

LYNX Board Agenda

Meeting Date: 5/28/2020
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.

The Central Florida Regional Transportation Authority d/b/a LYNX meeting will be held virtually by means of communications media technology pursuant to the Office of the Governor Executive Order #20-112 that extended Executive Order #20-69.

The opportunity to provide public comment is available until the Chair closes the item. To appear in person to speak or to submit written comments to LYNX Board of Directors, complete the customer service form and select Public Comment on <http://www.golynx.com/contactus> or email to publiccomments@golynx.com. For additional information regarding other methods of submitting comments, contact the Board Agenda Coordinator at 407-254-6003.

When you are recognized, state your name and address. Please limit your comments to the 3 minute limit set by LYNX Board of Directors policy. Large groups are asked to name a spokesperson.

1. Call to Order

2. Approval of Minutes

-  Board of Directors Meeting Minutes 4.23.20

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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. Miscellaneous

- | | | |
|------|---|-------|
| i. |  Authorization to Transfer One (1) Retired Revenue Vehicle to the Orange County Sheriff's Office | Pg 10 |
| ii. |  Authorization to Order Three (3) Vanterra XLT Turtle Top vehicles in an Amount Not to Exceed \$260,000 for 5310 Sub-Recipient Awards | Pg 12 |
| iii. |  Ratification of the Waiver of Collective Bargaining and Implementation of Certain Emergency Relief in the LYNX Defined Contribution Plan for BU Employees under the Coronavirus Aid, Relief, and Economic Security Act (CARES) | Pg 14 |
| iv. |  Ratification of the Waiver of Collective Bargaining and Implementation of Certain Emergency Relief in the LYNX Money Purchase Plan under the Coronavirus Aid, Relief, and Economic Security Act (CARES) | Pg 16 |
| v. |  Ratification of the Implementation of Certain Emergency Relief in the LYNX Deferred Compensation Plan under the Coronavirus Aid, Relief, and Economic Security Act (CARES) | Pg 18 |
| vi. |  Ratification of an Application Submitted to the US Department of Homeland Security for FY2020 Competitive Funding Opportunity, Transit Security Grant Program (TSGP), for \$673,000 | Pg 20 |
| vii. |  Ratification of a Grant Application to the Commission for the Transportation Disadvantaged for Fiscal Year 2020/2021 Innovation and Service Development Funding in the Amount of \$1,228,815 and Adoption of Resolution #20-006 | Pg 22 |

viii.	 Authorization to Execute Resolution #20-008 for a Public Transit Grant Agreement with the Florida Department of Transportation for FY2021 Block Grant Funding in the Amount of \$12,060,907	Pg 26
	-Attachments 	
ix.	 Authorization to Execute Resolution #20-009 for a Public Transportation Grant Agreement with the Florida Department of Transportation under the Coronavirus Aid, Relief, and Economic Security (CARES) Act for Rural 5311 Program in the amount of \$2,342,149	Pg 30
	-Attachments 	
x.	 Authorization to Cancel Contract #13-C07 for Automated Fare Collection System	Pg 34
xi.	 Authorization to Extend the Suspension of the Collection of Fares Through June 30, 2020	Pg 36

7. Information Items

A.	 Notification of Emergency Purchases Related to COVID-19 Pursuant to Administrative Rule 4	Pg 38
	-Attachments 	
B.	 Notification of Settlement Agreements Pursuant to Administrative Rule 6	Pg 40
C.	 Notification of Sole Source Procurements Pursuant to Administrative Rule 4	Pg 41
	-Attachments 	

8. Other Business

9. Monthly Reports

A.	 Communications Report	Pg 44
B.	 Mobility Service Reports	Pg 55
	-Attachments 	
C.	 Monthly Financial Report - March 2020	Pg 69
	-Attachments 	
D.	 Planning and Development Report	Pg 71
E.	 Ridership Report - February 2020	Pg 72
	-Attachments 	
F.	 Ridership Report - March 2020	Pg 78
	-Attachments 	

10. 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: **April 23, 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 Dyer called the meeting to order at 1:00 p.m.

Mr. Harrison read a statement that allows for this meeting to be held virtually pursuant to an order by the Governor #20-69 which suspends the in-person forum for this meeting and allows for video and teleconferencing. All Board members, senior LYNX staff, and general counsel, Pat Christiansen are present. There is a direct video feed in the LYNX Board Room for public comments, and a conference phone number allows the public to listen to this meeting.

2. Approval of Minutes

Commissioner Janer moved to approve the Board of Directors meeting minutes of February 27, 2020. Commissioner Constantine seconded. The minutes were unanimously approved as presented.

3. Public Comments

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

Ms. Counelis stated that she would like twenty-four hour bus and train service that runs every half hour to include holidays, nights and weekends. She would like Sunrail to connect to Deland. A bus stop needed on Country Club Rd at the cross street of

Williams Rd and Estella Rd. (North and Southbound). A bus stop needed on Oviedo Blvd in front of the gym and aquatic facility that runs every half hour. (East and Westbound). Requesting Link 45 to run every half hour, Link 434 to add holiday, nights and weekend service, Link 46 E/W to run every half hour with holiday, nights and weekend service and Link 436 run every half hour with night and weekend service. Requesting a bus stop in front of Lake Mary Preparatory and Lake Mary High School that runs every half hour with added service on weekends and holidays.

4. Chief Executive Officer's Report

Jim Harrison, Chief Executive Officer, stated that his comments will encompass the LYNX response to the COVID pandemic. LYNX instituted an emergency response team for the COVID-19 Pandemic. We planned for service reductions, and immediately increased cleaning protocols.

On March 27, we eliminated fare collection and had passengers enter the bus through the rear door. Riders with accessibility devices can still use the ramp on the front door. This eased financial burden for some of our customers and eliminated the physical contact with our drivers and the handling of cash transactions. This protects both the passengers and the bus drivers.

March 30, we modified and limited routes in the community. This was due to reduced ridership and anticipated staffing shortages. This also helped to eliminate non-essential travel. The schedule was designed to provide transit to essential workers and visits to doctors and essential activities. We have also limited the capacity on the buses to encourage social distancing.

We also moved our entire call center, fifty-eight employees, and allowed them to work from home. This was a seamless process for our customers.

Mr. Harrison introduced Tellis Chandler, Director of Safety and Security. Mr. Chandler stated that we closed our gyms, ordered driver shields, and we placed chains on the buses to create barriers to ensure social distancing. We enhanced bus and facility cleaning and started having administrative meetings virtually. We trained all of our frontline employees on COVID-19. We created a task force to address concerns and generate feedback on all of our initiatives. We also supplied our employees with masks, gloves and hand sanitizer. We have encouraged our passengers to wear face coverings while riding the bus.

Mr. Harrison introduced Mr. Bert Francis, Chief Financial Officer. Mr. Francis stated that fare revenues have declined about seventy-five percent. The fares constitute two million per month. Our cleaning expenses have increased about four hundred thousand per month. We have not furloughed any of our employees. The total impact is about \$3.7 million per month. We do have an offset with the fuel and not running a full bus schedule. We are not expecting our ridership to go back to pre-pandemic levels. We will look at our FY2021 budget.

The CARES Act will provide funding for operating expenses and capital costs. There is no local match required. There are three allocations for formula funding: the Orlando Urbanized Area, the Kissimmee Urbanized Area, and there is a Rural allocation. So far, we are anticipating about seventy-seven million through this funding. We still have questions on how these allocations will come through. We are confident that with the CARES Act and our reserve balance that we will be ok.

Mr. Harrison stated that we are looking at our planned re-entry. We will go back to full-service while continuing the fare suspension and limited capacity on the buses in the next few weeks.

Mayor Demings asked about LYNX employees and how the budget will be impacted by employees staying home. Mr. Harrison stated that the impact will be minimal, since this was already budgeted. From a cash flow impact, the costs are cancelled out by the savings on fuel costs.

Commissioner Janer asked how the process works for the expenses, and how much will we have to dip into the reserves before we get reimbursed. Mr. Francis stated that he has been on calls with the FTA and not everything is clear right now. As we get better guidance, we will provide updates. We should get funding quickly.

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 February 27, 2020, Oversight Meeting. Amanda Clavijo, Chair of the Finance and Audit Committee meeting provided an update on the Finance and Audit Committee dated March 19, 2020.

The Oversight Committee recommends approval of all Consent Agenda items.

We received a detailed status of how much LYNX will receive under the CARES Act.

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 Secretary Perdue would like to abstain from item 6.D.i. He recommends all Consent Agenda items.

A. Request for proposal (RFP)

- i. Authorization Release a Request for Proposal (RFP) for Public Awareness and Education in Accordance with FDOT Service Development Grant

B. Invitation for Bid (IFB)

- i. Authorization to Release an Invitation for Bid (IFB) for the Printing of Fare Media

C. Award Contracts

- i. Authorization to Award a Contract to Urban Transportation Associates, Inc. for an Amount Not-To-Exceed \$1,150,000 for the Procurement and Installation of Automated Passenger Counters on Fixed Route Buses and for the Provision of the Backend Reporting System for Three (3) Years with Two (2) One-Year Option

D. Miscellaneous

- i. Authorization to Submit a Grant Application to the Florida Department of Transportation under the Coronavirus Aid, Relief, and Economic Security (CARES) Act for Rural 5311 Services
- ii. Authorization to Submit a Grant Application to the Federal Transit Administration for Funding Under the Coronavirus Aid, Relief, and Economic Security (CARES) Act and to Suballocate to Lake County Transit Services and the Florida Department of Transportation
- iii. Authorization to Submit a Trip and Equipment Grant Application to the Florida Commission for the Transportation Disadvantaged in the Amount of \$5,069,182
- iv. 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
- v. Ratification of LYNX's 2020 Title VI Program Update Submitted to the Federal Transit Administration (FTA)
- vi. Authorization to Exercise the First Option Year on Contract #17-C16 with Tolar Manufacturing, Inc. for the manufacture of Commercial Style Bus Shelters
- vii. Authorization to Exercise the Second Option Year on Contracts #16-C06 with Jacobs Engineering Group Inc., #16-C07 with Kimley Horn and Associates, Inc. and #16-C08 with Parsons Brinckerhoff, Inc. for General Architectural and Engineering Consultant Services
- viii. Authorization to Auction Surplus Capital items and Obsolete Parts
- ix. Authorization to Dispose of Items Accumulated Through the Lost and Found Process
- x. Authorization to Write Off of Assets Pursuant to the June 30, 2019 Physical Inventory Count and Reconciliation
- xi. Authorization to Enter into a Master Interlocal Agreement and Interlocal Project Agreement No. 1 with the Orlando Utilities Commission
- xii. Authorization to Negotiate and Execute a Contract 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

- xiii. Authorization to Submit an Application to the Federal transit Administration (FTA) for FY2020 Competitive Funding Opportunity, Section 5339 Bus and Bus Facilities Program for Six (6) Electric Buses and charging Infrastructure
- xiv. Authorization to Exercise the Second Option year of the Federal Lobbying Services Contracts #16-C09 for an Amount Not to Exceed \$100,000
- xv. Authorization to Approve FY2019 Comprehensive Annual Report (CAFR)
- xvi. Authorization to Extend the Suspension of the Collection of Fares Through May 31, 2020

Commissioner Janer made a motion to approve the Consent Agenda items 6.A.i through 6.D.xvi., excluding item 6.D.i. Seconded by Mayor Demings. Motion passed unanimously

Chair Dyer asked for a motion on Consent Agenda item 6.D.i. Motion made by Commissioner Janer, second by Commissioner Constantine. Motion passed with Secretary Perdue abstaining.

8. Information Items:

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

- A. Notification of Chief Executive Officer Actions Due to Financially Exigent Situation Involving the COVID-19 Public Health Emergency
- B. Notification of Renewal for Property, Environmental and Fiduciary Liability Insurance Policies
- C. Notification of Settlement Agreements Pursuant to Administrative Rule 6 - February 2020
- D. Notification of Settlement Agreements Pursuant to Administrative Rule 6 - March 2020
- E. Notification of Sole Source Procurements Pursuant to Administrative Rule 4

9. Monthly Reports: (For review purposes only)

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

- A. Communications Report
- B. Mobility Service Report
- C. Monthly Financial Report – February 2020
- D. Monthly Financial Report – January 2020
- E. Planning and Development Report - April 2020
- F. Planning and Development Report - March 2020
- G. Ridership Report – January 2020

10. Other Business

No other business was discussed.

11. Adjourned:

The meeting adjourned at 1:45 p.m.

Certification of Minutes:

I certify that the foregoing minutes of the April 23, 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: Leonard Antmann
Director Of Finance
Warren Hersh
(Technical Contact)
Edward Velez
(Technical Contact)

Phone: 407.841.2279 ext: 6125

Item Name: Authorization to Transfer One (1) Retired Revenue Vehicle to the Orange County Sheriff's Office

Date: 5/28/2020

ACTION REQUESTED:

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to transfer one (1) revenue vehicle to the Orange County Sheriff's Office.

BACKGROUND:

LYNX maintenance staff identified one (1) diesel revenue vehicle for retirement. The Orange County Sheriff's Office has expressed an interest in receiving the retired vehicle for training purposes at their Firing Range.

Staff is recommending the removal of the one bus that was scheduled for retirement from service as part of the fleet reduction to comply with the 20% spare ratio requirements. The decision to remove this unit from service is a business decision based on economics and service efficiencies.

The transfer of the diesel bus will require Federal Transit Administration (FTA) approval in order to waive or transfer any outstanding obligation associated with the vehicle and the related components which is currently valued at \$0. LYNX staff will continue to work with Orange County Sheriff and/or with other agencies to facilitate the transfer of the revenue vehicles.

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

A DBE project participation goal is not applicable for this activity.

LYNX Board Agenda

FISCAL IMPACT:

The net book value of the one (1) diesel revenue vehicle and components is \$0. The potential FTA obligation is \$0.

Vehicle Listing

System Number	Asset ID	Acquisition Date	Class	Description	Estimated Life	Acquisition Value	Net Book Value
11441	603	6/30/2007	RV	40' LF BRT - G27D102N4 Gillig Bus	9	\$299,083	0
11464	603A	6/30/2007	RV	CUMMINS ISL 8.3L 280HP ENGINE	5	\$19,626	0
11465	603B	6/30/2007	RV	VOITH DIWA 864.5 SSP TRANS	5	\$17,247	0
Totals						\$335,956	0

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Consent Agenda Item #6.A. ii

To: LYNX Board of Directors

From: **Norman Hickling**
Director Of Mobility Services
Belinda Balleras
(Technical Contact)
Benjamin Gonzalez
(Technical Contact)

Phone: 407.841.2279 ext: 6169

Item Name: Authorization to Order Three (3) Vanterra XLT Turtle Top vehicles in an Amount Not to Exceed \$260,000 for 5310 Sub-Recipient Awards

Date: 5/28/2020

ACTION REQUESTED:

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to purchase Three (3) Vanterra XLT Turtle Top vehicles to be leased to 5310 sub-recipients through the LYNX Vanpool program in an amount less than \$260,000 to Alliance Bus Company, Inc., a vendor listed on the Florida Department of Management Services State Contract # TRIPS-17-CA-ABG.

