

LYNX Board Agenda


Meeting Date: 2/24/2022
Meeting Time: 1:30 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 1.27.22

Pg 3

3. Public Comments

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

4. Chief Executive Officer's Report


5. Oversight Committee Report

6. Consent Agenda





A. Request for Proposal (RFP)

- i.  Authorization to Release a Request for Proposal (RFP) for a Transit Simulator System Pg 7



B. Invitation for Bid (IFB)


- i.  Authorization to Release an Invitation for Bid (IFB) for Transit Bus Tire Leasing Services Pg 9

C. Award Contracts


- i.  Authorization to Negotiate and Award a Contract to Elliott & Company Turf and Landscaping Services, Inc. for Landscaping Services Pg 11
- ii.  Authorization to Negotiate and Award a Contract to AT&T Corp. for Cloud-Based Universal Communications as a Service (UCaaS) Pg 13
- iii.  Authorization to Negotiate and Award a Contract to AT&T Corp. for Internet Cloud-Based Contact Center as a Service (CCaaS) Pg 15
- iv.  Authorization to Negotiate and Award a Contract to Barracuda Building Contractors for the Installation, Repair and Removal of LYNX Transit Shelters and Associated Amenities Pg 18

D. Miscellaneous









- i.  Authorization to Transfer Two (2) Ticket Vending Machines to Southeastern Pennsylvania Transportation Authority Pg 20
- ii.  Authorization to Enter into a Memorandum of Understanding for Transit Planning In Support of the International Drive Transit Feasibility and Alternative Technology Assessment Pg 22

-Attachments 

7. Work Session






- A.  LYNX Fleet Composition and Path Towards Zero Emissions Pg 33

8. Information Items

- A.  Notification of Settlement Agreements Pursuant to Administrative Rule 6 Pg 34
- B.  Notification of Sole Source Procurements Pursuant to Administrative Rule 4 Pg 35
 - Attachments      

9. Other Business

10. Monthly Reports

- A.  Communications Report - January 2022 Pg 45
- B.  Monthly Financial Report - November 2021 Pg 53
 - Attachments 
- C.  Ridership Report - November 2021 Pg 55
 - Attachments 

11. Adjourned

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

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

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

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

DATE: **January 27, 2022**

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

Members in Attendance:

Jerry Demings, Mayor, Orange County, Vice-Chair

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

Viviana Janer, Commissioner, Osceola County BoCC

Andria Herr, Commissioner, Seminole County BoCC

1. Call to Order

Vice-Chair Demings called the meeting to order at 1:00 p.m.

Vice-Chair Demings asked Secretary Perdue to lead the Pledge of Allegiance.

2. Approval of Minutes

Commissioner Janer moved to approve the Board of Directors meeting minutes of December 9, 2021. Secretary Perdue seconded. The minutes were unanimously approved as presented.

3. Public Comments

Naqiy McMullen – Orlando, FL

Mr. McMullen would like dedicated bus lanes and better connectivity to SunRail.

James Brillhart – Orlando, FL

Mr. Brillhart would like to see route 319 return in Holden Heights.

Commissioner Robert Stuart – City of Orlando

Mr. Stuart thanked LYNX and Jeff Reine for the work on the Rosemont SuperStop.

4. Chief Executive Officer's Report

Jim Harrison, Chief Executive Officer, stated that the Rosemont SuperStop is almost complete. This project increased bus shelters from four to ten, upgraded lighting at both shelters and street lights. Safety improvements included installation of security fencing, more seating capacity, installation of traffic calming through road narrowing, speed tables and push button crossing signs for the cross walks. This project was completed under budget. Kudos to the Engineering and Construction project management for getting these projects completed.

The LYNX Operations Center expansion project is almost complete. The expansion includes space for two hundred paratransit vehicles, office space for operational dispatch, and for maintenance staff.

LYNX is closing out its annual ridership reporting to the National Transit Database. In FY2021, there was a slow but steady increase in ridership, with October the highest ridership month since the pandemic started. Fixed-route ridership is about sixty-two percent of FY2019 numbers, with the plan for FY2022 at sixty-seven percent. Paratransit ridership is about seventy percent of FY2019 numbers, with the plan for FY2022 at eighty-three percent.

