

LYNX Board Agenda


Meeting Date: 8/26/2021
Meeting Time: 1:00 PM

Central Florida Regional Transportation Authority
455 N. Garland Ave.
2nd Floor Board Room
Orlando, FL 32801

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

1. Call to Order

2. Approval of Minutes

-  Board of Directors Meeting Minutes 7.22.21

Pg 3

3. Public Comments




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

4. Chief Executive Officer's Report





5. Oversight Committee Report

6. Consent Agenda



A. Request for Proposal (RFP)

- i.  Authorization to Release a Request for Proposal (RFP) for Landscape Maintenance Services at LYNX Facilities Pg 8
- ii.  Authorization to Release a Request for Proposal (RFP) for Consulting Services for LYNX's Transit Development Plan Major Update Pg 9
- iii.  Authorization to Release a Request for Proposal (RFP) for the Manufacturing of Commercial Style Transit Shelters Pg 11


B. Extension of Contracts

- i.  Authorization to Exercise the First Option Year of Contract #19-C35 with Employers Choice Online, Inc. for Pre-Employment Background Screening & Related Services Pg 13
- ii.  Authorization to Exercise the First Option Year of the Executive Search and Recruiting Firm's Contracts Pg 14
- iii.  Authorization to Exercise the Second Option Year of Contract #19-C151 with Standard Insurance Co. for Group Life, Long & Short-Term Disability and Accidental Death & Dismemberment Pg 16
- iv.  Authorization to Exercise the Third and Final Option Year of Contract #18-C130 & #18-C128 with City Cab Company of Orlando LLC d/b/a Mears & UZURV Holdings, Inc. for the Purchase of Transportation Services Provided by Taxi and Transportation Network Company (TNC) Suppliers Pg 18



C. Miscellaneous

- i.  Authorization to Execute Resolution #21-005 for a Public Transit Grant Agreement with the Florida Department of Transportation for FY2022 Block Grant Funding in the Amount of \$12,823,048 Pg 20
-Attachments 

7. Work Session







- A.  Work Session on FY2022 Operating and Capital Budgets Pg 24

8. Information Items

- A.  FY 2018-2023 Transportation Disadvantaged Service Plan (TDSP) minor update for 2021 Pg 25
- B.  Notification of Settlement Agreements Pursuant to Administrative Rule 6 Pg 28

9. Other Business

10. Monthly Reports

- A.  Communications Report Pg 29
- B.  Monthly Financial Report - June 2021 Pg 35
 - Attachments 
- C.  Planning and Development Report Pg 37
- D.  Ridership Report Pg 39
 - Attachments 

11. Adjourned

Section 286.0105, Florida Statutes states that if a person decides to appeal any decision made by a board, agency, or commission with respect to any matter considered at a meeting or hearing, he will need a record of the proceedings, and that, for such purposes, he may need to ensure that a verbatim record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is to be based.

In accordance with the Americans With Disabilities Act of 1990, persons needing a special accommodation at this meeting because of a disability or physical impairment should contact Benjamin Gonzalez at 455 N. Garland Ave, Orlando, FL 32801 (407) 254-6038, not later than three business days prior to the meeting. If hearing impaired, contact LYNX at (407) 423-0787(TDD).

LYNX
Central Florida Regional Transportation Authority
Board of Directors' Meeting Minutes

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

DATE: **July 22, 2021**

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

Members in Attendance:

Buddy Dyer, Mayor, City of Orlando, Chair

Jerry Demings, Mayor, Orange County, Vice-Chair

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

Viviana Janer, Commissioner, Osceola County BoCC

Lee Constantine, Commissioner, Seminole County BoCC

1. Call to Order

Chair Dyer called the meeting to order at 1:02 p.m.

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 June 24, 2021. Commissioner Constantine seconded. The minutes were unanimously approved as presented.

3. Public Comments

Jonathan Blount – Orlando, FL

Mr. Blount spoke about various issues.

4. Chief Executive Officer's Report

Jim Harrison, Chief Executive Officer, stated that LYNX is experiencing the national labor shortage, and the team is focusing strategies on recruiting.

Ridership continues to remain steady with slight increases in both fixed-route and Paratransit.

LYNX is finalizing the FY2022 budget. Presentations were completed in Seminole and Orange Counties. The budget will be presented to Osceola County on July 26. There will be a work session with the Board and Oversight Committees next month, with final adoption of the budget at the September meeting.

LYNX continues to operate under the direction of the TSA with a mask mandate for passengers and visitors. Social media platforms are being utilized to communicate this message to passengers. Disinfecting protocols continue for the safety of employees and passengers.

LYNX received a third-place award at the annual Environmental Systems Research Institute (Esri) for a “Ridership Summary and Activity” dashboard map.

The Operations, Safety, and Human Resource Departments created a pilot program titled Upward Bound. The program provides an opportunity for Bus and Maintenance Supervisors, that are interested in management, to spend time in other departments to see the aspects that make the organization run. The first participants are concluding their rotations, and this program has been well-received by the participants and other departments.

LYNX continues to work with the American Public Transportation Association on their annual conference at the Orange County Convention Center in November. There will be strong attendance at this event, and the Board will be provided updates.

The Special Olympics will be held in Central Florida in 2022. There will be bus advertising in advance of the June 5 through June 12 events. LYNX will work closely with the planning team on potential impacts to services for the torch run.

One item on the consent agenda is to recommend Leonard Antmann as the new Chief Financial Officer. Lenny has performed strongly as the Interim Chief Financial Officer during the past few months. I am pleased to recommend his confirmation.

5. Oversight Committee Report

Commissioner Janer, Chair of the Oversight Committee provided her report on the Oversight Committee meeting that met earlier. She stated that the committee approved the minutes from the June 24, 2021, Oversight meeting. Mr. Leonard Antmann, Interim Chief Financial Officer, gave a report on the July 16, 2021 Finance & Audit Committee meeting. The Finance Committee recommends approval of all Consent Agenda items.

The Committee received two detailed presentations on Service Changes and the Fiscal Year 2022 Transit Development Plan Annual Update.

The Oversight Committee recommends approval of all Action and Consent Agenda items.

6. Consent Agenda:

Chair Dyer asked if there were any changes to the Consent Agenda before there is a motion to approve consent agenda items 6.A.i. through 6.D.vi. Mr. Harrison stated that he recommends the entire Consent Agenda for approval.

