



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

1. Call to Order

2. Committee Minutes



Oversight Committee Minutes, May 25, 2017

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3. Public Comments

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


4. Chief Executive Officer's Report


5. Finance & Audit Committee Report

6. Committee Action Items


A.  Overview of the FY2018 Preliminary Operating Budget


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-Attachments 

B.  Overview of the FY2018 Preliminary Capital Budget


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-Attachments 

C.  Authorization to Enter into Negotiations and Award a Contract to Americaneagle.com for Mobile Fare Payment System



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-Attachments 

D.  Authorization to Accept the Recommendation of the Source Evaluation Committee (SEC) to Award a Contract to MV Transportation, Inc. for the Provision of LYNX's Paratransit (ACCESS LYNX) and NeighborLink Services

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7. Committee Discussion Items

-Attachments  

8. Board of Directors Agenda Review

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
 2nd Floor, Open Space Conference Room
 Orlando, FL 32801

DATE: **May 25, 2017**

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

Members in Attendance:

Viviana Janer, Chair, Osceola County
Steve Martin, P.E., Secretary, 5th District,
Florida Department of Transportation
Jim Harrison, Orange County
John Booker, City of Orlando
Edward Bass, Seminole County

Staff Members in Attendance:

Edward L. Johnson, Chief Executive Officer
Tiffany Homler-Hawkins, Chief Administrative Officer
Bert Francis, Chief Financial Officer
Thomas Stringer, Chief Operations Officer
Patrice C. Murphy, Executive Assistant
Matt Friedman, Director of Marketing
Communications
Blanche Sherman, Director of Finance
Charles Baldwin, Director of Procurement
Donna Tefertiller, Director of Human Resources
David Dees, Director of Risk Management & Safety
James Goldsmith, Legal Counsel
Scott Penvose, Maintenance Supervisor

Members Absent:

Billy Hattaway, City of Orlando
Lee Constantine, Vice Chair, Seminole County

1. Call to Order

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

2. Approval of Minutes

Chair Janer asked the Committee if there were any discussion about the April 20, 2017 meeting minutes. A motion was made by John Booker and seconded by Steve Martin to approve the minutes. Motion carried unanimously.

3. Public Comments

No members of the public were present to speak.

4. Chief Executive Officer's Report

Edward L. Johnson, Chief Executive Officer, LYNX presented the report. Mr. Johnson removed item 6.B. from the Oversight Agenda. Mr. Johnson stated that the proposed Presidential 2018 Federal budget eliminates the TIGER Grant program as well as phasing out the Capital Investment Grant program. Mr. Johnson concluded his report.

5. Committee Agenda Items

A. FY2018 Preliminary Operating Budget Recommendation

Chair Janer recognized Bert Francis, Chief Financial Officer (CFO), to present LYNX FY2018 Preliminary Operating Budget Recommendations. Mr. Francis provided a brief recap of the Joint Work Session held May 16, 2017 to discuss the preliminary operating budget. Mr. Francis provided the key assumptions to include revenues and expenses as well as presented other considerations and initiatives for possible alternatives.

Members of the Oversight Committee discussed the options presented as well as preferences and alternatives to meet the deadlines of the budget requirements. Members also provided direction for staff to move forward with the FY2018 Budget assumptions and activities.

6. Committee Discussion Items

A. Update on Legislative Session 2017

Chair Janer recognized Tiffany Homler-Hawkins, Chief Administrative Officer. Mrs. Homler-Hawkins provided an update on the 2017 Legislative Session. Lena Juarez of JEJ & Associates was also at hand for the presentation. Mrs. Homler reminded the Committee that the Legislative Session for 2018 will be starting earlier than 2017 and LYNX will be preparing earlier for the session. Ms. Juarez presented an update of the 2017 session.

B. Clever Device Full Fleet Conversion

Item 6.B. pulled from the agenda until the June 22, 2017 Oversight Committee meeting.

7. Committee Action Items

A. Authorization to Submit a Grant Application to the Federal Transit Administration (FTA) for the FY17 Competitive Funding Opportunity, Section 5339 Bus and Bus Facility, Low or No Emission Program

Chair Janer recognized Tiffany Homler-Hawkins, CAO, provided an overview of the grant application process. Motion was made by Mr. Booker and seconded by Mr. Harrison. Item pass unanimously.

8. Committee Information Items

A. FY2016 Audit Required Communication to LYNX Oversight Committee

Informational items were reviewed.

9. Board of Directors Agenda Review

Chair Janer recognized Edward Johnson, CEO, to provide a review of the Board of Director's meeting agenda. Mr. Johnson, postponed the recognition for the LYNX Rodeo Team members until the July 2017 Board meeting as some of the team was unable to attend the meeting. Mr. Johnson went on to review the agenda for the Oversight Committee; pulling item 7.A.ii and moved from the Consent Agenda to the Action Agenda, section 8, for further discussion; item 7.B.i was pulled from the agenda; item 7.C.iv. was pulled and moved from the Consent Agenda to the Action Agenda for further discussion; item 7.C.v. was pulled and moved from the Consent Agenda to the Action Agenda for further discussion; item 7.D.i. was pulled and moved from the Consent Agenda to the Action Agenda for clarification purposes; Mr. Johnson asked Ms. Sherman to provide an additional update on LYNX Route 208 service with Mears Destination Services; item 10.A. was pulled and will be brought back to the Board of Directors at a later date; the last item reviewed was the Executive Session to discuss labor negotiations.

The meeting adjourned at 11:39 a.m.

Certification of Minutes:

I certify that the foregoing minutes of the May 25, 2017 Oversight Committee meeting are true and correct, approved by the Oversight Committee.

X

Assistant

Oversight Committee Action Item #6.A.

To: LYNX Oversight Committee

From: **Blanche Sherman**
DIRECTOR OF FINANCE
Julie Caple
(Technical Contact)

Phone: 407.841.2279 ext: 6100

Item Name: Overview of the FY2018 Preliminary Operating Budget

Date: 7/27/2017

On February 21, 2017, staff presented a list of budget assumptions and the budget calendar to LYNX' Finance and Audit Committee for discussion and input. The FY2018 Preliminary Operating Budget was prepared based on the following key assumptions:

- FY2018 Funding based on the adopted LYNX Funding Model
- Enhance Fixed Route, NeighborLink (NL) and ACCESSLYNX services by implementing New Mobility Management
- Maintain current Preventative Maintenance funding Level, as approved by LYNX' Board
- Continue to maximize State Operating Assistance
- Continue to attempt to maximize Advertising Revenue, considering safety issues
- Maximize anticipated Compressed Natural Gas (CNG) Rebates and Royalties
- Salary increases consistent with Funding Partners and anticipated Union negotiations
- Continue to monitor the Health Insurance Program to identify potential savings and efficiencies
- Implement Mobility Management Model, as appropriate
- Continuation of Fuel Programs, as appropriate
- LYNX will be considering events and various branding efforts for the 25 year celebration

OVERVIEW:

The FY2018 Preliminary Operating Budget totals \$131,733,059 in revenues and \$131,733,059 in expenses. The Preliminary Operating Budget is funded by a combination of LYNX - generated revenue and federal, state and local dollars. These funds are used to fund personnel expenses, services, materials, supplies, taxes, utilities, casualty and liability expenses, purchased

LYNX Board Agenda

transportation expenses, leases and miscellaneous expenses. This preliminary budget does not include a fare increase. However, the preliminary budget does include additional Preventative Maintenance funding and the utilization of reserves.

