

LYNX Board Agenda

Meeting Date: 7/23/2020
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 #20-69 and subsequently extended.

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 6.25.20

Pg 3

3. Public Comments


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

4. Chief Executive Officer's Report

5. Oversight Committee Report

6. Consent Agenda





A. Request for Proposal (RFP)

- i.  Authorization to Release a Request for Proposal (RFP) for the Installation of a Bus Disinfecting System on LYNX Transit and Paratransit Bus Fleets Pg 7


B. Extension of Contracts

- i.  Authorization to Exercise the First Option Year for the Repaint of LYNX Bus Shelters Contract #17-C19 with JMD Global Developers, LLC Pg 9

C. Miscellaneous

- i.  Authorization to Purchase Against Cooperative Purchase Agreements to Support Phone System Operations Pg 10
- ii.  Authorization to Transfer Two (2) Retired Revenue Vehicles to the Lakeland Area Mass Transit System Pg 13
- iii.  Authorization to Purchase Six (6) 2020 Dodge Durango Vehicles as Replacement Vehicles for Transportation Supervisors Pg 15
- iv.  Authorization to Extend the Suspension of the Collection of Fares Through August 31, 2020 Pg 17

7. Information Items

- A.  Notification of Settlement Agreements Pursuant to Administrative Rule 6 Pg 19

8. Other Business

9. Monthly Reports

- | | | |
|----|---|-------|
| A. |  Communications Report - June 2020 | Pg 20 |
| B. |  Mobility Service Reports | Pg 31 |
| | -Attachments  | |
| C. |  Monthly Financial Report - May 2020 | Pg 40 |
| | -Attachments  | |
| D. |  Planning and Development Report - July 2020 | Pg 42 |
| E. |  Ridership Report - May 2020 | Pg 43 |
| | -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: **June 25, 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, Florida Department of Transportation – District 5, Secretary

Lee Constantine, Commissioner, Seminole County BoCC

Viviana Janer, Commissioner, Osceola County BoCC

1. Call to Order

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

Mr. Harrison read a statement that allows for this meeting to be held virtually pursuant to an order by the Governor #20-112 that extended Executive order #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.

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

2. Approval of Minutes

Commissioner Janer moved to approve the Board of Directors meeting minutes of May 28, 2020. Commissioner Constantine seconded. The minutes were unanimously approved as presented.

3. Public Comments

No members of the public were present to speak.

4. Chief Executive Officer's Report

Jim Harrison, Chief Executive Officer stated that LYNX returned to full-service on May 11, 2020, with the exception of the three hundred series routes serving Disney. Those routes returned on Monday. Our ridership continues to be around fifty percent of the pre-pandemic numbers.

Automatic Passenger Counters (APC's) and new fareboxes are also being installed. This will give LYNX more data than ever before for boarding and fare payments. Driver protection shields have been installed on around forty buses with a completion date in the month of August.

Our Maintenance team continued with the sanitizing of the buses and have installed hand sanitizer holders on each bus.

Mr. Harrison mentioned the service changes on today's agenda. These changes were originally scheduled for April. He also stated his recommendation for fare suspension for the month of July.

The settlement of pension related issues has reached an agreement of global settlement. We have finalized the amendment to the collective bargaining agreement. This was approved by LYNX pension Board of Trustees and approved by Union membership. It is on today's agenda for approval from the LYNX Board of Directors.

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 May 28, 2020, Oversight Meeting. Amanda Clavijo, Chair of the Finance and Audit Committee meeting provided an update on the Finance and Audit Committee dated June 18, 2020.

The Oversight Committee recommends approval of all Consent Agenda items.

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.v.

Mr. Harrison stated that he recommends all Consent Agenda items.

A. Request for Proposal (RFP)

- i. Authorization to Release a Request for Proposal (RFP) for Retirement Plan Administration and Recordkeeping Services

B. Extension of Contracts

- i. Authorization to Exercise the Fourth (Last) Option Year of Contract #16-C11 with Fleetwash, Inc. for the Steam Cleaning and Maintenance of LYNX Bus Shelters and Bus Stops
- ii. Authorization to Exercise the First Option Year of Contract #18-C74 with Genuine Parts Company for the Provision of Batteries
- iii. Authorization to Exercise the First Option Year of Contract #18-C85 with Vehicle Maintenance Program, Inc (VMP) for the Provision of Filters
- iv. Authorization to Exercise the First Option Year of Contract #18-C104 with Precision Transmission, Inc. for the Provision of Remanufactured ZF Transmissions
- v. Authorization to Exercise the First Option Year of Contract #18-C106 with GILLIG, LLC for the Provision of X-Change Voith Transmissions
- vi. Authorization to Exercise the First Option Year of Contract #18-C86 with GILLIG, LLC for the Provision of Filters

C. Miscellaneous

- i. Authorization to Enter into the FY2020 Bus Service Agreement with Universal Boulevard Property Owners Association Inc.
- ii. Authorization to Implement July 19, 2020 Proposed Service Changes
- iii. Authorization to Extend the Suspension of the Collection of Fares Through July 31, 2020
- iv. Authorization to Enter into Interlocal Project Agreement No. 2 with the Orlando Utilities Commission to Allow for Installation of Temporary Charging Infrastructure for Battery Electric Buses for a Period not to Exceed One (1) Year
- v. Authorization to Adopt Resolution #20-011 that will Approve and Ratify the Third Amendment to the Labor Agreement Between Central Florida Regional Transportation Authority and Amalgamated Transit Union AFL-CIO Local 1596

Chair Dyer asked for a motion on the Consent Agenda items. Commissioner Janer made a motion to approve Consent Agenda items 6.A.i through 6.C.v. Seconded by Commissioner Constantine. Motion passed unanimously

8. Information Items:

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

A. FY 2018-2023 Transportation Disadvantaged Service Plan (TDSP) minor update for 2020

B. Notification of Settlement Agreements Pursuant to Administrative Rule 6

9. Monthly Reports: (For review purposes only)

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

- A. Communications Report – May 2020
- B. Mobility Service Report
- C. Monthly Financial Report – April 2020
- D. Planning and Development Report – June 2020
- E. Ridership Report – April 2020

10. Other Business

No other business was discussed.

11. Adjourned:

The meeting adjourned at 1:15 p.m.

Certification of Minutes:

I certify that the foregoing minutes of the June 25, 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: Elvis Dovaes
Director Of Maintenance
Elvis Dovaes
(Technical Contact)

Phone: 407.841.2279 ext: 6239

Item Name: Authorization to Release a Request for Proposal (RFP) for the Installation of a Bus Disinfecting System on LYNX Transit and Paratransit Bus Fleets

Date: 7/23/2020

ACTION REQUESTED:

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to release a Request for Proposal (RFP) for installation of a disinfecting system for the LYNX transit and paratransit bus fleets. The cost of the project is estimated to be \$1,200,000.

BACKGROUND:

Recent events related to the COVID-19 pandemic have made it necessary to sanitize and disinfect bus interiors repeatedly, on a daily basis, in order to protect LYNX employees and the riding public. This has proven to be extremely challenging to LYNX staff and resulted in the utilization of a large amount of labor, including the hiring of a significant number of temporary staff.

The purpose of this RFP is to identify a qualified and cost effective vendor to provide and install a full interior bus disinfecting system that includes the ability to effectively disinfect the interior of a transit bus or paratransit bus. This service would be provided on an on-demand basis by the vehicle operator through the push of a button or other mechanism proffered by a proposer to our RFP. LYNX anticipates that utilizing a Bus Interior Disinfecting System will be a more cost effective, efficient and sustainable method of sanitizing/disinfecting the bus fleet interiors to combat the COVID-19 pandemic and ensure the public's safety.

The Bus Disinfecting System will include the following basic operating capabilities:

- Effectively disinfects the bus interior by neutralizing all pathogens within 5 minutes of application;

LYNX ard Agenda

- Employs readily available disinfecting chemicals and solutions;
- Can be scaled based on bus size;
- Is self-contained within the bus interior;
- Can be operated on an on-demand basis by the vehicle operator while in service;
- Is equipped with safeties and interlocks that prevent unintended discharge or discharge when passengers are present;
- Is cost effective to purchase and operate.

A Scope of Work with all the Bus Disinfecting System technical details and desired deliverables has been produced and is available for review.

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION

No DBE goal assessed for this activity, as no available certified DBE firms were identified.

FISCAL IMPACT:

The Preliminary FY2021 Capital Budget includes \$1,200,000 for the bus disinfecting system.

LYNX Board Agenda

Consent Agenda Item #6.B. i

To: LYNX Board of Directors

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

Phone: 407.841.2279 ext: 6125

Item Name: Authorization to Exercise the First Option Year for the Repaint of LYNX Bus Shelters Contract #17-C19 with JMD Global Developers, LLC

Date: 7/23/2020

ACTION REQUESTED:

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to exercise the first option year for the repainting of Bus Shelters provided by JMD Global Developers, LLC.

BACKGROUND:

The Board approved the award of Contract #17-C19 for the Repainting of Bus Shelters on July 27, 2017. The initial term of the contract was for three (3) years with two (2) one year options. The Board approved the contract not-to-exceed (NTE) of \$413,000.

This contract allows for the on-site painting of the bus shelters. By painting on-site, LYNX is able to save approximately 30 percent off of the cost of an entirely new shelter. In addition, LYNX is able to leverage and maximize capital funding from the Federal Transit Administration instead of operation funding for this task. Previous examples of this work include the rehabilitation of shelters at the Sanford Walmart, Washington Shores Transfer Center, Colonial Plaza Transfer Center and the shelters along SR 436 leading to the Airport.

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION

A DBE participation goal is not applicable for this activity.

FISCAL IMPACT:

The FY2020 Amended Operating Budget included \$103,000 for Shelter repair, which includes painting.

LYNX Board Agenda

Consent Agenda Item #6.C. i

To: LYNX Board of Directors

From: Craig Bayard
Director Of Information Tech
Jose Felix
(Technical Contact)

Phone: 407.841.2279 ext: 6008

Item Name: Authorization to Purchase Against Cooperative Purchase Agreements to Support Phone System Operations

Date: 7/23/2020

ACTION REQUESTED:

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to purchase against the National Association of Procurement Officials (NASPO) Cooperative Agreements with AT&T for a Unified Cloud Based Communications Phone System and Fully Integrated Contact Center for a not to exceed amount of \$980,409. The term of the agreements would be for three (3) years with two (2) one (1) year extension options.

BACKGROUND:

LYNX's current phone system was installed in 2003 with three upgrades since then. The last was in 2013. The current phone system hardware and software have reached their end of life and are entering into the manufacturer's extended support maintenance. Updating or upgrading the current phone system will not gain the benefits that are required for today's business model without substantial capital and operating expenditure.

Contract M149-1 is for the Unified communication that will replace LYNX's on-premise phone system with a cloud base communication platform which will bring voice, fax and messaging into a single interface.

Contract AR2470 is for the Integrated Contact Center. The implementation of this service will augment customer communication with LYNX Mobility Service Representatives by using different methods of communication including voice calls, SMS messaging, and web-based chat. NASPO ValuePoint is a cooperative purchasing program facilitating public procurement solicitations and agreements using a lead-state model. They are a non-profit organization

LYNX Board Agenda

dedicated to providing State Chief Procurement Officers with the support and procurement resources they need.

NASPO ValuePoint provides the highest standard of excellence in public cooperative contracting. By leveraging the leadership and expertise of all states and the purchasing power of their public entities, NASPO ValuePoint delivers the highest valued, reliable and competitively sourced contracts. <https://www.naspovaluepoint.org/about/>

LYNX utilizing the NASPO ValuePoint cooperative purchasing program is authorized per Administrative Rule 4, Section 4.3.2 subsection G, which provides for the requirements for exclusions from competitive bidding.

We believe the customer experience is critical to provide reliable, safe and cost effective public transit and paratransit services in our region. As such, we have embarked on a digital transformation to update the way we interact with passengers by moving to the new generation of unified communication and contact center technology. This change in platform supports the needs of our passengers by providing a fully integrated customer experience.

The cost for the Unified Communications and Integrated Contact Center are as follows:

Capital Cost

| | |
|-----------|----------------------------|
| \$46,483 | Implementation |
| \$145,000 | Phones and paging hardware |
| \$25,000 | Contingency Capital |
| \$216,483 | Total |

Operating Cost (yearly)

| | |
|-----------|---------------------------|
| \$139,200 | Unified Communications |
| \$115,442 | Integrated Contact Center |
| \$254,642 | Total |

Operating Cost to be eliminated (yearly)

| | |
|-------------|-------------------------------------|
| (\$62,908) | On premise phone system maintenance |
| (\$256,998) | Telecom service delivery |
| (\$319,906) | Total |

(\$65,264) Potential cost reduction to operating budget

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION

A DBE participation goal is not applicable for this cooperative purchasing program procurement.

LYNX Board Agenda

FISCAL IMPACT:

The Amended FY2020 Capital Budget includes \$414,300 for implementation of this project. Additionally, \$356,996 was included in the Amended FY2020 Operating Budget for monthly operating charges.

LYNX Board Agenda

Consent Agenda Item #6.C. ii

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 Two (2) Retired Revenue Vehicles to the Lakeland Area Mass Transit System

Date: 7/23/2020

ACTION REQUESTED:

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to transfer two (2) revenue vehicles to the Lakeland Area Mass Transit System (Citrus Connection).

BACKGROUND:

LYNX maintenance staff identified two (2) diesel revenue vehicles for retirement. The Lakeland Area Mass Transit System has expressed an interest in receiving two of the LYNX retired vehicles for their agency.