- A. Request for Proposal (RFP)
 - i. Authorization to Release a Request for Proposal (RFP) for Bus Operator and Transportation Supervisor Uniforms
 - ii. Authorization to Release a Request for Proposal (RFP) for Occupational Health Services
- B. Award Contracts
 - i. Authorization to Negotiate and Award a Contract for Southern Operations and Maintenance Facility Site Selection and Suitability Study to WSP USA, Inc.
 - ii. Authorization to Negotiate and Award a Contract for Bus and Facility Disinfecting Services to Klen Space, Inc.
- C. Extension of Contracts
 - i. Authorization to Exercise the First Option Year of Contract #18-C117 with Stepp's Towing Service, Inc. for Bus and Support Vehicle Towing Services
 - ii. Authorization to Exercise the First Option Year of Contract #18-C122 with Haines City Fire Extinguisher Service, Inc. for Bus Fire Suppression System Preventive Maintenance and Related Services
 - iii. Authorization to Exercise the Second Option Year of Contract #18-C02 for Transit Bus Tire Leasing with Bridgestone Americas Tire Operations, LLC
- D. Miscellaneous
 - i. Authorization to Execute Amendment 3 to Interlocal Project Agreement No. 1 Between the Orlando Utilities Commission and LYNX
 - ii. Authorization to Negotiate and Enter into Memorandum of Agreement for the Pine Hills Transfer Center with Orange County
 - iii. Authorization to Approve the Source Evaluation Committee (SEC) Ranking and Initiate Negotiations with AECOM Technical Services, Inc. for Architecture and Engineering Services for Facilities
 - iv. Authorization to Approve the Source Evaluation Committee (SEC) Ranking and Initiate Negotiations for Architecture and Engineering Services for Shelters, Transfer Centers and LYMMO with Kimley-Horn and Associates, Inc.
 - v. Authorization to Approve the Source Evaluation Committee (SEC) Ranking and Initiate Negotiations with WSP USA, Inc. for Construction Engineering and Inspection Services (CEI) for the Pine Hills Bus Transfer Station
 - vi. Board Confirmation of Leonard Antmann Appointment to Serve as LYNX's Chief Financial Officer (CFO)

Commissioner Janer made a motion to approve Consent Agenda items 6.A.i through 6.D.vi. Seconded by Commissioner Constantine. Motion passed unanimously.

7. Action Agenda

A. Authorization to Implement August 22, 2021 Service Changes

Chair Dyer recognized Bruce Detweiler, Interim Director of Planning & Development, to make the presentation. Mr. Detweiler stated that these changes will take place in August 2021. The goal is to align service changes with County Transit plans and the future Transportation Development Plan.

This service change will offer nightly service to accommodate workers from Orlando International Airport and the Pine Hills area. This change was due to results from a survey requesting service needs. There will also be an express service from downtown to Universal Orlando. There will also be various changes to existing routes.

The Public Outreach for these changes were made by public hearings, social media sites, LYNX website, signage at key bus stops/terminals and in-person on Links 6 & 38.

Motion to Authorize the Implementation of August 22, 2021 Service changes was made by Commissioner Janer, second by Commissioner Constantine. Motion passed unanimously.

B. Authorization to Submit the Fiscal Year 2022 Transit Development Plan Annual Update to the Florida Department of Transportation

Chair Dyer recognized Myles O'Keefe, Manager of Strategic Planning, to make the presentation. Mr. O'Keefe stated that the Transit Development Plan (TDP) is a self-evaluation tool that is required for public transit block grants.

Major updates to the plan are made every five years, and minor updates are made every year. The next Major update will occur in FY2022.

Mr. O'Keefe highlighted past accomplishments and detailed current and upcoming plans and projects.

Secretary Perdue stated that he would need to abstain from voting on this item.

Motion to Authorize the Submittal of the FY2022 Transit Development Plan Annual Update to the Florida Department of Transportation was made by Commissioner Janer, second by Commissioner Constantine. Motion passed with Secretary Perdue abstaining.

8. Information Items

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

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

9. Other Business

No other business was discussed.

10. Monthly Reports: (For review purposes only)

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

- A. Communications Report
- B. Monthly Financial Report – April 2021
- C. Planning and Development Report – June 2021
- D. Ridership Report

11. Adjourned:

The meeting adjourned at 1:33 p.m.

Certification of Minutes:

I certify that the foregoing minutes of the July 22, 2021 LYNX Board of Director’s meeting are true and correct, approved by the Board of Directors.

X

Assistant

LYNX Board Agenda

Consent Agenda Item #6.A. i

To: LYNX Board of Directors

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

Phone: 407.841.2279 ext: 6239

Item Name: Authorization to Release a Request for Proposal (RFP) for Landscape Maintenance Services at LYNX Facilities

Date: 8/26/2021

ACTION REQUESTED:

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to release a Request for Proposal (RFP) for Landscape Maintenance Services at LYNX Facilities.

BACKGROUND:

The award of Contract #17-C05 to Helping Hand Lawn Care, LLC, for Landscape Maintenance Services at LYNX Facilities was approved by the LYNX Board on September 22, 2016 under Consent Agenda Item #6.B.vi. The contract was awarded for a three (3) year term with two (2) one (1) year options. The Contract will expire on September 30, 2021.

This service is required in order to ensure LYNX complies with City and County ordinances related to landscaping for the purposes of enhancement of the visual and aesthetic appearance of the community. The service also maintains a safe, well-kept natural exterior environment for LYNX's workers, patrons and visitors.

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

A DBE participation goal is not applicable for this activity.

FISCAL IMPACT:

The Amended FY2021 Operating Budget includes \$57,000 landscaping costs, the Proposed FY2022 Operating Budget includes \$63,000.

LYNX Board Agenda

Consent Agenda Item #6.A. ii

To: LYNX Board of Directors

From: Bruce Detweiler
Interim Director Of Planning And Development
Myles O'Keefe
(Technical Contact)
Patricia Whitton
(Technical Contact)

Phone: 407.841.2279 ext: 6136

Item Name: Authorization to Release a Request for Proposal (RFP) for Consulting Services for LYNX's Transit Development Plan Major Update

Date: 8/26/2021

ACTION REQUESTED:

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to release a Request for Proposal (RFP) for LYNX's Ten-Year Transit Development Plan (TDP) major update (FY2023-2032).

BACKGROUND:

The Florida Department of Transportation requires that transit agencies prepare the TDP as a prerequisite to receiving State Block Grant funds. The TDP major update is completed every five years, with minor updates developed during the interim years two through four. The last LYNX major update was completed in 2018.

The 2023 TDP major update will include an extensive outreach process focusing on the community needs as the region emerges from the global pandemic and LYNX continues the ridership recovery process. A situation appraisal will be conducted to assess the current operating environment and emerging trends. Taking into consideration LYNX's current priorities and regional initiatives, this major update provides an opportunity for the agency to update the plan goals, objectives, and strategies through which all other plans and projects will be oriented over the ten year horizon.

The TDP major update will include an assessment of LYNX's existing services and identify the ten year transit needs, including the operating and capital costs for the ten year period. The plan is a needs-based assessment and is not financially constrained.

LYNX Board Agenda

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

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

FISCAL IMPACT:

The Amended FY2022 Operating Budget includes \$500,000 for the 2022 Transit Development Plan Annual Update.

LYNX Board Agenda

Consent Agenda Item #6.A. iii

To: LYNX Board of Directors

From: Leonard Antmann
Chief Financial Officer
Jeffrey Reine
(Technical Contact)

Phone: 407.841.2279 ext: 6125

Item Name: Authorization to Release a Request for Proposal (RFP) for the
Manufacturing of Commercial Style Transit Shelters

Date: 8/26/2021

ACTION REQUESTED:

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to release a Request for Proposal (RFP) for the manufacturing of LYNX Transit Shelters.

BACKGROUND:

In May 2017, LYNX Board of Directors authorized the Chief Executive Officer or designee to execute Contract #17-C16 with Tolar Manufacturing, Inc. for the manufacturing of commercial style bus shelters. A request at the April 2021 Board of Directors meeting authorized LYNX to exercise the second option year of this contract. However, the manufacturer was seeking a significant cost increase that was not allowed per the contract terms. As a result, the contract is effectively terminated and a new Request for Proposal is being initiated. The term of the contract will be for three (3) years from date of award with the option of two (2) one (1) year extensions.

