

LYNX Finance & Audit Committee Agenda

Meeting Date: 11/28/2018
Meeting Time: 9:00 AM

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

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

1. Call to Order

2. Approval of Committee Minutes



Finance Committee Minutes - September 25, 2018








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3. Public Comments

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






4. Chief Financial Officer Report

5. Committee Action Items







- A.  Authorization to Approve the Updated LYNX Purchasing Card Procedure. Pg 8
-Attachments 
- B.  Authorization to Submit a Grant Application to the Federal Transit Administration's Surface Transportation Program in the Amount of \$1,841,408 for Automatic Passenger Counters and ACCESS LYNX Cameras Pg 16
- C.  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 \$3.1 Million. Pg 18
-Attachments 
- D.  Authorization to Issue a Purchase Order to New Flyer for the Purchase of Ten (10) CNG (Compressed Natural Gas) Sixty-Foot (60') Articulated Buses with a Not-to-Exceed Amount of \$8,700,000. Pg 23
- E.  Authorization to Order Two (2) 15-Passenger Vans in an Amount Not to Exceed \$80,000 for 5310 Sub-Recipient Awards. Pg 25

- F.  Authorization to Award a Contract for Fresh Food, Traditional Vending and Related Services with Compass Group USA, Inc. at No Cost to LYNX, for a Period of Three (3) Years With the Option to Extend for Two (2) One (1) Year Periods. Pg 27

6. Committee Discussion Items

- A.  Update on LYNX FY2018 Reserve Analysis Pg 29
-Attachments 
- B.  Customer Refund for Overpayment at Farebox. Pg 48
-Attachments 
- C.  Discussion on Finance and Audit Committee Purpose and 2019 Meeting Dates Pg 50

7. Committee Information Items

- A.  Mobility Management Update. Pg 56
-Attachments 
- B.  Update on the Electric Vehicle Analysis for ACCESS LYNX Paratransit Service. Pg 75
-Attachments 
- C.  Update on the Results of the Computer Aided Dispatch and Automatic Vehicle Location Conversion Pilot. Pg 94
- D.  Update on the Installation of Digital Signage in the LYNX Central Station Bus Bays and the Operator's Lounges. Pg 95

8. Other Business

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
Finance and Audit Committee Meeting Minutes

PLACE: LYNX Central Station
455 N. Garland Avenue
2nd Floor, Open Space
Orlando, FL 32801

DATE: September 25, 2018

TIME: 9:30 a.m.

Members in Attendance:
Amanda Clavijo, Osceola County
Michelle McCrimmon, City of Orlando
Jo Santiago, FDOT, 5th District
Kurt Petersen, Orange County

Staff in Attendance:
Edward Johnson, Chief Executive Officer
Bert Francis, Chief Financial Officer
Tiffany Homler, Chief Administrative Officer
Thomas Stringer, Chief Operations Officer
Leonard Antmann, Director of Finance
Kim Forbragd, Manager of Financial Planning &
Budgets
Chris Plummer, Manager of Financial Reporting

Members Absent:

1. Call to Order

Chair Clavijo called the meeting to order at 9:36 a.m.

2. Approval of Minutes

Chair Clavijo requested a motion for approval of the Finance & Audit Committee minutes from the July 19, 2018, Finance & Audit Committee meeting. Motion to approve the July 19, 2018 minutes was made by Kurt Petersen, seconded by Michelle McCrimmon and unanimously adopted. The minutes were approved as presented.

3. Public Comments

No members of the public were present to speak.

4. Chief Financial **Officer's** Report

Chair Clavijo recognized Bert Francis, LYNX Chief Financial Officer. Mr. Francis stated that his comments will be reflected as we go through the agenda.

5. Committee Action Items

A. Authorization to Amend the No Show Policy for Paratransit and Neighborlink Services

Mr. Francis introduced Selita Stubbs, Interim Deputy Director of Mobility Services, to make the presentation. Ms. Stubbs explained that this policy will better comply with the Americans with Disabilities Act. We have between two hundred and fifty to three hundred no-shows each day. This policy will help alleviate this issue. Kurt Petersen made a motion for authorization to amend the no show policy for paratransit and Neighborlink services. Second by Michelle McCrimmon. Motion passed unanimously.

B. Authorization to Amend the Existing Contract for ACCESSLYNX Paratransit Services with MV Transportation Inc., to Reflect an annual Fixed Price Fee of \$19,200,000

Chair Clavijo recognized Bert Francis. Mr. Francis stated that the Board has already approved this item, so this is a ratification of the contract. Ridership is increasing and continues to rise. We need to adjust the contract to include the increase in ridership. Michelle McCrimmon made a motion for authorization to ratify the existing contract for ACCESSLYNX paratransit services with MV Transportation Inc., to reflect an annual fixed price fee of \$19,200,000. Second by Jo Santiago. Motion passed unanimously.

C. Recommendation of Authorization to Adopt LYNX FY2019 Proposed Operating and Capital Budgets

Mr. Francis presented the proposed operating and capital budgets for FY2019. Operating revenue will require more from the reserves to balance the budget. There will be an increase of one million dollars in federal preventative maintenance. We will move some money from our medical insurance program to help cover some of the increase in fuel expenses, since our fuel hedge will expire in September. In the capital budget, the revenue vehicles will see the biggest increase, as we did not purchase many vehicles in 2018. This will come mostly from federal funding. Mr. Francis asked if the committee would like to wait to make a motion on this item until hearing the presentation on the reserves. The committee agreed.

D. Presentation on LYNX Reserve Status

Mr. Francis continued with the reserve status. The increase in ridership with paratransit is using more reserves than expected. We have about a thirty-nine day reserve after adding in the proposed 2019 reserve budget. Next year, we will have to look at how to get back to a forty-five day reserve, and we will also look at paratransit costs. Kurt Petersen made a motion for recommendation of authorization to adopt LYNX FY2019 proposed operating and capital budgets. Second by Michelle McCrimmon. Motion passed unanimously.

E. Authorization to Solicit FY2019 Project Applications for the Federal Transit Administration Enhanced Mobility of Seniors and Individuals with Disabilities Section 5310 Program

Chair Clavijo recognized Belinda Balleras, Manager of Grants, to make the presentation. Jo Santiago asked if this is just for agencies under LYNX. Ms. Balleras stated that this is for the agencies, and separate from the amount that LYNX will receive under the 5310 Program. LYNX will receive the funds and pay the funds to the agencies. Jo Santiago made a motion for authorization to solicit FY2019 project applications for the federal transit administration enhanced mobility of seniors and individuals with disabilities section 5310 Program. Second by Kurt Petersen. Motion passed unanimously.

F. Authorization to Execute METROPLAN Orlando's FY2018-2019 Unified Planning Work Program (UPWP) Pass-Thru Funding Agreement for Transit Planning Projects and the Florida Commission for Transportation Disadvantaged in the Amount of \$618,120

Chair Clavijo recognized Belinda Balleras, Manager of Grants, to make the presentation. This is an annual recurring grant with federal dollars. Jo Santiago made a motion for authorization to execute METROPLAN Orlando's FY2018-2019 Unified Planning Work Program (UPWP) Pass-Thru Funding Agreement for transit planning projects and the Florida Commission for Transportation Disadvantaged in the amount of \$618,120. Second by Michelle McCrimmon. Motion passed unanimously.

G. Board Ratification on Grant Applications Submitted to the Florida Department of Transportation (FDOT) Public Transportation Emergency Relief Program for Resilience Projects

Chair Clavijo recognized Belinda Balleras, Manager of Grants, to make the presentation. Ms. Balleras explained that this grant is a ratification due to the August 3, 2018 grant submission deadline. The grant will be used to upgrade the generators and the windows at our LYNX Central Station for hurricane code

changes. Kurt Petersen made a motion for Board ratification on grant applications submitted to the Florida Department of Transportation (FDOT) Public Transportation Emergency Relief Program for resilience projects. Second by Michelle McCrimmon. Motion passed unanimously.

H. Authorization to Enter into a Sole Source Agreement with Trapeze for the Conversion of the bus fleet to a single Computer Aided Dispatch / Automatic Vehicle Locator (CAD/AVL) System for an Amount Not to Exceed \$656,641

Chair Clavijo recognized Jim Fetzer, Director of Maintenance, to make the presentation. Mr. Fetzer explained that this is to switch the fixed-route fleet to a single CAD/AVL system. We are currently using two different systems. There are a limited number of vendors, and we would like to stay with just one system. Kurt Petersen made a motion for authorization to enter into a sole source agreement with Trapeze for the conversion of the bus fleet to a single Computer Aided Dispatch / Automatic Vehicle Locator (CAD/AVL) system for an amount not to exceed \$656,641. Second by Amanda Clavijo. Motion passed unanimously.

I. Authorization to Issue a Purchase Order to SPX d/b/a Genfare for Procurement of Fast Fare Fareboxes and Paratransit Validators for Acceptance of Fare from Cash, Smart Cards, and Mobile Ticketing for an Amount Not to Exceed \$5,663,541.57

Chair Clavijo recognized Doug Jamison, Senior ITS Developer, to make the presentation. Mr. Jamison explained that the new fare boxes and validators will make transactions faster. Our current fare boxes were put into service seventeen years ago and need to be updated. Michelle McCrimmon made a motion for authorization to issue a purchase order to SPX d/b/a Genfare for procurement of Fast Fare Fareboxes and Paratransit Validators for acceptance of fare from cash, smart cards, and mobile ticketing for an amount not to exceed \$5,663,541.57. Second by Jo Santiago. Motion passed unanimously.

J. Authorization to Waive Collective Bargaining and Approve Amendment to Eliminate Interest on the Return of Participant Contributions in the Amalgamated Transit Union (ATU) Local 1596 Pension Plan

Chair Clavijo recognized Brian Anderson, senior HR generalist/benefits, to make the presentation. Mr. Anderson explained that terminated employees were receiving a five percent interest refund on their contributions. This is a collective bargaining item, and the union president has waived the right to collective

bargaining. This will be a cost savings to LYNX through the pension fund. Jo Santiago abstained from voting and has filed form 8B – memorandum of voting conflict. Kurt Petersen made a motion for authorization to waive collective bargaining and approve amendment to eliminate interest on the return of participant contributions in the Amalgamated Transit Union (ATU) Local 1596 Pension Plan. Second by Michelle McCrimmon. Motion passed unanimously with Jo Santiago abstaining.

6. Other Business

No other business was discussed.

The meeting adjourned at 11:43 a.m.

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Finance Committee Action Item #5.A.

To: LYNX Finance & Audit Committee

From: Albert Francis
CHIEF FINANCIAL OFFICER
LEONARD ANTMANN
(Technical Contact)
Warren Hersh
(Technical Contact)

Phone: 407.841.2279 ext: 6058

Item Name: Authorization to Approve the Updated LYNX Purchasing Card Procedure.

Date: 11/28/2018

ACTION REQUESTED:

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to adopt the updated LYNX Purchasing Card Procedure.

BACKGROUND:

LYNX has instituted a program under which Purchasing Cards (P-Cards) are used as a cost effective way to pay for emergency small dollar purchases and approved travel. The P-Card Program was established with the aim of streamlining the purchasing and accounts payable processes and reducing the paperwork and administrative costs associated with the purchase of such items. In addition, the procedure supports the strategy of reducing the number of issued P-Cards.

The updated LYNX Purchasing Card Procedure supports the P-Card program as follows:

- Establishes clearly defined roles for cardholders, approving officials, department heads, budget reps, and, accounting.
- Clarifies the requirements for usage for emergencies.
- Establishes clear documentation standards.
- Emphasizes the need to plan effectively by implementing blanket purchase orders with suppliers for known and anticipated emergencies which allows LYNX to take advantage of master contracts, budget controls, and volume discounts.

A copy of the procedure is attached for reference.

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FISCAL IMPACT:

LYNX Staff anticipates this procedure will be budget neutral.

PURCHASING AND CONTRACTS PROCEDURE	Policy Number: PRO-007
SUBJECT: Purchasing Card Procedure	EFFECTIVE DATE: 01-01-2019
SIGNATURE OF APPROVAL: Edward L. Johnson Chief Executive Officer, LYNX	REVISION NUMBER: 1 REPLACES: Purchasing and Contract Policy Procedure (PRO-007) DATED October 21, 2002 APPROVED DATE:

I. OBJECTIVE:

The Central Florida Regional Transportation Authority (hereinafter "Authority") was created by Part II, Chapter 31,3, Florida Statutes, to own, operate, maintain and manage a public transportation system in the area of Seminole, Orange, and Osceola Counties, and to adopt such policies as necessary to govern the operating of a public transportation system and public transportation facilities. The Chief Executive Officer is authorized to establish and administer such policies. Therefore, this document outlines the procedure governing the LYNX Purchasing (P-Card) Card Program.

II. SCOPE:

This Procedure shall apply to all officers and employees and agents of the Authority.

III. AUTHORITY:

Authority for this procedure are as follows:
Administrative Rule 4 – Procurement and Contract Administration

IV. PROCEDURE:

LYNX has instituted a program under which Purchasing Cards (P-Cards) are used as a cost effective way to pay for emergency small dollar purchases and approved travel. The P-Card Program was established with the aim of streamlining the purchasing and accounts payable processes and reducing the paperwork and administrative costs associated with the purchase of such items. All transactions must be accurately documented with sufficient justification of the business and public purpose.

V. DEFINITIONS

Approving Official - The cardholder's direct supervisor or other designee.

Cardholder - An employee who has been issued a P-Card and is authorized to make purchases within the limits specified in accordance with these procedures and LYNX Policies.

Department Budget Administrator- The employee responsible for ensuring that all purchases are within the budget constraints. (In most cases this is the responsibility of the Department head.)

Emergency - A situation that requires immediate attention and remedial action for a sudden, unexpected, and or impending event. This may involve risk to life, safety, property, health, environment, service delivery, etc. Some emergencies are self-evident (such as natural disasters) while others require the user to decide whether it meets this standard. Known potential situations should be assessed and Blanket Purchase Orders set up through Procurement to take advantage of volume discounts and budget controls.

Goods - For the purposes of this procedure, anything not considered a service (i.e., tangible products or merchandise).

Issuing Bank – Financial institution administering the program and issuing LYNX P-Cards.

