

# LYNX Board Agenda

Meeting Date: 12/5/2019  
Meeting Time: 1:00 PM

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

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

## 1. Call to Order

## 2. Approval of Minutes

-  Board of Directors Meeting Minutes 10-23-19 Pg 4

## 3. Public Comments

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

## 4. Chief Executive Officer's Report




## 5. Oversight Committee Report

## 6. Consent Agenda


### A. Request for Proposal (RFP)

- i.  Authorization to Release a Request for Proposal (RFP) for Payroll and Human Resource Information Systems (HRIS) Pg 8


### B. Award Contracts


- i.  Authorization to Negotiate and Execute Contract #20-C37 for Vanpool Support Pg 10
- ii.  Authorization to Negotiate and Execute Contract #20-C34 to Mansfield Oil Company for Fuel Delivery of Ultra Low Sulfur Diesel Through the End of FY2020 Pg 12
- iii.  Authorization to Negotiate and Execute Contract #20-C36 to PAPCO, Inc. for Fuel Delivery of 87 Octane Unleaded Gasoline Through the End of FY2020 Pg 14


### C. Extension of Contracts







- i.  Authorization to Exercise the First Option Year of Contract #17-C05 with Helping Hand Lawn Care Pg 16

### CI. Miscellaneous








- i.  Authorization to Submit Grant Applications to the Florida Department of Transportation (FDOT) for the Enhanced Mobility of Seniors and Individuals with Disabilities Section 5310 Program, the Formula Grants for Rural Areas 5311 Program and the Bus and Bus Facilities Section 5339 Program in the Total Amount of \$4,675,000 Pg 17

-Attachments 


- ii.  Authorization to Purchase Sixty-Three (63) Paratransit and Fifteen (15) Neighborlink Replacement Vehicles and Amend the Previous Purchase Authorization from the July 25, 2019, Board of Directors Meeting Pg 22

iii.	 Authorization to Increase the Not-to-Exceed Amount for the Cherry Bekaert, LLP Contract #15-C12 by \$56,400 from \$522,500 to \$578,900	Pg 24
iv.	 Authorization to Transfer Two Revenue Vehicles to The Osceola Council on Aging	Pg 26
v.	 Authorization to Auction Surplus Capital Items & Obsolete Parts -Attachments 	Pg 28
vi.	 Authorization to Reappoint Pension Trustee Albert J. Francis II -Attachments 	Pg 31

## 7. Action Agenda

A.	 Authorization to Award a Contract for Legal Services - General Counsel	Pg 34
B.	 Authorization to Award a Contract for Legal Services - Workers' Compensation	Pg 36
C.	 Authorization to Award a Contract for Legal Services - Labor/Employment	Pg 38
D.	 Authorization to Award a Contract for Legal Services - Tort & General Liability	Pg 40
E.	 Authorization to Award a Contract for Legal Services - Pension	Pg 42
F.	 Authorization to Implement December 15, 2019 Proposed Service Changes	Pg 44
G.	 Approval of the LYNX Board of Directors Meeting Dates for 2020	Pg 47

## 8. Information Items

A.	 Notification of Settlement Agreements Pursuant to Administrative Rule 6	Pg 48
----	---	-------

## 9. Monthly Reports

A.	 Communication Monthly Report - October 2019	Pg 49
B.	 Mobility Service Reports -Attachments 	Pg 61
C.	 Planning and Development Report	Pg 75
D.	 Ridership Report - September 2019 -Attachments 	Pg 76

## 10. 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**  
**Board of Directors' Meeting Minutes**

**PLACE:**     **LYNX Central Station**  
              **455 N. Garland Avenue**  
              **Conference Room, 2<sup>nd</sup> Floor**  
              **Orlando, FL 32801**

**DATE:**       **October 23, 2019**

**TIME:**       **1:00 p.m.**

---

---

**Members in Attendance:**

Lee Constantine, Commissioner, Seminole County BoCC, Chair  
Viviana Janer, Commissioner, Osceola County BoCC  
Buddy Dyer, Mayor, City of Orlando  
Jerry Demings, Mayor, Orange County  
Mike Shannon, Secretary, 5<sup>th</sup> District, Florida Department of Transportation

**Members Absent:**

**1.    Call to Order**

Chair Constantine called the meeting to order at 1:05 p.m.

**2.    Approval of Minutes**

Commissioner Janer moved to approve the Board of Directors meeting minutes of September 30, 2019. Mayor Dyer seconded. The minutes were approved as presented.

**3.    Recognition**

Mr. Harrison recognized Ms. Tomika Monterville, Director of Planning and Development, for graduation from the Leadership APTA Program. Ms. Monterville stated that she was thankful for the opportunity and thanked the Board, Mrs. Tiffany Homler-Hawkins and all of her co-workers.

#### **4. Public Comments**

Joanne Counelis, 324 Clermont Avenue, Lake Mary FL. 32746

Ms. Counelis stated that she would like twenty-four hour train and bus service, so that no one is stranded or hot in the sun. In addition, she requested a bus line to operate North and South on Country Club Road. She also stated that she would like to go to the National Special Olympic games for swimming in 2022.

John Andrews, 7550 Hinson Street, Orlando, FL 32819

Mr. Andrews stated that he was in attendance at the Leadership APTA program. He congratulated Ms. Monterville on her completion of the program. He also spoke about a television show that highlighted information regarding the referendum for the penny sales tax increase on the upcoming election ballot.

Margo Wright, 525 Conway Road, Orlando, FL 32807

Ms. Wright thanked LYNX for the constant improvements and recognized operator #1611 for being on time and very helpful. She stated that the bus shelter that was lost one year ago has not been replaced. She would appreciate if this shelter would be replaced. Mr. Harrison will look into the status of this particular shelter.

#### **5. Chief Executive Officer's Report**

Mr. Harrison, Chief Executive Officer, stated that there is a discussion about the 2020 census and outreach opportunities. There is discussion about a national ad-buy for the 2020 census which would include fifty panels on buses and about fifty shelters. LYNX would like to assist in the outreach efforts by putting notices on buses and displaying banners.

The SunRail schedule changed on October 14, 2019. There were several LYNX routes that were impacted by this schedule change. LYNX can only change the schedule a couple of times a year, and that next change will go into effect in December. The impacted routes will adjust to the SunRail schedule.

Mr. Harrison attended the APTA conference, and he stated that the 2023 expo will be held in Orlando.

We are continuing to work closely with the Union leadership. We ended one of the longest ongoing arbitrations regarding pension payments. Mr. Harrison thanked the Union leadership for working hard to bring everyone together.

Mayor Demings asked Mr. Harrison to speak about the LYNX bus that over-turned on the exit ramp. There were no life-threatening injuries. We are taking steps to make sure that incidents like this will not occur in the future.

## **6. Oversight Committee Report**

Commissioner Janer, Chair of the Oversight Committee provided her report on the Oversight Committee meeting that met earlier that morning. She stated that the committee approved the minutes from the September 30, 2019, Oversight Meeting. Michelle McCrimmon, Vice-Chair of the Finance and Audit Committee meeting provided an update on the Finance and Audit Committee dated October 17, 2019.

The Oversight Committee recommends approval of all Consent Agenda items.

There was a presentation regarding new legislation on how special districts, like LYNX, selects an auditor. This may change some current admin rules.

Cherry Bekaert began their annual fiscal year audit. Results should be presented at the March Board meeting.

Mobility Services discussed potential policy changes to help address budgetary challenges. The committee is seeking more details and feedback from the local transportation disadvantaged Board prior to making any recommendations.

There was also a presentation on a standardized pass program. The committee is requesting additional information on the cost benefits of the current pass rates before adding any new schools to the program.

## **7. Consent Agenda:**

Mr. Harrison stated there were no changes in the consent agenda. Commissioner Janer moved to approve Consent Agenda items 7.A.i through 7.C.iii. Mayor Demings seconded, motion passed unanimously.

## **10. Information Items:**

There was one item for review purposes only, no action was requested.

A. Notification of Settlement Agreements Pursuant to Administrative Rule 6

## **12. Monthly Reports: (For review purposes only)**

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

A. Communications Report for September 2019

B. Mobility Service Report

C. Planning and Development Report

D. Ridership Report for August 2019

**11. Other Business:**

No other business was reported.

**The meeting adjourned at 1:25 p.m.**

**Certification of Minutes:**

I certify that the foregoing minutes of the October 23, 2019 LYNX Board of Director's meeting are true and correct, approved by the Board of Directors.

**X**

---

Assistant

# LYNX Board Agenda

## Consent Agenda Item #6.A. i

**To:** LYNX Board of Directors

**From:** Leonard Antmann  
Director Of Finance  
Terri Setterington  
(Technical Contact)  
Warren Hersh  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6125

**Item Name:** Authorization to Release a Request for Proposal (RFP) for Payroll and Human Resource Information Systems (HRIS)

**Date:** 12/5/2019

---

### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to release a Request for Proposal (RFP) for Payroll and Human Resource Information Systems (HRIS). The contract term will be for an initial three (3) year period with two (2) one (1) year options.

### **BACKGROUND:**

The current contract #18-C132 with Ceridian, approved by the Board for a three-year period on May 24, 2018, included implementation to the new HRIS platform Dayforce. The current platform will not be supported after December 31, 2020. The current transition is not proceeding as planned including significant delays in implementation dates, therefore staff is seeking to implement another solution.

Staff will continue to work with the Ceridian team, including engaging additional support and consulting team members. However, given the critical nature of this project and the length of lead time necessary, staff also is recommending authorization to move forward with an RFP should these efforts not indicate a high likelihood of success.

Additionally, the Finance & Audit Committee reviewed this item and provided comments during their meeting on November 21, 2019, noting that other funding partners had encountered similar issues when implementing a new system and a separate contractor was necessary for their successful implementation.

The application's primary focus will include employee records, applicant tracking, employee history, employee benefit administration and tracking, new hire reporting, payroll processing,



# LYNX ard Agenda

check distribution, employee garnishments, labor distribution reporting, pension reporting and general ledger services.

The proposed timeline for the RFP process is as follows:

- Release RFP December 13, 2019
- Response due January 16, 2020
- SEC Evaluation on February 7, 2020
- Authorization to Award Contract March 26, 2020
- Effective date October 1, 2020

## **DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:**

This contract is to be funded with operational dollars, therefore no specific DBE goal is applicable.

## **FISCAL IMPACT:**

The FY2020 Approved Operating Budget included \$145,600 for Payroll and HR services.

# LYNX Board Agenda

## Consent Agenda Item #6.B. i

**To:** LYNX Board of Directors

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

**Phone:** 407.841.2279 ext: 6206

**Item Name:** Authorization to Negotiate and Execute Contract #20-C37 for Vanpool Support

**Date:** 12/5/2019

---

### **ACTION REQUESTED:**

LYNX Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to negotiate and execute Contract #20-C37 for Vanpool Support for Three (3) years with the Option to extend Two (2) One (1) year periods.

### **BACKGROUND:**

At the August 21, 2019, Board of Directors meeting, staff received authorization to release RFP #19-R09. Enterprise Holdings was the only responder to the RFP.

LYNX Vanpool Program was developed 26 years ago to provide additional commuter options for the Central Florida community to get to work. The vanpool program offers individuals who live and work in the same area a reliable and affordable rideshare transportation. LYNX is the Program Administrator while the services are managed day to day by a supplier.

The Vanpool Program consists of rideshare matching process, assisting employers with the implementation of commuter programs and formation of vanpool groups as well as maintaining ridership and vanpool participation.

The contract includes fleet maintenance and insurance coverage.

To date, in our Vanpool program, we have approximately one hundred and eighty seven (187) vans. The program remains to be popular and has good growth potential. This program remains a revenue generating opportunity for LYNX as well as a benefit to the Central Florida Community.

# LYNX ard Agenda

## **DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:**

This contract is to be funded with operational dollars, therefore no specific DBE goal is applicable.

## **FISCAL IMPACT:**

The FY2020 Approved Operating Budget included \$225,000 in anticipated revenue.

# LYNX Board Agenda

## Consent Agenda Item #6.B. ii

**To:** LYNX Board of Directors

**From:** Leonard Antmann  
Director Of Finance  
Warren Hersh  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6125

**Item Name:** Authorization to Negotiate and Execute Contract #20-C34 to Mansfield Oil Company for Fuel Delivery of Ultra Low Sulfur Diesel Through the End of FY2020

**Date:** 12/5/2019

---

### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or his designee to negotiate and execute the contract for fuel delivery of Ultra Low Sulfur Diesel to Mansfield Oil Company through September 30, 2020.

### **BACKGROUND:**

On June 28, 2019, LYNX staff released an Invitation for Bid (IFB) for the delivery of Ultra Low Sulfur Diesel, 87 Octane Unleaded, and Biodiesel. The bids were due back July 25, 2019; with eleven (11) suppliers' submitting responses.

The cost of Ultra Low Sulfur Diesel (ULSD) is determined by the daily settlement price of US Gulf Coast Platts (USGCP). The 30 day average settlement price for ULSD was \$1.7873 for October 2019. LYNX's annual consumption of ULSD is approximately 3.50M gallons.

The invitation to bid requested suppliers provide an "adder fee" to transport and deliver fuel. A fuel "adder fee" is composed of a standard transportation cost per gallon and a fixed per delivery pump off fee for above ground tanks.

SEI Fuel Services was awarded the contract beginning October 1, 2019. However, SEI admitted misunderstanding in their pricing methodology and requested a discontinuation of service based on this error. The second lowest bidder, PS Energy Group Inc., was contacted and also misquoted their bid. The third lowest bidder, Mansfield was contacted. Mansfield confirmed their bid and reiterated their willingness to provide ULSD fuel delivery services at the quote presented in the IFB.

# LYNX Board Agenda

The invitation to bid results are as follows:

<b><u>Ultra Low Sulfur Diesel</u></b>		
<b>Company</b>	<b>Ultra Low Sulfur Diesel</b>	<b>Pump off Fee</b>
SEI Fuel Services INC	-0.010498	\$45.00
PS Energy Group Inc.	0.0325	\$0.01
<b>Mansfield Oil Company</b>	<b>0.1256</b>	<b>\$55.00</b>
Colonial Oil Industry	0.1276	\$100.00
Indigo Energy	0.1438	\$60.00
Petroleum Traders	0.1462	\$75.00
Palmdale Oil Company Platts	0.1478	\$0.00
Papco	0.1478	\$60.00
Lynch Oil Company	0.16	\$25.00
TV Guy Orlando, LLC dba MDB Services	0.2469	\$75.00
World Energy Downstream LLC	No Bid	\$0.01

Therefore, LYNX requests board approval to award ULSD delivery services to Mansfield through September 30, 2020.

## **DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:**

This contract is to be funded with operational dollars, therefore no specific DBE goal is applicable.

## **FISCAL IMPACT:**

The FY2020 Approved Operating Budget included \$12,160,726 for all fuel purchases.

# LYNX Board Agenda

## Consent Agenda Item #6.B. iii

**To:** LYNX Board of Directors

**From:** Leonard Antmann  
Director Of Finance  
Warren Hersh  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6125

**Item Name:** Authorization to Negotiate and Execute Contract #20-C36 to PAPCO, Inc. for Fuel Delivery of 87 Octane Unleaded Gasoline Through the End of FY2020

**Date:** 12/5/2019

---

### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or his designee to negotiate and execute the contract for fuel delivery of 87 Octane Gasoline to PAPCO, Inc. through September 30, 2020.

### **BACKGROUND:**

On June 28, 2019 LYNX staff released an Invitation for Bid (IFB) for the delivery of Ultra Low Sulfur Diesel, 87 Octane Unleaded, and Biodiesel. The bids were due back July 25, 2019; with eleven (11) suppliers' submitting responses.

