

LYNX Board Agenda

Meeting Date: 1/27/2022
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 12.9.21 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. Invitation for Bid (IFB)

- i.  Authorization to Release an Invitation for Bid (IFB) for the Repainting of Bus Shelters Pg 8





B. Award Contracts

- i.  Authorization to Negotiate and Award a Contract to Jani-King of Orlando, LLC for Facility Disinfecting Services Pg 10
- ii.  Authorization to Award Contract #22-C39 to DesignLab, Inc. for Bus Operators, Transportation, and Maintenance Supervisors Uniforms Pg 12

C. Extension of Contracts

- i.  Authorization to Exercise the First Option Year of Contract #20-C29 with Gray Robinson, P.A. for Labor/Employment Legal Services Pg 14


D. Miscellaneous


- i.  Authorization to Amend the Contract with Ceridian for Human Resource and Payroll Processing Pg 15
- ii.  Authorization to Execute a Change Order with R.L. Burns, Inc. for the Construction of Safety, Security, and Aesthetic Improvements to the Rosemont Transfer Center Pg 17
- iii.  Authorization to Purchase Eight (8) 2022 Ford Utility AWD V-6 Vehicles as Replacement Vehicles for Transportation Pg 20
- iv.  Authorization to Increase the Not to Exceed Amount of Contract #22-C11 with Jobbers Equipment Warehouse for Rotary Mod30 Telescoping Hydraulic Cylinder Replacement Pg 21

7. Action Agenda

- A.  Election of LYNX Board of Directors Officers Pg 23

8. Information Items

- A.  Notification of Settlement Agreements Pursuant to Administrative Rule 6 - December 2021 Pg 24

- B.  Notification of Sole Source Procurements Pursuant to Administrative Rule 4 Pg 25

-Attachments   

9. Other Business

10. Monthly Reports

- A.  Communications Report - December 2021 Pg 32

- B.  Communications Report - November 2021 Pg 39

- C.  Monthly Financial Report - October 2021 Pg 48

-Attachments 

- D.  Ridership Report - October 2021 Pg 50

-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: **December 9, 2021**

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

Members in Attendance:

Buddy Dyer, Mayor, City of Orlando, Chair

Jerry Demings, Mayor, Orange County, Co-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 1:00 p.m.

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

2. Approval of Minutes

Commissioner Janer moved to approve the Board of Directors meeting minutes of October 28, 2021. Commissioner Constantine seconded. The minutes were unanimously approved as presented.

3. Public Comments

Tom Egan – Orlando, FL

Mr. Egan gave an update on MV Transportation.

Anne Lott – Orlando, FL

Ms. Lott requested more frequent service in her area.

4. Chief Executive Officer's Report

Jim Harrison, Chief Executive Officer, stated that he attended the American Public Transportation Association (APTA) conference. LYNX staff was very involved with coordination efforts. The next APTA conference will be back in Orlando in 2023.

LYNX staff participated in FDOT's Mobility week by waiving fare collection on October 29. LYNX supported Try Transit Tuesday, and partnered with MetroPlan Orlando for the Blind Experience at Orlando City Hall

The FastLink Zero Demonstration was very informative and very successful. This was a technical demonstration and showed the range of the electric buses and allowed LYNX to partner with Orange County, City of Orlando, CFX, GOAA, OUC and private vendors like ABC Companies and Proterra.

Ridership continues to remain steady, and next week will begin the new service changes.

LYNX hosted Congresswoman Val Demings as she announced the opportunity for this region with the passage of the Infrastructure Investment and Jobs Act Bill. LYNX staff is identifying the projects that will fit in with the guidance of this bill.

There are two items on today's agenda that were pointed out: Contract extension with Vector Media for the Advertising program, and the purchase of twenty-five Compressed Natural Gas (CNG) buses.

The annual tradition of Santa driving the bus started on December 1 and will run through December 24.

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 October 28, 2021, Oversight meeting.

The Oversight Committee recommends approval of all sixteen Consent Agenda items, and the two Action 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.viii. Mr. Harrison stated that he recommends the entire Consent Agenda for approval. Secretary Jared Perdue stated that he would like to abstain from item 6.D.i.

A. Request for Proposal (RFP)

- i. Authorization to Release a Request for Proposal (RFP) for Vision Insurance Services
- ii. Authorization to Release a Request for Proposal (RFP) for Group Life, Long & Short-Term Disability and Accidental Death & Dismemberment (AD&D)

B. Award Contracts

- i. Authorization to Negotiate and Award Contract #22-C33 to Adventist Health System/Sunbelt, Inc. dba AdventHealth Centra Care for Occupational Health Services
- ii. Authorization to Negotiate and Award a Contract to Spencer Fabrications, Inc. for the Manufacturing of LYNX Transit Shelters
- iii. Authorization to Negotiate and Award a Contract to Arthur J. Gallagher for Insurance Brokerage Services
- iv. Authorization to Negotiate and Award a Contract to Cannon Cochran Management Services, Inc. (CCMSI) for Third Party Administrator Services

C. Extension of Contracts

- i. Authorization to Exercise the First Option Year for Workers' Compensation Legal Services Contract #20-C32 with Broussard, Cullen & Blastic, P.A.
- ii. Authorization to Exercise Option to Extend Advertising Sales Contract with Vector Media

D. Miscellaneous

- i. Authorization to Submit Grant Applications to the Florida Department of Transportation (FDOT) for the Enhanced Mobility of Seniors and Individuals with Disabilities Section 5310 Program, the Formula Grants for Rural Areas 5311 Program and the Bus and Bus Facilities Section 5339 Program in the Total Amount of Approximately \$3,746,000
- ii. Authorization to Solicit FY 2022-2023 Project Applications for the Federal Transit Administration (FTA), Section 5310 Program: Enhanced Mobility of Seniors and Individuals with Disabilities
- iii. Authorization to Execute Final Change Order #5 to McCree General Contractors & Architects, Inc.
- iv. Authorization to Amend Task Order #19-01 to Kimley-Horn and Associates, Inc. for the LOC Expansion Project
- v. Authorization to Purchase Twenty-Five (25) 40' Compressed Natural Gas (CNG) Replacement Buses
- vi. Authorization to Modify Contract with Transloc, Inc. for Real-Time Trip Information and for Trip Reservations on NeighborLink Services
- vii. Authorization to Auction Surplus Capital Items
- viii. Authorization to Appoint Michelle Daley to Pension Trustee and Administrative Committee Boards

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

Commissioner Janer made a motion to approve Consent Agenda item 6.D.i. Seconded by Commissioner Constantine. Motion passed with Secretary Perdue abstaining.

7. Action Agenda

A. Authorization to Release a Request for Proposal (RFP) for ACCESS LYNX Paratransit Services

Mayor Dyer recognized Norm Hickling, Director of Operations, to make the presentation. Mr. Hickling stated that LYNX needs to limit the number of service providers and have sub-contractors to meet peak demand periods. The contract cannot specify a minimum or maximum number of trips, and have a fleet of right-sized vehicles.

Motion to Release a Request for Proposal (RFP) for ACCESS LYNX Paratransit Services was made by Commissioner Janer. Second by Commissioner Constantine. Motion passed unanimously.

B. Authorization to Approve the LYNX Board of Directors Meeting Dates for 2022

Mayor Dyer recognized Tiffany Homler-Hawkins, Chief Administrative Officer. Ms. Homler-Hawkins stated that this is the annual approval of dates.

Commissioner Constantine stated that the fourth Thursday in February is the State of Seminole County address, and asked if the meeting could be moved to 2:00 p.m. that same day.

Motion to approve the LYNX Board of Directors Meeting Dates for 2022 with the February meeting set for 2:00 p.m. was made by Commissioner Janer. Second by Mayor Dyer. Motion passed unanimously.

8. Information Items

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

- A. Notification of Settlement Agreements Pursuant to Administrative Rule 6 – November 2021
- B. Notification of Settlement Agreements Pursuant to Administrative Rule 6 – October 2021
- C. 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 two reports in the packets for review purposes only. No action was required.

- A. Communications Report – October 2021
- B. Ridership Report – September 2021

11. Adjourned:

The meeting adjourned at 1:29 p.m.

Certification of Minutes:

I certify that the foregoing minutes of the December 9, 2021 LYNX Board of Director's meeting are true and correct, approved by the Board of Directors.

X

Assistant

Consent Agenda Item #6.A. i

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 an Invitation for Bid (IFB) for the Repainting of Bus Shelters

Date: 1/27/2022

ACTION REQUESTED:

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to issue an Invitation for Bid (IFB) for the repainting of existing bus shelters. This painting is part of a larger effort for shelter rehabilitation.

BACKGROUND:

LYNX currently has approximately 4,500 bus stops within its 2,500-mile service area. One of the most requested improvements to a bus stop from passengers is the addition of a bus shelter. After this, the next most requested improvement is the repainting of existing bus shelters. Currently, LYNX repaints shelters approximately every 10 years. Since starting the repaint program in 2017, LYNX has successfully repainted approximately 105 shelters. For 2021/2022, LYNX is currently in the process of repainting another 100 shelters throughout the service area. The purpose of this request is to solicit bids specifically for the repainting of all style of LYNX bus shelters. LYNX has been continuously coordinating with local funding partners for appropriate color schemes.

Currently, existing contracts are in place to replace items on shelters needing updating such as the seating and roof panels. This IFB would allow for the in-situ painting of the bus shelters. By painting in-situ, LYNX is able to save approximately 30 percent off of the cost of an entirely new shelter. In addition, by combining the replacement of parts (i.e. roof panels and seats) with the repainting, LYNX is able to leverage and maximize capital funding from the Federal Transit Administration instead of operating funding.

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 (Race Neutral).