LYNX has received the Certificate of Achievement award from the Government Finance Officer Association for the twenty-ninth consecutive year. This is the highest form of recognition in governmental accounting and financial reporting. Next month, the FY2023 budget assumptions will be presented.

The proposed revisions to the Administrative Rules will begin to be presented in brief presentations in the coming months. The revisions were performed with a comparative analysis not only with our funding partners, but also with peer transit agencies and a review by legal counsel Akerman and specialty counsel regarding labor and employment matters.

Next month, there will be a presentation on the LYNX fleet composition plan.

Mayor Demings asked about a date for the ribbon cutting for the Rosemont SuperStop. Mr. Harrison stated that the date is being finalized with the Commissioner's office and Mayor Dyer's office, but February 11 is the tentative date.

5. Oversight Committee Report

Commissioner Janer, Chair of the Oversight Committee provided her report on the Oversight Committee meeting that met earlier. She stated that the committee approved the minutes from the December 9, 2021, Oversight meeting.

Amanda Clavijo gave her report on the Finance and Audit Committee.

The Oversight Committee received a detailed presentation on the current fleet make-up and the path towards a zero-emissions fleet. The Oversight Committee recommends approval of all Consent Agenda items.

6. Consent Agenda:

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

- A. Invitation for Bid (IFP)
 - i. Authorization to Release an Invitation for Bid (IFP) for the Repainting of Bus Shelters
- B. Award Contracts
 - i. Authorization to Negotiate and Award a Contract to Jani-King of Orlando, LLC for Facility Disinfecting Services
 - ii. Authorization to Award Contract #22-C39 to DesignLab, Inc. for Bus Operators, Transportation, and Maintenance Supervisors Uniforms
- C. Extension of Contracts
 - i. Authorization to Exercise the First Option Year of Contract #20-C29 with Gray Robinson, P.A. for Labor/Employment Legal Services
- D. Miscellaneous
 - i. Authorization to Amend the Contract with Ceridian for Human Resource and Payroll Processing
 - ii. Authorization to Execute a Change Order with R.L. Burns, Inc. for the Construction of Safety, Security, and Aesthetic Improvements to the Rosemont Transfer Center
 - iii. Authorization to Purchase Eight (8) 2022 Ford Utility AWD V-6 Vehicles as Replacement Vehicles for Transportation
 - iv. Authorization to Increase the Not to Exceed Amount of Contract #22-C11 with Jobbers Equipment Warehouse for Rotary Mod30 Telescoping Hydraulic Cylinder Replacement

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

7. Action Agenda

- A. Election of LYNX Board of Directors Officers

Mayor Demings recognized Pat Christiansen, LYNX legal counsel, to start the election process. Commissioner Janer motioned to elect Mayor Demings to become Chair. Mayor Demings nominated Commissioner Janer as Vice-Chair. Commissioner Janer revised her motion to select Mayor Demings as Chair and Commissioner Janer as Vice-Chair. Motion was seconded by Commissioner Herr. Motion passed unanimously.

Motion to nominate Secretary Perdue as Secretary was made by Commissioner Janer. Second by Commissioner Herr. Motion passed unanimously.

8. Information Items

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

- A. Notification of Settlement Agreements Pursuant to Administrative Rule 6 – December 2021
- B. Notification of Sole Source Procurements Pursuant to Administrative Rule 4

9. Other Business

Mayor Demings explained that he has re-engaged a charter county infrastructure transportation sales tax to the November ballot. There must be support from the Board of County Commissioners. This initiative will provide a dedicated funding source for LYNX, which could double the size of LYNX and provide more frequent stops.

10. Monthly Reports: (For review purposes only)

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

- A. Communications Report – December 2021
- B. Communications Report – November 2021
- C. Monthly Financial Report – October 2021
- D. Ridership Report – October 2021

11. Adjourned:

The meeting adjourned at 1:35 p.m.

Certification of Minutes:

I certify that the foregoing minutes of the January 27, 2022 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: Terri Settington
Director Of Human Resources
Maria Colon
(Technical Contact)

Phone: 407.841.2279 ext: 6106

Item Name: Authorization to Release a Request for Proposal (RFP) for a Transit Simulator System

Date: 2/24/2022

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 a Transit Simulator System.