Staff is recommending the removal of the two buses that were scheduled for retirement from service as part of the fleet reduction to comply with the 20% spare ratio requirements. The decision to remove these units from service is a business decision based on economics and service efficiencies.

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

LYNX ard Agenda

Vehicle Listing

| System Number | Asset ID | Acquisition Date | Class | Description | Estimated Life | Acquisition Value | Net Book Value |
|---------------|----------|------------------|-------|----------------------------------|----------------|-------------------|----------------|
| 12544 | 725 | 2/28/2008 | RV | 29' LF BRT -G27E102N2 Gillig Bus | 9 | \$289,014 | 0 |
| 11446 | 712 | 6/30/2007 | RV | 29' LF BRT- G29E102R2 Gillig Bus | 9 | \$274,502 | 0 |
| 12545 | 725A | 2/28/2008 | RV | CUMMINS ISL 8.3L 280HP ENGINE | 5 | \$19,636 | 0 |
| 11495 | 712A | 6/30/2007 | RV | CUMMINS ISL 8.3L 280HP ENGINE | 5 | \$19,636 | 0 |
| 12546 | 725B | 2/28/2008 | RV | ZF 594C AUTOMATIC TRANS | 5 | \$17,247 | 0 |
| 11496 | 712B | 6/30/2007 | RV | VOITH DIWA 864.3E SSP TRANS | 5 | \$17,247 | 0 |
| Totals | | | | | | \$637,282 | 0 |

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

No DBE participation goal is applicable for this activity.

FISCAL IMPACT:

The net book value of the two (2) diesel vehicles and components is \$0. The potential FTA obligation is \$0.

LYNX Board Agenda

Consent Agenda Item #6.C. iii

To: LYNX Board of Directors

From: Dana Baker
Director Of Transportation
Reinaldo Quinones
(Technical Contact)

Phone: 407.841.2279 ext: 6161

Item Name: Authorization to Purchase Six (6) 2020 Dodge Durango Vehicles as Replacement Vehicles for Transportation Supervisors

Date: 7/23/2020

ACTION REQUESTED:

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to purchase six (6) 2020 Dodge Durango replacement transportation support vehicles for a not-to-exceed amount of \$180,000. The replacement support vehicles will be purchased through the Florida Department of Management Services, Motor Vehicles State Purchase Contract #25100000-19-1.

BACKGROUND:

LYNX has an active organizational support fleet of 115 vehicles. These six (6) vehicles are replacements for transportation supervisor vehicles that have met their useful life of either five (5) years or 100,000 miles. Transportation supervisor vehicles are used for the oversight and management of service delivery throughout the LYNX service area. Further usage is for emergency response, accident/incident investigation, customer concerns and service delivery operational impacts. The purchase of these vehicles is grant funded.

LYNX Board Agenda

| Vehicle Replacement Projections | | | | | | | | | | | | | |
|---------------------------------|----------------|---------|---------|---------------------|-----------|---------|------------|------------|------------|------------|------------|-----------|-----------|
| | Assigned | Vehicle | Current | Vehicle | Year | Current | Avg. Miles | 2020 | 2021 | 2022 | 2023 | 2024 | 2025 |
| | To | Number | Miles | Make | Purchased | Vehicle | Per | Projected | Projected | Projected | Projected | Projected | Projected |
| | | | | | | Age | Year | Miles | Miles | Miles | Miles | Miles | Miles |
| 1 | Transportation | 97 | 118,808 | Ford Crown Victoria | 2004 | 15 | 7,920.53 | 126,728.53 | | | | | |
| 2 | Transportation | 194 | 100,376 | Chevrolet Impala | 2014 | 6 | 16,729.33 | 120,451.20 | | | | | |
| 3 | Transportation | 195 | 105,096 | Chevrolet Impala | 2014 | 6 | 17,516.00 | 126,115.20 | | | | | |
| 4 | Transportation | 196 | 92,999 | Chevrolet Impala | 2014 | 6 | 15,499.83 | 111,598.80 | | | | | |
| 5 | Transportation | 197 | 88,071 | Chevrolet Impala | 2014 | 6 | 14,678.50 | 105,685.20 | | | | | |
| 6 | Transportation | 220 | 91,071 | Ford Taurus | 2015 | 5 | 18,214.20 | 113,838.75 | | | | | |
| 7 | Transportation | 222 | 73,622 | Ford Taurus | 2015 | 4 | 18,405.50 | 92,027.50 | 110,433.00 | | | | |
| 8 | Transportation | 232 | 60,332 | Ford Taurus | 2015 | 5 | 12,066.40 | 75,415.00 | 87,481.40 | 99,547.80 | 111,614.20 | | |
| 9 | Transportation | 233 | 60,376 | Ford Taurus | 2015 | 5 | 12,075.20 | 75,470.00 | 87,545.20 | 99,620.40 | 111,695.60 | | |
| 10 | Transportation | 156 | 140,390 | Dodge Charger | 2013 | 7 | 20,055.71 | 140,390.00 | 160,445.71 | | | | |
| 11 | Transportation | 244 | 54,622 | Ford Taurus | 2016 | 4 | 13,655.50 | 72,829.33 | 86,484.83 | 100,140.33 | | | |
| 12 | Transportation | 245 | 55,983 | Ford Taurus | 2016 | 4 | 13,995.75 | 74,644.00 | 88,639.75 | 102,635.50 | | | |
| 13 | Transportation | 230 | 60,884 | Ford Taurus | 2016 | 4 | 15,221.00 | 81,178.67 | 96,399.67 | 111,620.67 | 126,841.67 | | |
| 14 | Transportation | 231-116 | 31,990 | Ford Taurus | 2015 | 5 | 6,398.00 | 39,987.50 | 46,385.50 | 52,783.50 | 59,181.50 | 65,579.50 | 71,977.50 |
| 15 | Transportation | 219-115 | 68,034 | Ford Taurus | 2015 | 5 | 13,606.80 | 85,042.50 | 98,649.30 | 112,256.10 | | | |
| Replacement Needed | | | | | | | | 6 | 2 | 3 | 3 | Total | 14 |

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION

Not applicable for DBE participation. Efforts will be made to utilize a small business and minority owned dealership.

FISCAL IMPACT:

The Approved FY2020 Capital budget includes \$180,000 for support vehicle replacements.

LYNX Board Agenda

Consent Agenda Item #6.C. iv

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 August 31, 2020

Date: 7/23/2020

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 August 31, 2020. If employee safety and community conditions warrant, the Chairman of the Board of Directors, in consultation with staff, may reinstitute fare collection prior to this date.

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 August 31, 2020.

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

No DBE participation goal is applicable for this activity.

LYNX Bard Agenda

FISCAL IMPACT:

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

LYNX Board Agenda

Information Item A

To: LYNX Board of Directors

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

Phone: 407.841.2279 ext: 6125

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

Date: 7/23/2020

LYNX Liability Claim Settlements June 1 – June 30, 2020

| Claimant Name | Accident Date | Accident Type | Settlement Amount | Date of Check |
|--|---------------|-----------------|-------------------|---------------|
| Jahcahri Love | 03/27/2020 | Property Damage | 1,919.74 | 06/03/20 |
| Dan Newlin Trust Account f/b/o Jasmine Jackson | 02/03/2015 | Bodily Injury | 90,000.00 | 06/19/20 |
| Todd K Miner PA f/b/o William Lynch | 02/07/2018 | Bodily Injury | 10,000.00 | 06/23/20 |
| Progressive American Insurance, Inc. | 09/05/2019 | Property Damage | 2,340.95 | 06/03/20 |

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 - June 2020

Date: 7/23/2020

LYNX COMMUNITY EVENTS AND OUTREACH – JUNE 2020

| DAY | EVENT NAME | DESCRIPTION |
|-----|---|-------------|
| | All events cancelled due to COVID 19 pandemic | |

LYNX PRESS RELEASES | MEDIA NOTES: JUNE 2020

| | |
|---------|---|
| June 19 | LYNX June Board of Directors and Oversight Committee to Hold Virtual Meetings |
| June 19 | Independence Day Holiday Schedule |
| June 25 | LYNX Will Make July 2020 Service Changes |

LYNX Board Agenda

JUNE 2020 – LYNX NEWS ARTICLES

| | |
|---------|--|
| June 10 | Another million square feet and \$700 million debt for giant convention center? No freaking way ... Orlando Sentinel They could overhaul our woefully inadequate bus system that serves ... of \$700 million ... enough to fund the entire Lynx bus system for four years. |
| June 18 | Local transit organization gets \$75.5M in federal funding Orlando Business Journal Orlando's public bus organization Lynx has received a \$75.5 million grant from the U.S. Department of Transportation as part of the \$2 trillion federal |
| June 20 | Murphy Announces More Than \$75 Million in Federal CARES Act Funding for LYNX Bus Services Orlando Political Observer The funds will also be used by Lynx to clean its buses and bus stations in order to minimize the chance that Lynx customers and employees could be ... |

JUNE 2020 – LYNX SOCIAL MEDIA

| | |
|--------|--|
| June 1 | It's the first day of June and the official start of hurricane season. Response to question on whether the board extended suspended fares. CDC Repost Protect yourself from COVID-19 when going shopping: Service Alert: We are anticipating delays in the downtown Kissimmee area today (June 1) due to the march for justice. |
| June 2 | As a reminder for everyone's health and safety, we ask that you continue to enter and exit at the rear door. Response to question regarding charging for fares Response to question on whether a rider will be able to use his pass that hasn't been activated in the future since fares have been extended. Service Alert: LYMMO Orange and Grapefruit service has been temporarily pulled from service. |
| June 3 | CDC Repost: As schools, businesses, and community organizations begin to resume operations during COVID-19, protect yourself and others when using public transportation: Service Alert: Effective Wednesday, June 10, the bus stops located at Old Goldenrod Road and Desoto Avenue and Old Goldenrod Road and Spearfish Avenue will be relocated just south of their current locations. Service Alert: Expect service delays due to demonstrations in the downtown Orlando area. |
| June 4 | A lot has changed since this photo of LYNX Central Station was taken. Who can tell us the difference between then and now? #tbt |
| June 5 | Service Alert: We anticipate service delays in downtown Orlando due to a Walk of |

LYNX Board Agenda

| | |
|---------|---|
| | <p>Mourning and Restoration starting at 9 a.m. from Camping World Stadium via Church Street to City Hall.</p> <p>Happy #NationalDonutDay.</p> <p>Service Alert: The LYMMO Grapefruit line has been temporarily suspended and the LYMMO Orange line is on detour due to ongoing demonstrations in downtown Orlando.</p> <p>Service Alert: Links 107, 36, 319 and 8 have been temporarily detoured from Washington Street to Tampa Ave to Gore Street.</p> |
| June 6 | <p>Service Alert: We anticipate potential service delays and detours throughout the weekend due to planned demonstrations in downtown Orlando.</p> <p>Service Alert: The LYMMO Grapefruit line has been temporarily pulled from service as peaceful protests take place throughout downtown.</p> <p>Service Alert: Orange Avenue is closed from Robinson Street to Anderson Street.</p> <p>Service Alert: Rosalind Avenue is closed. Buses are being temporarily rerouted from Anderson Street to I-4.</p> <p>Service Alert Update: All LYNX routes have returned back to normal service.</p> <p>Thank you for your patience.</p> |
| June 7 | <p>Service Alert: We anticipate potential service delays and detours throughout the day due to possible demonstrations in downtown Orlando.</p> <p>As more riders begin to use public transportation again it is important to take these safety measures to protect yourself and others from #COVID-19:</p> <p>Service Alert: Effective Wednesday, June 10, the bus stops located at Old Goldenrod Road and Desoto Avenue and Old Goldenrod Road and Spearfish Avenue will be relocated just south of their current locations.</p> |
| June 8 | <p>LYNX is hiring! We're looking for Bus Operators.</p> <p>Response to inappropriate language/comments being used on the page</p> <p>Effective Tuesday, June 16, the bus stop located in front of Miami Grill will be moved back to its permanent location</p> |
| June 9 | <p>Good morning from somewhere in Central Florida. Can you name this stop?</p> <p>Service Alert: Effective tomorrow, June 10, the bus stops located at Old Goldenrod Road and Desoto Avenue and Old Goldenrod Road and Spearfish Avenue will be relocated just south of their current locations.</p> |
| June 10 | <p>A reminder that the next service change is July 19.</p> <p>Response to question on why we are having a new system wide bid if there isn't going to be any new routes or buses</p> <p>CDC Repost: Practice social distancing by putting space between yourself and others.</p> |
| June 11 | <p>We're taking a look back to when LYMMO service was just one route (Line). What is this route known as today?</p> |
| June 12 | <p>We will always <u>#RememberThe49</u> <u>#OrlandoUnited</u></p> <p>Service Alert: Amelia Street between Parramore Avenue and Garland Avenue is closed due to police activity at the Centroplex Garage.</p> <p>Service Alert Update: The CentroPlex Garage has been reopened and LYMMO Orange and Lime lines are back to normal service.</p> <p>Service Alert: On Monday, June 15th, we will resume serving the Disney 300 routes (Links 300, 301, 302, 303, 304, 305, 306) with some modifications.</p> |