BACKGROUND:

LYNX is the agency designated to administer the FTA's Section 5310 funding program in the urbanized areas of Orlando and Kissimmee. As the designated recipient, LYNX has the responsibility to develop the program of projects, including soliciting projects from non-profit organizations and other eligible entities under Section 5310 to serve seniors and individuals with disabilities. The Section 5310 program is intended to enhance mobility for seniors and persons with disabilities by providing funds for programs to serve the special needs of transit-dependent populations beyond traditional public transportation services and Americans with Disabilities Act (ADA) complementary paratransit services.

LYNX received Board authorization on April 23, 2020 to provide Section 5310 sub-recipient funding to four (4) non-profit agencies. Sub-recipients will provide the 50% local match under the Section 5310 grant program for operating projects.

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DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

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 Transit Vehicle Manufacturers' (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:

The Approved FY2020 Capital Budget includes \$1,677,000 for the purchase of sub-recipient vehicles.

LYNX Board Agenda

Consent Agenda Item #6.A. iii

To: LYNX Board of Directors

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

Phone: 407.841.2279 ext: 6106

Item Name: Ratification of the Waiver of Collective Bargaining and Implementation of Certain Emergency Relief in the LYNX Defined Contribution Plan for BU Employees under the Coronavirus Aid, Relief, and Economic Security Act (CARES)

Date: 5/28/2020

ACTION REQUESTED:

Staff is requesting the Board of Directors' ratification of the Chief Executive Officer (CEO) or his designee's waiver of collective bargaining and implementation of certain emergency relief in the LYNX Defined Contribution Plan for BU Employees under the Coronavirus Aid, Relief, and Economic Security Act (CARES Act).

BACKGROUND:

Description of Plan: The LYNX Defined Contribution Plan for BU Employees ("Plan") was implemented effective March 1, 2014 to provide tax-qualified, defined contribution retirement benefits for employees represented by the Amalgamated Transit Union AFL-CIO Local 1596 ("Union") who do not participate in the closed defined benefit pension plan.

CBA Provisions Concerning the Plan: Article 30, section 5 of the current Labor Agreement (October 1, 2017 through September 30, 2020) ("CBA") between LYNX and the Union states, in pertinent part, "Any changes to the . . . Plan after its implementation shall be negotiated by the parties."

CARES Act Relief Implemented: Section 2203 of the CARES Act provides for a temporary waiver of required minimum distributions ("RMDs") under Internal Revenue Code section 401(a)(9) for the period from January 1, 2020 through December 31, 2020.

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The benefit of a waiver of the RMD is that the participant is not forced to receive taxable income if s/he does not need it, and rather than Plan account assets being liquidated at a potential loss to make the RMD, the assets can remain invested with the possibility of rebounding in value. The participant is still permitted to take any distributions that would have otherwise been required – this temporary waiver simply means that s/he is not required to do so.

Pursuant to the CARES Act, an employer that wishes to offer this relief should do so with immediate effect and then later amend the governing Plan document's technical terms, by a deadline to be set forth in future IRS guidance. Accordingly, LYNX staff worked with the Plan's service provider (MassMutual) to immediately implement the CARES Act relief for the benefit of the Plan's participants and provided notice to the participants of the available relief.

Union Approval: Prior to proceeding with the CARES Act relief, LYNX's benefits counsel consulted with the Union's counsel, who confirmed in writing that the Union had no problem with LYNX implementing the relief.

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

A DBE participation goal is not applicable for this activity.

FISCAL IMPACT:

There is no financial impact to LYNX. The implemented relief merely permits Plan participants to have more flexibility with respect to their vested benefits in the Plan.

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Consent Agenda Item #6.A. 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: Ratification of the Waiver of Collective Bargaining and Implementation of Certain Emergency Relief in the LYNX Money Purchase Plan under the Coronavirus Aid, Relief, and Economic Security Act (CARES)

Date: 5/28/2020

ACTION REQUESTED:

Staff is requesting the Board of Directors' ratification of the Chief Executive Officer (CEO) or his designee's waiver of collective bargaining and implementation of certain emergency relief in the LYNX Money Purchase Plan under the Coronavirus Aid, Relief, and Economic Security Act (CARES Act).

BACKGROUND:

Description of Plan: The LYNX Money Purchase Plan ("Plan") provides tax-qualified, defined contribution retirement benefits for administrative employees and employees represented by the Amalgamated Transit Union AFL-CIO Local 1749 ("Union"). Under section 6.3 of the current Labor Agreement (October 1, 2017 through September 30, 2020) ("CBA") between LYNX and the Union, employees represented by the Union participate in the Plan on the same terms and conditions that apply to the administrative employees generally.

CARES Act Relief Implemented: Section 2203 of the CARES Act provides for a temporary waiver of required minimum distributions ("RMDs") under Internal Revenue Code section 401(a)(9) for the period from January 1, 2020 through December 31, 2020.

The benefit of a waiver of the RMD is that the participant is not forced to receive taxable income if s/he does not need it, and rather than Plan account assets being liquidated at a potential loss to make the RMD, the assets can remain invested with the possibility of rebounding in value. The participant is still permitted to take any distributions that would have otherwise been required – this temporary waiver simply means that s/he is not required to do so.

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Pursuant to the CARES Act, an employer that wishes to offer this relief should do so with immediate effect and then later amend the governing Plan document's technical terms, by a deadline to be set forth in future IRS guidance. Accordingly, LYNX staff worked with the Plan's service provider (MassMutual) to immediately implement the CARES Act relief for the benefit of the Plan's participants and provided notice to the participants of the available relief.

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

A DBE participation goal is not applicable for this activity.

FISCAL IMPACT:

There is no financial impact to LYNX. The implemented relief merely permits Plan participants to have more flexibility with respect to their vested benefits in the Plan.

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Consent Agenda Item #6.A. v

To: LYNX Board of Directors

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

Phone: 407.841.2279 ext: 6106

Item Name: Ratification of the Implementation of Certain Emergency Relief in the LYNX Deferred Compensation Plan under the Coronavirus Aid, Relief, and Economic Security Act (CARES)

Date: 5/28/2020

ACTION REQUESTED:

Staff is requesting the Board of Directors' ratification of the Chief Executive Officer (CEO) or his designee's implementation of certain emergency relief in the LYNX Deferred Compensation Plan under the Coronavirus Aid, Relief, and Economic Security Act (CARES Act).

BACKGROUND:

Description of Plan: The LYNX Deferred Compensation Plan ("Plan") provides an optional means for employees to save more for their retirement through tax-deferred elective deferrals from their wages. The Plan is generally available to all employees of LYNX, including those represented by the Amalgamated Transit Union AFL-CIO Local 1596 and Local 1749.

CARES Act Relief Implemented: Section 2203 of the CARES Act provides for a temporary waiver of required minimum distributions ("RMDs") under Internal Revenue Code section 401(a)(9) for the period from January 1, 2020 through December 31, 2020.

The benefit of a waiver of the RMD is that the participant is not forced to receive taxable income if s/he does not need it, and rather than Plan account assets being liquidated at a potential loss to make the RMD, the assets can remain invested with the possibility of rebounding in value. The participant is still permitted to take any distributions that would have otherwise been required – this temporary waiver simply means that s/he is not required to do so.

Section 2202 of the CARES Act allows an additional type of relief for active participants in this Plan, which generally cannot be offered under any of the other LYNX retirement plans (because

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they are defined benefit or money purchase pension plans). Specifically, Section 2202 of the CARES Act provides that Plan participants personally impacted by the coronavirus in the manner specified in the statute may have the opportunity to take a distribution from their Plan accounts of up to \$100,000 ("COVID Distribution"). COVID Distributions will not be subject to any immediate tax withholding unless the participants so choose. Moreover, unless elected otherwise by the participants, COVID Distributions will be taxable to the participants on a pro rata basis over three tax years. If participants want to return the distributed retirement monies to their retirement savings in order to place themselves back into the tax-deferred retirement financial position that they would be in had the COVID Distributions not been necessary, they may (but are not required), to repay the monies into a tax-qualified retirement account over a three-year period.

Pursuant to the CARES Act, an employer that wishes to offer the above-described forms of relief should do so with immediate effect and then later amend the governing Plan document's technical terms, by a deadline to be set forth in future IRS guidance. Accordingly, LYNX staff worked with the Plan's service provider (MassMutual) to immediately implement the above-described CARES Act relief for the benefit of the Plan's participants and provided notice to the participants of the available relief.

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

A DBE participation goal is not applicable for this activity.

FISCAL IMPACT:

There is no financial impact to LYNX. The implemented relief merely permits Plan participants to have more flexibility with respect to their vested benefits in the Plan.

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Consent Agenda Item #6.A. vi

To: LYNX Board of Directors

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

Phone: 407.841.2279 ext: 6154

Item Name: Ratification of an Application Submitted to the US Department of Homeland Security for FY2020 Competitive Funding Opportunity, Transit Security Grant Program (TSGP), for \$673,000

Date: 5/28/2020

ACTION REQUESTED:

Staff is requesting the Board of Directors' ratification of a grant application to the US Department of Homeland Security for FY2020 Competitive Funding Opportunity, Transit Security Grant Program (TSGP), for \$673,000.

BACKGROUND:

On February 14, 2020, 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 FY2020 TSGP competitive grant funding for eligible public transportation systems to support transportation infrastructure security activities. The applications were due April 30, 2020.

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 FY2020, three areas attract the most concern: 1) Enhancing cybersecurity; 2) Enhancing the protection of soft targets/crowded places; and 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 that align with recommendations provided in the 2020 LYNX Threat and Vulnerability Analysis (TVA) and in the 2019 Department of

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Homeland Security baseline assessment. The TVA evaluates the likelihood of specific threats that may endanger system operations and provides recommended actions and counter measures to eliminate or mitigate such threats. LYNX operations facilities are deemed critical assets as defined within the TVA, having a potential for a high level of employee and/or passenger casualties and system disruptions.

Due to this project being categorized as security sensitive, staff will provide only a brief summary of the project. The project will consist of the overall enhancement of the security cameras at LYNX properties. 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 date of start.

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.

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Consent Agenda Item #6.A. vii

To: LYNX Board of Directors

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

Phone: 407.841.2279 ext: 6169

Item Name: Ratification of a Grant Application to the Commission for the Transportation Disadvantaged for Fiscal Year 2020/2021 Innovation and Service Development Funding in the Amount of \$1,228,815 and Adoption of Resolution #20-006

Date: 5/28/2020

ACTION REQUESTED:

Staff is requesting the Board of Directors' ratification of a grant application submitted to the Commission for the Transportation Disadvantaged (CTD) for Fiscal Year 2020/2021 for the TD Taxi/TNC expansion project in the amount of \$1,228,815 and adoption of Resolution #20-006 (attached hereto), authorizing the CEO 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 3, 2019, the CTD released a competitive funding opportunity for an additional \$10 million allocated by the Florida Legislature under the Transportation Disadvantaged Trust Fund beginning Fiscal Year 2019-20. This funding shall be used to award competitive grants to Community Transportation Coordinators (CTCs) and Transportation Network Companies (TNCs) for the purposes of providing cost-effective, door-to-door, on-demand and scheduled transportation services that:

1. Increase a transportation disadvantaged person's access to and departure from job training, employment, health care, and other life-sustaining services;

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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%):	\$1,228,815
Local Share (10%)	<u>\$ 136,535</u>
Total Project Amount:	\$1,365,350

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

A DBE project participation goal is not applicable for this activity.

FISCAL IMPACT:

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

CFRTA RESOLUTION NO. 20-006

RESOLUTION OF THE CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY (d/b/a/ LYNX) AUTHORIZING THE CHIEF EXECUTIVE OFFICER (CEO) TO EXECUTE AND SUBMIT AN INNOVATION AND SERVICE DEVELOPMENT GRANT APPLICATION TO THE FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED (CTD) IN CONNECTION WITH THE TD TAXI/TNC EXPANSION PROJECT FOR FISCAL YEAR 2020/2021 IN THE AMOUNT OF \$1,228,815 DOLLARS.

WHEREAS, the Transportation Disadvantage Trust Fund was created to provide dedicated funding for the operational and planning expenses of the CTD in carrying out its legislative responsibilities; and

WHEREAS, on May 3, 2019, the CTD released a competitive funding opportunity to award competitive grants to Community Transportation Coordinators and Transportation Network Companies for the purpose of providing cost-effective, door-to-door, on-demand and scheduled transportation services meeting certain requirements; and

WHEREAS, the LYNX Board of Directors (BOARD) has the authority and believes it is in the best interest of LYNX to authorize the CEO to file and execute this Grant Application, and supporting documents and assurances, and to undertake a transportation disadvantage service project as authorized by Section 427.0159, Florida Statutes, and Rule 41-2, of the Florida Administrative Code;

NOW, THEREFORE, BE IT RESOLVED THAT:

1. The LYNX BOARD has the authority to authorize the submission of grant applications to the CTD.
2. The BOARD authorizes James E. Harrison, Esq., P.E., Chief Executive Officer, or designee, to submit an Innovation and Service Development Grant Application to the CTD in connection with the TD Taxi/TNC Expansion Project for fiscal year 2020/2021 in the amount of \$1,228,815 dollars on behalf of LYNX and the ability for the CEO to execute the application, amendments, warranties, certifications and any other documents in connection with the Grant Project and the acceptance of the award. This includes the expenditure of funds in connection with this grant award.
3. The BOARD's Registered Agent in Florida is the Central Florida Regional Transportation Authority located at 455 N. Garland Ave, Orlando, FL 32801.
4. That the above authorization shall be continuing in nature until revoked by the Chairman of the Governing Board.

CFRTA RESOLUTION NO. 20-006

RESOLUTION OF THE CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY (d/b/a/ LYNX) AUTHORIZING THE CHIEF EXECUTIVE OFFICER (CEO) TO EXECUTE AND SUBMIT AN INNOVATION AND SERVICE DEVELOPMENT GRANT APPLICATION TO THE FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED (CTD) IN CONNECTION WITH THE TD TAXI/TNC EXPANSION PROJECT FOR FISCAL YEAR 2020/2021 IN THE AMOUNT OF \$1,228,815 DOLLARS.

APPROVED AND ADOPTED this 28th day of May, 2020 by the Governing Board of the Central Florida Regional Transportation Authority.

CENTRAL FLORIDA REGIONAL
TRANSPORTATION AUTHORITY

By: Governing Board

Chairman

ATTEST:

Assistant Secretary

LYNX Board Agenda

Consent Agenda Item #6.A. viii

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 Execute Resolution #20-008 for a Public Transit Grant Agreement with the Florida Department of Transportation for FY2021 Block Grant Funding in the Amount of \$12,060,907

Date: 5/28/2020

ACTION REQUESTED:

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to execute Resolution #20-008 for a Public Transportation Grant Agreement with the Florida Department of Transportation District 5 (FDOT) for the FY2021 State Block Grant for operating assistance in the amount of \$12,060,907.

