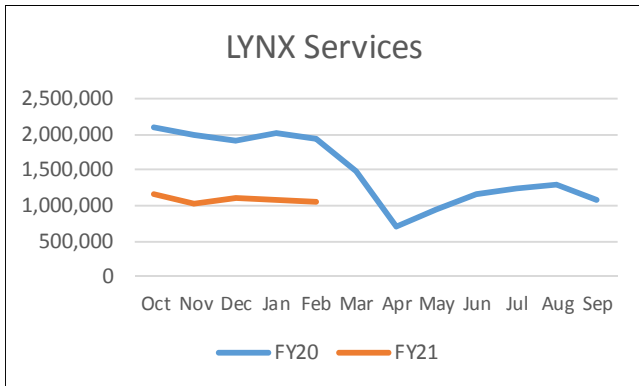
Vanpool ridership decreased by about 18K, or 47.4%, compared to February 2020. COVID-19 has caused a decrease in total Vanpool utilization.

*According to the U.S. Energy Information Administration, the average price of gasoline in the U.S. was \$2.54/gallon in February 2020 and \$2.49/gallon in February 2021. Historically, low gas prices can result in lower public transit ridership.

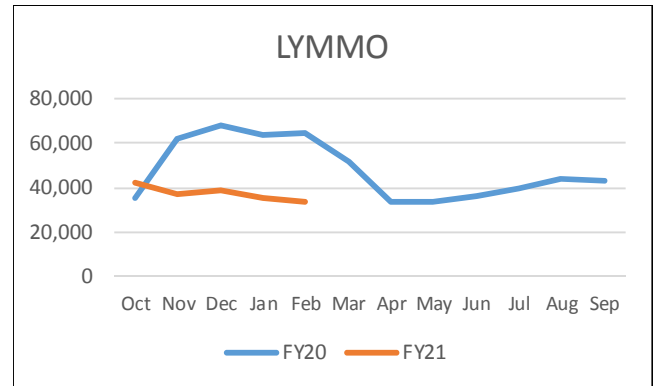


February 2021 Service Performance Report

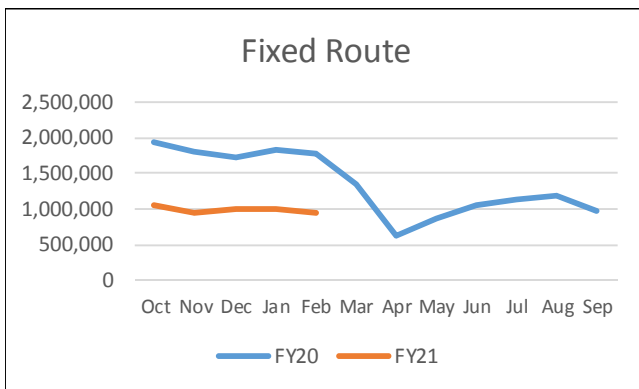
MONTHLY RIDERSHIP TRENDS BY MODE



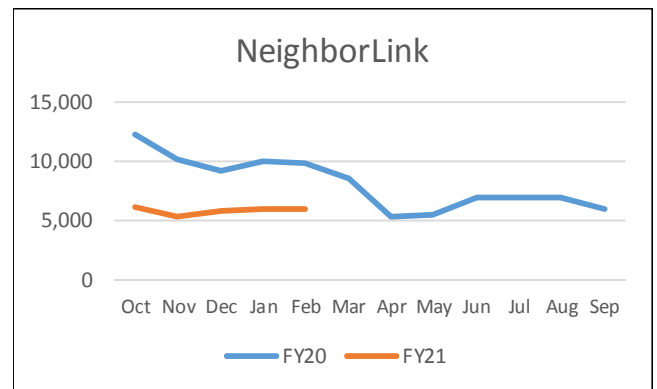
LYNX ridership decreased by 45.9% compared to the same time last year. Average weekday riders decreased by 45.8%.