LYNX Board Agenda

| | |
|---------|--|
| June 13 | <p>Effective Tuesday, June 16, the bus stop located in front of Miami Grill will be moved back to its permanent location at the newly renovated bus shelter at Storey Lake Boulevard, beside JOANN Fabrics.</p> <p>Service Alert: On Monday, June 15th, we will resume serving the Disney 300 routes (Links 300, 301, 302, 303, 304, 305, 306) with some modifications.</p> |
| June 14 | <p>Here's a helpful tip from the #CDC on how to use hand sanitizer: Response to statement made that not every bus has hand sanitizer or if it does, it ran out of gel.</p> <p>Service Alert: A reminder that tomorrow, June 15th, we will resume serving the Disney 300 routes (Links 300, 301, 302, 303, 304, 305, 306) with some modifications.</p> |
| June 15 | <p>Service Alert: Today we will resume serving the Disney 300 routes (Links 300, 301, 302, 303, 304, 305, 306) with some modifications.</p> <p>Response to question on when will Disney route return to normal.</p> <p>Effective tomorrow, June 16, the bus stop located in front of Miami Grill will be moved back to its permanent location at the newly renovated bus shelter at Storey Lake Boulevard, beside JOANN Fabrics.</p> |
| June 16 | <p>We can help each other stay healthy and safe by wearing a face mask when out in public, maintain a safe physical distance from others, wash your hands often and stay home if you are sick.</p> <p>LYNX will once again join transit agencies from coast-to-coast to #SoundTheHorn in a show of support of our #HeroesMovingHeroes.</p> |
| June 17 | <p>We would like to once again say Thank You to our dedicated employees who continue to work diligently to maintain a clean and healthy environment for us all. #LYNXEssential</p> |
| June 18 | <p>Today at 3p we will #SoundTheHorn in a show of solidarity to honor all transit employees working through #COVID19. #HeroesMovingHeroes #LYNXEssential</p> <p>Response to question on why are our bus drivers not making it mandatory for riders to wear a mask.</p> <p>To all LYNX employees who continue to keep our community moving, this little ditty is in celebration of you!</p> |
| June 19 | <p>Service Alert: Rosalind Avenue will be closed from South Street to Robinson Street on Friday, June 19 from 9 a.m. through Monday, June 22 at 1 a.m.</p> <p>LYNX will host the June 25 Board of Directors and Oversight Committee meetings virtually.</p> <p>LYNX will be operating a holiday schedule on July 4.</p> |
| June 20 | <p>Service Alert Reminder: Rosalind Avenue will be closed from South Street to Robinson Street on Friday, June 19 from 9 a.m. through Monday, June 22 at 1 a.m.</p> <p>It's going to be hot, humid and high temperatures in the low to mid-90's.</p> |
| June 21 | <p>From our family to yours, LYNX wishes all Dads a very Happy Father's Day.</p> |
| June 22 | <p>We are experiencing an issue that is causing some buses to not display in the LYNX bus tracker mobile application.</p> <p>This is the only type of Monday Blues we want you to have. We hope you have a safe and pleasant week!</p> |

LYNX Board Agenda

| | |
|---------|--|
| | Service Alert: Effective June 22, Robinson St. at Broadway Ave. will be closed due to road construction for several days. |
| June 23 | <p>If you ride the Kissimmee Connector, you may have noticed we are using larger buses to make it easier to maintain a safe physical distance between yourself and others while on the bus.</p> <p>Response to complaint about garbage on property that is located next to one our bus stops on west colonial</p> <p>Service Alert: Effective tomorrow, June 24, the bus stop at Orange Blossom Trail and Rubens Street will be moved south, closer towards Silver Star Road.</p> |
| June 24 | <p>LYNX wants you to stay safe while riding the bus.</p> <p>Response to complaint about bus 7 at 2:55pm being full to capacity</p> <p>Response to complaint about garbage on property that is located next to one our bus stops on west colonial</p> <p>Response to question about requirement to wear a mask for riders</p> <p>Response to riders complaint about bus 125 inbound that leaves West Oaks mall being filled to capacity, riders not wearing a mask, and not having hand sanitizer on the buses.</p> <p>Service Alert Update: Effective June 28, Links 50 and 56 buses will resume normal service to the Transportation and Ticketing Center (TTC).</p> <p>Service Alert Update: On 6/28, service will expand on Link 301:</p> <p>Service Alert Update: Effective June 28, service will resume on Link 302 to Magic Kingdom Cast Bus Station/Disney University.</p> <p>Service Alert: Effective Wednesday, June 24, the bus stop at Orange Blossom Trail and Rubens Street will be moved south, closer towards Silver Star Road.</p> |
| June 25 | <p>A reminder that LYNX will be hosting today's (6/25) Board of Directors and Oversight Committee meetings virtually.</p> <p>Response to rider thanking us for providing service.</p> <p>Response to complaint about unclean seats on the buses.</p> <p>Mark your calendar - Our board has approved July 19 service changes.</p> |
| June 26 | <p>For everyone's health and safety we ask that you continue to enter and exit at the rear door unless the ramp is needed and please remember to practice physical distancing when possible.</p> <p>Response to complaint about bus capacity for bus 203-415.</p> <p>Response to question on whether fares will resume in July.</p> <p>Service Alert: Effective June 28, Links 50 and 56 buses will resume normal service to the Transportation and Ticketing Center (TTC). Link 56 will also resume normal service to Disney University.</p> <p>Service Alert: On 6/28, service will expand on Link 301:</p> <p>Service Alert: Effective today 6/28 service will resume on Link 302 to Magic Kingdom Cast Bus Station/Disney University.</p> |
| June 27 | LYNX will be operating a holiday schedule on July 4. |
| June 28 | <p>Service Alert: Effective today (6/28), Links 50 and 56 buses will resume normal service to the Transportation and Ticketing Center (TTC).</p> <p>Service Alert: Today (6/28) service will expand on Link 301:</p> <p>Service Alert: Effective today 6/28 service will resume on Link 302 to Magic</p> |

LYNX Board Agenda

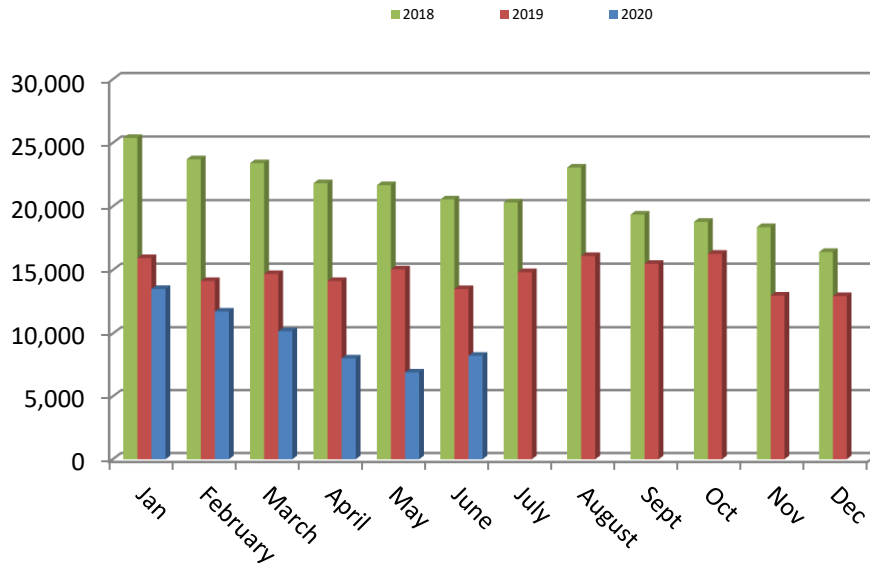
| | |
|---------|---|
| | Kingdom Cast Bus Station/Disney University. This is the perfect time for this kind of shade (the good kind that is)! |
| June 29 | Just out here enjoying this turtley amazing morning! Have a great week and please stay safe. Service Alert: Effective Thursday, July 2, a number of bus stops will be relocated to new locations as indicated in the map below. Response to question on whether someone will be able to use their pass in the future if it wasn't activated. Response to question on when will fares resume. |
| June 30 | Good Tuesday morning from the Longwood SunRail Station! Link 434 can take you there. Response to question on whether fares will resume in July. |

| SOCIAL MEDIA USAGE | JUNE 2020 |
|--|---|
| Facebook Daily Total Reach: The number of people who have seen any content associated with our Page. (Unique Users) | 30,965 |
| 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) | 69,906 |
| Total Facebook Posts | 76 |
| 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. | 2.3k Engagement, 1.7k Reactions, 387 Comments, 229 Shares |
| Total Tweets | 84 |
| Twitter Engagement: The sum of interactions received for the tweets published in the selected timeframe: retweets, replies and likes. | 163 Engagement, 37 Retweets, 21 Replies |
| WEBSITE USAGE | |
| Total Page Views | 298,408 |
| Total User Visits | 42,941 |

LYNX Board Agenda

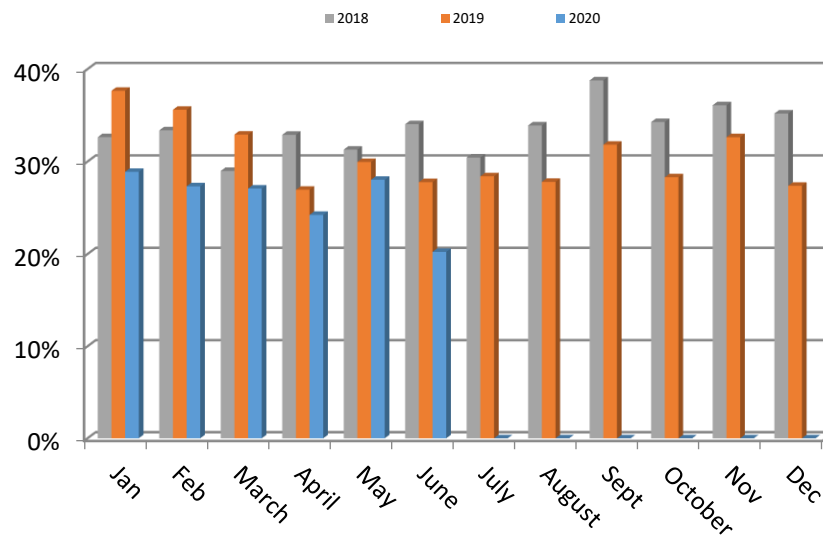
CUSTOMER SERVICE – JUNE 2020

Fixed Route Calls



| | 2018 | 2019 | 2020 |
|-------------|--------|--------|-------|
| June | 20,557 | 13,504 | 8,233 |
| | | | |

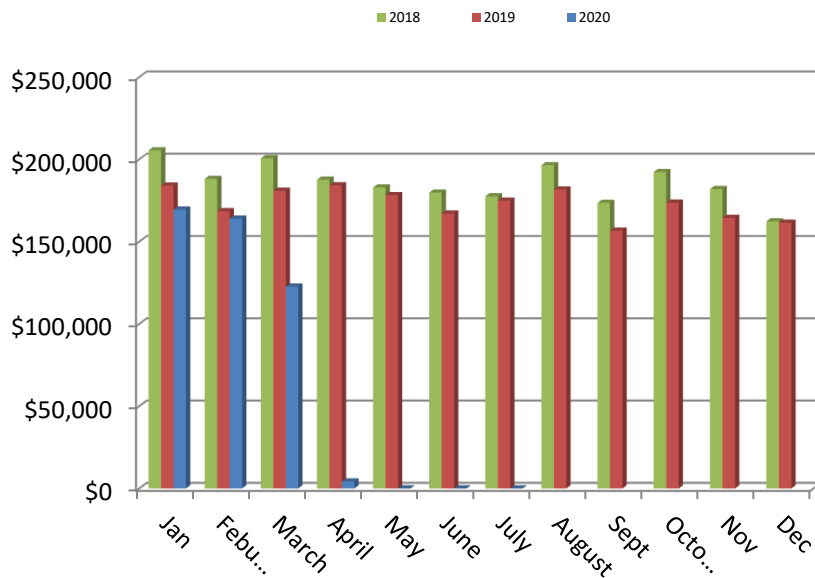
Lost & Found Percentage of Recovered



| | 2018 | 2019 | 2020 |
|-------------|--------|--------|--------|
| June | 34.04% | 27.78% | 20.22% |
| | | | |

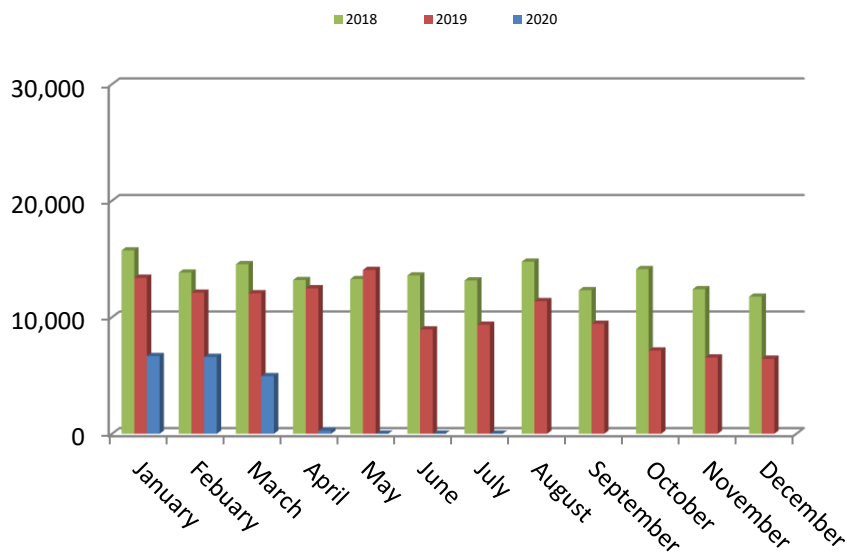
LYNX Board Agenda

Fare Media Sales at LCS



| | 2018 | 2019 | 2020 |
|-------------|---------|---------|------|
| June | 179,778 | 167,021 | 0 |