FISCAL IMPACT:

The Approved FY2022 Capital Budget includes \$1,978,790 for Shelter Rehab projects, which includes repainting. This is funded 100% with Federal Funds.

Consent Agenda Item #6.B. i

To: LYNX Board of Directors

From: Elvis Dovaes
Director Of Maintenance
Elvis Dovaes
(Technical Contact)

Phone: 407.841.2279 ext: 6239

Item Name: Authorization to Negotiate and Award a Contract to Jani-King of Orlando, LLC for Facility Disinfecting Services

Date: 1/27/2022

ACTION REQUESTED:

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to negotiate and award a one (1) year contract, with no extensions, to Jani-King of Orlando, LLC, for contracted facility disinfecting services in an amount not to exceed \$217,154.

BACKGROUND:

With LYNX Board Approval on July 22, 2021 under Consent Agenda Item #6.B.ii, a contract was awarded to Klen Space, Inc. for the bus and facility disinfecting services. The contract award was made with the understanding that the scope of the disinfecting services were contingent to the installation of a vehicle disinfecting system on the LYNX fixed-route and paratransit fleets. Prior to the execution of the contract with Klen Space, Inc., the vehicle disinfecting systems were installed on the LYNX fleets. Klen Space, Inc. was unwilling to move forward with the contract after the reduction in scope based on the removal of the vehicle disinfecting portion of the services.

LYNX approached the next firm on RFP #21-R27 for Facilities and Bus Disinfecting Services, Jani-King of Orlando, LLC and they agreed to the reduced scope of services.

The scoring and ordinal ranking for RFP #21-R27 were as follows:

Firms	Total Score	Ordinal Ranking
3P America, LLC	181	21
ACP Facility Services, Inc.	229	10
BMS CAT of Florida, LLC	183	23
CLO2 Sterilization, Inc.	200	18
Jani-King of Orlando	231	10
Klen Space, Inc.	267	3
National Interior Solutions, LLC	209	13
TBN Holdings, Inc. d/b/a SERVPRO	193	18
Water Restoration Guys	193	19

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

A DBE participation goal is not applicable for this activity.

FISCAL IMPACT:

The FY2022 Approved Operating budget includes \$1,498,000 for the enhanced disinfecting services.

Consent Agenda Item #6.B. ii

To: LYNX Board of Directors

From: Dana Baker
Chief Operations Officer
Norman Hickling
(Technical Contact)

Phone: 407.841.2279 ext: 6161

Item Name: Authorization to Award Contract #22-C39 to DesignLab, Inc. for Bus Operators, Transportation, and Maintenance Supervisors Uniforms

Date: 1/27/2022

ACTION REQUESTED:

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to award contract #22-C39 to DesignLab, Inc. for Bus Operators, Transportation, and Maintenance Supervisors Uniforms for a three (3) year not to exceed amount of \$750,000 with two (2) one (1) year options.

BACKGROUND:

Per the Union Contract, bus operators receive a yearly uniform allowance to be used for the purchase of shirts, pants, jackets, caps, and other authorized items from the authorized supplier who is currently DesignLab, Inc. The contract will be for three (3) years with two (2) one (1) year options.

At the July 22, 2021, Board meeting, staff received authorization to release a Request for Proposal (RFP) for operator and supervisor uniforms. The contract was set to expire on September 30, 2021. The RFP was released on August 20, 2021, and proposals were due September 20, 2021, at 4:00 pm. A single proposal was received and the SEC met on November 11, 2021 to evaluate and score proposals.

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 (Race Neutral).

FISCAL IMPACT:

The FY2022 Approved Operating Budget included \$275,791 for bus operators and transportation supervisors' uniforms.

Consent Agenda Item #6.C. i

To: LYNX Board of Directors

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

Phone: 407.841.2279 ext: 6106

Item Name: Authorization to Exercise the First Option Year of Contract #20-C29 with Gray Robinson, P.A. for Labor/Employment Legal Services

Date: 1/27/2022

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 #20-C29 with Gray Robinson, P.A. for Labor/Employment legal services and increase the overall not to exceed amount to \$750,000.

BACKGROUND:

At the December 5, 2019 Board of Directors' meeting, staff received authorization to enter into a contract with Gray Robinson, P.A. for an initial term of two (2) years with three (3) one (1) year renewal options for Labor/Employment law services. The initial two-year term in the amount of \$450,000 will expire on February 6, 2022. LYNX would like to request authorization to exercise the first option year of this contract to continue utilizing Gray Robinson, P.A.

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

A DBE participation goal is not applicable for this activity.

FISCAL IMPACT:

The Amended FY2022 Operating Budget includes \$316,000 for labor legal services.

Consent Agenda Item #6.D. i

To: LYNX Board of Directors

From: Michelle Daley
Director Of Finance
Warren Hersh
(Technical Contact)

Phone: 407.841.2279 ext: 6014

Item Name: Authorization to Amend the Contract with Ceridian for Human Resource and Payroll Processing

Date: 1/27/2022

ACTION REQUESTED:

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to amend the contract for the processing service rates with Ceridian for Human Resource and payroll processing.

BACKGROUND:

At the May 24, 2018 Board Meeting, the LYNX Board of Directors approved to renew the contract with Ceridian. This contract renewal consisted of upgrading our existing software package with Ceridian to a cloud-based version that would be more cost effective, provide better information and provide for continuity of service during emergency situations.

The current contract includes two separate rates for usage: \$10.75 per person for the payroll system only and \$12.25 per person for the full workforce management system functionality. Ceridian has proposed to establish a single rate of \$11.06 so that all LYNX employees can utilize the full functionality of the system. There is no change to the annual cost of the system or terms of the original agreement.

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

A DBE participation goal is not applicable for this activity.

FISCAL IMPACT:

The FY2022 Approved Operating Budget includes \$180,000 for the monthly processing fees and this is expected to be sufficient with this contract amendment.

Consent Agenda Item #6.D. ii

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 Execute a Change Order with R.L. Burns, Inc. for the Construction of Safety, Security, and Aesthetic Improvements to the Rosemont Transfer Center

Date: 1/27/2022

ACTION REQUESTED:

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to execute a change order with R.L. Burns, Inc. for the construction of safety, security, and aesthetic improvements to the Rosemont Transfer Center in the amount of \$28,299.74.

BACKGROUND:

In August 2020, the LYNX Board of Directors authorized the Chief Executive Officer or designee to execute Contract #20-C69 with R.L. Burns, Inc. for the construction of safety, security, and aesthetic improvements at the Rosemont Transfer Center in the amount of \$612,564.55.

At the March 2021, Board of Directors meeting an increase to the contract amount as a result of contract negotiations was approved in the amount of \$16,552.95.

The total revised project cost is \$629,117.50. This included a contingency amount of \$57,192.50. All of the change orders are within the project contingency.

As per Administrative Rule 4.5.4, LYNX staff can authorize change orders up to 50 percent of the project contingency. The change orders processed to date related to this are as follows:

- **Maintenance of Traffic:** \$9,175.32-This change order was for added maintenance of traffic for the project required due to delays once the permit was issued. The City of Orlando required extra information post permitting and the utility locates took approximately 3 weeks to perform their work. The contractor was granted 3 extra weeks of time as a result.
- **Security:** \$10,736.00-Due to extreme vandalism at the site, the contractor was granted a change order for the use of security services to protect both equipment and finished work product.
- **Directional Bore:** \$6,115.20-During permitting, LYNX proposed that any installation of conduit would be through an open cut. Post permitting, LYNX was informed that any installation of conduit under the drip line of the tree could not be open cut and would have to be a directional bore. This covers the direction bore under the roots of two trees.
- **Stump grinding:** \$480.00 The city identified that one of the many trees on site was off poor quality and was able to remove it at no charge to the project. The resulting stump was required to be ground down to 4 inches below grade.

In addition, as per Administrative Rule 4.5.4, LYNX staff requires Board of Directors approval for any change order greater than the 50 percent contingency. These change orders are as follows:

- **Type Sixty-Seven (67) Stone Removal:** \$6,480-During permitting, LYNX proposed under the bus lane being constructed to install 4 inches of asphalt and 4 inches of Type 67 stone. Post permitting, LYNX was informed that the City would only accept 8 inches of crushed concrete. This change order is to address that change. The crushed stone will actually be able to be used on another project.
- **OUC and bus shelter fixtures:** \$17,679.83-It was assumed as part of the OUC and shelter related lighting costs that the fixtures were included. As these fixtures are an upgrade from the standard, these were not factored into the original bid. This cost will allow for the purchase of those fixtures.
- **Concrete and Landscaping:** \$4,139.91-During construction, a manhole for stormwater was discovered buried under 2 feet of grass. In addition, a driveway associated with a utility easement needed to be adjusted to ensure a proper access slope to meet the American with Disability Act. Further, the area in which the previously mentioned tree was removed was determined to need landscaping to address the void left by its removal.

The table below details the change orders that have occurred as part of the project. The balance left in contingency is \$2,386.24. Only those change orders above the 50 percent contingency mark require the approval of the LYNX Board of Directors and have been highlighted in grey.

Project Contingency Activity

Contingency Beginning Balance	\$57,192.50
Below 50% Contingency	
Maintenance of Traffic	9,175.32
Security	10,736.00
Directional Bore	6,115.20
Stump Grinding	480
subtotal	\$26,506.52
Above 50% Contingency	
Stone removal	\$6,480.00
OUC fixtures and lighting for bus shelters	17,679.83
Concrete and landscaping	4,139.91
subtotal	\$28,299.74
Total Contingency Used	\$ 54,806.26
Balance Left in Contingency	\$ 2,386.24

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 (Race Neutral).

FISCAL IMPACT:

The Change Order is funded from the contingency, therefore there is no budget change to the original project.