BACKGROUND:

The Florida Block Grant Program was enacted by the Florida Legislature to provide a stable source of funding for public transportation. The funds are awarded to eligible transit providers who are recipients of funding from the Federal Transit Administration's formula program for urbanized and non-urbanized areas.

FDOT included in its Work Program the FY2021 LYNX block grant funding. FDOT will obligate funds in the amount of \$12,060,907 under a Public Transportation Grant Agreement (PTGA) FM #4333061.

Authorizing Resolution #20-008 is attached.

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

A DBE project participation goal is not applicable for this activity.

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FISCAL IMPACT:

LYNX staff will include the above awarded amount in the FY2021 Operating Budget.

CFRTA RESOLUTION NO. 20-008

RESOLUTION OF THE CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY (d/b/a/ LYNX) AUTHORIZING THE CHIEF EXECUTIVE OFFICER (CEO) TO EXECUTE AND SUBMIT A PUBLIC TRANSPORTATION GRANT WITH THE FLORIDA DEPARTMENT OF TRANSPORTATION DISTRICT 5 (FDOT) FOR THE FY2021 STATE BLOCK GRANT FOR OPERATING ASSISTANCE IN THE AMOUNT OF \$12,060,907 DOLLARS.

WHEREAS, the Florida Block Grant Program was enacted by the Florida Legislature to provide a stable source of funding for public transportation; and

WHEREAS, these funds are awarded to eligible transit providers who are recipients of funding from the Federal Transit Administration's formula program for urbanized and non-urbanized areas; and

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 FDOT.
2. The BOARD authorizes James E. Harrison, Esq., P.E., Chief Executive Officer, or designee, to submit a Public Transportation Grant Application to FDOT for fiscal year 2021 in the amount of \$12,060,907 dollars on behalf of LYNX and the ability for the CEO to execute the application, amendments, warranties, certifications and any other documents in connection with the Grant Application and acceptance. This includes the expenditure of funds in connection with this grant award.
3. That the above authorization shall be continuing in nature until revoked by the Chairman of the Governing Board.

CFRTA RESOLUTION NO. 20-008

RESOLUTION OF THE CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY (d/b/a/ LYNX) AUTHORIZING THE CHIEF EXECUTIVE OFFICER (CEO) TO EXECUTE AND SUBMIT A PUBLIC TRANSPORTATION GRANT WITH THE FLORIDA DEPARTMENT OF TRANSPORTATION DISTRICT 5 (FDOT) FOR THE FY2021 STATE BLOCK GRANT FOR OPERATING ASSISTANCE IN THE AMOUNT OF \$12,060,907 DOLLARS.

APPROVED AND ADOPTED this 28th day of May, 2020 by the Governing Board of the Central Florida Regional Transportation Authority.

CENTRAL FLORIDA REGIONAL
TRANSPORTATION AUTHORITY

By: Governing Board

Chairman

ATTEST:

Assistant Secretary

LYNX Board Agenda

Consent Agenda Item #6.A. ix

To: LYNX Board of Directors

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

Phone: 407.841.2279 ext: 6064

Item Name: Authorization to Execute Resolution #20-009 for a Public Transportation Grant Agreement with the Florida Department of Transportation under the Coronavirus Aid, Relief, and Economic Security (CARES) Act for Rural 5311 Program in the amount of \$2,342,149

Date: 5/28/2020

ACTION REQUESTED:

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to execute Resolution #20-009 for a Public Transportation Grant Agreement (PTGA) with the Florida Department of Transportation (FDOT) under the FY2020 Coronavirus Aid, Relief, and Economic Security (CARES) Act for Rural 5311 in the amount of \$2,342,149.

BACKGROUND:

At the April 23, 2020 Board Meeting, staff received authorization to submit a grant application to the Florida Department of Transportation (FDOT) for the funding provided through the Coronavirus Aid, Relief, and Economic Security (CARES) Act, signed by President Donald J. Trump on March 27, 2020 in the amount of approximately \$1,500,000. That authorization included the execution of a Public Transportation Grant Agreement (PTGA) with FDOT.

FDOT District 5 has determined the final updated allocation amount for Section 5311 funding awarded under the CARES Act. LYNX's total award amount will be \$2,342,149.

The FDOT award will be 100% federally funded for the operating grant request using the CARES Act allocation. Further guidance on FDOT's administration of Section 5311 funding made available through the CARES Act will be included in the PTGA. A Board resolution is required for the 5311 CARES Act Public Transportation Grant Agreement with FDOT, as the direct grantee for the state rural CARES apportionment.

Board Resolution #20-009 is attached.

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DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

No DBE participation goal is applicable for this activity.

FISCAL IMPACT:

LYNX staff will include CARES Act federal funds as part of the Adopted Operating and Capital Budgets for FY2020.

CFRTA RESOLUTION NO. 20-009

RESOLUTION OF THE CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY (d/b/a/ LYNX) AUTHORIZING THE CHIEF EXECUTIVE OFFICER (CEO) TO EXECUTE AND SUBMIT A GRANT APPLICATION TO THE FLORIDA DEPARTMENT OF TRANSPORTATION IN CONNECTION WITH THE 5311 CORONAVIRUS AID, RELIEF AND ECONOMIC SECURITY (CARES) ACT FOR RURAL 5311 PROGRAMS IN THE AMOUNT OF \$2,342,149 DOLLARS.

WHEREAS, this is a resolution of the LYNX Board of Directors (BOARD) which hereby authorizes the signing and submission of the LYNX grant applications and supporting documents and assurances to the Florida Department of Transportation (FDOT) in connection with the CARES Act for Rural 5311 Programs; and

WHEREAS, the LYNX 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 in connection with the CARES Act for Rural 5311 Programs, 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 FDOT.
2. The BOARD authorizes James E. Harrison, Esq., P.E., Chief Executive Officer, or designee, to submit a Grant Application to FDOT in connection with CARES Act for Rural 5311 Programs on behalf of LYNX and the ability for the CEO to execute the application, amendments, warranties, certifications, agreements and any other documents in connection with the Grant Application and acceptance. This includes the expenditure of funds in connection with this grant award.
3. That the above authorization shall be continuing in nature until revoked by the Chairman of the Governing Board.

CFRTA RESOLUTION NO. 20-009

**RESOLUTION OF THE CENTRAL FLORIDA REGIONAL
TRANSPORTATION AUTHORITY (d/b/a/ LYNX) AUTHORIZING THE CHIEF
EXECUTIVE OFFICER (CEO) TO EXECUTE AND SUBMIT A GRANT
APPLICATION TO THE FLORIDA DEPARTMENT OF TRANSPORTATION IN
CONNECTION WITH THE 5311 CORONAVIRUS AID, RELIEF AND
ECONOMIC SECURITY (CARES) ACT FOR RURAL 5311 PROGRAMS IN
THE AMOUNT OF \$2,342,149 DOLLARS.**

APPROVED AND ADOPTED this 28th day of May, 2020 by the Governing Board of
the Central Florida Regional Transportation Authority.

CENTRAL FLORIDA REGIONAL
TRANSPORTATION AUTHORITY

By: Governing Board

Chairman

ATTEST:

Assistant Secretary

LYNX Board Agenda

Consent Agenda Item #6.A. x

To: LYNX Board of Directors

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

Phone: 407.841.2279 ext: 6146

Item Name: Authorization to Cancel Contract #13-C07 for Automated Fare Collection System

Date: 5/28/2020

ACTION REQUESTED:

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer ("CEO") or designee to negotiate and enter into, on behalf of LYNX, a mutual cancellation of Contract #13-C07 for Automated Fare Collection System, dated as of September 27, 2012 (as amended, the "AFC Contract") by and between LYNX and Conduent Transport Solutions, Inc. (as successor in interest to ACS Transport Solutions, Inc. and Xerox Transport Solutions, Inc.) ("Conduent") in an amount Not to Exceed \$149,586.92.

BACKGROUND:

LYNX entered into the AFC Contract with ACS Transport Solutions, Inc., the predecessor to Conduent, on September 27, 2012 as part of a joint procurement with the Florida Department of Transportation (FDOT). The original intent of the AFC Contract was for LYNX to be able to purchase ticket vending machines, a Central Data Collection and Information System, On-Board Smart Media Processors, Point of Sale Machines, spare parts, test tools, test equipment, documentation, training, technical assistance and warranties. The equipment purchased was intended to be fully compatible with FDOT's Sunrail system so that passengers using both LYNX and Sunrail would have a seamless payment experience when making connections between the two systems. The AFC Contract was funded by grants from the Federal Transit Administration (FTA). In connection with the AFC Contract, LYNX also entered into a tri-party escrow agreement with Conduent and the Florida Department of Financial Services (the "Escrow Agreement") in order to escrow the source code of the AFC Contract deliverables.

The AFC Contract contemplated that all AFC Contract deliverables would be fully delivered by February 28, 2014. Due to various delays and deficiencies, the AFC Contract deliverables were

LYNX Board Agenda

never fully delivered. Similarly, the deliverables in FDOT's counterpart contract with Conduent were never fully delivered. As a result, passengers riding both LYNX and Sunrail do not have a seamless payment experience when connecting between the two systems. LYNX staff desires to cancel the AFC Contract in order to free up the FTA funding to be used for other LYNX priorities.

LYNX staff and Conduent have negotiated preliminary terms tied to specific obligations that both parties have agreed are fair and equitable under the Contract. These terms are the basis for a mutual cancellation of the Contract and Final Payment to Conduent of \$149,586.92 to close out the Project.

LYNX staff desires Board authorization to negotiate and enter into a formal mutual agreement with Conduent cancelling the AFC Contract (and the associated Escrow Agreement) in accordance with the terms set forth above and such additional terms as may be negotiated by the parties.

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

No DBE participation goal is applicable for this activity.

FISCAL IMPACT:

The approved FY2020 Amended Operating budget does not include this expense. The expense will be paid from reserves or other budgeted savings.

LYNX Board Agenda

Consent Agenda Item #6.A. xi

To: LYNX Board of Directors

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

Phone: 407.841.2279 ext: 6064

Item Name: Authorization to Extend the Suspension of the Collection of Fares Through June 30, 2020

Date: 5/28/2020

ACTION REQUESTED:

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to extend the suspension of the collection of fares through June 30, 2020.

BACKGROUND:

In response to the national COVID-19 pandemic and the local "Stay at Home" orders by the City of Orlando, Orange and Osceola Counties and subsequently the State of Florida, LYNX instituted several measures to support the reduction of the spread of the coronavirus, including the following:

1. Elimination of fare collection on fixed-route and ACCESSLYNX
2. System-wide reduction of bus service
3. Rear-door bus boarding with the exception of customers with mobility challenges using the front door.

These measures have been critical in helping to ensure the safety of LYNX riders, Bus Operators and the general public during the COVID-19 pandemic. In order to support efforts to reduce the spread of COVID-19 by continuing physical distancing protocols, LYNX recommends continuing the fare suspension through June 30, 2020.

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

No DBE participation goal is applicable for this activity.

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FISCAL IMPACT:

The FY2020 Operating Budget included approximately \$2 million in customer fares per month.

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Information Item A

To: LYNX Board of Directors

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

Phone: 407.841.2279 ext: 6064

Item Name: Notification of Emergency Purchases Related to COVID-19 Pursuant to Administrative Rule 4

Date: 5/28/2020

Pursuant to LYNX Administrative Rule 4.4.7, Emergency Procurements, information is attached for notification to the LYNX Board of Directors of the Emergency Purchases that were entered into by the Chief Executive Officer outside the normal course of business regarding the COVID-19 Public Health Emergency. Pursuant to the Administrative Rule, the Chief Executive Officer may enter into Emergency Contracts if the amounts involved are \$150,000 or less. Further, it provides that Senior Staff shall keep the Governing Board advised of efforts undertaken to address said Emergency.

Additionally, in the interest of protecting the public's health, safety and welfare during the COVID-19 Public Health Emergency as declared by the World Health Organization, the Florida Department of Health, the Governor of the State of Florida and the Local Orders issued by Orange, Seminole and Osceola Counties, LYNX has continued its Declaration of State of Emergency to help ensure the safety of its riders, Bus Operators and the general public during the COVID-19 pandemic.



COVID-19 Purchases

*Please note that the information presented below is captured as of 05/09/2020 and is not intended to be an all inclusive list of COVID-19 related items. *

Date	Vendor	Description	Amount
3/19/2020	Wizard Creations	Disposable Face Masks for Employee Safety	\$48,262.50
3/19/2020	Wizard Creations	Hand Sanitizers for the Employees and Operators	\$27,552.50
3/19/2020	Wizard Creations	Disposable Gloves for the Employees and Operators	\$15,840.00
3/24/2020	Wizard Creations	Disposable Face Masks for Employee Safety	\$9,382.75
3/25/2020	Wizard Creations	Hand Sanitizer Spray for Employees and Operators	\$30,282.00
3/26/2020	Wizard Creations	Safety Gloves for Employees and Operators	\$11,124.00
4/1/2020	Red One Medical	Disinfecting Caviwipes Towelettes for Employee and Operator Safety	\$5,237.50
4/7/2020	TMD Holdings	Protective Respirator/Faceguard Shields for Employee Safety	\$82,336.00
4/7/2020	Red One Medical	Emergency PPE Gloves, Masks for Employee and Operator Safety	\$28,497.15
4/8/2020	TMD Holdings	Protective Disposable Masks for Employee and Operator Safety	\$17,200.00
4/8/2020	Winter Park Distillery Company, LLC	Hand Sanitizer for Employee and Operator Safety	\$6,210.00
4/8/2020	Vehicle Maintenance Program	Disposable Gloves for Employee and Operator Safety	\$15,664.00
4/9/2020	The Home Depot	Disinfecting Electrostatic Handheld Fogger for LYNX Facilities and Buses	\$10,799.88
4/9/2020	Alpha Press	Social Distancing Decals for LYNX Buses and Vehicles	\$3,360.00
4/9/2020	Nova Marketing	Hand Sanitizer for Employee and Operator Safety	\$5,428.04
4/10/2020	Sackman Trial Group	Protective, Reusable Cloth Masks for Employees and Operator Safety	\$49,670.00
4/10/2020	Scarborough Specialties	Protective Face Masks for Employee and Operator Safety	\$49,670.00
4/17/2020	The Home Depot	Disinfectant for Cleaning of LYNX Buses and Vehicles	\$3,965.71
4/20/2020	Solodev	Emergency Website Services to Update the Modified Schedule Database	\$4,856.25
4/28/2020	Red One Medical Devices	Handheld Thermometers for Employee Screening Safety	\$2,710.00
4/29/2020	Red One Medical Devices	Protective Face Shield Kit for Employee and Operator Safety	\$10,150.00
4/29/2020	Farco Plastics Orlando	Protective Bus Operator Sneeze Guard Plexiglass for Operator Safety	\$21,000.00
5/4/2020	Mears Transportation	Emergency Transportation Services to COVID-19 Testing Facilities	\$63,700.00
5/6/2020	PUR PPE, LLC	Protective Coveralls for Employee Safety	\$60,925.00
5/6/2020	Red One Medical Devices	Disinfecting Optim Wipes for Cleaning and Employee Safety	\$6,190.00
5/9/2020	Global Industrial	Protective Sneeze Guard Associated Materials for Installation on LYNX Buses	\$9,545.28
Total			\$599,558.56

LYNX Board Agenda

Information Item B

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: 5/28/2020

LYNX Liability Claim Settlements April 1 – April 30, 2020

Claimant Name	Accident Date	Accident Type	Settlement Amount	Date of Check
Don'e Jennings	11/06/18	Bodily Injury	\$2,500.00	04/02/20
Frye & Simpson	11/21/19	Property Damage	\$139.99	04/02/20

LYNX Board Agenda

Information Item C

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: 5/28/2020

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

1. Data Transfer Solutions, LLC



Sole Source Justification

DATE: January 2, 2020

REQUESTED BY: Francis Franco, GIS Coordinator


SUBJECT: Data Transfer Solutions, LLC-ArcGIS Maintenance & Hosting

BACKGROUND: Data Transfer Solutions, LLC. (DTS) provides LYNX with annual maintenance and hosting of the ArcGIS application server. The ArcGIS server provides additional capacity and custom functionalities that leverage ESRI's ArcGIS Platform, which provides jurisdictional and municipal mapping services of transit stops, urban and rural boundaries. DTS's staff also support the LYNX GIS and Information Technology (IT) staffs by troubleshooting problems associated with the ArcGIS databases; software and connectivity support services such as IP configuration and basic server maintenance activities such as back-ups, data and system recovering and periodic monitoring to review system performance. The service grants access of spatial-information via interactive maps on LYNX's website, www.golynx.com. These mapping products are supported by this ArcGIS maintenance and hosting, rendering support to the LYNX Planning, Customer Service and Operations Departments, which utilize this information daily to support transit service delivery. Additionally, the web-based interactive maps support local partner agencies and their staff activities associated with planning and construction projects.