Customers Served at LCS

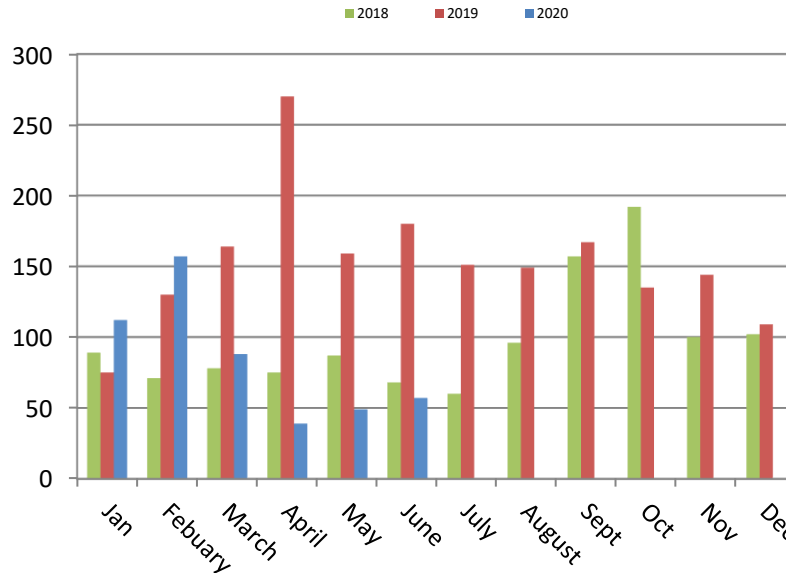


| | 2018 | 2019 | 2020 |
|-------------|--------|-------|------|
| June | 13,579 | 8,954 | 0** |

** Customers were serviced without keeping track due to the registers not being opened “No Fare Policy enacted”

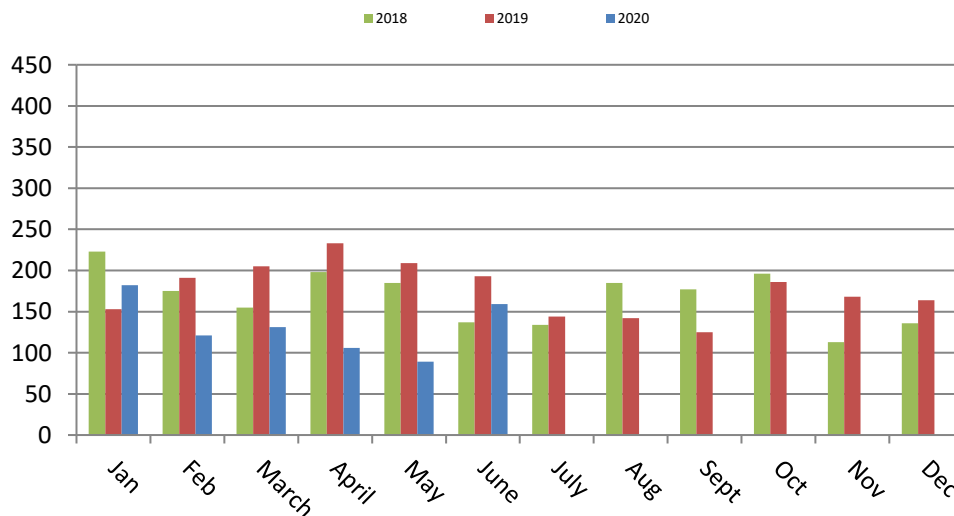
LYNX Board Agenda

Mobility Services Concerns



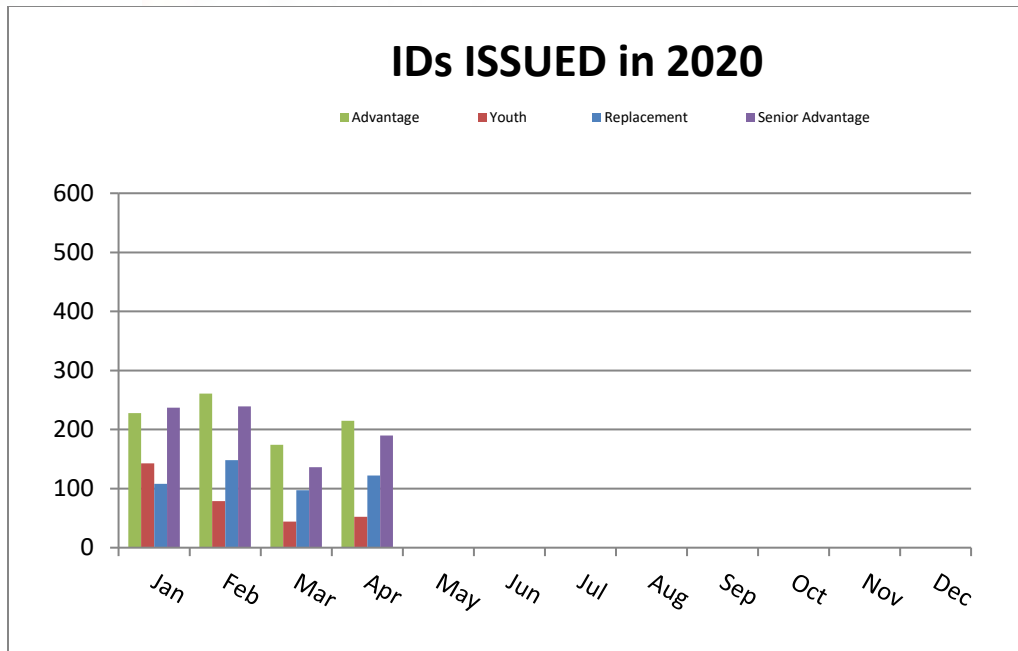
| | 2018 | 2019 | 2020 |
|------|------|------|------|
| June | 68 | 180 | 57 |
| | | | |

LYNX/Fixed Route Concerns

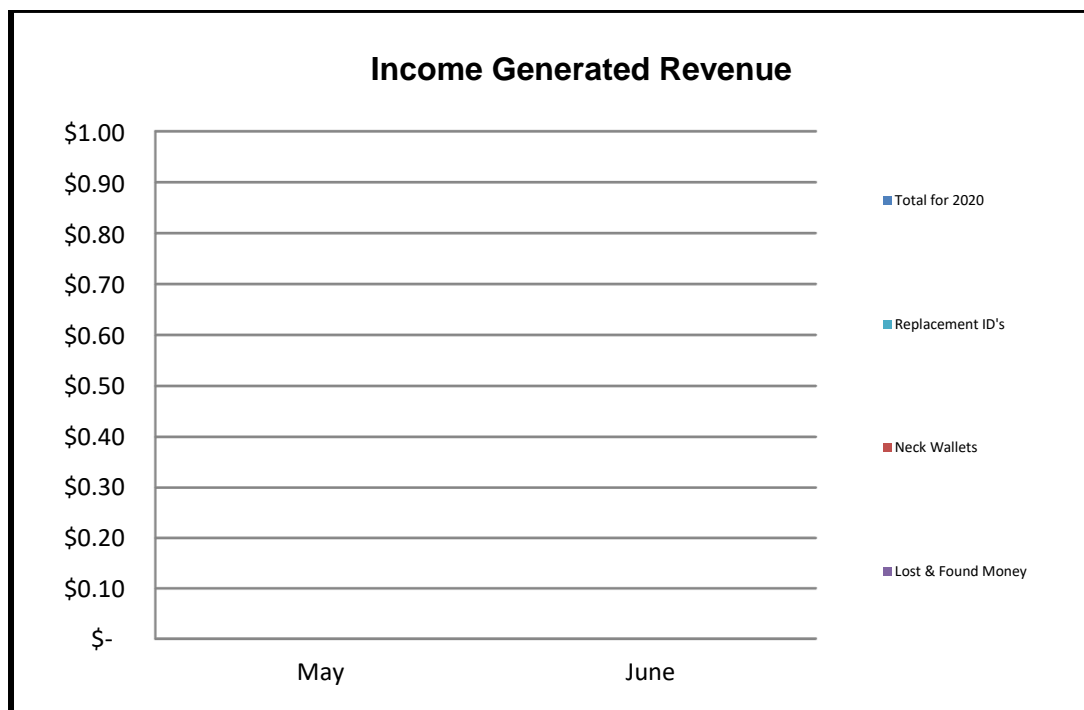


| | 2018 | 2019 | 2020 |
|------|------|------|------|
| June | 137 | 193 | 159 |
| | | | |

LYNX Board Agenda



| | 2018 | 2019 | 2020 |
|------|------|------|------|
| June | 691 | 628 | 0 |
| | | | |



| | ID Replacements | Lost and Found | Item Sales |
|------|-----------------|----------------|------------|
| May | \$0 | \$0 | \$0 |
| June | \$0 | \$0 | \$0 |

LYNX Board Agenda

**Keeping in mind that due to COVID-19, fares are being waived, there is minimal ridership, there were facility closures, subscription were suspended.

COMMUTER VANPOOL PROGRAM

| VANPOOL | JUNE 2020 |
|-------------------------|------------|
| Vanpool Participants | 815 |
| Total Revenue Miles | 286,550 |
| New Vanpool | 4 |
| Returned Vanpools | 6 |
| Current Vans at Service | 173 |
| Pending Interests | Orlando VA |
| Events | None |

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

ADVERTISING SALES

| ADVERTISING SALES REVENUE | MAY | JUNE | FY20 TOTAL |
|---------------------------|---------------|--------------|----------------|
| Sales Revenue | \$ 281,690.69 | \$317,033.98 | \$3,354,250.60 |

LYNX Board Agenda

Monthly Report B

To: LYNX Board of Directors

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

Phone: 407.841.2279 ext: 6169

Item Name: Mobility Service Reports

Date: 7/23/2020

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.

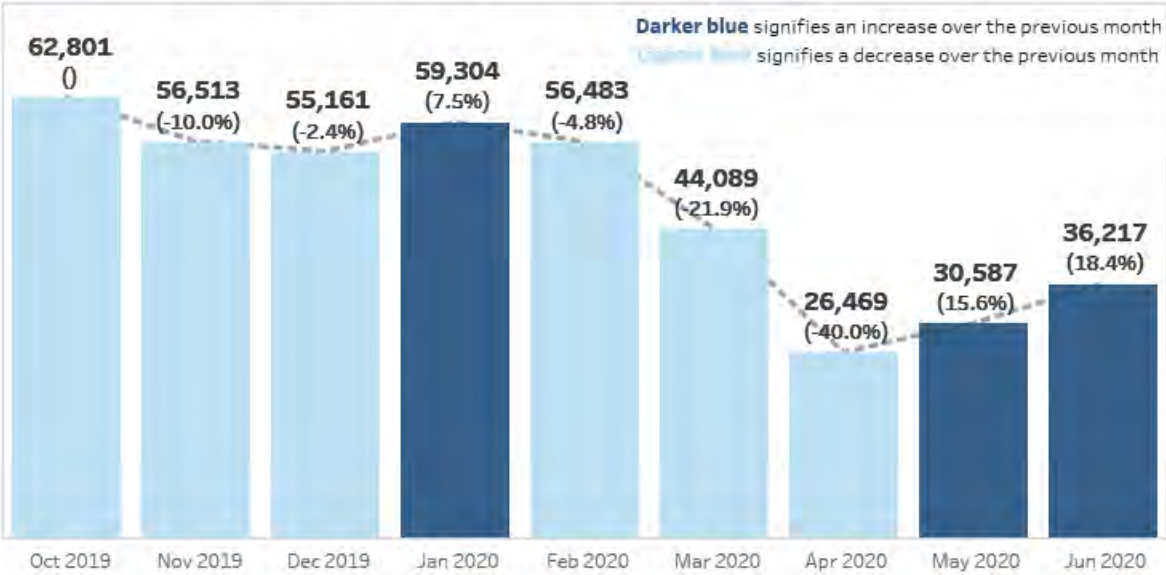
Mobility Management Services

July 23, 2020

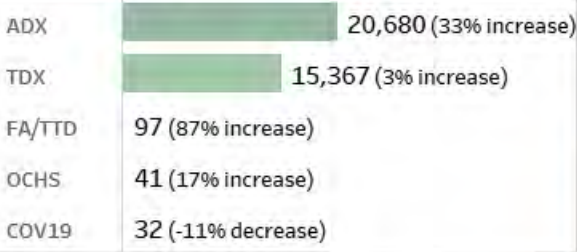


AccessLYNX Month to Month Analysis - June 2020 - (All Counties)

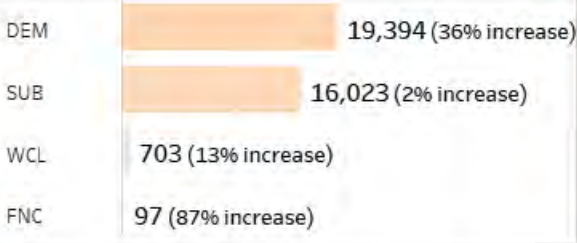
Paratransit trips per month (with percentage change over previous month)