Specifically, this budget includes funds from the following sources:

	FY2018 Preliminary Budget
Operating Revenues	
Fund Balance	\$ 1,299,591
Customer Fares	25,349,318
Contract Services	6,051,580
Advertising on Buses	1,975,000
Advertising - Trade	30,000
Interest & Other Income	924,321
Federal Revenue	17,252,055
State Revenue	13,635,017
Local Revenue	65,216,177
Total Revenue	\$ 131,733,059

The funds are programmed to fund the following types of expenses:

	FY2018 Preliminary Budget
Operating Expenses	
Salaries/Wages/Fringes	\$ 78,076,998
Other Services	11,748,341
Fuel	9,871,486
Materials & Supplies	7,874,180
Utilities	1,604,244
Casualty & Liability	1,597,385
Taxes & Tags	457,330
Purchased Transportation	18,897,860
Leases & Miscellaneous	1,524,188
Interest	81,047
Total Operating Expenses	\$ 131,733,059

Based on discussions with the LYNX Board of Directors, County and City Commissioners, and staff, LYNX is continuing the utilization of its funding model to allocate each jurisdiction's share of the costs of operations in FY2018. Through use of the model, LYNX is able to properly fund its operation and the cost of services is appropriately distributed based on service supplied.

As a result of utilizing the funding model, the FY2018 local funding amounts have increased by 3.65% as follows:

LYNX FY2018 Preliminary Local Funding						
	Adopted Local Funding FY2017		Preliminary Regional Model Need for FY2018		Dollar Change	Percentage Change
Local Operating Funding:						
Orange County	\$ 41,805,229 *		\$ 43,266,413 *		\$ 1,461,184	3.50%
Osceola County	6,889,938 #		7,130,935 #		240,997	3.50%
Seminole County	7,004,157 *		7,249,404 *		245,247	3.50%
City of Orlando	4,542,603 *		4,173,484 *		(369,119)	-8.13%
City of Orlando - LYMMO	2,200,910		2,607,482		406,572	18.47%
Subtotal	<u>\$ 62,442,837</u>		<u>\$ 64,427,718</u>		<u>\$ 1,984,881</u>	3.18%
VA Route Link 406	\$ -		\$ 325,705		\$ 325,705	0.00%
Altamonte Springs	120,900		120,900		-	0.00%
Sanford	93,000		93,000		-	0.00%
Lake County	264,013		248,854		(15,159)	-5.74%
Subtotal	<u>\$ 477,913</u>		<u>\$ 788,459</u>		<u>\$ 310,546</u>	64.98%
Total Local Operating Funding	<u>\$ 62,920,750</u>		<u>\$ 65,216,177</u>		<u>\$ 2,295,427</u>	3.65%
Local Capital Contributions:						
Orange County	\$ 1,698,160		\$ 1,738,768		\$ 40,608	2.39%
Osceola County	198,914		237,704		38,790	19.50%
Seminole County	215,822		211,366		(4,456)	-2.06%
Subtotal	<u>\$ 2,112,896</u>		<u>\$ 2,187,838</u>		<u>\$ 74,942</u>	3.55%
Total Local Funds	<u>\$ 65,033,646</u>		<u>\$ 67,404,015</u>		<u>\$ 2,370,369</u>	3.64%
<i>*Includes funding from Orange County, Seminole County and City of Orlando for State Road 436 Study of which Seminole County has prepaid.</i>						
<i># Osceola County funding amounts include service improvements for Link 10 and Link 26. The improvements were implemented in April 2016.</i>						

LYNX staff has included approximately \$1,057,758 in feeder services funded by the Florida Department of Transportation (FDOT) and other operating expenses to support SunRail in FY2018.

CONCLUSION:

LYNX' staff will be seeking direction from the Board of Directors regarding the FY2018 Operating Budget. Based on the Board's direction, the FY2018 budget will be updated as necessary.

In accordance with the FY2018 budget calendar, the proposed FY2018 budget will be presented to the funding partners. After which, the FY2018 budget will be presented to the Board of Directors for final consideration and approval in September of 2017.

FY2018 Preliminary Operating Budget

Presented to the
LYNX Oversight Committee
by Bert Francis, Chief Financial Officer
July 27, 2017

Key Budget Assumptions - Overall



- FY2018 Funding based on the adopted LYNX Funding Model
- Enhance Fixed Route, NeighborLink (NL) and ACCESSLYNX services by implementing New Mobility Management

Key Budget Assumptions - Revenue



Federal Funding:

- Maintain current Preventative Maintenance funding Level, as approved by LYNX' Board – one time additional \$2 million

State Funding:

- Continue to maximize State Operating Assistance

Advertising Revenue:

- Continue to attempt to maximize Advertising Revenue, considering safety issues

Other Revenues:

- Maximize anticipated Compressed Natural Gas (CNG) Rebates and Royalties

Key Budget Assumptions - Expenses



Personnel Expenses:

- Salary increases consistent with Funding Partners and anticipated Union negotiations
- Continue to monitor the Health Insurance Program to identify potential savings and efficiencies

Fixed Route, Paratransit, and NL Services:

- Implement Mobility Management Model, as appropriate

Fuel Programs:

- Continuation of Fuel Programs, as appropriate
 - ✓ Fuel Hedging
 - ✓ Bio-diesel
 - ✓ Compressed Natural Gas (CNG)

LYNX 25 Year Celebration:

- LYNX will be considering events and various branding efforts for the 25 year celebration

Other Considerations



- Laddered Investment Program
- Pension Assumptions
- Healthcare Cost Shifting
- P-Card Rebates
- Evaluation of Existing Positions

Other Initiatives



Service Expansion:

- Impacts of SunRail Phase 2 expansion (feeder service)

Technology:

- Impact of potential cost savings from implementing Mobile Ticketing System

Facility Improvements:

- Relocation of Paratransit Facility from LB McLeod to NoPetro Land site



FY2018 Operating Budget Overview

	FY2018 Preliminary Budget	FY2017 Amended Budget	% Change
Operating Revenue	\$ 131,733,059	\$ 131,392,067	0.3%
Operating Expenses	131,733,059	131,392,067	0.3%
Operating Income/(Deficit)	\$ -	\$ -	N/A