LYNX Board Agenda

Pictures of the commercial style shelters are included below for reference:



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

LYNX currently has approximately 1200 bus shelters. Based on the annual budget, LYNX strives to install 25 to 30 new bus shelters per year. LYNX expects to purchase a minimum of twenty-five (25) shelters over the life of the contract to support new and replacement transit shelters.

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

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

FISCAL IMPACT:

The Approved FY2022 Proposed Capital Budget includes \$2,530,047 for new shelters. These projects are funded 100% with Federal Funds.

LYNX Board Agenda

Consent Agenda Item #6.B. i

To: LYNX Board of Directors

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

Phone: 407.841.2279 ext: 6106

Item Name: Authorization to Exercise the First Option Year of Contract #19-C35 with Employers Choice Online, Inc. for Pre-Employment Background Screening & Related Services

Date: 8/26/2021

ACTION REQUESTED:

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to exercise the first option year of Contract #19-C35 with Employers Choice Online, Inc. for Pre-Employment Background Screening & Related Services.

BACKGROUND:

Background checks are a vital part of the employment process to assist in hiring the best possible candidate. As part of our hiring process, LYNX conducts a comprehensive background check on every new hire. Obtaining a comprehensive criminal history check on potential new hires involves accessing numerous sources of information which presents challenges in getting information from various states and counties. It is cost prohibitive for LYNX to perform these checks in-house. Therefore, due to the volume of background checks needed and the complexities involved, LYNX uses a third-party provider whose business it is to conduct background checks.

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

A DBE participation goal is not applicable for this activity.

FISCAL IMPACT:

The FY2021 Amended Operating Budget includes \$30,000 and the Proposed FY2022 Operating Budget includes \$40,000 for Pre-Employment Background Screening & Related Services.

LYNX Board Agenda

Consent Agenda Item #6.B. ii

To: LYNX Board of Directors

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

Phone: 407.841.2279 ext: 6106

Item Name: Authorization to Exercise the First Option Year of the Executive Search and Recruiting Firm's Contracts

Date: 8/26/2021

ACTION REQUESTED:

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to exercise the first option year of the below contracts for Executive Search and Recruiting Services and to increase the Not to Exceed to \$200,000.

- Crawford Thomas, Inc., #19-C36
- Creative Financial Staffing Holding, LLC, #19-C37
- Jessica Adams Marketing Consultants, LLC, #19-C38
- Krauthamer & Associates, Inc., #19-C39
- Sunshine Enterprise USA, LLC, #19-C40
- Vitus Search Group, LLC, #19-C41
- Will Scott & Company, LLC, #19-C42

BACKGROUND:

LYNX has current and future requirements for executive search and recruiting services. The search for these hard to fill positions will be conducted both locally and nationally.

LYNX has over twenty (20) specialized open positions that are posing a challenge to fill in today's market. Therefore, LYNX needs to partner with executive search firms to identify potential candidates. We have an average of eight (8) professional positions per year that we would use these services for, if necessary.

LYNX Board Agenda

The contracts will not guarantee any amount of work or expense. Upon an identified need, a purchase order will be issued based upon the consultant's expertise and agreed upon pricing.

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

It is the policy of LYNX to ensure that certified DBE's and small business firms have equal opportunity to participate in DOT assisted solicitations and contracts. The DBE goal for this project will be assessed upon the finalization of the scope of work. The contractor will be required to provide documentation and report the certified DBE's and small business firms participating on the project.

FISCAL IMPACT:

The FY2022 Amended Operating Budget includes \$264,806 for Human Resources Professional Services, of which \$50,000 has been allocated for Executive Search and Recruiting Services.

LYNX Board Agenda

Consent Agenda Item #6.B. iii

To: LYNX Board of Directors

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

Phone: 407.841.2279 ext: 6106

Item Name: Authorization to Exercise the Second Option Year of Contract #19-C151 with Standard Insurance Co. for Group Life, Long & Short-Term Disability and Accidental Death & Dismemberment

Date: 8/26/2021

ACTION REQUESTED:

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to exercise the second option year of Contract #19-C151 with Standard Insurance Co. for Group Life, Long & Short-Term Disability and Accidental Death and Dismemberment.

BACKGROUND:

LYNX offers Group Life, Long and Short-Term Disability, and Accidental Death and Dismemberment to its employees as a benefit. In 2007, Short Term Disability was added as a new benefit to mirror the Orange County benefit package, as LYNX was part of their benefits consortium until 2011.

In order to continue these benefits, LYNX piggybacked Orange County's existing vendor contract with an effective date of 1/1/20. Under the Orange County agreement, the contractual obligations provide that it is necessary to utilize the second option year.

This is a benefit that helps recruit and retain employees. Group Life and Long-Term disability are employer paid benefits. Short Term Disability, Supplemental Life, Spouse and Child Life are employee paid benefits.

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

A DBE participation goal is not applicable for this activity.

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FISCAL IMPACT:

The FY2022 Proposed Operating Budget includes \$280,785 for employer paid group life, and long-term disability. Short-term disability is paid by the employee through payroll deduction.

LYNX Board Agenda

Consent Agenda Item #6.B. iv

To: LYNX Board of Directors

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

Phone: 407.841.2279 ext: 6169

Item Name: Authorization to Exercise the Third and Final Option Year of Contract #18-C130 & #18-C128 with City Cab Company of Orlando LLC d/b/a Mears & UZURV Holdings, Inc. for the Purchase of Transportation Services Provided by Taxi and Transportation Network Company (TNC) Suppliers

Date: 8/26/2021

ACTION REQUESTED:

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to exercise the third and final option year of Contract #18-C130 & #18-C128 with City Cab Company of Orlando LLC d/b/a Mears & UZURV Holdings, Inc. for the Purchase of Transportation Services Provided by Taxi and Transportation Network Company (TNC) Suppliers.

BACKGROUND:

On February 1, 2018, the Board of Directors authorized LYNX staff to release a Request for Proposal (RFP) for the purchase of alternate transit providers for ACCESS LYNX. The RFP was released on March 15, 2018. Seven (7) suppliers submitted proposals. This action was taken to meet the significantly increasing demands for mobility services above our primary contractor's, MV Transportation, allocation of 37,000 monthly trips.

On May 24, 2018, the Board of Directors authorized contracts to provide alternative transportation services on behalf of LYNX Mobility Services. However, to ensure effective program management, regulatory compliance, and contractual oversight, only OWL, Inc., City Cab Company of Orlando, LLC dba Mears, and UZURV Holdings, Inc., were being utilized for purchased Taxi and TNC services.

On June 27, 2019, the Board of Directors authorized an extension of the first year of the contracts to September 30, 2019 to align with the agency fiscal year end. Additionally, provided

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contract authorization not to exceed \$7,900,000 to support funding of TAXI/TNC transportation services throughout the remainder of the FY2019 ending September 30, 2019.

On September 30, 2019 the Board of Directors authorized the extension of year two of the contract and allocation of \$8,311,500 for purchase of transportation services provided by Taxi and Transportation Network (TNC) for Mobility Services thru the end of FY2020.

On September 24, 2020 the Board of Directors authorized the extension of year three of the contract and allocation of \$8,311,500 for purchase of transportation services provided by Taxi and Transportation Network (TNC) for Mobility Services thru the end of FY2021

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

A DBE participation goal is not applicable for this activity.

FISCAL IMPACT:

The FY2021 Amended Operating Budget includes \$791,296 for the Purchase of Transportation Services Provided by Taxi and Transportation Network Company (TNC) Suppliers. The Proposed FY2022 Operating Budget includes \$7,367,392 for purchase transportation costs provided by the Taxi and TNC suppliers.