Consent Agenda Item #6.D. iii

To: LYNX Board of Directors

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

Phone: 407.841.2279 ext: 6169

Item Name: Authorization to Purchase Eight (8) 2022 Ford Utility AWD V-6 Vehicles as Replacement Vehicles for Transportation

Date: 1/27/2022

ACTION REQUESTED:

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to purchase eight (8) 2022 Ford Utility AWD V-6 replacement automobiles for a not-to-exceed amount of \$400,000.00. These replacement automobiles will be purchased through the Florida Department of Management Services, Motor Vehicles State Purchase Contract 25100000-21-STC.

BACKGROUND:

Lynx has an active support fleet of 115 vehicles; these eight (8) automobiles are replacements for transportation vehicles that have met their useful; of either five (5) years or 100,000 miles. Transportation vehicles are used for the oversight and management of routes throughout the LYNX service area and for response to accidents and incidents.

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

A DBE participation goal is not applicable for this activity.

FISCAL IMPACT:

The Approved FY2022 Capital Budget includes \$505,000 for replacement transportation support vehicles. These vehicles are 100% FTA funded.

Consent Agenda Item #6.D. iv

To: LYNX Board of Directors

From: Elvis Dovaes
Director Of Maintenance
Elvis Dovaes
(Technical Contact)

Phone: 407.841.2279 ext: 6239

Item Name: Authorization to Increase the Not to Exceed Amount of Contract #22-C11 with Jobbers Equipment Warehouse for Rotary Mod30 Telescoping Hydraulic Cylinder Replacement

Date: 1/27/2022

ACTION REQUESTED:

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to increase the not to exceed amount for Contract #22-C11 with Jobbers Equipment Warehouse, Inc., for Rotary Mod30 Telescoping Hydraulic Cylinder Replacement to the amount of \$335,000.

BACKGROUND:

On September 23, 2021, staff received authorization to award Contract #21-C11 to Jobbers Equipment Warehouse, Inc., for Rotary Mod30 Telescoping Hydraulic Cylinder Replacement to the amount of \$315,119.41. Upon negotiation of the contract terms, Jobbers Equipment Warehouse, Inc., informed LYNX that due to the increases in steel and freight costs they would not be able to meet the costs they proposed in the RFP. They requested a cost adjustment of \$19,880.59 in order to move forward with the contract. LYNX performed an analysis of the costs proposed by other respondents to the RFP and found that the requested price increase was still well below the quote of the next lowest bidder.

The purpose of this project is to replace all the cylinders with new upgraded cylinders from the OEM or an authorized supplier of OEM parts. The new cylinders will have the protection of a warranty and readily available replacement parts. Performing the replacement of the lift cylinders (posts) will increase the reliability of the lifts and decrease lift downtime related to cylinder failures. This will result in decreased operating costs related to facility repairs, increased shop productivity and reduced revenue fleet vehicle downtime.

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 (Race Neutral).

FISCAL IMPACT:

The Approved FY2022 Capital Budget includes \$368,881 for the Replacement of two post inground lifts for buses. This project is funded 100% using Federal funds.

Action Agenda Item #7.A

To: LYNX Board of Directors

From: James Harrison
Chief Executive Officer
Tiffany Homler Hawkins
(Technical Contact)

Phone: 407.841.2279 ext: 6017

Item Name: Election of LYNX Board of Directors Officers

Date: 1/27/2022

ACTION REQUESTED:

Per Administrative Rule 2.3.4, the Governing Board shall annually elect from its members a Chairman, Vice Chairman and Secretary.

General Counsel will guide the Board of Directors in the election of officers for the upcoming year.

Information Item A

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 - December 2021

Date: 1/27/2022

LYNX Liability Claim Settlements December 1 to December 31, 2021

Claimant Name	Accident Date	Accident Type	Settlement Amount	Date of Check
Monica Starr	11/09/2021	PD	\$ 2,539.33	12/2/2021
Ronnis Haro	10/19/2021	PD	\$ 200.73	12/2/2021
State Farm aso Tommi Pritchett	8/27/2020	PD	\$ 792.70	12/2/2021
Luis Cano	10/25/2021	PD	\$ 1,643.45	12/2/2021
Morgan fbo Geri Vessel	03/23/2018	BI	\$ 100,000.00	12/2/2021
Bermand Law fbo Sinaca Williams	10/21/2020	BI	\$ 15,000.00	12/2/2021
Stacey Brown	11/05/2021	PD	\$ 596.67	12/2/2021
Dan Newlin fbo Nicholas Bairt	12/2/2020	BI	\$ 25,000.00	12/2/2021
USAA aso Arcadio Rivera	09/15/2021	PD	\$ 819.69	12/2/2021
Morgan fbo James Melbourne	04/28/2017	BI	\$ 200,000	12/10/2021
Nerline St. Charles	9/14/2021	PD	\$ 821.33	12/10/2021
Chika Obi	11/05/2021	PD	\$ 361.89	12/10/2021
Ronnis Haro	10/19/2021	PD	\$ 272.29	12/10/2021
Dan Newlin fbo Senque Brundidge	07/26/2016	BI	\$ 50,000.00	12/10/2021
Miriam Ayala	12/06/2021	BI	\$ 600.00	12/10/2021
DeWitt Law fbo David Pennington	3/16/2020	BI	\$ 45,000.00	12/16/2021
Sebastian Esposito	12/6/2021	BI	\$ 1,330.00	12/22/2021
Dan Newlin fbo Adrianna Davis	6/6/2018	BI	\$ 200,000.00	12/22/2021
Amy Carmona (ADA)	10/31/2021	BI	\$ 10,000.00	12/16/2021
Second Look aso Estella Guerda	8/9/2021	PD	\$ 1,283.17	12/22/2021
Dan Newline fbo Allison Taylor	1/4/2021	BI	\$ 12,500.00	12/22/2021
Mantia Law Firm fbo Tierra Pratt	1/17/2019	BI	\$ 4,000.00	12/22/2021

Information Item B

To: LYNX Board of Directors

From: Leonard Antmann
Chief Financial Officer
Maurice Jones
(Technical Contact)

Phone: 407.841.2279 ext: 6125

Item Name: Notification of Sole Source Procurements Pursuant to Administrative Rule 4

Date: 1/27/2022

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

1. ServiceEdge Solutions, Inc. - TBEST
2. Safe Fleet
3. Mutualink, Inc.



Sole Source Justification

DATE: October 5, 2021

REQUESTED BY: Myles O'Keefe, Manager of Strategic Planning

SUBJECT: ServiceEdge Solutions, Inc. -TBEST (Transit Boarding Estimation and Validation Tool) – Annual Support Services

BACKGROUND: LYNX implemented the TBEST software into the planning processes in FY 2010 to support the major Transportation Development Plan (TDP) update. The utilization of this software in the TDP update is a requirement by the Florida Department of Transportation (FDOT) for all Florida transit agencies. With this software implementation LYNX received tools to support regular updates to the transit system in the model, by utilizing the GTFS data exports. Since 2010, LYNX utilized outputs of this modeling software for other planning tasks such as the federally required Title VI evaluation reporting of the impact of proposed service and fare changes, which is undertaken each time there are changes in services and fares.

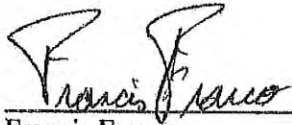
Currently LYNX is using TBEST to develop socio-economic data for evaluation of current services and to inform predictions on the potential ridership impacts of proposed changes in the LYNX transit system. TBEST data analysis is also leveraged as part of Transit-Oriented Development analysis around existing LYNX Super Stops. Analysis completed with the TBEST tool is a key requirement for completing LYNX's Transit Development Plan (TDP) Major Update in FY 2022.

SOLE SOURCE JUSTIFICATION:

ServiceEdge Solutions personnel developed the T-BEST software in 2003, and has been granted permission by FDOT to modify the software for use in the public domain. No other vendors have been granted permission by FDOT to modify the TBEST software. ServiceEdge solutions is the authorized firm and has unique knowledge of the TBEST data model and can extend the model or write custom scripts to support additional TBEST data processing required by LYNX. Because ServiceEdge Solutions has calibrated TBEST models in Florida and in Los Angeles; implemented the tool for agencies in Utah, Tennessee, Georgia, Oregon, and Texas, ServiceEdge brings national experience for model application and calibration. No other vendors have calibrated TBEST models for this many major metropolitan areas.

COST/PRICE ANALYSIS:

The cost for support for October 1, 2021 – September 30, 2022 will not exceed \$50,000 and will be based on billing provided for support hours related to the aforementioned state and federal requirements.



Francis Franco
Project Manager

10/6/21
Date:



William John Slot
Chief Innovation Officer

10/25/21
Date:



Leonard Antmann
Chief Financial Officer

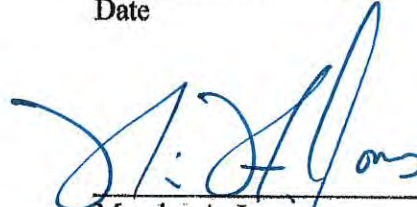
12/2/21
Date:

Bruce
Detweiler

Digitally signed by Bruce
Detweiler
Date: 2021.10.15
12:49:34 -04'00'

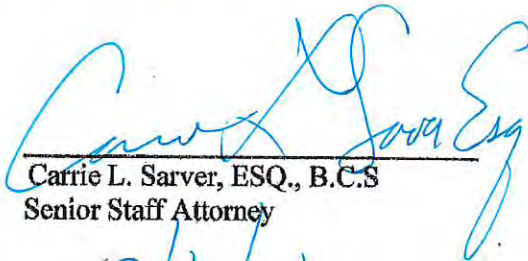
Bruce Detweiler
Interim Director of Planning & Development

Date



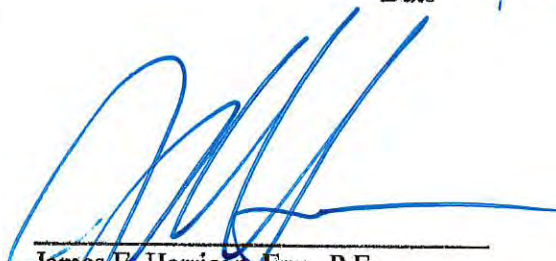
Maurice A. Jones
Manager of Procurement

12/1/2021
Date



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

12/6/21
Date



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

12/7/21
Date:



Sole Source Justification

DATE: November 22, 2021

REQUESTED BY: Diaralis Gomez, Safety and Security Technician

SUBJECT: Safe Fleet

BACKGROUND:

The Safe Fleet project is proposed in direct response to the rise in video requests due to the establishment of a LYNX Multi-Jurisdictional Law Enforcement Taskforce. Existing equipment became outdated and encumbered by the large amount of footage requested and an upgrade is necessary.