The cost of 87 Octane Gasoline is determined by the daily settlement price of US Gulf Coast Platts (USGCP). The 30 day average settlement price for 87 Octane Gasoline was \$1.6343 for October 2019. LYNX's annual direct consumption of 87 Octane Gasoline is approximately 1.3M gallons.

The invitation to bid requested suppliers provide an "add-on fee" to transport and deliver fuel. The fuel "add-on fee" is composed of a standard transportation cost per gallon and a fixed per delivery pump off fee for above ground tanks.

SEI Fuel Services was awarded the contract beginning October 1, 2019. However, SEI admitted misunderstanding in their pricing methodology and requested a discontinuation of service based on this error. The second lowest bidder, PS Energy Group Inc., was contacted and also misquoted their bid. The third lowest bidder, PAPCO, Inc. was contacted. PAPCO, Inc. confirmed their bid and reiterated their willingness to provide 87 Octane Gasoline fuel delivery services at the quote presented in the IFB.

# LYNX Board Agenda

## 87 Octane Gasoline

Company	87 Octane Gasoline	Pump off Fee
SEI Fuel Services INC	-0.012974	\$45.00
PS Energy Group Inc.	0.0325	\$0.01
PAPCO, Inc.	0.0409	\$60.00
Mansfield Oil Company	0.0562	\$55.00
Petroleum Traders	0.1055	\$75.00
Indigo Energy	0.1194	\$60.00
Palmdale Oil Company Platts	0.1206	\$0.00
Colonial Oil Industry	0.1443	\$100.00
Lynch Oil Company	0.16	\$25.00
TV Guy Orlando, LLC dba MDB Services	0.2061	\$75.00
World Energy Downstream LLC	No Bid	\$0.01

Therefore, LYNX requests board approval to award 87 Octane Gasoline delivery services to PAPCO, Inc. through September 30, 2020.

### **DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:**

This contract is to be funded with operational dollars, therefore no specific DBE goal is applicable.

### **FISCAL IMPACT:**

The FY2020 Approved Operating Budget included \$12,160,726 for all fuel purchases.

# LYNX Board Agenda

## Consent Agenda Item #6.C. i

**To:** LYNX Board of Directors

**From:** Elvis Dovaes  
Director Of Maintenance  
Eric Hale  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6239

**Item Name:** Authorization to Exercise the First Option Year of Contract #17-C05 with Helping Hand Lawn Care

**Date:** 12/5/2019

---

### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to exercise the first option year of Contract #17-C05 with Helping Hand Lawn Care for lawn maintenance. The annual not-to-exceed amount is \$78,500.

### **BACKGROUND:**

On May 26, 2016, the Board of Directors authorized the release of a Request for Proposal (RFP) for landscape maintenance. The RFP was released June 30, 2016 with proposal due on August 1, 2016.

On September 22, 2016, the Board of Directors authorized the award to Helping Hand Lawn Care for lawn maintenance for a period of three (3) years with two (2) one (1) year options.

Helping Hand Lawn Care provides landscaping services including mowing, grass trimming and minor tree trimming for the following properties: LYNX Operations Center, LYNX Central Station (LCS), LB McLeod - Paratransit, Colonial Plaza Super-stop, Apopka Super-stop and the Florida Department of Transportation lot adjacent to LCS.

### **DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:**

This contract is to be funded with operational dollars, therefore no specific DBE goal is applicable.

### **FISCAL IMPACT:**

The FY2020 Approved Operating Budget included \$78,500 for landscape maintenance.



# LYNX Board Agenda

## Consent Agenda Item #6.D. i

**To:** LYNX Board of Directors

**From:** Tiffany Homler Hawkins  
Chief Administrative Officer  
Belinda Balleras  
(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 \$4,675,000

**Date:** 12/5/2019

---

### **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 #19-011 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 \$665,000 in capital and \$750,000 in rural operating funds, for Section 5311 (Formula Grants for Rural Areas) approximately \$1,000,000 in operating funds, and for Section 5339 (Bus and Bus Facilities Capital Program) for approximately \$2,260,000 in the FY2020-2021 FDOT funding cycle.

### **BACKGROUND:**

On November 14, 2019, the Florida Department of Transportation conducted an open house 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 24, 2020.

# LYNX Board Agenda

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% 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 \$665,000 for paratransit vehicles and approximately \$750,000 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 \$1,000,000 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 \$2,260,000 under the 49 U.S.C. 5339 program for buses with the necessary technologies and equipment. These capital purchases will support the provision of both fixed-route services that operate either entirely or predominately in

# LYNX ard Agenda

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).

## **DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:**

No Disadvantaged Business Enterprise (DBE) goal was assessed for this grant application.

## **FISCAL IMPACT:**

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

**CFRTA RESOLUTION # 19-011**

**A RESOLUTION OF THE CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY, dba LYNX;  
AUTHORIZING THE CHIEF EXECUTIVE OFFICER (CEO) TO SUBMIT GRANT APPLICATIONS WITH THE  
FLORIDA DEPARTMENT OF TRANSPORTATION (FDOT) FOR FY2020-2021 SECTION 5311 FEDERAL  
TRANSIT ADMINISTRATION FORMULA GRANTS FOR RURAL AREAS PROGRAM, FY2020-2021 SECTION  
5339 FEDERAL TRANSIT ADMINISTRATION FUNDS FOR RURAL AREA BUS AND BUS FACILITIES  
PROGRAM, AND FY2020-2021 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 FY2020-2029 which has been submitted to FDOT in September 2019 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 Public Transportation Grant Agreements to be issued by FDOT in FY2020-2021.
3. The BOARD authorizes James E. Harrison, Esq., P.E., Chief Executive Officer, or designee to apply for and accept grants on behalf of the Central Florida Regional Transportation Authority, dba LYNX with the Florida Department of Transportation.
4. The BOARD authorizes James E. Harrison, Esq., P.E., Chief Executive Officer, 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 James E. Harrison, Esq., P.E., Chief Executive Officer, 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. The BOARD authorizes James E. Harrison, Esq., P.E., Chief Executive Officer, or designee, to make purchases and/or expend funds pursuant to grant awards made by the Florida Department of

Transportation authorized by Chapter 341, Florida Statutes and/or by the Federal Transit Administration Act of 1964, as amended.

7. 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 FY2020/2021 SECTION 5311 FEDERAL TRANSIT ADMINISTRATION FORMULA GRANTS FOR RURAL AREAS PROGRAM, FY2020/2021 SECTION 5339 FEDERAL TRANSIT ADMINISTRATION FUNDS FOR RURAL AREA BUS AND BUS FACILITIES PROGRAM, AND FY2020/2021 SECTION 5310 FEDERAL TRANSIT ADMINISTRATION ENHANCED MOBILITY OF SENIORS AND INDIVIDUALS WITH DISABILITIES PROGRAM.**

APPROVED AND ADOPTED this 5<sup>th</sup> day of December 2019, by the Governing Board of Directors of the Central Florida Regional Transportation Authority.

CENTRAL FLORIDA REGIONAL  
TRANSPORTATION AUTHORITY

By: Governing Board

---

Lee Constantine, Chairman

ATTEST:

---

Assistant Secretary

# LYNX Board Agenda

## Consent Agenda Item #6.D. ii

**To:** LYNX Board of Directors

**From:** Norman Hickling  
Director Of Mobility Services  
Selita Stubbs  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6169

**Item Name:** Authorization to Purchase Sixty-Three (63) Paratransit and Fifteen (15) Neighborlink Replacement Vehicles and Amend the Previous Purchase Authorization from the July 25, 2019, Board of Directors Meeting

**Date:** 12/5/2019

---

### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to amend previously approved authorization to purchase twenty (20) Paratransit and ten (10) NeighborLink replacement vehicles at the Board of Directors' meeting on July 25, 2019. Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to purchase a total of sixty three (63) Ford E350 6.8L Gas – Vanterra Paratransit vehicles and fifteen (15) E450 6.8L Gas - Odyssey NeighborLink replacement vehicles. These vehicles will be outfitted with appropriate lifts and seating securement systems to be ADA compliant.

The replacement vehicles will be procured for a not-to-exceed amount of \$6,700,000. The replacement Paratransit vehicles and NeighborLink vehicles will be purchased from Alliance Bus Group using the TRIPS-17-CA-ABG Transit Research Inspection Procurement Services Program (TRIPS) Contract.

### **BACKGROUND:**

On July 25, 2019, the Board of Directors authorized staff to procure twenty (20) Paratransit and ten (10) NeighborLink replacement vehicles. It was anticipated, at a subsequent Board of Directors meeting, staff would ask for authorization to procure an additional fifty-seven (57) paratransit vehicles and five (5) NeighborLink replacement vehicles to bring both fleets into a State of Good Repair. After the July Board of Directors meeting, Mobility Services staff was informed the proposed paratransit vehicles would no longer be manufactured after 2019. This information forced staff to stop all procurement activities and investigate alternative vehicles. The result of the investigation has led to proposed procurement submitted in this board letter.

# LYNX Board Agenda

Currently, LYNX has an active fleet of one hundred sixty-four (164) paratransit vehicles and twenty-four (24) NeighborLink vehicles. Sixty three (63) Paratransit vehicles scheduled for replacement have exceeded their useful life, with an average of 280,837 miles per vehicle and over five years of service. The fifteen (15) NeighborLink vehicles to be replaced have an average of 307,845 miles per vehicle and over eight years of service.

This vehicle replacement is part of LYNX Transit Development Plan (TDP) and sustainability goals. The proposed vehicles will provide an immediate 18% to 20% improvement in fuel efficiency and lower overall maintenance costs once they are adopted into the fleet. In addition, the vehicles will have the capability to undergo a future conversion to operate on Compressed Natural Gas (CNG), based upon operational needs and business practices.

Upon arrival of the replacement vehicles, LYNX will retire a like amount of vehicles in accordance with Federal Transit Administration (FTA) guidelines.

<b>Paratransit Vehicles</b>	<b>Quantity</b>	<b>Cost</b>	<b>Total</b>
TurtleTop Vanterra XLT	63	\$74,000	\$4,662,000
Standard Seats(2), Foldaway Seats(8), Q'Straint QRTMAX(3), 1000 lb. Lift(1), Freedman Tie-Downs System(3), Mobile Data Terminal(1), Gaseous Engine Prep(1)	63	11,000	693,000
<b>Paratransit Vehicle Cost</b>			<b>\$5,355,000</b>

<b>NeighborLink Vehicles</b>	<b>Quantity</b>	<b>Cost</b>	<b>Total</b>
TurtleTop Odyssey	15	\$75,000	\$1,125,000
Standard Seats(8), Foldaway Seats(4), Q'Straint QRTMAX(2), 1000 lb. Lift(1), Freedman Tie-Downs System(2), Electronic Destination Sign(1), Gaseous Engine Prep(1)	15	10,000	150,000
<b>NeighborLink Vehicle Cost</b>			<b>\$1,275,000</b>

## **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 Federal DBE regulations requiring an established annual overall percentage DBE participation goal approved by FTA. DBE requirements are monitored by the Federal Transit Administration (FTA).

## **FISCAL IMPACT:**

The FY2020 Approved Capital Budget included \$5,390,000 for the purchase of Paratransit vehicles and \$1,800,000 for the purchase of NeighborLink replacement vehicles.

# LYNX Board Agenda

## Consent Agenda Item #6.D. iii

**To:** LYNX Board of Directors

**From:** Leonard Antmann  
Director Of Finance  
Tellis Chandler  
(Technical Contact)  
Warren Hersh  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6125

**Item Name:** Authorization to Increase the Not-to-Exceed Amount for the Cherry Bekaert, LLP Contract #15-C12 by \$56,400 from \$522,500 to \$578,900

**Date:** 12/5/2019

---

### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' Authorization for the Chief Executive Officer (CEO) or designee to approve an increase to the not-to-exceed for the Cherry Bekaert, LLP contract, #15-C12 by \$56,400 from \$522,500 to \$578,900. The purpose of the increase is to (1) provide support services related to the LYNX business control assessment and (2) perform an internal control and data security audit as required by the memorandum of understanding with the Florida Department of Highway Safety and Motor Vehicles.

### **BACKGROUND:**

At the July 23, 2015 Board of Directors' meeting, Cherry Bekaert, LLP was awarded Contract #15-C12 to provide general audit services.

The purpose of this Board item is to increase the not-to-exceed amount for additional professional services as follows:

- To assist LYNX on matters relating to conducting its internal business control assessment. LYNX is in the process of conducting a high level assessment and Cherry Bekaert will provide technical support and staff augmentation as needed. Some of the key aspects of the assessment is to review key LYNX business functions relative to the economy, efficiency, and effectiveness of operations including the business risks and key controls in place; the identification of improvement opportunities; and determining next steps.



# LYNX Board Agenda

- To perform an internal control and data security audit as required by the memorandum of understanding with the Florida Department of Highway Safety and Motor Vehicles. LYNX provides driver license data for all employees on a daily basis to identify on a real-time basis potential issues, e.g., suspensions, expirations, violations, etc. The purpose of the audit is to assess the internal control and data security over the use and dissemination of personal data in light of the requirements of the MOU and applicable laws and that the controls are adequate to protect the personal data from unauthorized access, distribution, use, modification, or disclosure.

The services identified in this Board item are in accordance with the scope of services included in the Cherry Bekaert, LLP contract which included providing periodic reviews and technical assistance. The original contract not-to exceed amount approved by the Board only addresses the external audit services portion of the services.

## **DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:**

This contract is to be funded with operational dollars, therefore no specific DBE goal is applicable.

## **FISCAL IMPACT:**

The FY2020 Approved Operating Budget included \$56,400 for professional services to support the additional work, as well as the funding for the initial audit services.

# LYNX Board Agenda

## Consent Agenda Item #6.D. iv

**To:** LYNX Board of Directors

**From:** Leonard Antmann  
Director Of Finance  
Warren Hersh  
(Technical Contact)  
Edward Velez  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6125

**Item Name:** Authorization to Transfer Two Revenue Vehicles to The Osceola Council on Aging

**Date:** 12/5/2019

---

### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to transfer two (2) revenue vehicles to The Osceola Council on Aging, a 501(c) (3) non-profit, private charitable organization which provides health care services to Seniors.

### **BACKGROUND:**

LYNX maintenance staff has identified two (2) revenue vehicles for utilization by one of our Section 5310 awarded agencies, to The Osceola Council on Aging. Through this vehicle transfer, The Osceola Council on Aging will provide the unique and specialized transportation of their clients directly at their expense. This vehicle transfer is included in the application submitted by to The Osceola Council on Aging in our Section 5310 -Enhanced Mobility of Seniors and Individuals with Disabilities Program.

This vehicle transfer affords LYNX the opportunity to leverage partnerships with our coordinated agency and improve efficiency in the delivery of services for specialty medical needs. The vehicles will be used to transport seniors to and from medical appointments. The transportation service is door-to-door for ambulatory and wheelchair residents. The Osceola Council on Aging can effectively handle their client trips at their own expense, for significantly less than our paratransit one-way trip cost.

The transfer of two (2) revenue vehicles will not require Federal Transit Administration (FTA) approval as there is no federal share remaining on the vehicles and the fair market value of each is below \$5,000. These vehicles are being transferred "as is".

# LYNX Board Agenda

## FISCAL IMPACT:

The net book value of the revenue vehicles and related components is \$0.