SOLE SOURCE JUSTIFICATION: The DTS server supplies LYNX a customized configuration to host ArcGIS services and provide LYNX with full administrative rights to the server. Due to the reliance of the information supported by these servers, the procurement process to identify and acquire support from a comparable maintenance and hosting company would result in an unacceptable delay to LYNX's jurisdictional funding partners for the delivery of work products and result in a duplicate of costs in the amount of \$2,240 to relocate the hardware and reestablish software systems and connections. Data Transfer Solutions, LLC (DTS) is the manufacturer and sole distributor of the server and support.

COST/PRICE ANALYSIS:

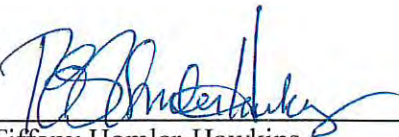
The cost impact is \$6,480.00 for the period of October 1, 2019 – September 30, 2020


Francis Franco
Project Manager

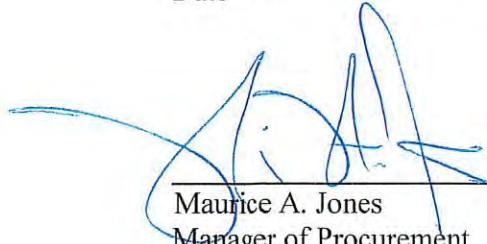
1/2/2020
Date:


Tomika Monterville
Director of Planning & Development

1/2/2020
Date


Tiffany Homler-Hawkins
Chief Administrative Officer

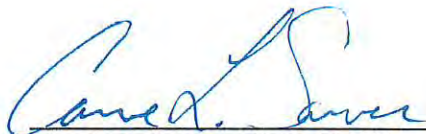
1/7/20
Date:


Maurice A. Jones
Manager of Procurement

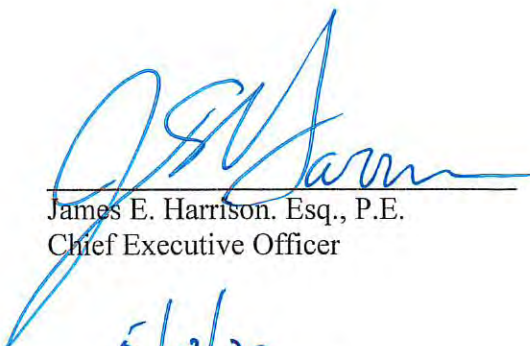
1/7/2020
Date

Bert Francis
Bert Francis
Chief Financial Officer

5/12/20
Date:


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

1/08/2020
Date


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

5/13/20
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: 5/28/2020

LYNX COMMUNITY EVENTS AND OUTREACH – APRIL 2020

APRIL	EVENT NAME	DESCRIPTION
none	All events cancelled due to COVID 19 pandemic	

LYNX PRESS RELEASES | MEDIA NOTES: APRIL 2020

APRIL	
4/21	MEDIA ALERT-LYNX Board of Directors and Oversight Committee to Hold Virtual Meetings

APRIL 2020 – LYNX NEWS ARTICLES

4/2	Before coronavirus, public transit was one of Orange County's biggest problems. But will Mayor ... Orlando Sentinel Lynx, the public bus system, is chronically underfunded. ... a penny to pump money into more buses, rail and expanding roads to handle the growing ...
4/7	LIVE UPDATES: Florida reports 18 deaths, more than 300 new coronavirus cases since this morning WFTV Orlando He said a Lynx bus operator also tested positive for the coronavirus and is in self-isolation. It is not believed that the driver has infected any others...

LYNX Board Agenda

4/10	<p>Social distancing not always practical for low-wage workers Letters Orlando Sentinel</p> <p>The Lynx main bus station in downtown Orlando has less activity during the stay-at-home order, but many still use public transportation to get to their...</p>
4/26	<p>Workers' bus to I-Drive faces huge risks Letters Orlando Sentinel</p> <p><u>Workers' bus to I-Drive faces huge risks</u></p> <p>Most mornings my neighbors pull out of their driveways and head to work. They say they're ready to get back to normal. It seems as if they don't put much stock into social distancing and pandemic risks. They don't know about the passengers of Lynx Bus Number Eight.</p> <p>Long before sunrise, a long line of riders waits for Lynx Bus Number Eight to take them from downtown to International Drive. Every 15 minutes riders scramble aboard. In a flash every seat and every square inch of standing space is filled and the driver closes the door. Countless riders are left behind to lead the next charge.</p> <p>Without stopping, the driver acknowledges those waiting along the route with a wave and a shrug of the shoulders as if to say, "Sorry, we're full."</p> <p>On the Number Eight there's talk, laughter, cellphone conversations, heads bobbing to music, reading, and sleep for some with seats. Number Eight riders see each other. It's a tight community.</p> <p>The Number Eights do the heavy lifting for the tourist industry. The nature of their work makes them invisible. Most don't earn a living wage. Many have multiple jobs. But every day they are there for each other on their ride to International Drive.</p> <p>When pandemic restrictions are lifted, the Number Eights will return to work. They will not be afforded the luxury of social distancing. They'll face the greatest risk with the fewest resources. I see the Number Eights. I wish everyone did.</p> <p>Wayne Frongello Orlando</p>
4/30	<p>LYNX buses run with no fares, fewer riders as leaders map out future Orlando Sentinel</p> <p>Recovery from the Lynx bus system's coronavirus implosion will be gradual ...</p>
5/9	<p>Pandemic portraits: Orlando's frontline workers still show up Orlando Sentinel</p> <p>As some Central Floridians work from home or wait on their residences for much-needed unemployment relief...</p>

LYNX Board Agenda

APRIL 2020 – LYNX SOCIAL MEDIA

April 1	National Walking Day. Response to hand sanitizers being placed on buses and at the station. Today is Census Day! Response to complaint about an operator refusing to lower the bus ramp. Response to question about the PawPass application.
April 2	We're all in this together, so please take what you need and leave enough for everyone. Response to comment about customers riding for non-essential trips.
April 3	Only travel if it is absolutely essential. Response to mention of bus drivers wearing mask. Lost and Found open time changes. The University of Central Florida (UCF) SuperStop will be closed temporarily. Response to question about fare refunds. Response to question about suspended fares.
April 4	Wash your hands often with soap and water. Reminder: The University of Central Florida (UCF) SuperStop will be closed. Reminder: Lost and Found open time changes.
April 5	Reminder: The University of Central Florida (UCF) SuperStop will be closed. Response to rider's complaint about bus 104's continuous lateness. Lost and Found open time changes.
April 6	Lost and Found open time changes. Reminder: The University of Central Florida (UCF) SuperStop will be closed. Response to riders concerns on having the LYMMO bus in service when downtown is deserted; states it can be a hazard for our drivers since the homeless mainly use this service. #407Day Support Our Local Restaurants. Response to complaint about Link 34.
April 7	#407Day Support Our Local Restaurants. Practice Social Distancing. Response to a complaint on buses being too crowded for social distancing-caused by hourly servicing and front half of the bus being cut-off.
April 8	Name this LYNX Bus Stop. Response to question about suspended fares. Response to customer concern about physical distancing
April 9	Do not touch your face. Response to question about transfers to SunRail.
April 10	Reminder: Modified Service Schedule. Response to question on whether the bus fare is still free. Be sure to support your local eateries. Response to customer concern about physical distancing. Response to concern about the cleanliness of our buses. Response to question about suspended fares.
April 11	Please use staggering seating. Maintain Physical Distancing.

LYNX Board Agenda

	<p>Response to complaint on limiting capacity.</p> <p>Response to complaint about overcrowding.</p> <p>Response to question about suspended fares.</p>
April 12	<p>We hope you have a happy and safe Easter!</p> <p>Response to complaint about overcrowding.</p>
April 13	<p>Please use staggered seating as much as possible to maintain the recommended physical distance.</p> <p>Response to a complaint made about riders not being able to maintain physical distance suggestions due to buses being too full.</p> <p>Response to concern about exiting at the end of the line.</p> <p>Response to complaint about Link 42.</p>
April 14	<p>Lost and Found Window Updated times.</p> <p>Response to question on regular bus services resuming.</p> <p>Cover Coughs and Sneezes.</p> <p>Check out today's Google doodle!</p> <p>Thank you to our essential employees for making it possible!</p> <p>Service Alert: Terry Avenue between Amelia St. and Livingston St. will be closed for construction.</p> <p>Response to complaint about Link 15.</p> <p>Response to question about Link 105.</p>
April 15	Name that stop!
April 16	<p>We are going to #SoundTheHorn today to honor and thank all essential public transit employees working through the pandemic!</p> <p>LYNX has been known for its fun bright colorful buses since 1990.</p> <p>Make some NOISE!!! We #SoundTheHorn</p>
April 17	<p>A huge Thank You to our employees.</p> <p>Service Detour: LYMMO Lime Line (Link 61) buses will be detoured.</p>
April 18	Remember to clean and disinfect frequently.
April 19	<p>Good Sunday morning! Here's a little ray of sunshine to brighten your day!</p> <p>Service Detour: LYMMO Lime Line (Link 61) buses will be detoured.</p>
April 20	<p>A smile can go a long way.</p> <p>The CDC has recently recommended the use of cloth face coverings when out in public and while on transit.</p> <p>Response to question on having to wear a mask in order to ride the bus.</p> <p>Response to modified service schedule changes.</p> <p>Response to question about trip planning.</p>
April 21	<p>Dear Lynx Driver! Thank you for driving me to work.</p> <p>This month's LYNX Board of Directors and Oversight Committee meetings will be held virtually.</p>
April 22	<p>Happy 50th #EarthDay!</p> <p>A reminder that the LYNX Board of Directors and Oversight Committee meetings will be held virtually.</p> <p>Filling out the census helps ensure our community receives its fair share of federal funding.</p> <p>Response to complaint about Link 37.</p>

LYNX Board Agenda

	<p>Response to question about bus service.</p> <p>Response to question about wearing face coverings on the bus</p>
April 23	<p>What you do matters. Your work offers a vital service to our community. Thank You!</p> <p>Response to question on LYNX Bus 104 still running to UCF.</p> <p>Response to comment about adding more buses to service routes.</p>
April 24	<p>It's going to be a wet and rainy commute today. Please stay safe and don't forget your umbrella!</p> <p>Washing your hands often with soap and water.</p>
April 25	<p>Please wear a face cover while out in public.</p>
April 26	<p>Thank You for keeping Central Florida moving!</p>
April 27	<p>Good Monday morning! If you need a ride somewhere (for essential trips only) we are here for you.</p> <p>It's a challenging time. But we are working hard to keep you working.</p> <p>Response to complaint about a bus operator.</p> <p>Response to question about renewing an AdvantAge ID card.</p> <p>Response to complaint about a bus operator pulling away before customers are able to sit down.</p>
April 28	<p>Let's honor the superheroes among us today on National #SuperHeroDay!</p> <p>Response to question on whether the buses are free during COVID-19.</p> <p>Service Alert: Effective Wednesday, April 29, Link 18 will resume regular service and NeighborLink 631 will return to its regular routing.</p> <p>Response to question about suspended fares.</p> <p>Response to request for information on Link 7.</p>
April 29	<p>Service Alert: Effective today (April 29), Link 18 will resume regular service and NeighborLink 631 will return to its regular routing.</p> <p>Response to when all buses will return to normal services.</p> <p>The #CDC recommended the use of cloth face coverings when out in public</p> <p>Practice social distancing by putting space between yourself and others.</p> <p>Response to rider's suggestion on coming up with a better social distancing plan for phase 1 re-opening.</p> <p>Response to complaint about an operator making a rider late to work</p>
April 30	<p>Now hiring! We're looking for Bus Operators.</p> <p>Wearing a cloth face covering CORRECTLY.</p>

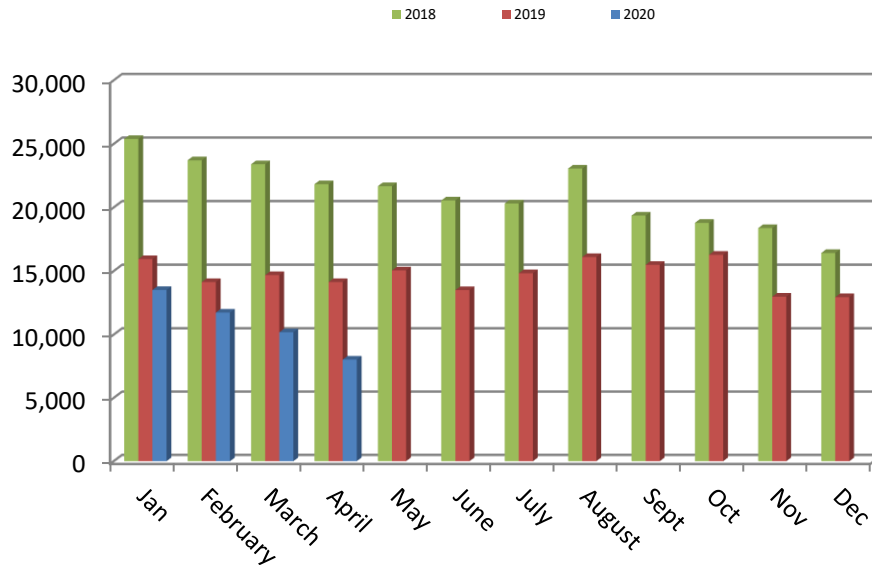
LYNX ard Agenda

SOCIAL MEDIA USAGE		APRIL 2020
Facebook Daily Total Reach: The number of people who have seen any content associated with our Page. (Unique Users)		32,941
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)		67,845
Total Facebook Posts		56
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.		3.2k Engagements 2.3k Reactions, 619 Comments, 305 Shares
Total Tweets		57
Twitter Engagement: The sum of interactions received for the tweets published in the selected timeframe: retweets, replies and likes.		278 Engagements: (210 Likes, 50 Retweets, 18 Replies)
WEBSITE USAGE		
Total Page Views		238,032
Total User Visits		34,868