The Safe Fleet Brand is the sole manufacturer and distributor of the transit bus on-board mobile video surveillance equipment for LYNX in the fixed route vehicles. With over 20 years of experience, SEON engineers and designs their bus solutions in-house for transit bus applications including hardware, software, firmware, cabling and peripherals. SEON, as part of the Safe Fleet brands portfolio, is one of very few suppliers within the North American Public Transportation Industry that truly designs and refines their solutions from inception throughout the product lifecycle. Our products are covered by multiple forms of intellectual property protection including patents.

SEON is currently the exclusive provider for public fixed route buses for LYNX after a competitive procurement process. The system purchases from SEON included specialized, proprietary viewing software to allow access to recorded video and wireless download capability for ease of maintenance. The wireless video download function can be either scheduled or automated as a result of an event that occurred on a bus route.

The latest SEON management and viewing software is backwards compatible with all existing equipment currently deployed by LYNX and can also be used with all proposed equipment. Procurement of similar equipment from another manufacturer would require duplicating the infrastructure with that manufacturer's solution for viewing, wirelessly downloading, organizing, and storing video files. The expense of duplicating these capabilities would be costly for existing assets already owned by LYNX.

COST/PRICE ANALYSIS:

The cost of components has been quoted by Safe Fleet and is included in a cost summary invoice. Safe Fleet is quoting \$18,480.00 for services which includes hardware, material, equipment, provisioning and installation.



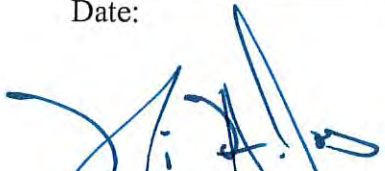
Diaralis Gomez
Safety and Security Technician



Jafari Bowden
Interim Director of Safety and Security

11-22-2021

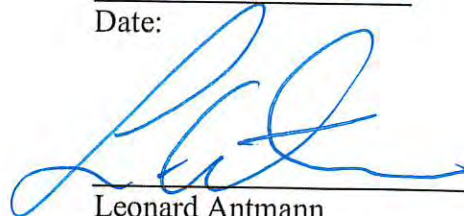
Date:



Maurice A. Jones
Manager of Procurement

11-22-2021

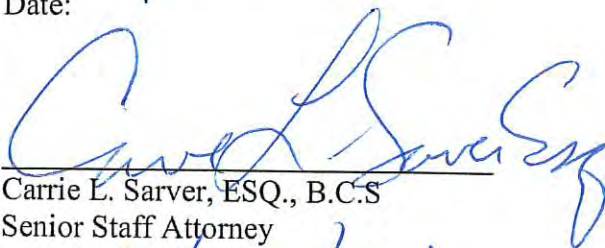
Date:



Leonard Antmann
Chief Financial Officer

12/6/2021

Date:



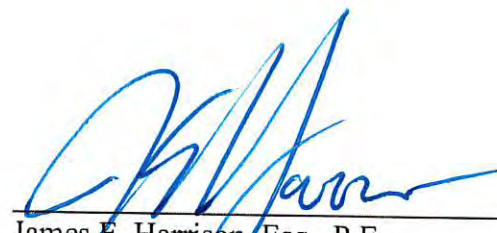
Carrie L. Sarver, ESQ., B.C.S.
Senior Staff Attorney

12/20/21

Date:

Date:

12/20/21



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

12/20/21

Date:



Sole Source Justification

DATE: November 19, 2021

REQUESTED BY: Rob Carey

SUBJECT: Mutualink

BACKGROUND:

The Mutual Link project is proposed in direct response to specific recommendations in the LYNX Transportation Security Administration (TSA) Baseline Assessment and Security Enhancement (BASE) Review, 2020 Threat Vulnerability Assessment (TVA), and from recent table top exercises and drills with our law enforcement partners and stakeholders. The TSA BASE identified a security action specific to: "Coordinate Security and Emergency Management Plan(s) with local and regional agencies: to promote instantaneous communication to share voice, and video data. Mutual Link is the sole emergency and security incident software platform utilized by our local, state, and federal partners. Mutualink equipment and software is only compatible and can only communicate with our regional funding partners.

Mutual Link is the leading provider of a best-in-class multimedia interoperability platform that enables public safety agencies and enterprise security to share voice, video and data for improved cross-agency communications. Mutualink is an IP-based multimedia communication resource sharing platform that allows public safety agencies and critical community assets to communicate in a manner that is separate and apart from the general public. They provide innovative, scalable, secure solutions they rely on during emergencies and every day.

Mutual Link technology allows for instant private on-demand connections between first responders and the situational information they need. Built as an open platform, this inclusive system connects public and private security teams across communities without requiring them to replace their existing communications equipment.

Mutualink is the sole manufacturer and the major distributor of the Mutualink Equipment quoted to Lynx. The system is a unique, patent protected technology that enables real time, incident and invitation-based multimedia interoperability.

Mutualink is a patent protected technology. Patent protection, proprietary or trade secret process or is often a recognized exception from competitive public contracting requirements. It should be noted our regional public first responders and stakeholder funding partners are currently utilizing this software.

From The FTA Circular 4220, Ch. VI, section 3.i. describes allowable reasons for a sole source. The statements above are true and meet the requirements.

c) Substantial Duplication Costs. In the case of a follow-on contract for the continued development or production of highly specialized equipment and major components thereof, when it is likely that award to another contractor would result in substantial duplication of costs that are not expected to be recovered through competition.

COST/PRICE ANALYSIS:

The cost of components has been quoted by Mutualink and is included in a cost summary invoice. Mutualink is quoting \$30,567.00 for services which includes hardware, material, equipment, provisioning, installation, and annual network access.



Rob Carey

Project Manager

12/15/21
Date:



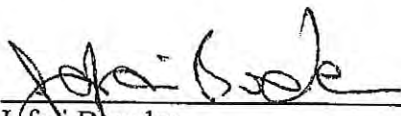
Maurice Jones
Manager of Procurement

12/15/2021
Date:



Leonard Antmann
Chief Financial Officer

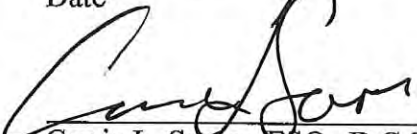
12/16/21
Date:



Jafari Bowden

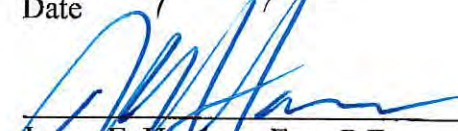
Interim Director of Safety & Security

12.15.2021
Date



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

12/20/21
Date



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

12/22/21
Date

Monthly Report A

To: LYNX Board of Directors

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

Phone: 407.841.2279 ext: 6206

Item Name: Communications Report - December 2021

Date: 1/27/2022

LYNX Press Releases | Media Notes: December 2021

Dec 3	LYNX Dec. 9 Board of Directors and Oversight Committee Meeting Information
Dec 10	LYNX Christmas Day and New Year's Day Holiday Schedule

December 2021 – LYNX News Articles

To view the articles below please copy and paste the link into a browser.	
Dec 4	Global investment group pays record price for Orlando's SouthPark Center office park ... GrowthSpotter
Dec 4	2021 Community Impact: City of Orlando, Brightline, Beep leaders work to improve The Business Journals
Dec 11	Some Lynx customers riding with Santa's helper this holiday season - News 13 News 13