## Vehicle Listing

System Number	Asset ID	Acquisition Date	Class	Description	Estimated Life	Acquisition Value	Net Book Value
13763	NC-5385	4/30/2011	RV	Turtle Top Odyssey Bus Paratransit	4	\$72,575	\$0
13766	NC-5394	4/30/2011	RV	Turtle Top Odyssey Bus Paratransit	4	\$72,575	\$0
Totals						\$145,150	\$0

# LYNX Board Agenda

## Consent Agenda Item #6.D. v

**To:** LYNX Board of Directors

**From:** Leonard Antmann  
Director Of Finance  
Warren Hersh  
(Technical Contact)  
Edward Velez  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6125

**Item Name:** Authorization to Auction Surplus Capital Items & Obsolete Parts

**Date:** 12/5/2019

---

### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to retire, transfer, recycle or sell, at public auction, surplus and obsolete capital items as identified in the following detailed list.

### **BACKGROUND:**

It is LYNX' policy to hold a quarterly auction to dispose of Board approved surplus and obsolete items. This year's auction is scheduled for January 2020. The following surplus items require authorization for retirement and disposal at the public auction:

#### **Computer Equipment:**

Surplus and obsolete computer equipment, including desktop computers and monitors with a total net book value of \$0.

#### **Furniture, Fixtures and Equipment:**

Surplus and obsolete furniture, fixtures, equipment, and shop equipment with a total net book value of \$0.

#### **Support Vehicles**

Nine (9) support vehicles with a total net book value of \$0

# LYNX Board Agenda

## Categorical Totals

Category	Acquisition Value	Net Book Value
Computer Equipment	\$27,421	\$0
Furniture and Fixtures	\$53,317	\$0
Other Vehicles	\$226,653	\$0
<b>GRAND TOTAL</b>	<b>\$307,391</b>	<b>\$ 0</b>

## FISCAL IMPACT:

The total net book value of the surplus items is \$0. The higher of the net book value or the net proceeds from this sale may be due to the Federal Transit Administration (FTA) in FY2020.

System Number	Asset ID	Acquisition Date	Class	Description	Estimated Life	Acquisition Value	Net Book	Due to FTA
11012	7350	8/31/2006	CE	Server, PowerEdge 2950	5	\$7,027	0	0
13268	9297	12/4/2009	CE	Dell PowerEdge R710	5	\$9,039	0	0
13270	9299	12/4/2009	CE	Dell SQL Server	5	\$10,673	0	0
14606	10437	8/22/2012	CE	Dell Computer 3010	5	\$682	0	0
				<b>Computer Equipment</b>		<b>\$27,421</b>		
12145	7846	9/30/2007	FE	Gator TS Golf Cart Vehicle #133	5	\$6,119	0	0
15572	10788	5/1/2013	FE	BUS SCAFFOLDING AC SHOP-MAINTEN	5	\$43,510	0	0
15924	10853	4/17/2013	FE	SAMSUNG 46 INCH LED TV	5	\$2,032	0	0
8104	3891	11/6/2003	FE	Camera - Digital Video	5	\$450	0	0
8511	4220	12/20/2004	FE	Recorder DVD/VCR	5	\$307	0	0
12343	8421	3/31/2008	FE	Seon Reader	5	\$300	0	0
12344	8422	3/31/2008	FE	Seon Reader	5	\$300	0	0
12345	8777	3/31/2008	FE	Seon Reader	5	\$300	0	0
				<b>Furniture and Fixtures</b>		<b>\$53,317</b>		
9026	24285	5/16/2005	OV	Van - 2005 Dodge Caravan	4	\$18,569	0	0
9159	24621	7/15/2005	OV	VAN 2005 DODGE CARAVAN	4	\$18,549	0	0
10903	25566	6/1/2006	OV	Van, 2006 Ford E-350 10 Passenger	4	\$25,077	0	0
11189	26296	9/30/2006	OV	Van, 2006 Ford E-350 12Passenger	4	\$26,325	0	0
12550	126	1/31/2008	OV	Ford Escape Hybrid	7	\$24,654	0	0
12553	28242	1/31/2008	OV	Ford Econoline Van	4	\$27,000	0	0
12554	28244	1/31/2008	OV	Ford Econoline Van	4	\$28,300	0	0
12555	28471	1/31/2008	OV	Ford Econoline Van	4	\$28,200	0	0
14686	35748	9/30/2012	OV	2012 Ford E350 Van 10 Passenger	5	\$29,979	0	0
				<b>Other Vehicles</b>		<b>\$226,653</b>		
				<b>Totals</b>		<b>\$307,391</b>		

# LYNX Board Agenda

## Consent Agenda Item #6.D. vi

**To:** LYNX Board of Directors

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

**Phone:** 407.841.2279 ext: 6106

**Item Name:** Authorization to Reappoint Pension Trustee Albert J. Francis II

**Date:** 12/5/2019

---

### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' adoption of Resolution #19-009 to reappoint Mr. Albert J. Francis II, Chief Financial Officer, as Management Appointee to the Board of Trustees for the Amalgamated Transit Union (ATU) Local 1596 Pension Plan (Defined Benefit Plan).

### **BACKGROUND:**

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

Each member serves a three-year term. Mr. Francis is being reappointed to serve his 2nd term. Management Trustees for this board are Employer-nominated trustees who serve a three year term and are given the authority to perform, in good judgement, all acts necessary or appropriate to manage, invest, and distribute the assets/funds in the plan.

### **FISCAL IMPACT:**

No fiscal impact.

**CERTA RESOLUTION 19-009**

**A RESOLUTION OF THE CENTRAL FLORIDA REGIONAL TRANSPORTATION  
AUTHORITY TO, APPROVING THE APPOINTMENT  
OF A MANAGEMENT APPOINTEE TO THE BOARD  
OF TRUSTEES FOR THE  
AMALGAMATED TRANSIT UNION LOCAL 1596 PENSION PLAN**

**WHEREAS**, this is a resolution of the Governing Board of Central Florida Regional Transportation Authority, d/b/a LYNX (hereinafter BOARD), heretofore established a pension plan effective as of October 1, 1984, known as the Amalgamated Transit Union Local 1596 Pension Plan (the "Plan"); and

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

**WHEREAS**, the Employer wishes to re-appoint Albert J. Francis II to the Board of Trustees of the Plan, effective, January 1, 2020.

**NOW THEREFORE, BE IT RESOLVED THAT:**

**RESOLVED**, by the Governing Board that the Employer is authorized to re-appoint Albert J. Francis II to the Board of Trustees of the Plan effective as of January 1, 2020; and it is

**FURTHER RESOLVED**, by the Board of Directors that any employee classified as a senior officer of the Employer is authorized to prepare and execute, on behalf of the Employer, any documents necessary to effectuate the appointment to the Board of Trustees of the Plan, and perform any other acts necessary to implement the appointment to the Board of Trustees of the Plan.



**RESOLUTION CERTIFICATION**

**CERTIFICATION OF THE ADOPTION OF RESOLUTION #19-009 BY THE BOARD  
OF DIRECTORS OF CENTRAL FLORIDA REGIONAL TRANSPORTATION  
AUTHORITY d/b/a LYNX**

APPROVING THE APPOINTMENT OF A MANAGEMENT APPOINTEE TO THE BOARD  
OF TRUSTEES FOR THE

AMALGAMATED TRANSIT UNION LOCAL 1596 PENSION PLAN

APPROVED AND ADOPTED this day 5<sup>TH</sup> DAY OF December 2019, by the Governing Board  
of Directors of the Central Florida Regional Transportation Authority, d/b/a LYNX.

CENTRAL FLORIDA REGIONAL  
TRANSPORTATION  
AUTHORITY

By: Governing Board

\_\_\_\_\_  
Chairman

ATTEST:

\_\_\_\_\_  
Assistant Secretary

# LYNX Board Agenda

## Action Agenda Item #7.A

**To:** LYNX Board of Directors

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

**Phone:** 407.841.2279 ext: 6064

**Item Name:** Authorization to Award a Contract for Legal Services – General Counsel

**Date:** 12/5/2019

---

### **ACTION REQUESTED:**

Staff is requesting the Board of Director's authorization for the Chief Executive Officer (CEO) or designee to negotiate and execute a contract with Akerman, LLP for General Counsel legal services. The recommended term of the agreement will be for two (2) years with three (3) one (1) year renewal options. Costs for these services are estimated to be approximately \$250,000 for the first contract year and \$200,000 for the second contract year. A not-to-exceed contract will be negotiated based on these estimates.

### **BACKGROUND:**

At the May 23, 2019 Board of Director's meeting, staff received authorization to issue a Request for Proposal (RFP) in the following legal services areas: General Counsel, Labor/Employment, Workers' Compensation, Tort/General Liability, Pension and Equal Employment Opportunity claims. The RFP for General Counsel legal services (#19-R05) was released on June 26, 2019, with responses due by 2:00 p.m. EST on September 11, 2019.

Three (3) responses from the following firms were received for the General Counsel legal services RFP. All proposals were considered responsive and forwarded to the Source Evaluation Committee (SEC) for review. The SEC public meeting was held on October 30, 2019 with the following results:

<b>Firm</b>	<b>Total Score</b>	<b>Ordinal Ranking</b>
Akerman LLP	452	6
Bryant Miller Olive	459	10
Burr Forman LLP	428	12

# LYNX ard Agenda

It is the recommendation of the SEC to award a contract for General Counsel Legal Services to Akerman, LLP, based on the lowest ordinal ranking. The process whereby the firm would be awarded a contract was provided for in the RFP.

## **DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:**

This contract is to be funded with operational dollars, therefore no specific DBE goal is applicable.

## **FISCAL IMPACT:**

The FY2020 Approved Operating Budget included \$1,571,820 for legal services. LYNX anticipates this will be sufficient to cover all legal expenses.

# LYNX Board Agenda

## Action Agenda Item #7.B

**To:** LYNX Board of Directors

**From:** **Melanie Stanisic**  
Deputy Director Of Risk Mgmt  
**Yohelis Rodriguez Castillo**  
(Technical Contact)  
**Loretta Andrews**  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6167

**Item Name:** Authorization to Award a Contract for Legal Services - Workers' Compensation

**Date:** 12/5/2019

---

### **ACTION REQUESTED:**

Staff is requesting the Board of Director's authorization for the Chief Executive Officer (CEO) or designee to negotiate and execute a contract with Broussard, Cullen & Blastic, P.A. for Workers' Compensation legal services. The recommended term of the agreement will be for two (2) years with three (3) one (1) year renewal options. It is anticipated that the contract value of the first year will be for \$90,000 dollars and the second year will be for \$95,000 dollars. A not-to-exceed contract will be negotiated based on these estimates.

### **BACKGROUND:**

At the May 23, 2019 Board of Director's meeting, staff received authorization to issue a Request for Proposal (RFP) in the following legal services areas: General Counsel, Labor/Employment, Workers' Compensation, Tort/General Liability, Pension and Equal Employment Opportunity claims. The RFP for Workers' Compensation legal services (#19-R18) was released on August 19, 2019, with responses due by 2:00 p.m. EST on September 19, 2019.

Three (3) responses from the following firms were received for the Workers' Compensation legal services RFP. All proposals were considered responsive and forwarded to the Source Evaluation Committee (SEC) for review. The SEC public meeting was held on October 22, 2019, with the following results:

<b>Firm</b>	<b>Score</b>	<b>Ordinal Ranking</b>
Broussard, Cullen, Blastic P.A.	265	3
Dean Ringer Morgan Lawton, P.A.	234	7
Znosko and Reas, P.A.	231	8

# LYNX ard Agenda

It is the recommendation of the SEC to award a contract for Workers' Compensation Legal Services to Broussard, Cullen & Blastic, P.A. based on the lowest ordinal ranking. The SEC also recommended if a contract with the lowest ordinal ranking firm could not be executed, the contract be awarded to the second lowest ordinal ranking firm, Dean Ringers, Morgan & Lawton, P.A. The process whereby the firm would be awarded a contract was provided for in the RFP.

For matters that are ongoing, staff will also negotiate with the current legal firm, Bolton Helm & Augustine, LLP, an appropriate transition of legal services based on complexity and legal timelines. At the Board of Director's meeting on May 23, 2019, the CEO was given the authority to extend the current legal firm's agreement by up to three (3) months. This is expected to provide sufficient time to transition the majority of legal services and cases over to the new firm. It should be noted that the modification that was approved provides for a reduction in the hourly rates by \$5 dollars per hour for the current legal firm during the extension time period.

## **DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:**

This contract is to be funded with operational dollars, therefore no specific DBE goal is applicable.

## **FISCAL IMPACT:**

The FY2020 Approved Operating Budget included \$1,571,820 for legal services. LYNX anticipates this will be sufficient to cover all legal expenses.

# LYNX Board Agenda

## Action Agenda Item #7.C

**To:** LYNX Board of Directors

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

**Phone:** 407.841.2279 ext: 6106

**Item Name:** Authorization to Award a Contract for Legal Services - Labor/Employment

**Date:** 12/5/2019

---

### **ACTION REQUESTED:**

Staff is requesting the Board of Director's authorization for the Chief Executive Officer (CEO) or designee to negotiate and execute a contract with the law firm of Gray Robinson, P.A. for Labor/Employment legal services. The recommended term of the contract will be for two (2) years with three (3) one (1) year optional extensions. Costs for these services are estimated to be approximately \$200,000 for the first contract year and \$250,000 for the second contract year. A not-to-exceed contract will be negotiated based on these estimates.

### **BACKGROUND:**

At the May 23, 2019 Board of Director's meeting, staff received authorization to issue a Request for Proposal (RFP) in the following legal services areas: General Counsel, Labor/Employment, Workers' Compensation, Tort/General Liability, Pension and Equal Employment Opportunity claims. The proposal for Labor/Employment legal services was released on August 19, 2019 with responses due by 2:00 pm EST on September 19, 2019.

Three (3) responses from the following firms were received for the Labor/Employment legal services RFP. All proposals were considered responsive and forwarded to the Source Evaluation Committee (SEC) for review. The SEC public meeting was held on October 24, 2019. The SEC evaluated all responsive proposals in accordance with the criteria set forth in the RFP with the following results:

<b>Firm</b>	<b>Score</b>	<b>Ordinal Ranking</b>
Gray Robinson, P.A.	276	3
Baker & Hostetler, LLP	253	6
Ryan Law, P.A.	222	9

# LYNX Board Agenda

The SEC recommended the award of the contract to Gray Robinson, P.A., for Labor/Employment Legal Services, based on the lowest ordinal ranking. The SEC also recommended if a contract with the lowest ordinal ranking firm could not be executed, the contract be awarded to the second lowest ordinal ranking firm, Baker & Hostetler, LLP. The process whereby the firm would be awarded a contract was provided for in the RFP.

For matters that are ongoing, staff will also negotiate with the current legal firm, Baker & Hostetler, LLP, an appropriate transition of legal services based on complexity and legal timelines. At the Board of Director's meeting on May 23, 2019, the CEO was given the authority to extend the incumbent legal firm's agreement by up to three (3) months. However, based on the nature of certain matters currently being handled by the incumbent firm particularly pertaining to collective bargaining, staff anticipates that the transition of legal services may require additional attention by counsel. This will also prevent the loss of accumulation of legal knowledge gained over the term of the previous incumbent's contract regarding open legal issues, especially the collective bargaining matters. Additionally, a more substantial transition affords the new firm an opportunity to be brought up to speed on current legal matters and the court's time to assign new counsel to any cases currently being litigated.

At the January 2020 Board of Director's meeting, staff anticipates presenting a separate modification to the current legal firm's contract outlining the specific matters subject to this transition.

## **DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:**

This contract is to be funded with operational dollars, therefore no specific DBE goal is applicable.

## **FISCAL IMPACT:**

The FY2020 Approved Operating Budget included \$1,571,820 for legal services. LYNX anticipates this will be sufficient to cover all legal expenses.