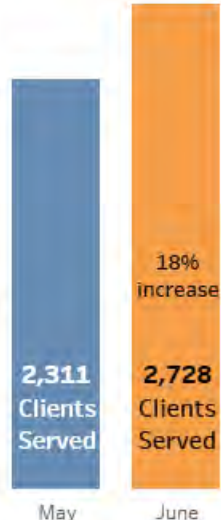
Funding Source



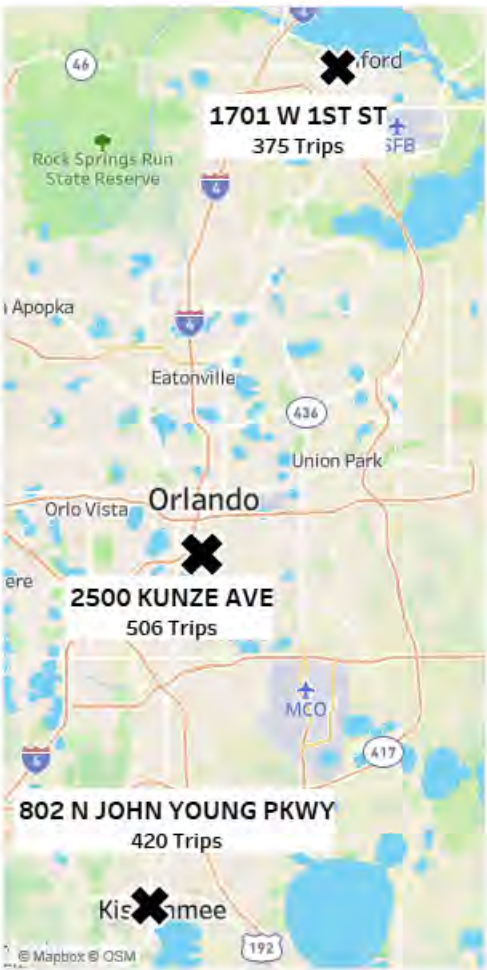
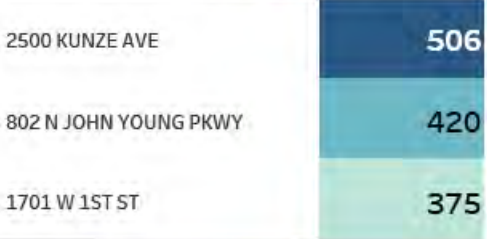
Trip Type



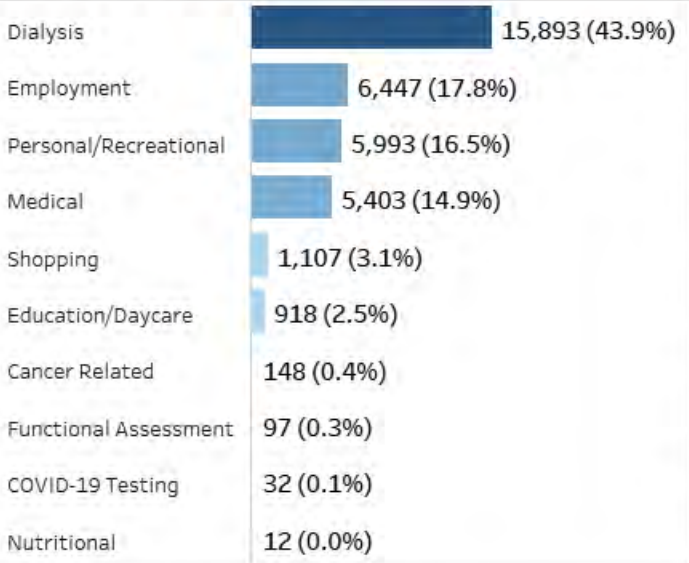
Clients Served vs Previous Month



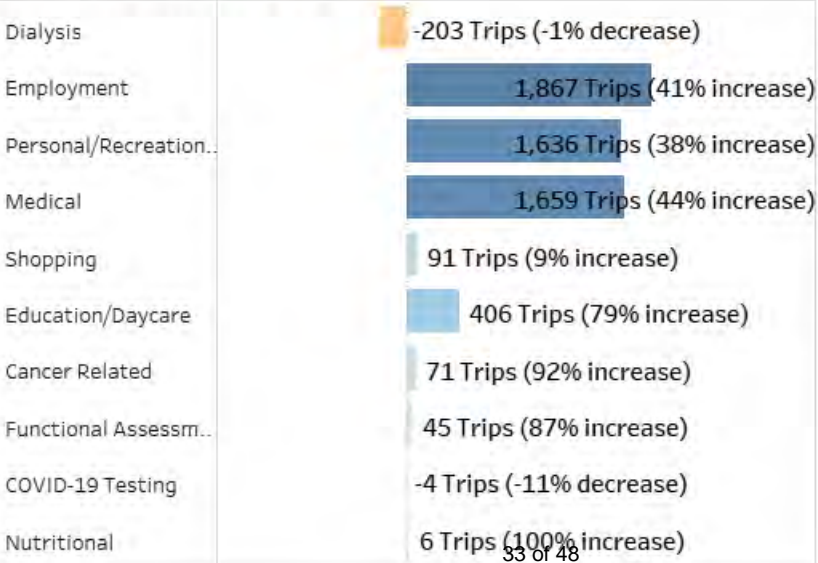
June's Busiest Pickup Locations



June's Distribution



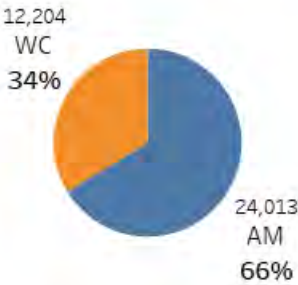
Difference vs Previous Month



Provider

| | Trips | Difference | % Difference |
|-----------|--------|------------|--------------|
| MEARS | 32 | -3 | -8.57% |
| MV / STAR | 36,185 | 5,630 | 18.43% |

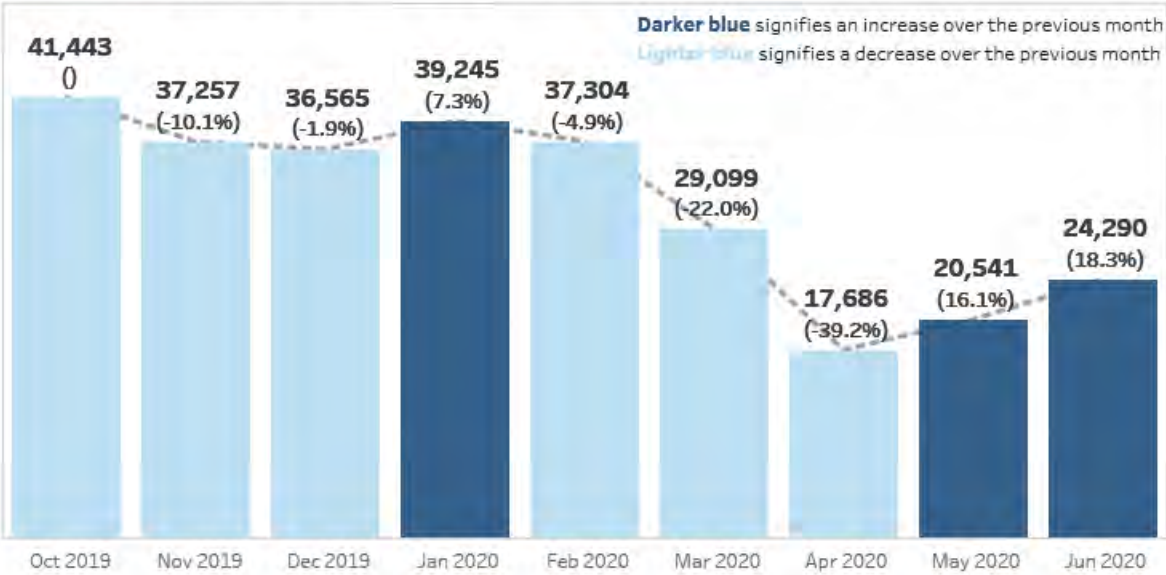
Space Types



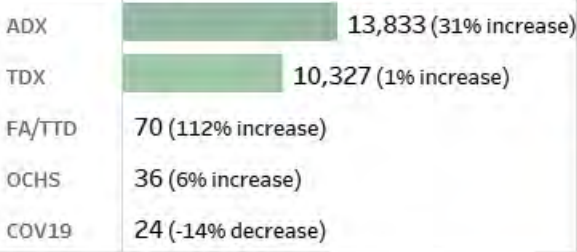


AccessLYNX Month to Month Analysis - June 2020 - (Orange County)

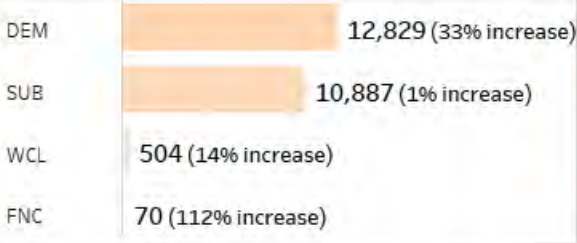
Paratransit trips per month (with percentage change over previous month)



Funding Source



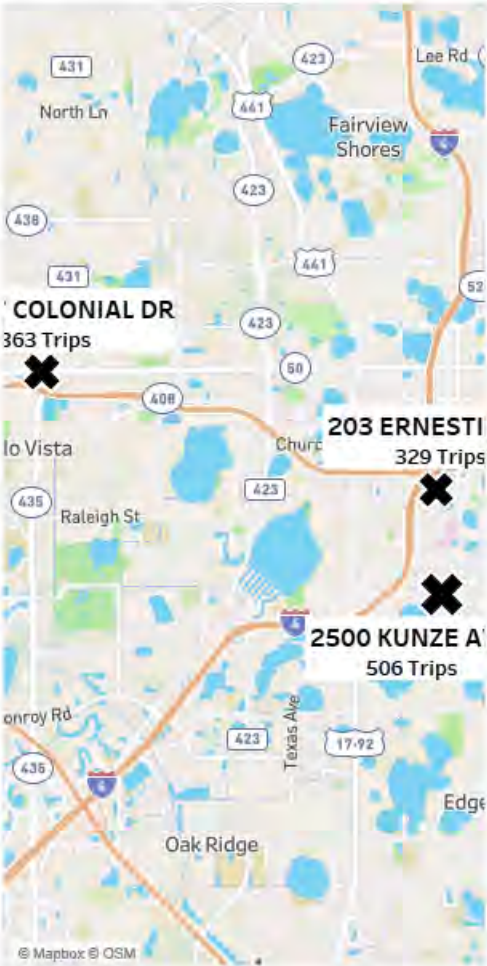
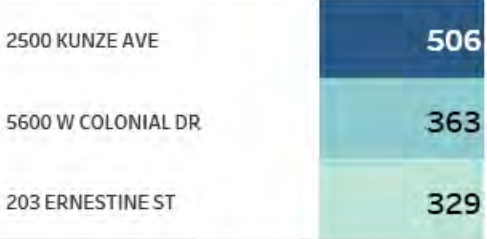
Trip Type



Clients Served vs Previous Month



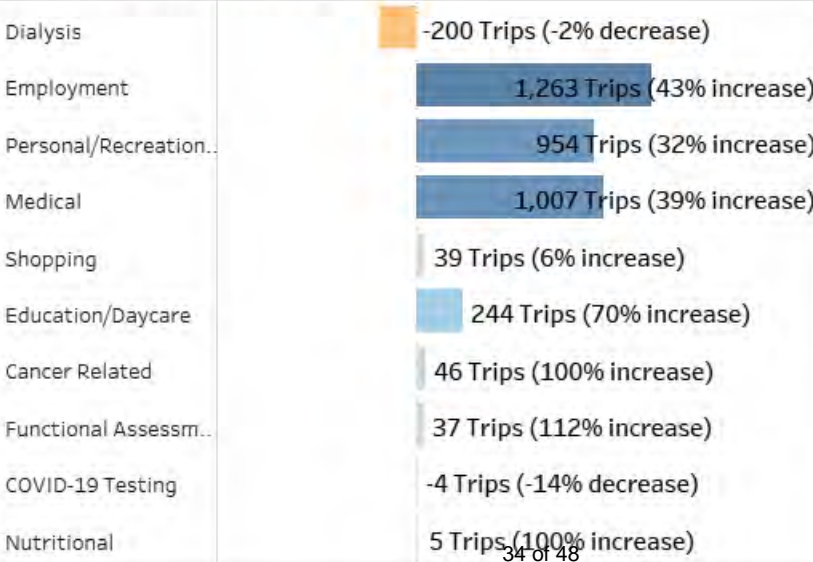
June's Busiest Pickup Locations



June's Distribution



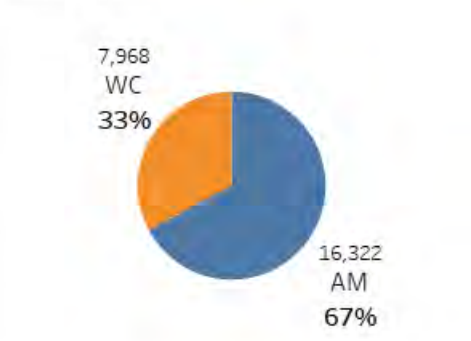
Difference vs Previous Month



Provider

| | Trips | Differenc.. | % Differenc.. |
|-----------|--------|-------------|---------------|
| MEARS | 24 | -3 | -11.11% |
| MV / STAR | 24,266 | 3,420 | 16.41% |