December 2021 – LYNX Social Media

Dec 1	<p>Starting today the new customer service window hours at LCS will be from 6:00a-7:00p, Mon-Fri. Weekend hours will remain the same.</p> <p>The holiday bus is on the road, and all decked out ready to spread some festive cheer to all.</p> <p>Service Alert: Streets around the City of Orlando will be closed on Saturday, Dec. 4 from 2 a.m.-2 p.m. for the OUC Orlando Half Marathon.</p>
Dec 2	<p>Service Alert: Due to the St. Cloud Annual Christmas parade, streets around the City of St. Cloud will be closed on Saturday, Dec. 4 from 10a to 12p. As a result, Link 10 will be detoured.</p> <p>Today we will be at the UCF/Valencia Downtown Campus from 8 a.m. – 4 p.m. to provide information and answer any questions you may have about the Dec. 12 service change.</p> <p>Your opinion matters. Please help us plan for future services by taking this quick FastLink Zero survey.</p> <p>Response to questions about how to apply for ACCESS LYNX and schedule for the last bus from Kissimmee to St. Cloud.</p>
Dec 3	<p>Service Alert: Streets around the City of Orlando will be closed on Saturday, Dec. 4 from 2 a.m.-2 p.m. for the OUC Orlando Half Marathon.</p> <p>LYNX Oversight Committee and Board of Directors meetings will be held Dec. 9 and will be open to the public with members attending in person.</p> <p>LYNX is dedicated to offering safe, reliable and accessible mobility services to help the members of our community improve their quality of life and take advantage of the independence they deserve. #InternationalDayofPersonsWithDisabilities</p>
Dec 4	<p>Service Alert: Due to the St. Cloud Annual Christmas parade, streets around the City of St. Cloud will be closed on Dec. 4 from 10a to 12p.</p> <p>On Dec. 12 several routes will have new bay changes at LYNX Central Station, Colonial Plaza SuperStop, Destination Parkway and Disney Springs Transfer Center.</p> <p>Response to question about the Rosemont stop.</p> <p>Service Alert: Effective Dec. 6 thru Dec. 10, Magnolia Ave. between Central Blvd., and Pine St. will be closed due to construction.</p>
Dec 5	<p>Service Alert: Effective Monday, Dec. 6 thru Friday, Dec. 10, Magnolia Ave. between Central Blvd. and Pine St. will be closed due to road construction.</p> <p>We want to hear your thoughts. Please help us plan for future services by taking this quick FastLink Zero survey.</p>
Dec 6	<p>We want to hear your thoughts. Please help us plan for future services by taking this quick FastLink Zero survey.</p> <p>Response to feedback that they love the new holiday bus.</p> <p>Response to comment about having to wait over 3 hours for ACCESS LYNX for their disabled son and the long wait times on phone with customer service.</p> <p>Response to feedback on the great customer service he received from Lendy regarding a concern he had.</p>
Dec 7	<p>Have questions about the service changes? We're here to answer any questions you might have! Stop by the info table at the LYNX Central Station lobby today between 7a-5p.</p>

Dec 8	<p>Have you taken a ride on the FastLink Zero electric bus? Please tell us about your experience by taking this quick survey.</p> <p>We are experiencing technical issues with the PawPass application and are working to resolve the issue as quickly as possible. In the meantime, you may access your PawPass account at www.lynxpawpass.com.</p> <p>Response to comment about a purchased ticket on PawPass.</p> <p>Response to question, “What option do I choose when I call?”</p>
Dec 9	<p>We have our two monthly meetings today, starting with the Oversight Committee meeting at 11a.</p> <p>We’re launching our annual holiday giveaway on Monday, Dec. 13 - 17 with a Holidays Around the World trivia contest.</p> <p>Service Alert: Due to the Community Art Show, Valencia College Kissimmee Campus will restrict vehicular traffic now through Dec. 11.</p> <p>Due to the Christmas parade in Sanford on Dec. 11, First Street will be closed from Mellonville Avenue to Sanford Avenue 6 a.m.-9 p.m. and from Sanford Avenue to Myrtle Avenue 5-9 p.m.</p> <p>Service Alert: Edgewater Drive from Smith Street to Clayton Street will be closed Dec. 11 from 12 p.m. until 10 p.m. for the Holiday on the Drive.</p>
Dec 10	<p>The Customer Service window and Lost & Found will be closed Saturday, Dec. 25 for Christmas and Saturday, Jan. 1, 2022, for New Year's Day.</p> <p>Ho Ho Happy Friday!</p> <p>Service Alert: Due to the Christmas parade in Sanford on Dec. 11, First Street will be closed from Mellonville Avenue to Sanford Avenue 6 a.m.-9 p.m. and from Sanford Avenue to Myrtle Avenue 5-9 p.m.</p> <p>Service Alert: Effective Sunday, Dec. 12 the following bus stops on the LYMMO Lime line will be closed until further notice:</p> <p>December service changes will take effect this Sunday.</p>
Dec 11	<p>Help us plan for future services by taking this quick FastLink Zero survey.</p> <p>Reminder, starting tomorrow, Dec. 12 we will be making significant changes to service, which include:</p> <p>Response to misunderstanding of Bus 21 stopping at 8. p.m.</p> <p>Service Alert: On Monday, Dec. 13 the bus stops on Hughey Ave. between Robinson and Washington Streets will be temporarily suspended until further notice due to watermain construction.</p> <p>Service Alert: Effective Dec. 12 the following bus stops on the LYMMO Lime line will be closed until further notice.</p>
Dec 12	<p>Service changes are now in effect. Make sure you check your route for any changes so you can be prepared before heading out.</p> <p>Our annual holiday giveaway starts tomorrow! Join us as we discover holidays celebrated around the world.</p>

Dec 13	<p>Service changes are in effect today. Be sure to check out the new bay assignments at these locations:</p> <p>Service Alert: On Monday, Dec. 13 the bus stops on Hughey Ave. between Robinson and Washington Streets will be temporarily suspended until further notice due to watermain construction.</p> <p>#HolidaysAroundtheWorld Trivia Contest Day 1: In what country is it a tradition to eat a bucket of KFC as a Christmas meal?</p>
Dec 14	<p>#HolidaysAroundtheWorld Trivia Day 2: What country has a tradition of hiding brooms during Christmas?</p>
Dec 15	<p>#HolidaysAroundtheWorld Trivia Day 3: In what country does this tree ornament symbolize good luck and a special gift for a child?</p> <p>Santa won't be able to make his appearance for a photo op this year, but he's recruited a friend to help him out.</p> <p>Service Alert: Due to the Cure Bowl game at Exploria Stadium, Links 20, 21, 40, 36, 62 and 319 will be on detour from 6a until 11p on Dec. 17.</p>
Dec 16	<p>#HolidaysAroundtheWorld Trivia Day 4: What country burns paper dolls that represent bad memories at midnight on New Year's Eve?</p> <p>Service Alert: The LYNX bus stop at Universal Orlando Resort (originally scheduled for Friday) has been moved to the other side of the bus island from the current temporary bus stop.</p>
Dec 17	<p>Service Alert: Due to the Cure Bowl game at Exploria Stadium, Links 20, 21, 40, 36, 62 and 319 will be on detour from 6a until 11p on Dec. 17.</p> <p>Today is the last day to play! #HolidaysAroundtheWorld Trivia Day 5: What country believes yule goats helped Santa deliver presents?</p>
Dec 18	<p>The Customer Service window and Lost & Found will be closed Dec. 25 for Christmas and Jan. 1, 2022, for New Year's Day.</p>
Dec 19	<p>Spreading holiday cheer, one bus ride at a time!</p> <p>Response to question about the location of the holiday bus.</p>
Dec 20	<p>Good Monday morning from this cool cat!</p>
Dec 21	<p>The results are in! Congratulations to our Holidays Around the World trivia contest winners and thanks to all for taking part!</p> <p>Response to comment, "Thank you for this wonderful gift!"</p>
Dec 22	<p>Lennox would like to say thank you for joining us in Holidays Around the World.</p>
Dec 23	<p>Please remember, we will be operating a holiday schedule on Christmas Day.</p>
Dec 24	<p>Today is Santa's last day driving the holiday bus. For those of you who were lucky enough to find Santa driving your route, we hope you enjoyed your ride.</p>
Dec 25	<p>Happy Holidays from our gnome to yours!</p>
Dec 26	<p>Service Alert: On Dec. 29 streets around Camping World Stadium will be closed for the Cheez-It Bowl.</p> <p>Wishing you a Happy #Kwanzaa from all of us at LYNX!</p>
Dec 27	<p>As one year ends, another begins. 2021 had its challenges, but we managed to pull through. Thank you for riding with us on this journey and we look forward to keeping you moving in the New Year.</p>

Dec 28	<p>Service Alert: On Dec. 29 streets around Camping World Stadium will be closed for the Cheez-It Bowl.</p> <p>It's almost a new year and LYNX is hiring! If your New Year's resolution is to start a new career in public transportation, apply with us!</p> <p>Service Alert: On Saturday, Jan. 1 streets around Camping World Stadium will be closed for the Citrus Bowl.</p>
Dec 29	<p>Service Alert: On Wednesday, December 29 streets around Camping World Stadium will be closed for the Cheez-It Bowl.</p> <p>Response to feedback, "I wish Fastlink 441 ran later or Link 107 and Link 108 were combined into one bus route again. Because there is no late night service between Downtown Kissimmee and Downtown Orlando...."</p> <p>Please note the Customer Service window and Lost & Found will be closed on New Year's Day, but the call center will be open during its regular hours (8a-8p).</p>
Dec 30	<p>Service Alert: On Jan. 1 streets around Camping World Stadium will be closed for the Citrus Bowl.</p> <p>Please be attentive and stay safe during the holiday season.</p> <p>If you see something. Then say something! Say what you see using our new and improved LYNX® See & Say app.</p> <p>Service Alert: Due to construction, the intersection of Delaney Avenue and Annie Street will be closed from Monday, Jan. 3, 2022 and last for approximately 90 days.</p> <p>Cheers to the New Year! May 2022 be an extraordinary one.</p>
Dec 31	

Social Media Usage	December 2021
Facebook Daily Total Reach: The number of people who have seen any content associated with our Page. (Unique Users)	22,811
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, ads, as well other content or information on your Page. (Total Count)	62,622
Total Facebook Posts	68
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:	1.4k Engagements: 1k Reactions, 257 Comments, 103 Shares
Total Tweets	77
Twitter Engagement: The sum of interactions received for the tweets published in the selected timeframe: retweets, replies and likes	181 Engagements: 138 Likes, 24 Retweets, 17 Replies
Website Usage	December 2021
Total Page Views	406,829
Total User Visits	62,515

Commuter Vanpool Program

Vanpool	December 2021
Vanpool Participants	513*
Total Revenue Miles	119,000*
New Vanpool	2
Returned Vanpools	2
Current Vans at Service	128
Pending Interests	None
Events	None