# LYNX Board Agenda

## Action Agenda Item #7.D

**To:** LYNX Board of Directors

**From:** **Melanie Stanisic**  
Deputy Director Of Risk Mgmt  
**Loretta Andrews**  
(Technical Contact)  
**Yohelis Rodriguez Castillo**  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6167

**Item Name:** Authorization to Award a Contract for Legal Services - Tort & General Liability

**Date:** 12/5/2019

---

### **ACTION REQUESTED:**

Staff is requesting the Board of Director's authorization for the Chief Executive Officer (CEO) or designee to negotiate and execute a contract with the law firm of Dean Ringers Morgan & Lawton, P.A. and the law firm of Hilyard Bogan & Palmer, P.A. for Tort & General Liability legal services. The recommended term of the agreement will be for two (2) years with three (3) one (1) year renewal options. Costs for these services are estimated to be approximately \$650,000 for the first contract year and \$700,000 for the second contract year. A not-to-exceed contract will be negotiated based on these estimates.

### **BACKGROUND:**

At the May 23, 2019 Board of Director's meeting, staff received authorization to issue a Request for Proposal (RFP) in the following legal services areas: General Counsel, Labor/Employment, Workers' Compensation, Tort/General Liability, Pension and Equal Employment Opportunity claims. The RFP for Tort & General Liability legal services (contract #19-R17) was released on August 19, 2019, with responses due by 2:00 pm EST on September 19, 2019.

Seven (7) responses from the following firms were received for the Tort & General Liability legal services RFP. Six (6) proposals were considered responsive. One (1) proposal from Rissman Weisberg Barrett Donahue McLain Mangum, P.A. was considered non-responsive due to insufficient copies being provided. Six (6) proposals were forwarded to the Source Evaluation Committee (SEC) for review. The SEC public meeting was held on October 22, 2019, with the following results:



# LYNX Board Agenda

Firm	Score	Ordinal Ranking
Dean Ringers Morgan & Lawton, P.A.	286	4
Hilyard Bogan & Palmer, P.A.	274	5
Fisher Rushmer, P.A.	276	7
McEwan Martinez Dukes Hall, P.A.	255	11
Zimmerman Kiser Sutcliffe, P.A.	251	12
Quintarios Prieto Wood Boyer, P.A.	208	16

It is the recommendation of the SEC to award a contract to two firms for Tort & General Liability Legal Services to Dean Ringers Morgan & Lawton, P.A. and Hilyard Bogan & Palmer, P.A. based on the lowest ordinal ranking. The SEC also recommended if an agreement with the two lowest ordinal ranking firms could not be negotiated, the contract be awarded to the third lowest ordinal ranking firm, Fisher Rusher, P.A. The process whereby the firm would be awarded a contract was provided for in the RFP.

For matters that are ongoing, staff will also negotiate with the current legal firm, Zimmerman, Kiser & Sutcliffe, P.A, an appropriate transition of legal services based on complexity and legal timelines. At the Board of Director's meeting on May 23, 2019 the CEO was given authority to extend the current legal firm's agreement by up to three (3) months. However, based on the nature of certain matters currently being handled by the incumbent firm, staff anticipates that the transition of legal services may require additional attention by counsel. Additionally a more substantial transition affords the new firm an opportunity to be brought up to speed on current legal matters and the court's time to assign new counsel to any cases currently being litigated.

At the January 2020 Board of Director's meeting, staff anticipates presenting a separate modification to the current legal firm's contract outlining the specific matters subject to this transition.

## **DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:**

This contract is to be funded with operational dollars, therefore no specific DBE goal is applicable.

## **FISCAL IMPACT:**

The FY2020 Approved Operating Budget included \$1,571,820 for legal services. LYNX anticipates this will be sufficient to cover all legal expenses.

# LYNX Board Agenda

## Action Agenda Item #7.E

**To:** LYNX Board of Directors

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

**Phone:** 407.841.2279 ext: 6106

**Item Name:** Authorization to Award a Contract for Legal Services - Pension

**Date:** 12/5/2019

---

### **ACTION REQUESTED:**

Staff is requesting the Board of Director's authorization for the Chief Executive Officer (CEO) or designee to negotiate and execute a contract with Akerman LLP for Legal Services-Pension. The recommended term of the agreement will be for two (2) years with three (3) one (1) year renewal options. Costs for these services are estimated to be approximately \$150,000 for the first contract year and \$100,000 for the second contract year. A not-to-exceed contract will be negotiated based on these estimates.

### **BACKGROUND:**

At the May 23, 2019 Board of Director's meeting, staff received authorization to issue a Request for Proposal (RFP) in the following legal services areas: General Counsel, Labor/Employment, Workers' Compensation, Tort/General Liability, Pension and Equal Employment Opportunity claims. The RFP for Legal Services-Pension was released on August 19, 2019 with responses due by 2:00pm EST on September 19, 2019.

Two (2) responses from the following firms were received for the Legal Services-Pension RFP. All proposals were considered responsive and forwarded to the Source Evaluation Committee (SEC) for review. The SEC public meeting was held on October 24, 2019 with the following results:

<b>Firm</b>	<b>Score</b>	<b>Ordinal Ranking</b>
Akerman LLP	295	3
Carlton Fields, P.A.	277	6

# LYNX ard Agenda

It is the recommendation of the SEC to award a contract for Legal Services-Pension to Akerman LLP based on the lowest ordinal ranking. It was also recommended if a contract with the awarded lowest ordinal ranking firm could not be executed, the contract be awarded to the second lowest ordinal ranking firm, Carlton Fields, P.A.. The process whereby the firm would be awarded a contract was provided for in the RFP.

## **DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:**

This contract is to be funded with operational dollars, therefore no specific DBE goal is applicable.

## **FISCAL IMPACT:**

The FY2020 Approved Operating Budget included \$1,571,820 for legal services. LYNX anticipates this will be sufficient to cover all legal expenses.

# LYNX Board Agenda

## Action Agenda Item #7.F

**To:** LYNX Board of Directors

**From:** Tomika Monterville  
Director Of Plan & Develop  
Bruce Detweiler  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6019

**Item Name:** Authorization to Implement December 15, 2019 Proposed Service Changes

**Date:** 12/5/2019

---

### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee, to implement the proposed service changes effective December 15, 2019.

### **BACKGROUND:**

On September 30, 2019, staff received authorization from the Board of Directors to initiate the Public Participation Process for consideration of proposed service changes that would go into effect December 15, 2019. A total of three (3) public workshops/public hearings were held on October 21, 22, & 23, 2019. LYNX customers and the public provided input on the service changes at the following workshops/public hearings:

Date/Time: Monday, October 21, 2019, 4-6 PM

Location: LYNX Central Station, Orlando, FL

Date/Time: Tuesday, October 22, 2019, 4-6 PM

Location: Altamonte Springs City Hall, Altamonte Springs, FL

Date/Time: Wednesday, October 23, 2019, 4:45-6:45 PM

Location: Kissimmee City Hall, Kissimmee, FL

More details on these events can be found on our website at [www.golynx.com](http://www.golynx.com)

The public comment period for the proposed service changes ran from October 15, 2019, through November 14, 2019. Public notices for the service change information and the public meetings were posted in the LYNX Central Station terminal lobby and bus bays; at SuperStops throughout the service areas; on [www.golynx.com](http://www.golynx.com), and on LYNX social media sites including Facebook and Twitter.

# LYNX Board Agenda

## Dec. 15 Service Changes

### PROPOSED SERVICE CHANGES:

- Route adjustments will include Link 26, 56, and NeighborLink 632.
- Schedule adjustments due to SunRail schedule changes will include time changes on Links 1, 45, NeighborLinks 604, 631 and 632
- Schedule adjustments to improve efficiency and on-time performance will include time changes on Links 6, 8, 9, 10, 38, 42, 57, 155, FastLink 418 and 441, Link 443
- Maps and schedules are being drafted and once complete will be posted on [golynx.com](http://golynx.com).

### ROUTE ADJUSTMENTS:

- **Link 26** – Pleasant Hill Road/Poinciana (Osceola County) – Outbound buses to Poinciana will operate along Main Street, Oak Street to current routing.
- **Link 56** – West U.S. 192/Magic Kingdom (Orange County/Osceola County) – Outbound buses to Magic Kingdom will operate along Main Street, Oak Street and Central Avenue to current routing.
- **NeighborLink 632** – North Kissimmee (Osceola County) – Extend zone of service to include The Loop. Minor schedule adjustments.

### SCHEDULE ADJUSTMENTS:

- **Link 1** – Winter Park/Altamonte Springs (Orange County/Seminole County) – Minor schedule adjustments.
- **Link 6** – Dixie Belle Drive (Orange County) – Minor schedule adjustments.
- **Link 8** – W. Oak Ridge Road/International Drive (Orange County) – Minor schedule adjustments.
- **Link 9** – Winter Park/Rosemont (Orange County) – Minor schedule adjustments.
- **Link 10** – East U.S. 192/St. Cloud (Osceola County) – Minor schedule adjustments.
- **Link 38** – Downtown Orlando/SeaWorld (Orange County) – Minor schedule adjustments
- **Link 42** – International Drive/OIA (Orange County) – Minor schedule adjustments.
- **Link 45** – Lake Mary Blvd. (Seminole County) – Minor schedule adjustments.

# LYNX ard Agenda

- **Link 57** – John Young Parkway (Orange County/Osceola County) – Minor schedule adjustments.
- **Link 155** – The Loop/Buena Ventura Lakes/Osceola Parkway (Osceola County) – Minor schedule adjustments.
- **FastLink 418** – Meadow Woods/Lake Nona (Orange County) – Minor schedule adjustments.
- **FastLink 441** – Kissimmee/Orlando (Orange County/Osceola County) – Minor schedule adjustments.
- **Link 443** – Winter Park/Pine Hills (Orange County) – Move time point from Clarcona Ocoee Road/Powers Drive to Clarcona Ocoee Road/Pine Hills Road. Minor schedule adjustments.
- **NeighborLink 604** – Intercession City/Campbell City (Osceola County) – Minor schedule adjustments.
- **NeighborLink 631** – Buena Ventura Lakes (Osceola County) – Minor schedule adjustments.

## **FISCAL IMPACT:**

LYNX Staff anticipates the proposed changes to be budget neutral.

# LYNX Board Agenda

## Action Agenda Item #7.G

**To:** LYNX Board of Directors

**From:** Tiffany Homler Hawkins  
Chief Administrative Officer  
Dyana Blickle  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6064

**Item Name:** Approval of the LYNX Board of Directors Meeting Dates for 2020

**Date:** 12/5/2019

---

### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' approval for the LYNX Board of Directors meeting dates for 2020.

### **BACKGROUND:**

LYNX Administrative Rule 2 – Board Governance (Bylaws) states that the Governing Board shall annually establish a schedule for the LYNX Board of Directors. The LYNX Board of Directors typically holds its meetings on the fourth Thursday of the month. The meetings can be cancelled if there are no urgent or time-sensitive issues. The proposed dates for 2020 are as follows:

- January 23, 2020
- February 27, 2020
- March 26, 2020
- April 23, 2020
- May 28, 2020
- June 25, 2020
- July 23, 2020
- August 27, 2020
- September 24, 2020
- October 22, 2020
- December 10, 2020

LYNX Administrative Rule 2 – Board Governance (Bylaws) also authorizes the LYNX Board of Directors to establish committees and those committees are to annually establish their meeting schedule.

# LYNX Board Agenda

## Information Item A

**To:** LYNX Board of Directors

**From:** Melanie Stanisic  
Deputy Director Of Risk Mgmt  
Yohelis Rodriguez Castillo  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6167

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

**Date:** 12/5/2019

---

### LYNX Liability Claim Settlements October 1, 2019 – November 15, 2019

Claimant Name	Accident Date	Accident Type	Settlement Amount	Date of Check
Enterprise	08/29/18	Property Damage	\$2,581.89	10/11/19
Cynthia Bland	08/24/19	Property Damage	\$1,370.65	10/11/19
Grosvenor	08/15/19	Property Damage	\$1,459.65	10/11/19
Laura Heera	09/11/19	Property Damage	\$1,663.85	10/11/19
Hertz	05/16/19	Property Damage	\$679.54	10/11/19
William Kaslawski	09/27/18	Property Damage	\$1,934.75	10/11/19
Lovelyn Toussaint	10/04/18	Property Damage	\$10,295.83	10/11/19
Geico/Kimberly Cabrera	02/23/19	Property Damage	\$14,751.44	10/11/19
Lorreal Duffie	09/02/16	Bodily Injury	\$35,000.00	10/11/19
Jose Morales	11/07/18	Bodily Injury	\$17,500.00	10/11/19
David Pack	06/15/18	Bodily Injury	\$2,500.00	10/11/19
Sonia Romero	12/13/16	Bodily Injury	\$5,000.00	10/11/19
Francisco Sanchez Velez	10/24/17	Bodily Injury	\$38,000.00	10/11/19
Raul Segarra Velez	10/24/17	Bodily Injury	\$38,000.00	10/11/19
Christian Medina Velez	10/24/17	Bodily Injury	\$15,000.00	10/11/19
Ivelisse Rivera Santiago	10/24/17	Bodily Injury	\$56,000.00	10/11/19
Sofia Sanchez Figueroa	10/24/17	Bodily Injury	\$3,000.00	10/11/19
Richielisse Campos Rivera	10/24/17	Bodily Injury	\$3,000.00	10/11/19
Ann Zephrene	10/28/13	Bodily Injury	\$20,000.00	10/21/19
Christine Brotchi	08/27/19	Property Damage	\$159.89	11/01/19
Sara Medina	08/28/19	Property Damage	\$775.54	11/01/19
Doris Graham	09/12/18	Property Damage	\$2,010.42	11/01/19
Juan Garcia	06/21/19	Property Damage	\$257.49	11/01/19
Roxana Cauls	08/15/19	Property Damage	\$1,566.05	11/01/19
Frances Ames	06/05/19	Property Damage	\$4,616.66	11/01/19



# LYNX Board Agenda

## Monthly Report A

**To:** LYNX Board of Directors

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

**Phone:** 407.841.2279 ext: 6206

**Item Name:** Communication Monthly Report – October 2019

**Date:** 12/5/2019

---

### **LYNX COMMUNITY EVENTS AND OUTREACH – OCTOBER 2019**

OCTOBER	EVENT NAME	DESCRIPTION
3	Osceola high school	Information
11	Osceola library	Information
14	Centerplate Health Fair	Information
18	City of Orlando Transit Fair	Information
18	Celebration high school	Information
25	Bike to Work	City Event
30	Train The Trainer	LYNX Event
31	VA Presentation	Information

### **LYNX PRESS RELEASES | MEDIA NOTES: OCTOBER 2019**

3	LYNX Board of Directors and Oversight Committee Meetings Date Change to Oct. 23
10	LYNX to Hold Public Hearings and Workshops for December 2019 Service Proposal
23	LYNX to Participate in FDOT Mobility Week