P-Card - A type of credit card used for the purchase of low dollar value items used in the conduct of LYNX business as noted in this Procedure.

P-Card Administrator - The employee responsible for administration of the P-Card program.

Supervisor of Financial Reporting - The employee in the Finance Organization responsible for reviewing the monthly P-Card transaction summary, verifying monthly payment amounts, and coordinating accounting general ledger reclassifications.

Services - For the purposes of this procedure, a task that involves labor by an outside source or vendor. The vendor providing service is required to have a W9, Request for Taxpayer Identification Number and Certification, on file with LYNX.

Statement of Account - A monthly listing of all transactions by each cardholder, issued by the issuing bank directly to LYNX. In addition, each cardholder has access to the Enterprise Spend Platform to reconcile their account, document their purchases, and approve their transactions.

Enterprise Spend Platform – Automated system to manage and administer P-Card activities including, transaction descriptions, uploading of receipts, and approvals.

Vendor/Supplier – A company from which a cardholder purchases goods, travel and services under the provisions of this program.

VI. GUIDELINES:

- 1.0 P-Cards may be used for a single transaction limit totaling less than \$750. Individual spending limits are generally up to \$5,000 per month, except where the authorized limit is different per LYNX policies. P-Card may be used as follows:
 - 1.1 Goods for LYNX business purposes only for emergencies
 - 1.1.1 Known repeatable purchases should be procured via blanket POs through the Lynx Procurement process to take advantage of volume discounts, budget controls, etc.
 - 1.2 Approved travel expenditures
 - 1.2.1 Must be pre-approved in accordance with the LYNX Travel Policy (documented and attached to the receipt(s)).
 - 1.3 Services for LYNX business purposes only for emergencies
 - 1.3.1 A task that involves labor by an outside source or vendor.
 - 1.3.2 The vendor providing service is required to have a W9 on file with LYNX.
 - 1.3.3 Only for emergency services with prior approval from the Department Head and the Director of Procurement.
 - 1.3.4 No other services are permitted for purchase on a P-Card.
 - 1.3.5 The vendor must be on the LYNX vendor master list with appropriate business insurance.
- 2.0 All transactions must be documented with sufficient justification of the business and public purpose as well as the rationale to qualify it as an “emergency”.
- 3.0 P-Cards may not be used for the following:
 - 3.1 Capital purchases
 - 3.2 Services not for emergencies
 - 3.3 Cash advances
 - 3.4 Fuel for personal vehicles
 - 3.5 Personal items
 - 3.6 Food not in the normal course of LYNX business (e.g., working lunches, training, etc.)
 - 3.7 Any other items not allowable or not in accordance with the section above.

[If in doubt contact your supervisor (Approving Official), the Manager of Procurement or the Comptroller.]
- 4.0 The P-Card program incorporates internal controls to provide oversight of each cardholder’s transactions. The controls provide a framework to safeguard against improper or fraudulent use.
- 5.0 Cardholders shall NOT split transactions to circumvent the applicable limits. These include, but are not limited to:
 - 5.1 Maximum dollar amount of a single transaction
 - 5.2 Total spending limit per month per cardholder

6.0 P-Card Security

- 6.1 The cardholder is responsible to safeguard his/her P-Card and account number.
- 6.2 The cardholder will be held financially liable and may be subject to disciplinary action, up to and including termination of employment for intentional misuse of a P-Card (e.g., use for non-business or non-public purpose). All disciplinary matters will be referred to the Human Resources Department for appropriate discipline.
- 6.3 If the P-card is lost or stolen, the cardholder must immediately notify the issuing bank. The cardholder must advise the banking representative that the call is regarding a P-Card. The P-Card Administrator and the Approving Officer must also be notified as soon as possible.
- 6.4 A new card will be issued to the cardholder after the reported loss or theft. A P-card that is found by the cardholder after being reported lost or stolen must be returned to the P-Card Administrator.

7.0 Cardholder Responsibilities:

- 7.1 Enter all required data into the Enterprise Spending Platform, including:
 - 7.1.1 Full and complete description of the business need and the public purpose of the transaction.
 - 7.1.2 Names of all attendees and the public purpose for meals.
 - 7.1.3 Correct transaction coding.
 - 7.1.4 Correct expense type.
 - 7.1.5 Other required information as indicated in the Enterprise Spend Platform.
- 7.2 Send all receipts to the P-Card Administrator by the 5th calendar day after the transaction month.
- 7.3 Resolve any disputes with vendors/suppliers.
- 7.4 Adhere to all aspects of this Procedure.

8.0 Approver Responsibility:

- 8.1 Approve transactions on a timely basis within the Enterprise Spend Platform system before the monthly close of the monthly statement. (An email will be sent to the designated approver for cardholder transactions.) Note: At the bottom of the approval screen is a link "**View Statement Report**" which will provide the details including the description for all the transactions.
- 8.2 Ensure that each transactions is allowable under LYNX policies
- 8.3 Ensure that the description accurately supports the transaction.
- 8.4 Resolve any misuse or non-compliance issues with the Cardholder.
- 8.5 Notify the Comptroller immediately of any improper, unauthorized use, or non-compliant transactions.

9.0 P-Card Administrator

- 9.1 Serve as liaison between LYNX and the Issuing Bank and oversee the P-Card program.
- 9.2 Verify the transaction record is accurate, complete, and approved by correct individuals.
- 9.3 Process new cardholder applications.
- 9.4 Verify card information has been accurately captured by the Issuing Bank.
- 9.5 Distribute cards to approved cardholders after appropriate training is complete.
- 9.6 Design and conduct training sessions for cardholders and approving officials.
- 9.7 Maintain a database of all active cardholders including spending limits, approving official, contact information, etc.
- 9.8 Process account maintenance requests, including suspension, cancellation, and changes to cardholder information.
- 9.9 Monitor P-Card usage based on reports furnished by the Issuing Bank.
- 9.10 Issue monthly and ad hoc reports on the use of the program to various levels of management, as needed.
- 9.11 Support cardholders to resolve disputes (e.g., improper charges).
- 9.12 Act on all requests for P-card suspension or cancellation.

10.0 Requests for adds, changes, or cancellations of P-Cards.

- 10.1 All requests for new cardholders or changes to current cardholders will be documented by submitting "**Request for New/Change or Delete of Purchasing Card**" form. The form will be processed through the approving official to the P-Card Administrator and the CFO. In addition, the "**Procurement Card Application and Cardholder Agreement**" form must also be completed. All forms will be maintained on file by the P-Card Administrator.
- 10.2 All requests for purchasing cards must be approved by the Department Head and the CFO.
- 10.3 When P-Card Administrator receives the P-card from the issuer, the cardholder is to personally sign for their P-card utilizing the "**Procurement Card Signature Form**" which will be maintained on file by the P-Card Administrator.
- 10.4 All approved cardholders and approving official must go through training. Procurement and the Comptroller will conduct training annually or on an as needed individual basis.
- 10.5 If the cardholder leaves the program, he/she must return the P-Card to the Approving Official or the P-Card Administrator.

11.0 Terminating Employee

- 11.1 The P-Card Administrator will notify the issuer and dispose of the terminated employee P-Card.
- 11.2 Human Resources will confirm at the exit interview that the P-Card is no longer active.

12.0 Disciplinary Action Guidelines

- 12.1 Any incident of improper or unauthorized use shall be immediately reported to the P-Card Administrator and the Comptroller.
- 12.2 The P-Card Administrator, under the direction of the CFO, may suspend or terminate cardholder privileges for improper or unauthorized use.
- 12.3 Improper or unauthorized use of the P-Card, as specified within this Procedure, may subject the employee to appropriate disciplinary action, such as:
 - 12.3.1 Verbal and/or written reprimand.
 - 12.3.2 Suspension.
 - 12.3.3 Termination of employment.

The appropriate disciplinary action will be dispensed per LYNX's Human Resources Discipline Standards, HR-015.

- 12.4 In addition to any administrative and disciplinary action, the employee will be required to reimburse LYNX for the improper charges through payroll deduction or check to LYNX.
- 12.5 Failure to approve and justify transactions timely could subject the employee to appropriate action:
 - 12.5.1 **First Offense:** Suspension of cardholder privileges for a minimum of seven (7) days.
 - 12.5.2 **Second Offense:** Suspension of cardholder privileges for a minimum of thirty (30) days.
 - 12.5.3 **Third Offense:** Immediate termination of cardholder privileges and a written reprimand to be maintained in the employee's LYNX personnel file.
- 12.6 The Department Chief, based on consultation with the CFO, the individual and their supervisor, and pursuant to LYNX's Policies and Procedures will dispense the appropriate action.

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Finance Committee Action Item #5.B.

To: LYNX Finance & Audit Committee

From: **Tiffany Homler**
CHIEF ADMINISTRATIVE OFFICER
Belinda Balleras
(Technical Contact)
William Slot
(Technical Contact)
Tellis Chandler
(Technical Contact)

Phone: 407.841.2279 ext: 6064

Item Name: Authorization to Submit a Grant Application to the Federal Transit Administration's Surface Transportation Program in the Amount of \$1,841,408 for Automatic Passenger Counters and ACCESS LYNX Cameras

Date: 11/28/2018

ACTION REQUESTED:

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to submit a grant application to the Federal Transit Administration's Surface Transportation Program (STP) in the amount of \$1,841,408 for 254 Automatic Passenger Counters and 603 ACCESS LYNX surveillance cameras with 201 DVRs.

BACKGROUND:

LYNX originally submitted a request to MetroPlan Orlando (MPO) in the amount of \$1,143,070 in STP funds to install and upgrade 254 Automatic Passenger Counters (APC) units on all of the LYNX fleet. This will provide 100% passenger counting for LYNX and eliminates the need to perform annual manual sampling of passengers. In addition to granting LYNX's request, the MPO has added funding in the amount of \$698,338 for ACCESS LYNX surveillance cameras and DVRs for the paratransit fleet. The MPO and FDOT worked together to program these funds into the regional transportation improvement program, which allows LYNX to then submit this application for these funds from the Federal Transit Administration.

This funding supports the Computer Aided Dispatch (CAD)/ Automatic Vehicle Locator (AVL) System conversion to the Trapeze Ranger system. LYNX currently operates two different CAD/AVL systems. The CAD/AVL system is linked with many of the operating systems within the bus including automated passenger counters, the Talking Bus system, radios, fare boxes, and destination signs. These integrated systems are also connected to the real-time information

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signage located at various points in the LYNX route system and they support the DoubleMap Real-Time Bus Tracker. The Trapeze Ranger system is already installed on the majority of the fixed route fleet and is the preferred system as it has a quicker refresh rate for data transmission that is critical for real-time applications and real-time bus arrival information. The conversion to one CAD/AVL system will allow for improved customer service, improved data collection, reduced complexity and more effective route planning and evaluation.

The current camera system for ACCESS LYNX (LYNX Paratransit system) is DriveCam. DriveCam provides one camera per bus and the system is only activated to record when a vehicle experiences unusual forces such as hard braking, swerving, excessive speed, a collision or other potentially unsafe actions that could lead to a collision. Upgrading the camera system to a continuous recording solution will allow for improved customer service through informal video audits, thorough investigations, and improved training and safety programs.

This STP grant will be matched by transportation development credits.

FISCAL IMPACT:

LYNX staff will include the award for this program in the appropriate LYNX fiscal year budget upon confirmation of award.

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Finance Committee Action Item #5.C.

To: LYNX Finance & Audit Committee

From: **Tiffany Homler**
CHIEF ADMINISTRATIVE OFFICER
Belinda Balleras
(Technical Contact)
Prahallad Vijayvargiya
(Technical Contact)
Sheila Maldonado
(Technical Contact)

Phone: 407.841.2279 ext: 6064

Item Name: 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 \$3.1 Million.

Date: 11/28/2018

ACTION REQUESTED:

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to submit grant applications to the Florida Department of Transportation (FDOT) and authorize the Chairman to execute Resolution #18-004 attached hereto. This action also includes authorization for the Chief Executive Officer (CEO) or designee to execute Public Transportation Grant Agreements (PTGA) from FDOT originating from these programs, as well as any future amendments to the PTGA.

LYNX intends to submit grant applications for Section 5310 (Enhanced Mobility of Seniors and Individuals with Disabilities Program) funding to FDOT for approximately \$600,000 in capital and \$800,000 in rural operating funds, for Section 5311 (Formula Grants for Rural Areas) approximately \$500,000 in operating funds, and for Section 5339 (Bus and Bus Facilities Capital Program) for approximately \$1,000,000 in the FY2019/2020 FDOT funding cycle.

BACKGROUND:

On October 2, 2018, the Florida Department of Transportation conducted a grant workshop to announce its funding solicitation and guidance for FTA's Section 5310-Enhanced Mobility of Seniors and Individuals with Disabilities Program, Section 5311-Formula Grants for Rural Areas Program, and Section 5339-Bus and Bus Facilities Program under the FAST Act. These solicitations are due for submission January 11, 2018.

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The funding programs are described as follows:

- ***Enhanced Mobility of Seniors and Individuals with Disabilities Program (49 U.S.C. 5310)***: Provides formula funding to improve mobility for seniors and individuals with disabilities.

MAP-21, now the FAST Act, expanded the eligibility of the 49 U.S.C. 5310 program funds to be used for operating expenses, in addition to capital expenses, for transportation services addressing the needs of seniors and individuals with disabilities. Not less than 55 percent of the funds available for this program must be used for capital projects planned, designed, and carried out to meet the special needs of seniors and individuals with disabilities when public transportation is insufficient, inappropriate, or unavailable. Remaining funds may be used for operations, such as: public transportation projects that exceed the requirements of the ADA; public transportation projects that improve access to fixed-route service and decrease reliance by individuals with disabilities on complementary paratransit services; or develop alternatives to public transportation that assist seniors and individuals with disabilities.

The matching requirements for this program remain the same: capital assistance is provided on an 80 percent Federal share, 10% state share and 10% local share, with operating assistance requiring a 50 percent match.

LYNX intends to apply for both capital and operating projects; approximately \$600,000 for vehicles and approximately \$800,000 for rural NeighborLink and other contracted services for specialized transportation under the Mobility Management brokerage model. These operating projects are part of our continuing mobility initiatives to address paratransit needs with NeighborLink routes

- ***Formula Grants for Rural Areas Program (49 U.S.C. 5311)***. The Rural Areas program provides formula funding for the purpose of supporting public transportation in areas with a population of less than 50,000. Funding may be used for capital, operating, planning, job access and reverse commute projects, and administration expenses.

