

LYNX Board Agenda

Meeting Date: 10/24/2024
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 9.30.24

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 Fire Alarm System Monitoring, Inspection and Repair Services Pg 8




B. Award Contracts

- i.  Authorization to Negotiate and Award a Contract to Integrated Fire and Security Solutions for the Supply and Installation of Security Equipment and Repair of Existing Equipment for a Not to Exceed Amount of \$609,825 Pg 10

C. Extension of Contracts

- i.  Authorization to Exercise the First Option Year of Contract 23-C51 with Towlando Towing & Recovery, Inc. and Increase the Not to Exceed (NTE) to \$525,000 Pg 12
- ii.  Authorization to Exercise the First Option Year of Contract 22-C28 with Voya Retirement Insurance and Annuity Company for Retirement Plan Administration and Recordkeeping Services Pg 14





D. Miscellaneous

- i.  Authorization to Reappoint Michelle Daley to Pension Trustee and Administrative Committee Boards and Adoption of Resolution 24-010 Pg 16
-Attachments 
- ii.  Authorization to Enter into an Interlocal Agreement with Orange County for the International Drive Transit Project Pg 19

7. Action Agenda

- A.  Authorization to Implement the December 8, 2024, Service Changes Pg 21

8. Information Items

- A.  Notification of Settlement Agreements Pursuant to Administrative Rule 6 Pg 27
 - B.  Notification of Sole Source Procurements Pursuant to Administrative Rule 4 Pg 29
- Attachments  

9. Monthly Reports

- A.  Communications Report - September 2024 Pg 34
 - B.  Monthly Financial Report - July 2024 Pg 41
- Attachments 
- C.  Paratransit Monthly Report - September 2024 Pg 43
- Attachments 
- D.  Ridership Report - August 2024 Pg 54
- Attachments 

10. Other Business

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: **September 30, 2024**

TIME: **3:30 p.m.**

Members in Attendance:

Viviana Janer, Commissioner, Osceola County BoCC, Chair
Buddy Dyer, Mayor, City of Orlando, Vice-Chair
Jerry Demings, Mayor, Orange County
John Tyler, Secretary, Florida Department of Transportation – District 5, Secretary
Amy Lockhart, Commissioner, Seminole County BoCC

1. Call to Order

Chair Janer called the meeting to order at 3:30 p.m.

Chair Janer asked Mayor Demings to lead the Pledge of Allegiance.

2. Approval of Minutes

Secretary Tyler moved to approve the Board of Directors meeting minutes of August 22, 2024. Seconded by Mayor Dyer. The minutes were unanimously approved as presented.

3. Public Comments

Julien Serrano O'Neil – Orlando, FL

Mr. Serrano-O'Neil asked the Board to vote in favor of transferring three vehicles to the United Foundation of Central Florida, Inc.

Lavon Bracy Davis – Orlando, FL

Ms. Bracy Davis asked the Board to vote in favor of transferring three vehicles to the United Foundation of Central Florida, Inc.

4. Chief Executive Officer's Report

Tiffany Homler Hawkins, Chief Executive Officer, thanked the Board for rearranging their schedules due to Hurricane Helene.

Ms. Homler Hawkins recognized the LYNX team: Bus Operators, Maintenance team, Supervisors, and the administrative staff for keeping service going through the storm. Fixed-route service was not suspended while paratransit transitioned to life-sustaining trips. All services returned to normal operations on Friday. Thoughts and prayers are with those that were extremely impacted.

The FDOT Response Letter has been provided to members, in response to inquiries by the Florida Public Transportation Association. The LYNX bus advertising program is safe, and commercial advertising will continue excluding twenty vehicles in the fleet.

Mayor Demings stated that LYNX was able to transport 140 individuals to shelters, and thanked LYNX for being a good partner.

5. Oversight Committee Report

Commissioner Janer, Chair of the Oversight Committee, stated that due to time constraints, the Oversight Committee did not meet this morning.

6. Consent Agenda:

Chair Janer 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.vii. Ms. Homler Hawkins stated that she recommends the entire Consent Agenda for approval.

A. Invitation for Bid (IFB)

- i. Authorization to Release an Invitation for Bid (IFB) for a Transit Safety and Security Mobile Application

B. Award Contracts

- i. Authorization to Negotiate and Award Contract 25-C17 to Palmdale Oil Company, LLC for Fuel Delivery of 87 Octane Unleaded Gasoline Through FY2025
- ii. Authorization to Negotiate and Award Contract 25-C18 to Palmdale Oil Company, LLC for Fuel Delivery of Ultra Low Sulfur Diesel Through FY2025

C. Extension of Contracts

- i. Authorization to Exercise the First Option Year of Contract 22-C08 with Faithworks Total Ground Maintenance, LLC and Increase the Not to Exceed (NTE) to \$490,546
- ii. Authorization to Exercise the Second Option Year of Contract 20-C74 with Vestis Services, LLC Previously Named Aramark Uniform & Career Apparel, LLC
- iii. Authorization to Exercise Option Year Two on Contract 20-C72 with ADARide.com, LLC for ACCESS LYNX Eligibility Functional Assessments and Travel Training Services

- iv. Authorization to Exercise the First Option Year of Contract 22-C33 with Adventist Health System/Sunbelt, Inc. dba Advent Health Centra Care for Occupational Health Services
 - v. Authorization to Exercise the First Option Year of Contract 21-C47 with Humana Insurance Company for Dental Insurance
 - vi. Authorization to Exercise the First Option Year of Contract 22-C82 with Humana Insurance Company for Vision Insurance
- D. Miscellaneous
- i. Authorization to Initiate Public Outreach for Fiscal Year 2025 Proposed Service Changes
 - ii. Authorization for LYNX Insurance Broker to Negotiate and Bind Coverage for the PGIT Package Renewal, Standalone Public Officials, and Cyber Liability Policies
 - iii. Authorization to Execute Transportation Disadvantaged Coordination Contract Between Central Florida Regional Transportation Authority, d/b/a LYNX, and Human Service Agencies for FY2025
 - iv. Authorization to Negotiate a Contract with CDM Smith, Inc. for Construction Engineering and Inspection Services to Support Existing Contracts
 - v. Authorization to Auction Surplus Capital Items
 - vi. Authorization to Transfer Three (3) Retired Vehicles to the United Foundation of Central Florida, Inc.
 - vii. Authorization to Purchase Vanpool Vehicles for a Not to Exceed Amount of \$3,270,000

Mayor Dyer made a motion to approve Consent Agenda items 6.A.i. through 6.D.vii. Seconded by Mayor Demings. Motion passed unanimously.

7. **Action Agenda**

- A. Approval of the FY2025 Proposed Operating and Capital Budgets and Adoption of Resolution 24-009

Chair Janer recognized Michelle Daley, Director of Finance, to make the presentation. Ms. Daley stated that level of service will be maintained at FY2024 levels, and the Funding Partners contribution is based on the Regional Funding Model.

Budget assumptions include no fare increases, ridership projected at current trends, advertising revenue at the contract guarantee, wage increases consistent with funding partners and Board approved Union Labor agreements, and the fuel hedging program utilized for fuel stabilization. Route optimization will be provided in coordination with Operations while right-sizing operational staff through service planning, and paratransit fleet expansion to keep up with increasing trip demands.

Initiatives include the Pine Hills Transfer Center, scheduled to open in January 2025, increased service levels and shelter improvements as part of the Orange County

Accelerated Transportation Safety Program, Southern Operations site selection, and LCS window replacement and bus bay improvements.

Secretary Tyler made a motion for Approval of the FY2025 Proposed Operating and Capital Budgets and Adoption of Resolution 24-009. Second by Mayor Demings. Motion passed unanimously.

B. Authorization to Enter into the FY2025 Service Funding Agreements with the Regional Funding Partners

Chair Janer recognized Ms. Homler Hawkins. Ms. Homler Hawkins stated that at last month's meeting the discrepancy in the NeighborLink cost allocation was discussed. She recommends approval of the Regional Funding agreements with revenue hours on NeighborLink and for the Board to direct staff to bring back a review of the Funding Model, as other policies are being reviewed in the Committees and address the funding impacts because of the NeighborLink discrepancy.

Mayor Demings made a motion for Authorization to Enter into the FY2025 Service Funding Agreements with the Regional Funding Partners. Second by Mayor Dyer. Motion passed with Commissioner Lockhart voting against.

C. Authorization to Enter into the FY2025 Service Funding Agreements with the Municipal Funding Partners

Ms. Daley stated that these agreements have been provided to the Municipal Funding Partners and LYNX staff has addressed all comments received regarding these agreements.

Mayor Dyer made a motion for Authorization to Enter into the FY2025 Service Funding Agreements with the Municipal Funding Partners. Second by Mayor Demings. Motion passed unanimously.

D. Authorization to Enter into the FY2025 Bus Service Agreements

Ms. Daley stated that these agreements have been provided to the Partners and LYNX staff has addressed all comments received regarding these agreements.

Mayor Dyer made a motion for Authorization to Enter into the FY2025 Bus Service Agreements. Second by Secretary Tyler. Motion passed unanimously.

8. Work Session

A. CEO Annual Evaluation

Chair Janer stated that she had extensive discussions with LYNX General Counsel and looked at past CEO evaluations. These evaluations have been done in a very

inconsistent manner. Chair Janer asked Ms. Homler Hawkins if the CEO annual increase is the same as the administrative staff. Ms. Homler Hawkins stated that this has been the practice historically. Chair Janer would like, with the Board's permission, to have a one-on-one evaluation with Ms. Homler Hawkins. She encourages each of the Board members to express any issues on a one-on-one basis with Ms. Homler Hawkins. The Board needs review how the CEO evaluation is completed, because it has been done in an inconsistent manner in the past.

8. Information Items

There were four 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
- C. Notification of Utilization of Project Contingency for the Pine Hills Bus Transfer Center Pursuant to Admin. Rule 4.5.4.D. in the Amount of \$46,880
- D. Quarterly Service Recognition

9. Monthly Reports

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

- A. Communications Report – August 2024
- B. Monthly Financial Report – June 2024
- C. Paratransit Report – August 2024
- D. Ridership Report – July 2024

10. Other Business

11. Adjourned:

The meeting adjourned at 3:54 p.m.

Certification of Minutes:

I certify that the foregoing minutes of the September 30, 2024, 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: John Burkholder
Director Of Risk Management And Safety
Christie Diemer
Technical Contact

Phone: 407.841.2279 ext: 6167

Item Name: Authorization to Release a Request for Proposal (RFP) for Fire Alarm System Monitoring, Inspection and Repair Services

Date: 10/24/2024

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 Fire Alarm System Monitoring, Inspection and Repair Services. The contract term will be for an initial three (3) year term with two (2) one (1) year options.