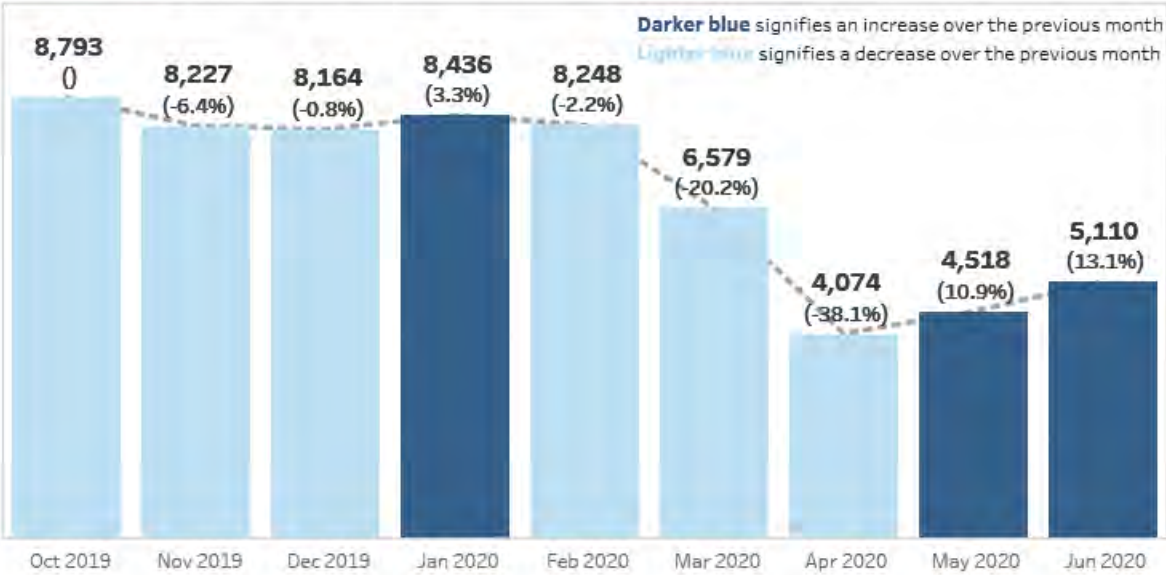
Space Types



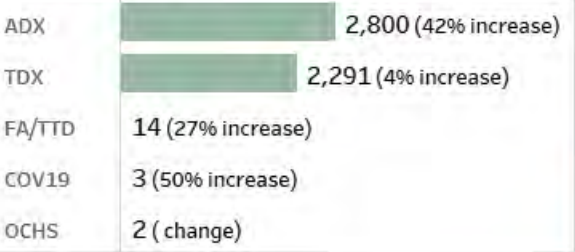


AccessLYNX Month to Month Analysis - June 2020 - (Osceola County)

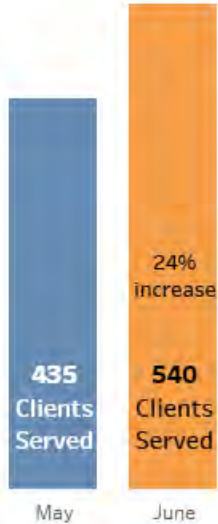
Paratransit trips per month (with percentage change over previous month)



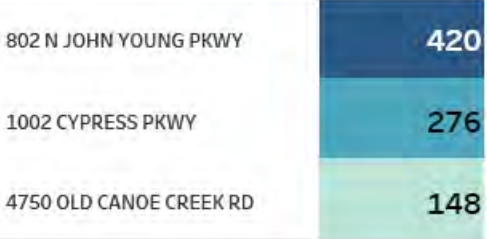
Funding Source



Clients Served vs Previous Month



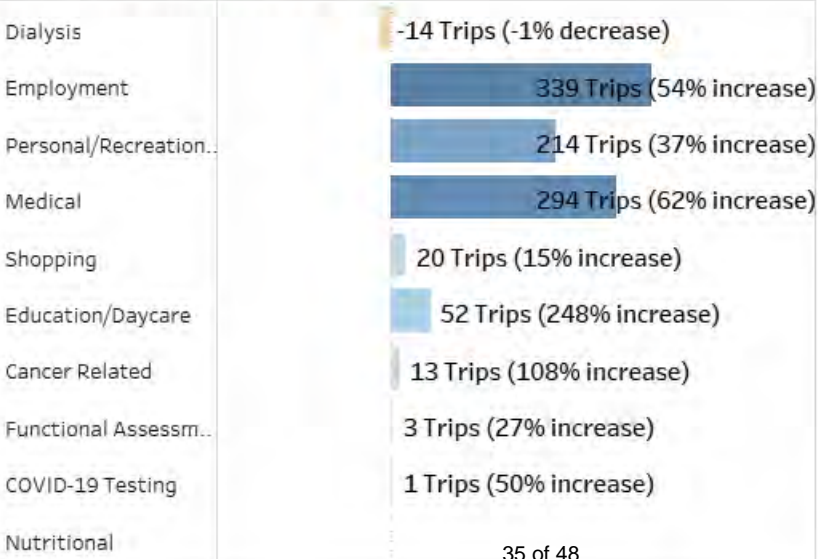
June's Busiest Pickup Locations



June's Distribution



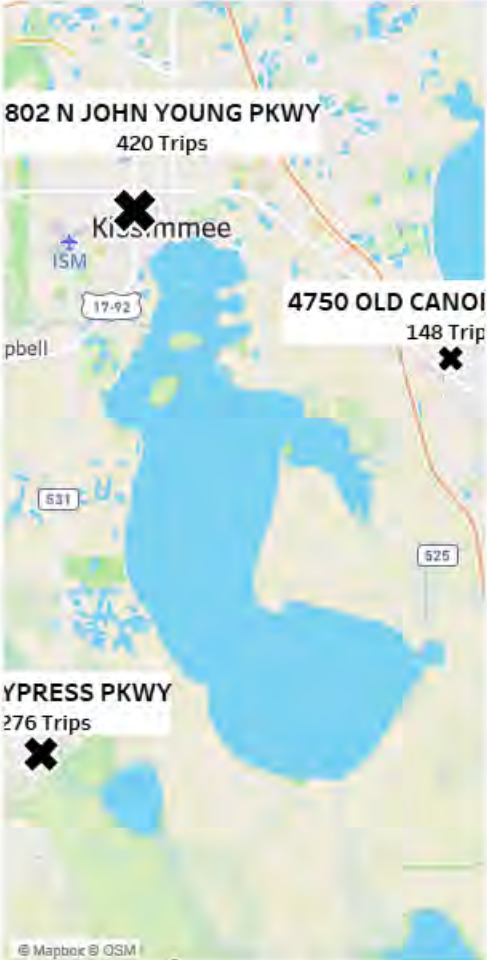
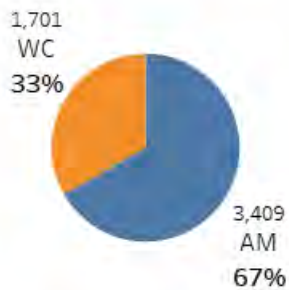
Difference vs Previous Month



Provider

| | Trips | Differenc.. | % Differenc.. |
|-----------|-------|-------------|---------------|
| MEARS | 3 | 1 | 50.00% |
| MV / STAR | 5,107 | 927 | 22.18% |

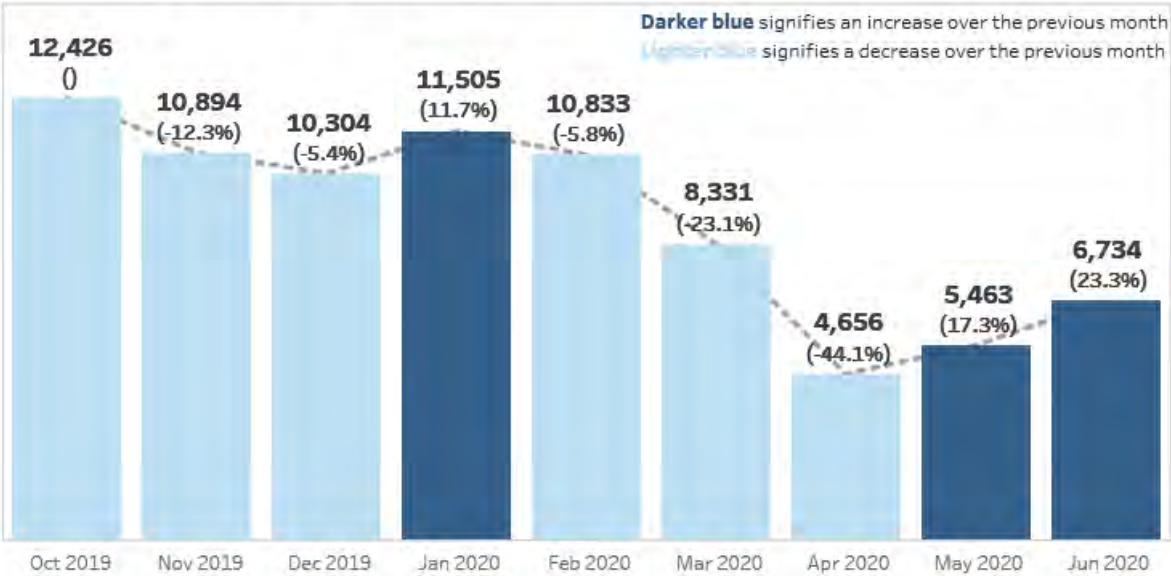
Space Types



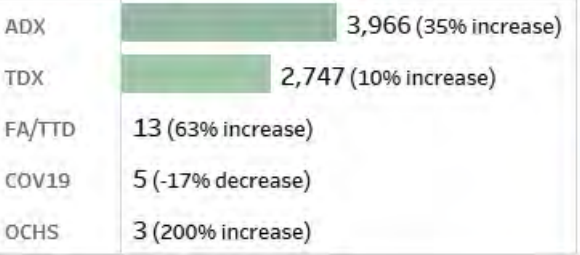


AccessLYNX Month to Month Analysis - June 2020 - (Seminole County)

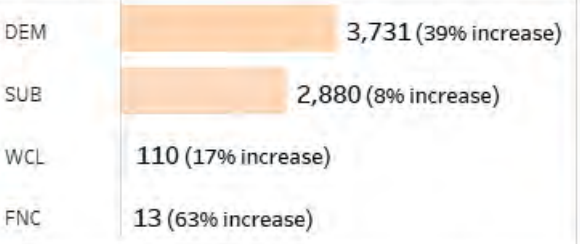
Paratransit trips per month (with percentage change over previous month)



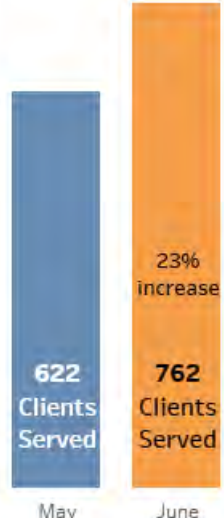
Funding Source



Trip Type



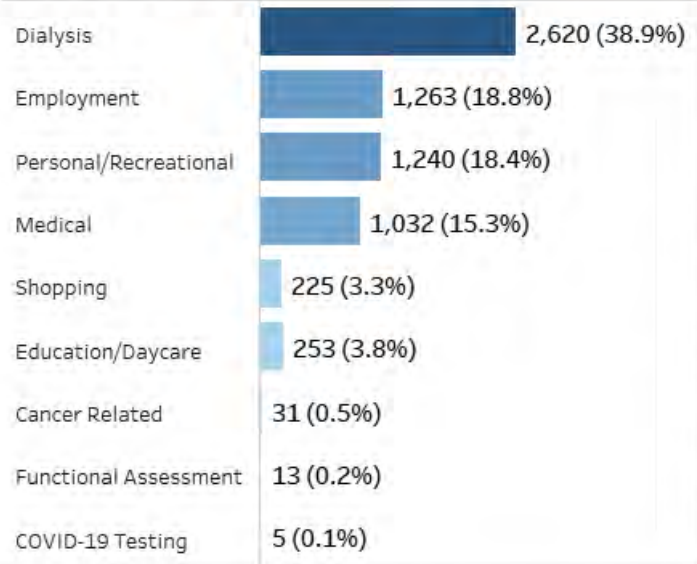
Clients Served vs Previous Month



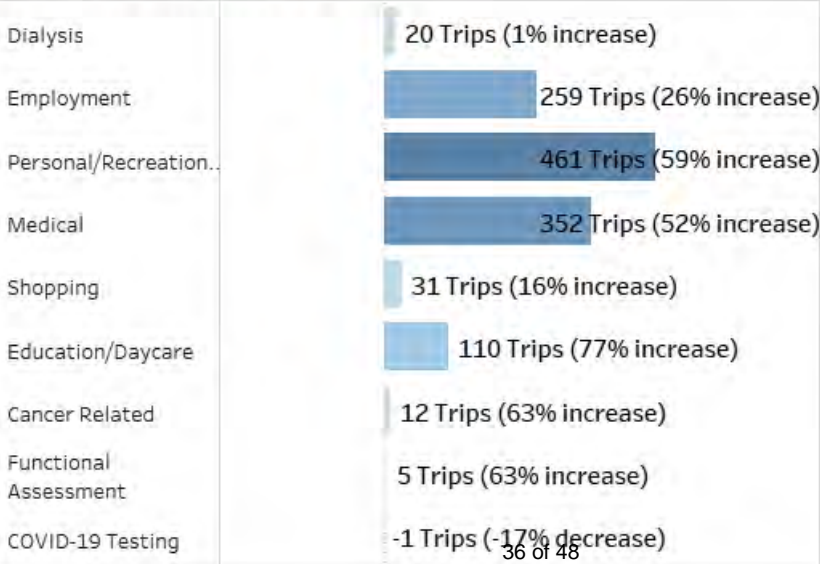
June's Busiest Pickup Locations



June's Distribution



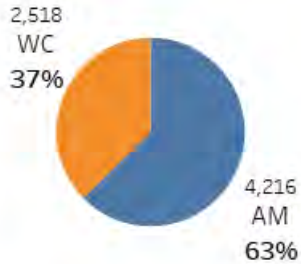
Difference vs Previous Month



Provider

| | Trips | Differenc.. | % Differenc.. |
|-----------|-------|-------------|---------------|
| MEARS | 5 | -1 | -16.67% |
| MV / STAR | 6,729 | 1,272 | 23.31% |