BACKGROUND:

In 2014, the LYNX Board of Directors approved the purchase of the Transit Simulator System. It has been in service for the past 7 years. With new technological changes and upgrades occurring in the past few years the Transit Simulator System is now out of date and requires updates of new technology.

The cost of updating the current simulator system is comparable if not more expensive than the cost to obtain a new system. LYNX staff feels that releasing a request for proposal for a new unit and retiring the current simulator is in the best interest of LYNX.

The Simulator has been used for the retraining of bus operators after an accident, improper rail road crossing, failure to stop at a road sign or digital device and other training scenarios as needed.

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

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

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required to provide documentation and report the certified DBE's and small business firms participating on the project.

FISCAL IMPACT:

The FY2022 Approved Capital Budget includes \$250,000 for the upgrade of the Simulator, which will be used to purchase the new Transit Simulator System. This project will be funded 100% with Federal funds.

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Consent Agenda Item #6.B. i

To: LYNX Board of Directors

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

Phone: 407.841.2279 ext: 6239

Item Name: Authorization to Release an Invitation for Bid (IFB) for Transit Bus Tire Leasing Services

Date: 2/24/2022

ACTION REQUESTED:

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to release an Invitation for Bid (IFB) for transit bus tire leasing services. The contract term shall be for an initial term of three (3) years with two (2) one (1) year options to extend.

BACKGROUND:

On September 28, 2017 the LYNX Board of Directors on Consent Agenda Item #7.B.iv approved the award of Contract #18-C02 to Bridgestone Americas Tire Operations, LLC for three (3) years with the option for two (2) one (1) year options. The final option year of the contract expires September 30, 2022.

The LYNX Vehicle Maintenance Division maintains a fleet of 298 transit buses, the tires used on the buses are currently leased. It has been LYNX practice to lease tires due to the fact that by leasing tires it results in lower costs per tire mile. Additionally, the costs of procuring and maintaining tire inventory and the tire disposal are avoided.

LYNX has continually monitored the market reviewing benefits of leasing versus buying transit bus tires and it has been proven that leasing produces the greater benefit as shown below.

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FY21 Tire Lease to Buy Annual Cost Comparison @ 54,000 miles per year					
Tire Size	Total # Tires	Lease Cost per tire mile	Purchase Cost per tire mile	Lease Cost per year	Purchase cost per year
B275/70R22.5	48	\$ 0.006338	\$ 0.01032	\$16,428.10	\$26,751.21
B315/80R22.5	1566	\$ 0.005886	\$ 0.00952	\$497,743.70	\$805,106.09
B305/70R22.5	340	\$ 0.005964	\$ 0.01021	\$109,499.04	\$187,426.50
385/55R22.5	12	\$ 0.019001	\$ 0.01510	\$12,312.65	\$9,787.53
Annual Totals				\$635,983.49	\$1,029,071.33

All labor, equipment and supplies required to maintain the leased tire inventory are also part of the tire leasing services contract.

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

A DBE participation goal is not applicable for this activity.

FISCAL IMPACT:

The FY2022 Approved Operating Budget includes \$679,971 for transit bus tire leasing services.

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Consent Agenda Item #6.C. i

To: LYNX Board of Directors

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

Phone: 407.841.2279 ext: 6239

Item Name: Authorization to Negotiate and Award a Contract to Elliott & Company Turf and Landscaping Services, Inc. for Landscaping Services

Date: 2/24/2022

ACTION REQUESTED:

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to negotiate and award a contract for an initial three (3) year term with no extension options, to Elliott & Company Turf and Landscaping Services, Inc., for landscaping services for an amount not to exceed \$190,000.

BACKGROUND:

This will be a cooperative purchase agreement off of the State of Florida Department of Management Services (DMS) Contract #70111706-15-ACS for Lawncare Services. The DMS contract is valid through June 30, 2025.

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

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

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

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FISCAL IMPACT:

The FY2022 Approved Operating Budget includes \$63,000 for landscaping services.