BACKGROUND:

All owned and leased LYNX facilities are equipped with fire alarm systems that must be inspected, maintained, and repaired in accordance with the National Fire Protection Association (NFPA). In accordance with LYNX Procurement Policy, on May 18, 2021, contract 21-B05 was awarded to Fire & Life Safety America (FLSA). The contract included inspections for all components of the fire systems for LYNX Operations Center (LOC) -A/B/C and LYNX Central Station (LCS). On September 12, 2022, Summit Fire & Security took over FLSA; however, LYNX maintained the same services with no changes.

The NFPA requires regular inspections, testing, and maintenance of fire alarms and fire suppression equipment to ensure functionality and compliance with safety standards. According to NFPA 72, fire alarm systems must undergo visual inspections, functional testing, and sensitivity checks at specified intervals, typically annually or semi-annually depending on the system and environment. For fire suppression systems, NFPA 25 mandates routine inspections and testing of sprinklers, standpipes, and other components to verify operability. These

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inspections must be conducted by qualified personnel, and records of all inspections must be maintained for review by fire safety officials.

DISADVANTAGED BUSINESS ENTERPRISE (DBE) PARTICIPATION:

No DBE Goal is established for this solicitation. Proposers are encouraged to make every attempt to obtain participation of certified DBEs and other small businesses.

FISCAL IMPACT:

The FY2025 Approved Operating Budget includes \$21,000 for Fire Alarm System Monitoring, Inspection and Repair Services.

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Consent Agenda Item #6.B. i

To: LYNX Board of Directors

From: John Burkholder
Director Of Risk Management And Safety
Rafael Acevedo
Technical Contact

Phone: 407.841.2279 ext: 6167

Item Name: Authorization to Negotiate and Award a Contract to Integrated Fire and Security Solutions for the Supply and Installation of Security Equipment and Repair of Existing Equipment for a Not to Exceed Amount of \$609,825

Date: 10/24/2024

ACTION REQUESTED:

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to negotiate and award a contract to Integrated Fire & Security Solutions, Inc., for the Supply and Installation of Security Equipment and Repair of Existing Equipment. The amount not to exceed is \$609,825 for an initial three (3) year term.

BACKGROUND:

On March 23, 2023, the LYNX Board of Directors authorized the release of a Request for Proposal (RFP) for this service.

The Request for Proposal (RFP) was released, posted on DemandStar, and sent directly to interested Vendors on May 4, 2023. The deadline for submission of proposals was June 21, 2023, and the Source Evaluation Committee (SEC) met on August 16, 2023. During the meeting, the motion was made by SEC members to reject all proposals received and restart the procurement process.

The second Request for Proposal (RFP) was released, posted on DemandStar, and sent directly to interested vendors on April 30, 2024.

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The deadline for submission of proposals was July 15, 2024, and the following is a list of vendors considered responsive and responsible and their Total Ordinal Rankings as determined by the Source Evaluation Committee (SEC):

Proposer	Total Ordinal Ranking
Integrated Fire & Security Solutions, Inc.	1
GC & E Systems Group, LLC	2

The responsive and responsible proposer with the lowest ordinal ranking was Integrated Fire & Security Solutions, Inc. The SEC voted unanimously to recommend to the LYNX Governing Board to negotiate and award a contract to Integrated Fire & Security Solutions, Inc.

DISADVANTAGED 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 FY2025 Approved Capital Budget has \$520,000 for access control doors and the FY2025 Approved Operating Budget has \$10,000 for CCTV/Badge Access Repairs.

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Consent Agenda Item #6.C. 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 Exercise the First Option Year of Contract 23-C51 with Towlando Towing & Recovery, Inc. and Increase the Not to Exceed (NTE) to \$525,000

Date: 10/24/2024

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 23-C51 for heavy duty bus towing and recovery services with Towlando Towing & Recovery, Inc. and increase the not to exceed (NTE) to \$525,000.

BACKGROUND:

LYNX entered into a contract with Towlando Towing & Recovery, Inc. for heavy duty bus and support vehicle towing services on December 15, 2022, for an initial term of two (2) years with three (3) one (1) year renewal options with a not to exceed amount of \$200,000 for the initial term. Due to an unexpected increase in fixed route bus, NeighborLink bus and support vehicle accidents and in-service failures, the not to exceed contract value was surpassed. On July 25, 2024, the LYNX Board of Directors provided approval for an increase in the not to exceed (NTE) to \$345,000 to for the initial term of the contract.

DISADVANTAGED BUSINESS ENTERPRISE (DBE) PARTICIPATION:

No DBE Goal is established for this contract. As part of the original RFP process, Towlando Towing & Recovery, Inc. was encouraged to attempt to obtain participation of certified DBEs and other small businesses.

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FISCAL IMPACT:

The FY2025 Approved Operating Budget includes \$132,000 for heavy duty bus and support vehicle towing services.

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Consent Agenda Item #6.C. ii

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 22-C28 with Voya Retirement Insurance and Annuity Company for Retirement Plan Administration and Recordkeeping Services

Date: 10/24/2024

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 22-C28 with Voya Retirement Insurance and Annuity Company for Retirement Plan Administration and Recordkeeping Services.

BACKGROUND:

On June 24, 2021, the LYNX Board of Directors approved the award of Contract 22-C28 to Voya Retirement Insurance and Annuity Company for Retirement Plan Administration and Recordkeeping Services for three (3) years and one (1) month with three (3) one (1) year options. Contract 22-C28 expires on December 31, 2024.

The Authority wishes to continue to offer retirement services to our employees with this provider.

The Contract was negotiated with the below key acceptable terms and conditions, but are not limited to:

- Three-year contract term with options for a minimum of three annual renewals
- Annual basic service fee of no more than 0.28%
- During the initial contract term, minimum guaranteed interest rate of 1.65% for the stable value (cash) investment option offered on the Plan's investment menu

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- Near-absolute prohibition on product sales to participants (limited exception for terminated participants who affirmatively request product information), with services to be provided to participants by non-commission based, salaried employees
- On-site participant meetings, including one-on-one meeting opportunities, every other month at the two LYNX Orlando locations; on-site participant meetings, including one-on-one meeting opportunities, at the LYNX Spring and Fall benefit fairs; and up to three meetings annually with participants on an as-needed basis at the LYNX Osceola location
- Recordkeeping of historical beneficiary designations currently on file
- Performance guarantees with 15% of service fees at risk
- Memorandum of Understanding to clarify concepts in the group annuity contract
- Provision of an IRS-preapproved 401(a) plan document and a specimen 457(b) plan document
- All agreed-upon points in the preliminary negotiations with the LYNX negotiation team

DISADVANTAGED BUSINESS ENTERPRISE (DBE) PARTICIPATION:

No DBE participation goal is applicable for this activity.

FISCAL IMPACT:

There is no fiscal impact, since all fees are paid by the individual retirement accounts.

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Consent Agenda Item #6.D. 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 Reappoint Michelle Daley to Pension Trustee and Administrative Committee Boards and Adoption of Resolution 24-010

Date: 10/24/2024

ACTION REQUESTED:

Staff is requesting the Board of Directors' authorization to adopt Resolution No. 24-010 authorizing the reappointment of Michelle Daley, to the Administrative Committee and Trustee Board for the 457 Deferred Compensation Plan, Money Purchase Plan, and the Defined Contribution Plan for Bargaining Unit Employees and Board of Trustees for the Amalgamated Transit Union (ATU) Local 1596 Pension Plan (Defined Benefit Plan).

BACKGROUND:

LYNX, as the employer, is the Plan Administrator for LYNX's Money Purchase Plan, Deferred Compensation Plan, and the Defined Contribution Plan for Bargaining Unit Employees. As such, the employer/Plan Administrator has a number of responsibilities, duties, and obligations in maintaining and operating each of the Plans. Unless an appointment is made to delegate these responsibilities and duties, the employer acts through its Board of Directors. For purposes of this, any reference to actions to be taken by LYNX in its capacity as employer or Plan Administrator means LYNX's Board of Directors unless otherwise specified. LYNX has general powers and responsibilities, including the power to appoint counsel, specialists, advisers, investment managers, agents (including any nonfiduciary agent) and other persons as the employer deems necessary or desirable in connection with the exercise of its fiduciary duties under this Plan, including the Trustee and Administrator. Consistent with this power of appointment, LYNX has the obligation to periodically review the performance of any fiduciary or other person to whom duties have been delegated or allocated by it. Since LYNX is the Administrator, and has the power to appoint, it may appoint any person(s) to perform its duties as the Administrator.

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FUNCTIONS OF THE ADMINISTRATOR - The primary responsibility of the Administrator is to administer the Plan for the exclusive benefit of the participants and their beneficiaries in accordance with its terms. It has the power and discretion to construe the terms of the Plan and to determine all questions arising in connection with the administration, interpretation, and application of the Plan. Benefits under this Plan will be paid only if the Administrator decides, in its discretion, that the applicant is entitled to them. The Administrator may establish procedures to carry out the purpose of the Plan, provided they are nondiscriminatory and shall comply with the terms of the Internal Revenue Code and Plan's document. An enumerated listing of the Administrator's duties includes, but is not limited to, the following:

- (a) The discretion to determine all questions relating to the eligibility of employees to participate in the Plan;
- (b) The authority to review and settle all claims against the Plan;
- (c) To compute, certify, and direct the Trustee with respect to the amount of benefit to which any participant is entitled;
- (d) To authorize and direct the Trustee with respect to disbursements from the trust;
- (e) To maintain all necessary records for the administration of the Plan;
- (f) To interpret the provisions of the Plan and to make and publish rules;
- (g) To compute and certify the amount of contribution to the Plan and advise the Trustee accordingly;
- (h) To prepare and implement procedures to notify eligible employees of Plan provisions and changes;
- (i) To qualify any domestic relations orders received;
- (j) To assist any participant regarding the participant's rights, benefits, or elections available under the Plan; and
- (k) Retain a record of actions taken, accountings, records, etc. necessary for proper administration of the Plan and shall be responsible for supplying all information and reports to any governmental agencies, participants and beneficiaries, as required by law.

For the employees who are members of ATU Local 1596 participate in a defined benefit retirement Plan. The Plan has an oversight Trustee Board consisting of three Union and three Management employees. LYNX's Chief Executive Officer selects three Management employees to serve as Trustees with confirmation from the LYNX Board of Directors' and the Union's Executive Board appoints its representatives.

DISADVANTAGED BUSINESS ENTERPRISE (DBE) PARTICIPATION:

No DBE participation goal is applicable for this activity.

FISCAL IMPACT:

There is no fiscal impact to the LYNX FY2025 Approved Operating Budget.