FY2018 Operating Revenue



	FY2018 Preliminary Budget	FY2017 Amended Budget	Dollar Change Amount	% Change
Operating Revenues				
Fund Balance	\$ 1,299,591	\$ 2,182,828	\$ (883,237)	-40.46%
Customer Fares	25,349,318	26,167,535	(818,217)	-3.13%
Contract Services	6,051,580	5,742,153	309,427	5.39%
Advertising on Buses	1,975,000	2,332,134	(357,134)	-15.31%
Advertising - Trade	30,000	30,000	-	0.00%
Interest & Other Income	924,321	1,080,514	(156,193)	-14.46%
Federal Revenue	17,252,055	17,231,868	20,187	0.12%
State Revenue	13,635,017	13,704,285	(69,268)	-0.51%
Local Revenue	65,216,177	62,920,750	2,295,427	3.65%
Total Revenue	\$ 131,733,059	\$ 131,392,067	\$ 340,992	0.3%



FY2018 Operating Expenses

	FY2018 Preliminary Budget	FY2017 Amended Budget	Dollar Change Amount	% Change
Operating Expenses				
Salaries/Wages/Fringes	\$ 78,076,998	\$ 75,960,271	\$ 2,116,727	2.79%
Other Services	11,748,341	13,384,328	(1,635,987)	-12.22%
Fuel	9,871,486	9,329,958	541,528	5.80%
Materials & Supplies	7,849,180	7,973,395	(124,215)	-1.56%
Utilities	1,604,244	1,475,080	129,164	8.76%
Casualty & Liability	1,597,385	1,583,631	13,754	0.87%
Taxes & Tags	457,330	436,843	20,487	4.69%
Purchased Transportation	18,897,860	19,810,012	(912,152)	-4.60%
Leases & Miscellaneous	1,549,188	1,336,700	212,488	15.90%
Interest	81,047	101,849	(20,802)	-20.42%
Total Operating Expenses	\$ 131,733,059	\$ 131,392,067	\$ 340,992	0.3%

FY2018 Local Revenue by Jurisdiction



LYNX					
FY2018 Preliminary Local Funding					
	Adopted Local Funding FY2017		Preliminary Regional Model Need for FY2018	Dollar Change	Percentage Change
Local Operating Funding:					
Orange County	\$ 41,805,229 *	\$	43,266,413 *	\$ 1,461,184	3.50%
Osceola County	6,889,938 #		7,130,935 #	240,997	3.50%
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Subtotal	<u>\$ 477,913</u>	<u>\$</u>	<u>788,459</u>	<u>\$ 310,546</u>	64.98%
Total Local Operating Funding	<u>\$ 62,920,750</u>	<u>\$</u>	<u>65,216,177</u>	<u>\$ 2,295,427</u>	3.65%
Local Capital Contributions:					
Orange County	\$ 1,698,160	\$	1,738,768	\$ 40,608	2.39%
Osceola County	198,914		237,704	38,790	19.50%
Seminole County	215,822		211,366	(4,456)	-2.06%
Subtotal	<u>\$ 2,112,896</u>	<u>\$</u>	<u>2,187,838</u>	<u>\$ 74,942</u>	3.55%
Total Local Funds	<u>\$ 65,033,646</u>	<u>\$</u>	<u>67,404,015</u>	<u>\$ 2,370,369</u>	3.64%

**Includes funding from Orange County, Seminole County and City of Orlando for State Road 436 Study of which Seminole County has prepaid.*

Osceola County funding amounts include service improvements for Link 10 and Link 26. The improvements were implemented in April 2016.

Budget Calendar



FY2018 Key Budget Assumptions Presentation to Finance & Audit Committee	February 21 st
FY2018 Preliminary Operating Budget Presentation to Finance & Audit Committee	April 19 th
FY2018 Preliminary Operating Budget Presentation to Oversight Committee	April 20 th
FY2018 Budget Presentation Orange County	July 18 th
FY2018 Preliminary Operating Budget Presentation to Board	July 27 th
FY2018 Budget Presentation Seminole County	August 3 rd
Budget Presentation Osceola County	August
Budget Presentation City of Orlando	August
FY2018 Proposed Operating Budget Presentation to Finance & Audit Committee	September 20 th
Final Oversight Committee and Board Action	September 28 th
Budget Year 17 – 18 Commences	October 1

LYNX staff will be seeking direction from the Board regarding the Preliminary FY2018 Operating Budget. After Board direction, the preliminary budget will be submitted to the funding partners for their consideration.

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Oversight Committee Action Item #6.B.

To: LYNX Oversight Committee

From: Blanche Sherman
DIRECTOR OF FINANCE
Julie Caple
(Technical Contact)

Phone: 407.841.2279 ext: 6100

Item Name: Overview of the FY2018 Preliminary Capital Budget

Date: 7/27/2017

BACKGROUND:

At the May 25, 2017 Board meeting, staff presented the FY2017 Amended Capital Budget in the total amount of \$49,517,643. Since then, staff discussed capital priorities for FY2018 and the corresponding funding sources available. The FY2018 Preliminary Capital Budget has been developed for Board review and input.

LYNX staff will present the FY2018 Capital Budget in the amount of \$63,880,489.

The FY2018 Operating and Capital Budgets, will be presented to the Board of Directors for final consideration and approval at the September 28, 2017 Board meeting.

OVERVIEW:

The proposed Capital Budget for FY2018 is \$63,880,489, which is an increase of \$14,362,846 or approximately 29% more than the FY2017 Amended Capital Budget. The increase in the capital budget from the FY2017 Amended Capital Budget results from an increase in Facilities, Passenger Amenities, Revenue Vehicles and Support Equipment

The capital budget is funded from a combination of federal, state and local sources, and includes items such as the planned purchase of replacement buses and vans, bus shelters, and the use of technology to assist in service delivery and improvements. The majority of the capital budget, 96.3% is funded through federal grants, 1.7% is funded through state grants, and the remaining 2.0% through local funds. The local contribution from the funding partners covers the capital bus lease, paratransit vehicles and LYMMO BRT expansion projects. In addition, funding through LYNX negotiated agreements will contribute to passenger shelter costs.

Specifically, this budget includes funds from the following areas:

Federal	\$ 61,534,383
State	1,108,755
Local	1,237,351
Total	\$ 63,880,489

The table below identifies capital expenditures by program:

	Capital Program	FY2018 Requests
1	Vehicles	\$ 31,018,692
2	Bus Rapid Transit (BRT) Construction	800,170
3	Facilities	5,863,512
4	Passenger Amenities/Related Enhancements	15,036,896
5	Technology Improvements	4,361,947
6	Security Enhancements	760,144
7	Support Equipment	6,039,128
	Total	\$ 63,880,489

Notes:

- 1) Vehicles include expansion and replacement vehicles for fixed-route, vanpool, paratransit services and support vehicles.
- 2) BRT includes the Orange and Grapefruit line capital activities, as well as, the FlexBus project.
- 3) Facilities include funds for LCS, LOC, Osceola, and LB McLeod improvements and LOC Expansion Projects.
- 4) Passenger amenities include shelters, transfer centers, solar power, benches, and trash receptacles.
- 5) Technology includes items to improve communication and information delivery such as copiers, network improvements, servers, software upgrades and real time information.
- 6) Security includes equipment to enhance security and surveillance.
- 7) Support equipment includes items such as mobile ticketing, fare payment on board validators, shop tools, furniture, and radios.