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

Advertising Sales

Advertising Sales Revenue	December 2021	LYNX %	FY to Date Sales	FY to Date LYNX %
Sales Revenue	\$269,160	\$161,496	\$914,915.62	\$548,949.37

CY 2021 Advertising Sales Revenue	Total Sales	LYNX %	2021 Guarantee
Sales Revenue	\$3,691,671.62	\$2,215,002.97	\$1,916,666.67

Monthly Report B

To: LYNX Board of Directors

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

Phone: 407.841.2279 ext: 6206

Item Name: Communications Report - November 2021

Date: 1/27/2022

LYNX Press Releases | Media Notes: November 2021

Nov 4	LYNX to Make December 2021 Service Changes
Nov 5	LYNX and Regional Partners to Test Orlando International Airport to Downtown Orlando Zero Emission Trip
Nov 11	Thanksgiving Day Holiday Schedule
Nov 29	Santa Returns to Drive Annual Holiday Cheer
Nov 30	LYNX Rolls Out New See&Say Safety Mobile Application

November 2021 – LYNX News Articles

To view the articles below please copy and paste the link into a browser.	
Nov 8	LYNX launches electric bus project connecting region's busiest areas Mass Transit Mass Transit
	LYNX to operate 'FASTLINK ZERO' electric bus pilot program to Orlando International ... CAPA - Centre for Aviation
Nov 18	Let's cut tolls in Florida - America's most tolled state - Orlando Sentinel Orlando Sentinel

Nov 20	9 things to know about the Florida Classic – WFTV WFTV
Nov 23	Val and Jerry Demings tout Lynx bus system expansion as part of \$1.2 trillion infrastructure bill Orlando Sentinel <p>The \$1.2 trillion bipartisan infrastructure bill signed into law last week by President Biden will pump billions into Florida’s transportation network. Now, Florida Democrats are trying to spread the word to residents about what it actually does and hoping voters will give them credit.</p> <p>U.S. Rep. Val Demings, D-Orlando, was back home Tuesday to help promote how Central Florida will benefit from the estimated \$19 billion headed to Florida. Her focus was on the Central Florida Lynx bus system, which officials said will add transit stations, expand its fleet and add more electric buses, thanks to the new law.</p> <p>“This is a huge win for our community,” she said at an event at Lynx Central Station in downtown Orlando. “This is a huge win for Florida, and I am excited about all that we are going to accomplish in the coming years because of this investment in our future.”</p> <p>But her husband, Orange County Mayor Jerry Demings, cautioned that the one-time influx of cash won’t be enough to provide the continuous funding source the county needs. He said he would continue to push for a one-penny sales tax increase on the ballot next year for Lynx and other transportation needs.</p> <p>The \$19 billion for Florida includes an estimated \$1.2 billion in improvements for airports, \$13.1 billion in federal aid for highways, \$245 million for bridge replacement and repairs, \$198 million toward expanding the state’s electric vehicle charging network, and \$2.6 billion for public transportation. The expansion of the Lynx system, Rep. Demings said, was a necessary step in an area going through a population boom.</p>
Nov 23	‘Best interest of Central Florida:’ Rep. Demings touts infrastructure bill’s impact Click Orlando.com
Nov 24	FL: Val and Jerry Demings tout Lynx bus system expansion as part of \$1.2 trillion infrastructure bill Mass Transit Mag

Nov 24	'Best interest of Central Florida:' Rep. Demings touts infrastructure bill's impact - Click Orlando Click Orlando
	As Val Demings touts infrastructure bill, it's game on - Florida Politics Florida Politics
Nov 25	FL: Val and Jerry Demings tout Lynx bus system expansion as part of \$1.2 trillion infrastructure bill Mass Transit
Nov 29	<p>If I-Drive merchants want to help workers, they'll stop being so greedy with tourist tax money</p> <p>Orlando Sentinel Editorial Board</p> <p>Universal, SeaWorld and International Drive hotel owners are using their political muscle to make sure Brightline's proposed Orlando-to-Tampa train route includes a stop at the Orange County Convention Center.</p> <p>Among the beneficiaries of a convention center train station, these tourist businesses say, are commuters who work on the International Drive corridor. Color us skeptical that Brightline — a high-speed system starting in Miami — is designed or priced to help low-paid restaurant and hotel workers get to and from their jobs every day.</p> <p>But never mind that quibble. We're just excited to learn that Orlando's tourist businesses feel so passionately about having better transportation options for the people they employ, people who typically earn very little money for their labors.</p> <p>All the more reason for these hotel and theme park executives to back a bill, introduced by Orlando Democratic state Rep. Anna Eskamani, that would finally allow counties that charge a tax on lodging to spend some of the proceeds on services that residents, including workers, need. Services like buses, rail, sidewalks and storm drainage.</p> <p>Eskamani's proposed measure — House Bill 6075 — is a test of tourism's sincerity about wanting to help their workers. It's also a test of state lawmakers who say they support working-class Floridians, but then rig the economy against them at every turn.</p> <p>With Eskamani's bill, they have an opportunity to finally help those workers by giving counties like Orange more say and more options on how to spend a portion of the annual bounty collected from tourists who stay overnight.</p>

	<p>The amount of money at stake is staggering. Orange County collected \$16.5 million in September alone, finishing the 2020-21 fiscal year with \$176.9 million — and that’s not even close to pre-pandemic totals.</p> <p>Coincidentally, \$176 million is almost exactly how much it costs to run the tri-county bus system known as Lynx for a full year. Just imagine if a sliver of the tourist tax money could be used to help Lynx run more buses more often to move hospitality workers between work and home, and tourists from hotels to attractions and restaurants.</p> <p>By state law, however, that money can only be spent on ads and marketing and convention centers, all designed to attract even more visitors. The money also is eligible to bankroll arenas and stadiums, which is a nice perk for residents who are able to afford tickets to basketball and football games. Not so nice for service workers living paycheck to paycheck.</p> <p>The law’s been loosened up in other parts of the state in recent years. Leaders in Brevard County advocated to spend tourist tax money on cleaning up the Indian River Lagoon, and several Panhandle counties won the ability to spend it on lifeguards.</p> <p>Great. Now the state needs to keep uncuffing counties by giving more local elected officials greater control over how the money they collect gets spent.</p> <p>Eskamani’s bill has plenty of checks and balances to ensure counties don’t go rogue and spend the money foolishly.</p> <p>Any spending on public facilities has to provide some benefit to tourism. Plus, the existing advisory boards that include tourism representatives will remain involved. And county commissioners have to approve spending by a two-thirds vote, which means five of Orange County’s seven commissioners have to vote yes. That’s a high bar.</p> <p>Florida needs to end the monopoly tourism has over a tax that was enacted some 40 years ago. Since then the tax has gone from 2% to 6% and hundreds of millions of public dollars have been spent on the convention center, arenas, and more TV ads than you could possibly count.</p> <p>It’s long past time to start doing more to improve the lives of the tens of thousands of people who keep tourism functioning.</p> <p>To our mind, Eskamani’s bill doesn’t go far enough. Ideally it should allow counties to spend money on better schools and police protection. Las Vegas has had a more enlightened policy on how to spend its tourist tax money for years. We suspect Eskamani is probably trying to enact a change that won’t generate too much resistance from tourism interests. Fair enough.</p>
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	<p>Which brings us back to the captains of industry from Universal, SeaWorld and International Drive, who say one of the reasons they want to force Brightline to move its proposed route to include the convention center — before stopping at Disney World — is so workers can get around better.</p> <p>Splendid. We agree completely that workers need a break. But let's be honest here — how many workers are going to benefit from a fast train that connects Orlando International Airport with the convention center? Not many. Workers are far more likely to be helped by bus routes that don't force them to spend hours of their day waiting or riding, time they could spend at home with family.</p> <p>If the I-Drive merchants who are agitating for a Brightline stop don't also support Eskamani's bill, we'll know what this is really about: Just getting more tourists to spend money at their theme parks and hotels.</p> <p>And if the Republican-controlled Legislature doesn't pass this bill, that's just more evidence their claims of working class advocacy are just shtick. This is a Legislature with a record of opposing higher minimum wages and paid sick while robbing a state fund intended to create more affordable housing.</p> <p>Instead, in the best tradition of Marie Antoinette public policy, they create brief, gimmicky sales tax holidays that amount to financial crumbs with no lasting benefit.</p> <p>The time has come for Florida to do some lasting good for its service workers, like providing them with a bus system that works. Eskamani's bill is a start.</p> <p>Editorials are the opinion of the Orlando Sentinel Editorial Board and are written by one of our members or a designee. The editorial board consists of Opinion Editor Mike Lafferty, Krys Fluker, Jennifer A. Marcial Ocasio, Jay Reddick and Editor-in-Chief Julie Anderson</p>
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November 2021 – LYNX Social Media

Nov 1	We're ready to get you rolling into the work week. Welcome aboard! Response to question "Are you going to get articulated buses one day?"
Nov 2	Try Transit Tuesday Shared post: FDOT virtual conference center
Nov 3	Daylight saving time ends this Sunday, Nov. 7. at 2 a.m.
Nov 4	Mobility week Florida Challenge. LYNX Board approves service change. Here's all you need to know about the Dec. 12 service change.
Nov 5	Things are starting to take shape here at Orange County Convention Center for #APTAExpo! LYNX pilot project utilizing zero-emission electric buses. This route will operate as FastLink Zero and will run Nov. 8-Dec. 4.
Nov 6	Remember to turn the clocks back one hour.