CERTA RESOLUTION NO. 24-010

**RESOLUTION OF THE CENTRAL FLORIDA REGIONAL
TRANSPORTATION AUTHORITY (d/b/a/ LYNX) APPROVING THE
APPOINTMENT OF A MANAGEMENT APPOINTEE TO THE
ADMINISTRATIVE COMMITTEE AND BOARD OF TRUSTEE
APPOINTMENTS FOR RETIREMENT PLANS**

WHEREAS, LYNX is the sponsoring employer of the LYNX Money Purchase Plan, LYNX Defined Contribution Plan for BU Employees, LYNX Deferred Compensation Plan, and Amalgamated Transit Union 1596 Pension Plan (collectively, the “Plans”); and

WHEREAS, Article II of the Plan authorizes the Employer to appoint three members to the Plan’s Board of Trustees; and

WHEREAS, the Employer wishes to re-appoint Michelle Daley to the Board of Trustees of the Plan, effective, January 1, 2025.

NOW, THEREFORE, BE IT RESOLVED THAT: Michelle Daley is hereby re-appointed, effective January 1, 2025, to the following positions:

- Member of the Administrative Committee for the LYNX Money Purchase Plan
- Member of the Board of Trustees for the LYNX Money Purchase Plan
- Member of the Administrative Committee for the LYNX Defined Contribution Plan for BU Employees
- Member of the Board of Trustees for the LYNX Defined Contribution Plan for BU Employees
- Member of the Administrative Committee for the LYNX Deferred Compensation Plan
- Member of the Board of Trustees for the LYNX Deferred Compensation Plan
- Member of the Board of Trustees for the Amalgamated Transit Union 1596 Pension Plan

APPROVED AND ADOPTED the ____ day of _____, 2024 by the Governing Board of the Central Florida Regional Transportation Authority.

CENTRAL FLORIDA REGIONAL
TRANSPORTATION AUTHORITY

By: Governing Board

Chairman

ATTEST:

Secretary

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Consent Agenda Item #6.D. ii

To: LYNX Board of Directors

From: **James Boyle**
Interim Chief Planning And Development Officer
Myles O'Keefe
Technical Contact
Patricia Whitton
Technical Contact

Phone: 407.841.2279 ext: 6036

Item Name: Authorization to Enter into an Interlocal Agreement with Orange County
for the International Drive Transit Project

Date: 10/24/2024

ACTION REQUESTED:

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to negotiate and enter into, on behalf of LYNX, an Interlocal Agreement with Orange County that sets forth the specific terms and conditions of the transit planning in-kind and reimbursable services that will be provided for the International Drive Transit Project.

BACKGROUND:

In 2021, Orange County completed the International Drive Transit Feasibility and Alternative Technology Assessment (TFATA). The project evaluated the potential of implementing a premium transit circular operating within the International Drive District along International Drive from Sand Lake Road to Destination Parkway and Sea Harbor Drive.

To support the next steps of the International Drive Transit Project, LYNX and Orange County entered into a Memorandum of Agreement (MOA) on June 21, 2022, for LYNX to provide in-kind transit planning services to Orange County.

Following the development of the scope of work and discussions between LYNX and Orange County staff, an updated MOA was deemed necessary, as Orange County requested LYNX's support for the procurement and management of professional consultant services to advance the I-Drive Transit Project. The MOA identified in-kind services that would be provided by LYNX to procure and manage the next phase of the transit project. LYNX, as the designated recipient for Federal Transit Administration (FTA) funds for the Central Florida region, will serve as the

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project lead and oversee the procurement of professional services to request entry into FTA Project Development, including National Environmental Policy Act (NEPA) and up to 30 percent preliminary design. This second MOA, signed on March 26, 2024, was intended to replace the agreement signed on June 21, 2022.

This third Interlocal Agreement between LYNX and Orange County builds upon the MOA signed on March 26, 2024, and identifies the specific terms and conditions of the in-kind and reimbursable services that will be provided by LYNX for the procurement and management of the I-Drive Transit Project NEPA and 30 percent preliminary design phases. These terms and conditions include:

- i. LYNX procuring a third-party professional consultant;
- ii. that the consultant be directed to prepare a Phase 1 Class of Action Request to the FTA;
- iii. that if the parties elect to proceed with an optional Phase 2 of the project, the consultant will be directed to prepare a NEPA assessment and preliminary design;
- iv. that the County will provide up to \$2.1 million of reimbursement for the procured consulting services.

DISADVANTAGED BUSINESS ENTERPRISE (DBE) PARTICIPATION:

No DBE participation goal is applicable for this activity.

FISCAL IMPACT:

There is no fiscal impact for LYNX for this Interlocal Agreement with Orange County. LYNX will be reimbursed by Orange County as per the Interlocal Agreement for any expenses incurred.

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Action Item #7.A

To: LYNX Board of Directors

From: James Boyle
Interim Chief Planning And Development Officer
Bruce Detweiler
Technical Contact

Phone: 407.841.2279 ext: 6036

Item Name: Authorization to Implement the December 8, 2024, Service Changes

Date: 10/24/2024

ACTION REQUESTED:

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee, to implement the proposed service changes effective December 8, 2024.

BACKGROUND:

On September 28, 2024, staff received authorization from the Board of Directors to initiate the Public Participation Process for consideration of proposed service changes that would go into effect in December. Seven (7) information sessions and one (1) in-person and virtual hearing/workshop was held. Additional public information sessions will be held in late December and January once the opening date of the Pine Hills Transfer Center is confirmed. LYNX customers and the public will be provided the opportunity to submit comments on the service changes at the following information sessions and workshop/public hearing:

Date/Time: Monday, October 14, 1-2 PM
Location: LYNX Central Station – Lobby, Orlando, FL

Date/Time: Monday, October 14, 6-7 PM
Location: Virtual

Date/Time: Tuesday, October 15, 1-2 PM
Location: Kissimmee City Hall, Kissimmee, FL

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Date/Time: Tuesday, October 15, 1-2 PM

Location: Valencia College Lake Nona Campus, Orlando, FL

Date/Time: Tuesday, October 15, 5-6 PM

Location: Pine Hills Community Center, Orlando, FL

Date/Time: Wednesday, October 16, 6:30-7:30 PM

Location: Buenaventura Lakes Public Library, Kissimmee, FL

Date/Time: Wednesday, October 16, 1-2 PM

Location: Beardall Senior Center, Orlando, FL

Date/Time: Thursday, October 17, 4-6PM

Location: LYNX Central Station – 2nd Floor Open Space, Orlando, FL and virtual

Details of these events and the service change proposals are published on our website at www.golynx.com.

The public comment period for the proposed service ran from September 30 through October 22, 2024. Public notices for the service change information and the public meetings were posted in the LYNX Central Station terminal lobby and bus bays; at SuperStops throughout the service areas; on www.golynx.com, and on LYNX social media sites including Facebook and Twitter.

Dec. 8 Service Proposal

NEW LINK

- **Link 705** – West Colonial Drive/Winter Garden (Orange County) – Route will operate between the West Oaks Mall SuperStop and Colonial Drive and Park Avenue in Winter Garden, replacing Link 105 service. Will operate from West Oaks Mall via Clarke Road, Colonial Drive, Blackwood Avenue, Old Winter Garden Road, Bluford Avenue, Colonial Drive, Carter Road, Story Road, 9th Street, Colonia Drive to Park Avenue. From Park Avenue will operate along Colonial Drive to West Oaks Mall. Route will run every 60 minutes Monday-Saturday from 6 a.m.-9:40 p.m.

DISCONTINUED SERVICE

- **Link 155** – The Loop/Buena Ventura Lakes/Osceola Parkway (Osceola County) – Route will be discontinued.
- **Link 612** – Narcoossee Road (Osceola County/Orange County) – Route will be discontinued.

LYNX Board Agenda

SCHEDULE ADJUSTMENTS

- **Link 7** – S. Orange Avenue/Florida Mall (Orange County) – Minor weekday schedule adjustments.
- **Link 10** – E. U.S. 192/St. Cloud (Osceola County) – Minor daily schedule adjustments.
- **Link 23** – Winter Park/Rosemont/Springs Plaza (Orange County/Seminole County) – Minor weekday and Saturday schedule adjustments.
- **Link 25** – Mercy Drive/Shader Road (Orange County) – Minor weekday and Saturday schedule adjustments.
- **Link 26** – Pleasant Hill Road/Poinciana (Osceola County) – Minor daily schedule adjustments.
- **Link 104** – E. Colonial Drive (Orange County) – Minor Sunday schedule adjustments.
- **Link 108** – S. U.S. 441 (Orange Blossom Trail)/Kissimmee (Osceola County/Orange County) – Minor daily schedule adjustments.
- **NeighborLink 812** – Winter Garden (Orange County) – schedule adjustments on weekdays.

SCHEDULE IMPROVEMENTS

- **Link 56** – W. U.S. 192/Magic Kingdom (Osceola County/Orange County) – Adding daily trips from Kissimmee Intermodal Station at 4, 4:30 and 5 a.m. and from Disney University at 5:20 and 5:50 a.m. on weekdays and 5:17, 5:47 and 6:17 a.m. on weekends.

SCHEDULE REDUCTIONS

- **Link 60** – LYMMO Orange Line (City of Orlando) – Changing weekday frequency 7 a.m.-7 p.m. to every 12 minutes and 7 p.m.-9 p.m. to every 16-20 minutes. Ending service daily at 9 p.m.
- **Link 61** – LYMMO Lime Line (City of Orlando) – Changing weekday frequency to 20 minutes. Beginning weekday service at 7 a.m. and ending service at 6 p.m. Discontinuing Saturday and Sunday service.
- **Link 62** – LYMMO Grapefruit Line (City of Orlando) – Changing weekday frequency 7 a.m.-6 p.m. to every 12 minutes and 6 p.m.-9 p.m. to every 16 minutes. Ending service daily at 9 p.m.

LYNX Board Agenda

ROUTE AND SCHEDULE IMPROVEMENTS

- **Link 125** – Silver Star Road (Orange County) – Extending into the new Pine Hills Transfer Center via Belco Drive. Changing weekday service to operate every 20 minutes 5 a.m.- 6 p.m.
- **Link 49** – W. Colonial Drive/Pine Hills Road (Orange County) – Extending route into the new Pine Hills Transfer Center. Changing service on Indian Hill Road and North Lane to bi-directional. Extending route to Rosemont SuperStop via Pine Hills Road, Clarcona Ocoee Road and Orange Blossom Trail. Daily schedule adjustments. Adding Sunday 9:10 p.m. trip from Rosemont Superstop and 10:15 p.m. and 11:15 p.m. trips from LYNX Central Station.