LYNX intends to apply for operating projects, approximately \$500,000 of 49 U.S.C. 5311 to maintain provision of services in the rural areas. 49 U.S.C. Section 5311 operating funds are 50% federal and 50% non-Department of Transportation match.

- ***Bus and Bus Facilities (49 U.S.C. 5339)***. The Bus and Bus Facilities Program provides capital funding to replace, rehabilitate and purchase buses and related equipment and to construct bus-related facilities for services in the rural areas.

LYNX intends to apply for capital projects, approximately \$1,000,000 under the 49 U.S.C. 5339 program for buses and/or neighborlink vehicles with the necessary technologies and equipment. These capital purchases will support the provision of both fixed-route and neighborlink services that operate either entirely or predominately in rural areas. 49 U.S.C. Section 5339 capital funds are 80% federal and 20% non-federal share (FDOT will provide the required 20% match).

LYNX Finance & Audit Committee Agenda

FISCAL IMPACT:

LYNX staff will include the Section 5310, 5311, and 5339 project awards in future operating and capital budgets as appropriate.

CFRTA RESOLUTION 18-004

A RESOLUTION OF THE CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY; AUTHORIZING THE CHIEF EXECUTIVE OFFICER (CEO) TO SUBMIT GRANT APPLICATIONS WITH THE FLORIDA DEPARTMENT OF TRANSPORTATION (FDOT) FOR FY2019/2020 SECTION 5311 FEDERAL TRANSIT ADMINISTRATION FORMULA GRANTS FOR RURAL AREAS PROGRAM, FY2019/2020 SECTION 5339 FEDERAL TRANSIT ADMINISTRATION FUNDS FOR RURAL AREA BUS AND BUS FACILITIES PROGRAM, AND FY2019/2020 SECTION 5310 FEDERAL TRANSIT ADMINISTRATION ENHANCED MOBILITY OF SENIORS AND INDIVIDUALS WITH DISABILITIES PROGRAM.

WHEREAS, LYNX has satisfied the requirement to complete a Transportation Development Plan (TDP) for FY2019-2028 which has been submitted to FDOT in September 2018 and the TDP is consistent with the five-year Transportation Improvement Plan (TIP) and FDOT's State Work Program, and the projects identified in the TDP are consistent with METROPLAN Orlando's Year 2040 Long Range Plan and Five Year Transportation Improvement Plan (TIP).

WHEREAS, this is a resolution of the GOVERNING BOARD of the Central Florida Regional Transportation Authority (hereinafter BOARD), which hereby authorizes the signing and submission of the LYNX grant applications and supporting documents and assurances to the Florida Department of Transportation.

NOW THEREFORE, BE IT RESOLVED THAT:

1. The BOARD has the authority to authorize the submission of grant applications to the Florida Department of Transportation.
2. The BOARD has the authority to authorize the execution of Joint Participation Agreements to be issued by FDOT in FY2018.
3. The BOARD authorizes Edward L. Johnson, Chief Executive Officer, or designee to file and execute the applications on behalf of the Central Florida Regional Transportation Authority, d/b/a LYNX with the Florida Department of Transportation.
4. The BOARD authorizes Edward L. Johnson, Chief Executive Officer (CEO), or designee, to sign any and all agreements or contracts, which may be required in connection with the application, and subsequent agreements, with the Florida Department of Transportation for operating assistance for rural transportation services (5311), capital assistance for rural bus and bus facilities (5339), and transportation services for elderly person and persons with disabilities program funds (5310).

5. The BOARD authorizes Edward L. Johnson, Chief Executive Officer (CEO), or designee, to sign any and all assurances, reimbursement invoices, warranties, certifications and any other documents, which may be required in connection with the applications or subsequent agreements and supplements.
6. That the above authorizations shall be continuing in nature until revoked by the Chairman of the Governing Board.

CERTIFICATION OF THE ADOPTION OF THE PROPOSED RESOLUTION APPROVING THE EXECUTION OF THE PUBLIC TRANSPORTATION GRANT AGREEMENTS WITH THE FLORIDA DEPARTMENT OF TRANSPORTATION FOR FY2019/2020 SECTION 5311 FEDERAL TRANSIT ADMINISTRATION FORMULA GRANTS FOR RURAL AREAS PROGRAM, FY2019/2020 SECTION 5339 FEDERAL TRANSIT ADMINISTRATION FUNDS FOR RURAL AREA BUS AND BUS FACILITIES PROGRAM, AND FY2019/2020 SECTION 5310 FEDERAL TRANSIT ADMINISTRATION ENHANCED MOBILITY OF SENIORS AND INDIVIDUALS WITH DISABILITIES PROGRAM.

APPROVED AND ADOPTED this 6th day of December 2018, by the Governing Board of Directors of the Central Florida Regional Transportation Authority.

CENTRAL FLORIDA REGIONAL
TRANSPORTATION AUTHORITY

By: Governing Board

Chairman

ATTEST:

Assistant Secretary

LYNX Finance & Audit Committee Agenda

Finance Committee Action Item #5.D.

To: LYNX Finance & Audit Committee

From: **James Fetzer**
DIRECTOR OF MAINTENANCE
James Fetzer
(Technical Contact)
Rose Hernandez
(Technical Contact)
Louemma Cromity
(Technical Contact)

Phone: 407.841.2279 ext: 6158

Item Name: Authorization to Issue a Purchase Order to New Flyer for the Purchase of Ten (10) CNG (Compressed Natural Gas) Sixty-Foot (60') Articulated Buses with a Not-to-Exceed Amount of \$8,700,000.

Date: 11/28/2018

ACTION REQUESTED:

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to issue a Purchase Order to New Flyer for the purchase of ten (10) CNG (Compressed Natural Gas) sixty-foot (60') articulated buses with a not-to-exceed amount of eight million, seven hundred thousand (\$8,700,000) dollars. The use of the grant funds for the bus purchase will also include associated costs for mandated inspection and audit expenses as well as spare parts. These buses will replace vehicles in the LYNX fleet that that have exceeded their useful life.

BACKGROUND:

In July 2018, LYNX executed a contract with New Flyer for the purchase of up to seventy-five (75) CNG articulated 60' buses. Per the executed contract, LYNX will purchase ten (10) of the seventy-five contracted vehicles.

The projected ridership increases under the LYNX FORWARD plan supports the use of articulated buses. The increased capacity provided by adding the articulated buses will: 1) Enhance operational efficiencies; and 2) Improve the overall customer experience as a result of less crowding. Therefore, the purchase of articulated buses will contribute positively to the region by increasing the mobility of citizens in some of our region's most congested corridors.

LYNX Finance & Audit Cmmittee Agenda

FISCAL IMPACT:

LYNX staff included \$47,551,500 in the FY2019 Adopted Capital Budget for the purchase of replacement buses. Of this amount \$30,397,660 is unencumbered.

LYNX Finance & Audit Committee Agenda

Finance Committee Action Item #5.E.

To: LYNX Finance & Audit Committee

From: **William Slot**
CHIEF INNOVATION SUSTAIN OFF
James Fetzer
(Technical Contact)
Matthew Friedman
(Technical Contact)
Selita Stubbs
(Technical Contact)

Phone: 407.841.2279 ext: 6146

Item Name: Authorization to Order Two (2) 15-Passenger Vans in an Amount Not to Exceed \$80,000 for 5310 Sub-Recipient Awards.

Date: 11/28/2018

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to amend the existing purchase order for two (2) fifteen (15) passenger vehicles to be leased to 5310 sub-recipients through the LYNX' VanPool program in an amount less than eighty thousand (\$80,000) dollars to a vendor on the Florida Department of Management Services State Contract.

In the March 22, 2018 Board meeting, the Board authorized staff to order vehicles for 5310 sub-recipients. That Board authorization inadvertently omitted two 15-passenger vans that are part of the 5310 awards.

BACKGROUND:

LYNX is the agency designated to administer the FTA's Section 5310 funding program in the urbanized areas of Orlando and Kissimmee. As the designated recipient, LYNX has the responsibility to develop the program of projects, including soliciting projects from non-profit organizations and other eligible entities under Section 5310 to serve seniors and individuals with disabilities. The Section 5310 program is intended to enhance mobility for seniors and persons with disabilities by providing funds for programs to serve the special needs of transit-dependent populations beyond traditional public transportation services and Americans with Disabilities Act (ADA) complementary paratransit services.

LYNX received Board authorization on February 1, 2018 to provide Section 5310 sub-recipient funding to six non-profit agencies. Sub-recipients will provide the 50% local match under the Section 5310 grant program for operating projects. The previously approved non-profit agencies include a vanpool lease to Primrose Center for the two additional 15-passenger vans.

LYNX Finance & Audit Committee Agenda

The requested two 15-passenger vans will be at an expense of less than \$40,000 each or less than \$80,000 for the amended purchase order. These passenger vans will be purchased through the Florida Department of Management Services State Contract.

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

LYNX' DBE program requires that each transit vehicle manufacturer as a condition to bid for or propose on FTA-assisted vehicle procurements must provide certification of compliance with the requirements of the regulations by having an established annual overall percentage goal approved by FTA. DBE requirement is monitored by the Federal Transit Administration (FTA).

FISCAL IMPACT:

LYNX staff included \$1,200,000 in the FY2019 Adopted Capital Budget for section 5310 sub-recipient capital related expenses.

LYNX Finance & Audit Committee Agenda

Finance Committee Action Item #5.F.

To: LYNX Finance & Audit Committee

From: **Terri Settington**
DIRECTOR OF HUMAN RESOURCES
Terri Settington
(Technical Contact)
Sara Holtzman
(Technical Contact)
Louemma Cromity
(Technical Contact)

Phone: 407.841.2279 ext: 6106

Item Name: Authorization to Award a Contract for Fresh Food, Traditional Vending and Related Services with Compass Group USA, Inc. at No Cost to LYNX, for a Period of Three (3) Years With the Option to Extend for Two (2) One (1) Year Periods.

Date: 11/28/2018

ACTION REQUESTED:

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to award a contract for Fresh Food, Traditional Vending and Related Services with Compass Group USA, Inc. at no cost to LYNX, for a period of Three (3) Years with the Option to Extend For Two (2) One (1) Year Periods.

BACKGROUND:

LYNX is interested in helping its employees lead healthier lifestyles. A concept of Fresh Food Vending, has been around for several years and LYNX will now introduce fresh food vending at its LOC locations. All of LYNX remaining properties will have traditional vending with healthy alternatives. This service is at no cost to LYNX and the revenues received from this program will be used to spearhead various educational healthy programs for LYNX employees.

On August 31, 2018, LYNX Procurement and Contracts Division released a Request for Proposal (RFP) for Fresh Food, Traditional Vending, and Related Services to provide a healthier option for LYNX employees. The RFP was posted on LYNX Procurement website, DemandStar, and sent directly to interested suppliers.

Four (4) suppliers submitted proposals in response to the RFP requirements. Below are the suppliers who submitted a proposal:

LYNX Finance & Audit Committee Agenda

- Compass Group USA, Inc.
- Global Vending
- Right Choice Vending
- The Vending Station

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

- Dan Rousseau
- Sara Holtzman
- Esther Mitchell
- Brian Anderson
- Terri Settingington

The proposals were evaluated by the SEC members on the following criteria:

Scoring Criteria	Value
General quality and innovation of food service and vending program	45
Demonstrated expertise/capability to provide quality program	20
Proposer Qualifications	10
Reasonableness and Cost Effectiveness of Price Proposal	25

After publically noticing the Shortlist Evaluation Meeting, the SEC Committee met on October 23, 2018 to review, evaluate all proposals received, and shortlist the most qualified suppliers.

The shortlisted suppliers were invited for presentations and food product sampling/demonstrations. Presentations and food product demonstrations were held on October 31, 2018. The committee agreed by consensus to enter into negotiations and contract award with Compass Group USA, Inc. who received the Total Lowest Ordinal Final Ranking. Below is the Total Ordinal Final Ranking per supplier:

Supplier	Total Ordinal Ranking
Compass Group USA, Inc.	5
Global Vending Service	15
Right Choice Vending, Inc.	17
The Vending Station	10

FISCAL IMPACT:

LYNX staff did not include an amount for estimated revenue from the Fresh Food Vending in the FY2019 Adopted Operating Budget.

LYNX Finance & Audit Committee Agenda

Finance Committee Discussion Item #6.A.

To: LYNX Finance & Audit Committee

From: Albert Francis
CHIEF FINANCIAL OFFICER
LEONARD ANTMANN
(Technical Contact)

Phone: 407.841.2279 ext: 6058

Item Name: Update on LYNX FY2018 Reserve Analysis

Date: 11/28/2018

LYNX' Reserve Policy is based on sound fiscal principles designed to allow LYNX to maintain continuation of operations in adverse conditions. The Reserve Policy is essential to maintain adequate levels of reserves to mitigate current and future risks such as revenue shortfalls, emergencies, natural disasters, and unanticipated expenditures.

At the September 2018 Finance & Audit Committee meeting it was discussed that due to Paratransit trips increasing by thirty percent, the FY2019 operating budget included the use of reserves for funding in the amount of \$6,598,821. This created a projected shortfall to the forty-five day reserve requirement of \$5,395,006 based on the cash balance on July 31, 2018. LYNX has since aggressively pursued the collection of Federal and State grant opportunities to eliminate this shortfall as of October 31, 2018.

The FY2019 budget was based on current running rates for paratransit services. Trip demand continues to grow, this may create additional ongoing shortfalls in funding in the future. The following are discussion items for possible funding solutions:

1. Funding Partners provide additional funding (Break out Paratransit from other funding) Fund separately
2. Change Policies for PT to meet FTA's ADA standards – update eligibility requirements
3. Implement Phase II of mobility mgt. (1st / Last mile)
4. Bring Services in-house (1.5M savings per year)
5. New RFP for paratransit
6. Transition customer to Fixed route
7. Preventative Maintenance Policy – How we utilize this pool of funding
8. Fare Increase
9. Dedicated Funding
10. Consider Block Grant
11. Amend the \$2.00 capital funding partner provision from per service mile to per capita

LYNX Finance & Audit Committee Agenda

LYNX' Reserves are as follows:

- **Reserves for Operations (Cash Reserves)**

\$17.9mm forty-five days, \$23.8mm sixty days, \$35.7mm ninety days

LYNX should establish a goal to maintain a reserve of forty-five to sixty days, or fifteen to twenty percent of regular operating expenditures to be used for short term cash flow purposes, or to ensure adequate resources for operating purposes at the beginning of the fiscal year. The cash reserve also helps to protect LYNX in the event it must respond to a natural or man-made disaster. This appropriation may also be considered to fund one-time capital outlay, but shall not be used to support ongoing operating expenses.