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Consent Agenda Item #6.C. i

To: LYNX Board of Directors

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

Phone: 407.841.2279 ext: 6064

Item Name: Authorization to Execute Resolution #21-005 for a Public Transit Grant Agreement with the Florida Department of Transportation for FY2022 Block Grant Funding in the Amount of \$12,823,048

Date: 8/26/2021

ACTION REQUESTED:

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to execute Resolution #21-005 for a Public Transportation Grant Agreement with the Florida Department of Transportation District 5 (FDOT) for the FY2022 State Block Grant for operating assistance in the amount of \$12,823,048.

BACKGROUND:

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

FDOT included in its Work Program the FY2022 LYNX block grant funding. FDOT will obligate funds in the amount of \$12,823,048 under a Public Transportation Grant Agreement (PTGA) FM #433306-1-84.

Authorizing Resolution #21-005 is attached.

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

A DBE participation goal is not applicable for this activity.

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FISCAL IMPACT:

The FY2021 Amended Operating Budget and the Proposed FY2022 Operating Budget includes \$12,060,907 for the State Operating Assistance grant. LYNX staff will include this change in the FY2022 Amended Budget proposal during January 2022.

CFRTA RESOLUTION NO. 21-005

RESOLUTION OF THE CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY (d/b/a/ LYNX) AUTHORIZING THE CHIEF EXECUTIVE OFFICER (CEO) TO EXECUTE AND SUBMIT A PUBLIC TRANSPORTATION GRANT WITH THE FLORIDA DEPARTMENT OF TRANSPORTATION DISTRICT 5 (FDOT) FOR THE FY2022 STATE BLOCK GRANT FOR OPERATING ASSISTANCE IN THE AMOUNT OF \$12,823,048 DOLLARS.

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

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

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

NOW, THEREFORE, BE IT RESOLVED THAT:

1. The LYNX Board of Directors has the authority to authorize the submission of grant applications to FDOT.
2. The LYNX Board of Directors authorizes James E. Harrison, Esq., P.E., Chief Executive Officer, or designee, to submit a Public Transportation Grant Application to FDOT for fiscal year 2022 in the amount of \$12,823,048 dollars on behalf of LYNX and the ability for the CEO to execute the application, amendments, warranties, certifications and any other documents in connection with the Grant Application and acceptance. This includes the expenditure of funds in connection with this grant award.
3. The above authorization shall be continuing in nature until revoked by the Chairman of the Governing Board.

CFRTA RESOLUTION NO. 21-005

RESOLUTION OF THE CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY (d/b/a/ LYNX) AUTHORIZING THE CHIEF EXECUTIVE OFFICER (CEO) TO EXECUTE AND SUBMIT A PUBLIC TRANSPORTATION GRANT WITH THE FLORIDA DEPARTMENT OF TRANSPORTATION DISTRICT 5 (FDOT) FOR THE FY2022 STATE BLOCK GRANT FOR OPERATING ASSISTANCE IN THE AMOUNT OF \$12,823,048 DOLLARS.

APPROVED AND ADOPTED this 26th day of August, 2021 by the Governing Board of the Central Florida Regional Transportation Authority.

**CENTRAL FLORIDA REGIONAL
TRANSPORTATION AUTHORITY**

By: Governing Board

Chairman

ATTEST:

Assistant Secretary

LYNX Board Agenda

Work Session Item #7.A

To: LYNX Board of Directors

From: Leonard Antmann
Chief Financial Officer
Michelle Daley
(Technical Contact)

Phone: 407.841.2279 ext: 6125

Item Name: Work Session on FY2022 Operating and Capital Budgets

Date: 8/26/2021

LYNX staff will conduct a work session on the FY2022 Operating and Capital budgets.

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Information Item A

To: LYNX Board of Directors

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

Phone: 407.841.2279 ext: 6169

Item Name: FY 2018-2023 Transportation Disadvantaged Service Plan (TDSP) minor update for 2021

Date: 8/26/2021

ACTION REQUESTED:

Staff is submitting information to the Board of Directors on the FY 2018-2023 Transportation Disadvantaged Service Plan (TDSP) minor update which was required to be submitted to the Florida Commission for the Transportation Disadvantaged by July 1, 2021.

BACKGROUND:

The Transportation Disadvantaged Service Plan (TDSP) is a five year plan developed by LYNX under the guidance and approval of the Transportation Disadvantaged Local Coordination Board (TDLCB) of Orange, Osceola and Seminole Counties. Developed in partnership with the Orlando Metropolitan Planning Organization (MPO), MetroPlan Orlando, the TDSP is an annually updated tactical plan with development and service plans; quality assurance; cost/revenue allocation justifications; and rate structure justification components. Through the TDLCB's involvement and administration by MetroPlan Orlando, in the review and approval of the TDSP, the TDLCB is able to guide and support LYNX in implementing coordination efforts and locally developed service standards that are consistent with the needs and resources of our community.

Annual updates are required of the service plan component addressing the "Development Plan," "Service Plan," and "Cost/Revenue Allocation and Rate Structure Justification" sections. Service changes, organizational changes and policy changes must also be identified in the annual update of the TDSP. The summary of changes are identified below:

LYNX Board Agenda

2021 Minor Updates:

- Development Plan
 - TDSP Certification Chairperson Signature page (page 1)
 - TDLCB March 2021 Roster (pages 2 – 5)
 - Introduction – accomplishments (pages 8-9)
 - LYNX Org Charts (pages 18-19)
 - Figure 4 – Service Area map (page 20)
 - Consistency Review of other plans section updated (pages 22-23)
 - TDLCB certification (pages 25-26)
 - Table 1 – LYNX Service area demographics and associated text updated (pages 27-33)
 - Table 3 – Labor Force and unemployment updated (pages 33-36)
 - Table 4 - Major trip generators (pages 36-38)
 - Goal, Objectives, Strategies – Status update on progress – (pages 52-56)
 - Implementation Plan
 - Revise implementation schedule (pages 57-61)
- Service Plan
 - TD program eligibility – (pages 68-69)
 - Trip prioritization- (page 75)
 - Number of vehicles (page 78)
 - Table 10 – provider information (pages 82-83)
 - Table 11 and 12 – Vehicle inventory (pages 85-91)
 - System Safety Program Plan certification updated – (pages 94-96)
 - Service Standards - call hold time improvements – (page 111)
- Cost/Revenue Allocation
 - Table 14 – CTD calculated rates (page 114)
- Quality Assurance
 - CTC and Planning Agency Evaluation Process (pages 115-116)
 - Attachment 2 – ACCESS LYNX TD Application (pages 146-150)
 - Attachment 5 – Grievance Procedures (pages 166-174)
 - Attachment 7 – Rate Model Calculation (pages 275-283)

The 2021 annual minor update of the FY 2018-2023 Transportation Disadvantaged Service Plan was approved by the Transportation Disadvantaged Local Coordinating Board (TDLCB) at their quarterly meeting held on May 13, 2021. The TDLCB Chairperson signed certification was received via email on July 1, 2021.

LYNX Board Agenda

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

A DBE participation goal is not applicable for this activity.

FISCAL IMPACT:

There is no fiscal impact.