ROUTE CHANGES

- **Link 9** – Winter Park/Rosemont/Pine Hills (Orange County) – Extending route from North Lane via Pine Hills Road, Belco Drive to the new Pine Hills Transfer Center. Discontinuing service on Pine Hills Road north of North Lane, Clarcona Ocoee Road, and Long Road. Discontinuing weekday 11 p.m. trip from Rosemont SuperStop to Winter Park. Change Sunday service to operate every 60 minutes. Daily schedule adjustments.
- **Link 37** – Pine Hills/Kirkman Road/Florida Mall (Orange County) – Extending route from Silver Star Road/Hiawassee Road via Silver Star Road and Belco Drive to the new Pine Hills Transfer Center. Daily schedule adjustments.
- **Link 44** – Hiawassee Road/Zellwood/Apopka (Orange County) – Extending route from Silver Star Road/Hiawassee Road via Silver Star Road and Belco Drive to the new Pine Hills Transfer Center. Discontinuing service on Hermit Smith Road, Harry Street, Janet Street, Willow Street, Holly Creek Road, George Martin Road and Mohawk Drive. Weekday and Saturday schedule adjustments.
- **Link 48** – W. Colonial Drive/Powers Dr. (Orange County) – Discontinuing service on Silver Star Road west of Powers Drive. Extending route to the new Pine Hills Transfer Center via Silver Star Road and Belco Drive. Daily schedule adjustments.
- **Link 105** – W. Colonial Drive (Orange County) – Changing route to operate between LYNX Central Station and Blackwood Avenue/ Old Winter Garden Road. Daily

LYNX Board Agenda

schedule adjustments.

- **Link 301** – Disney Direct/Pine Hills (Orange County) – Extending to the new Pine Hills Transfer Center. Will operate via Silver Star Road, Hiawassee Road and West Colonial Drive then operate along current route south of West Colonial Drive. Daily schedule adjustments.
- **Link 302** – Disney Direct/Rosemont (Orange County) – Discontinuing service between Rosemont SuperStop and North Lane/Pine Hills Road. Will operate on North Lane, Powers Drive, Indian Hill Road, Pine Hills Road and Belco Drive to the new Pine Hills Transfer Center. Then route will travel along Pine Hills Road, Colonial Drive and Mercy Drive to the current routing. Daily schedule adjustments. Discontinuing 2:15 p.m. daily trip from Rosemont SuperStop to Disney Springs.
- **Link 303** – Disney Direct/Washington Shores (Orange County) – Extending route to the new Pine Hills Transfer Center via John Young, West Colonial Drive, Mercy Drive, Silver Star Road and Belco Drive. Daily schedule adjustments.
- **Link 311** – Disney/Orlando Int'l Airport/Destination Parkway Express (Orange County) – Adding a stop on John Young Parkway at South Park Circle.
- **Link 443** – Winter Park/Lee Road/Pine Hills (Orange County) – Extending service from Silver Star Road/Hiawassee Road via Silver Star Road and Belco Drive to the new Pine Hills Transfer Center. Daily schedule adjustments. Renumbering route to Link 43.
- **NeighborLink 813** – Pine Hills (Orange County) – Extending service to the new Pine Hills Transfer Center.

ROUTE NUMBER CHANGES

- **NeighborLink 601** – Poinciana (Osceola County) – Renumbering to 801.
- **NeighborLink 604** – Intercession City/Campbell City (Osceola County) – Renumbering to 804.
- **Link 443** – Winter Park/Lee Road/Pine Hills (Orange County) – Renumbering as Link 43.

LYNX Board Agenda

DISADVANTAGED BUSINESS ENTERPRISE (DBE) PARTICIPATION:

No DBE participation goal is applicable for this activity.

FISCAL IMPACT:

The proposed base service changes are budget neutral. All proposed service changes are coordinated with the LYNX funding partners. There are adjustments and cancellations of services within Osceola County that have already been included in those agreements for FY2025. The bus service agreement for the Orange County ATSP may require an amendment once the service changes related to Pine Hills Transfer Center are finalized.

LYNX Board Agenda

Information Item A

To: LYNX Board of Directors

From: John Burkholder
Director Of Risk Management And Safety
John Burkholder
Technical Contact

Phone: 407.841.2279 ext: 6167

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

Date: 10/24/2024

LYNX Liability Claim Settlements September 2024

Claimant Name	Accident Date	Type	Amount	Date of Check
State Farm Mutual Automobile Insurance Company	5/18/2024	PD	\$1,704.27	9/5/2024
Progressive Select as Subrogee of Hernandez, Juan	7/12/2024	PD	\$1,016.93	9/5/2024
Geico General Insurance Company	5/25/2024	PD	\$4,467.05	9/5/2024
Miseal Alexis Gomez	7/25/2024	PD	\$930.09	9/5/2024
Morgan and Morgan, PA trust account fbo Robert Blocker	2/7/2022	BI	\$6,500.00	9/12/2024
Enterprise Rental (Simon Sandoval)	5/9/2024	PD	\$643.49	9/12/2024
Brian Stover	8/26/2024	BI	\$1,500.00	9/12/2024
Dan Newlin Injury Attorneys FBO Javier Garcia Quintana	3/28/2024	BI	\$12,000.00	9/12/2024
Enterprise Rental (Radoyka Seda)	7/9/2024	PD	\$389.11	9/12/2024
Enterprise Rental (Lauren Meulener)	6/3/2024	PD	\$548.28	9/12/2024
Enterprise Rental (Jose Colon)	7/21/2024	PD	\$632.48	9/12/2024
Enterprise	5/18/2024	PD	\$419.12	9/12/2024
Melissa Rodriguez (re-issued)	1/17/2024	BI	\$1,124.65	9/12/2024
Marc L Shapiro P.A. fbo Ketty Lumene	6/1/2023	BI	\$22,500.00	9/19/2024
USAA subrogation (Richard Bornmann)	5/27/2023	PD	\$9,253.68	9/19/2024
Anita Hill	8/31/2024	BI	\$1,500.00	9/19/2024
The Hertz Corporation	1/2/2024	PD	\$103.56	9/19/2024
Jason Baldino	9/9/2024	PD	\$211.92	9/27/2024

LYNX Board Agenda

Carlington Pinnock	7/4/2024	BI	\$3,800.00	9/27/2024
Ulyssess Francis	7/15/2024	PD	\$429.37	9/27/2024
Andrea Forsmans	8/25/2024	PD	\$5,800.81	9/27/2024
Dan Newlin Injury Attorneys Trust Account f/b/o John Fernandes	2/10/2024	BI	\$30,000.00	9/27/2024
Dan Newlin Injury Attorneys Trust Account f/b/o Elizabeth Fernandes	2/10/2024	BI	\$24,000.00	9/27/2024
Maitland Collision Center East (Jeffrey Staten)	7/31/2024	PD	\$6,516.26	9/27/2024
Morgan and Morgan, PA trust account fbo Horencia Rojas Lebron	2/15/2021	BI	\$100,000.00	9/27/2024

LYNX Board Agenda

Information Item B

To: LYNX Board of Directors

From: Maurice Jones
Director Of Procurement
Wanda Gonzalez
Technical Contact

Phone: 407.841.2279 ext: 6057

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

Date: 10/24/2024

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

1. Cummins-Allison
2. Environmental Systems Research Institute, Inc. (ESRI)



Sole Source Justification

DATE: 12 Sep 2024

REQUESTED BY: Tony DeGuzman, Comptroller

SUBJECT: Maintenance contract for coin and currency machines

BACKGROUND: Cummins-Allison provides the annual services and maintenance for the currency and coin machines. No other manufacturer or dealer is authorized to service Cummins-Allison equipment in the United States.

SOLE SOURCE JUSTIFICATION: Cummins-Allison is the sole source provider and can provide machine servicing.

COST/PRICE ANALYSIS: The price for FY 2025 is \$4,514 which is a 4% increase of the FY 2024 price of \$4,329.

Tony DeGuzman
Comptroller

Michelle Daley
Director of Finance

12 Sep 24
Date:

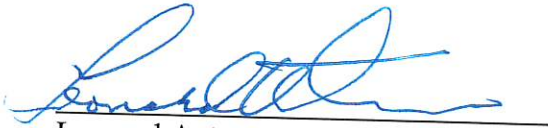
Maurice A. Jones
Director of Procurement/DBE Liaison Officer

9/20/2024
Date:

9.13.24
Date

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

9/23/24
Date



Leonard Antmann
Chief Financial Officer

Date:

9/25/24



Tiffany Homler Hawkins
Chief Executive Officer

Date

10/3/24



Sole Source Justification

DATE: September 11, 2024

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

SUBJECT: Environmental Systems Research Institute, Inc. (ESRI) Advanced User Licenses

BACKGROUND: LYNX uses ESRI products including the Arc Geographical Information System (ArcGIS) Platform to provide jurisdictional and municipal mapping services of transit stops, urban and rural boundaries. The ESRI Insights module is a software used to perform analytics and business workflows. ESRI products are used to conduct analysis for the agency and produce the spatial-information presented via interactive maps on LYNX's website, www.golynx.com. The web-based interactive maps support local partner agencies, stakeholders and their staff activities associated with planning and construction projects.

SOLE SOURCE JUSTIFICATION: An attached sole source justification letter has been provided by the vendor, ESRI, Inc. ESRI, Inc. is the sole provider for software licenses, including the ArcGIS Online GIS Professional Advanced User license, for ESRI products, including ArcGIS in the United States commercial, state, and local government marketplace. The ESRI products are unique and not available from another source. Due to the reliance on the maintenance and software products, the procurement process to identify and acquire comparable products would result in an unacceptable delay to LYNX. No other suppliers or services will satisfy the required support and continued maintenance of the ESRI software products.

COST/PRICE ANALYSIS:

The cost impact of upgrading the two user licenses is \$8,400 for the period of September, 2024 – October 31, 2025; to align with LYNX's other licenses' terms.

Myles O'Keefe
Manager of Strategic Planning

9.11.24

Date

James Boyle
Interim Chief of Planning & Development

9-12-24

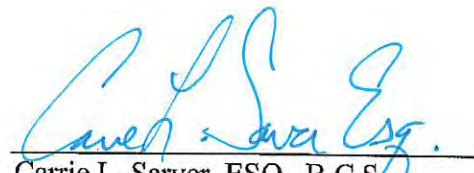
Date


Maurice A. Jones
Director of Procurement

9/24/24
Date


Leonard Antmann
Chief Financial Officer

9/23/24
Date:


Carrie L. Sarver, ESQ., B.C.S.
Senior In-House Counsel

9/24/24
Date


Tiffany Homler Hawkins
Chief Executive Officer

9/24/24
Date:

LYNX Board Agenda

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 - September 2024

Date: 10/24/2024

LYNX Press Releases | Media Notes: September 2024

September 20	LYNX September Board of Directors and Oversight Committee Meeting Information
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LYNX News Articles | September 2024

September 7	1 dead, 3 injured after crash involving Lynx small transport bus in Osceola county Orlando Sentinel A man is dead, and 3 others are injured after a crash involving a Lynx small transport bus early Saturday morning in Osceola county, the Florida ...
September 8	Passenger dies after bus overturns in attempt to avoid wrong-way driver near Poinciana, FHP says WKMG News 6 has reached out to Lynx for a statement. Note: This map depicts the general area of the crash and not necessarily its exact location. Get ... Fatal Wrong-Way Collision with Lynx Bus Claims Life in Osceola County Hoodline The resulting accident sent all individuals involved to Osceola Regional Medical Center. It was here, as stated by the Florida Highway Patrol ...