- **Reserves for Contingency (Emergencies)**

\$7,118,571 - 5% of FY2018 Adopted Operating Budget

LYNX should establish a goal to maintain a contingency reserve at a not to exceed 5% of the total budget. The contingency is commonly known as the emergency reserve to be used in the case of a major storm or other unforeseen disaster. The contingency reserve may also be used to cover unanticipated expenditures of a non-recurring nature, to meet unexpected immediate increases in service delivery costs, and to temporarily maintain service levels in the event that an economic downturn should cause a shortfall in revenues.

- **Reserves for Capital Funds and Debt Service**

\$945,634 (CNG bus lease), \$2,474,662 (Pine Hills Transfer Center), \$21,273 (Orlando Urban Trail), \$290,527 (Other Capital Projects))

In the event that the operating reserve balance exceeds the amount set forth in this policy, the excess will be transferred to Reserves for Capital. The goal will be to fund the future infrastructure. This only pertains to items and/or projects included in the annual capital budget. Debt Service Reserves are subjected to the creation of a very specific reserve amount as a part of the Loan Covenants. Therefore, the amount to be appropriated must adhere to these requirements and will be budgeted, accordingly.

- **Reserves for Self-Insurance Programs**

\$6,844,706 (Workers Compensation and General Liability Claims), \$1,700,000 (Medical Self Insured Surplus Assets) and \$1,570,432 Medical Insurance Claims)

Risk Management should maintain a minimum reserve equal to the 80% to 90% undiscounted confidence level of the annual actuarial study to ensure financial viability for Workers Compensation and General Liability Claims.

LYNX Finance & Audit Committee Agenda

In addition, should a claim be made against LYNX that is identified subsequent to the actuarial report and prior to the issuance of the Comprehensive Annual Financial Report that is financially material to the fund and highly likely to succeed, additional reserves should be established to provide adequate funds in reserve.

Florida Statue requires that a self-funded medical plan offered by a public entity maintain surplus assets equal to at least 60 days of claims either as assets in the plan or in the form of unencumbered surplus elsewhere in the organization to pay claims. These funds are in addition to the run out liability. As such, LYNX established a reserve equal to two months to support unanticipated increases in medical insurance expenses.

- **Reserves for Fuel Stabilization**

\$1,000,000 Budget Stabilization

In 2011, LYNX established a fuel hedging program to curtail some of the extreme volatility experienced in the price of fuel. The hedging program is not meant to “out-guess” the market for fuel, but rather is an attempt to eliminate some of the pricing volatility and provide budget stabilization. This program, combined with establishing a Fuel Stabilization Reserve, will give LYNX, and ultimately our funding partners, some assurance of price and funding stability, as it pertains to the costs of fuel. The reserve will be funded via reserving excess revenues.

In summary, the reserves are as follows:

LYNX Reserves	45 days	60 days	90 days
Operations	\$17,850,000	\$23,800,000	\$35,700,000
Contingency -5%	7,118,571	7,118,571	7,118,571
Debt Service	0	0	0
Pine Hills Transit Center	2,474,662	2,474,662	2,474,662
Bus Shelters	40,527	40,527	40,527
Orlando Urban Trail Project	21,273	21,273	21,273
Other Capital Projects - CNG Bus State Rebate	250,000	250,000	250,000
Capital Bus Lease	945,634	945,634	945,634
Self-Insurance Programs			
General Liability	4,808,858	4,808,858	4,808,858
Worker's Compensation	1,240,848	1,240,848	1,240,848
Medical Claims - IBNR	795,000	795,000	795,000

LYNX Finance & Audit Committee Agenda

State required – Medical self-insured surplus	1,700,000	1,700,000	1,700,000
60 days medical insurance claims	1,570,432	1,570,432	1,570,432
Compensated Absences	4,163,321	4,163,321	4,163,321
Fuel Stabilization	1,000,000	1,000,000	1,000,000
Total Reserve Requirement	\$43,979,126	\$49,929,126	\$61,829,126
FY2019 \$2 Capital Funding	(176,074)	(176,074)	(176,074)
FY2018 \$2 Capital Funding	(2,001,877)	(2,001,877)	(2,001,877)
Self-Insurance (Long-term)	(4,059,751)	(4,059,751)	(4,059,751)
SIB Loan – Federally Funded	0	0	0
Pine Hills Transfer Center	(2,474,662)	(2,474,662)	(2,474,662)
Bus Shelters	(40,527)	(40,527)	(40,527)
Orlando Urban Trail Project	(21,273)	(21,273)	(21,273)
Other Capital Projects - CNG Bus State Rebate	(250,000)	(250,000)	(250,000)
Operating Reserve Fund Requirement	\$34,954,962	\$40,904,962	\$52,804,962
Restricted Fund Balance	(5,917,860)	(5,917,860)	(5,917,860)
Unrestricted Fund Balance	(38,251,722)	(38,251,722)	(38,251,722)
Funds in Transit	(5,886,194)	(5,886,194)	(5,886,194)
FY2019 Budget - Use of Reserves	6,958,821	6,958,821	6,958,821
Unpaid Investment in Capital Assets	4,964,413	4,964,413	4,964,413
Adjusted Net Position	(\$38,132,542)	(\$38,132,542)	(\$38,132,542)
FY2019 (Excess) Shortfall Cash Reserves	(\$3,177,580)	\$2,772,420	\$14,672,420

LYNX' Reserves Update

Presented to the
Finance & Audit Committee
November 28, 2018

Reserves for Operations (Cash Reserves)

- ✓ To be used for short term cash flow purposes, or to ensure adequate resources for operating purposes at the beginning of the fiscal year.
- ✓ Not to exceed forty-five to sixty days

Reserves for Contingency (Emergencies)

- ✓ To be used in the case of a major storm or other unforeseen disaster.
- ✓ Not to exceed 5% of the total budget.
- ✓ May also be used to cover unanticipated expenditures of a non-recurring nature, to meet unexpected immediate increases in service delivery costs, and to temporarily maintain service levels in the event that an economic downturn should cause a shortfall in revenues.

Policy Requirements

Reserves for Capital Funds and Debt Service

- ✓ In the event that the operating reserve balance exceeds the amount set forth the excess will be transferred to Reserves for Capital.
- ✓ The goal will be to fund the future infrastructure. This only pertains to items and/or projects included in the annual capital budget.
- ✓ Debt Service Reserves are subjected to the creation of a very specific reserve amount as a part of the Loan Covenants. Therefore, the amount to be appropriated must adhere to these requirements and will be budgeted, accordingly.

Reserves for Self-Insurance Programs

- ✓ Annual actuarial study to ensure financial viability for Workers Compensation and General Liability Claims.
- ✓ Florida Statute requires that a self-funded medical plan offered by a public entity maintain surplus assets equal to at least 60 days of claims either as assets in the plan or in the form of unencumbered surplus elsewhere in the organization to pay claims. These funds are in addition to the run out liability.
- ✓ LYNX established a reserve equal to two months to support unanticipated increases in medical insurance expenses.

Operating – Reserve Requirement



LYNX Reserves	45 Days	60 Days	90 Days
Operations	\$17,850,000	\$23,800,000	\$35,700,000
Contingency 5%	7, 118,571	7, 118,571	7, 118,571

Capital – Reserve Requirement



LYNX Reserves	45 Days	60 Days	90 Days
Pine Hills Transit Center	2,474,662	2,474,662	2,474,662
Bus Shelters	40,527	40,527	40,527
Orlando Urban Trail Project	21,273	21,273	21,273
Other Capital Projects – CNG Bus State Rebate	250,000	250,000	250,000
Capital Bus Lease	945,634	945,634	945,634

Statutory – Reserve Requirement



LYNX Reserves	45 Days	60 Days	90 Days
General Liability	\$4,808,858	\$4,808,858	\$4,808,858
Worker's Compensation	1,240,848	1,240,848	1,240,848
Medical Claims – IBNR	795,000	795,000	795,000
State Required – Medical self insured surplus	1,700,000	1,700,000	1,700,000

Funding Policy – Reserve Requirement



LYNX Reserves	45 Days	60 Days	90 Days
60 Days Medical Insurance Claims	\$1,570,432	\$1,570,432	\$1,570,432
Compensated Absences	4,163,321	4,163,321	4,163,321
Fuel Stabilization	1,000,000	1,000,000	1,000,000

Total Reserve Requirement



LYNX Reserves	45 Days	60 Days	90 Days
Operations	\$17,850,000	\$23,800,000	\$35,700,000
Contingency 5%	7,118,571	7,118,571	7,118,571
Pine Hills Transit Center	2,474,662	2,474,662	2,474,662
Bus Shelters	40,527	40,527	40,527
Orlando Urban Trail Project	21,273	21,273	21,273
Other Capital Projects – CNG Bus State Rebate	250,000	250,000	250,000
Capital Bus Lease	945,634	945,634	945,634
General Liability	\$4,808,858	\$4,808,858	\$4,808,858
Worker’s Compensation	1,240,848	1,240,848	1,240,848
Medical Claims – IBNR	795,000	795,000	795,000
State Required – Medical self insured surplus	1,700,000	1,700,000	1,700,000
60 Days Medical Insurance Claims	1,570,432	1,570,432	1,570,432
Compensated Absences	4,163,321	4,163,321	4,163,321
Fuel Stabilization	1,000,000	1,000,000	1,000,000
Total Reserve Requirement	\$43,979,126	\$49,929,126	\$61,829,126

Operating – Capital Reserve Requirement



LYNX Reserves	45 Days	60 Days	90 Days
FY2019 \$2 Capital Funding	(176,074)	(176,074)	(176,074)
FY2018 \$2 Capital Funding	(2,001,877)	(2,001,877)	(2,001,877)
Pine Hills Transfer Center	(2,474,662)	(2,474,662)	(2,474,662)
Bus Shelters	(40,527)	(40,527)	(40,527)
Orlando Urban Trail Project	(21,273)	(21,273)	(21,273)
Other Capital Projects – CNG Bus State Rebate	(250,000)	(250,000)	(250,000)

Operating – Statutory Requirement



LYNX Reserves	45 Days	60 Days	90 Days
Self-Insurance (Long-Term)	(4,059,751)	(4,059,751)	(4,059,751)

Operating – Total Reserve Fund Requirement



LYNX Reserves	45 Days	60 Days	90 Days
Total Reserve Requirement	\$43,979,126	\$49,929,126	\$61,829,126
FY2017 \$2 Capital Funding	(176,074)	(176,074)	(176,074)
FY2018 \$2 Capital Funding	(2,001,877)	(2,001,877)	(2,001,877)
Pine Hills Transfer Center	(2,474,662)	(2,474,662)	(2,474,662)
Bus Shelters	(40,527)	(40,527)	(40,527)
Orlando Urban Trail Project	(21,273)	(21,273)	(21,273)
Other Capital Projects – CNG Bus State Rebate	(250,000)	(250,000)	(250,000)
Self-Insurance (Long-Term)	(4,059,751)	(4,059,751)	(4,059,751)
Total Operating Reserve Requirement	\$34,954,962	\$40,904,962	\$52,804,962

Available Funds



LYNX Reserves	45 Days	60 Days	90 Days
Restricted Fund Balance	(5,917,860)	(5,917,860)	(5,917,860)
Unrestricted Fund Balance	(38,251,722)	(38,251,722)	(38,251,722)
Funds in Transit	(5,886,194)	(5,886,194)	(5,886,194)

Existing Commitments



LYNX Reserves	45 Days	60 Days	90 Days
FY2019 Budget – Use of Reserves	6,958,821	6,958,821	6,958,821
Unpaid Investment in Capital Assets	4,964,413	4,964,413	4,964,413

Net Position



LYNX Reserves	45 Days	60 Days	90 Days
Total Operating Reserve Fund Requirement	\$34,954,962	\$40,904,962	\$52,804,962
Restricted Fund Balance	(5,917,860)	(5,917,860)	(5,917,860)
Unrestricted Fund Balance	(38,251,722)	(38,251,722)	(38,251,722)
Funds in Transit	(5,886,194)	(5,886,194)	(5,886,194)
FY2019 Budget – Use of Reserves	6,958,821	6,958,821	6,958,821
Unpaid Investment in Capital Assets	4,964,413	4,964,413	4,964,413
Adjusted Net Position	(\$38,132,542)	(\$38,132,542)	(\$38,132,542)
FY2019 (Excess) Shortfall Cash Reserves	(\$3,177,580)	\$2,772,420	\$14,672,420

LYNX Finance & Audit Committee Agenda

Finance Committee Discussion Item #6.B.

To: LYNX Finance & Audit Committee

From: Albert Francis
CHIEF FINANCIAL OFFICER
LEONARD ANTMANN
(Technical Contact)

Phone: 407.841.2279 ext: 6058

Item Name: Customer Refund for Overpayment at Farebox.

Date: 11/28/2018

LYNX currently does not have a written procedure for refunds. Exact change is required when boarding a bus. Bus operators cannot make change. Customers overpaying on the bus may request a refund. The attached document is our proposed standard operating procedure to address this issue.



LYNX [®]	Finance Department	SOP #	
		Revision #	
		Implementation Date	
Page #	1	Last Reviewed/Update Date	
Account Receivables	CUSTOMER REFUND FOR OVERPAYMENT AT FAREBOX	Approval	

POLICY: EXACT CHANGE REQUIRED WHEN BOARDING BUS. REFUNDS IN EXCESS OF \$5.00 REQUIRE A CUSTOMER COURTESY CARD FROM BUS OPERATOR WITNESSING LARGE BILL DEPOSIT INTO FAREBOX

Standard Operating Procedure

1. Purpose

To document a procedure for refunds requested by a customer who has over paid a fare upon boarding bus. Bus Operators cannot make change as posted on each bus.