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Consent Agenda Item #6.C. ii

To: LYNX Board of Directors

From: Craig Bayard
Director Of Information Technology
Jose Felix
(Technical Contact)

Phone: 407.841.2279 ext: 6008

Item Name: Authorization to Negotiate and Award a Contract to AT&T Corp. for Cloud-Based Universal Communications as a Service (UCaaS)

Date: 2/24/2022

ACTION REQUESTED:

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to negotiate and execute a contract with AT&T Corp. for Cloud-Based Universal Communications as a Service (UCaaS). The recommended term of the agreement will be for a three (3) year term with two (2) one (1) year renewal options with a not to exceed cost of \$320,519 for the first three (3) year term.

BACKGROUND:

At the December 10, 2020, LYNX Board of Director's meeting, staff received authorization to Release a Request for Proposal (RFP) for an Internet Cloud-Based Universal Communications as a Service (UCaaS) solution (contract #21-R24). The RFP was released on July 7, 2021, with responses due on August 16, 2021.

The RFP included required telephony services (traditional phone system PBX functions) including Direct Inward Dialing ("DID"), fax, voicemail, unified inbox, auto-attendant, speed dial, call forwarding, caller ID, call pickup, hunt groups, diverse endpoints (phones, mobile devices, softphones) and audio/video conferencing.

The SEC public meeting was held on December 16, 2021, with the following results:

Proposer	Total Score	Ordinal Ranking
AT&T Corp.	435	7
ConvergeOne	426.092	8
NWN	345.29	15

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It was the recommendation of the SEC to shortlist the following proposers and to eliminate the other firm from consideration. The SEC also requested demonstrations and answers to written questions given to both short listed proposers.

Proposer	Total Score	Ordinal Ranking
AT&T Corp.	435	7
ConvergeOne	426.092	8

The SEC received demonstrations from the short-listed proposers and held final scoring on January 26, 2022. The following is the ordinal racking from the SEC after reviewing the written answers and virtual demonstrations from the proposers. The SEC recommends that LYNX proceeds with contracting with AT&T Corp.

Proposer	Ordinal Ranking
AT&T Corp.	5
ConvergeOne	10

Cost for the services that was submitted by the vendor was \$320,519 for the initial three (3) year term, \$72,546 for option year 1, and \$72,564 for option year 2.

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

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

FISCAL IMPACT:

The FY2022 Approved Operating Budget includes \$101,040 for Cloud-Based Universal Communications as a Service (UCaaS).

LYNX Board Agenda

Consent Agenda Item #6.C. iii

To: LYNX Board of Directors

From: Craig Bayard
Director Of Information Technology
Jose Felix
(Technical Contact)

Phone: 407.841.2279 ext: 6008

Item Name: Authorization to Negotiate and Award a Contract to AT&T Corp. for Internet Cloud-Based Contact Center as a Service (CCaaS)

Date: 2/24/2022

ACTION REQUESTED:

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to negotiate and execute a contract with AT&T Corp. for Internet Cloud-Based Contact Center as a Service (CCaaS). The recommended term of the agreement will be for a three (3) year term with two (2) one (1) year renewal options with a not to exceed cost of \$367,508 for the first three (3) year term.

BACKGROUND:

At the December 10, 2020, LYNX Board of Director's meeting, staff received authorization to issue a Request for Proposal (RFP) for Internet Cloud-Based Contact Center as a Service (CCaaS). The proposal for Internet Cloud-Based Contact Center as a Service (CCaaS) (contract #21-R23) was released on June 18, 2021, with responses due on August 3, 2021.

LYNX's current phone system was installed in 2003 with three upgrades since then. The last was in 2013. The current phone system hardware and software have reached their end of life and are entering into the manufacturer's extended support maintenance. Updating or upgrading the current phone system will not gain the benefits that are required for today's business model without substantial capital and operating expenditure.

The implementation of the Internet cloud-based Contact Center service will augment customer communication with LYNX Mobility Service Representatives by using different methods of communication including voice calls, SMS messaging, and web-based chat.

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Providing this level of technology in support of the customer experience is critical to reliability, safety and support of cost-effective public transit and paratransit services in our region. As such, we have embarked on a digital transformation to update the way we interact with passengers by moving to the new generation of contact center technology. This change in platform supports the needs of our passengers by providing a fully integrated customer experience.