FY2018 Overview of Preliminary Capital Budget

**Presented to the
LYNX Oversight Committee
July 27, 2017**

Key Capital Budget Assumptions

- Enhance LYNX facilities
- Advanced Fare Collection – Mobile Ticketing
- Fleet to support all service modes
- Passenger Amenities Program improvements
- Enhancement of security and surveillance systems
- Advance communications and technological capabilities

FY2018 Preliminary Capital Budget



Overview

<u>Capital Contributions</u>	<u>FY2018 Proposed Budget</u>	<u>FY2017 Amended Budget</u>	<u>% Change</u>
Capital Contributions	\$ 63,880,489	\$ 49,517,643	29.0%
Capital Expenditures	<u>63,880,489</u>	<u>49,517,643</u>	<u>29.0%</u>
Total	<u><u>\$ -</u></u>	<u><u>\$ -</u></u>	<u><u>N/A</u></u>

FY2018 Preliminary Capital Budget by Category



<u>Description</u>	<u>FY2018 Proposed Budget</u>	<u>FY2017 Amended Budget</u>	<u>Dollar Amount Change</u>
BRT	\$ 800,170	\$ 1,985,630	(1,185,460)
Facilities	5,863,512	3,456,425	2,407,087
Passenger Amenities	15,036,896	11,822,362	3,214,534
Security	760,144	796,063	(35,919)
Support Equipment	6,039,128	3,719,755	2,319,373
Technology	4,361,947	4,333,194	28,753
Support Vehicles	332,533	407,991	(75,458)
Revenue Vehicles	30,686,159	22,996,223	7,689,936
Total	\$ 63,880,489	\$ 49,517,643	\$ 14,362,846

FY2018 Preliminary Capital Budget Contributions



<u>Capital Contributions</u>	<u>FY2018 Proposed Budget</u>	<u>FY2017 Amended Budget</u>	<u>Dollar Amount Change</u>
Federal Contributions	\$ 61,534,383	\$ 47,267,338	\$ 14,267,045
State Contributions	1,108,755	680,412	428,343
Local Contributions	1,237,351	1,569,893	(332,542)
Total	\$ 63,880,489	\$ 49,517,643	\$ 14,362,846

FY2018 Preliminary Capital Budget

Local Contributions



Description	FY2018 Preliminary Budget Amount	Source
East/West BRT Improvements	\$ 20,800	City of Orlando
Capital Bus Lease	918,954	Local \$2 Capital
Paratransit Vehicles	47,597	Local \$2 Capital
Passenger Amenities	250,000	Orange County
Total	\$ 1,237,351	

FY2018 Budget Calendar



Final Board Action

September 28

Budget Year 17 – 18 Commences

October 1

Oversight Committee Action Item #6.C.

To: LYNX Oversight Committee

From: Blanche Sherman
DIRECTOR OF FINANCE
LEONARD ANTMANN
(Technical Contact)

Phone: 407.841.2279 ext: 6100

Item Name: Authorization to Enter into Negotiations and Award a Contract to Americaneagle.com for Mobile Fare Payment System

Date: 7/27/2017

ACTION REQUESTED:

LYNX staff is requesting LYNX' Oversight Committee's recommendation to enter into negotiations and award a Contract for Mobile Fare Payment System (MFPS) to Americaneagle.com in an amount not to exceed \$414,000 for five (5) years as follows and \$1,902,865 for On-Board Validators:

	<u>Estimated Total Cost</u>
Year 1	\$2,016,065
Year 2	75,200
Year 3	75,200
Year 4	75,200
Year 5	75,200
Total	<u>\$2,316,865</u>

In addition, LYNX staff is requesting the Oversight Committee's recommendation to move forward with public involvement activities regarding the implementation of LYNX mobile fare payment system, in accordance with LYNX' Title VI Policy.

BACKGROUND:

At the July 28, 2016 LYNX Board of Directors' meeting, staff received authorization to release a Request for Proposal (RFP) for MFPS. The RFP was released on August 4, 2016 and twenty-five (25) firms were noticed. Proposals were due to LYNX by 2:00 PM EST on Wednesday, September 16, 2016.

A total of eight (8) proposals were received from the following firms:

- Accenture LLP

LYNX Board Agenda

- Alindus Inc.
- Americaneagle.com
- Bytemark
- Justride Ticketing
- Pango Mobile Parking USA
- PassportParking, Inc
- Payit LLC

The Source Evaluation Committee (SEC) consisted of the following personnel:

- 1) Doug Jamison, LYNX
- 2) Leonard Antmann, LYNX
- 3) Matt Friedman, LYNX
- 4) Lisa Lumbar, Central Florida Expressway Authority
- 5) Chris Leffert Volusia County

Step One - (1) Source Evaluation Committee (SEC) public meeting, proposals were evaluated on the following criteria:

- ✓ Technical/Functional Response to Requirements (25 Points)
- ✓ Proposed Project Management Plan (5 Points)
- ✓ Resource Commitment and Skillset (5 Points)
- ✓ Proposer's Qualifications (5 Points)
- ✓ Past Experience (5 Points)
- ✓ Financial Capability (5 Points)
- ✓ Required Information Submitted and DBE Participation (Pass/Fail)
- ✓ Price Proposal (20 Points)

The SEC met November 3, 2016 to discuss the eight responses received. The meeting was publicly noticed and each firm was notified of the date and time of the meeting. The members of the Source Evaluation Committee (SEC) evaluated proposals against established criteria identified in the respective solicitation.

Each proposal was scored under a percentage methodology for each category by each SEC member, then totaled to arrive at the total score for each proposer. The individual Ordinal Rankings from each member of the SEC were added together to determine the Overall Ordinal Ranking of each Proposer. The proposal with the lowest combined Ordinal Ranking is being recommended to the Board of Directors for award.

Step one (1) - The results of the scoring of the proposals are shown below. The scores were based on a total of 350 points and the ordinal ranking of each firm.

Firm	Score	Ordinal	Price
PassportParking, Inc	281.190	5	\$ 760,000
Bytemark	249.410	15	\$2,109,600

Americaneagle.com	237.160	17	\$ 414,000
Justride Ticketing	219.170	17	\$ 863,000
Payit LLC	208.740	23	\$2,805,500
Accenture LLP	198.520	29	\$4,271,460
Pango Mobile Parking USA	146.370	34	\$ 644,500
Alindus Inc.	68.320	40	\$2,000,680

The SEC met December 20 - 21, 2016 to evaluate the four proposals. The meeting was publicly noticed and each firm was notified of the date and time of the meeting. The members of the Source Evaluation Committee (SEC) evaluated proposals against established criteria identified in the respective solicitation.

Step Two - (2) Source Evaluation Committee (SEC) public meeting, proposals were evaluated on the following criteria:

- ✓ On Site Demonstrations (30 Points)

The results of the scoring of the proposals are shown below. The scores were based on a total of 150 points and the ordinal ranking of each firm.