2. Procedure

The Supervisor of Revenue Control is responsible for a timely response to address a refund request by a customer entered into the ACR program.

3. Procedure for Overpayment of Rider Fare Refund upon Boarding Bus

- o Customer is issued a customer courtesy card by the bus operator who observed the money inserted into farebox.
- o Customer is required to completely fill out the customer courtesy card and return it to the bus operator.
- o The bus operator will identify himself with a driver number and bus number on courtesy card.
- o The bus operator submits the completed customer courtesy card to his/her supervisor or the dispatch office by the end of their shift.
- o The customer courtesy card is sent to customer service where the information is entered and verified into the ACR program and routed to the person responsible for the issuance of the refund (Supervisor of Revenue Control).
- o Notification is received by the Supervisor of Revenue Control through e-mail via the ACR program.
- o When the refund request has been verified of all necessary information and back-up documentation has been received, copy of original courtesy card, the check request is created.
- o Most large bills accepted by the Farebox can be verified as received using the cash audit report available through the GFI Network program.
- o Check requests are created for non-repeat riders and is a one-time courtesy.
- o Customer name and address are added to fare overpayment refund check log kept by the Supervisor of Revenue Control.
- o The check request once reviewed is signed off by the Comptroller and submitted to accounts payable for issuance of refund.
- o Check is mailed unless specific instruction is given to pick-up at LCS.

EXCEPTIONS TO THIS POLICY: NONE

LYNX Finance & Audit Committee Agenda

Finance Committee Discussion Item #6.C.

To: LYNX Finance & Audit Committee

From: Edward Johnson
CHIEF EXECUTIVE OFFICER
Albert Francis
(Technical Contact)

Phone: 407.841.2279 ext: 6017

Item Name: Discussion on Finance and Audit Committee Purpose and 2019 Meeting Dates

Date: 11/28/2018

DISCUSSION ITEM:

LYNX Chief Executive Officer and Chief Financial Officer will lead a discussion about the purpose and function of the LYNX Finance and Audit Committee. LYNX staff will propose a slate of dates for the Committee's consideration.

BACKGROUND:

The LYNX Finance and Audit Committee is responsible for making recommendations to the LYNX Oversight Committee and LYNX Staff on financial policies and budgets as set forth in Section 2.12.2 of the LYNX Administrative Rule 2 which is listed below.

2.1.1 **Establishment of Finance and Audit Committee; Purpose.** A committee is hereby established to be known as the Finance and Audit Committee. The Finance and Audit Committee is responsible for recommending to the Oversight Committee and Authority Staff financial policies, goals and budgets that support the mission, values and strategic goals of the Authority, and for overseeing the annual audit of the Authority's financial statements.

- A. **Composition.** The Finance and Audit Committee shall be comprised of five members (each an "**Finance and Audit Committee Member**"). Each Member of the Governing Board shall be entitled to designate one Finance and Audit Committee Member from among the employees of the governmental entity that he or she represents. Each Finance and Audit Committee Member should have expertise in financial matters. The Director of Finance/Chief Financial Officer of the Authority will not be a member of the Finance and Audit Committee but will support the committee.

LYNX Finance & Audit Committee Agenda

- B. **Meeting Schedule and Notice.** The Finance and Audit Committee shall annually establish a schedule for meetings; provided, that the chairperson may cancel or reschedule any previously scheduled meeting or call a special meeting. The Finance and Audit Committee shall meet at the offices of the Authority, or at such other location within the jurisdiction serviced by the Authority. All meetings of the Finance and Audit Committee except as may otherwise be provided herein below and in accordance with applicable law shall be duly scheduled, subject to public notice and open to the public, to the extent required by, and in accordance with, Florida law. It is initially contemplated, although not required, that the Finance and Audit Committee would meet on at least a monthly basis.

- C. **Quorum.** The presence in person of a majority of the Finance and Audit Committee Members shall constitute a quorum for the transaction of business.

- D. **Committee Action.** If a quorum is present, the affirmative vote of a majority of the Finance and Audit Committee Members shall constitute an act of the Finance and Audit Committee.

- E. **Officers.** The Finance and Audit Committee shall annually elect from its members a chairperson and such other officers as determined by the Finance and Audit Committee. The chairperson shall preside over all meetings of the Finance and Audit Committee. In his or her absence at any particular meeting, the vice chairperson shall preside over the meeting (if one has been elected). In the absence of a chairperson or vice chairperson, the Finance and Audit Committee members shall elect a replacement chairperson for such meeting.

- F. **Reports.** The chairperson (or his or her designee from the Finance and Audit Committee) shall regularly provide reports to the Oversight Committee on the status of matters before the Finance and Audit Committee, and shall provide reports to the Governing Board regarding such matters on an as needed basis.

- G. **Responsibilities.** The Finance and Audit Committee shall carry out such responsibilities as are assigned to it by the Governing Board or by the Oversight Committee and take such actions as it deems appropriate within the scope of its responsibilities assigned hereunder. In furtherance thereof the Finance and Audit Committee shall:

LYNX Finance & Audit Committee Agenda

1. General.

- a. Review the Authority's proposed annual budget as presented by the Authority's staff for the upcoming fiscal year.
- b. Recommend the annual budget to the Oversight Committee for approval after incorporating necessary amendments.
- c. Monitor and report to the Oversight Committee on the Authority's compliance with its adopted budget during the fiscal year (actual vs. estimated).
- d. If directed by the Governing Board, conduct investigations into any matters within the Finance and Audit Committee's scope of responsibilities. The Finance and Audit Committee shall have unrestricted access to members of the Authority's staff and relevant information. The Finance and Audit Committee may retain independent counsel, accountants or others to assist in the conduct of any such investigation. Operating budget reserves may be used for investigative costs if necessary.

2. Internal Controls and Risk Assessment.

- a. Review and evaluate the effectiveness of the Authority's process for assessing significant risks or exposures and the steps the Authority's staff has taken to monitor and control such risks to the Authority. The Finance and Audit Committee shall review any significant findings and recommendations of the Authority's external auditors together with the Authority's staff's responses including the timetable for implementation of recommendations to correct any weakness in internal controls.
- b. Receive annual information from the Authority's external auditors regarding their independence, and if so determined by the Finance and Audit Committee, recommend that the Authority takes appropriate actions to satisfy itself of the Authority's external auditor's independence.

LYNX Finance & Audit Committee Agenda

3. **Internal Audit.**

- a. Confirm and assure the independence and adequacy of resources for internal audit services.
- b. Review the annual internal audit plan and the focus on risk.
- c. Consider and review with the Authority's staff:
 - (i) Significant findings and the Authority's staff's response including the timetable for implementation to correct weaknesses.
 - (ii) Any difficulties encountered in the course of an audit such as restrictions on the scope of work or access to information.

4. **Compliance with Laws, Regulations, and Code of Conduct.**

Determine and make recommendations to the Oversight Committee as to whether the Authority is in compliance with pertinent laws and regulations, is conducting its affairs in accordance with the Code of Ethics set forth in Administrative Rule 5, and is maintaining effective controls against conflicts of interest and fraud.

5. **Financial Reporting.** Review with the Authority's staff and the Authority's external auditors at the completion of the annual examination:

- a. Communications from the Authority's external auditors in the audit planning process that are required by Government Auditing Standards.
- b. The annual financial statements and related footnotes.
- c. The Authority's external auditors' audit of the financial statements and their report.
- d. Management's Certification of the financial statements.
- e. Any significant changes required in the audit plan.
- f. Any difficulties or disputes with the Authority's staff encountered during the audit.

LYNX Finance & Audit Committee Agenda

- g. The organization's accounting principles.
- h. Other matters related to conduct that should be communicated to the Finance and Audit Committee in accordance with Government Auditing Standards #61.
- i. Review with the Authority's staff, the Authority's financial performance on a regular basis.

6. External Auditor.

- a. Recommend to the Oversight Committee the Authority's external auditors to be appointed and the related compensation.
- b. Review and approve the discharge of the Authority's external auditors.
- c. Review the scope and approach of the annual audit with the Authority's external auditors.
- d. Approval all non-audit services provided by the Authority's external auditors.

LYNX Finance & Audit Cmmittee Agenda

Proposed Finance & Audit Committee Meeting Dates:

January 3, 2019

February 7, 2019

March 7, 2019

April 4, 2019

May 2, 2019

June 6, 2019

July 11, 2019

August 1, 2019

September 5, 2019

October 3, 2019

November 7, 2019

December 5, 2019

LYNX Finance & Audit Committee Agenda

Finance Committee Information Item #7.A.

To: LYNX Finance & Audit Committee

From: **William Slot**
CHIEF INNOVATION SUSTAIN OFF
Selita Stubbs
(Technical Contact)
Nanette Stephens
(Technical Contact)
Kenneth Jamison
(Technical Contact)

Phone: 407.841.2279 ext: 6146

Item Name: Mobility Management Update.

Date: 11/28/2018

LYNX staff will provide an update on the Mobility Services Division's current status and the Mobility Management program.



Mobility Management Services

Board of Director's Meeting – December 6, 2018



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Overview

- **Community Transportation Coordinator (CTC) Activities**
- **Program Activities**
 - Overview
 - Recruitment & Retention
 - No Show Policy Update
- **Service Delivery**
 - Application Processing
 - Eligible Customers
 - Call Center Activities
 - Average Call Hold Times (Minutes) and Trip Volume
- **Performance/Ridership**
 - Trips by Carrier
 - Access LYNX
 - Trip Purpose
 - Performance Measures
 - Trips
 - October 2018 Costs



CTC Activities

- Prepared and disseminated Fiscal Year 2019 Coordination Agreements for 27 of agencies
- Conducted FY19 5310 Program Coordinated Agency Meetings for 14 agencies applying for grant funding
- Approximately 14,000 email surveys were sent with responses from 338 customers (2.4% response rate)
- Participated in MetroPlan Orlando Meetings
 - Quality Assurance Task Force (QATF) 10-20-18
 - Public/LCB Board Meeting 11-15-18
- **Mass Mailings**
 - Paratransit Ridership Survey
 - Public Meeting Notification



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Program Activities

Overview

- Conducting Implementation Meetings with New Providers
 - Elite and UZURV
- Conducting Safety Sensitive Information (SSI) Meetings
- Continued progress with the LYNX Operations Center (LOC) Expansion Project



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Program Activities

Recruitment & Retention (1 of 2)

- **Current Call Center Staff:**

- 2 Mobility Services Managers
- 4 Mobility Services Supervisors
- 40 Mobility Service Representatives (MSR) (currently - 8 vacancies)
- 1 Mobility Relations (Vacant)

Total of 9 vacant positions

Program Activities

Recruitment & Retention (Page 2 of 2)

- Actively increasing the pool of candidates
- Attending and conducting job fairs
- Conducting a wage review
- Initiating employee development / structured training events
- Defining standardized shifts aligned to call volume
- Exploring roles that may be able to telecommute



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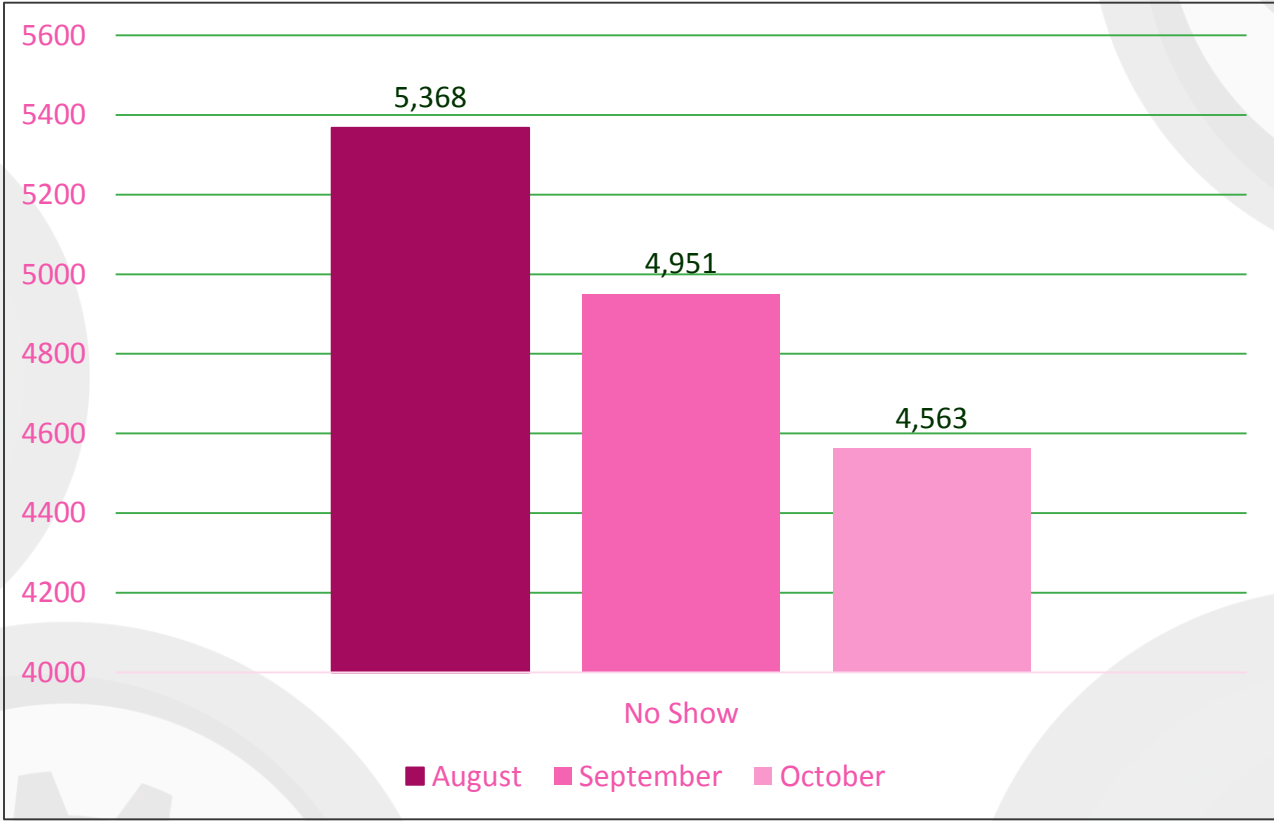
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Program Activities