The SEC public meeting was held on December 12, 2020, with the following results:

Proposer	Total Score	Ordinal Ranking
Connex Services US Inc.	488	11
AT&T Corp.	471	14
Enghouse Transportation	455	15
TTEC Digital, LLC	389	28
Granite Telecommunications	351	32
ConvergeOne	368	33
NWN	359	35

It was the recommendation of the SEC to shortlist the following proposers and to eliminate the other firms from consideration. The SEC also requested demonstrations and answers to written questions given to all three short listed proposers.

Proposer	Total Score	Ordinal Ranking
Connex Services US Inc.	488	11
AT&T Corp.	471	14
Enghouse Transportation	455	15

The SEC received demonstrations from the three short listed proposers and held final scoring on January 13, 2022. The following is the ordinal racking from the SEC after reviewing the written answers and virtual demonstrations from the proposers. The SEC recommends that LYNX proceeds with contracting with AT&T Corp.

Proposer	Ordinal Ranking
AT&T Corp.	6
Connex Services US Inc.	13
Enghouse Transportation	17

Cost for the services that was submitted by the vendor was \$367,508 for the initial three (3) year term, \$100,508 for option year 1, and \$104,529.60 for option year 2.

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

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

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FISCAL IMPACT:

The FY2022 Approved Operating budget includes \$115,000 for Internet Cloud-Based Contact Center as a Service.

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Consent Agenda Item #6.C. iv

To: LYNX Board of Directors

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

Phone: 407.841.2279 ext: 6125

Item Name: Authorization to Negotiate and Award a Contract to Barracuda Building Contractors for the Installation, Repair and Removal of LYNX Transit Shelters and Associated Amenities

Date: 2/24/2022

ACTION REQUESTED:

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to negotiate and award a contract with Barracuda Building Contractors for the installation, repair and removal of LYNX transit shelters and associated amenities. The contract will be for three (3) years with two (2) option years. The total cost not to exceed for the first three (3) years is \$3,129,583.

BACKGROUND:

In August 2020, the LYNX Board of Directors granted permission to proceed with a Request for Proposal for the installation, repair and removal of LYNX transit shelters and associated amenities.

LYNX has previously awarded a contract for this to Barracuda Building Contractors for a term of two (2) years. The current contract expired in February 2021.

LYNX has approximately 1200 bus shelters installed to date. Based on the annual budget, LYNX strives to install approximately 30 bus shelters per year.

The contract supports a variety of tasks to include, but not be limited to: site demolition and preparation, traffic control, ground work, installation of ADA landing pads, installation of transit shelters and amenities; repairs and removal of shelters and amenities. The contract includes all labor, material, equipment, and suppliers required to provide these services.

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RFP #21-R06 was released on May 24, 2021 and responses due on June 25, 2021. The SEC met on September 24, 2021. However, the initial solicitation was met with a protest that resulted in a rejection of all bids on October 27, 2021.

The subsequent re-bid was released on November 17, 2021. The proposals were due on December 17, 2021. A total of two bids were received:

Barracuda Building Contractors Waypoint Contracting, Inc.

The SEC met on January 19, 2022 to discuss the two (2) proposals. The meeting was publicly noticed in accordance with the Florida Sunshine Law.

The proposals were evaluated by each member of the SEC based on the following criteria set forth in the RFP:

- **Qualification of the Proposer and Staff (45)**
- **Methodology / Approach (25)**
- **Pricing Proposal (30)**

Scoring of the proposals submitted was based on a total possible score of 100 and the lowest ordinal ranking will be recommended for contract approval:

Proposer	Score	Ordinal Ranking
Barracuda Building Corporation, Inc.	297	3
Waypoint Contracting, Inc.	264	6

After discussions on the proposals received from the two (2) firms, the SEC ranked the proposals received. The SEC moved to recommend to the LYNX Board of Directors to award this contract to Barracuda Building Contractors.

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

A DBE participation goal of 13% is accessed for this procurement. LYNX's procurement policy requires contractors to use a good faith effort to subcontract portions of their work for material, supplies and services to Disadvantaged Business Enterprise (DBE) Firms.

FISCAL IMPACT:

The FY2022 Approved Capital Budget includes \$4,320,696 for the installation of new shelters which are 100% Federal Funded. The FY2022 Approved Operating Budget includes \$100,000 for the repair and removal of shelters as needed.