Firm	Score	Ordinal	Price
PassportParking, Incorporated	130	5	\$ 760,000
Americaneagle.com	122	11	\$ 414,000
Bytemark	93	15	\$2,109,600
Justride Ticketing	71	19	\$ 863,000

As a result of the scores and ordinal ranking, the SEC decided to select the top two (2) firms (PassportParking, Incorporated and Americaneagle.com) to move forward with Step 3, the Pilot demonstration. During the pilot design phase PassportParking, Incorporated withdrew from the solicitation process due to their unwillingness to demonstrate regional and bus-to-bus transfers for pilot purposes either in a live or lab environment.

Step Three - (3) On June 21, 2017, Americaneagle.com successfully demonstrated in a lab environment how their application could be applied to LYNX paratransit service. At this time, American Eagle.com also demonstrated how regional and bus-to-bus transfers could be accommodated both visually and through electronic validation.

The SEC met on June 22, 2017 to review and discuss the results of the Americaneagle.com Pilot. An overview of the full project and pilot was provided by LYNX technical advisor, nMomentum, as well as an overview of the survey results. It was determined that Americaneagle.com had successfully demonstrated the functionality of their Mobile Payment Systems application in the pilot and lab environment. This, coupled with the positive feedback received from the general public, led the SEC to make the recommendation that LYNX move forward with an award to Americaneagle.com.

During the Source Evaluation Committee (SEC) publicly held meeting on June 22, 2017, proposals were evaluated based on the following criteria:

- ✓ Perform satisfactory Employee Pilot (Pass/Fail)
- ✓ Perform satisfactory General Public Pilot (Pass/Fail)

The members of the Source Evaluation Committee (SEC) evaluated proposals against established criteria identified in the respective solicitation. The results of the scoring of the proposals are shown below. The scores were based on a total of Pass/Fail and the ordinal ranking of the firm.

Firm	Score	Ordinal
Americaneagle.com	Pass	Pass

Step Four (4) - The results of the scoring of the proposals are shown below. The scores were based on a total of 500 points and the ordinal ranking of each firm.

Firm	Score	Ordinal
Americaneagle.com	407.140	5

The estimated cost of the MFPS is based on a fixed price and a revenue sharing fee. LYNX' desire is to have a hosted solution in order to eliminate the on-premises solution risks and resource requirements. The MFPS pricing includes up-front cost to be paid by LYNX and revenue share model, which was determined to be the best combination of options. The industry is moving towards a hosted payment model for Mobile Payment Systems. In fact, a lot of vendors offer only hosted solutions and not on-premises. The on-premise model is much costlier for smaller and mid-sized agencies as opposed to vendor providing the hosting services and being responsible for the frequent upgrades and updates to the system because of fast changing pace of technologies involved with mobile payments and smart phones.

The revenue share model reduces the financial risk to LYNX and creates a shared responsibility between the vendor and LYNX to maximize user adoption of the Mobile Payment Platform. It incentivizes the vendor to continually make changes to the system keeping in line with rapidly evolving technology landscape instead of constant change orders being paid for by LYNX.

Americaneagle.com's revenue sharing cost is the lowest of everyone at 2.0% for hosting and management, support, maintenance, providing technical call center for customers, providing software licenses, providing regular system updates which is less expensive as opposed to other vendor offers in the range of 2.9% to 14.5%. Please note that this excludes the mandatory bank fees for everyone estimated at 2.5%.

The on-premises cost would be significantly more than for all proposers, based on the size and revenue model for Mobile Payment System for LYNX. In conclusion, LYNX is getting the absolutely best deal by going with this combination of up-front implementation cost and revenue share model. Overall, LYNX' plans to implement the MFPS in three (3) phases as follows:

Phase 1: Fixed Route and Access LYNX implementation and go-live including bus-to-bus transfers (Visual Validation), with an anticipated completion date of October 2017.

Phase 2: Electronic validation implementation on both Fixed Route and Access LYNX. Implementation of consolidated data warehousing, reporting, and mobile data communications from vehicles to back-office, with an anticipated completion date of March 2018.

Phase 3: Regional Partner implementation capability including regional transfers with bus-to-rail and rail-to-bus functionality. Implementation of Clearinghouse activities, along with review, input and support of inter-local agreements, with an anticipated completion date of June 2018.

FISCAL IMPACT:

L LYNX staff has included \$1,363,400 and \$2,098,065 in the FY2017 and FY2018 budgets as follows:

	FY2017 Amended Budget	FY2018 Preliminary Budget
<u>Operating Budget</u>		
Mobile Ticketing /TVM Services Fees	\$ 90,000	\$ 90,000
<u>Capital Budget</u>		
Mobile Fare Payment System	\$ 1,273,700	\$ 2,008,065
Total	<u>\$ 1,363,700</u>	<u>\$ 2,098,065</u>

The estimated total cost (subject to estimated revenue through the Mobile Payment System) for five (5) years for American Eagle.com is \$414,000 which includes the approximately 2.7% mandatory bank fees that LYNX has to pay and \$1,902,865 for On-Board Validators.

Mobile Ticketing Fare Payment System Estimated Cost				
Year	Fixed Cost	Revenue		Total Cost
		Sharing		
Year 1	\$ 1,940,865	\$ 75,200		\$ 2,016,065
Year 2	-	75,200		75,200
Year 3	-	75,200		75,200
Year 4	-	75,200		75,200
Year 5	-	75,200		75,200
Total	<u>\$ 1,940,865</u>	<u>\$ 376,000</u>		<u>\$ 2,316,865</u>



LYNX MOBILE FARE PAYMENT SOLUTION

Presented By Shyam Dunna, Principal,
with nMomentum
to LYNX' Oversight Committee
July 27, 2017

AGENDA

- Project Overview
- Project Approach
- Project Progress
- Pilot Summary
- Discussions/Q&A

Project Overview

- Turnkey Multimodal Mobile Payments System (MPS) - designed, built, operated, maintained and warranted
- Mobile Payments App
- Customer Website with Self-Service Options
- MPS Back-Office
- Customer Loyalty Programs/Advertising & Couponing
- Supports all transfer combinations
- Support LYNX and Regional Partners
- Secure Validation to Reduce Fraud

Project Overview

- Supports numerous fare payment methods
- Visual based technologies (QR/Bar Codes)
- “Account based” fare collection system
- No integration with existing AFC system apart from reporting
- Set foundations for a single integrated app including Mobile payments, real time trip planning and others.
- Initial System Purchase + on-going revenue sharing approach

Project Approach

- Functional based requirements with innovative technologies and concepts
- Performance/Functional based procurement
- Four (4) step procurement process
 - Step 1 – Initial Selection of top ranked proposers
 - Step 2 – On-site Demonstrations
 - Step 3 - Perform a pilot (proof of concept) with the selected top ranked vendors.
 - Step 4 – Evaluation and selection of final award for full implementation.

Contract issued to the vendor from the pilot program that best performs and meets requirements.