No Shows: August - October 2018



NOTE: August 1, 2018 – Reviewing the validity of No Shows with MV

Program Activities

No Show Policy Activities

- **August 1, 2018** – Reviewing the validity of No Shows with MV
- **September 27, 2018** -Amended No Show Policy approved by LYNX Board
- **October 23, 2018** - MetroPlan Orlando, Quality Assurance Task Force(QATF) Presentation
- **November 15, 2018** –MetroPlan Orlando Board Meeting Presentation
- **October-November, 2018** – No Show Policy & Enforcement Process mass mailing preparation for distribution to all ACCESS LYNX Clients
- **October – December, 2018** -Mobility Supervisors review & validation of “No Show” reports in preparation for January 2019 mailings
- **January 10, 2019** - First enforcement letters to be mailed to clients and by the 10th of each month, thereafter



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Service Delivery

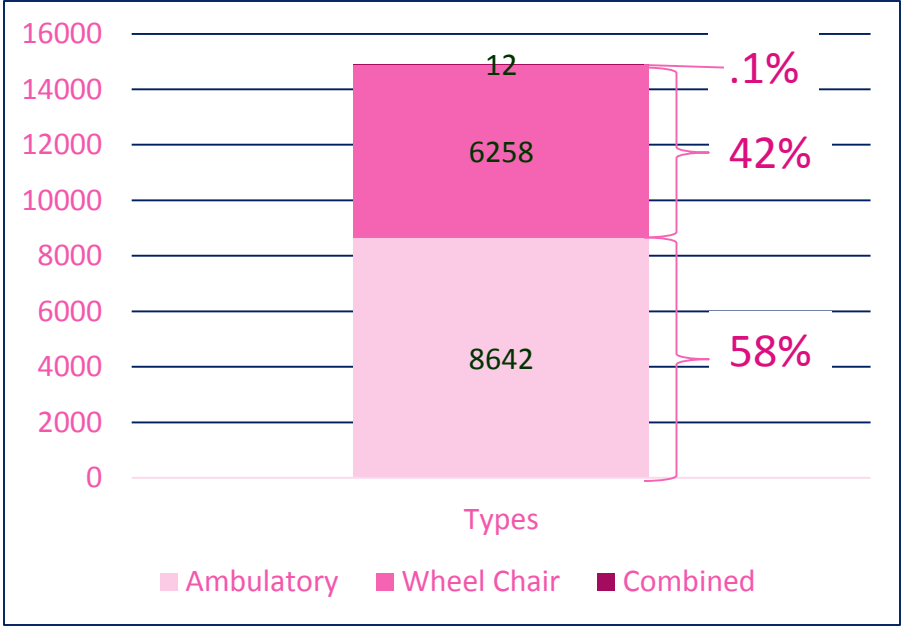
ACCESS LYNX Customer Applications October 2018

Application Category	Number
ADA New Applications	356
<i>Approved</i>	212
<i>Pending Functional Assessment</i>	143
<i>Denials</i>	1
ADA Re-certification	180
ADA Sub-Total	536
TD New Applications	74
TD Denied	3
TD Recertification	51
TD Sub-Total	128
OTHER – Incomplete information	70
TOTAL	734

Note: Denials Included: Goes thru Complete Review Process before Denial Determination is made