LYNX Board Agenda

	Kissimmee Man Killed in Wrong-Way Crash Involving Lynx Bus on South Poinciana Boulevard Positively Osceola A tragic accident early Saturday morning in Osceola County claimed the life of a Kissimmee ... Florida Highway Patrol.
September 9	FHP: 1 person killed in wrong-way crash in Osceola County MSN ... Lynx transport bus traveling south but hit the left side of the bus. Sign up for our Newsletters. Troopers said the bus overturned off the roadway ...
September 10	Orange County and LYNX Roll Out \$100 Million Transit Upgrades Hoodline Those interested can fish out more specifics at the LYNX website or verify the dope on the ATSP on Orange County's portal. Orlando-Transportation & ... Orange County and LYNX Expand Bus Network to Improve Connectivity and Better Serve ... OCFL Newsroom - Orange County Government LYNX's new and revamped routes boost connectivity across various communities and key destinations, including the new 311 express route linking Orlando ...
September 14	OCFL Update Orange County and LYNX Expand Bus Network With Funds From Spot On Florida All thanks to Orange County's \$100 million Accelerated Transportation Safety Program (ATSP). The new LYNX Bus Routes are: Link 21: Sunday service ...
September 18	RFP: Staffing and Recruitment Services Mass Transit Central Florida Regional Transportation Authority d/b/a ("LYNX") seeks to contract Two (2) or Three (3) qualified firms that demonstrate a ...
September 20	SunRail offers free rides near UCF during College Week Nicholson Student Media The Lynx Central Station allows SunRail to connect with downtown Orlando, allowing UCF students to transfer to a Lynx bus for convenient access to ...

LYNX Board Agenda

September 21	LYNX Expands Bus Network Attempting to Improve Connectivity West Orlando News LYNX continues to expand the local bus network attempting to improve connectivity and better serve passengers around Orlando.
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LYNX Social Media – September 2024

September 1	ACCESS LYNX improved trip reservation policy.
September 2	Labor Day schedule reminder. Happy Labor Day.
September 3	Getting ready to roll. Response to customer comment about Link 104.
September 4	Link 311 service. Repost: Orange County Accelerated Transportation Safety Program.
September 5	Friendly reminder about priority seats.
September 6	Read a Book Day. Repost: Downtown Orlando weekend happenings. Response to comment about Link 21 service.
September 7	LYMMO service.
September 8	Service to Orange County Convention Center.
September 9	Seminole State College, Valencia College and UCF students ride fare-free with student ID. Response to positive feedback about Links 38 and 42.
September 10	Repost: Orange County Accelerated Transportation Safety Program. Mystery bus stop. Mystery bus stop answer.
September 11	A day of silence in observance of September 11. Response to an issue with the PawPass application.
September 12	Bike to bus to Seminole Wekiva Trail. Repost: Orange County Accelerated Transportation Safety Program. Response to comment about Wi-Fi on a bus.
September 13	Mural Friday.
September 14	Onboard guidelines.
September 15	Hispanic Heritage Month.

LYNX Board Agenda

September 16	Employee appreciation for 25 years of service. Response to positive feedback about service.
September 17	Bus etiquette. Repost: Link 311 service from MCO to Disney Springs. Response to question about trip planning.
September 18	Transit and cycling are a perfect match. Repost: Orange County Accelerated Transportation Safety Program. West Orange Chamber of Commerce visit. Response to question about trip planning. Response to positive feedback about Link 311 service.
September 19	ACCESS LYNX service. Response to comment about bus drivers operating the same route.
September 20	Service island employee appreciation. Oversight Committee and Board of Directors meetings announcement. Response to concern about bus service. Response to feedback about making a public comment. Response to comment about ACCESS LYNX reservation. Response to comment about a Link 306 bus no-show. Response to comment about a dusty bus. Response to question about the Santa in the Terminal event.
September 21	Lost and Found window open today for Youth or AdvantAge ID services.
September 22	First day of Fall.
September 23	Transfer from LYNX to SunRail for free. Response to concern about Link 37 service. Response to question about applying for bus operator position. Response to comment about delayed ACCESS LYNX service. Response to question about the new PawPass application. Response to question about Link 311 service. Response to question about how to use the PawPass application.
September 24	Be prepared before boarding the bus. Tropical storm Helene update. Response to comment about Link 20 bus delay.
September 25	The Board of Directors meeting has been rescheduled. Helene weather update. Response to questions about bus service due to the impending storm.

LYNX Board Agenda

September 26	A reminder that the Board of Directors meeting has been rescheduled. Hurricane Helene service update. Back to regular service on Friday. Response to several questions about bus service due to the impending storm.
September 27	We are back to normal service today. December service proposal announcement. Response to question about bus service. Response to comment about Link 21 service.
September 28	We are hiring bus operators.
September 29	National Coffee Day.
September 30	Bus cleaning. The Board of Directors meeting will be today. The Oversight Committee meeting has been canceled. Repost: Orange County Accelerated Transportation Safety Program. Response to comment about Link 18 not showing up on Google Maps. Response to comment about an unhelpful bus operator. Response to question about NeighborLink service. Response to question about bus service.

LYNX Board Agenda

Social Media Usage	September 2024
Total Facebook Posts	41
Facebook Engagement: The sum of interactions received for the tweets published in the selected timeframe: retweets, replies and likes.	1K Reactions, 249 Comments, 86 Shares
Facebook Post Impressions: The number of times posts appeared on someone's screen.	47K
Total Tweets	54
Twitter X Engagement: The sum of interactions received for the tweets published in the selected timeframe: retweets, replies and likes	52 Likes, 10 Retweets, 9 Replies
Twitter X Post Impressions: The number of times posts appeared on someone's screen.	5.3K
Website Usage	September 2024
Total Pageviews	359K
Total User Visits	220K

LYNX Board Agenda

Commuter Vanpool Program – September 2024

Vanpool	September 2024
Vanpool Participants	400*
Total Revenue Miles	175,000*
New Vanpool	0
Returned Vanpools	2
Current Vans at Service	115
Pending Interests	None
Events	None

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

Advertising Sales – September 2024

Advertising Sales Revenue	September	LYNX %	FY to Date Sales	FY to Date LYNX %
Sales Revenue	\$459,029.47	\$275,417.68	\$4,724,223.40	\$2,834,534.04

LYNX Board 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 - July 2024

Date: 10/24/2024

Please find attached the preliminary monthly financial report for the Tenth month ending July 31, 2024.

CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY d/b/a LYNX
STATEMENTS OF REVENUES AND EXPENSES
For the Ten Months Ending Wednesday, July 31, 2024
(UNAUDITED)

	As of 7/31/2024		% Actual compared to Budget
	Budget	Actual	
REVENUES			
Customer fares	\$ 15,347,312	\$ 18,045,842	118%
Contract services	3,675,798	3,211,213	87%
Advertising	2,166,669	2,251,789	104%
Interest & Other income	1,233,687	6,022,444	488%
Federal Revenue	10,569,236	11,326,933	107%
State Revenue	11,712,462	12,104,791	103%
Local Revenue	11,110,089	12,523,368	113%
Local Revenue Funding Partner	76,659,742	76,659,743	100%
TOTAL REVENUE	<u>132,474,994</u>	<u>142,146,124</u>	<u>107%</u>
EXPENSE			
Salaries, Wages & Fringe Benefits	93,999,585	96,996,861	103%
Other services	11,295,650	8,529,889	76%
Fuel	11,478,211	11,312,537	99%
Materials and supplies	8,504,742	8,497,742	100%
Utilities	1,778,017	1,405,243	79%
Casualty & Liability	3,913,086	3,500,177	89%
Taxes and licenses	533,897	556,552	104%
Purchased transportation services	25,341,458	29,054,616	115%
Leases & Miscellaneous	2,829,833	1,920,354	68%
Interest Expense	33,515	72,490	216%
TOTAL EXPENSE	<u>159,707,994</u>	<u>161,846,459</u>	<u>101%</u>
CHANGE IN NET POSITION	<u>\$ (27,233,000)</u>	<u>\$ (19,700,336)</u>	<u>72%</u>

LYNX Board Agenda

Monthly Report C

To: LYNX Board of Directors

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

Phone: 407.841.2279 ext: 6169

Item Name: Paratransit Monthly Report - September 2024

Date: 10/24/2024

Please find attached the monthly report for Paratransit Services – September 2024.



ACCESS LYNX Paratransit Monthly Report



Overview

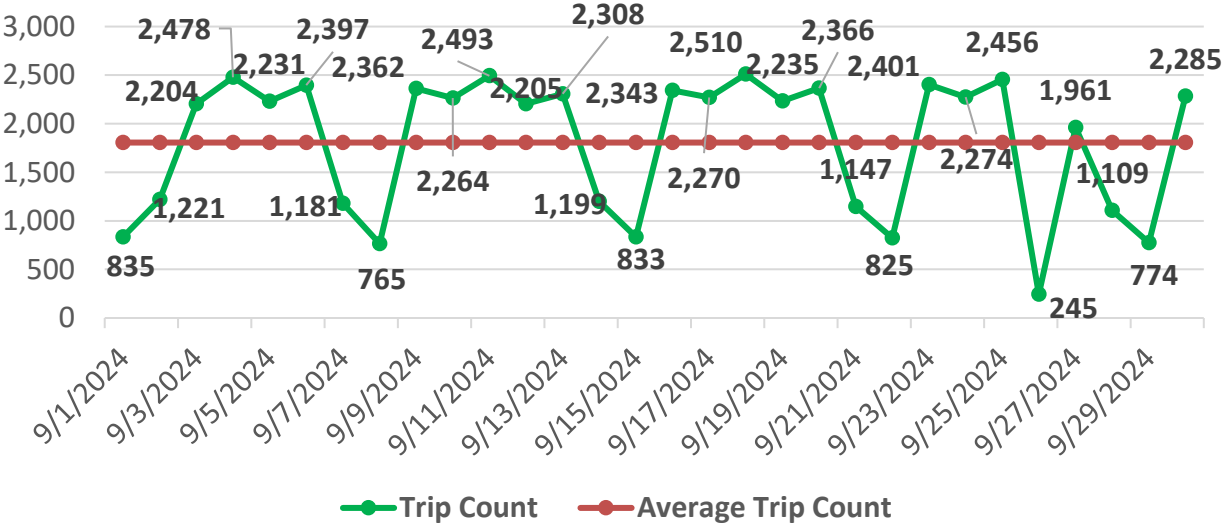


- **Paratransit Performance:**
 - Month of September 2024
 - FY24
- **Paratransit Fleet Status**
- **Paratransit Fleet Metrics**
- **Paratransit Business Practices**
 - Key Areas of Focus
- **Summary**