# LYNX ard Agenda

## LYNX NEWS ARTICLES – OCTOBER 2019

Oct. 1	<p><a href="#"><u>WATCH LIVE: More than 10 people injured after Lynx bus overturns on I-4 in Orlando</u></a> WFTV Orlando WATCH LIVE: More than 10 people injured after Lynx bus overturns on I-4 in ... A Lynx bus overturned on Interstate 4 west at Orange Blossom Trail in ...</p> <p><a href="#"><u>WATCH LIVE: Lynx bus overturns on I-4 near Orange Blossom Trail</u></a> WKMG News 6 &amp; ClickOrlando ORANGE COUNTY, Fla. - A Lynx commuter bus overturned Monday on I-4 at Orange Blossom Trail, according to Department of Transportation ...</p> <p><a href="#"><u>Lynx bus overturns on I-4 near OBT, 9 injured</u></a> WKMG News 6 &amp; ClickOrlando ORLANDO, Fla. - A Lynx commuter bus overturned Tuesday on I-4 at Orange Blossom Trail with passengers on board, officials said. The bus ...</p> <p><a href="#"><u>LYNX bus overturned on I4</u></a> WFTV Orlando A Lynx bus overturned on Interstate 4 in Orlando on Tuesday morning, police said...</p> <p><a href="#"><u>Nine sent to hospital after LYNX bus crash</u></a> Orlando Sentinel Nine people were taken to the hospital Tuesday after a Lynx bus overturned on I-4 near Orange Blossom Trail...</p> <p><a href="#"><u>LYNX bus overturns on I4</u></a> News 13 At least 9 people were transported to hospitals late Tuesday morning after a lynx bus ...</p> <p><a href="#"><u>LYNX bus overturns on I4 in Orlando</u></a> WESH Orlando 9 hospitalized after LYNX bus overturns on I-4 late Tuesday morning</p> <p><a href="#"><u>LYNX bus overturns on I-4 eight people taken to the hospital</u></a> Fox 35 Orlando 9 hospitalized after LYNX bus overturns on I-4 in Orlando</p> <p><a href="#"><u>LYNX Bus Overturns on I 4 in Orlando</u></a> WFLA LYNX Bus Overturns on I 4 in Orlando A LYNX commuter bus overturns on I-4 at Orange Blossom Trail with passengers on board...</p>
--------	--

# LYNX ard Agenda

	<p><a href="#">Bus Overturns on I-4 in Orlando</a> NBC2 News 9 people are hurt after a LYNX bus overturned Tuesday on I-4 near the OBT exit in Orlando</p> <p><a href="#">LYNX bus overturns on I-4 near OBT, 9 injured</a> WKMG News 6 &amp; ClickOrlando A Lynx commuter bus overturns on I-4 at Orange Blossom Trail with Passengers on board</p> <p><a href="#">WATCH LIVE: More than 10 people injured after Lynx bus</a> WFTV Orlando ... than 10 people injured after Lynx bus overturns on I-4</p> <p><a href="#">Lynx bus overturns on I-4 in Orange County in crash. Twelve injured</a> News965 Orange County, FL On Tuesday morning, a Lynx bus was involved in a crash on I-4 at Orange Blossom Trail.</p> <p><a href="#">9 injured after bus overturns on interstate</a> WIAT – CBS42.com A Lynx commuter bus overturns injuring several passengers</p> <p><a href="#">9 hospitalized after hazmat spill on FL interstate</a> EMS1.com 9 people were hurt after a Lynx bus overturned on I-4. It happened about noon on westbound I-4 near Orange Blossom Trail</p>
Oct. 3	<p><a href="#">9 injured after bus overturns on interstate</a> WIAT - CBS42.com ORLANDO, FL – (CBS &amp; WIAT) A Lynx commuter bus overturns injuring several passengers. It happened Tuesday around 11 a.m. on Interstate 4 at ...</p> <p><a href="#">Lynx bus overturned on I-4, several people taken to the hospital</a> Fox 35 Orlando ORLANDO, Fla. (FOX 35 ORLANDO) - Orlando police and fire officials confirmed to FOX 35 that there is an overturned Lynx bus on I-4. The incident ...</p> <p><a href="#">WATCH LIVE: More than 10 people injured after Lynx bus overturns on I-4 in Orlando</a> WFTV Orlando WATCH LIVE: More than 10 people injured after Lynx bus overturns on I-4 in Orlando. by: Sarah Wilson Updated: Oct 1, 2019 - 12:33 PM. Loading. 0</p>

# LYNX ard Agenda

	<p><a href="#">'Good highway driving' - Lynx bus driver's records release after flipping bus on I-4</a> WKMG News 6 &amp; ClickOrlando ORLANDO, Fla. - Lynx officials released dozens of documents Tuesday, a day after a bus driven by Steven Silva flipped on I-4 westbound and Orange ...</p> <p><a href="#">PHOTOS: Lynx Bus Overturms on I-4 — at Least 9 Sent to Hospitals</a> News 13 ORLANDO, Fla. — At least nine people were transported to hospitals late Tuesday morning after a Lynx bus overturned on Interstate 4, snarling the ...</p> <p><a href="#">'Good highway driving' - Lynx bus driver's records release after flipping bus on I-4</a> WKMG News 6 &amp; ClickOrlando ORLANDO, Fla. - Lynx officials released dozens of documents Tuesday, a day after a bus driven by Steven Silva flipped on I-4 westbound and Orange ...</p>
Oct. 11	<p><a href="#">Deputies search for man accused of hitting bus driver in face in Kissimmee</a> WKMG News 6 &amp; ClickOrlando OSCEOLA COUNTY, Fla. - The Osceola County Sheriff's Office said deputies are looking for the man accused of hitting a Lynx bus driver in the face in ...</p>
Oct. 12	<p><a href="#">Deputies searching for man who attacked Lynx bus driver</a> Osceola News-Gazette Deputies searching for man who attacked Lynx bus driver ... County Sheriff's Office deputies are searching for suspect who attacked a bus driver...</p>
Oct. 14	<p><a href="#">Man strikes Lynx bus driver in the face, Osceola deputies requesting public's help</a> positivelyosceola.com On September 22nd, a man was getting off of a Lynx bus he was riding at Pleasant Hill Rd and Pineridge Circle in Kissimmee, shook the driver's hand ...</p>
Oct. 16	<p><a href="#">Candidates for Orlando mayor disagree on sales tax hike, donor restrictions during debate</a> Orlando Sentinel Orlando Mayor Buddy Dyer and two challengers City Commissioner Sam Ings and Aretha Simons sparred on transportation, ... Mayor Jerry Demings calls for 1-cent sales-tax hike to pay for Lynx, SunRail, other transportation projects ...</p>
Oct. 22	<p><a href="#">Here's what impact Orange County Mayor Jerry Demings</a> Orlando Business Journal Here's what impact Orange County Mayor Jerry Demings expects his transportation tax to have</p>
Oct. 25	<p><a href="#">Dyer alone among mayoral candidates to endorses sales-tax hike for transportation during final ...</a> Orlando Sentinel Orlando Mayor Buddy Dyer was the lone mayoral candidate Thursday to ... to dig deeper into their pockets to pay for better roads, Lynx and SunRail.</p>

# LYNX Board Agenda

	<a href="#">Sales tax for transportation: Orange County Mayor says 'the time is right, now'</a> WKMKG News 6 & ClickOrlando When the mayor says multimodal he means a mass transit system that could include investing in the roads' infrastructures, adding more Lynx buses to ...
Oct. 26	<a href="#">Orange County Mayor Jerry Demings defends proposed transportation tax</a> Fox 35 Orlando The tax revenue will go into a transportation fund for future road projects and the development of a mass transit system, overtime, expanding the Lynx ...
Oct. 27	<a href="#">106-year-old Sanford resident Katherine Bellamy shows us all how to live   Commentary</a> Orlando Sentinel Imagine a 96-year-old woman, all 5-foot of her, riding Lynx buses from 7 ... “On the last bus, he [the driver] would wait until I turned the light on in my
Oct. 30	<a href="#">Lynx driver removed from job after bus overturns on I-4</a> WKMKG News 6 & ClickOrlando ORLANDO, Fla. - A Lynx driver who was behind the wheel when a bus overturned on Interstate 4, injuring nine people, has been fired, according to ...
Oct. 31	<a href="#">How to share the road safely with Lynx buses</a> WKMKG News 6 & ClickOrlando Occasionally, we hear of a bus crash, and it kills me because these are so avoidable. With mass transit in the Orlando area growing, I figured it was ...

## LYNX SOCIAL MEDIA – OCT. 2019

Oct. 1	Elimination of Links 416, 427 and NeighborLink 603. Launch of Best Foot Forward in Seminole County. Response to complaint about a bus operator’s driving. Service detour due to an accident on I-4.
Oct. 2	Best Foot Forward in Seminole County. Response to complaint about Link 436. Response to complaint about the wrong electronic display on a bus.
Oct. 3	LYNX See & Say app. Best Foot Forward in Seminole County.
Oct. 4	Please do not chase the bus.
Oct. 5	LYNX is hiring.
Oct. 6	Service detour due to the Lions game.
Oct. 7	Please be courteous to your fellow passengers. Service detour on Fortune Road due to police activity. Service detour has been lifted.

# LYNX Board Agenda

Oct. 8	Columbus Day schedule. Board of Directors and Oversight Committee meetings have been moved.
Oct. 9	LYNX connections to SunRail Tupperware Station. Response to complaint about bus operators speeding. Response to complaint about buses making a tea kettle noise. Response to complaint about an operator not giving a customer enough time to get off the bus.
Oct. 10	December service proposal.
Oct. 11	Good Friday morning. LYNX at Senior Expo. Response to complaint about bugs on a bus. Service detour for the Come Out with Pride parade. Service detour for the Boone High School homecoming parade.
Oct. 12	Service detour for the Come Out with Pride parade. Service detour for the Orlando Pride game.
Oct. 13	LYNX will be operating a normal weekday schedule on Columbus Day.
Oct. 14	Columbus Day schedule. Response to complaint about Link 37 not appearing on the bus tracker app. Response to complaint about a bus operator. Complaint about a bus operator driving away before the customer can sit down. Response to complaint about buses making a tea kettle noise.
Oct. 15	Service detour around downtown Orlando for IMMERSE. Mobility week mix-it-up challenge. National Blind Americans Equality Day.
Oct. 16	We routinely maintain and clean our buses daily. Response to question about job opportunities. Response to question about a Service Island position. Response to positive feedback about riding LYNX.
Oct. 17	Service detour around downtown Orlando for IMMERSE. Transportation Town Hall survey.
Oct. 18	Pinktober. Shared upcoming Public workshop and Hearings.
Oct. 19	Lost & Found window open today. Due to heavy rain, please allow extra travel time for your commute.
Oct. 20	Public workshop & hearing at LYNX Central Station.
Oct. 21	Public workshop & hearing at LYNX Central Station. Response to comment about a bus operator taking a short break. Public workshop reminder.
Oct. 22	Public workshop & hearing at Altamonte City Hall.
Oct. 23	Response to positive feedback about a bus operator. LYNX joins FDOT in celebrating Mobility Week. Public workshop & hearing at Kissimmee City Hall.

# LYNX Board Agenda

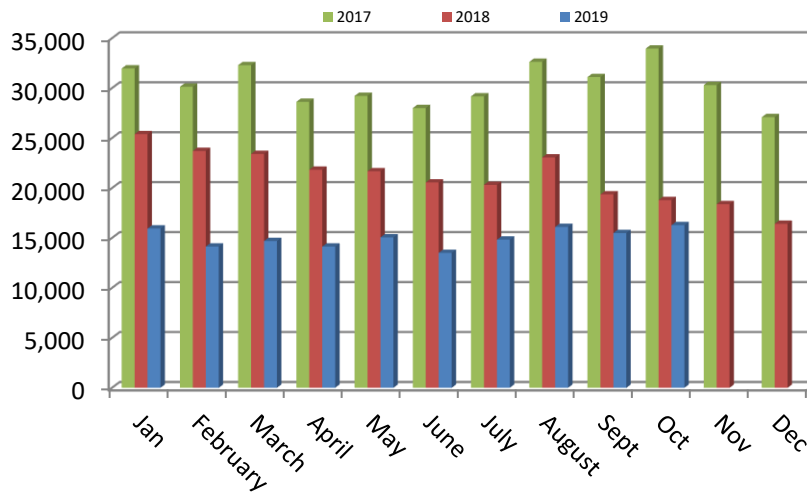
Oct. 24	Bike to Work tomorrow.
Oct. 25	LYNX bikes to work with Mayor Buddy Dyer. Photo album of Bike to Work event. LYNX bus tracker, email and phone system is not working. Response to comment about the bus tracker. Update: communication issue will be resolved today. Response to question about reservations. Update: all communications are working properly.
Oct. 26	A trip to Disney Springs is easy! Service detour due to the Calle Orange Festival.
Oct. 27	Ad Day in the Life of a Bus Operator video. Service detour on Epcot Resorts Blvd. due to construction.
Oct. 28	Mobility Week. Response to complaint about Link 103.
Oct. 29	LYNX Kissimmee Connector.
Oct. 30	Daylight saving time ends this Sunday.
Oct. 31	Happy Halloween!

SOCIAL MEDIA USAGE	OCTOBER 2019
Facebook Likes	5,931
Facebook – Daily Total Reach: The number of people who have seen any content associated with our Page. (Unique Users)	32,096
Twitter Followers	5,898
WEBSITE USAGE	
Total Page Views	610,325
Total User Visits	85,261