Service Delivery

Eligible Customers



Total: 14,912

Footnote: Snapshot as of 11/16/18

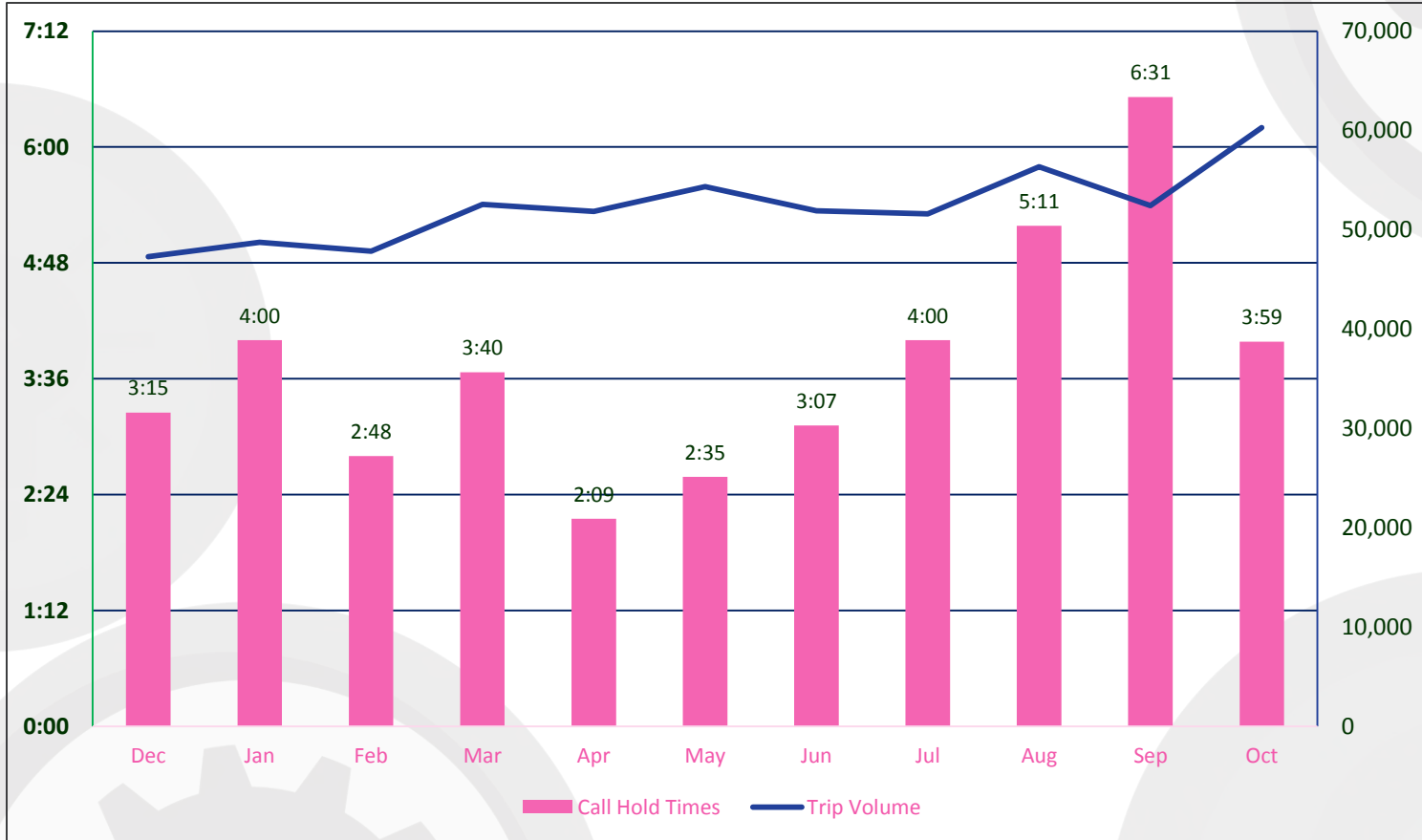
Service Delivery

Call Center Activity – October 2018

WEEK	TOTAL CALLS	AVG HOLD TIMES
1	17,704	7:02
2	15,783	2:43
3	16,640	3:25
4	15,850	3:20
5	17,151	4:09
Total	58,088	3:59

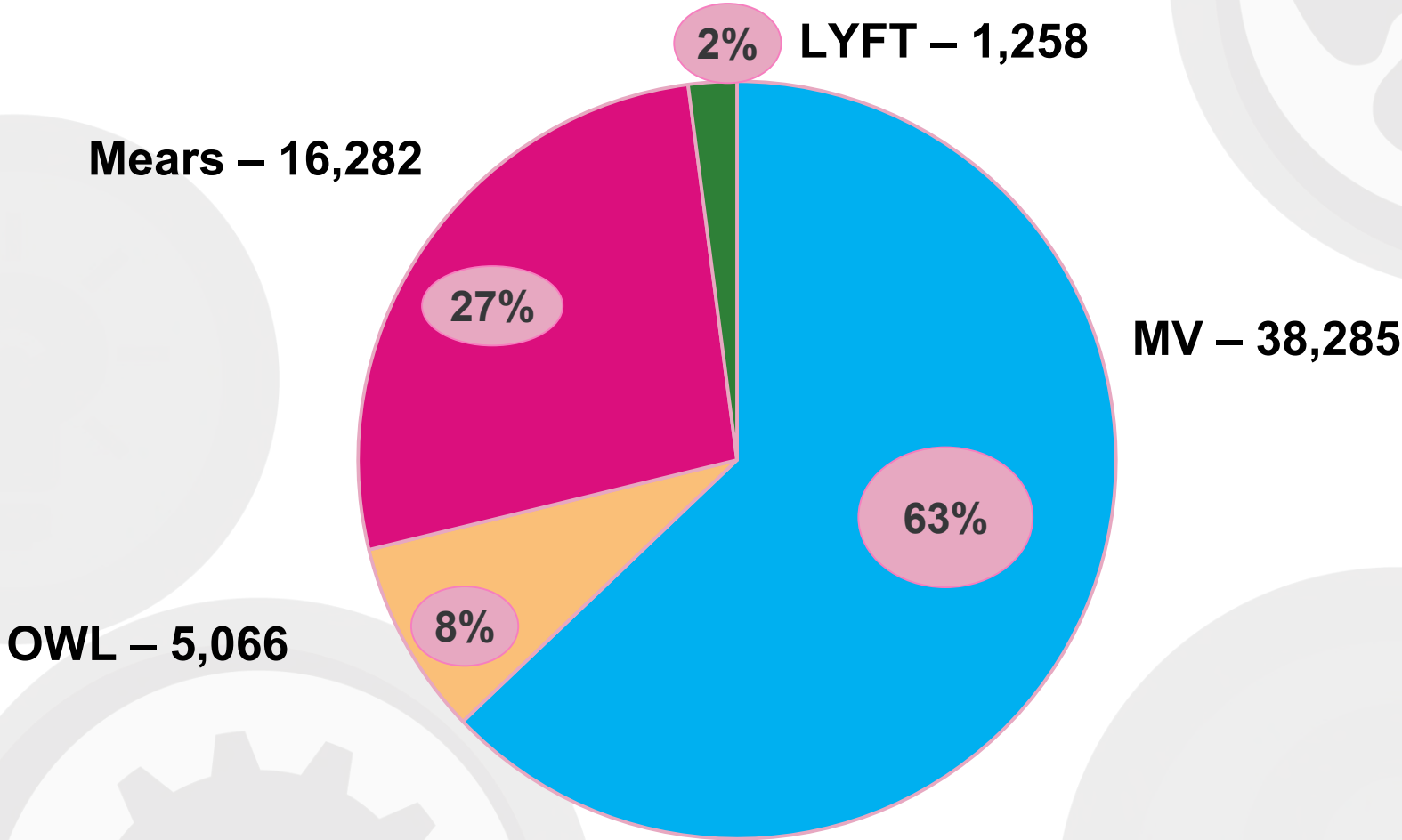
Service Delivery

Average Call Hold Times (Minutes) and Trip Volume



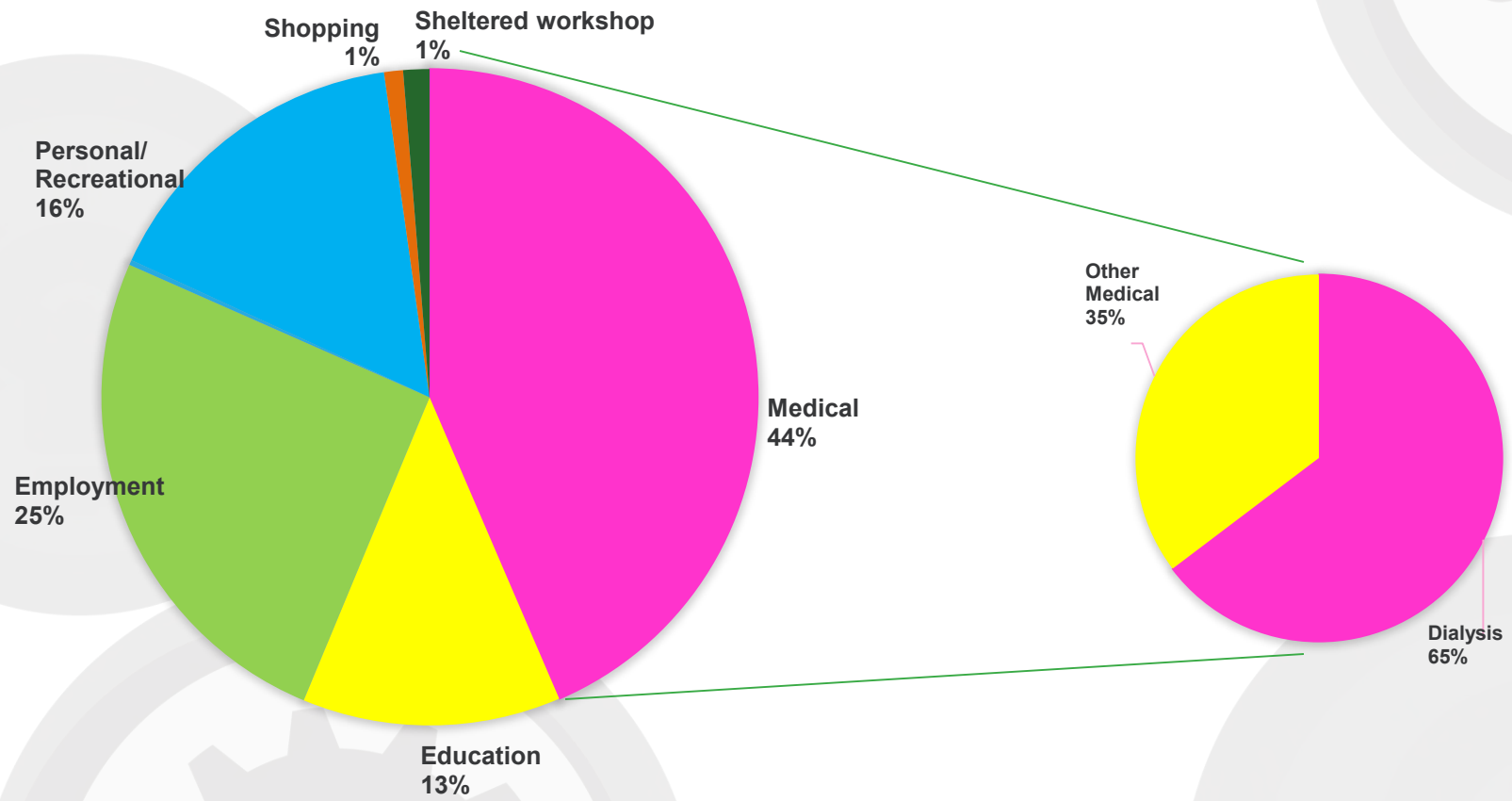
Performance & Ridership

Trips By Carrier October 2018



Performance & Ridership

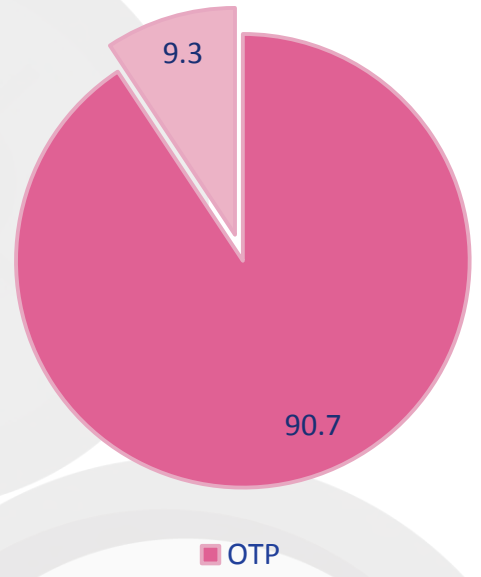
ACCESSLYNX Trip Purpose - October 2018



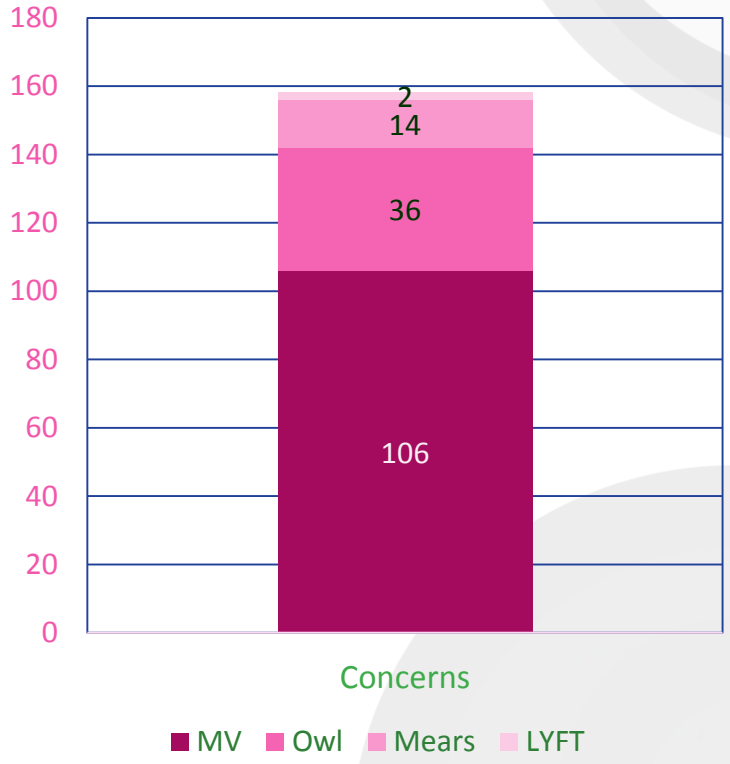
Performance & Ridership

ACCESS LYNX – Performance Measures

On Time Performance

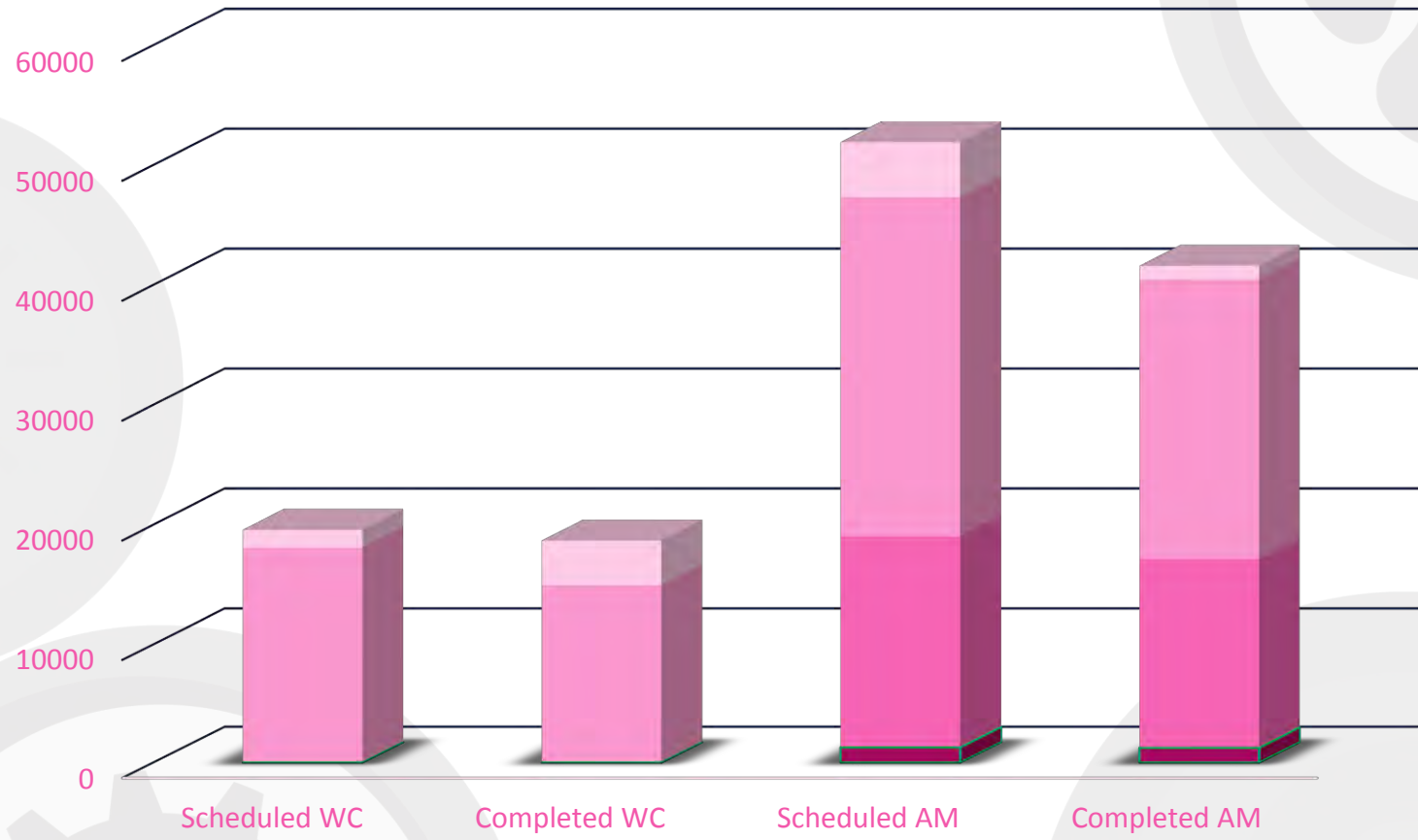


Customer Concerns



Performance & Ridership

ACCESS LYNX Trips



WC – Wheelchair
AM - Ambulatory

■ LYFT ■ Mears ■ MV ■ OWL

Performance & Ridership

ACCESS LYNX – October 2018 Costs

in thousands

Provider	Cost	Budget	Variance
MV	\$1,600	\$1,573	(\$27)
OWL	\$152	\$149	(\$3)
Mears	\$344	\$240	(\$104)
LYFT	\$25	\$24	(\$1)
	<u>\$2,121</u>	<u>\$1,986</u>	<u>(\$135)</u>

Note: Figures are pending reconciliation and unaudited as of November 12, 2018

Questions?



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LYNX Finance & Audit Committee Agenda

Finance Committee Information Item #7.B.

To: LYNX Finance & Audit Committee

From: **William Slot**
CHIEF INNOVATION SUSTAIN OFF
Kenneth Jamison
(Technical Contact)
James Fetzer
(Technical Contact)
Selita Stubbs
(Technical Contact)

Phone: 407.841.2279 ext: 6146

Item Name: Update on the Electric Vehicle Analysis for ACCESS LYNX Paratransit Service.

Date: 11/28/2018

LYNX staff is exploring the feasibility of incorporating electric vehicles into the paratransit fleet. Staff is working in collaboration with colleagues from the City of Orlando, the Orlando Utilities Commission, and the Smart Electric Power Alliance during this analysis.

LYNX staff conducted twelve interviews of vehicle operators, vehicle manufacturers, electric power utilities, and professional staff from contacts provided by the Smart Electric Power Alliance. These interviews were conducted as open discussions to gain knowledge and advice from the industry and from those who are also exploring the deployment of electric vehicles in transit revenue service. Each interview started with a brief introduction to paratransit service to ensure that the interviewee understood the operating environment and the needs of the customer base.

The following themes were present through the interviews:

- Smaller electric vehicles designed for operating paratransit services that meet the current operating characteristics do not appear to be available in the market at this time.
- LYNX was encouraged to purchase vehicles from major manufacturers who are likely to remain in business and provide parts and warranty support throughout the life cycle of the vehicle.
- It is important to work closely with the local electric utility early and throughout the project. This will ensure that the power needed to charge the vehicles is available when needed. It will also allow all parties to understand the effects and costs of the potential levels of power draw to recharge fleet vehicles.

LYNX Finance & Audit mmittee Agenda

- Charging infrastructure is a major investment that will remain relatively constant throughout the deployment of electric vehicles. Focus needs to be given to not only the initial deployment, but to the planned full deployment needs to prevent having to upgrade or replace the initial investments.
- The current trend is that batteries are becoming less expensive and are lasting longer as development continues to mature. Longer ranges and lower prices are expected within the next five years.
- A neighborhood circulator, like NeighborLink, may be more feasible for the deployment of electric vehicles at this time.

The working team will continue to monitor the market place to identify when major manufacturers release electric vehicles that are capable of providing paratransit services. LYNX will work with the team to determine the charging infrastructure needs to put in place for the short-term and the long-term needs of the authority. The team also agreed to explore the potential for deploying electric vehicles in NeighborLink service.

EV Analysis

Support & Paratransit Vehicle

11/01/2018

Working Team:

Jennifer Szaro (SEPA); Linda Ferrone (OUC); Pete Westlake (OUC); Sam Choi (OUC); Paul Brooker (OUC), Chris Castro (City of Orlando)

Selita Stubbs, Jim Fetzer, Doug Jamison, Kimberly Forbragd, Ken Nath, Ben Gonzalez, Prahallad Vijayvargiya, Tellis Chandler, Dean Bosnak, Tiffany Homler, John Slot



Electric vehicles suitable for Paratransit service are not yet in the market place; however, the market is rapidly changing and developing.

Batteries are getting less expensive and are capable of more mileage each year and are expected to soon be able to meet the ranges necessary.

Major vehicle manufacturers are not yet producing electric vehicles in this class of vehicles. Smaller manufacturers are not yet stable and certain to remain in the market which could affect warranty and parts availability.

The team will continue to monitor the development of vehicles that would be suitable for the paratransit market and will be ready to proceed once major manufacturers produce and support the vehicles.

Project Objective

Conduct an analysis of Electric Vehicles (“EV”) and Compressed Natural Gas (“CNG”) vehicles for use in the LYNX paratransit fleet and support vehicle fleet aided by our partners at the Orlando Utility Commission (“OUC”), Smart Electric Power Alliance (“SEPA”) and the City of Orlando.

Design Principles

1. Any vehicle solution should be meet current reliability, range, lift capability and air condition capabilities.
2. Any vehicle solution will be piloted in increments less then 20% of the total paratransit fleet (e.g. Total fleet is currently 200 vehicles)
3. Any vehicle solution will have specifications based on current ridership data. This may define the use of smaller more efficient vehicles.
4. Any vehicle solution will be reviewed and analyzed in partnership with other key organizations (City of Orlando, SEPA and OUC)

The Americans with Disabilities Act (ADA) requires public transit agencies that provide fixed-route service to provide **“complementary paratransit”** service to **people with disabilities** who **cannot use the fixed-route bus** or rail service **because of a disability**. The ADA regulations specifically define a population of customers who are entitled to this service as a **civil right**. The regulations also define minimum service characteristics that must be met for this service to be considered equivalent to the fixed-route service it is intended to complement.

Service Characteristics

- “Complimentary” (similar) to fixed route
- Origin and destination within $\frac{3}{4}$ mile of fixed route station or stop during period when bus operates
- For people who would ride the fixed route bus but are prevented from doing so by a disability
- Must be provided to all eligible riders (not constrained) if requested the previous day
- Can negotiate trip times, but no more than an hour before on an hour after the requested time

The Transportation Disadvantaged program allows LYNX to also offer Paratransit service to individuals who fall outside of ADA requirements including senior citizens and those who cannot provide for their own transportation.

LYNX currently operates Paratransit services in the following manner:

- Service is provided 24 hours a day, 7 days a week with most vehicles on the road from 6:00 AM to midnight
- All trips are reserved at least 1 day and up to 7 days in advance.
- Trips are scheduled the night before into runs that are provided to drivers. Drivers will have a different combination of pick-ups and drop offs each day. Runs are not repeatable and are not “local” or “highway.”
- Driver runs are typically 8 to 10 hours and up to 150 miles. Drivers do not have scheduled “down time” or “recovery time.”
- All vehicles should be accessible for both seated and wheelchair using customers. The vehicle must have a lift capable of lifting a combined weight of 1,000 pounds.
- Vehicles must maintain an air conditioned or heated cabin at all times. Doors may be fully open for up to 5 minutes while loading a wheelchair customer. The cabin must be able to recover to the correct temperature.
- Rides are provided in a shared ride environment. Vehicles should range from capacity of 2 wheelchair passengers and from 3 to 14 seated passengers.