STEP 1

Eight (8) proposals received and evaluated

Five (5) Vendors selected to move to Step 2 and invited for demonstrations

1. American Eagle
 2. Masabi
 3. Passport
 4. Payit
 5. ByteMark
- ✓ Payit declined to move forward

STEP 2

Demonstration Scripts sent to each proposer

- ▶ On-site demonstrations held Dec 20-21, 2016
- ▶ SEC met to evaluate and score
- ▶ American Eagle and Passport were selected to move forward to next step
 - ▶ Perform Employee Pilot
 - ▶ Perform Public pilot

STEP 3 – PILOT REQUIREMENTS

Back-office (hosted concept)

Smartphone App for Android and IOS

Customer website (hosted concept)

Training for Authority's personnel involved with the Pilot Program

- Fixed Route (including bus-to-bus transfers)
- Access LYNX
- Lab Environment (Regional Transfers, Optical Validators)

STEP 3 – PROPOSER DETAILS

Passport

- ▶ Decided to withdraw (non-conformance to pilot criteria)

American Eagle

- ▶ Pre-pilot testing
- ▶ Training
- ▶ Employee Pilot
- ▶ Public Pilot

STEP 3

Pilot tests:

- ▶ Employee Pilot:
 - ▶ 8 employees tested and provided feedback
- ▶ General Public Pilot:
 - ▶ 37 people enrolled in the pilot
 - ▶ 11 Active users
 - ▶ During pilot feedback and after pilot surveys were completed by public pilot participants

SEC met to evaluate Pass/Fail – Proposer to Step 4

STEP 4

Step Four (4) Final Evaluation

- ▶ MPS System Performance; (10 Points)
- ▶ Proposer's Performance during the Pilot Program; (10 Points)
- ▶ Conformance to initial and updated scope (lessons learned during pilots); (40 Points)
- ▶ Ease of Use and Improvement of Customer Experience; and (10 Points)
- ▶ Best and Final Pricing Offer; (30 Points)

STEP 4 - DETAILS

Step Four (4) Evaluation

- ▶ MPS System Performance

Fixed Route

- No major bugs or issues (reliability)
- All the Fixed Route portion of the app including transfers worked satisfactorily
- No issues with availability (no downtime)
- No issues with speed of transactions

Access LYNX

- Tested during lab environment

STEP 4 - DETAILS

Step Four (4) Evaluation

- ▶ Proposer's Performance during the Pilot Program

Vendor responsiveness to design, technical support for staff and customers, training materials, sales reports, meetings, Q&A, issues resolution etc.

- Exemplary
- Timely
- Very willing to work with LYNX on any issue

STEP 4 - DETAILS

Step Four (4) Evaluation

- ▶ Conformance to scope (lessons learned during pilots)

Future Design

- No major updates to initial scope
- Vendor willing to work with any design requirements
- Vendor willing to supply Electronic validation as option

Recommended Schedule - Implementation in 3 phases:

Phase 1 – Fixed Route and Access LYNX including bus-to-bus transfers (Visual Validation)

Phase 2 – Electronic Validation on both Fixed Route and Access LYNX (Details TBD after NTP after favorable Board approval)

Phase 3 – Regional Partner implementation capability including regional transfers (Details TBD after NTP after favorable Board approval)

STEP 4 - DETAILS

Step Four (4) Evaluation

- ▶ Ease of Use and Improvement of Customer Experience

Survey Results

Received 14 completed surveys

2 were not considered (Test spam and Phone incompatible)

Out of 12 surveys considered:

- 11 were highly/mostly satisfied w/ LYNX Mobile Ticketing App
- 10 rated it highly convenient as a new method vs current method of fare payment
- 10 were highly likely or likely that it improved daily commuter experience & they would use the app going forward
- 10 were very easy/relatively easy of use on the overall App
- Only 1 was completely negative on the MPS App

STEP 4 - DETAILS

Step Four (4) Evaluation

- ▶ Best and Final Pricing Offer

Since there was no other vendor to compare pricing with in the pilot, the original pricing from initial submittal was interpolated to keep it on even field with all previous submittals with help of Finance and Procurement departments.

American Eagle had submitted the lowest responsible pricing on this solicitation of all proposing vendors

Questions



Oversight Committee Action Item #6.D.

To: LYNX Oversight Committee

From: **Thomas Stringer, Jr**
CHIEF OPERATIONS OFFICER
William Hearndon
(Technical Contact)
Benjamin Gonzalez
(Technical Contact)

Phone: 407.841.2279 ext: 6036

Item Name: **Authorization to Accept the Recommendation of the Source Evaluation Committee (SEC) to Award a Contract to MV Transportation, Inc. for the Provision of LYNX's Paratransit (ACCESS LYNX) and NeighborLink Services**

Date: 7/27/2017

ACTION REQUESTED:

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to accept the recommendation of the Source Evaluation Committee (SEC) to award a contract to MV Transportation, Inc., for the provision of LYNX's Paratransit (ACCESS LYNX) and NeighborLink services with an estimated not-to-exceed amount of \$17,500,607.

BACKGROUND:

At the July 28, 2011, Board meeting, the LYNX Board of Directors authorized staff to enter into a contract with MV Transportation, Inc., for paratransit core services (0400 through 1800 weekdays and Saturdays). The term of the contract was for five (5) years. In addition, the Board authorized staff to enter into a contract with Transportation America for non-core services (1801 until 0359 weekdays and Saturdays, and all day on Sundays). The term of the contract was for five (5) years as well. Transportation America requested to vacate their contract, at which time the Board agreed and MV Transportation agreed that MV Transportation would take over the non-core portion of the services.

At the January 7, 2010, Board of Directors meeting, the Board authorized staff to enter into a contract with MV Transportation, Inc., for NeighborLink Services for a period of five (5) years. At the September 11, 2015, meeting, the Board also authorized an extension of that contract to coincide with the expiration of the paratransit contract. Staff was directed to develop a Scope of Work to include both services and present it as one contract.

In accordance with LYNX’s Board approval, RFP 17-R02 was issued on October 28, 2016. Proposals were due to LYNX on December 16, 2016. Six proposals were received from the following firms:

- First Transit
- Maruti Fleet and Management
- MV Transportation, Inc.
- National Express
- Ride Right
- Total Transportation Corp.

RFP EVALUATION

The Source Evaluation Committee (SEC), consisting of Charles Boettiger, Palm Tran; Craig Charrette, LYNX; Helen Perez, Jacksonville Transportation Authority; Cheryl Stone, Citizen Advocate; and Virginia Whittington, MetroPlan Orlando, met on January 4, 2017, to provide their scoring and comments. The firms were scored as follows:

Proposer	Score	Ordinal Rank	Proposal Offer (5-Year Contract Total)
Ride Right	453.917	8	\$97,035,627
MV Transportation	444.728	9	\$110,602,039
National Express	415.835	16	\$125,696,523
First Transit	386.253	20	\$176,220,838
Total Transportation Corp.	336.631	23	\$112,479,354
Maruti Fleet and Management	263.000	29	\$96,928,593

Based on the Scores and Ordinal Rankings, the SEC requested presentations from MV Transportation and Ride Right. The firms presented to the SEC in a public meeting January 11, 2017. Upon completion of presentations, the SEC requested that further clarifications be provided before providing their final scores and recommendation.