LYNX Board Agenda

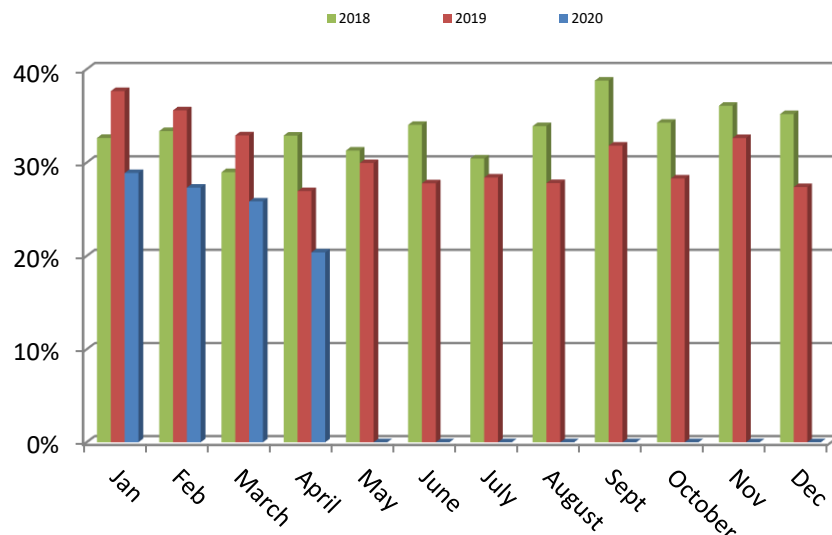
CUSTOMER SERVICE – APRIL 2020

Fixed Route Calls



	2018	2019	2020
April	21,830	14,135	8,027

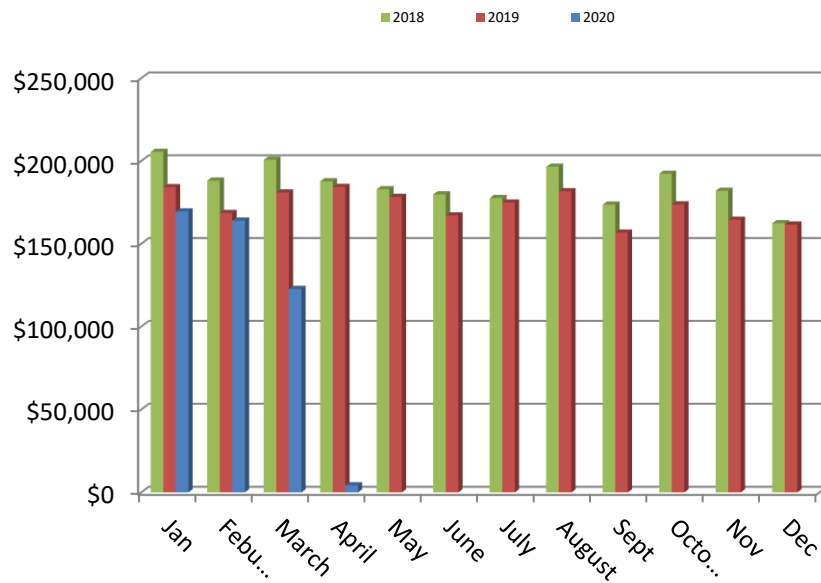
Lost & Found Percentage of Recovered



	2018	2019	2020
April	32.89%	26.95%	20.38%

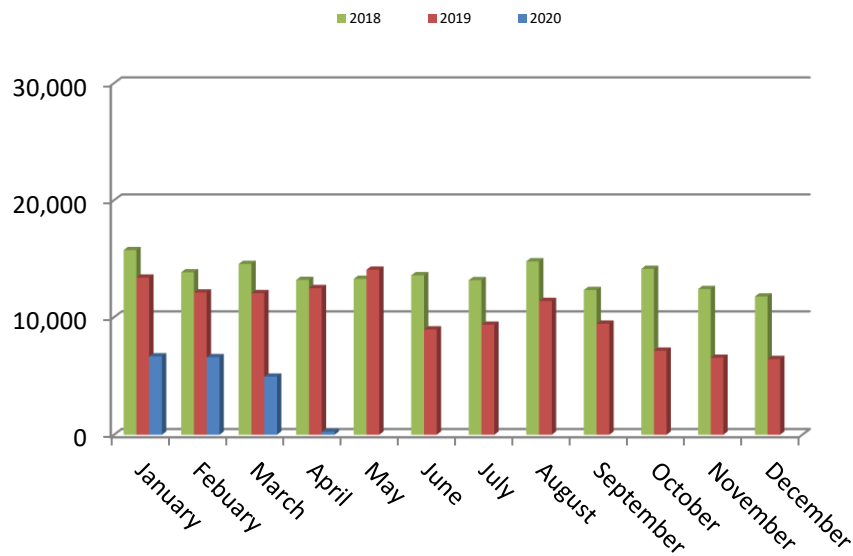
LYNX Board Agenda

Fare Media Sales at LCS



	2018	2019	2020
April	187,641	184,239	4,247.00

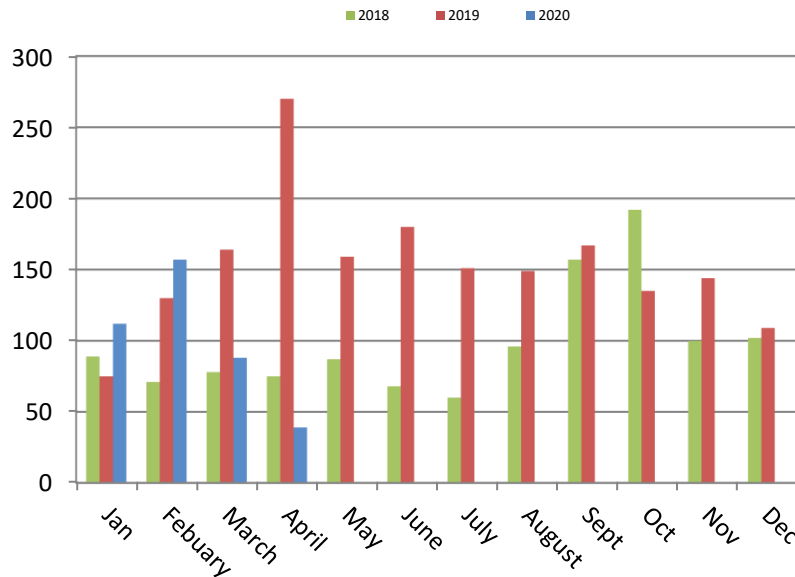
Customers Served at LCS



	2018	2019	2020
April	13,184	12,480	248

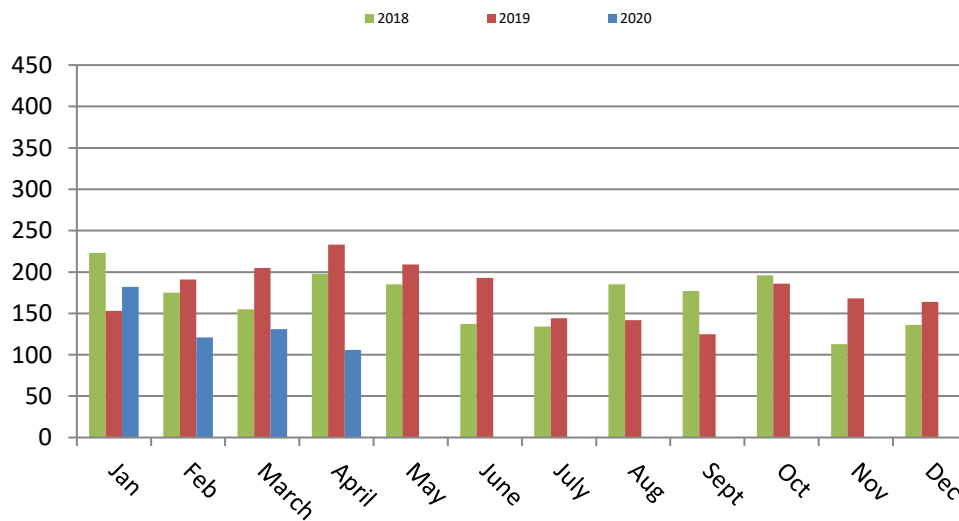
LYNX Board Agenda

Mobility Services Concerns



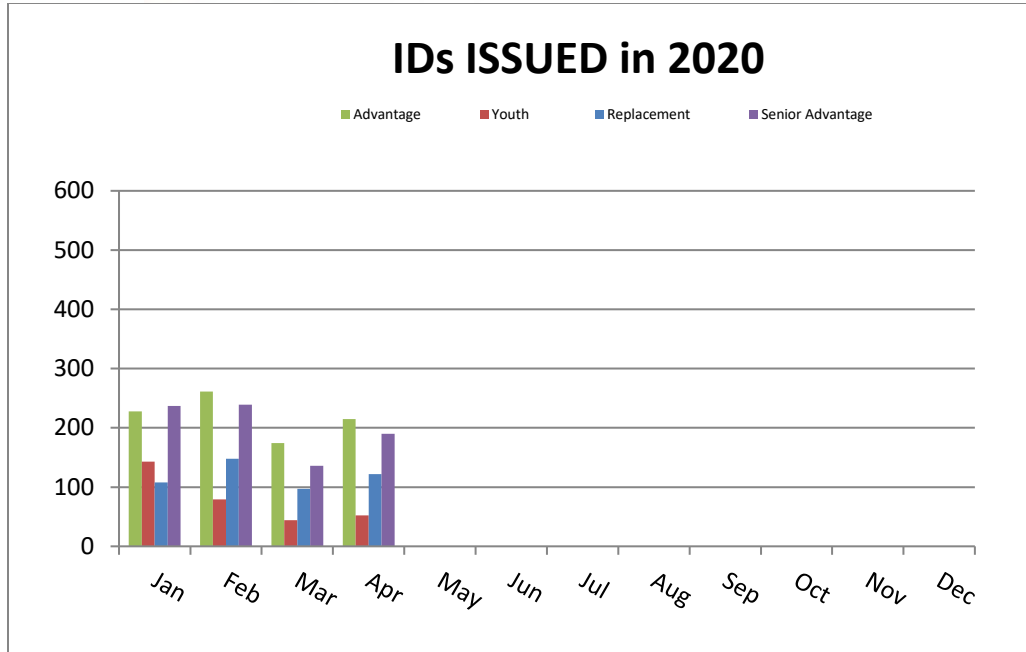
	2018	2019	2020
April	75	270	39

LYNX/Fixed Route Concerns

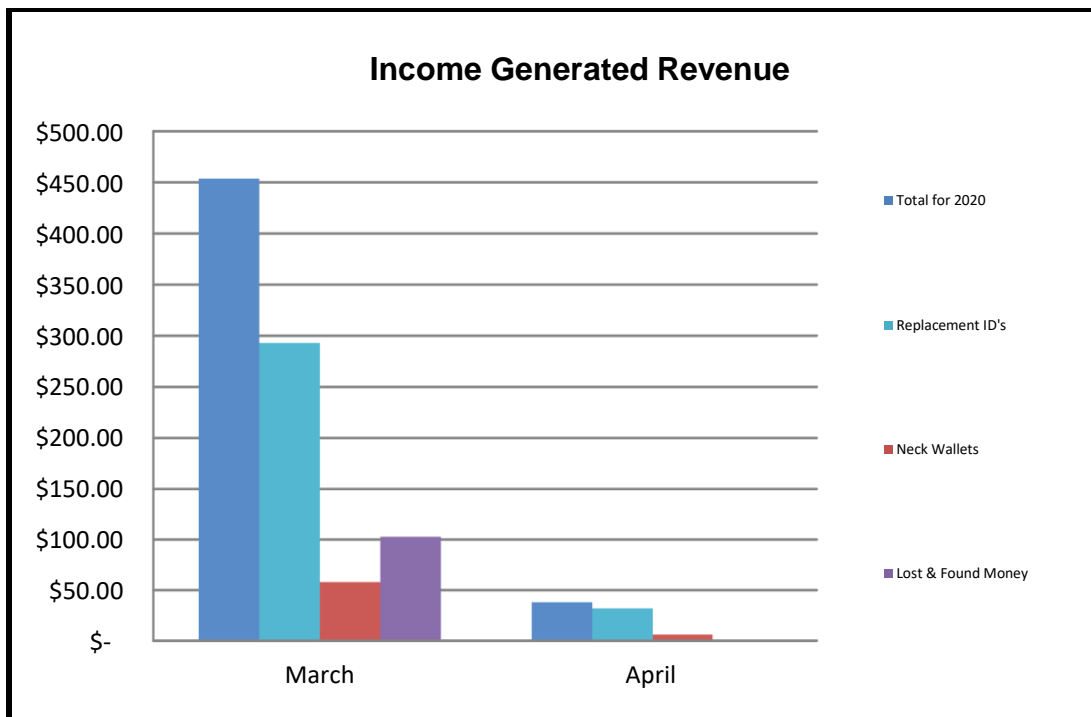


	2018	2019	2020
April	198	233	106

LYNX Board Agenda



	2018	2019	2020
April	590	783	579



	ID Replacements	Lost and Found	Item Sales
March	\$293	\$103	\$58
April	\$32	\$0	\$6

LYNX Board Agenda

COMMUTER VANPOOL PROGRAM

VANPOOL	APRIL 2020
Vanpool Participants	557 *
Total Revenue Miles	56,587 *
New Vanpool	0
Returned Vanpools	0
Current Vans at Service	58
Pending Interests	None
Events	None

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

ADVERTISING SALES

ADVERTISING SALES REVENUE	MARCH	APRIL	FY20 TOTAL
Sales Revenue	\$535,480.92	\$ 239,484.34	\$ 2,755,525.93

LYNX Board Agenda

Monthly Report B

To: LYNX Board of Directors

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

Phone: 407.841.2279 ext: 6146

Item Name: Mobility Service Reports

Date: 5/28/2020

ACTION REQUESTED:

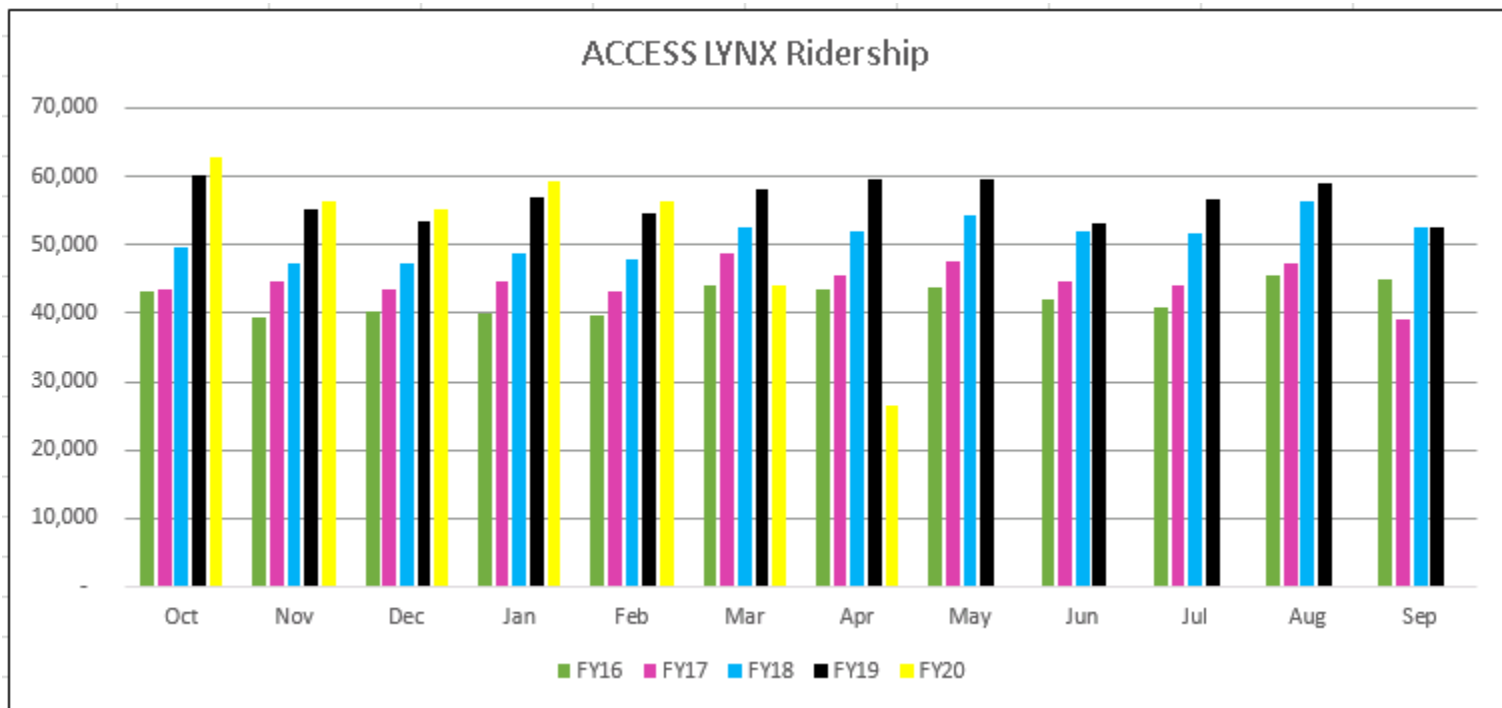
Provide monthly status report regarding the Key Performance Indicators (KPI) for the Mobility Service Division Performance measures include number of scheduled and completed trips, new and recertified ADA and TD applications, functional assessments and travel training, organizational improvement initiatives,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

Mobility Management Services

May 28, 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	56483	44089	26469					



* 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	25,303	18,031	43,334
March	24,170	15,941	40,111
April	19,681	11,422	31,103
May			-
June			-
July			-
August			-
September			-
FY20 Year to Date Total: 295,087			

- 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	23,473	15,503	38,976
March	20,827	13,380	34,207
April	16,730	9,739	26,469
May			-
June			-
July			-
August			-
September			-
FY20 Year to Date Total: 252,707			

On-Time-Performance (OTP)
For April

96.99%

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	2,437	586	3,023
March	1,248	260	1,508
April	-	-	-
May			-
June			-
July			-
August			-
September			-
FY20 Year to Date Total: 25,502			

- 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	1,942	434	2,376
March	991	187	1,178
April	-	-	-
May			-
June			-
July			-
August			-
September			-
FY20 Year to Date Total: 20,761			

On-Time-Performance (OTP)
For March

95.2% as reported

NOTE: Provider not utilized in April - COVID-19

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	16,006		16,006
March	9,305		9,305
April	-		-
May			-
June			-
July			-
August			-
September			-
FY20 Year to Date Total: 96,455			

- 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	13,891		13,891
March	7,873		7,873
April	-		-
May			-
June			-
July			-
August			-
September			-
FY20 Year to Date Total: 82,102			

On-Time-Performance (OTP)
For March
91.5% as reported

NOTE: Provider not utilized in April - COVID-19

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
February	1,354	N/A	1,354
March	937	N/A	937
April	-	N/A	-
FY20 Year to Date Total: 5,772			

On-Time-Performance (OTP)

For March

99.76 % as reported

NOTE: Provider not utilized in April - COVID-19

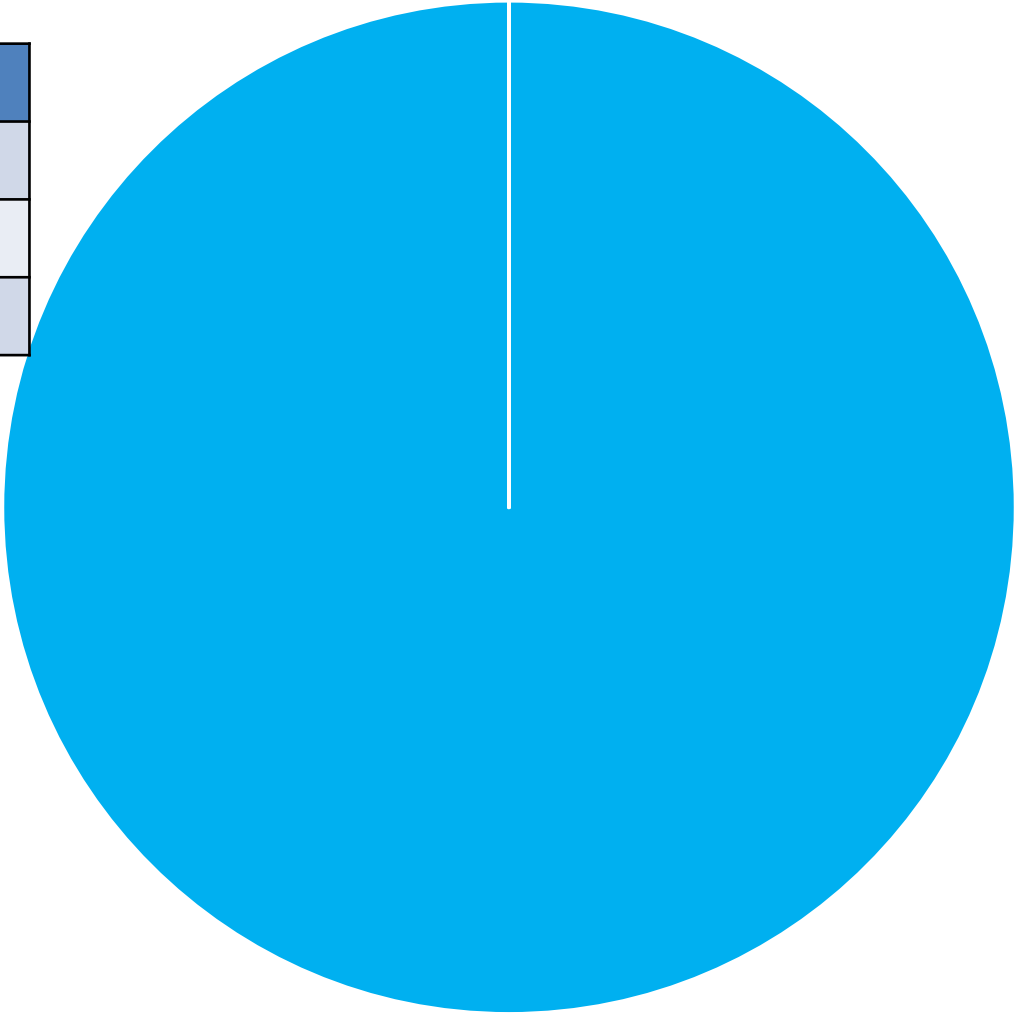
- Completed

Month	Ambulatory	WheelChair	Total
October	862	N/A	862
November	726	N/A	726
December	728	N/A	728
January	864	N/A	864
February	1,240	N/A	1,240
March	831	N/A	831
April	-	N/A	-
FY20 Year to Date Total: 5,251			

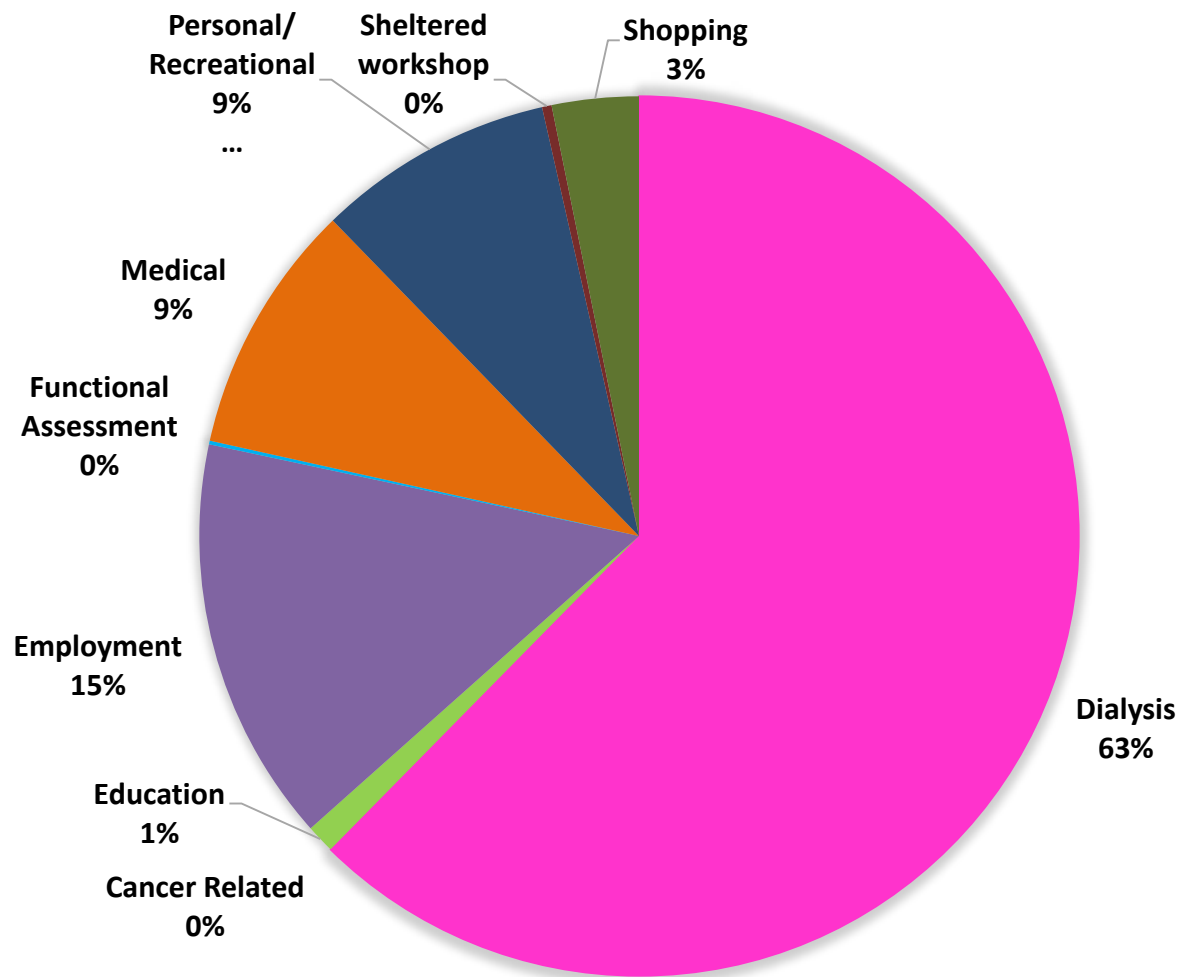
* Wheelchair service not available on UZURV

ACCESSLYNX – TRIPS ALLOCATION April 2020

MV = 26,469
MEARS = 0
OWL = 0
UZURV = 0



ACCESSLYNX – ALL TRIPS BY PURPOSE - April 2020

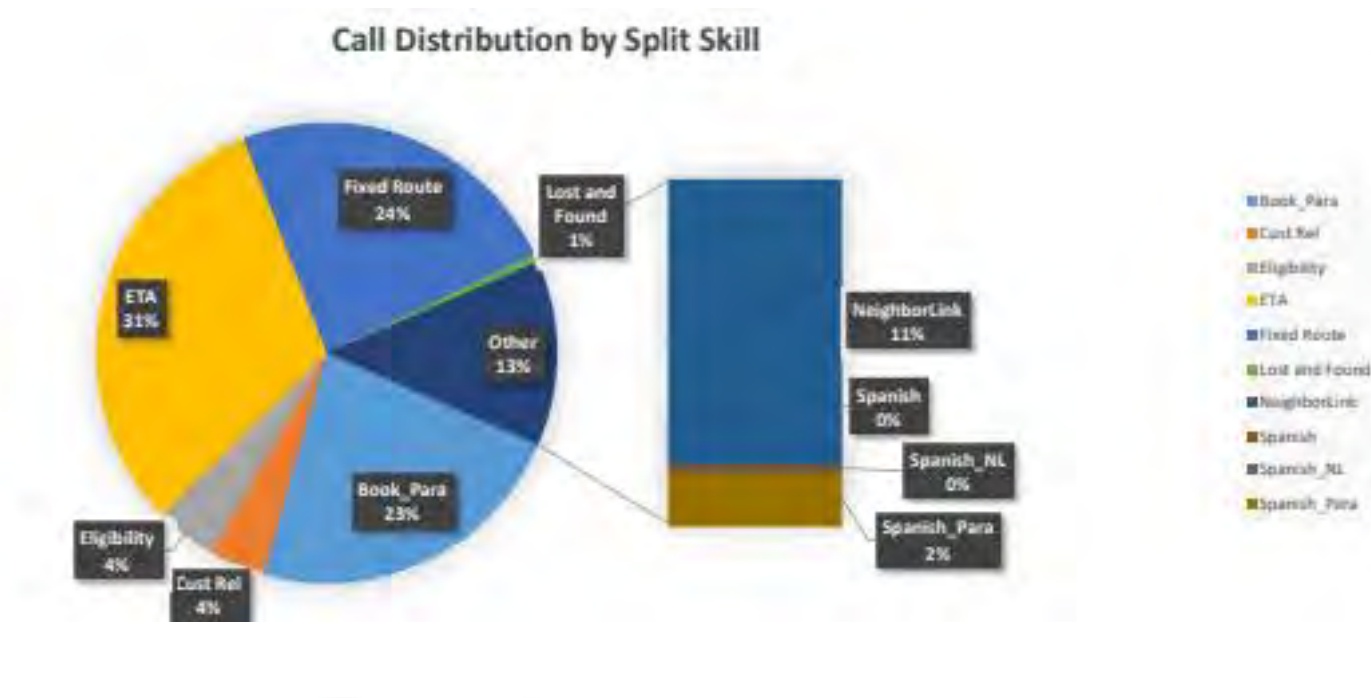


No Show Counts

- 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	February	March	April
TOTAL:	4310	3961	4091	3851	3570	3230	1911
Cancel at Door	13	3	5	3	5	2	5
Cancel Late	848	881	826	878	795	668	431
No Show	3449	3077	3260	2970	2770	2560	1475