C 1. Grant Review	C 2. Board and Partner Communication	I 3. Conduct Data Study	I 4. Vehicle Solution Analysis and Recommendations
Verify with Grants that current funding can be amended to utilize EV or CNG solutions	Verify board and partner communication and project approach with LYNX CEO	Collect and analyze current paratransit invoice data and potentially Trapeze data to support vehicle solution specifications such as vehicle passenger sizing.	Develop an approach and timing with partners for this analysis. Conduct analysis and provide initial vehicle options.
Jim (with Belinda Balleras)	John (with Mr. Johnson)	Seltia (with Chris Plummer and Craig Bayard)	Team
Week 1	Week 1	Week 2-3	Week 2-3
Week of 8/13	Week of 8/13	Week of 8/20	Week of 8/20

- Kickoff Meeting with partners will be scheduled for the week of 8/27

C Complete
I In progress

Key Considerations:

- Analysis should include cost to maintain EV, additional training need to maintain and any cost for charging systems.
- If an EV solution is deemed unacceptable at this time a CNG solution will be considered prior to defaulting to traditional internal combustion engine (“ICE”) vehicles for FY19 purchases.
- Currently vendor maintains paratransit fleet vehicles, LYNX personnel and or vendor will need to be trained to maintain new EVs.
- L B McLeod location operations are currently planned to move to LYNX Operation Center (LOC) in November of 2019.

4. Vehicle Solution Analysis Approach



C 1. Industry Best Practice Research	I 2. Vehicle / Charging Solution Research	C 3. Fleet Management Research	I Next Generation Research
<ul style="list-style-type: none"> Define and conduct phone interviews with several other transit agencies utilizing EV Review existing SEPA case studies on EV Fleet use, maintenance, management Review procurement examples from other agencies that have procured EV for their fleets 	<ul style="list-style-type: none"> Identify potential vehicles Identify potential sources for vehicle procurement Define charging requirements and associated infrastructure Review grid impact based on current operational area 	Conduct meetings with City of Orlando and OUC fleet management teams to understand EV impact on overall fleet management	Conduct research on innovation in the EV market place Develop a roadmap of technologies to watch as it relates to EV for transit purposes
Sept 3 – 12	Sept 10 - 21	Sept 3 – 12	Sept 10 – 21
Jennifer Szaro – Doug Jamison	Sam Choi, Pete Westlake, Jim Fetzer, Selita Stubbs	Chris Castro, Pete Westlake, Jim Fetzer	Sam Choi, Pete Westlake, Jennifer Szaro, Chris Castro, Doug Jamison
SEPA	OUC	City of Orlando and OUC	SEPA, OUC, City of Orlando

Other considerations:

- Support Vehicle analysis will be more straight forward and will follow a different process. Jim Fetzer will work with Pete Westlake of OUC to develop an approach and timeline for this work.
- We believe that the NeighborLink fleet and routes maybe an interesting option for EV minibus fleet. LYNX will add this to EV analysis and define a team to review with support from the City of Orlando and OUC. Next steps will be defined in the month of September.

Electric Vehicle Interview Synopsis

Industry Best Practices - Interviews



LYNX staff conducted twelve interviews of vehicle operators, vehicle manufacturers, electric power utilities, and professional staff from contacts provided by the Smart Electric Power Alliance. These interviews were conducted as open discussions to gain knowledge and advice from the industry and from those who are also exploring the deployment of electric vehicles in transit revenue service.

- **American Public Transportation Association** – *September 20, 2018* – Lisa Jerram, Director – Bus, Paratransit & Surface Transportation
- **BYD** – *September 27, 2018* – John Hatch, South East Regional Sales Manager; Jason Yan, Manager of Sales
- **Calstart** – *September 17, 2018* – Kristian Jokinen, Project Manager
- **Center for Transportation and the Environment** – *September 17, 2018* – Kylie McCord, Senior Engineering Consultant; Alyson Smyth, Engineering Consultant
- **Chanje** – *September 24, 2018* – Carlos Francisco, Consultant
- **FleetCarma** – *September 14, 2018* – Mark Goody, Manager, Electric Vehicle Programs
- **Florida Clean Cities** – *September 14, 2018* – Doug Kettles, Coordinator, Clean City Coalition
- **Lion Electric** – *October 8, 2018* – Marie Bedard, Business Relationship Manager
- **Maui Electric** – *October 4, 2018* – Dr. Gregory Kresge, General Manager of Electrification of Transportation
- **Motiv** – *September 17, 2018* – Marc Herman, Chief Operating Officer
- **New York MTA** – *September 24, 2018* – John Higgins, MTA Chief Maintenance Officer; John Macowitz, NY Power
- **Zenith Motors** – *September 20, 2018* – Christine Smith, Vice President of Sales and Marketing

Electric Vehicle Interview Synopsis

Industry Best Practices - Summary of Themes



A. Smaller electric vehicles designed for operating paratransit services and that meet the current operating characteristics do not appear to be available in the market.

B. Purchase vehicles from large major manufactures.

C. Work closely with the local electric utility early and throughout the project.

D. Charging infrastructure requires focus as it remains relatively constant throughout the deployment.

E. The current trend is that batteries are becoming less expensive and lasting longer as development continues to mature.

F. A Neighborhood circulator service, like NeighborLink, may be more feasible at this time.

A. Smaller electric vehicles designed for operating paratransit services and that meet the current operating characteristics do not appear to be available in the market.

- No interviewee was able to name an electric vehicle in service in a paratransit deployment. Vehicles in service that were identified were fixed route bus service.
- All interviewees believe that electric vehicles could meet the needs of paratransit (10 hours, 150 miles) but most thought these are the upper limits of current vehicles.
- Air-conditioning is not considered a major factor in battery drainage. It was estimated to use no more than 10% of the battery capacity. Heating would be a major factor, but more so when temperatures drop below 50F.
- Deployed vehicles are larger (10 to 20 passenger) and have not been through Altoona Testing, required by Federal law prior to purchasing buses with Federal funds.
- Driver characteristics can impact the range by up to 20%, which could reduce range.

B. Purchase vehicles from large major manufactures.

- Most small vehicle (paratransit size) manufactures are small companies. They may or may not be around for the life of the vehicle. This could affect parts, service, and warranty. (New York MTA started with cutaway vehicles but manufacturers not around 3 years later.)
- Purchase at least 2nd or 3rd generation vehicles to benefit from “lessons learned” with earlier models.
- Most manufactures will train agency maintenance staff to become first level warranty providers.
- Vehicles could cost up to twice the price of a fossil fuel powered vehicle. Savings may come from fuel/energy costs and reduced maintenance, so vehicles should be used as much as possible to realize longer term savings.
- Caution to understand value of “ground up” designed vehicle versus a converted vehicle.

C. Work closely with the local electric utility early and throughout the project.

- Vehicle manufacturer and the Utility must work together from the start to ensure that everything is correctly specified and in place.
- Business electrical rates are normally based on the peak usage during the previous 12 month period. Charging a larger number of vehicles at the same time or during peak periods could raise the entire electric bill to that usage rate for a full year.
- Smart charging software is recommended. This allows vehicles to be “plugged in” but will manage charging to prioritize vehicles required for service and manage load to reduce peak charging. Orlando Utilities should be able to design a lower cost charging scheme based on off-peak times.
- Charging infrastructure must be fully in place and ready before vehicles are delivered.
- Fifty 40-foot buses charging can require the same infrastructure as a major skyscraper. It is important to understand when and how the fleet will recharge.
- Ensure grid resiliency to maintain the ability to charge vehicles, especially during events and severe weather conditions (hurricanes).
- Once you move to a large fleet of electric vehicles, you have to charge at whatever rate is applied. Be sure to understand the potential implications before deployment.

D. Charging infrastructure requires focus as it remains relatively constant throughout the deployment.

- General consensus that vehicles use Level 2 charging, though recommend quick charging upgrades. This may require a few Level 3 chargers for vehicles that may not have 8 hours for a full charge.
- Basic charger comes with the vehicle, but upgrades are needed for quicker charging.
- Estimate \$35,000 in initial set up plus \$4,000 per charger for level 2 chargers for 15 vehicles. Level 3 chargers estimated at \$50,000 each, though the price may drop in the future.
- Need a 200v or 240v charger.
- Charging at 6kW (standard), 220v, 30 amp can take 8 hours for a full charge (Zenith).
- Charging at 13kW (upgrade), 220v, 75 amp can take 4 hours for a full charge (Zenith).
- Design and implement for the full deployment upfront. You don't want to add transformers, trench, or run conduit for a test or limited deployment then have to replace as the system grows.
- Power storage can be charged over time then used to supplement charging power to avoid a peak load.
- Overhead or retractable charging is preferred to prevent cable and plug damage from misplaced and run over cables.
- Install open protocol charging to ensure you aren't locked into a proprietary vendor solution.

E. The current trend is that batteries are becoming less expensive and lasting longer as development continues to mature.

- Battery life was estimated to range from 7 years to 10 years, with 70% of original capacity. The degradation ramps up after the 7 year mark.
- There is not enough “real world” experience to determine actual usage life.
- Currently batteries cannot be used once below 20% of capacity so only 80% is actually usable. A battery under 20% of capacity does not have enough power to move the vehicle in normal driving conditions.
- Most of the increased vehicle cost is in the batteries, which is expected to get lower each year. In 5 years expect the batteries to cost a lot less and last a lot longer.
- Some manufacturers will allow leasing of the batteries. This reduces the original capital cost of the vehicle to make it more competitive with fossil fuel powered vehicles. It also “future proofs” the battery technology.

F. Neighborhood circulator service, like NeighborLink, may be more feasible at this time.

- Circulator service is more likely to return to a known point throughout the day for “downtime” opportunity charging.
- Larger vehicles with 14 or more passengers are in the market.
- Routes are more predictable and repeatable. This allows LYNX to better manage range.

The industry is not yet producing smaller electric vehicles suitable for paratransit services. Interviews indicated that current technology could meet the service hours and mileage traveled, but was at its upper limit. LYNX should **continue to monitor the deployment of vehicles designed for paratransit service** that meet the following criteria:

- Manufactured and warrantied by a major vehicle manufacturer likely to still be in business during the lifespan of the vehicle.
- At least a 3rd generation electric vehicle model to ensure it is stable and reliable.
- Minimum of a four year life span with a minimum of 100,000 miles. (Minimum current Federal lifespan)
- Meets Federal requirements including “Buy America” and vehicle testing in compliance with the 1991 Intermodal Surface Transportation Efficiency Act.
- Continuous service of at least 10 hours and 150 miles between charges, with air-conditioning running and at least 14 wheelchair lift cycles (approximately one third more than estimated current average).
- Seated capacity of at least three passengers plus two secured passengers in wheelchairs, but not more than 8 seated passengers.
- Smaller vehicles able to access most pick-up locations including restricted height, speed bumps and tight turning radius.
- Wheelchair lift or ramp capable of lifting a combined weight of at least 1,000 pounds.
- Use a non-proprietary charger.

Electric Vehicle Interview Synopsis



Conclusions

Vehicles currently available in the marketplace are more suitable for fixed route, circulator and shuttle vehicles. An opportunity will be considered involving LYNX NeighborLink service and potentially for fixed route bus service.

The NeighborLink vehicles drive from the depot to a small service area in which they remain and provide service during the driver's shift. The vehicle returns to a time point at least once per hour for a minimum of 10 minutes to facilitate transfer to a fixed route vehicle. This known location and time allows for opportunity charging throughout the day.

Distributed charging infrastructure as well as depot charging must be considered in the deployment.

LYNX Finance & Audit Committee Agenda

Finance Committee Information Item #7.C.

To: LYNX Finance & Audit Committee

From: William "John" Slot
CHIEF INNOVATION SUSTAIN OFF
Kenneth Jamison
(Technical Contact)
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Phone: 407.841.2279 ext: 6146

Item Name: Update on the Results of the Computer Aided Dispatch and Automatic Vehicle Location Conversion Pilot.

Date: 11/28/2018

LYNX is preparing for the conversion of 106 buses from the Clever Devices Computer Aided Dispatch (CAD) / Automatic Vehicle Location (AVL) System to the Trapeze CAD/AVL system. This conversion will move all fixed route buses to a single system for route transit operations and planning, including data collection, bus route assignments, collection of passenger counts, monitoring of on-time performance, and assistance with customer service responsiveness.

The conversion includes the replacement of Clever Devices data terminals on the buses with Trapeze data terminals, and includes the interfaces to other on-bus systems. These include external digital information signs, internal digital customer information signs, transit signal priority equipment, automated internal announcements, and automatic passenger counters.

LYNX converted five (5) buses as a pilot during the second week of November, with the buses representing each of the models of buses deployed in the fleet. This pilot allowed LYNX staff to work with Trapeze staff to document the conversion process and to validate the configuration and the operation of all interfaced components. The five (5) pilot buses were assigned to Links throughout the service area during the validation period from November 26, 2018 through November 30, 2018. Staff is reviewing the testing conducted both by vendor staff and by in-house staff to ensure that all equipment functioned correctly as expected.

The conversion of the remainder of the fleet will begin in January 2019 and will use the installation design developed during the pilot bus installation.

LYNX Finance & Audit Committee Agenda

Finance Committee Information Item #7.D.

To: LYNX Finance & Audit Committee

From: William "John" Slot
CHIEF INNOVATION SUSTAIN OFF
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Item Name: Update on the Installation of Digital Signage in the LYNX Central Station Bus Bays and the Operator's Lounges.

Date: 11/28/2018



LYNX has installed digital departure information signs in the 24 bus bays at LYNX Central Station. The installation, which replaced the original static signage, was completed on September 28, 2018.

The signs provide customers with the bay letter designation, the Links (routes) serving the bay, and the next two departure times for each Link.



Full screen images can also be displayed to assist in updates to our customers. Recent messages have included updates on public meetings, changes to service hours during holidays, and outreach related to the LYNX branded mobile applications.

Text messages can be scrolled at the bottom of the screens to inform customers of incidents and delays affecting service, including events and road closures. Messages can be sent to all signs or to only the affected

bays.

LYNX has updated the digital display system used internally in the operator's lounges. Each department has the capability of updating information in real time to the drivers. Information being displayed ranges from detours that operators are encountering on the routes to the improvements in the LYNX Wellness program.