Performance – September 2024

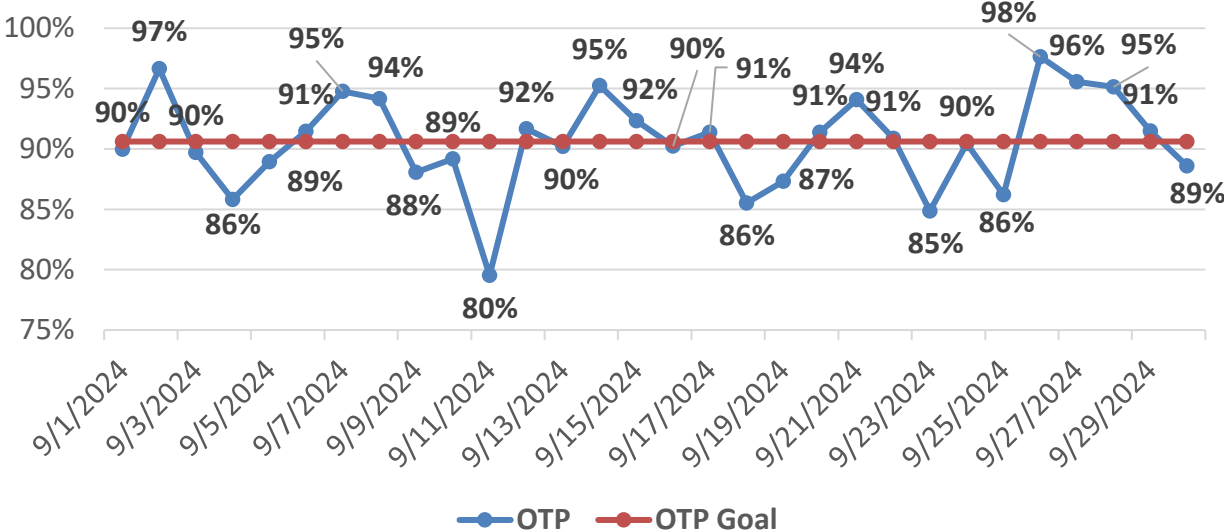
Performed Trips

Total Trips 54,177

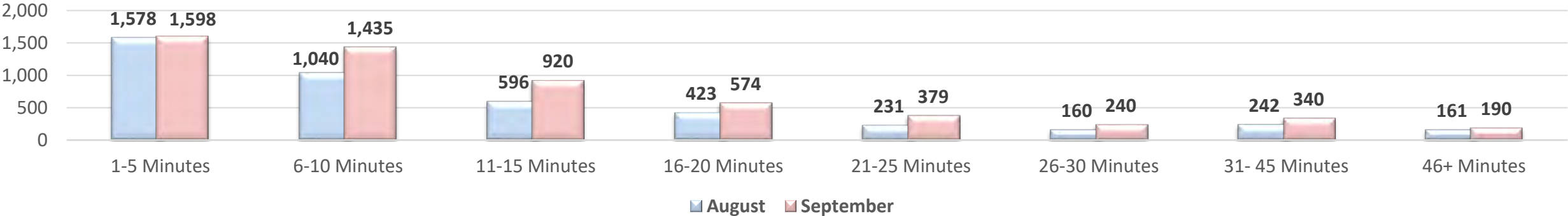


Avg OTP 91%

On-Time Performance



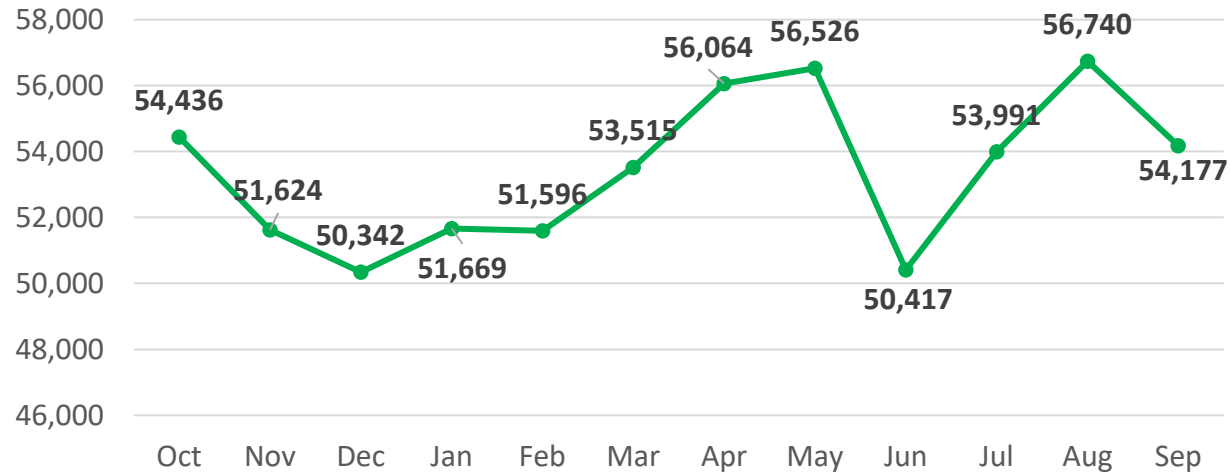
Late Trips



Performance – FY 24

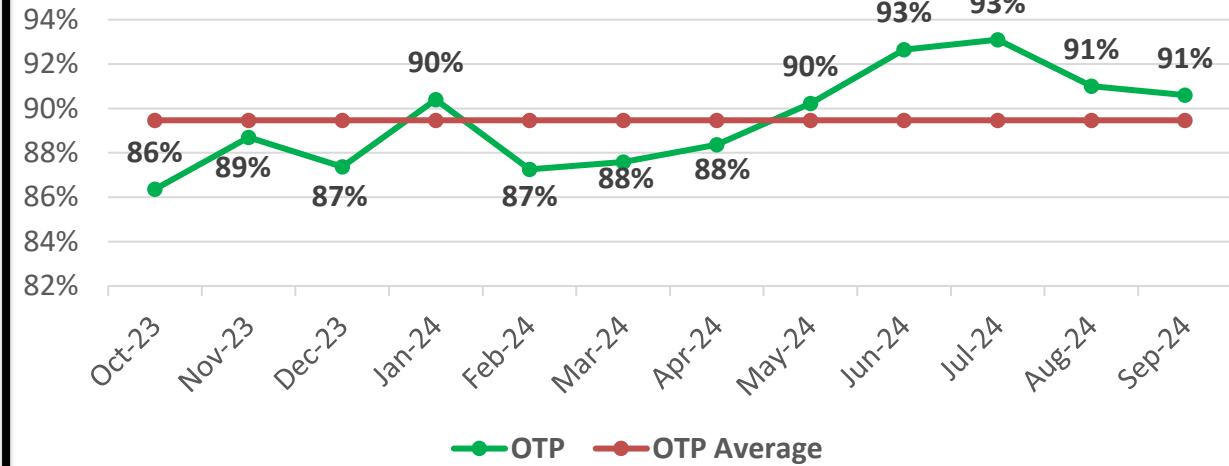
Total Trips 641,097

Performed Trips

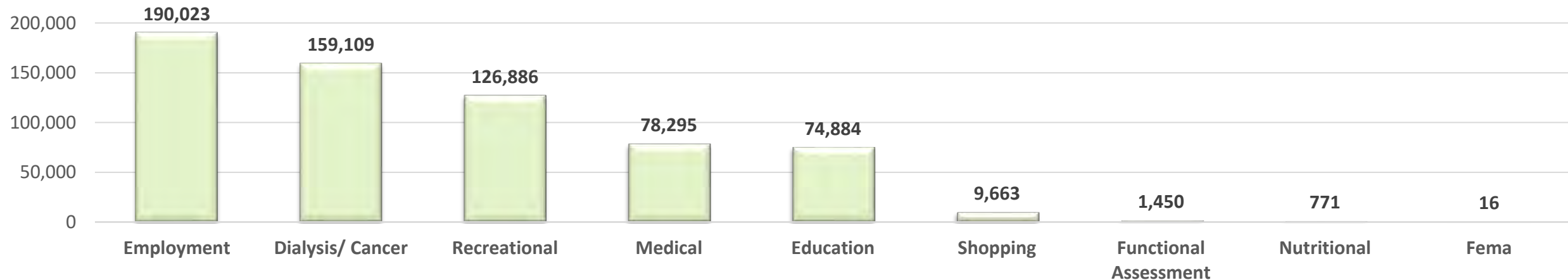


Avg OTP 89%

On-Time Performance



Trip Count by Purpose



Paratransit Fleet



- **Maintenance Program**

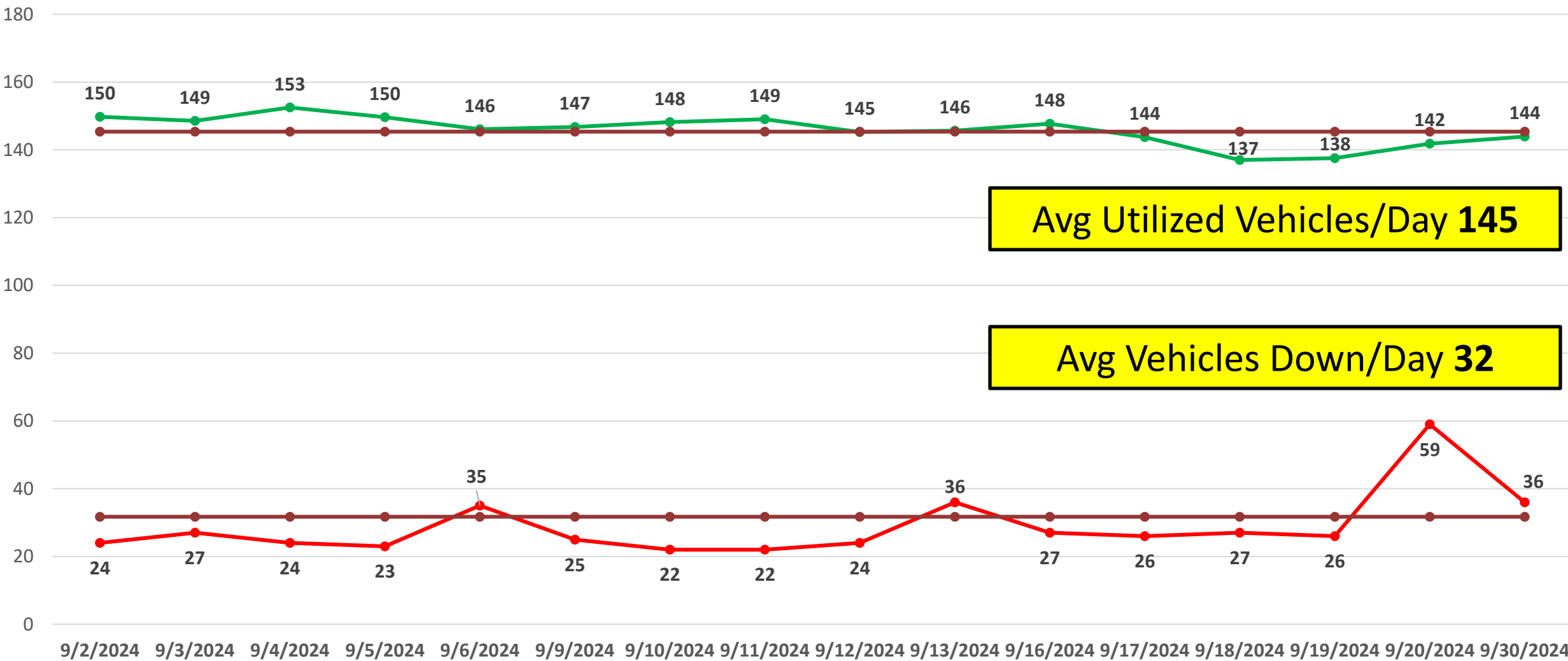
- Challenges in maintaining an aging fleet and keeping in revenue service.
 - Engine Failures
 - Transmissions
 - Air Conditioning

- **Vehicle replacement process underway:**

- 85 vehicles now in manufacturing process
 - Initial deliveries (2 Vehicles) has begun in October 2024
 - Working to increase delivery rate

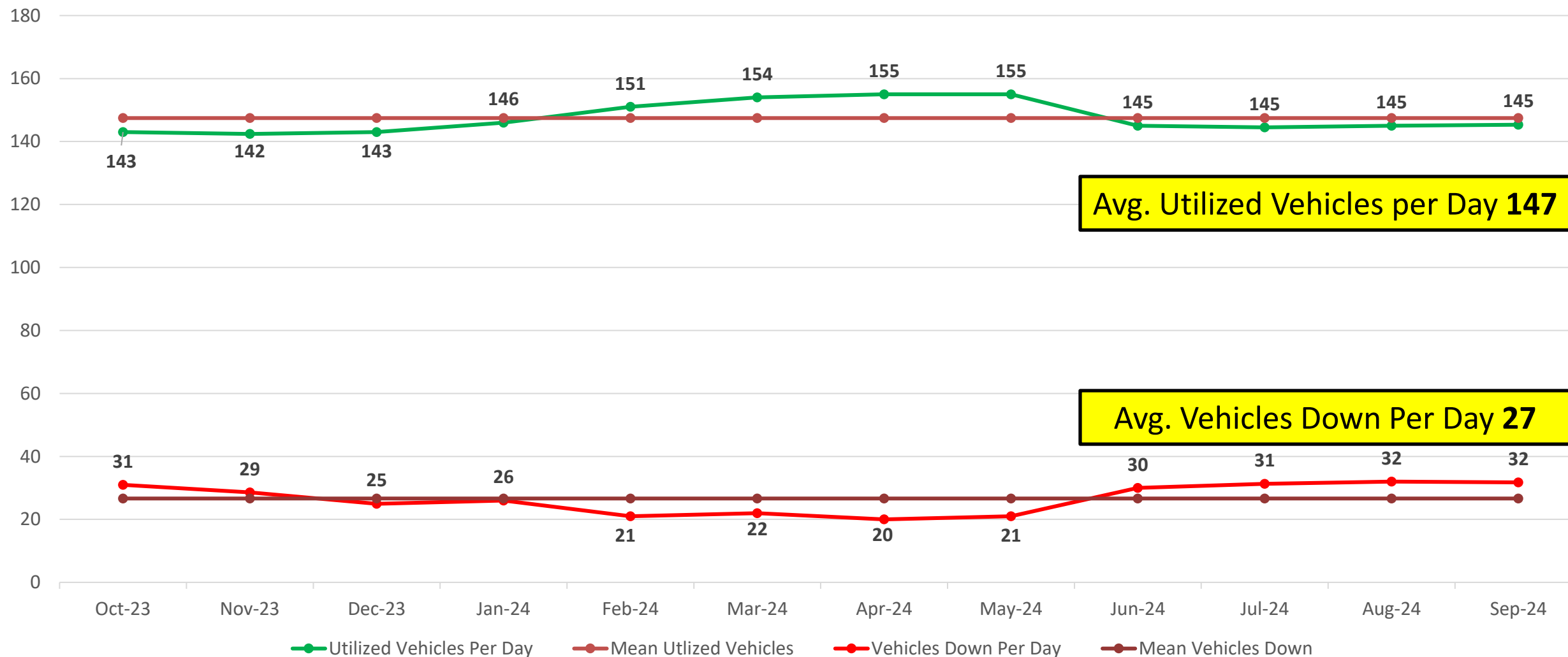
Paratransit Fleet- September 2024

Daily Utilized Vehicles vs. Daily Vehicles Down



Fleet Status – FY 24

Monthly Utilized Vehicles vs. Monthly Vehicles Down





- **Extensive contract oversight and compliance**
 - Field Inspections of Contractor Operations
 - Trip management
 - Documented corrective action
- **Trip scheduling**
 - Monitoring time on bus to ensure compliance
- **Monthly Reconciliation**
 - Updates and accuracy
- **Preparation for emergency activities**

Summary

- **Focus on the Customer and Community**
 - Emergency Shelter support
 - Life Sustaining trips during Hurricane events
- **Challenges of trip demand**
 - Consistently providing 50,000+ monthly trips
 - High number of Calls for “Time of Arrivals” and “Trip Reservations”
- **On-time-performance (OTP) focus**
 - Critical review of late trips (30 min. +)
- **Delivery of new paratransit vehicles**



Close



LYNX Board Agenda

Monthly Report D

To: LYNX Board of Directors

From: **James Boyle**
Interim Chief Planning And Development Officer
Bruce Detweiler
Technical Contact
Jake Russell
Technical Contact

Phone: 407.841.2279 ext: 6036

Item Name: Ridership Report - August 2024

Date: 10/24/2024

The attached monthly Performance Report includes August 2024 Year-To-Date figures for ridership and other performance indicators. Total ridership for August 2024 was 1,665,689. This is a 4.6% increase from August 2023. On-Time Performance for Fiscal Year-To-Date 2024 is 66%.

- LYNX overall ridership increased by 75K, or 4.6%, compared to August 2023. Year-to-date ridership for FY-24 (18,053,554) increased 7.1% compared to FY-23 (16,853,915).
- LYMMO ridership increased by 9.5K, or 22.1%, compared to August 2023. Year-to-date ridership for FY-24 (412,686) decreased 7.4% compared to FY-23 (445,831).