Nov 7	Rise and shine, Central Florida. Don't forget that daylight saving time ended today at 2 a.m. Turn your clocks back (if you haven't already).
Nov 8	FastLink Zero pilot project begins today. Response to question on whether the FastLink Zero will operate on the weekends. Jim Harrison welcomes attendees at APTA Transform 21 opening session. Nov. 8-14 is Crash Responder Safety Week.
Nov 9	Lots of sunshine today. Happy riding!
Nov 10	The next service change is Dec. 12. Please follow the link for details on the key service changes.
Nov 11	Honoring all who served. Thank you for your service. LYNX will be operating a normal weekday service today. LYNX will be operating a holiday schedule on Thanksgiving Day, Nov. 25. Service detour on Edgewater Drive for the College Park Fest on Nov. 13. Service detour on First Street for the Sanford's Fall Fest at Fort Mello Park on Saturday, Nov. 13, Service detour around Camping World Stadium for the Orlando Electric Daisy Carnival
Nov 12	Service detour around Camping World Stadium for the Orlando Electric Daisy Carnival. Friday has arrived and so has your ride. Where can we take you today? LYNX will be extending the LYMMO Grapefruit line for the Electric Daisy Carnival on Friday, Nov. 11- Sunday, Nov. 14 at 10a until approximately two hours after the event has ended. Service detour for Sanford's Fall Fest at Fort Mello Park on, Nov. 13.
Nov 13	Service detour on Edgewater Drive for the College Park Fest on Saturday, Nov. 13 LYNX will be extending the LYMMO Grapefruit line for the Electric Daisy Carnival through Sunday, Nov. 14 from 10a until approximately two hours after the event has ended. Response to comment about the bus tracker.
Nov 14	When you see lights flashing, vests and reflectors move over and slow down. Help protect our responders so that they can work safely.
Nov 15	LYNX will be conducting outreach events this week to provide information and answer any questions you may have about the Dec. 12 service change. Response to question on whether 108 will start running later for Kissimmee.
Nov 16	Good Tuesday morning from a LYNX bus stop near you.
Nov 17	Service detour for the Florida Classic. LYNX is conducting outreach events this week to provide information and answer any questions you may have about the Dec. 12 service change. Today we're on Link 58. Tomorrow, Nov. 18 we'll be at the LCS lobby from 7a-5p.
Nov 18	Thanksgiving holiday schedule. Service detour for the Florida Classic.
Nov 19	Traveling for the Thanksgiving holiday? We've got you covered. Links 11, 42, 51, 111, 407 and 436S can get you to the Orlando airport.

Nov 20	Service detour for the Florida Classic. The Lost and Found window will be open today from 9a to 1p for those needing to obtain a LYNX Youth or AdvantAge ID card.
Nov 21	The December service change is just three weeks away. New maps, schedule book and more are now available online:
Nov 22	Thinking about going on a bike ride today? LYNX connects you to places you need to go. Ride to your bus stop and rack and roll. Service detour for the Seniors First Turkey Trot 5k.
Nov 23	A reminder that on Wednesday, Dec. 1 the customer service window hours of operation at LYNX Central Station will change to: Monday-Friday 6 a.m.-7 p.m. Saturday-Sunday hours will remain the same (8 a.m.-5:30 p.m.). Service detour on West Colonial Drive due to police activity. U.S. Representative Val Demings held a press conference today at LYNX Central Station to discuss the benefits of the recently passed infrastructure bill. Thank you for being a champion of public transportation!
Nov 24	Happy Thanksgiving Eve! Please remember LYNX will be operating a holiday schedule on Thanksgiving Day, Nov. 25. If a service runs on Sunday, it will offer the same schedule on the holiday. Service detour for the Seniors First Turkey Trot 5k. Service Alert: Central Boulevard will be closed on Saturday, Nov. 27 between Rosalind Avenue and Osceola Avenue from 10 a.m. until 11 p.m. for the Outdoor Picnic Party. Service detour on Orange Avenue between South Street and Anderson Street for the Fusion Fest.
Nov 25	From the LYNX family to yours we hope each of you has a Happy Thanksgiving.
Nov 26	Service detour on Orange Avenue between South Street and Anderson Street for the Fusion Fest. Ride LYNX to your favorite shops and get your paws on some purr-fect gifts this holiday season. Service detour on Central Boulevard for the Outdoor Picnic Party.
Nov 27	The holiday shopping season is underway. This means you should see heavier traffic near shopping malls and outlets. Please allow extra travel time for your commute in these areas.
Nov 28	Coming this week! We will have a new and improved safety mobile application to report your safety and security concerns. Stay tuned! We are wishing a Happy Hanukkah to all that celebrate!
Nov 29	New customer service window hours will take effect this week (Dec. 1). Our new hours will be from 6:00a-7:00p, Mon-Fri. Saturday-Sunday hours will remain the same.
Nov 30	We have a whole new way to report your safety and security concerns. Check out the new LYNX® See&Say mobile app with a fresh redesign and added features. The holiday bus is almost ready to roll. The bus will hit the road tomorrow (Dec. 1). Remember, if you find Santa driving your route you will ride that Link for free.

Social Media Usage	November 2021
Facebook Weekly Total Reach: The number of people who have seen any content associated with our Page. (Unique Users)	58,377
Facebook Weekly 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)	226,004
Total Facebook Posts	57
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:	1k Engagement: 828 Reactions, 92 Comments, 100 Shares
Total Tweets	70
Twitter Engagement: The sum of interactions received for the tweets published in the selected timeframe: retweets, replies and likes	370 Engagement: 270 Likes, 75 Retweets, 17 Replies
Website Usage	November 2021
Total Page Views	369,420
Total User Visits	57,028

Commuter Vanpool Program

Vanpool	November 2021
Vanpool Participants	515*
Total Revenue Miles	120,000*
New Vanpool	4
Returned Vanpools	0
Current Vans at Service	128
Pending Interests	Multiple Hotels
Events	None

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

Advertising Sales

Advertising Sales Revenue	November 2021	LYNX %	FY to Date Sales	FY to Date LYNX %
Sales Revenue	\$ 326,461.88	\$ 195,877.13	\$ 645,453.37	\$ 387,453.37

Monthly Report C

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 - October 2021**

Date: **1/27/2022**

Please find attached the preliminary monthly financial report for the first month ending October 31, 2021.

CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY d/b/a LYNX
STATEMENTS OF REVENUES AND EXPENSES
For the One Month Ending October 31, 2021
(UNAUDITED)

	As of 10/31/2020		% Actual
	Budget	Actual	compared to Budget
REVENUES			
Customer fares	1,208,612	1,240,131	103%
Contract services	506,039	437,148	86%
Advertising	239,939	197,373	82%
Interest & Other income	58,527	39,278	67%
Federal Revenue	399,173	160,913	40%
CARES Federal Revenue	7,166,667	4,450,000	62%
State Revenue	1,043,404	1,226,825	118%
Local Revenue	646,430	614,265	95%
Local Revenue Funding Partner	5,951,843	5,926,953	100%
TOTAL REVENUE	17,220,633	14,292,886	83%
EXPENSE			
Salaries, Wages & Fringe Benefits	6,451,619	7,097,324	110%
Other services	989,206	479,508	48%
Fuel	860,933	809,932	94%
Materials and supplies	821,438	573,470	70%
Utilities	131,797	88,850	67%
Casualty & Liability	299,523	101,936	34%
Taxes and licenses	49,839	40,765	82%
Purchased transportation services	2,171,793	2,170,942	100%
Leases & Miscellaneous	170,606	85,942	50%
TOTAL EXPENSE	11,946,755	11,448,670	96%
CHANGE IN NET POSITION	5,273,878	2,844,216	54%

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 - October 2021

Date: 1/27/2022

The attached monthly Performance Report includes September Year-To-Date figures for ridership and other performance indicators. Total ridership for October 2021 was 1,345,393. This is a 16.5% increase from October 2020. On-Time Performance for Fiscal Year-To-Date 2022 is 75%.

- LYNX overall ridership increased by 190K, or 16.5%, compared to October 2020. Year-to-date ridership for FY-22 (1,345,393) increased 16.5% compared to FY-21 (1,154,811)
- LYMMO ridership decreased by 7K, or 17%, compared to October 2020. Year-to-date ridership for FY-22 (35,194) decreased 17% compared to FY-21 (42,383).
- Fixed Route ridership increased by 198K, or 19.1%, compared to October 2020. Year-to-date ridership for FY-22 (1,240,405) increased by 19.1% compared to FY-21 (1,041,411).
- NeighborLink ridership decreased by 400, or 6.5%, compared to October 2020. Year-to-date ridership for FY-22 (5,727) decreased 6.5% compared to FY-21 (6,128).
- ACCESS LYNX ridership increased by 1K, or 5.4%, compared to October 2020. Year-to-date ridership for FY-22 (42,649) increased 5.4% compared to FY-21 (40,480).
- Vanpool ridership decreased by 3K, or 12.3%, compared to October 2020. Year-to-date ridership for FY-22 (21,418) decreased by 12.3% compared to FY-21 (24,409).
- There were no special events in October 2021.



October 2021 Service Performance Report

RIDERSHIP

Total Ridership by Mode						
	Oct-20	Oct-21	% Δ	YTD-21	YTD-22	% Δ
LYMMO	42,383	35,194	-17.0%	42,383	35,194	-17.0%
Fixed Route	1,041,411	1,240,405	19.1%	1,041,411	1,240,405	19.1%
NeighborLink	6,128	5,727	-6.5%	6,128	5,727	-6.5%
ACCESS LYNX	40,480	42,649	5.4%	40,480	42,649	5.4%
Vanpool	24,409	21,418	-12.3%	24,409	21,418	-12.3%
Special Events	0	0	0	0	0	0
SYSTEM TOTAL	1,154,811	1,345,393	16.5%	1,154,811	1,345,393	16.5%

October 2020:	22 Weekdays	5 Saturdays	4 Sundays
October 2021:	21 Weekdays	5 Saturdays	5 Sundays

Average Daily Ridership by Mode									
Mode	Weekday			Saturday			Sunday		
	Oct-20	Oct-21	% Δ	Oct-20	Oct-21	% Δ	Oct-20	Oct-21	% Δ
LYMMO	1,567	1,369	-12.6%	911	670	-26.5%	842	618	-26.6%
Fixed Route	37,979	46,004	21.1%	27,150	32,959	21.4%	17,533	21,903	24.9%
NeighborLink	238	205	-13.9%	177	153	-13.6%	-	-	-
ACCESS LYNX	1,609	1,759	9.3%	957	714	-25.4%	471	426	-9.6%
Vanpool	237	211	-11.0%	56	40	-28.6%	30	12	-60.0%
SYSTEM TOTAL	41,630	49,548	19.0%						

1

LYNX ridership increased by 190K, or 16.5%, compared to October 2020. System-wide average weekday riders increased by 19.0% year-to-date.

