

LYNX Oversight Committee Agenda

Meeting Date: 7/23/2020
Meeting Time: 10:00 AM

Central Florida Regional Transportation Authority
455 N. Garland Ave.
2nd Floor Open Space
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 Oversight Committee, 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 Committee Minutes

 Oversight Committee 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. Finance & Audit 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 12
- iii.  Authorization to Purchase Six (6) 2020 Dodge Durango Vehicles as Replacement Vehicles for Transportation Supervisors Pg 14
- iv.  Authorization to Extend the Suspension of the Collection of Fares Through August 31, 2020 Pg 16

7. Discussion Items

- A.  Mobility Services Update

Pg 18

- B.  Overview of Proposed Process for the Update of the LYNX Administrative Rules

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8. Other Business

9. 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
Oversight Committee Meeting Minutes

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

DATE: **June 25, 2020**

TIME: **10:30 a.m.**

Members in Attendance:

Viviana Janer, Chair, Osceola County
Lee Constantine, Seminole County
Billy Hattaway, City of Orlando
Jo Santiago, FDOT
Renzo Nastasi, Orange County

Staff Members in Attendance:

James E. Harrison, Chief Executive Officer
Tiffany Homler-Hawkins, Chief Administrative Officer
Bert Francis, Chief Financial Officer
William Slot, Chief Innovation and Sustainability Officer
Leonard Antmann, Director of Finance

1. Call to Order

Chair Janer called the meeting to order at 10:33 a.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 Oversight Committee 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

A motion to approve the May 28, 2020 Oversight Committee meeting minutes was made by Jo Santiago and seconded by Commissioner Constantine. Motion carried unanimously.

3. Public Comments

No one requested to address the committee.

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.

Driver protection shields have been installed on around forty buses with a completion date in the month of August. 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.

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. 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. Finance & Audit Committee Report

Amanda Clavijo, Finance and Audit Committee Chair reported that the Finance and Audit Committee met on Thursday, June 18, 2020. She gave an overview of the Finance & Audit Committee agenda.

She stated that the funding agreement was approved for the CARES Act. There was a presentation on the FY2021 Operating budget. Most of the changes in the budget were for the additional cost of sterilizing buses, including staff needs for the sterilization process.

LYNX staff will establish a stabilization fund for the next couple of years. There was discussion regarding the funds from the CARES Act.

6. Committee Consent Agenda Items

Chair Janer 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 the approval of the Consent agenda in full.

Jo Santiago stated that she has a conflict on Consent Agenda item 6.C.v.

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 Janer asked for a motion on Consent Agenda items 6.A.i through 6.C.v. excluding item 6.C.v.

Billy Hattaway made a motion to approve Consent Agenda items 6.A.i through 6.C.iv. Seconded by Commissioner Constantine. Motion passed unanimously.

Chair Janer asked for a motion on Consent Agenda item 6.C.v.

Motion made by Commissioner Constantine, second by Renzo Nastasi. Motion passed with Jo Santiago abstaining.

7. Other Business

No other business was discussed.

8. Adjourned

Meeting adjourned at 10:53 a.m.

Certification of Minutes:

I certify that the foregoing minutes of the June 25, 2020 Oversight Committee meeting are true and correct, approved by the Oversight Committee.

X

Assistant

LYNX Oversight Committee Agenda

Consent Agenda Item #6.A. i

To: LYNX Oversight Committee

From: Elvis Davales
Director Of Maintenance
Elvis Davales
(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;
- Employs readily available disinfecting chemicals and solutions;

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- 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.

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Consent Agenda Item #6.B. i

To: LYNX Oversight Committee

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.

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Consent Agenda Item #6.C. i

To: LYNX Oversight Committee

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

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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.

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.

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Consent Agenda Item #6.C. ii

To: LYNX Oversight Committee

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.

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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 Oversight Committee Agenda

Consent Agenda Item #6.C. iii

To: LYNX Oversight Committee

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.

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Vehicle Replacement Projections													
	Assigned To	Vehicle Number	Current Miles	Vehicle Make	Year Purchased	Current Vehicle Age	Avg. Miles Per Year	2020 Projected Miles	2021 Projected Miles	2022 Projected Miles	2023 Projected Miles	2024 Projected Miles	2025 Projected 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.

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Consent Agenda Item #6.C. iv

To: LYNX Oversight Committee

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.

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FISCAL IMPACT:

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

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Discussion Item #7.A.

To: LYNX Oversight Committee

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

Phone: 407.841.2279 ext: 6169

Item Name: Mobility Services Update

Date: 7/23/2020

ACTION REQUESTED:

Norman Hickling, Director of Mobility Services, will make a presentation regarding the Mobility Services' current staffing levels and future requirements to adhere to the Transportation Disadvantage Local Coordinating Board (TDLCB) and Quality Assurance Task Force (QATF) customer call center hold time performance mandate.

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Discussion Item #7.B.

To: LYNX Oversight Committee

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

Phone: 407.841.2279 ext: 6064

Item Name: Overview of Proposed Process for the Update of the LYNX Administrative Rules

Date: 7/23/2020

ACTION REQUESTED:

LYNX staff will present the proposed process for the update to the LYNX Administrative Rules.