- Fixed Route ridership increased by 55K, or 3.7%, compared to August 2023. Year-to-date ridership for FY-24 (16,584,314) increased by 7.2% compared to FY-23 (15,471,235).
- NeighborLink ridership increased by 2500, or 34.2%, compared to August 2023. Year-to-date ridership for FY-24 (92,431) increased 6.4% compared to FY-23 (86,851).
- ACCESS LYNX ridership increased by 5K, or 9.3%, compared to August 2023. Year-to-date ridership for FY-24 (704,394) increased 20.6% compared to FY-23 (583,839).
- Vanpool ridership increased by 4000, or 18.0%, compared to August 2023. Year-to-date ridership for FY-24 (243,649) increased by 2.5% compared to FY-23 (237,611).
- There was no special event ridership for August 2024.



August 2024 Service Performance Report

RIDERSHIP

Total Ridership by Mode						
	Aug-23	Aug-24	% Δ	YTD-23	YTD-24	% Δ
LYMMO	43,152	52,709	22.1%	445,831	412,686	-7.4%
Fixed Route	1,460,943	1,515,435	3.7%	15,471,235	16,584,314	7.2%
NeighborLink	7,039	9,443	34.2%	86,851	92,431	6.4%
ACCESS LYNX	58,174	63,584	9.3%	583,839	704,394	20.6%
Vanpool	20,775	24,518	18.0%	237,611	243,649	2.5%
Special Events	2,162	0	N/A	28,548	16,080	-43.7%
SYSTEM TOTAL	1,592,245	1,665,689	4.6%	16,853,915	18,053,554	7.1%

August-23	23 Weekdays	4 Saturdays	4 Sundays
August-24	22 Weekdays	5 Saturdays	4 Sundays

Average Daily Ridership by Mode									
Mode	Weekday			Saturday			Sunday		
	Aug-23	Aug-24	% Δ	Aug-23	Aug-24	% Δ	Aug-23	Aug-24	% Δ
LYMMO	1,435	2,068	44.1%	1,355	809	-40.3%	1,182	790	-33.2%
Fixed Route	50,934	54,825	7.6%	37,447	40,310	7.6%	25,272	26,934	6.6%
NeighborLink	275	380	38.2%	178	215	20.8%	-	-	-
ACCESS LYNX	2,173	2,428	11.7%	1,237	1,301	5.2%	812	916	12.8%
Vanpool	501	558	11.4%	100	172	72.0%	54	76	40.7%
SYSTEM TOTAL	55,318	60,259	8.9%	40,317	42,807	6.2%	27,320	28,716	5.1%

LYNX ridership increased by about 75K, or 4.6%, compared to August 2023.

LYMMO ridership increased by about 9.5K, or 22.1%, compared to August 2023. Compared to August 2023, average weekday ridership increased by 44.1%. Average Saturday and average Sunday ridership decreased by 40.3% and 33.2% respectively. There have not been any recent service changes to any of the LYMMO routes.

Fixed Route ridership increased by about 55K, or 3.7%, compared to August 2023. Average weekday, Saturday, and Sunday ridership increased by 7.6%, 7.6%, and 6.6% respectively compared to the same time period last year. Ridership is showing a steady recovery from losses incurred from the COVID-19 pandemic with routes such as the 38, 55, and 426 exceeding their pre-COVID ridership.

NeighborLink ridership increased by about 2500, or 34.2%, compared to August 2023. NeighborLink ridership saw a 38.2% increase in average weekday ridership and a 20.8% increase in average Saturday ridership.