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Consent Agenda Item #6.D. i

To: LYNX Board of Directors

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

Phone: 407.841.2279 ext: 6014

Item Name: Authorization to Transfer Two (2) Ticket Vending Machines to Southeastern Pennsylvania Transportation Authority

Date: 2/24/2022

ACTION REQUESTED:

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to negotiate and execute the transfer of two (2) ticket vending machines and associated components to Southeastern Pennsylvania Transportation Authority.

BACKGROUND:

At the October 10, 2011 LYNX Board of Directors meeting, the Chief Executive Officer (CEO) was authorized to enter into an Interlocal Agreement with the Florida Department of Transportation (FDOT) to perform a joint procurement of ticket vending machines with FDOT, LYNX and VOTRAN. These ticket vending machines would sell fare media for use on services offered by the three entities. Authorization was provided by the Board of Directors at its August 9, 2012 meeting for the CEO to negotiate and award a contract for ticket vending machines to Affiliated Computer Services, Inc. (ACS).

LYNX procured two ticket vending machines using Federal Transit Administration (FTA) funding which were installed in the passenger lobby at LYNX Central Station. The development of the software to operate the vending machines was delayed during development by the vendor. This has resulted in LYNX not being able to put the vending machines into revenue service to date.

The Southeastern Pennsylvania Transportation Authority has expressed an interest in receiving the two ticket vending machines for their agency. The transfer of the two ticket vending machines will require Federal Transit Administration (FTA) approval in order to waive or

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transfer any outstanding obligation associated with the equipment and their related components which is currently valued at \$70,790. LYNX staff will continue to work with Southeastern Pennsylvania Transportation Authority and/or with other agencies to facilitate the transfer of the two ticket vending machines.

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

No DBE participation goal is applicable for this activity.

FISCAL IMPACT:

The net book value of the two (2) ticket vending machines and components is \$70,790. The potential FTA obligation is \$70,790.

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Consent Agenda Item #6.D. ii

To: LYNX Board of Directors

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

Phone: 407.841.2279 ext: 6136

Item Name: Authorization to Enter into a Memorandum of Understanding for Transit Planning In Support of the International Drive Transit Feasibility and Alternative Technology Assessment

Date: 2/24/2022

ACTION REQUESTED:

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to enter into a Memorandum of Understanding with Orange County to provide transit planning in kind services in support of the International Drive (I-Drive) Transit Feasibility and Alternative Technology Assessment (TFATA).

BACKGROUND:

The TFATA study evaluated the potential of implementing a transit circulator operating within the I-Drive District. The project purpose is to improve mobility options for a diverse set of travel markets within the rapidly growing I-Drive District, and to implement a sustainable multimodal system that reflects and complements the surrounding environment.

In its role as the regional transportation authority and designated recipient for Federal Transit Administration funds for the Central Florida region, LYNX will support the continued efforts of Orange County to advance their plans for transit in the I-Drive corridor with LYNX staff serving as technical advisors.

This cooperative effort will help to address increasing transportation needs and to implement a sustainable multimodal system the complements the surrounding environment.

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

A DBE participation goal is not applicable for this activity.

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FISCAL IMPACT:

There is no fiscal impact.

MEMORANDUM OF AGREEMENT

between

ORANGE COUNTY

and

CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY
D/B/A LYNX

for

TRANSIT PLANNING IN KIND SERVICES

MEMORANDUM OF AGREEMENT

between

ORANGE COUNTY

and

CENTRAL FLORIDA REGIONAL TRANSIT AUTHORITY
d/b/a LYNX

for

TRANSIT PLANNING IN KIND SERVICES

This Memorandum of Agreement is made and entered into this _____ day of _____, 2022, by and between **ORANGE COUNTY**, a charter county and political subdivision of the State of Florida (hereinafter referred to as "**COUNTY**"), and the **CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY d/b/a LYNX**, a body politic and corporate, created by Part II, Chapter 343, Florida Statutes (hereinafter referred to as "**LYNX**").