# LYNX Board Agenda

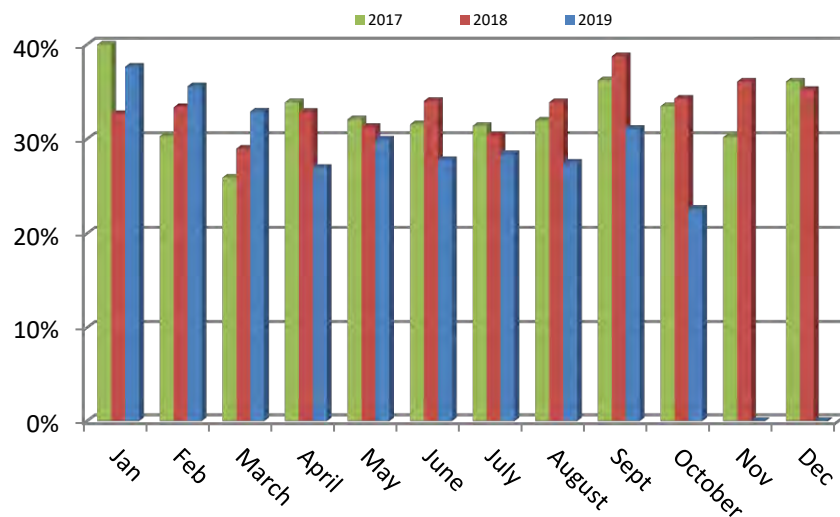
## CUSTOMER SERVICE – OCTOBER 2019

### Fixed Route Calls



	2017	2018	2019
<b>October</b>	33,960	18,792	16,279

### Lost & Found Percentage of Recovered

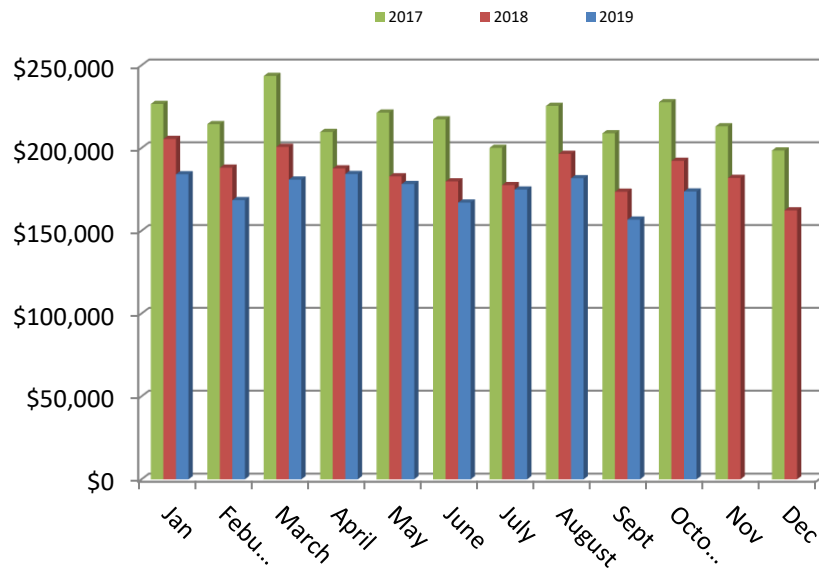


	2017	2018	2019
<b>October</b>	33.48%	34.27%	22.64%



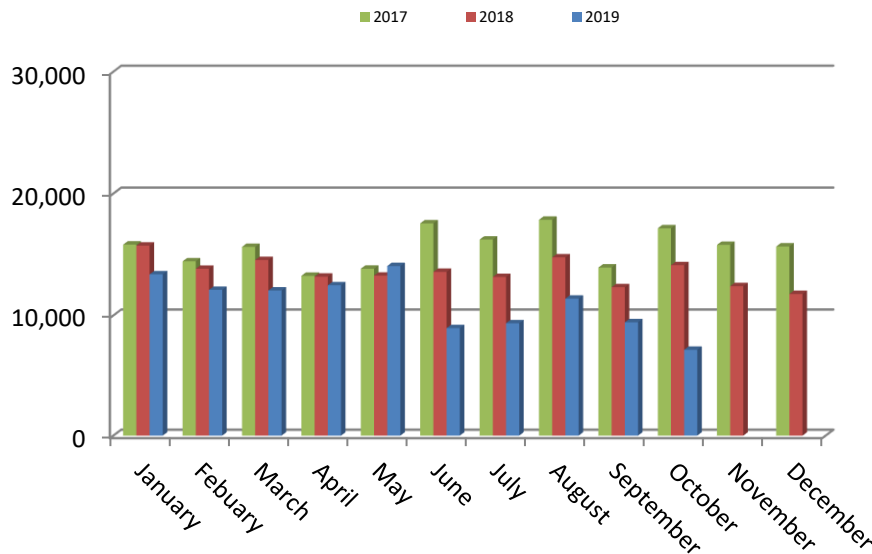
# LYNX Board Agenda

## Fare Media Sales at LCS



	2017	2018	2019
October	227,651	192,214	173,699

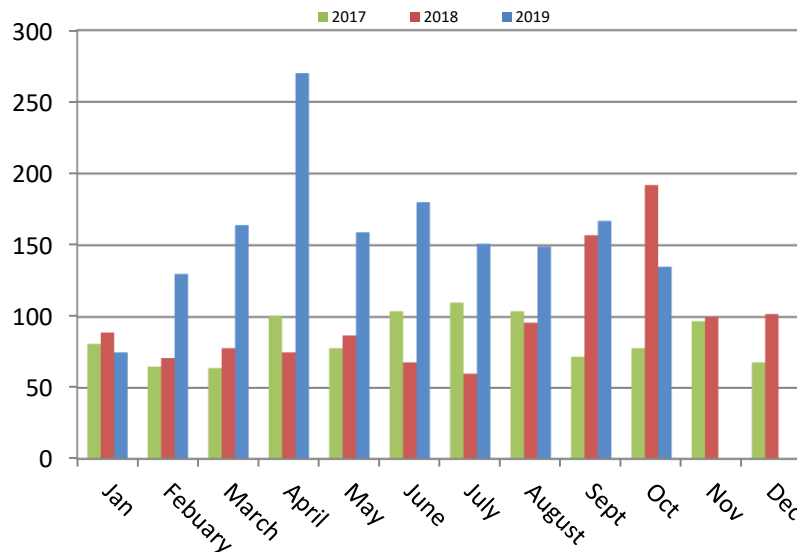
## Customers Served at LCS



	2017	2018	2019
October	17,155	14,126	7,144

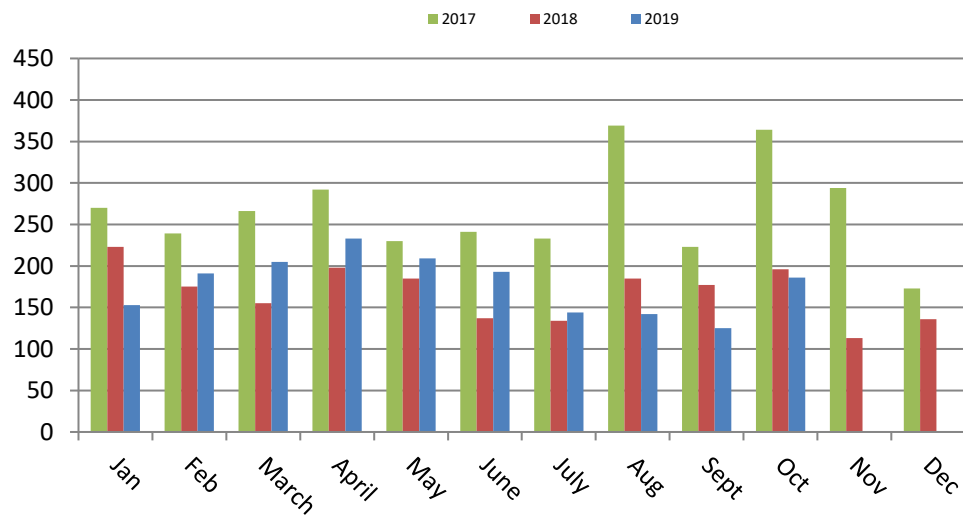
# LYNX Board Agenda

## Mobility Services Concerns



	2017	2018	2019
October	78	192	135

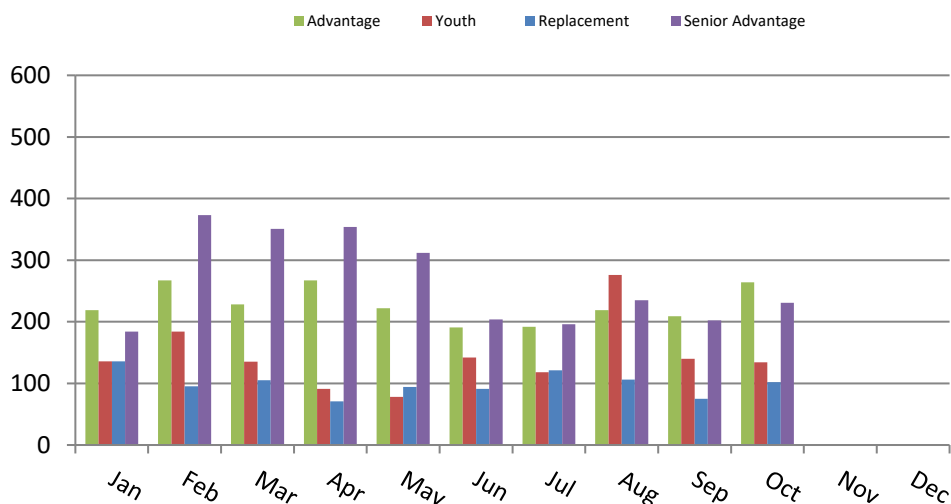
## LYNX/Fixed Route Concerns



	2017	2018	2019
October	364	196	186

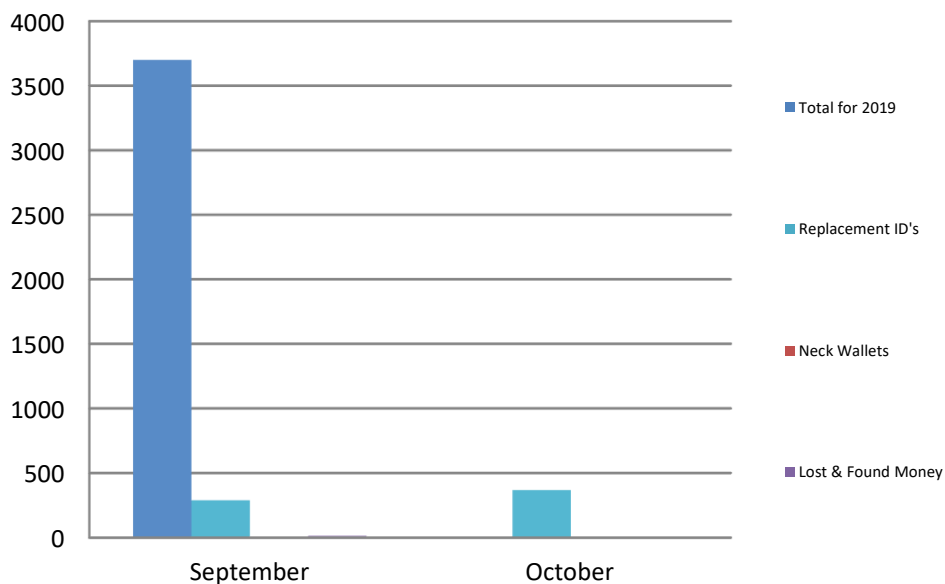
# LYNX Board Agenda

## IDs ISSUED in 2019



	2017	2018	2019
October	792	931	731

## Income Generated Revenue



	ID Replacements	Lost and Found	Item Sales
September	\$289	\$14	\$0
October	\$368	\$0.00	\$0.00

# LYNX Board Agenda

## COMMUTER VANPOOL PROGRAM

VANPOOLS	OCTOBER 2019
Vanpool Participants	*693
Total Revenue Miles	*202,185
New Vanpool	1
Returned Vanpools	2
Current Vans at Service	187
Pending Interests	City of Orlando, Offsite Disney office
Events	Transit Info Fair

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

## ADVERTISING SALES

ADVERTISING SALES REVENUE	OCTOBER 2019	FY20 TOTAL
Sales Revenue	\$720,572.67	\$432,343.60

# LYNX Board Agenda

## Monthly Report B

**To:** LYNX Board of Directors

**From:** Norman Hickling  
Director Of Mobility Services  
Nanette Stephens  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6169

**Item Name:** Mobility Service Reports

**Date:** 12/5/2019

---

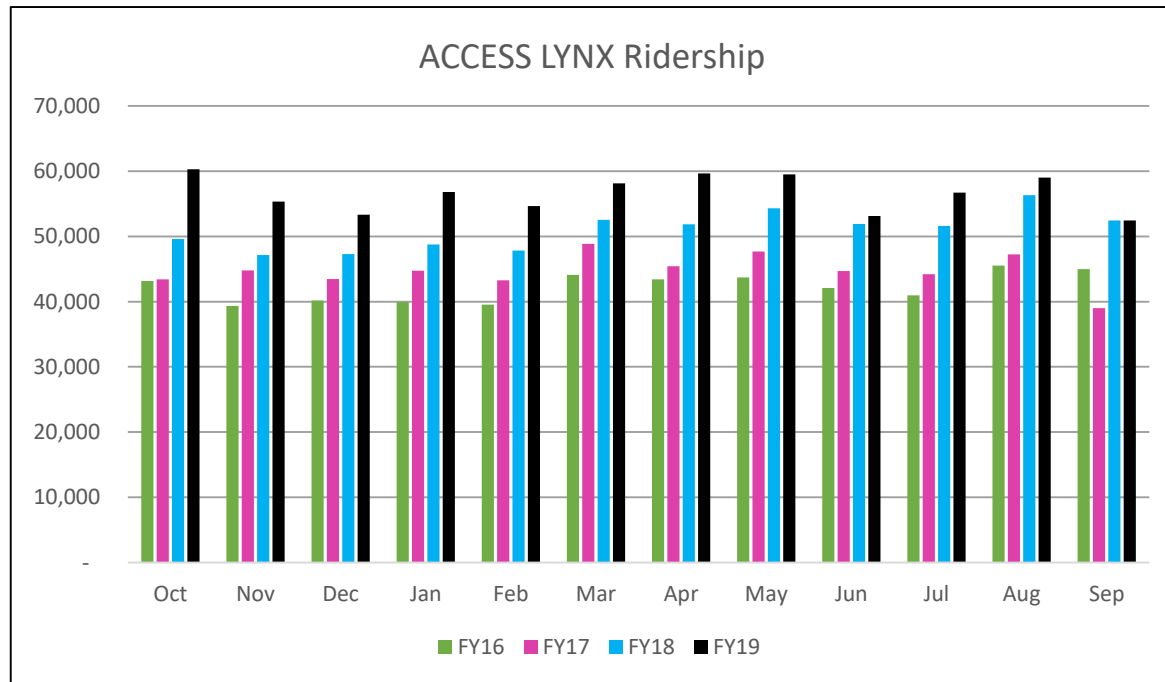
LYNX staff will provide a monthly status report regarding the Key Performance Indicators (KPI) for the Mobility Service Division Performance measures including the number of scheduled and completed trips, new and recertified ADA and TD applications, functional assessments and travel training, organizational improvement initiatives, etc.

# Mobility Management Services

December 5, 2019

# Performance Measures – TOTAL ACCESSLYNX Ridership – Completed Trips

Month	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
FY16	43159	39350	40198	39918	39548	44091	43411	43699	42095	40962	45505	44993
FY17	43393	44809	43452	44724	43249	48846	45415	47692	44683	44214	47235	38976
FY18	49614	47154	47288	48748	47855	52544	51837	54331	51915	51600	56323	52442
FY19	60273	55346	53338	56818	54667	58139	59668	59527	53137	56697	59042	52449



\* Lyft service ended March 15, 2019

# Transportation Option – MV

- Scheduled

Month	Ambulatory	WheelChair	Total
October	28,980	17,258	46,238
November	28,357	17,133	45,490
December	27,570	17,014	44,584
January	26,628	17,722	44,350
February	26,970	16,703	43,673
March	26,176	17,373	43,549
April	26,086	17,717	43,803
May	26,222	17,258	43,480
June	27,962	15,848	43,810
July	26,884	16,660	43,544
August	26,886	16,839	43,725
September	27,697	15,794	43,491
FY19 Year to Date Total: 529,737			

- Completed

Month	Ambulatory	WheelChair	Total
October	23,315	14,969	38,284
November	23,093	14,115	37,208
December	22,981	14,046	37,027
January	22,416	14,696	37,112
February	23,100	14,086	37,186
March	22,583	14,437	37,020
April	22,502	14,784	37,286
May	22,424	14,642	37,066
June	23,926	13,301	37,227
July	22,903	14,182	37,085
August	23,116	14,525	37,641
September	23,891	13,369	37,260
FY19 Year to Date Total: 447,402			



# Transportation Option – OWL

- Scheduled

Month	Ambulatory	WheelChair	Total
October	4,313	1,400	5,713
November	4,711	1,505	6,216
December	4,822	1,698	6,520
January	4,342	1,351	5,693
February	4,364	1,384	5,748
March	6,538	2,281	8,819
April	7,058	2,395	9,453
May	6,762	2,679	9,441
June	7,033	2,372	9,405
July	6,871	2,371	9,242
August	6,869	2,340	9,209
September	6,183	1,987	8,170
FY19 Year to Date Total: 93,629			

- Completed

Month	Ambulatory	WheelChair	Total
October	3,738	1,128	4,866
November	3,705	1,156	4,861
December	3,847	1,335	5,182
January	3,491	1,082	4,573
February	3,524	1,103	4,627
March	5,371	1,760	7,131
April	5,883	1,917	7,800
May	5,613	2,141	7,754
June	5,854	1,943	7,797
July	5,850	1,907	7,757
August	5,850	1,908	7,758
September	5,155	1,592	6,747
FY19 Year to Date Total: 76,853			

# Transportation Option – Mears

- Scheduled

Month	Ambulatory	WheelChair	Total
October	16,623	-	16,623
November	14,237	-	14,237
December	11,848	-	11,848
January	16,694	-	16,694
February	13,493	-	13,493
March	15,791	-	15,791
April	17,063	-	17,063
May	17,286	-	17,286
June	9,273		9,273
July	13,084		13,084
August	15,150		15,150
September	9,342		9,342
FY19 Year to Date Total: 169,884			