ACCESS LYNX ridership increased by about 5K, or 9.3%, compared to August 2023. Ridership showed increases of 11.7% in average weekday, 5.2% in average Saturday, and 12.8% to average Sunday.

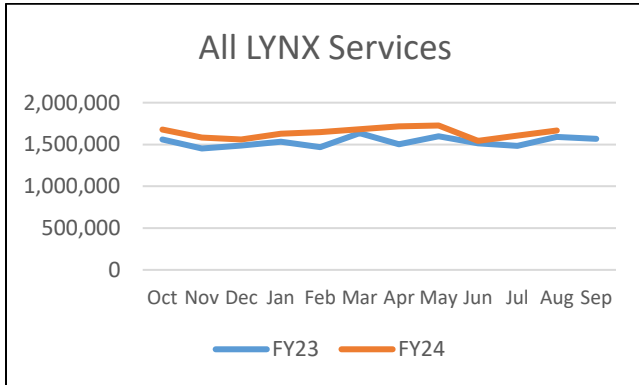
Vanpool ridership increased by about 4000, or 18.0%, compared to August 2023. Vanpool continues to remain consistent in ridership, maintaining the same trends currently in FY24 that were seen in FY23.

*According to the U.S. Energy Information Administration, the average price of gasoline in the U.S. was \$3.95/gallon in August 2023 and \$3.51/gallon in August 2024. Historically, high gas prices can result in increased public transit ridership.

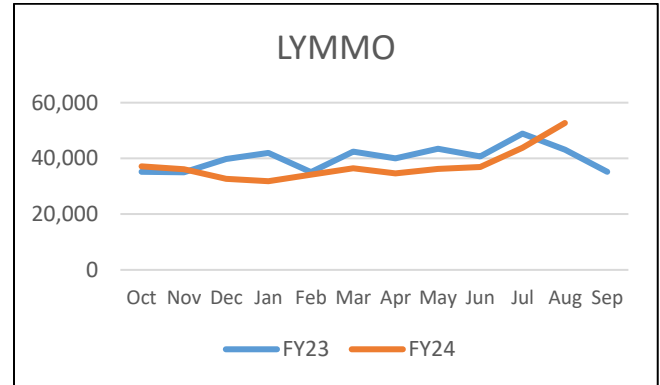


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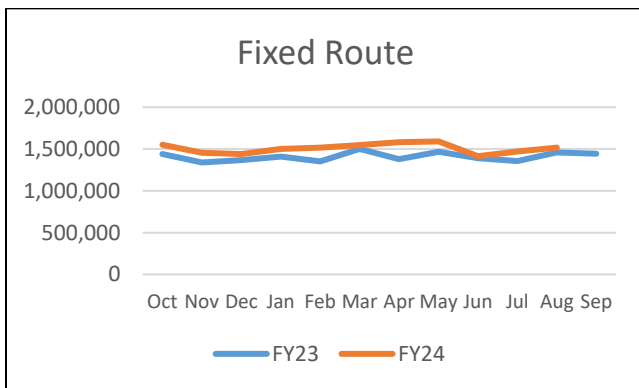
MONTHLY RIDERSHIP TRENDS BY MODE



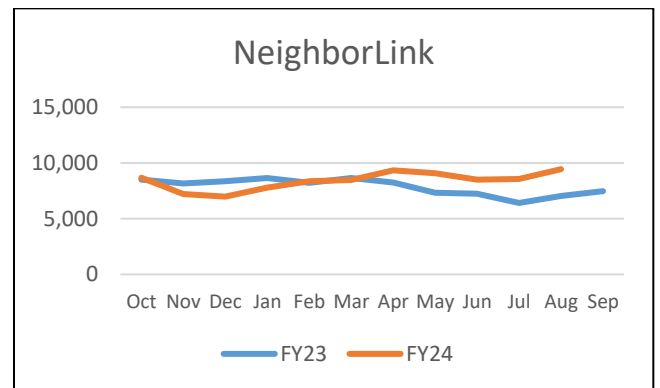
Year-to-Date Fiscal Year 2024 LYNX system-wide ridership has increased by 7.1% compared to Fiscal Year 2023.



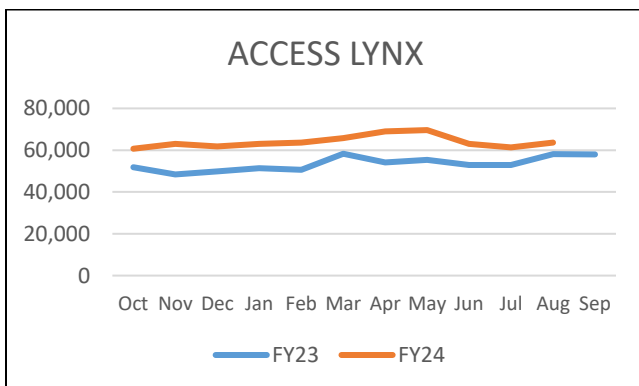
Year-to-Date Fiscal Year 2024 LYMMO ridership has decreased by 7.4% compared to Fiscal Year 2023.



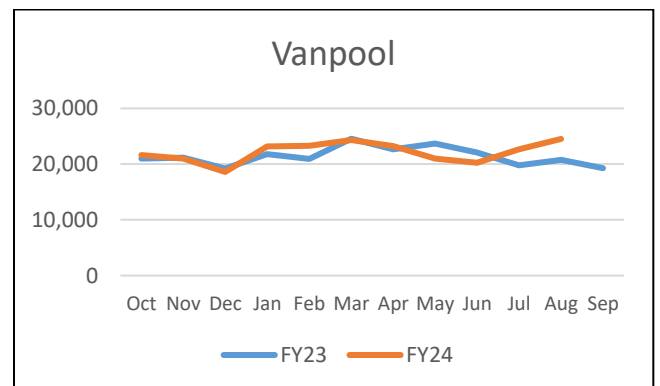
Year-to-Date Fiscal Year 2024 Fixed Route ridership has increased by 7.2% compared to Fiscal Year 2023.



Year-to-Date Fiscal Year 2024 NeighborLink ridership has increased by 6.4% compared to Fiscal Year 2023.



Year-to-Date Fiscal Year 2024 ACCESS LYNX ridership has increased by 20.6% compared to Fiscal Year 2023.



Year-to-Date Fiscal Year 2024 Vanpool ridership has increased by 2.5% compared to Fiscal Year 2023.



August 2024 Service Performance Report

FIXED ROUTE AND LYMMO MONTHLY PERFORMANCE DATA

Fixed Route - Modal Performance Data - Fiscal Year 2024									
Month	Ridership	Passengers per Trip	On-Time Performance	Farebox Recovery	NTD Reportable Accidents	Total Trips Scheduled	% of Trips Operated	Fleet Availability	On-Time Preventative Maintenance
Oct	1,550,580	17	59%	14%	10	90,603	98%	224	83%
Nov	1,455,339	17	60%	10%	10	87,373	98%	199	97%
Dec	1,439,194	17	62%	13%	9	88,578	98%	195	56%
Jan	1,501,160	17	69%	11%	10	90,587	99%	193	96%
Feb	1,516,805	18	65%	14%	7	85,581	98%	203	94%
Mar	1,548,560	17	66%	15%	5	90,024	99%	206	75%
Apr	1,580,459	18	66%	12%	3	89,663	99%	203	100%
May	1,591,175	17	66%	15%	8	93,081	99%	204	99%
Jun	1,414,631	16	67%	12%	7	89,250	99%	220	97%
Jul	1,470,976	16	67%	13%	7	93,081	98%	219	94%
Aug	1,515,435	16	66%	12%	6	94,044	98%	215	78%
Sep									
YTD	16,584,314	17	65%	13%	82	991,865	98%	207	88%

LYMMO - Modal Performance Data - Fiscal Year 2024								
Month	Ridership	Passengers per Trip	On-Time Performance	NTD Reportable Accidents	Total Trips Scheduled	% of Trips Operated	Fleet Availability	On-Time Preventative Maintenance
Oct	37,109	5	65%	1	7,128	95%	14	83%
Nov	36,094	5	66%	0	6,867	97%	8	97%
Dec	32,686	5	65%	0	6,914	97%	8	56%
Jan	31,816	5	72%	0	7,128	98%	10	96%
Feb	34,117	5	71%	0	6,713	98%	9	94%
Mar	36,484	5	71%	0	7,021	98%	8	75%
Apr	34,667	5	69%	0	6,974	98%	8	100%
May	36,284	5	65%	0	7,128	98%	6	100%
Jun	36,942	6	68%	0	6,760	98%	1	100%
Jul	43,778	6	67%	0	7,128	97%	0	100%
Aug	52,709	7	65%	0	7,128	100%	1	100%
Sep								
YTD	412,686	5	68%	1	76,889	98%	7	91%



August 2024 Service Performance Report

NEIGHBORLINK AND ACCESS LYNX MONTHLY PERFORMANCE DATA

NeighborLink - Modal Performance Data - Fiscal Year 2024						
Month	Ridership	On-Time Performance	Collected Fares	NTD Reportable Accidents	Fleet Availability	On-Time Preventative Maintenance
Oct	8,680	100%	100%	0	15	100%
Nov	7,221	100%	100%	0	15	100%
Dec	6,982	100%	100%	0	14	100%
Jan	7,775	100%	100%	0	14	100%
Feb	8,370	100%	100%	0	14	100%
Mar	8,463	100%	100%	0	14	80%
Apr	9,346	100%	100%	0	15	100%
May	9,093	100%	100%	0	14	100%
Jun	8,500	100%	100%	0	14	100%
Jul	8,558	100%	100%	0	14	88%
Aug	9,443	100%	100%	0	15	70%
Sep						
YTD	92,431	100%	100%	0	14	94%
ACCESS LYNX - Modal Performance Data - Fiscal Year 2024						
Month	Ridership	On-Time Performance	Collected Fares	NTD Reportable Accidents	Fleet Availability	On-Time Preventative Maintenance
Oct	60,701	87%	94%	1	148	77%
Nov	62,947	91%	95%	0	153	77%
Dec	61,774	90%	99%	0	157	77%
Jan	62,973	93%	99%	0	160	80%
Feb	63,588	91%	99%	1	161	79%
Mar	65,829	91%	99%	4	161	75%
Apr	69,031	92%	99%	2	155	75%
May	69,618	90%	99%	0	155	69%
Jun	63,068	93%	99%	1	145	82%
Jul	61,281	93%	97%	2	145	45%
Aug	63,584	91%	99%	2	152	61%
Sep						
YTD	704,394	91.09%	98.00%	13	154	72%



August 2024 Service Performance Report

GLOSSARY

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 preventive maintenance inspections that were completed on time.

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