Additional internal evaluation of the proposals from Ride Right and MV Transportation indicated the need for a “Best and Final Offer” (BAFO) which was released on January 28, 2017, with responses received on February 1, 2017, with the intent of scheduling the contract for SEC evaluation, Executive Team Review, SEC meeting, Finance and Audit Meeting, Oversight and Board Meeting on February 23, 2017, an optional Board meeting date. The February 23, 2017, optional Board meeting was then canceled, after which staff requested that the proposers clarify several other areas in their BAFO responses to ensure complete detail when scheduling reviews before the next scheduled Board meeting, March 23, 2017. Responses were received, and the SEC meeting was scheduled for March 8, 2017, with the remaining internal reviews taking place prior the March 23rd Board meeting date.

Based on the March 8, 2017, SEC meeting, during which LYNX staff provided insights into the BAFO responses, the SEC members provided their final scores and ordinal ranks:

LYNX Board Agenda

Proposer	Score	Ordinal Rank Position	Proposal Offer (5-Year Contract Total)
MV Transportation	462.118	1	\$101,769,340
Ride Right	448.000	2	\$99,216,099

Based on the evaluations of the proposals, presentations and technical merits and presentations, the SEC recommends the award of Contract 17-C13 to MV Transportation, Inc., for Mobility Management and Broker Services for the LYNX Paratransit and NeighborLink.

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

The DBE participation goal assessed for this contract is 12%.

FISCAL IMPACT:

LYNX staff included \$18,682,411 and \$17,500,607 in the FY2017 and FY2018 budgets as follows:

Purchased Transportation Services	FY2017 Amended Operating Budget	FY2017 Projected Expenses	FY2018 Preliminary Operating Budget
Paratransit	16,654,932	16,766,238	16,036,436
NeighborLink	2,027,479	1,832,870	1,464,171
Total	\$ 18,682,411	\$ 18,599,108	\$ 17,500,607

Oversight Committee Discussion Item #7.A.

To: LYNX Oversight Committee

From: **Tiffany Homler**
CHIEF ADMINISTRATIVE OFFICER
Tomika Monterville
(Technical Contact)
Belinda Balleras
(Technical Contact)

Phone: 407.841.2279 ext: 6064

Item Name: FY 2016 Federal Transit Administration Triennial Review Close-out

Date: 7/27/2017

BACKGROUND:

The United States Code, Chapter 53 of Title 49 (49 U.S.C. 5307(f)(2)) requires that “At least once every three years, the Federal Transit Administration (FTA) shall review and evaluate completely the performance of a grantee in carrying out its program, specifically referring to compliance with statutory and administrative requirements. Although not an audit, the Triennial review is the FTA’s assessment of LYNX’s compliance with federal requirements, as determined by examination of sampled grant management and program implementation practices.

In March 2016, the Federal Transit Administration conducted a Triennial Review of LYNX. The results from the FTA’s FY 2016 LYNX Triennial Review, was released in a Final Report dated May 11, 2016, which got presented to the LYNX Board on July 28, 2016. The presentation provided an overview of the process and summarized the 13 areas that were in compliance and 4 areas with deficiencies and required corrective actions, namely: Facilities Maintenance, Americans with Disabilities, Procurement and Drug-Free Workplace/Drug & Alcohol Program.

LYNX staff worked diligently to satisfy all the corrective actions and submittals necessary to close-out the findings. Staff is pleased to notify the Board that the FTA issued a close-out letter on May 19, 2017 with all deficiencies satisfactorily corrected, and all documented processes/procedures reviewed and concurred by FTA. A copy of the close-out letter to the LYNX Board is copied in the following page.

The attached presentation summarizes close-out status, Findings trends and Look ahead to a more proactive LYNX staff approach focused on compliance maintenance and capacity building.

FISCAL IMPACT:

Federal Transit Administration grants compliance is mandatory and a pre-requisite to receive and maintain federal funding eligibility for FTA grant funds. Staff assures the Board that the necessary corrective action procedures have been implemented and are being reviewed by respective departments to bring all program areas in compliance with the FTA's statutory and administrative requirements.



U.S. Department
of Transportation
**Federal Transit
Administration**

REGION IV
Alabama, Florida, Georgia,
Kentucky, Mississippi,
North Carolina, Puerto
Rico, South Carolina,
Tennessee

230 Peachtree St., N.W.
Suite 1400
Atlanta, GA 30303
404-865-5600
404-865-5605 (fax)

May 19, 2017

Ms. Viviana Janer
Chair, Board of Directors/Osceola County Commissioner
Central Florida Regional Transportation Authority (LYNX)
455 North Garland Avenue
Orlando, FL 32801-1518

Re: Federal Transit Administration FY 2016 Triennial Review - Closed

Dear Ms. Janer:

The Federal Transit Administration (FTA) has completed its review of Central Florida Regional Transportation Authority (*d/b/a* LYNX) responses and related documentation to findings presented in the Triennial Review Report dated May 2016. The corrective actions that have been taken satisfactorily resolve these findings. The report is now considered closed. No further response is necessary.

Thank you for the assistance and cooperation provided by you and your staff. Chris White, (404) 865-5619, christopher.white@dot.gov or Dwight Hill, (404) 865-5641, dwight.hill.ctr@dot.gov are available to assist you further if you have any questions.

Sincerely,

Robert Buckley

Robert Buckley, AICP
Director, Office of Financial Management and Program Oversight

Cc: Belinda Balleras, Grants Manager
Jaun Battle, Dep. Director of Transportation, LYNX
Christopher White, General Engineer

LYNX FY16 FTA TRIENNIAL REVIEW

Federal Transit Administration

CLOSE-OUT

Background:

- One of several FTA oversight reviews
- FTA's assessment of LYNX's compliance: 17 Review Areas

Schedule:

- Part 1: Pre-site Visit Packages, deadlines met: October 8th, 2015 and December 11th, 2015
- Part 2: March 7, 8, 9, 2016 – Site Visit

Findings:

- Six review areas cleared prior to site visit: Legal, Planning/Program of Projects, Half Fare, School Bus, Security, Public Comment on Fare Increases and Service Reductions
- Seven areas cleared during site visit: Financial Mgt/Capacity Capacity, Technical Capacity, Title VI, Disadvantaged Business Enterprise (DBE), Satisfactory Continuing Control, Charter Bus, Equal Employment Opportunity EEO
- Four review areas with deficient findings

Deficiencies and Corrective Actions Concurred



- Facilities Maintenance

Deficiency	Status
Facility/ Equipment maintenance program lacking or inadequate	Adopted Plans: FTA approved procedure

- ADA

Deficiency	Status
Improper complementary paratransit eligibility determination process	Updated eligibility determination process
Insufficient no-show policy	Revised No-show policy implemented