Space Types

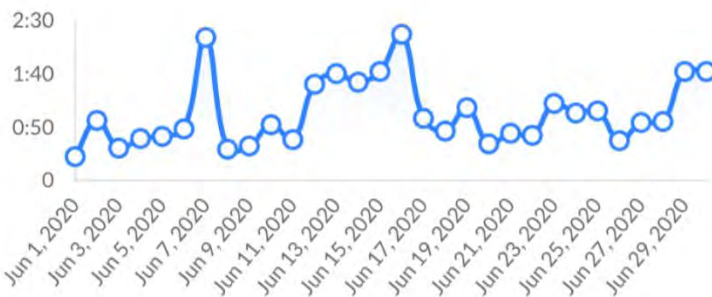




Mobility Services Call Center Statistics – June 2020

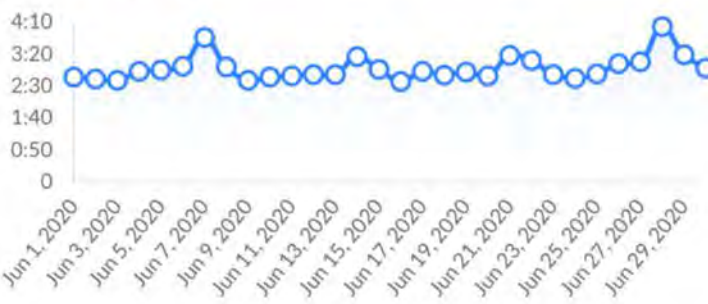
Average Speed Of Answer

1m 4s



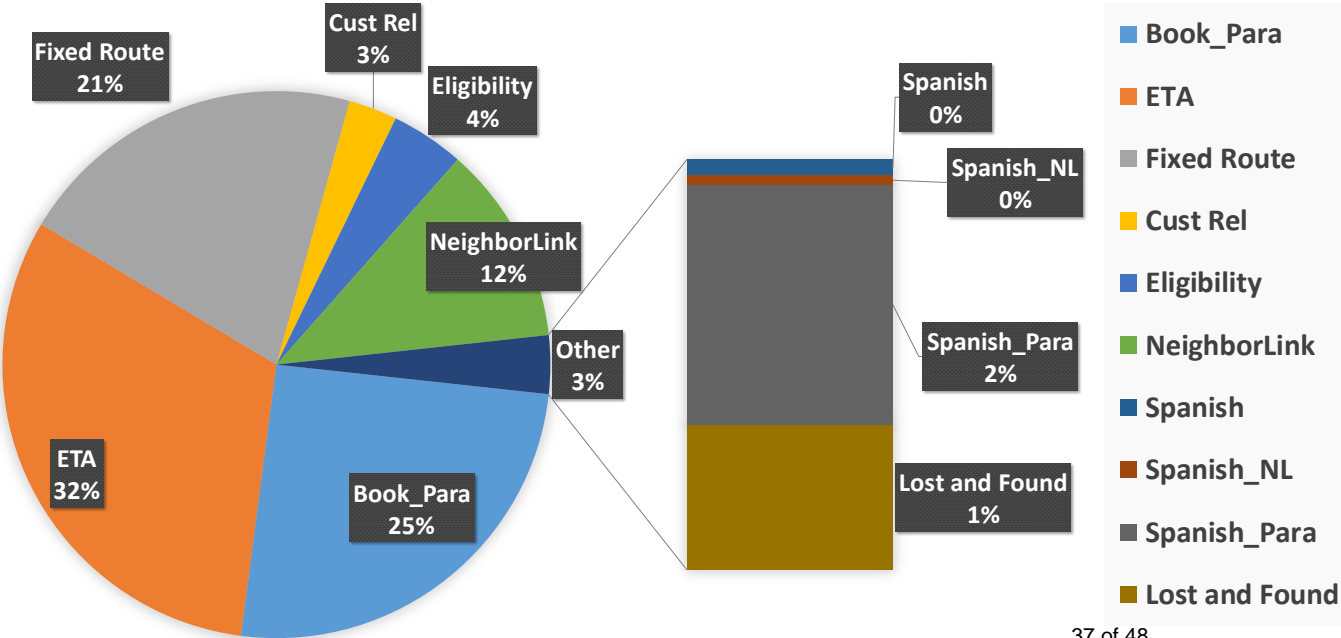
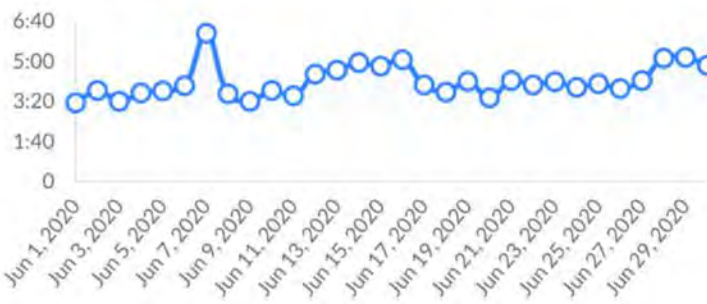
Average Talk Time

2m 58s



Average Handle Time

4m 10s

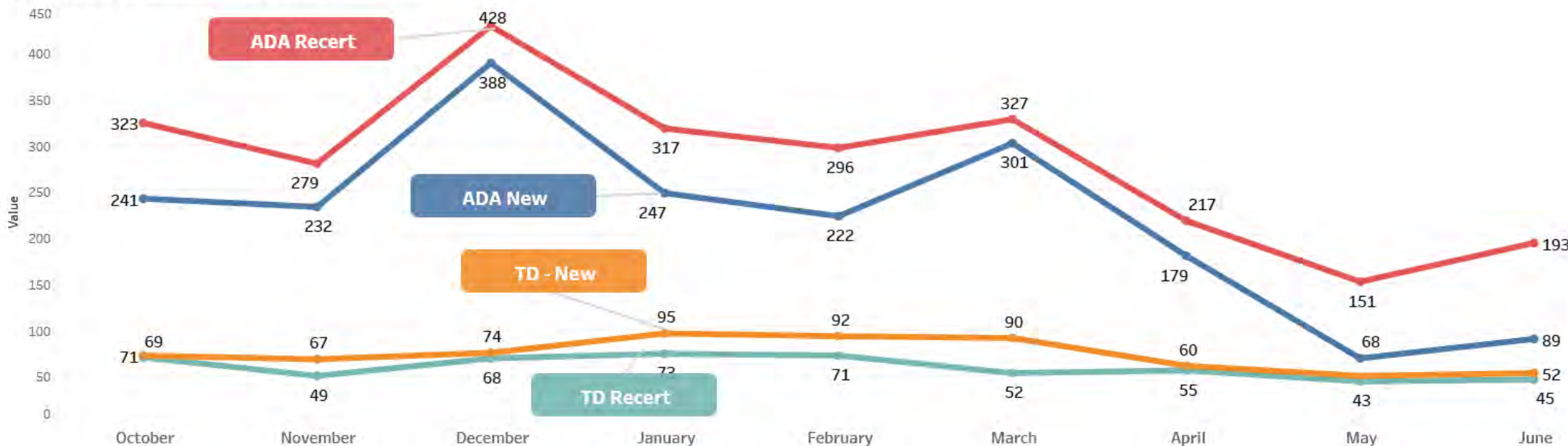


Contact Resolution Totals

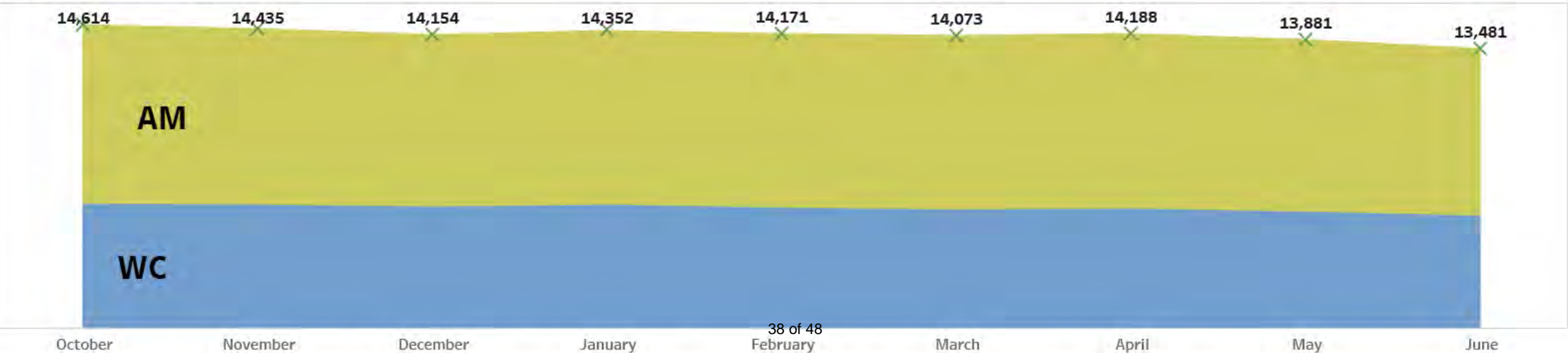
| | |
|----------------|-------|
| Abandoned (4%) | 1770 |
| Timed out (0%) | 0 |
| Handled (95%) | 37970 |
| Total calls | 39740 |

Eligibility - ACCESS LYNX Application Processing

Approved Applications and Recertifications



Total Eligible Clients by month



Program Initiatives

- Continuing to schedule all trips on Primary Contractor
- Implemented a “Mask Required” by all individuals on Access LYNX vehicles
- Continuing “Social Distance” scheduling to minimize number of individuals on vehicles at any one time
- Continued special COVID-19 test facility trips and added transportation services to quarantine locations in support of Emergency Operations Center (EOC)
- Functional Assessment RFP proposal in process of being reviewed by Procurement
- Fleet Update – 10 New NeighborLink vehicles delivered and being prepared for revenue service, 2 new paratransit vehicles in revenue service, 6 In preparation for service

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 - May 2020

Date: 7/23/2020

Please find attached the preliminary monthly financial report for the eighth month ending May 31, 2020.

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

| | <u>Current YTD Budget</u> | <u>YTD Actual</u> | <u>% Actual compared to Budget</u> |
|-----------------------------------|-------------------------------|----------------------------|--|
| REVENUES | | | |
| Customer fares | \$ 15,978,741 | \$ 11,201,674 | 70% |
| Contract services | 4,888,888 | 4,630,065 | 95% |
| Advertising | 3,046,668 | 2,563,557 | 84% |
| Interest & Other income | 999,672 | 619,971 | 62% |
| Federal Revenue | 12,648,268 | 10,092,318 | 80% |
| State Revenue | 8,894,216 | 8,920,611 | 100% |
| Local Revenue | 5,808,912 | 5,535,337 | 95% |
| Local Revenue Funding Partner | 47,614,730 | 47,614,748 | 100% |
| TOTAL REVENUE | \$ <u>99,880,095</u> | \$ <u>91,178,280</u> | <u>91%</u> |
| EXPENSE | | | |
| Salaries, Wages & Fringe Benefits | \$ 54,206,021 | \$ 53,189,919 | 98% |
| Other services | 7,170,961 | 4,519,528 | 63% |
| Fuel | 7,973,280 | 6,613,453 | 83% |
| Materials and supplies | 5,177,448 | 5,233,323 | 101% |
| Utilities | 1,049,467 | 797,602 | 76% |
| Casualty & Liability | 1,823,050 | 1,802,072 | 99% |
| Taxes and licenses | 397,312 | 350,754 | 88% |
| Purchased transportation services | 20,352,108 | 18,441,081 | 91% |
| Leases & Miscellaneous | 1,059,797 | 680,950 | 64% |
| Interest Expense | 23,168 | 23,952 | 103% |
| TOTAL EXPENSE | \$ <u>99,232,612</u> | \$ <u>91,652,634</u> | <u>92%</u> |
| OPERATING GAIN/(LOSS) | \$ <u><u>647,483</u></u> | \$ <u><u>(474,354)</u></u> | <u><u>(73%)</u></u> |

LYNX Board Agenda

Monthly Report D

To: LYNX Board of Directors

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

Phone: 407.841.2279 ext: 6019

Item Name: Planning and Development Report - July 2020

Date: 7/23/2020

STRATEGIC PLANNING, SERVICE PLANNING AND GIS:

Strategic Planning:

- The procurement of Public Awareness and Educational Services was cancelled.
- The Strategic Planning team is awaiting the conclusion of the procurement of Intelligent Transportation and Geographical Information Systems-related professional services for the updates of the respective strategic plans; proposals were due July 7, 2020. Proposals are under review, with the intent to award a contract in August or September 2020.
- Staff continue work on the annual update of the Transit Development Plan (TDP), which is due to the Florida Department of Transportation (FDOT) in August.
- Staff have engaged their counterparts in Osceola and Seminole Counties, to discuss the future of transit services in their jurisdictions, with meetings held on June 22nd and June 15th, respectively. County staff were asked to provide updates on local land use and economic development priorities in relationship to their future transit service priorities to LYNX and its consultant team. These meetings were held in coordination with MetroPlan Orlando to support their efforts related to the 2045 Metropolitan Transportation Plan (MTP).