LYNX Board Agenda

Information Item B

To: LYNX Board of Directors

From: Leonard Antmann
Chief Financial Officer
Tamara Enders
(Technical Contact)

Phone: 407.841.2279 ext: 6125

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

Date: 8/26/2021

LYNX Liability Claim Settlements July 1 – July 31, 2021

Claimant Name	Accident Date	Accident Type	Settlement Amount	Date of Check
Hogan and Hogan fbo Yamilex Medina	2/23/2015	BI	10,000.00	7/8/2021
Dan Newlin fbo Roger Venable	1/2/2021	BI	15,000.00	7/2/2021
Montes de Oca Law / Osani Reid	4/20/2020	BI	7,500.00	7/15/2021
King and Markman PA / Manuela Parrilla	3/22/2014	BI	10,000.00	7/8/2021
National Service Bureau / Ann Schalch	2/12/2021	BI	2,748.55	7/8/2021
Kanner and Pintaluga fbo Stanford Chase	3/16/2020	BI	7,000.00	7/22/2021
SGL Constructors	10/1/2019	PD	20,899.76	7/22/2021
Dan Newlin fbo Wayne Reynolds	7/26/2016	BI	30,000.00	7/22/2021
Osanie Reid	4/20/2020	PD	1,433.23	7/22/2021
Makki Oden	7/12/2021	PD	3,536.74	7/29/2021
James and Vivian Coleman	6/28/2021	PD	775.43	7/29/2021
The Leach Firm and Curtis Bronner	2/8/2020	WC	32,500.00	7/8/2021
Andre Augustin	6/28/2021	PD	558.72	7/22/2021

LYNX Board Agenda

Monthly Report A

To: LYNX Board of Directors

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

Phone: 407.841.2279 ext: 6206

Item Name: Communications Report

Date: 8/26/2021

LYNX Press Releases | Media Notes: July 2021

July 16	LYNX July 22 Board of Directors and Oversight Committee Meeting Information
July 26	LYNX to Make August 2021 Service Changes

July 2021 – LYNX News Articles

To view the articles below please copy and paste the link into a browser.	
July 14	More service, not new routes, needed for Orlando's public bus system Lynx to thrive, say experts Orlando Business Journal
July 30	Community Impact Transportation: Bus systems Orlando Business Journal When compared with its bus system counterparts in the Orlando area (Lynx) and Volusia County (Votran), Space Coast Area Transit has had the ...

LYNX Board Agenda

July 2021 – LYNX Social Media

July 1	<p>What are some fun things to do in #Orlando that you would recommend to someone who's visiting for the first time?</p> <p>Service Alert: Due to Disney's Special Party Fireworks, North World Drive from TTC to Disney University will be closed from 9:00pm-11:00pm on select nights.</p>
July 2	<p>LYNX Independence Day holiday schedule.</p> <p>As we monitor the progress of Hurricane #Elsa, please stay informed and be sure to review our service policy.</p> <p>Service detour for the 4th of July Fireworks at the Fountain.</p> <p>Response to complaint about a bus operator</p>
July 3	<p>Reminder: Independence Day holiday schedule.</p> <p>Service detour for the Orlando Pride game.</p>
July 4	<p>Service detour for the 4th of July Fireworks at the Fountain.</p> <p>Independence Day Schedule.</p> <p>Service detour for the Orlando Pride game.</p> <p>Happy Fourth of July from all of us at LYNX.</p>
July 5	<p>Just a reminder - the customer service window and Lost & Found will be closed today, July 5.</p>
July 6	<p>Service detour due to road damage on Westwood Boulevard.</p> <p>The next service change is Aug. 22.</p> <p>LYNX continues to monitor tropical storm #Elsa.</p> <p>As we continue to monitor Tropical Storm #Elsa, services will be provided as scheduled until sustained winds reach 35 mph on the ground or there is flooding.</p> <p>Response to question about our holiday schedule.</p> <p>Response to question about route and fare information.</p> <p>Response to question about service.</p>
July 7	<p>All services will be provided as scheduled until sustained winds reach 35 mph or there is flooding.</p> <p>Real-time information may be unavailable between midnight and 6 a.m. on Friday, July 9.</p> <p>Response to question on why doesn't route 443 show up on the app?</p> <p>As Elsa moves through the area, please allow extra time for your commute today.</p>
July 8	<p>Reminder - Real-time information may be unavailable between midnight tonight and 6 a.m. tomorrow, July 9.</p> <p>Service detours around LYNX Central Station due to construction projects.</p>
July 9	<p>Friday morning reflections from Demetree Park. Have a peaceful and enjoyable Friday everyone!</p> <p>The detours scheduled for tonight (7/9) have been moved up to 8p.m.</p>
July 10	<p>Zippering through your feed from Gatorland Orlando! Link 108</p>
July 11	<p>Take a walk, hike, explore. Get out and enjoy all the benefits nature has to offer!</p>
July 12	<p>Ready to ride and shine on this Monday morning!</p> <p>Response to complaint about an impromptu detour on Link 21.</p> <p>Service detours around LYNX Central Station due to construction projects.</p>
July 13	<p>Happy Tuesday, LYNX Riders!</p>

LYNX Board Agenda

July 14	<p>Hop on over to SeaWorld like our friend hidden in this picture. Can you find it? Links 8, 38, 50, 111 & NL 641 can get you there.</p> <p>Service detour at LYNX Central Station due to repairs to the LYNX sign.</p> <p>Service detour on Amelia Street between Parramore Ave. and Hughey Ave. will be closed due to construction.</p>
July 15	<p>Lost and Found window will be open this Saturday between 9 a.m. - 1 p.m.</p> <p>We are currently experiencing some delays with ACCESS LYNX transportation.</p> <p>Response to complaint regarding the ACCESS LYNX bus getting them to their location 2 hours later and a rep booking their trip for the wrong day.</p>
July 16	<p>No matter where you're going, LYNX is here to provide you with the service you need to get you to your destination safely.</p> <p>The July 22 LYNX Oversight Committee and Board of Directors meetings will be open to the public with members attending in person.</p> <p>Service detour around LYNX Central Station due to construction projects.</p> <p>Free COVID-19 vaccination event tomorrow, July 17 from 9a. - 3p.</p>
July 17	<p>It's an emoji-ful kind of day with Lennox. Happy #WorldEmojiDay!</p>
July 18	<p>Happy National Ice Cream Day!</p>
July 19	<p>DYK that our bus operators perform daily pre-trip inspections before starting their shift? This includes brakes, windows, seats, wipers, mirrors, lights, and wheelchair lifts to name a few.</p> <p>Response to complaint on having trouble boarding some buses due to the bus ramps not working.</p> <p>Response to complaint that when there's a driver change at the Rosemont station, the new driver does not inspect the bus.</p> <p>Response to complaint about drivers not staying within the speed limit and driving too fast.</p> <p>Now Hiring! We're looking for Bus Operators.</p>
July 20	<p>LYNX will continue to have masks mandatory on all buses and our facilities.</p> <p>Response to complaint that the mask mandate should be enforced because they've experienced some buses where no one, including the driver is wearing a mask.</p> <p>Response to complaint about the Link 40 route.</p> <p>Response to complaint about Link 8.</p>
July 21	<p>Did you know NeighborLink will pick you up and take you to any destination within the NeighborLink's service area, including a fixed route bus stop?</p> <p>Tomorrow's Oversight Committee and Board of Directors meetings will be open to the public with members attending in person.</p>
July 22	<p>Service detour due to the Orlando City Soccer match.</p> <p>Today's LYNX Oversight Committee and Board of Directors meetings will be open to the public with members attending in person.</p> <p>Service detour around Camping World Stadium will be closed for the Florida Cup.</p> <p>Response to complaint about a Link 23 bus using a residential street.</p>
July 23	<p>Flying high on this beautiful Friday morning! Disney Springs. Links 50, 300, 301, 302, 303, 304, 305, 306.</p> <p>Service detour around Camping World Stadium will be closed for the Florida Cup.</p>