FY20 Performance Measures: Call Distribution and Average Answer Rate



Ten Busiest Days (April 2020)

Days	Total Calls
Wednesday, April 1, 2020	1336
Friday, April 3, 2020	1268
Thursday, April 2, 2020	1192
Monday, April 6, 2020	1181
Tuesday, April 7, 2020	1159
Monday, April 13, 2020	1110
Tuesday, April 14, 2020	1070
Wednesday, April 8, 2020	1044
Tuesday, April 28, 2020	1017
Monday, April 20, 2020	1013

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	8,335	5,825	11	14,171
March	8,328	5,734	11	14,073
April	8,397	5,779	12	14,188
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	222	301	179					
TD - New	71	67	74	95	92	90	60					
Sub - Total	312	299	462	342	314	391	239	0	0	0	0	0
ADA- Recert	323	279	428	317	296	327	217					
TD-Recert	69	49	68	73	71	52	55					
Sub- Total	392	328	496	390	367	379	272	0	0	0	0	0
TOTAL New and Recert:	704	627	958	732	681	770	511	0	0	0	0	0
Other	101	17	90	8	70	49	29					
Total Denied	143	132	140	61	73	121	73					
April - Pending Functional Assessment: 71												

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

Program Initiatives



- ACCESS PLUS + (Free Pass Program)

March Trips = 1,144
ACCESS LYNX equivalent amount: \$50,656.32

- Implemented 100% daily sanitization interior and exterior of vehicles
- “Social Distancing” scheduling to minimize number of individuals on vehicles
- Move 100% Call Center Representatives to remote work environment
- Supported Orange County EOC with loan vehicles for COVID-19 test trips
- New Vehicle Procurement – Received 3 new NeighborLink vehicles

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 - March 2020

Date: 5/28/2020

Please find attached the preliminary monthly financial report for the sixth month ending March 31, 2020.

CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY d/b/a LYNX
STATEMENT OF REVENUES AND EXPENSES
For the Six Months Ending March 31, 2020
(UNAUDITED)

	<u>YTD Budget</u>	<u>YTD Actual</u>	
REVENUES			
Customer fares	\$ 11,994,056.	\$ 11,139,739.	93%
Contract services	3,484,222.	3,436,304.	99%
Advertising	2,285,002.	2,245,852.	98%
Interest & Other income	581,006.	528,228.	91%
Federal Revenue	9,486,202.	7,776,875.	82%
State Revenue	6,670,662.	6,695,838.	100%
Local Revenue	4,356,684.	4,209,239.	97%
Local Revenue Funding Partner	35,711,043.	35,711,060.	100%
TOTAL REVENUE	<u>74,568,877.</u>	<u>71,743,134.</u>	<u>96%</u>
EXPENSE			
Salaries, Wages & Fringe Benefits	40,304,471.	40,462,494.	100%
Other services	5,422,246.	3,380,516.	62%
Fuel	5,979,458.	5,149,182.	86%
Materials and supplies	3,882,634.	3,814,224.	98%
Utilities	787,099.	592,286.	75%
Casualty & Liability	1,367,286.	1,324,084.	97%
Taxes and licenses	297,984.	279,067.	94%
Purchased transportation services	15,241,284.	14,641,431.	96%
Leases & Miscellaneous	794,247.	562,927.	71%
Interest Expense	17,376.	19,001.	109%
TOTAL EXPENSE	<u>74,094,085.</u>	<u>70,225,211.</u>	<u>95%</u>
OPERATING GAIN/(LOSS)	\$ <u>474,792.</u>	\$ <u>1,517,922.</u>	<u>320%</u>

LYNX Board Agenda

Monthly Report D

To: LYNX Board of Directors

From: Tomika Monterville
Director Of Plan & Develop
Myles Okeefe
(Technical Contact)
Jane Tkach
(Technical Contact)

Phone: 407.841.2279 ext: 6019

Item Name: Planning and Development Report

Date: 5/28/2020

STRATEGIC PLANNING, SERVICE PLANNING AND GIS:

Strategic Planning/GIS:

- The Strategic Planning team has drafted the following procurement solicitations for professional services to support the agency, including: 1.) Update of the Geographic Information Systems (GIS)/ Intelligent Transportation Systems (ITS) strategic plan; 2.) Transit Outreach and Education Services; and 3.) On-Call Planning Support services.
- Staff assisted with the final updates to the Transportation Disadvantaged Service Plan (TDSP) and have begun the annual update to the Transit Development Plan (TDP), which is due to the Florida Department of Transportation in August.
- Staff assisted the Safety & Security and Mobility Services Departments with the completion two discretionary grants applications.

Service Planning:

- The Service Planning team has worked to develop several modified service plans and corresponding bid schedules to respond to current demand during the COVID-19 pandemic. The first plan went into effect on March 30, 2020. Several schedules have been developed to address future fluctuations in service in response to state, county and local orders.
- Staff finalized edits to 2019 Annual National Transit Database (NTD) data submissions in response to Federal Transit Administration (FTA) reported errors.

LYNX Board Agenda

Monthly Report E

To: LYNX Board of Directors

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

Phone: 407.841.2279 ext: 6019

Item Name: Ridership Report - February 2020

Date: 5/28/2020

The attached monthly Performance Report includes July Year-To-Date figures for ridership and other performance indicators. Total ridership for February 2020 was 1,948,347. This is a 4.3% decrease from February 2019. On-Time Performance for Fiscal Year-To-Date 2020 is 73%.

- LYNX overall ridership decreased by 12K, or 0.6%, compared to February 2019. Year-to-date ridership for FY-20 (9,955,255) decreased 4.3% compared to FY-19 (10,401,887)
- LYMMO ridership decreased by 16K, or 19.8%, compared to February 2019. Year-to-date ridership for FY-20 (293,705) decreased 32.5% compared to FY-19 (434,908).
- Fixed Route ridership decreased by 3K, or 0.2%, compared to February 2019. Year-to-date ridership for FY-20 (9,064,458) decreased by 3.7% compared to FY-19 (9,410,630).
- NeighborLink ridership decreased by 2K or 19.9% compared to February 2019. Year-to-date ridership for FY-20 (51,289) decreased 17.6% compared to FY-19 (62,247).
- ACCESS LYNX ridership increased by 2K, or 3.5%, compared to February 2019. Year-to-date ridership for FY-20 (319,835) increased by 3.8% compared to FY-19 (308,016).
- Vanpool ridership increased 6K, or 21.4%, compared to February 2019. Year-to-date ridership for FY-20 (198,753) increased by 24.1% compared to FY-19 (160,192)
- There were no special events in February 2020. Year-to-date ridership for FY-20 (27,215) increased by 5.1% compared to FY-19 (25,894).



February 2020 Service Performance Report

RIDERSHIP

Total Ridership by Mode						
	Feb-19	Feb-20	% Δ	YTD-19	YTD-20	% Δ
LYMMO	80,191	64,331	-19.8%	434,908	293,705	-32.5%
Fixed Route	1,777,005	1,774,227	-0.2%	9,410,630	9,064,458	-3.7%
NeighborLink	12,320	9,872	-19.9%	62,247	51,289	-17.6%
ACCESS LYNX	59,936	62,052	3.5%	308,016	319,835	3.8%
Vanpool	31,184	37,865	21.4%	160,192	198,753	24.1%
Special Events	0	0	N/A	25,894	27,215	5.1%
SYSTEM TOTAL	1,960,636	1,948,347	-0.6%	10,401,887	9,955,255	-4.3%

February 2019:	20 Weekdays	4 Saturdays	4 Sundays
February 2020:	20 Weekdays	5 Saturdays	4 Sundays

Average Daily Ridership by Mode									
Mode	Weekday			Saturday			Sunday		
	Feb-19	Feb-20	% Δ	Feb-19	Feb-20	% Δ	Feb-19	Feb-20	% Δ
LYMMO	3,352	2,591	-22.7%	1,769	1,518	-14.2%	1,519	1,230	-19.0%
Fixed Route	72,760	70,707	-2.8%	49,070	46,610	-5.0%	31,383	31,759	1.2%
NeighborLink	548	395	-27.9%	342	298	-12.9%	-	-	-
ACCESS LYNX	2,560	2,579	0.7%	1,344	1,085	-19.3%	841	905	7.6%
Vanpool	1,472	1,510	2.6%	236	382	61.9%	187	275	47.1%
SYSTEM TOTAL	80,692	77,782	-3.6%						

LYNX ridership decreased by 12K, or 0.6%, compared to February 2019. System-wide average weekday riders decreased by 3.6% year-to-date.

LYMMO ridership decreased by about 16K, or 19.8%, compared to February 2019. Average weekday ridership for LYMMO was down 22.7% in February 2019. Ridership decrease is attributed to the closure of the Orlando Union Rescue Mission, 410 W Central Blvd.

Fixed Route ridership decreased by 3K, or 0.2%, compared to February 2019. Average daily ridership decreased by 2.8% 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 2K, or 19.9%, compared to February 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 2K, or 3.5% when compared to February 2019. This is on par with a general increased use of paratransit as more people become eligible for this service.

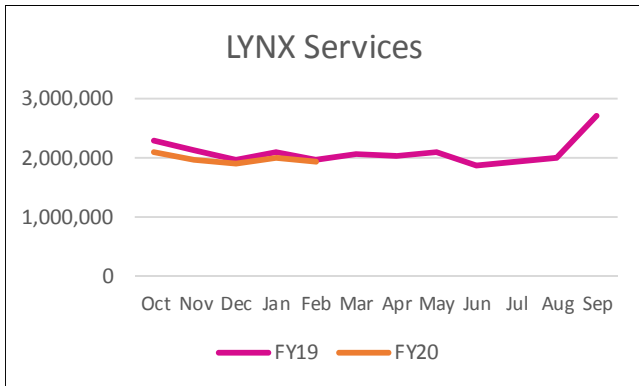
Vanpool ridership increased by about 6K, or 21.4%, compared to February 2019.

*According to the U.S. Energy Information Administration, the average price of gasoline in the U.S. was \$2.34/gallon in February 2019 and \$2.54/gallon in February 2020.

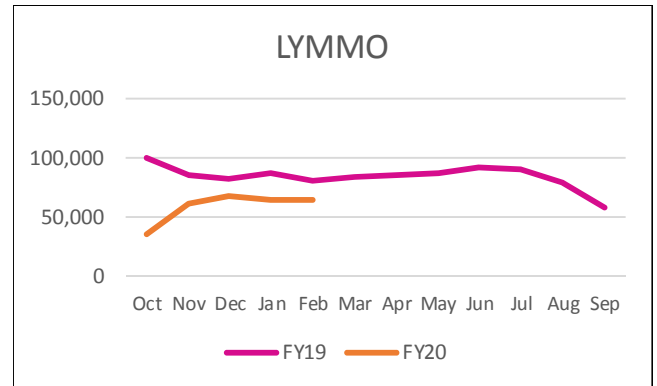


February 2020 Service Performance Report

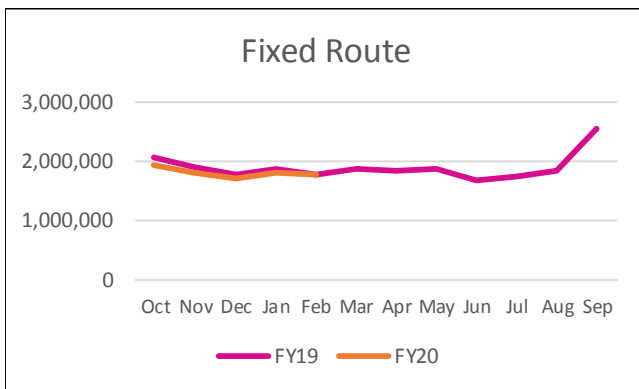
MONTHLY RIDERSHIP TRENDS BY MODE



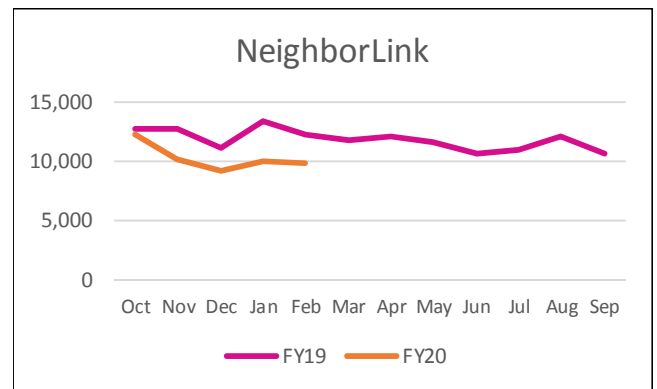
LYNX ridership decreased by 0.6% compared to the same time last year. Average weekday riders decreased by 3.6%.



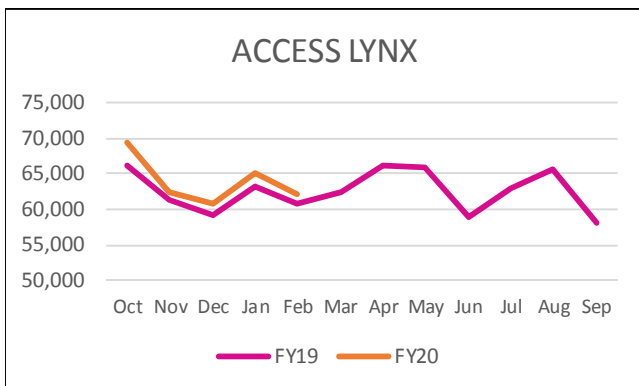
LYMMO ridership decreased by 19.8% compared to the same time last year. Average weekday riders decreased by 22.7%.