LYMMO ridership decreased by 7K, or 17.0%, compared to October 2020. Average weekday ridership for LYMMO was down 12.6% in October 2021.

Fixed Route ridership increased by 198K, or 19.1%, compared to October 2020. Average daily ridership increased by 21.1% compared to the same time period last year. The COVID-19 pandemic was responsible for the decreases in ridership during the last year.

NeighborLink ridership decreased by about 400, or 6.5%, compared to October 2020. The overall reduction for the year was primarily due to the COVID-19 pandemic.

ACCESS LYNX ridership increased by about 1K, or 5.4%, compared to October 2020. COVID-19 had caused a decrease in ridership during the year.

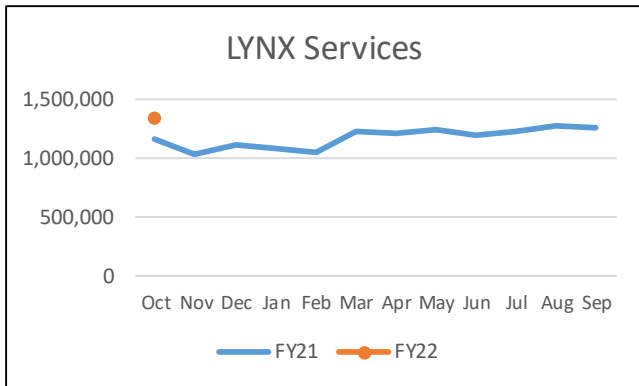
Vanpool ridership decreased by about 3K, or 12.3%, compared to October 2020. COVID-19 had caused a decrease in total Vanpool utilization.

*According to the U.S. Energy Information Administration, the average price of gasoline in the U.S. was \$2.26/gallon in October 2020 and \$3.28/gallon in October 2021. Historically, low gas prices can result in lower public transit ridership.

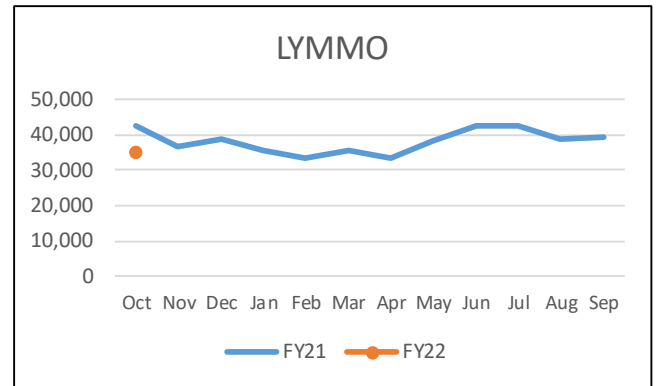


October 2021 Service Performance Report

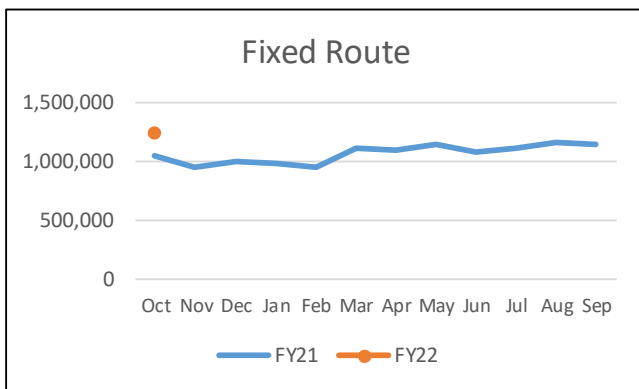
MONTHLY RIDERSHIP TRENDS BY MODE



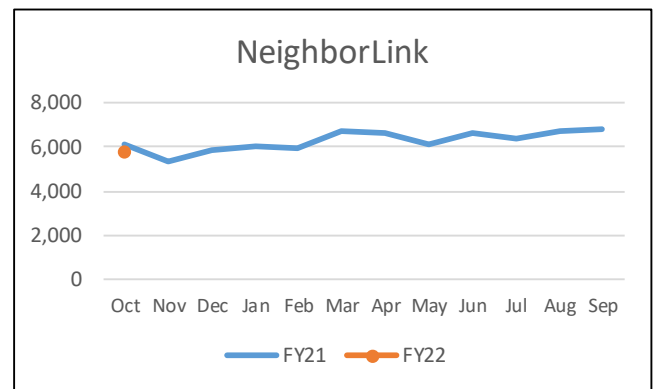
LYNX ridership increased by 16.5% compared to the same time last year. Average weekday riders increased by 19.0%.



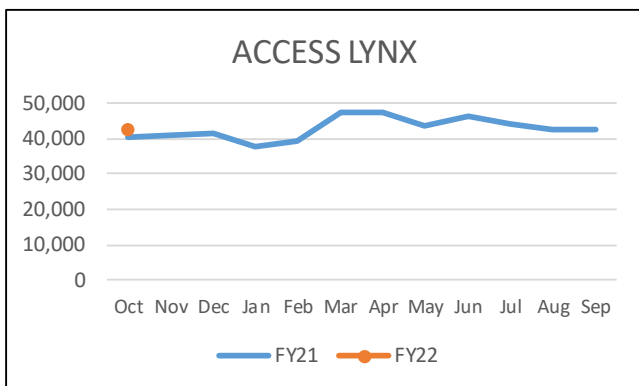
LYMMO ridership decreased by 17.0% compared to the same time last year. Average weekday riders increased by 12.6%.



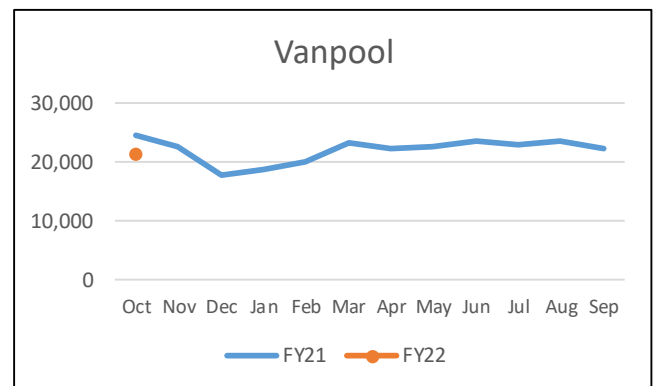
Fixed route ridership increased 19.1% compared to October 2020. Average weekday riders increased by 21.1%.



NeighborLink ridership decreased 6.5% compared to October 2020. Average daily riders decreased by 13.9%.



ACCESS LYNX ridership increased by 5.4% compared to October 2020. Average daily riders were up by 9.3%



Vanpool ridership decreased by 12.3%. Average daily riders decreased by 11.0% compared to October 2020.



October 2021 Service Performance Report

FY21 Monthly Modal Performance Data Sheet - October 2021

LYMMO										
Oct	35,194	4	83%	Not Applicable	0	0.10	9,141	98%	14	99%
Nov										
Dec										
Jan										
Feb										
Mar										
Apr										
May										
Jun										
Jul										
Aug										
Sep										
YTD	35,194	4	83.2%		0	0.10	9,141	98%	14	99%
Fixed Route										
Oct	1,240,405	14	75%	12%	7	0.10	88,414	98%	278	99%
Nov										
Dec										
Jan										
Feb										
Mar										
Apr										
May										
Jun										
Jul										
Aug										
Sep										
YTD	1,240,405	14	75.2%	12%	7	0.10	88,414	98%	278	99%



October 2021 Service Performance Report

FY21 Monthly Modal Performance Data Sheet - October 2021

Month End Reporting	Ridership	On-Time Performance	Collected Fares	NTD Reportable Incident	Complaints per 100,000 Miles	Fleet Availability	Preventable Maintenance Inspection Completed On-Time
NeighborLink							
Oct	5,727	100%	100%	0	9.7	90%	100%
Nov							
Dec							
Jan							
Feb							
Mar							
Apr							
May							
Jun							
Jul							
Aug							
Sep							
YTD	5,727	100%	100%	0	9.7	90%	100%
ACCESS LYNX							
Oct	42,649	59.27%	99.77%	0	10.0	88%	100%
Nov							
Dec							
Jan							
Feb							
Mar							
Apr							
May							
Jun							
Jul							
Aug							
Sep							
YTD	42,649	59.27%	99.77%	0	10.0	88%	100%



October 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

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Complaints per 100,000 Miles – Total number of complaints received based off of every 100,000 vehicle miles.

Total Trips Scheduled – Number of vehicle revenue trips scheduled to operate for the month.

Percentage of Scheduled Trips Operated – Percentage of the total of the revenue trips that were actually operated for the month compared to the number that were scheduled to operate.

Fleet Availability – Shows the extent to which the bus vehicle fleet is available for revenue-earning work.

Preventative Maintenance Completed On Time – Percentage of the total number of scheduled preventive maintenance inspections that were completed on time.

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