Service Planning:

- Service Planning implemented the July 19th bid.
- Staff worked with Disney to implement phased restoration of service to Disney resorts and theme parks which began on June 15th
- Continued work on bus stop improvements
- Begin work on December 2020 service changes

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 - May 2020

Date: 7/23/2020

The attached monthly Performance Report includes July Year-To-Date figures for ridership and other performance indicators. Total ridership for May 2020 was 13,050,559. This is a 21.4% decrease from May 2019. On-Time Performance for Fiscal Year-To-Date 2020 is 74.7%.

- LYNX overall ridership decreased by 1.1M, or 55.8%, compared to May 2019. Year-to-date ridership for FY-20 (13,050,559) decreased 21.4% compared to FY-19 (16,601,609)
- LYMMO ridership decreased by 54K, or 61.3%, compared to May 2019. Year-to-date ridership for FY-20 (412,721) decreased 40.4% compared to FY-19 (692,687).
- Fixed Route ridership decreased by 1M, or 54.8%, compared to May 2019. Year-to-date ridership for FY-20 (11,880,219) decreased by 20.8% compared to FY-19 (15,004,431).
- NeighborLink ridership decreased by 6K or 52.1% compared to May 2019. Year-to-date ridership for FY-20 (69,289) decreased 29% compared to FY-19 (97,609).
- ACCESS LYNX ridership decreased by 33K, or 51%, compared to May 2019. Year-to-date ridership for FY-20 (428,929) decreased by 14.9% compared to FY-19 (504,116).
- Vanpool ridership for May 2020 is unavailable at this time.
- 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).



May 2020 Service Performance Report

RIDERSHIP

| Total Ridership by Mode | | | | | | |
|-------------------------|------------------|----------------|---------------|-------------------|-------------------|---------------|
| | May-19 | May-20 | % Δ | YTD-19 | YTD-20 | % Δ |
| LYMMO | 87,815 | 33,983 | -61.3% | 692,687 | 412,721 | -40.4% |
| Fixed Route | 1,879,898 | 850,593 | -54.8% | 15,004,431 | 11,880,219 | -20.8% |
| NeighborLink | 11,568 | 5,538 | -52.1% | 97,609 | 69,289 | -29.0% |
| ACCESS LYNX | 65,828 | 32,274 | -51.0% | 504,116 | 428,929 | -14.9% |
| Vanpool | 40,609 | N/A | N/A | 276,872 | 232,186 | -16.1% |
| Special Events | 0 | 0 | 0.0% | 25,894 | 27,215 | 5.1% |
| SYSTEM TOTAL | 2,085,718 | 922,388 | -55.8% | 16,601,609 | 13,050,559 | -21.4% |

| | | | |
|------------------|-------------|-------------|-----------|
| May 2019: | 22 Weekdays | 4 Saturdays | 5 Sundays |
| May 2020: | 20 Weekdays | 5 Saturdays | 6 Sundays |

| Average Daily Ridership by Mode | | | | | | | | | |
|---------------------------------|---------------|---------------|---------------|----------|--------|--------|--------|--------|--------|
| Mode | Weekday | | | Saturday | | | Sunday | | |
| | May-19 | May-20 | % Δ | May-19 | May-20 | % Δ | May-19 | May-20 | % Δ |
| LYMMO | 3,324 | 1,223 | -63.2% | 1,647 | 746 | -54.7% | 1,622 | 967 | -40.4% |
| Fixed Route | 69,523 | 30,629 | -55.9% | 47,879 | 23,623 | -50.7% | 31,773 | 19,984 | -37.1% |
| NeighborLink | 491 | 221 | -55.0% | 251 | 181 | -27.9% | - | - | - |
| ACCESS LYNX | 2,586 | 1,399 | -45.9% | 1,349 | 650 | -51.8% | 709 | 173 | -75.6% |
| Vanpool | 1,562 | N/A | N/A | 292 | N/A | N/A | 217 | N/A | N/A |
| SYSTEM TOTAL | 77,486 | 33,472 | -56.8% | | | | | | |

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

LYNX ridership decreased by 1.1M, or 55.8%, compared to May 2019. System-wide average weekday riders decreased by 56.8% year-to-date.

LYMMO ridership decreased by about 54K, or 61.3%, compared to May 2019. Average weekday ridership for LYMMO was down 63.2% in May 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 1.1M, or 54.8%, compared to May 2019. Average daily ridership decreased by 55.9% 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 6K, or 52.1%, compared to May 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 33K, or 51.0% when compared to May 2019. COVID-19 is responsible for a decrease in ridership.

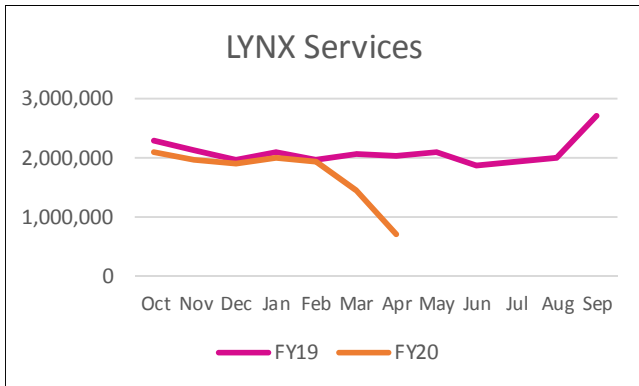
Vanpool ridership is not available at this time.

*According to the U.S. Energy Information Administration, the average price of gasoline in the U.S. was \$2.98/gallon in May 2019 and \$1.88/gallon in May 2020. Historically, low gas prices can result in lower public transit ridership.

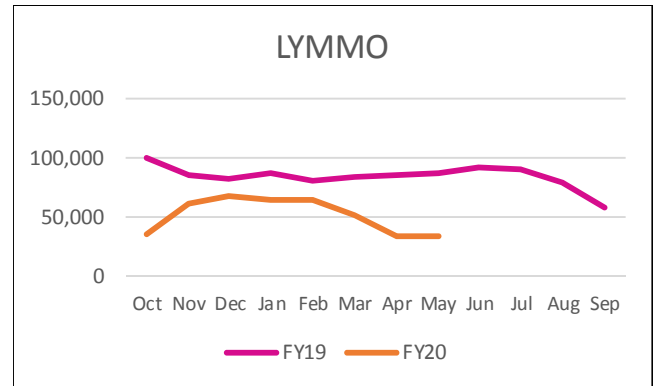


May 2020 Service Performance Report

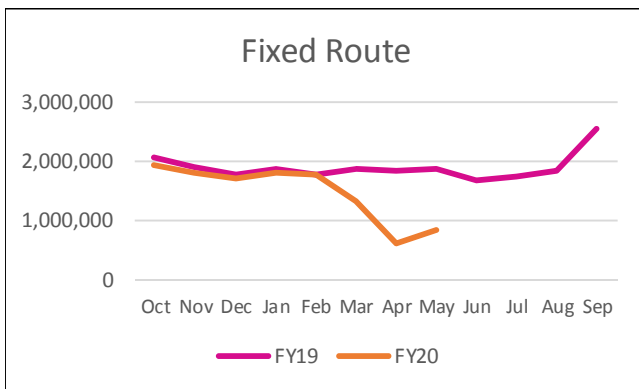
MONTHLY RIDERSHIP TRENDS BY MODE



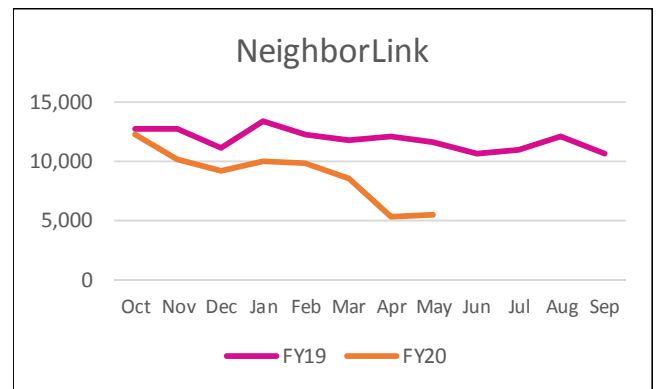
LYNX ridership decreased by 55.8% compared to the same time last year. Average weekday riders decreased by 56.8%.



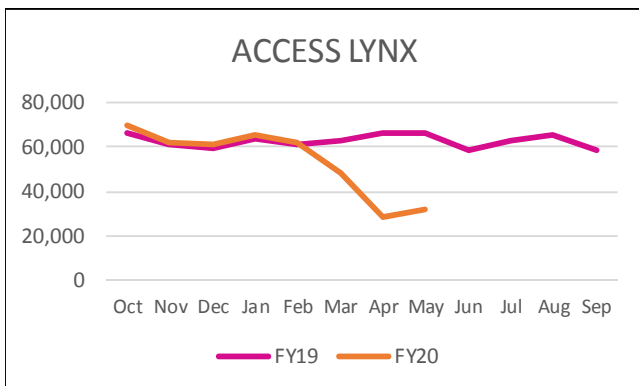
LYMMO ridership decreased by 61.3% compared to the same time last year. Average weekday riders decreased by 63.2%.



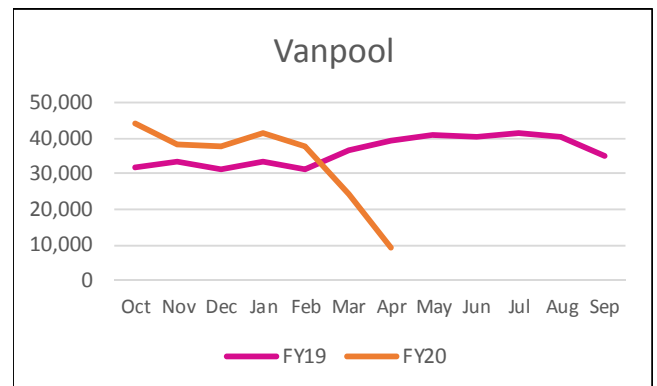
Fixed route ridership decreased 54.8% compared to May 2019. Average weekday riders decreased by 55.9%.



NeighborLink ridership decreased 52.1% compared to May 2019. Average daily riders decreased by 55.0%.



ACCESS LYNX saw a 51.0% decrease over last year. Average daily riders decreased by 45.9%.



Vanpool ridership is not available at this time.



May 2020 Service Performance Report

FY20 Monthly Modal Performance Data Sheet - May 2020

| Month End Reporting | Ridership | Passengers per Trip | On-Time Performance | Farebox Recovery | National Transit Database | Reportable Accidents | Complaints per 100,000 Miles | Total Trips Scheduled | Percentage of Scheduled Trips | Fleet Availability | Preventative Maintenance Hours 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 | 0.08 | 8,618 | 99% | 16 | 81% | |
| Mar | 51,659 | 6 | 88% | | 0 | 0.15 | 9,310 | 95% | 16 | 98% | |
| Apr | 33,374 | 4 | 82% | | 0 | 0.07 | 9,138 | 100% | 16 | 100% | |
| May | 33,983 | 4 | 79% | | 0 | 0.07 | 8,962 | 97% | 16 | 100% | |
| Jun | | | | | | | | | | | |
| Jul | | | | | | | | | | | |
| Aug | | | | | | | | | | | |
| Sep | | | | | | | | | | | |
| YTD | 412,721 | 6 | 85.2% | | 2 | 0.10 | 72,569 | 98% | 16 | 92% | |
| 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 | 0.08 | 84,356 | 99% | 279 | 81% | |
| Mar | 1,337,777 | 15 | 76% | 13% | 4 | 0.15 | 89,824 | 98% | 273 | 98% | |
| Apr | 627,391 | 7 | 77% | 0.3% | 0 | 0.07 | 88,191 | 99% | 280 | 100% | |
| May | 850,593 | 10 | 80% | 0.4% | 5 | 0.07 | 87,584 | 97% | 284 | 100% | |
| Jun | | | | | | | | | | | |
| Jul | | | | | | | | | | | |
| Aug | | | | | | | | | | | |
| Sep | | | | | | | | | | | |
| YTD | 11,880,219 | 17 | 74.7% | 14% | 43 | 0.10 | 706,819 | 99% | 281 | 92% | |



May 2020 Service Performance Report

FY20 Monthly Modal Performance Data Sheet - May 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 | 12.7 | 78% | | 99% |
| Dec | 9,130 | 100% | 100% | 0 | 4.9 | 85% | | 99% |
| Jan | 10,007 | 100% | 100% | 0 | 9.4 | 80% | | 100% |
| Feb | 9,872 | 100% | 100% | 0 | 3.2 | 75% | | 100% |
| Mar | 8,602 | 100% | 100% | 0 | 0.0 | 81% | | 100% |
| Apr | 5,270 | 100% | N/A | 0 | 3.9 | 77% | | 100% |
| May | 5,538 | 100% | N/A | 0 | 2.0 | 71% | | 100% |
| Jun | | | | | | | | |
| Jul | | | | | | | | |
| Aug | | | | | | | | |
| Sep | | | | | | | | |
| YTD | 70,699 | 100% | 100% | 0 | 6.9 | 79% | | 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 | 28,573 | 96.98% | N/A | 0 | 1.5 | 91% | | 100% |
| May | 32,274 | 95.19% | N/A | 0 | 1.5 | 92% | | 100% |
| Jun | | | | | | | | |
| Jul | | | | | | | | |
| Aug | | | | | | | | |
| Sep | | | | | | | | |
| YTD | 427,648 | 92.09% | 99.72% | 5 | 2.5 | 92% | | 100% |



May 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.