LYNX Board Agenda

July 24	<p>Service detour due to the Orlando Pride match. LYNX can help you get to your favorite summer destinations in Central Florida! Service detour around Camping World Stadium will be closed for the Florida Cup.</p>
July 25	<p>Just going with the flow on this lazy Sunday. Wh'otter you doing today? Service detour around Camping World Stadium will be closed for the Florida Cup. Response to complaint about the 11:20a Link 40 bus not showing up.</p>
July 26	<p>Powering up to keep you moving today. This is one of eight (electric bus charging stations we now have at LYNX Operations Center. The LYNX Board of Directors approved the Aug. 22 service change. Response to feedback about being glad to see the 42 run later, and if the 108 would run on Saturday and the 37 every day. Response to question about the LYNX PawPass application.</p>
July 27	<p>Got all your stuff? Be sure to take all personal belongings with you when exiting a LYNX bus. If you left something behind, call Lost and Found at 407.841.5969. Response to comment "I hope my umbrella contributions have come in handy." Service detour around Camping World Stadium will be closed for the Florida Cup.</p>
July 28	<p>Service detour around Camping World Stadium will be closed for the Florida Cup. Response to complaint about a Link 106 bus arriving early. Wishing you Happy Days. Ayyyyy!</p>
July 29	<p>Keeping things colorful on this Thursday morning. Florida Mall: Links 108, 7, 37, 42, 107, 111, 418 and FastLink 441. Service detour around Exploria Stadium due to the Orlando City Soccer match. Service detour due to construction on Center Drive.</p>
July 30	<p>Service detour around Exploria Stadium due to the Orlando City Soccer match. Downtown Orlando is looking good this morning.</p>
July 31	<p>Cool down with a splash of H2O. Link 55 can get you there.</p>

LYNX ard Agenda

Social Media Usage	July 2021
Facebook Daily Total Reach: The number of people who have seen any content associated with our Page. (Unique Users)	18,250
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)	36,455
Total Facebook Posts	66
Facebook Engagement: The sum of reactions, comments and shares received by content associated with your Pages (for the selected timeframe). Includes comments from the author of the post.	1.2k Engagement: 975 Reactions, 109 Comments, 110 Shares
Total Tweets	72
Twitter Engagement: The sum of interactions received for the tweets published in the selected timeframe: retweets, replies and likes.	104 Engagement: 77 Likes, 17 Retweets, 10 Replies
Website Usage	
Total Page Views	347,914
Total User Visits	52,929

LYNX Board Agenda

Commuter Vanpool Program

Vanpool	July 2021
Vanpool Participants	517*
Total Revenue Miles	128,000*
New Vanpool	1
Returned Vanpools	2
Current Vans at Service	135
Pending Interests	FAA
Events	None

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

Advertising Sales

Advertising Sales Revenue	July 2021	LYNX %	FY to Date Sales	FY to Date LYNX %
Sales Revenue	\$360,245.37	216,147.22	\$2,993,483.38	1,796,090.03

LYNX ard Agenda

Monthly Report B

To: LYNX Board of Directors

From: Leonard Antmann
Chief Financial Officer
Michelle Daley
(Technical Contact)

Phone: 407.841.2279 ext: 6125

Item Name: Monthly Financial Report - June 2021

Date: 8/26/2021

Please find attached the preliminary monthly financial report for the ninth month ending June 30, 2021.

CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY d/b/a LYNX
 STATEMENTS OF REVENUES AND EXPENSES
 For the Nine Months Ending June 30, 2021
 (UNAUDITED)

	As of 6/30/2021		% Actual compared to Budget
	Budget	Actual	
REVENUES			
Customer fares	10,129,663	10,934,051	108%
Contract services	4,508,782	4,635,570	103%
Advertising	2,152,577	1,884,138	88%
Interest & Other income	525,109	492,690	94%
Federal Revenue	4,549,082	3,277,859	72%
CARES Federal Revenue	38,176,153	36,931,850	97%
State Revenue	9,383,789	9,405,742	100%
Local Revenue	6,336,076	6,762,218	107%
Local Revenue Funding Partner	53,566,585	53,566,596	100%
TOTAL REVENUE	<u>129,327,816</u>	<u>127,890,713</u>	<u>99%</u>
EXPENSE			
Salaries, Wages & Fringe Benefits	65,631,120	63,334,643	97%
Other services	9,468,272	5,925,660	63%
Fuel	7,851,257	5,832,408	74%
Materials and supplies	7,369,202	4,916,564	67%
Utilities	1,186,433	1,032,830	87%
Casualty & Liability	2,692,347	3,170,111	118%
Taxes and licenses	448,551	422,127	94%
Purchased transportation services	20,611,151	17,827,502	86%
Leases & Miscellaneous	1,258,374	815,134	65%
Interest Expense	0	0	0%
TOTAL EXPENSE	<u>116,516,706</u>	<u>103,276,978</u>	<u>89%</u>
OPERATING GAIN/(LOSS)	<u>12,811,110</u>	<u>24,613,735</u>	<u>192%</u>

LYNX Board Agenda

Monthly Report C

To: LYNX Board of Directors

From: Bruce Detweiler
Interim Director Of Planning And Development
Bruce Detweiler
(Technical Contact)

Phone: 407.841.2279 ext: 6136

Item Name: Planning and Development Report

Date: 8/26/2021

STRATEGIC PLANNING, SERVICE PLANNING AND GIS:

Strategic Planning:

- Staff received the final Transit Asset Management (TAM) Plan on July 30, 2021.
- With the LYNX Board of Director's authorization, staff have submitted the FY2022 Transit Development Plan Annual Update to the Florida Department of Transportation.
- Staff completed its COVID-19 passenger survey and compiled a brief report based on the findings. Over 320 survey responses were received from across the service area.
- The Summer Intern program was completed on July 30, 2021. Staff will now seek qualified students for fall internships.
- The Strategic Planning team welcomed its newest team member, Kennedy Sumner, on July 26th. Ms. Sumner was previously an intern with LYNX's Planning Department and will serve as the Planning Technician.

Service Planning:

- Staff is continuing work on the August service change that is scheduled to take effect on August 22, 2021.
- Informational brochures about the August service change will be distributed at LYNX Central Station and posted at affected terminals during the week of August 9.
- Staff is continuing the Bus Stop Assessment Program and making necessary adjustments to stops throughout the region.
- Staff will be making bus stop adjustments and consolidations on the Delaney Avenue corridor for Link 3 effective for the August 22, 2021 Service Change.

LYNX Bard Agenda

Geographical Information Systems (GIS)

- No updates

LYNX Board Agenda

Monthly Report D

To: LYNX Board of Directors

From: Bruce Detweiler
Interim Director Of Planning And Development
Bruce Detweiler
(Technical Contact)

Phone: 407.841.2279 ext: 6136

Item Name: Ridership Report

Date: 8/26/2021

The attached monthly Performance Report includes June Year-To-Date figures for ridership and other performance indicators. Total ridership for June 2021 was 1,194,012. This is a 3.6% increase from June 2020. On-Time Performance for Fiscal Year-To-Date 2021 is 79%.