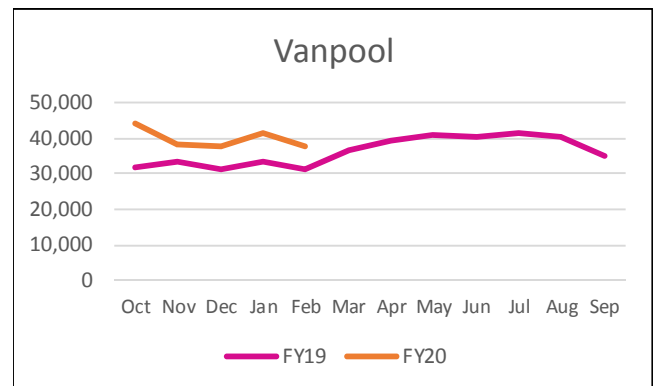
Fixed route ridership decreased 0.2% compared to February 2019. Average weekday riders decreased by 2.8%.



NeighborLink ridership decreased 19.9% compared to February 2019. Average daily riders decreased by 27.9%.



ACCESS LYNX saw a 3.5% increase over last year. Average daily riders increased by 0.7%.



Vanpool ridership increased by 21.4% when compared to February 2019.



February 2020 Service Performance Report

FY20 Monthly Modal Performance Data Sheet - February 2020

Month End Reporting	Ridership	Passengers per Trip	On-Time Performance	Farebox Recovery	National Transit Database	Reportable Accidents	Complaints per 100,000 Mile	Total Trips Scheduled	Percentage of Scheduled Trips	Fleet Availability	Preventative Maintenance In	Completed on Time
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	64,331	8	90%		1	0.11	8,618	99%	16	81%		
Mar												
Apr												
May												
Jun												
Jul												
Aug												
Sep												
YTD	293,705	7	86.5%		2	0.10	45,159	99%	16	88%		
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	1,774,227	21	74%	24%	3	0.11	84,356	99%	279	81%		
Mar												
Apr												
May												
Jun												
Jul												
Aug												
Sep												
YTD	9,064,458	21	73.0%	20%	34	0.10	441,220	99%	282	88%		



February 2020 Service Performance Report

FY20 Monthly Modal Performance Data Sheet - February 2020

Month End Reporting	Ridership	On-Time Performance	Collected Fares	NTD Reportable Incident	Complaints per 100,000 M	Fleet Availability	Preventable Maintenance 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	9,872	100%	100%	0	3.2	75%	100%
Mar							
Apr							
May							
Jun							
Jul							
Aug							
Sep							
YTD	51,289	100%	100%	0	13.2	80%	100%
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	62,052	88.42%	99.68%	0	2.8	94%	100%
Mar							
Apr							
May							
Jun							
Jul							
Aug							
Sep							
YTD	318,554	90.28%	99.75%	4	2.9	93%	100%



February 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.

LYNX Board Agenda

Monthly Report F

To: LYNX Board of Directors

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

Phone: 407.841.2279 ext: 6019

Item Name: Ridership Report - March 2020

Date: 5/28/2020

The attached monthly Performance Report includes March Year-To-Date figures for ridership and other performance indicators. Total ridership for March 2020 was 1,462,551. This is a 29.5% decrease from March 2019. On-Time Performance for Fiscal Year-To-Date 2020 is 73.6%.

- LYNX overall ridership decreased by 611K, or 29.5%, compared to March 2019. Year-to-date ridership for FY-20 (11,417,806) decreased 8.5% compared to March 2019 (12,475,776).
- LYMMO ridership decreased by 32K, or 38.7%, compared to March 2019. Year-to-date ridership for FY-20 (345,364) decreased 33.5% compared to FY-19 (519,115).
- Fixed Route ridership decreased by 539K, or 28.7%, compared to March 2019. Year-to-date ridership for FY-20 (10,402,235) decreased by 7.8% compared to FY-19 (11,287,596).
- NeighborLink ridership decreased by 3K or 26.9% compared to March 2019. Year-to-date ridership for FY-20 (59,891) decreased 19.1% compared to FY-19 (74,017).
- ACCESS LYNX ridership decreased by 16K, or 25.1%, compared to March 2019. Year-to-date ridership for FY-20 (368,082) decreased by 1.2% compared to FY-19 (372,390).
- Vanpool ridership decreased by 20K, or 55.5% compared to March 2019*. Year-to-date ridership for FY-20 (215,019) increased by 9.3% compared to FY-19 (196,764).
- There were no special events ridership to report for March 2020.

***Vanpool ridership is incomplete for March 2020 due to delays in Agency reporting.**



March 2020 Service Performance Report

RIDERSHIP

Total Ridership by Mode						
	Mar-19	Mar-20	% Δ	YTD-19	YTD-20	% Δ
LYMMO	84,207	51,659	-38.7%	519,115	345,364	-33.5%
Fixed Route	1,876,966	1,337,777	-28.7%	11,287,596	10,402,235	-7.8%
NeighborLink	11,770	8,602	-26.9%	74,017	59,891	-19.1%
ACCESS LYNX	64,374	48,247	-25.1%	372,390	368,082	-1.2%
Vanpool*	36,572	16,266	-55.5%	196,764	215,019	9.3%
Special Events	0	0	N/A	25,894	27,215	5.1%
SYSTEM TOTAL	2,073,889	1,462,551	-29.5%	12,475,776	11,417,806	-8.5%

*March 2020 Vanpool data is incomplete due to delays in Agency reporting

March 2019:	21 Weekdays	5 Saturdays	5 Sundays
March 2020:	22 Weekdays	4 Saturdays	5 Sundays

Average Daily Ridership by Mode									
Mode	Weekday			Saturday			Sunday		
	Mar-19	Mar-20	% Δ	Mar-19	Mar-20	% Δ	Mar-19	Mar-20	% Δ
LYMMO	3,191	1,905	-40.3%	1,776	1,128	-36.5%	1,664	1,048	-37.0%
Fixed Route	70,002	49,775	-28.9%	48,969	32,682	-33.3%	32,416	22,401	-30.9%
NeighborLink	479	350	-26.9%	342	169	-50.6%	-	-	-
ACCESS LYNX	2,538	1,887	-25.7%	1,328	985	-25.8%	886	560	-36.8%
Vanpool*	1,570	684	-56.4%	309	148	-52.1%	218	153	-29.8%
SYSTEM TOTAL	77,780	54,601	-29.8%						

*March 2020 Vanpool data is incomplete due to delays in Agency reporting

In response to the International COVID-19 pandemic, March 2020 ridership data reflects services changes implemented March 30th as a result of County, State, Federal, and "Stay at Home" mandates instituted beginning March 26, 2020.

LYNX ridership decreased by 611K, or 29.5%, compared to March 2019. System-wide average weekday riders decreased by 29.8% year-to-date.

LYMMO ridership decreased by about 32K, or 38.7%, compared to March 2019. Average weekday ridership for LYMMO was down 40.3% in March 2020. Ridership decrease is attributed to the closure of the Orlando Union Rescue Mission, 410 W Central Blvd. and to the COVID-19 pandemic.

Fixed Route ridership decreased by 539K, or 28.7%, compared to March 2019. Average daily ridership decreased by 28.9% compared to the same time period last year. LYNX ceased operation of Links 416 & 427 due to Polk County ending the contracted service with LYNX on September 30, 2019. The COVID-19 pandemic is also responsible for decreases in ridership.

NeighborLink ridership decreased by about 3K, or 26.9%, compared to March 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, and to the COVID-19 pandemic.

ACCESS LYNX ridership decreased by 16K, or 25.1%, when compared to March 2019. The COVID-19 pandemic is responsible for the decrease in ridership.

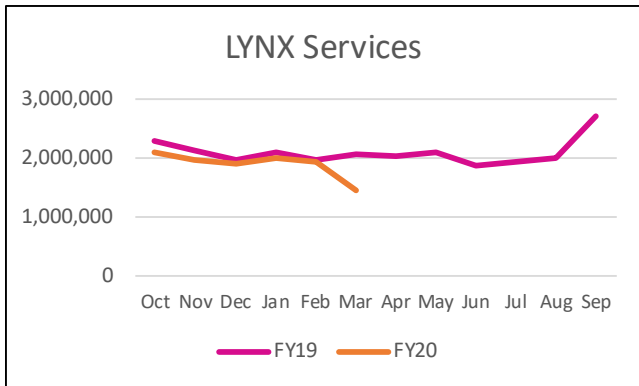
Vanpool ridership decreased by about 20K, or 55.5%, when compared to March 2019. The COVID-19 "Stay at Home" mandates caused a decrease in Vanpool riders. Also, the Agency vehicles are not included in this calculation because that data is not available at this time.

*According to the U.S. Energy Information Administration, the average price of gasoline in the U.S. was \$2.70/gallon in March 2019 and \$2.21/gallon in March 2020. Historically, low gas prices can result in lower public transit ridership.

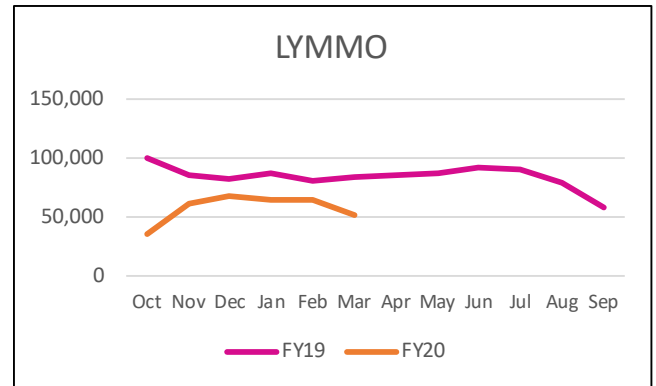


March 2020 Service Performance Report

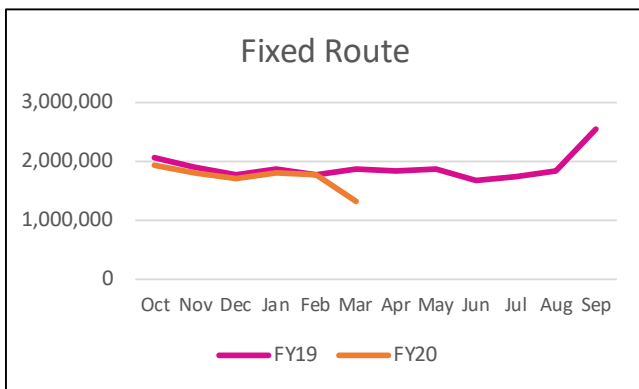
MONTHLY RIDERSHIP TRENDS BY MODE



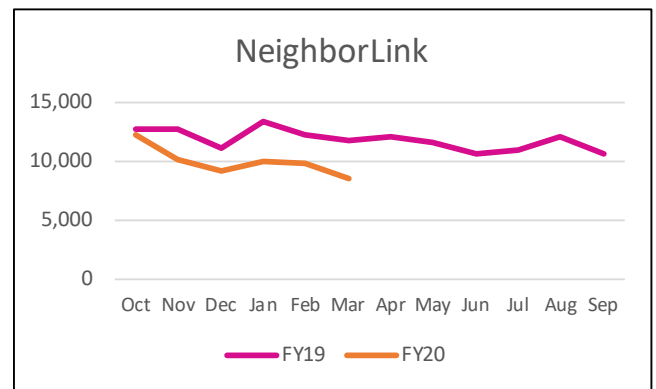
LYNX ridership decreased by 29.5% compared to the same time last year. Average weekday riders decreased by 29.8%.



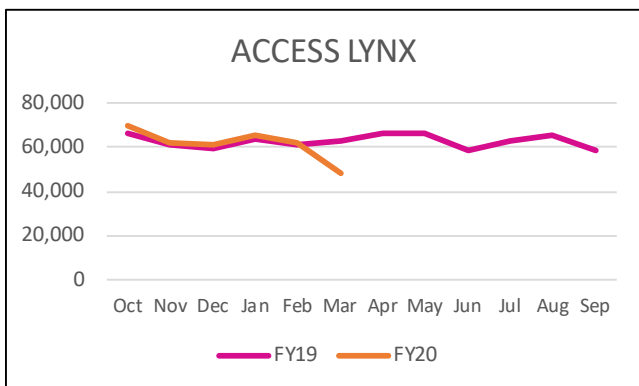
LYMMO ridership decreased by 38.7% compared to the same time last year. Average weekday riders decreased by 40.3%.



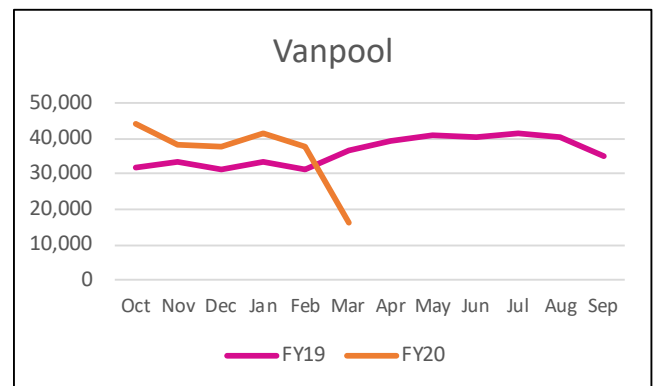
Fixed route ridership decreased 28.7% compared to March 2019. Average weekday riders decreased by 28.9%.



NeighborLink ridership decreased 26.9% compared to March 2019. Average daily riders decreased by 26.9%.



ACCESS LYNX saw a 25.1% decrease over last year. Average daily riders decreased by 25.7%.



Vanpool ridership decreased 55.5% compared to March 2019. Average daily riders decreased by 56.4%.



March 2020 Service Performance Report

FY20 Monthly Modal Performance Data Sheet - March 2020

Month End Reporting	Ridership	Passengers per Trip	On-Time Performance	Farebox Recovery	National Transit Database	Reportable Accidents	Complaints per 100,000 Mile	Total Trips Scheduled	Percentage of Scheduled Trips	Fleet Availability	Preventative Maintenance In	Completed on Time
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	64,331	8	90%		1	0.11	8,618	99%	16	81%		
Mar	51,659	6	88%		0	0.07	9,310	95%	16	98%		
Apr												
May												
Jun												
Jul												
Aug												
Sep												
YTD	345,364	6	86.7%		2	0.10	54,469	98%	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	1,774,227	21	74%	24%	3	0.11	84,356	99%	279	81%		
Mar	1,337,777	15	76%	13%	4	0.07	89,824	98%	273	98%		
Apr												
May												
Jun												
Jul												
Aug												
Sep												
YTD	10,402,235	20	73.6%	19%	38	0.10	531,044	99%	280	90%		



March 2020 Service Performance Report

FY20 Monthly Modal Performance Data Sheet - March 2020

Month End Reporting	Ridership	On-Time Performance	Collected Fares	NTD Reportable Incident	Complaints per 100,000 M	Fleet Availability	Preventable Maintenance	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	9,872	100%	100%	0	3.2	75%		100%
Mar	8,602	100%	100%	0	0.0	81%		100%
Apr								
May								
Jun								
Jul								
Aug								
Sep								
YTD	59,891	100%	100%	0	11.0	80%		100%
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	62,052	88.42%	99.68%	0	2.8	94%		100%
Mar	48,247	93.16%	99.55%	1	2.9	91%		100%
Apr								
May								
Jun								
Jul								
Aug								
Sep								
YTD	366,801	90.76%	99.72%	5	2.9	93%		100%



March 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.