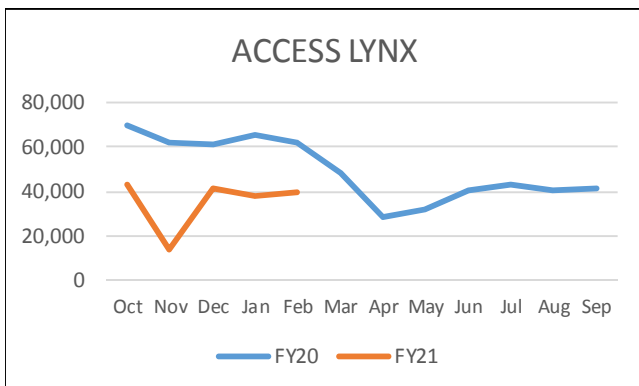
LYMMO ridership decreased by 48.4% compared to the same time last year. Average weekday riders decreased by 44.1%.



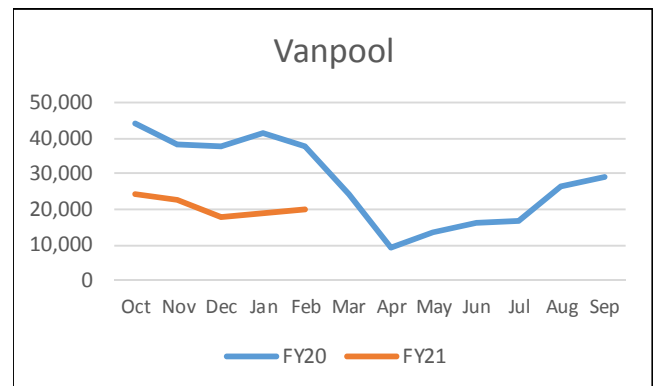
Fixed route ridership decreased 46.2% compared to February 2020. Average weekday riders decreased by 45.4%.



NeighborLink ridership decreased 40.2% compared to February 2020. Average daily riders decreased by 34.9%.



ACCESS LYNX ridership decreased by 36.6% compared to February 2020. Average daily riders were down by 35.2%.



Vanpool ridership decreased by 47.4%. Average daily riders decreased by 88.1% compared to February 2020.



February 2021 Service Performance Report

FY21 Monthly Modal Performance Data Sheet - February 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
LYMMO										
Oct	42,383	5	89%	Not Applicable	1	0.17	9,320	100%	16	100%
Nov	36,616	4	89%		0	0.14	8,780	100%	16	100%
Dec	38,943	4	88%		1	0.10	9,310	100%	15	99.6%
Jan	35,376	4	88%		0	0.28	8,962	100%	17	100%
Feb	33,198	4	87%		1	0.18	8,436	100%	23	98%
Mar										
Apr										
May										
Jun										
Jul										
Aug										
Sep										
YTD	186,516	4	88.2%		3	0.17	44,808	100%	17	99%
Fixed Route										
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	955,250	12	80%	11%	10	0.18	83,300	99%	296	98%
Mar										
Apr										
May										
Jun										
Jul										
Aug										
Sep										
YTD	4,943,722	11	79.5%	11%	33	0.17	438,870	99%	289	99%



February 2021 Service Performance Report

FY21 Monthly Modal Performance Data Sheet - February 2021

Month End Reporting	Ridership	On-Time Performance	Collected Fares	NTD Reportable Incident	Complaints per 100,000 N	Fleet Availability	Preventable Maintenance Inspection Completed On-Time
NeighborLink							
Oct	6,128	100%	100%	0	5.4	91%	100%
Nov	5,325	100%	100%	0	2.1	87%	98%
Dec	5,836	100%	100%	0	5.1	83%	97%
Jan	6,012	100%	100%	0	7.3	90%	98%
Feb	5,908	100%	100%	0	5.4	84%	100%
Mar							
Apr							
May							
Jun							
Jul							
Aug							
Sep							
YTD	29,209	100%	100%	0	5.1	87%	99%
ACCESS LYNX							
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%	99.83%	0	2.2	90%	98%
Feb	39,370	88.74%	99.83%	1	3.9	90%	100%
Mar							
Apr							
May							
Jun							
Jul							
Aug							
Sep							
YTD	174,986	91.11%	99.81%	3	2.7	88%	99%



February 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

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.