- Completed

Month	Ambulatory	WheelChair	Total
October	15,889		15,889
November	12,119		12,119
December	10,078		10,078
January	14,077		14,077
February	11,830		11,830
March	13,550		13,550
April	14,582		14,582
May	14,707		14,707
June	7,981		7,981
July	11,263		11,263
August	12,959		12,959
September	7,960		7,960
FY19 Year to Date Total: 146,995			

\* Wheelchair not available on Mears Service

# Transportation Option – UZURV

- Scheduled

Month	Ambulatory	WheelChair	Total
June	143	N/A	143
July	618	N/A	618
August	717	N/A	717
September	702	N/A	702
FY19 Year to Date Total: 2,180			

- Completed

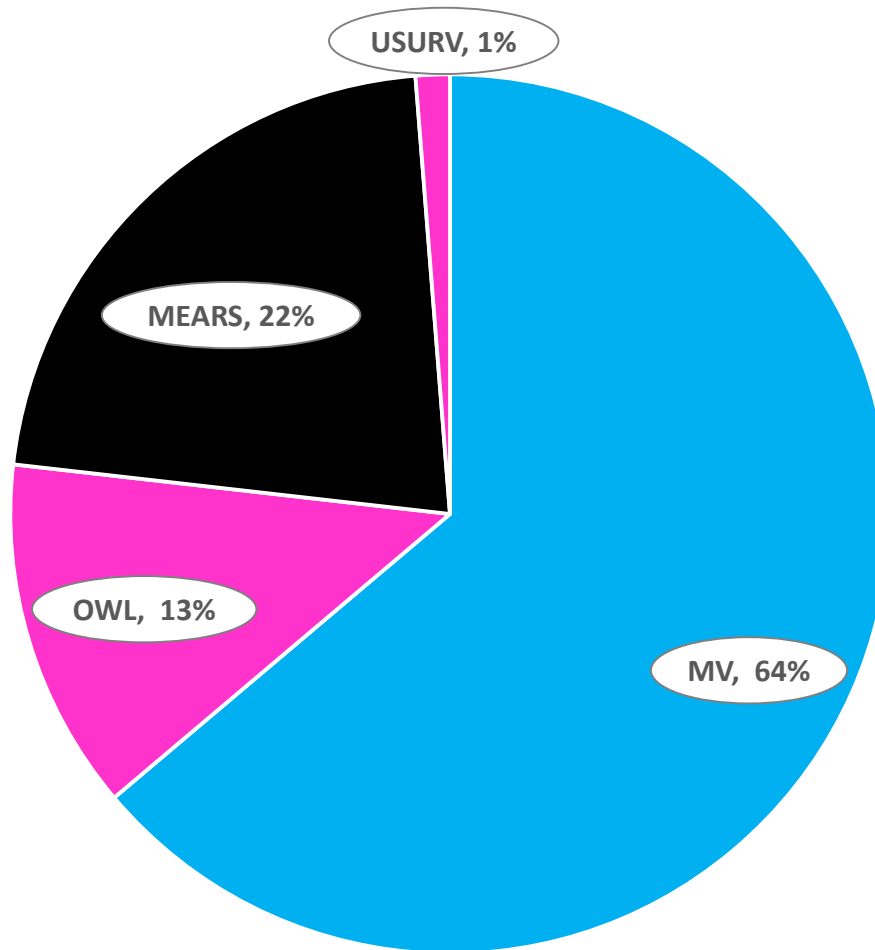
Month	Ambulatory	WheelChair	Total
June	132	N/A	132
July	592	N/A	592
August	684	N/A	684
September	662	N/A	662
FY19 Year to Date Total: 2,070			

\* Wheelchair service not available on UZURV

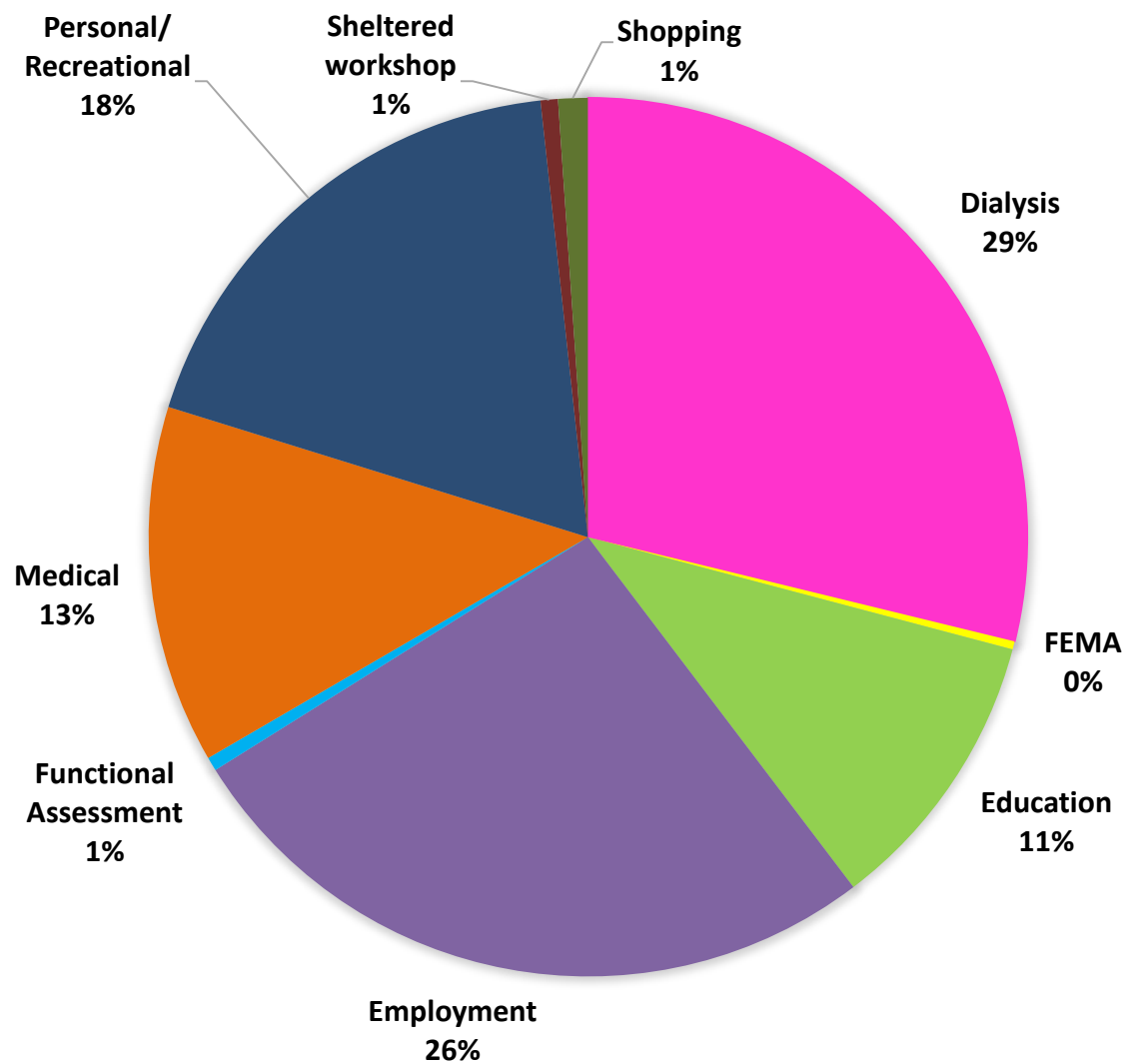
# ACCESSLYNX – TRIPS Transitioned to TNC/TAXI

## September 2019

MV = 37,260
MEARS = 7,960
OWL = 6,747
UZURV = 662



## ACCESSLYNX – ALL TRIPS BY PURPOSE - September 2019

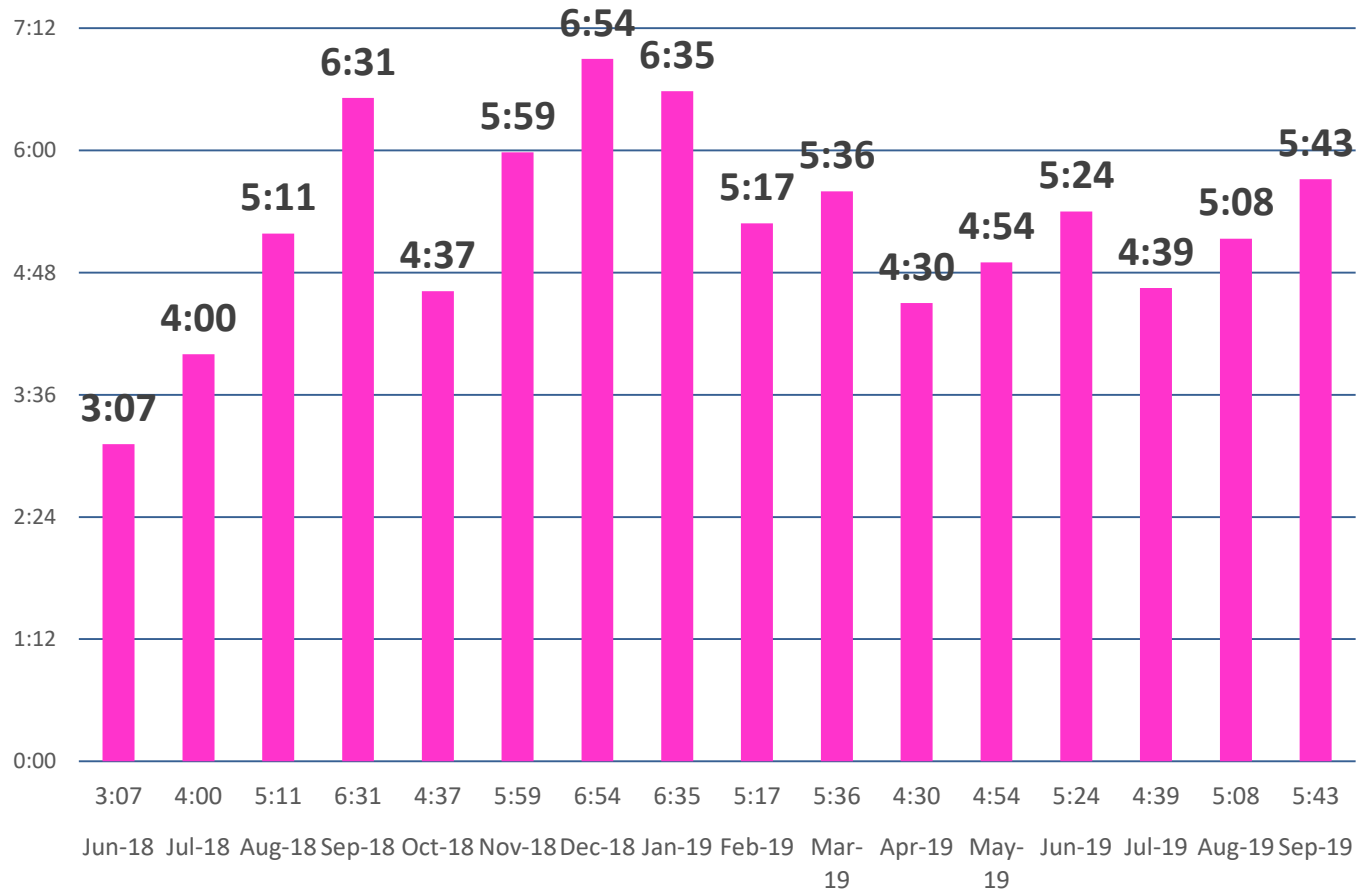


# No Show Counts

- Mobility Services Supervisors – Customer focus approach
  - Reaching out to customers on weekly basis to discuss no shows trends, cancels at door, and late cancellations
  - Supervisors also educating customer on proper cancellation of trips and discussing with customer to voluntarily remove the subscription
- Habitual No Show customers – Subscription rights are suspended and each ride must be reserved one day prior

	November	December	January	February	March	April	May	June	July	August	September
<b>TOTAL:</b>	<b>5524</b>	<b>5147</b>	<b>4818</b>	<b>4187</b>	<b>4896</b>	<b>4668</b>	<b>4776</b>	<b>3977</b>	<b>4101</b>	<b>4079</b>	<b>4312</b>
Cancel at Door	23	23	23	16	10	3	9	19	39	18	32
Cancel Late	1354	1038	925	900	993	1024	904	844	865	861	768
No Show	4147	4086	3870	3271	3893	3641	3863	3114	3197	3200	3512

## Performance Measures: Call Center – Average Hold Times



# Performance Measures – Unduplicated Eligible Customers

Month	Ambulatory	WheelChair	Both	Total
October	8,699	6,473	9	15,181
November	8,733	6,462	10	15,205
December	8,777	6,459	11	15,247
January	8,766	6,449	11	15,226
February	8,806	6,465	11	15,282
March	8,858	6,437	12	15,307
April	8,866	6,412	13	15,291
May	8,897	6,404	12	15,313
June	8,888	6,341	12	15,241
July	8,849	6,310	12	15,171
August	8,811	6,223	11	15,045
September	8,659	6,105	11	14,775



# Eligibility - ACCESS LYNX Application Processing

Program	October	November	December	January	February	March	April	May	June	July	August	September
ADA - New	213	274	228	202	235	196	306	246	281	268	303	268
TD - New	107	112	88	113	116	92	101	106	105	92	87	74
Sub - Total	320	386	316	315	351	288	407	352	386	360	390	342
ADA- Recert	278	260	339	238	204	209	259	238	165	295	311	293
TD-Recert	36	57	62	54	55	50	57	46	44	65	68	37
Sub- Total	314	317	401	292	259	259	316	284	209	360	379	330
TOTAL New and Recert:	634	703	717	607	610	547	723	636	595	720	769	672
Other						9	55	46	85	77	78	28
Total Denied						63	114	85	133	134	138	138
September - Pending Functional Assessment: 276												

Other: Applications for Stretcher service, Medicaid, Out of Service area, non-completion

# Program Initiatives

- ACCESS PLUS + (Free Pass Program)
- Travel Training Initiative
- Eligibility Restructure
- Application Programming Interface (API) Integration
- New Vehicle Procurement

# LYNX Board Agenda

## Monthly Report C

**To:** LYNX Board of Directors

**From:** Tomika Monterville  
Director Of Plan & Develop  
Bruce Detweiler  
(Technical Contact)  
Myles Okeefe  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6019

**Item Name:** Planning and Development Report

**Date:** 12/5/2019

---

### **STRATEGIC PLANNING, SERVICE PLANNING AND GIS:**

All Planning and Development staff have continued to attend the Orange County Transportation Initiative Town Halls and related meetings while providing responses to transit-related questions to attendees and Orange County staff.

All Planning and Development staff have begun work on completing the FY2019 National Transit Database (NTD) report, the annual report LYNX completes with the help of other internal Departments, and is required in order to receive funding from the Federal Transit Administration (FTA).

LYNX received comments from the Florida Department of Transportation (FDOT) on the FY2020 Annual Update to the Transportation Development Plan (TDP). Strategic Planning staff have completely addressed all comments and provided an updated TDP to FDOT as the final submission.

Service Planning is preparing for implementation of the December 15, 2019, service changes. Three public hearings were held in October in each jurisdiction regarding the proposed service changes. Service Planning staff are continuing to develop departmental Standard Operation Procedures (SOP) for several internal processes.

GIS staff are actively updating spatial data and mapping products. Concurrently, the GIS team is also developing departmental Standard Operation Procedures (SOP) for several of its processes and analysis. The team's efforts are focused on key transit-data elements delivered via dashboard-styled mapping for an intuitive user experience and improved data accessibility. Official launch of new mapping products are expected to parallel LYNX's website refresh.