- Procurement

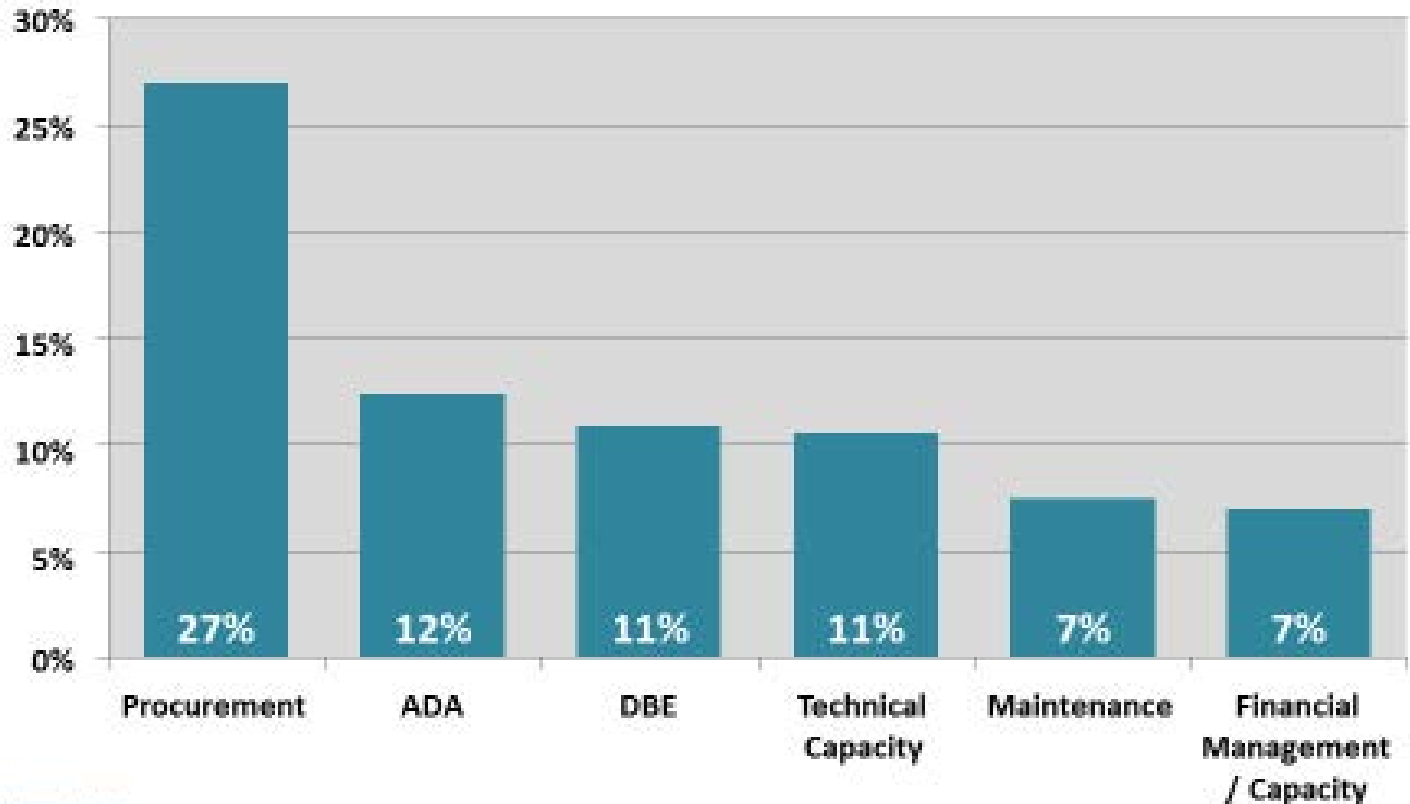
Deficiency	Status
No verification excluded parties are not participating; lacking independent cost estimate (ICE); lacking required cost/price analysis; responsibility determination deficiencies	FTA approved Standard Operating Procedures Manual for Procurement.

- Drug and Alcohol Program

Deficiency	Status
FTA drug & alcohol testing program not applied to all sensitive positions	Revised procedure implemented
Random testing below required level	Revised procedure implemented
Improper post-accident determination	Revised procedure implemented

2013-2015 Triennial Review

Top 6 Finding Areas by Percentage of All Findings



FTA Grantees: Top Findings



2013-2015 Triennial Review Top 5 Findings

Top 5 Findings Nationwide	Area	Frequency
Lacking independent cost estimate	Procurement	1 in 4 reviews
No verification that excluded parties are not participating	Procurement	1 in 4 reviews
Lacking required cost/price analysis	Procurement	1 in 4 reviews
Insufficient no-show policy	ADA	1 in 5 reviews
No FTA clauses	Procurement	1 in 5 reviews



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Early Look at 2016* Triennial Review

Top 3 Procurement Findings

Top 3 Findings Nationwide	Common/Example Corrective Action(s)
Lacking required cost/price analysis	-Submit updated procedures -Submit proof of analysis for next procurement
Lacking independent cost estimate	-Submit updated procedures -Submit proof of independent cost estimate for next procurement
No verification that excluded parties are not participating	-Submit updated procedures for searching SAM.gov and documenting results



*151 of 201 reviews completed.

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Early Look at 2016* Triennial Review

Top 3 Maintenance Findings

Top 3 Findings Nationwide	Common/Example Corrective Action(s)
Facility/equipment maintenance plan lacking or inadequate	-Submit a revised facility maintenance program that includes all FTA-funded assets and security items, as well as routine inspections on a timely basis (daily, weekly, monthly, quarterly, and annually, etc.)
Late vehicle preventive maintenance	-Submit procedures for completing preventive maintenance inspections on time -Submit a monthly report signed by senior management demonstrating at least 80 % on time PMI for 3 consecutive months
Vehicle maintenance plan incomplete or out of date	-Submit updated vehicle maintenance plan including missing elements



*151 of 201 reviews completed.

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Early Look at 2016* Triennial Review

Top 3 ADA Findings

Top 3 Findings Nationwide	Common/Example Corrective Action(s)
Insufficient no-show policy	-Revise no-show policy to only suspend riders who have established a pattern or practice of missing scheduled trips
Limits or capacity constraints on ADA Complementary Paratransit service	-Submit procedures for monitoring ADA complementary paratransit service for capacity constraints such as excessively long trips and the scheduling systems for making reservations
Insufficient ADA complaint process	-Develop and implement a process for receiving, tracking, reviewing, and resolving complaints



*151 of 201 reviews completed.

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- PROACTIVE APPROACH: IMPLEMENT/UPDATE PROCEDURES
- NO REPEAT FINDINGS
- CAPACITY BUILDING. IDENTIFY GREATEST COMPLIANCE TRAINING NEEDS
- FTA'S OVERSIGHT TRAININGS
- FY 19 ADDED COMPLIANCE FOCUS
 - TRANSIT ASSET MANAGEMENT
 - SAFETY MANAGEMENT SYSTEM

THANK YOU!