- LYNX overall ridership increased by 41K, or 3.6%, compared to June 2020. Year-to-date ridership for FY-21 (10,350,551) decreased 27.2% compared to FY-20 (14,216,270)
- LYMMO ridership increased by 6K, or 18%, compared to June 2020. Year-to-date ridership for FY-21 (336,038) decreased 25.1% compared to FY-20 (448,588).
- Fixed Route ridership increased by 22K, or 2.1%, compared to June 2020. Year-to-date ridership for FY-21 (9,379,675) decreased by 27.5% compared to FY-20 (12,933,034).
- NeighborLink ridership decreased by 400 or 5.7% compared to June 2020. Year-to-date ridership for FY-21 (55,256) decreased 27.6% compared to FY-20 (76,289).
- ACCESS LYNX ridership increased by 5K, or 13.9% compared to June 2020. Year-to-date ridership for FY-21 (384,593) decreased 18.1% compared to FY-20 (469,423).
- Vanpool ridership increased by 7K, or 44.7%, compared to June 2020. Year-to-date ridership for FY-21 (195,043) decreased by 25.5% compared to FY-20 (261,721).
- There were no special events in June 2021.



June 2021 Service Performance Report

RIDERSHIP

Total Ridership by Mode						
	Jun-20	Jun-21	% Δ	YTD-20	YTD-21	% Δ
LYMMO	35,867	42,337	18.0%	448,588	336,038	-25.1%
Fixed Route	1,052,815	1,075,408	2.1%	12,933,034	9,379,675	-27.5%
NeighborLink	7,000	6,598	-5.7%	76,289	55,256	-27.6%
ACCESS LYNX	40,494	46,119	13.9%	469,423	384,539	-18.1%
Vanpool	16,270	23,550	44.7%	261,721	195,043	-25.5%
Special Events	0	0	N/A	27,215	0	N/A
SYSTEM TOTAL	1,152,446	1,194,012	3.6%	14,216,270	10,350,551	-27.2%

June 2020:	22 Weekdays	4 Saturdays	4 Sundays
June 2021:	22 Weekdays	4 Saturdays	4 Sundays

Average Daily Ridership by Mode									
Mode	Weekday			Saturday			Sunday		
	Jun-20	Jun-21	% Δ	Jun-20	Jun-21	% Δ	Jun-20	Jun-21	% Δ
LYMMO	1,340	1,661	24.0%	736	706	-4.1%	860	741	-13.8%
Fixed Route	39,007	39,889	2.3%	28,537	29,193	2.3%	20,130	20,268	0.7%
NeighborLink	282	266	-5.7%	200	189	-5.5%	-	-	-
ACCESS LYNX	1,585	1,798	13.4%	976	1,031	5.6%	433	612	41.3%
Vanpool	688	318	-53.8%	161	108	-32.9%	115	58	-49.6%
SYSTEM TOTAL	42,902	43,932	2.4%						

LYNX ridership increased by about 41K, or 3.6%, compared to June 2020. System-wide average weekday riders increased by 2.4% year-to-date.

LYMMO ridership increased by 6K, or 18.0%, compared to June 2020. Average weekday ridership for LYMMO was up 24.0% in June 2021.

Fixed Route ridership increased by 22K, or 2.1%, compared to June 2020. Average daily ridership increased by 2.3% compared to the same time period last year. As the region is reopening from the COVID-19 pandemic, ridership is beginning to increase on fixed route.

NeighborLink ridership decreased by about 400, or 5.7%, compared to June 2020.

ACCESS LYNX ridership increased by about 5K, or 13.9%, compared to June 2020. Ridership continues to increase as the region continues reopening.

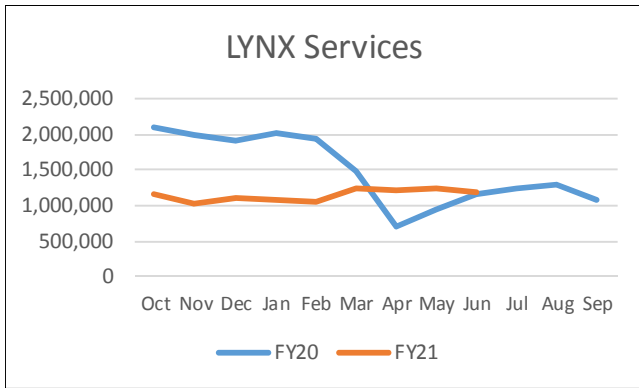
Vanpool ridership increased by about 7K, or 44.7%, compared to June 2020. Vanpool utilization continues to increase as the region begins to reopen.

*According to the U.S. Energy Information Administration, the average price of gasoline in the U.S. was \$2.06/gallon in June 2020 and \$3.12/gallon in June 2021. Historically, low gas prices can result in lower public transit ridership.

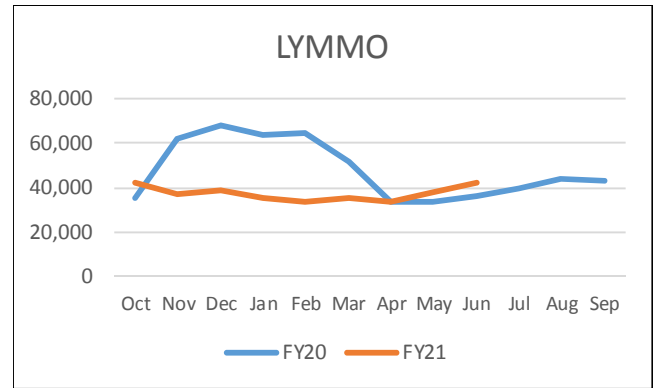


June 2021 Service Performance Report

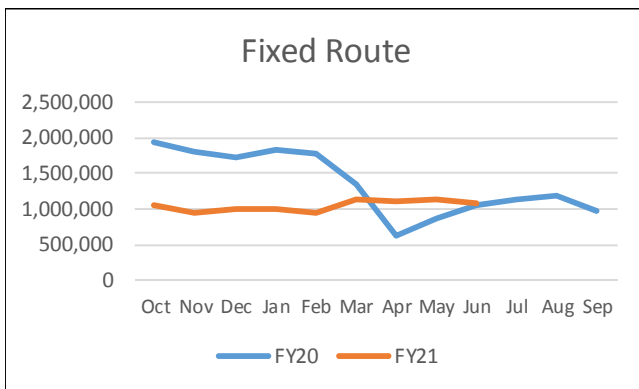
MONTHLY RIDERSHIP TRENDS BY MODE



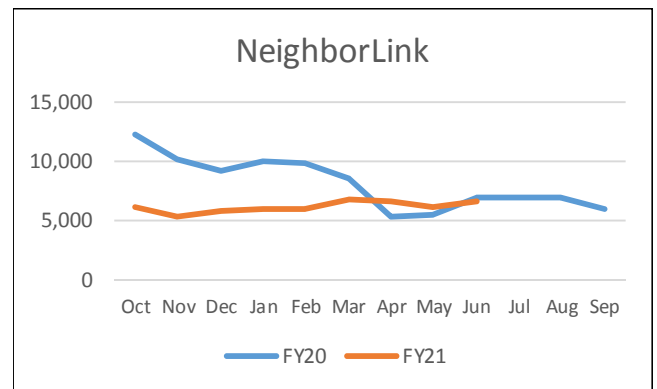
LYNX ridership increased by 3.6% compared to the same time last year. Average weekday riders increased by 2.4%.