# LYNX Board Agenda

## Monthly Report D

**To:** LYNX Board of Directors

**From:** Tomika Monterville  
Director Of Plan & Develop  
Bruce Detweiler  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6019

**Item Name:** Ridership Report - September 2019

**Date:** 12/5/2019

---

The attached monthly Performance Report includes September Year-To-Date figures for ridership and other performance indicators. Total ridership for September 2019, was 1,766,560. This is a 14.4% decrease from September 2018. On-Time Performance for Fiscal Year-To-Date 2019, is 72.8%.

- LYNX overall ridership decreased by 300K, or 14.4%, compared to September 2018\*. Year-to-date ridership for FY-19 (24,190,820) decreased 3.4% compared to September 2018 (25,284,739).
- LYMMO ridership decreased by 60K, or 66.4%, compared to September 2018\*. Year-to-date ridership for FY-19 (984,778) decreased 5.2% compared to FY-18 (1,038,341).
- Fixed Route ridership decreased by 245K, or 13.1%, compared to September 2018\*. Year-to-date ridership for FY-19 (21,891,256) decreased by 5.2% compared to FY-18 (23,082,922).
- NeighborLink ridership increased by 1K or 16.8% compared to September 2018. Year-to-date ridership for FY-19 (141,894) increased 32.2% compared to FY-18 (107,339).
- ACCESS LYNX ridership increased by 1K, or 1.4%, compared to September 2018. Year-to-date ridership for FY-19 (747,879) increased by 11.2% compared to FY-18 (672,567).
- Vanpool ridership increased by 6K, or 21.6% compared to September 2018. Year-to-date ridership for FY-19 (399,119) increased by 10.7% compared to FY-19 (360,474).
- There were no special ridership events to report for September 2019.

# LYNX Board Agenda

**\*Note: Due to a farebox probing issue, ridership figures for fixed route and LYMMO for September 2019 are inaccurate and may reflect lower numbers.**



## September 2019 Service Performance Report

### RIDERSHIP

Total Ridership by Mode						
	Sep-18	Sep-19	% Δ	YTD-18	YTD-19	% Δ
LYMMO	92,797	57,932*	-37.6%	1,038,341	1,011,540	-2.6%
Fixed Route	1,876,325	1,631,418*	-13.1%	23,082,922	21,891,256	-5.2%
NeighborLink	9,072	10,593	16.8%	107,339	141,894	32.2%
ACCESS LYNX	57,395	58,201	1.4%	672,567	747,879	11.2%
Vanpool	28,937	35,178	21.6%	360,474	399,119	10.7%
Special Events	0	0	-	23,096	25,894	12.1%
<b>SYSTEM TOTAL</b>	<b>2,064,526</b>	<b>103,972</b>	<b>-95.0%</b>	<b>25,284,739</b>	<b>24,217,582</b>	<b>-4.2%</b>

<b>September 2018:</b>	19 Weekdays	5 Saturdays	6 Sundays
<b>September 2019:</b>	20 Weekdays	4 Saturdays	6 Sundays

**LYNX** ridership decreased by 271K, or 13.1%, compared to September 2018. System-wide average weekday riders decreased by 15.1% year-to-date. \*There was an issue with farebox data which is being evaluated by the software vendor.

**LYMMO** ridership decreased by about 35K, or 13.1%, compared to September 2018. Average weekday ridership for LYMMO was down 28.2% in September 2019. Ridership decrease is attributed to the closure of the Orlando Union Rescue Mission, 410 W Central Blvd. \*There was also an issue with farebox data, which is being evaluated by the software vendor.

**Fixed Route** ridership decreased by 245K, or 13.1%, compared to September 2018. Average daily ridership decreased by 15.9% compared to the same time period last year. \*Part of this decrease may be associated with the farebox data issue, which is being evaluated by the software vendor. Nationwide bus ridership has seen the largest decrease among transit modes, according to American Public Transportation Association (APTA). This is primarily due to the increased use of rideshare programs, and the low unemployment rate.

**NeighborLink** ridership increased by about 1K, or 16.8%, compared to September 2018. This is due to inaccurate ridership reporting from the previous year, which has been corrected.

**ACCESS LYNX** ridership increased by 1K, or 1.4% when compared to September 2018. This is on par with a general increased use of paratransit as more people become eligible for this service.

**Vanpool** ridership increased by about 6K, or 21.6%, compared to September 2018.

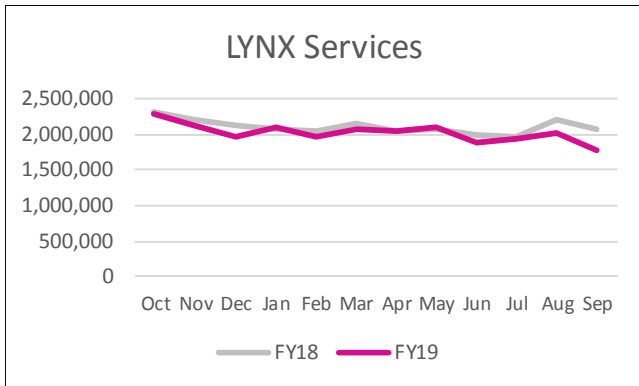
According to the U.S. Energy Information Administration, the average price of gasoline in the U.S. was \$2.90/gallon in September 2018 and \$2.65/gallon in September 2019.

Average Daily Ridership by Mode									
Mode	Weekday			Saturday			Sunday		
	Sep-18	Sep-19	% Δ	Sep-18	Sep-19	% Δ	Sep-18	Sep-19	% Δ
LYMMO	3,698	2,655	-28.2%	2,259	2,095	-7.3%	1,874	1,738	-7.3%
Fixed Route	74,104	62,331	-15.9%	54,782	51,344	-6.3%	32,408	31,571	-2.6%
NeighborLink	417	467	12.0%	228	315	38.2%	-	-	-
ACCESS LYNX	2,425	2,386	-1.6%	923	1,351	46.4%	430	846	96.7%
Vanpool	1,098	1,565	42.5%	178	296	66.3%	178	251	41.0%
<b>SYSTEM TOTAL</b>	<b>81,742</b>	<b>69,404</b>	<b>-15.1%</b>						

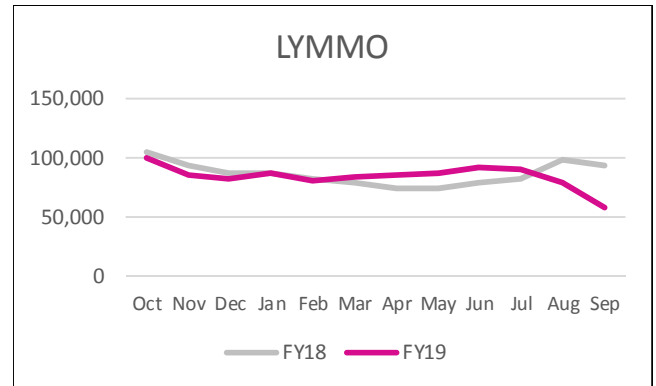


## September 2019 Service Performance Report

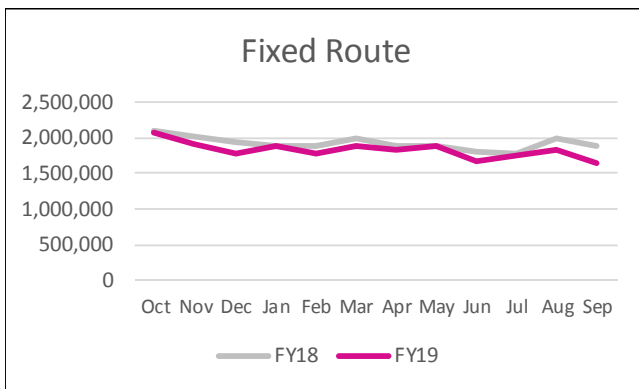
### MONTHLY RIDERSHIP TRENDS BY MODE



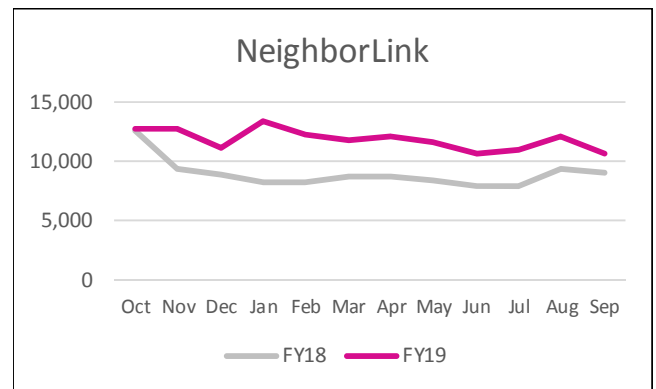
LYNX ridership decreased by 13.1% compared to the same time last year. Average weekday riders decreased by 15.1%.



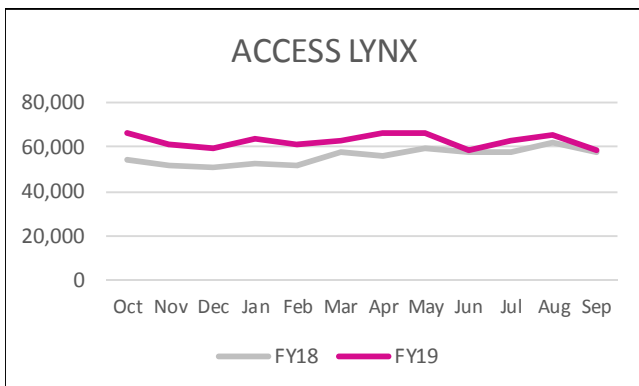
LYMMO ridership decreased by 37.6% compared to the same time last year. Average weekday riders decreased by 28.2%.



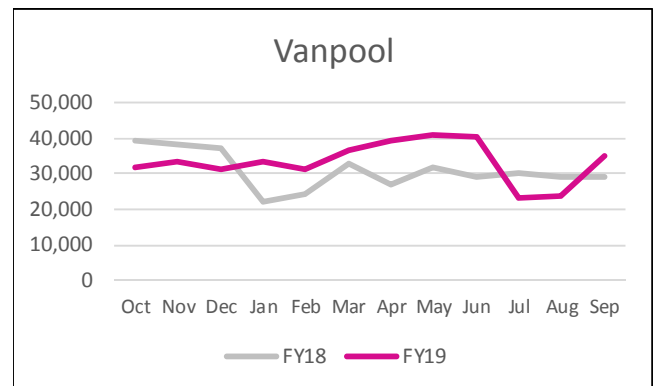
Fixed route ridership decreased 13.1% compared to September 2018. Average weekday riders decreased by 15.9%.



NeighborLink ridership increased 16.8% compared to September 2018. Average daily riders increased by 12.0%.



ACCESS LYNX saw a 1.4% increase over last year. Average daily riders decreased by 1.6%.



Vanpool ridership increased by 21.68% when compared to September 2018.



## September 2019 Service Performance Report

### FY19 Monthly Modal Performance Data Sheet - September 2019

<div>Month End Reporting</div> <div>Ridership</div> <div>Passengers per Trip</div> <div>On-Time Performance</div> <div>Farebox Recovery</div> <div>National Transit Database Reportable Accidents</div> <div>Complaints per 100,000 Miles</div> <div>Total Trips Scheduled</div> <div>Percentage of Scheduled Trips Operated</div> <div>Fleet Availability</div> <div>Preventative Maintenance Inspection Completed on Time</div>										
LYMMO										
Oct	105,656	11	74%	Not Applicable	0	0.03	10,017	99%	16	82%
Nov	93,747	10	73%		0	0.03	9,494	99%	16	60%
Dec	87,666	9	69%		0	0.05	9,510	99%	16	91%
Jan	87,496	9	67%		0	0.04	9,659	99%	16	89%
Feb	87,216	10	56%		0	0.04	8,848	99%	16	99%
Mar	84,207	9	80%		0	0.08	9,608	99%	16	56%
Apr	85,757	9	86%		0	0.05	9,558	99%	16	100%
May	87,815	9	84%		0	0.08	9,510	99%	16	100%
Jun	91,539	10	85%		0	0.06	8,995	99%	16	92%
Jul	90,944	10	83%		0	0.09	9,510	99%	16	96%
Aug	78,438	8	85%		0	0.09	9,476	99%	16	96%
Sep	31,170	4	88%		0	0.07	8,780	99%	16	100%
YTD	1,011,651	9	77.4%	0	0.06	112,965	99%	16	89%	
Fixed Route										
Oct	2,109,632	23	68%	26%	7	0.03	92,014	99%	289	82%
Nov	2,023,844	23	69%	24%	3	0.03	87,162	99%	291	60%
Dec	1,947,343	22	69%	18%	4	0.05	88,180	99%	288	91%
Jan	1,893,608	21	70%	23%	3	0.04	88,882	99%	290	89%
Feb	1,877,747	23	69%	20%	6	0.04	82,808	99%	289	99%
Mar	1,876,966	21	76%	23%	7	0.08	90,390	99%	283	56%
Apr	1,866,937	21	76%	20%	4	0.05	89,368	99%	288	100%
May	1,879,898	21	77%	19%	7	0.08	90,894	99%	285	100%
Jun	1,678,449	19	78%	17%	3	0.06	87,001	99%	285	92%
Jul	1,740,907	19	77%	24%	4	0.09	90,900	99%	297	96%
Aug	1,836,051	20	73%	19%	6	0.09	91,920	99%	293	96%
Sep	1,631,418	19	73%	22%	7	0.07	85,920	99%	281	100%
YTD	22,362,800	21	72.8%	21%	61	0.06	1,065,439	99%	288	88%





## September 2019 Service Performance Report

### FY19 Monthly Modal Performance Data Sheet - September 2019

Month End Reporting	Ridership	On-Time Performance	Collected Fares	NTD Reportable Incident	Complaints per 100,000 Miles	Fleet Availability	Preventable Maintenance Inspection Completed On-Time
NeighborLink							
Oct	12,667	100%	100%	1	11.0	85%	95%
Nov	12,681	100%	100%	0	6.9	86%	96%
Dec	11,176	100%	100%	0	9.2	83%	97%
Jan	13,403	100%	100%	0	2.8	84%	95%
Feb	12,320	100%	100%	0	9.3	84%	96%
Mar	11,770	100%	100%	0	7.5	96%	96%
Apr	12,024	100%	100%	0	5.3	100%	100%
May	11,568	100%	100%	0	12.8	83%	98%
Jun	10,619	100%	100%	0	14.1	81%	95%
Jul	11,027	100%	100%	0	6.1	84%	96%
Aug	12,045	100%	100%	0	6.4	82%	98%
Sep	10,593	100%	100%	0	17.9	84%	99%
YTD	141,893	100%	100%	1	9.1	86%	97%
ACCESS LYNX							
Oct	66,227	90.55%	99.57%	0	10.8	96%	95%
Nov	61,404	89.93%	99.63%	1	8.7	95%	96%
Dec	59,049	90.97%	99.68%	2	9.5	96%	97%
Jan	63,239	93.26%	99.67%	0	5.4	95%	95%
Feb	60,822	92.41%	99.50%	1	7.5	96%	96%
Mar	62,409	91.34%	99.42%	0	10.9	96%	96%
Apr	66,156	90.56%	99.62%	0	11.1	94%	100%
May	65,828	92.36%	99.60%	2	6.5	95%	98%
Jun	58,893	91.02%	99.27%	1	4.6	92%	95%
Jul	62,820	93.82%	99.60%	0	3.2	95%	96%
Aug	65,620	91.10%	99.78%	0	3.8	94%	98%
Sep	58,201	88.04%	99.54%	1	5.4	94%	99%
YTD	750,668	91.28%	99.57%	8	7.3	95%	97%



## September 2019 Service Performance Report

### Definitions of Metrics Used on the Monthly Performance Data Sheets

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

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

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

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

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

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

5

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

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

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

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

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

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