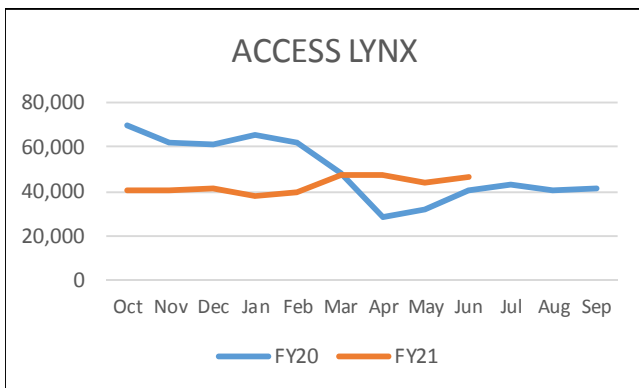
LYMMO ridership increased by 18.0% compared to the same time last year. Average weekday riders increased by 24.0%.



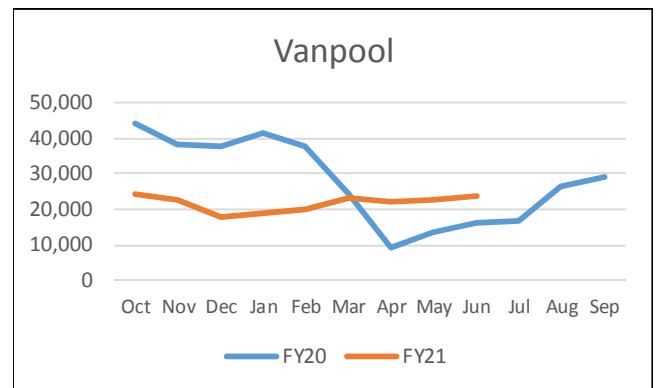
Fixed route ridership increased 2.1% compared to June 2020. Average weekday riders increased by 2.3%.



NeighborLink ridership decreased 5.7% compared to June 2020. Average daily riders increased by 5.7%.



ACCESS LYNX ridership increased by 13.9% compared to June 2020. Average daily riders were up by 13.4%.



Vanpool ridership increased by 44.7%. Average daily riders decreased by 53.8% compared to June 2020.



June 2021 Service Performance Report

FY21 Monthly Modal Performance Data Sheet - June 2021

Month End Reporting	Ridership	Passengers per Trip	On-Time Performance	Farebox Recovery	National Transit Database Reportable Accidents	Complaints per 100,000 Miles	Total Trips Scheduled	Percentage of Scheduled Trips	Fleet Availability	Preventative Maintenance Inspection Completed on Time
LYMMO										
Oct	42,383	5	89%	Not Applicable	1	0.17	9,320	100%	16	100%
Nov	36,616	4	89%		0	0.14	8,780	100%	16	100%
Dec	38,943	4	88%		1	0.10	9,310	100%	15	99.6%
Jan	35,376	4	88%		0	0.28	8,962	100%	17	100%
Feb	33,198	4	87%		1	0.18	8,436	100%	23	98%
Mar	35,671	4	86%		0	0.11	9,489	100%	23	100%
Apr	33,303	4	87%		0	0.12	9,138	100%	23	99%
May	38,211	4	88%		0	0.13	9,141	100%	23	88%
Jun	42,337	5	86%		0	0.09	8,052	100%	23	89%
Jul										
Aug										
Sep										
YTD	336,038	4	87.5%		3	0.15	80,628	100%	20	97%
Fixed Route										
Oct	1,041,411	12	79%	11%	8	0.17	90,806	99%	278	100%
Nov	954,102	11	79%	11%	4	0.14	84,956	99%	282	100%
Dec	1,008,216	11	79%	12%	6	0.10	90,500	99%	290	99.6%
Jan	984,743	11	81%	11%	5	0.28	89,308	99%	299	100%
Feb	955,250	12	80%	13%	10	0.18	83,300	99%	296	98%
Mar	1,120,119	12	79%	11%	13	0.11	93,197	99%	296	100%
Apr	1,101,723	12	78%	13%	9	0.12	89,898	98%	292	99%
May	1,138,703	13	79%	15%	6	0.13	90,929	98%	279	88%
Jun	1,075,408	12	78%	16%	3	0.09	89,308	98%	283	89%
Jul										
Aug										
Sep										
YTD	9,379,675	12	79.0%	13%	64	0.15	802,202	99%	288	97%



June 2021 Service Performance Report

FY21 Monthly Modal Performance Data Sheet - June 2021

Month End Reporting	Ridership	On-Time Performance	Collected Fares	NTD Reportable Incident	Complaints per 100,000 M	Fleet Availability	Preventable Maintenance Inspection Completed On-Time
NeighborLink							
Oct	6,128	100%	100%	0	5.4	91%	100%
Nov	5,325	100%	100%	0	2.1	87%	98%
Dec	5,836	100%	100%	0	5.1	83%	97%
Jan	6,012	100%	100%	0	7.3	90%	98%
Feb	5,908	100%	100%	0	5.4	84%	100%
Mar	6,738	100%	100%	0	4.8	85%	100%
Apr	6,625	100%	100%	0	4.9	96%	99%
May	6,086	100%	100%	0	5.5	97%	100%
Jun	6,598	100%	100%	0	5.1	99%	100%
Jul							
Aug							
Sep							
YTD	55,256	100%	100%	0	5.1	90%	99%
ACCESS LYNX							
Oct	42,724	93.06%	99.75%	0	1.7	85%	100%
Nov	13,731	89.94%	99.89%	1	2.7	86%	98%
Dec	41,273	91.87%	99.77%	1	3.1	90%	97%
Jan	37,888	91.92%	99.83%	0	2.2	90%	98%
Feb	39,370	88.74%	99.83%	1	3.9	90%	100%
Mar	47,277	81.76%	99.81%	0	8.2	90%	100%
Apr	47,452	77.73%	99.83%	2	6.5	87%	99%
May	43,790	71.46%	99.87%	0	9.5	87%	100%
Jun	46,119	66.47%	99.98%	0	12.3	89%	100%
Jul							
Aug							
Sep							
YTD	359,624	83.66%	99.84%	5	5.6	88%	99%



June 2021 Service Performance Report

Definitions of Metrics Used on the Monthly Performance Data Sheets

Ridership – The number of trips taken by people using a public transportation system in a given time period.

Passengers per Trip – The average number of passengers who ride on a revenue trip.

On-Time Performance – Refers to the level of success of the service operating according to the published schedule (LYNX defines a bus as on-time if it falls within 0 minutes early to five (5) minutes late of the published schedule).

Farebox Recovery – The percent of a trip’s operating costs recovered through passenger fares.

National Transit Database (NTD) Reportable Accidents – A safety or security event occurring on transit right-of-way or infrastructure, at a transit revenue facility, at a transit maintenance facility or rail yard, during a transit related maintenance activity or involving a transit revenue vehicle that results in one or more of the following conditions:

- A fatality confirmed within 30 days of the event
- An injury requiring immediate medical attention away from the scene for one or more person
- Property damage equal to or exceeding \$25,000
- Collisions involving transit revenue vehicles that require towing away from the scene for a transit roadway vehicle or other non-transit roadway vehicle
- An evacuation for life safety reasons

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 preventative maintenance inspections that were completed on time.

Collected Fares – Percentage of fares collected from passengers to use the service.