WITNESSETH

WHEREAS, COUNTY has authority pursuant to Section 125.01, Florida Statutes, to enter into agreements; and

WHEREAS, LYNX has the authority pursuant to Chapter 343, Part III, Florida Statutes, to enter into agreements; and

WHEREAS, LYNX was created by the above-stated charter to perform functions necessary for the achievement of an integrated, efficient and well-balanced public transportation system in the Central Florida Region; and

WHEREAS, in 2021, COUNTY completed the International Drive Transit Feasibility and Alternative Technology Assessment (TFATA) (hereinafter referred to as "Study"); and

WHEREAS, the Study analyzed the potential of implementing a premium transit service as an urban circular operating within the International Drive (I-Drive) District along International Drive from Sand Lake Road to Sea Harbor Drive (hereinafter referred to as "Project"); and

WHEREAS, the Study also proposes roadway improvements to Tradeshow

Boulevard as part of the Project, including the addition of travel and transit lanes between Destination Parkway and Universal Boulevard; and

WHEREAS, the purpose was to address increasing transportation needs within the I-Drive District and the desire by **COUNTY** to implement a sustainable multimodal system that reflects and complements the surrounding environment; and

WHEREAS, an Implementation Plan was provided to guide the **COUNTY's** decisions around project delivery and **COUNTY** staff was authorized to initiate inter-agency coordination for funding, design, right-of-way acquisition and construction phases of the project; and

WHEREAS, **COUNTY** is putting together a consultant team to include technical reviews of proposer's questions and the proposals for the Project development; and

WHEREAS, **LYNX** has been approached by the **COUNTY** and agrees to provide Transit Planning in-kind services for the Project as the public transit authority for the Central Florida Region and the prospective operator of the completed Project; and

WHEREAS, the in-kind transit planning services provided by **LYNX** will be essential to the success of the Project due to its expertise in the transit industry and knowledge of the Federal Transit Authority (hereinafter referred to as "FTA") project development process for New & Small Starts projects; and

WHEREAS, this Memorandum of Understanding evidences the intentions of the respective parties to cooperate with each other in the furtherance of the public interest to implement a sustainable multimodal system; and

WHEREAS, this Memorandum of Agreement (hereinafter referred to as "Agreement") will be effective upon approval and execution by the **COUNTY and LYNX**.

NOW, THEREFORE, in consideration of the above recitals, the mutual terms, conditions, and covenants hereinafter set forth, **COUNTY and LYNX** agree as follows:

Section 1-SCOPE OF IN-KIND PLANNING SERVICES

1.1 **LYNX** shall furnish to **COUNTY** in-kind transit planning services for the Project as stated in the attached Exhibit "A" (hereinafter referred to as "Services"). **COUNTY** will not provide monetary compensation to **LYNX** for the Services. As the public transit authority for the Central Florida Region and the prospective operator of the

completed Project, **LYNX** will benefit from the provision of Services to the **COUNTY**.

Section 2- TERM

- 2.1 The term of this Agreement shall commence on the date hereof and terminate upon such time as **LYNX** furnishes all Services to **COUNTY** for the Project in accordance with terms herein.

Section 3 - TERMINATION

- 3.1 This Agreement may be terminated for convenience by either party upon thirty (30) days written notice to the other party of an intent to terminate and the date on which such termination becomes effective.

Section 4- INDEMNIFICATION

- 4.1 **LYNX** and **COUNTY** are each a political subdivision or agency of the State of Florida as defined in Chapter 768.28, Florida Statutes or Chapter 343, Part II, Florida Statutes and each agrees to be fully responsible for the acts and omissions of its agents or employees, to the extent permitted by law. Nothing herein is intended to serve as a waiver of sovereign immunity by any party to which sovereign immunity may be applicable. Nothing herein shall be construed as consent by a state agency, political subdivision of the State of Florida or an agency of the State to be sued by third parties in any matter arising out of this Agreement or any other contract.

Section 5 - GENERAL PROVISIONS

- 5.1 Neither **LYNX** nor **COUNTY** intend to directly or substantially benefit a third party by this Agreement. Therefore, the parties agree that there are no third-party beneficiaries to this Agreement and that no third party shall be entitled to assert a claim against either of them based upon this Agreement. The parties expressly acknowledge that it is not their intent to create any rights or obligations in any third person or entity under this Agreement.
- 5.2 Whenever either party desires to give notice to the other related to termination, such notice must be in writing, sent by certified United States Mail, postage prepaid, return receipt requested, or by hand-delivery with a request for a written receipt of acknowledgment of delivery, addressed to the party for whom it is intended at the place last specified. The place for giving notice shall remain the

same as set forth herein until changed in writing in the manner provided in this section. As for any other notice regarding services provided for under this Agreement, electronic communication is acceptable. For the present, the parties designate the following:

LYNX
LYNX CEO
455 N. Garland Ave
Orlando, FL 32801

With copy to:

LYNX
Myles O'Keefe, Manager of Strategic Planning 455
N. Garland Ave
Orlando, FL 32801

COUNTY:
Orange County Administrator's Office
Orange County Administration Building
201 South Rosalind Avenue, 5th Floor
Orlando, Florida 32801
Attention: County Administrator

DIVISION:
Manager, Transportation Planning
Planning, Environmental and Development Services
4200 S. John Young Parkway
Orlando, Florida 32839

- 5.3 Neither this Agreement nor any interest herein shall be assigned, transferred, or encumbered by either party.
- 5.4 The rendition of services, standards of performance, discipline of employees and other matters incidental to the performance of services and control of personnel shall remain with **LYNX**. This Agreement does not make **LYNX's** agents, employees or legal representatives the officers or employees of **COUNTY** for any purpose whatsoever, and the employees and agents of **LYNX** are in no way authorized to make any contract, agreement, warranty or representation on behalf of the **COUNTY** or to create any obligation on behalf of the **COUNTY**.

- 5.5 Any costs or expenses, including reasonable attorney's fees, associated with the enforcement of the terms and conditions of this Agreement shall be borne by the respective parties, provided however, that this clause pertains only to the parties to this Agreement.
- 5.4 **COUNTY** and **LYNX** agree that each requirement, duty, and obligation set forth herein is substantial and important to the formation of this Agreement and, therefore, is a material term hereof.
- 5.5 Failure to enforce any provision of this Agreement shall not be deemed a waiver of such provision or modification of this Agreement. A waiver of any breach of a provision of this Agreement shall not be deemed a waiver of any subsequent breach and shall not be construed to be a modification of the terms of this Agreement.
- 5.6 In the event a portion of this Agreement is found by a court of competent jurisdiction to be invalid, the remaining provisions shall continue to be effective unless **COUNTY** or **LYNX** elects to terminate this Agreement. An election to terminate this Agreement based upon this provision shall be made within seven (7) days after the finding by the court becomes final.
- 5.7 The parties acknowledge that they have sought and received whatever competent advice and counsel as was necessary for them to form a full and complete Agreement of all rights and obligations herein and that the preparation of this Agreement has been their joint effort. The language agreed to expresses their mutual intent and the resulting document shall not, solely as a matter of judicial construction, be construed more severely against one of the parties than the other.
- 5.8 If there is a conflict or inconsistency between any term, statement, requirement, or provision of any exhibit attached hereto, any document or events referred to herein, or any document incorporated into this Agreement by reference and a term, statement, requirement, or provision of this Agreement, the term, statement, requirement, or provision contained in Articles 1 through 5 of this Agreement shall prevail and be given effect.
- 5.9 This Agreement shall be interpreted and construed in accordance with and governed by the laws of the State of Florida. Any controversies or legal problems arising out of this Agreement and any action involving the enforcement or interpretation of any rights hereunder shall be submitted to the jurisdiction of the state courts of Orange County, Florida, the venue situs, and shall be governed by the laws of the State of Florida. To encourage prompt and equitable resolution of any litigation that may arise hereunder, each party hereby waives any rights it may have to a trial by jury of any such litigation.

- 5.10 No modification, amendment, or alteration in the terms or conditions contained herein shall be effective unless contained in a written document prepared with the same or similar formality as this Agreement and executed by the Board of County Commissioners and the Board of Directors of **LYNX** or its Chief Executive Officer.
- 5.11 This document incorporates and includes all prior negotiations, correspondence, conversations, and agreements applicable to the matters contained herein and the parties agree that there are no commitments, or agreements concerning the subject matter of this Agreement that are not contained in this document. Accordingly, the parties agree that no deviation from the terms hereof shall be predicated upon any prior representations or agreements, whether oral or written.
- 5.12 The truth and accuracy of each “Whereas” clause set forth above is acknowledged by the parties.

[THE REMAINDER OF THIS PAGE INTENTIONALLY LEFT BLANK]

IN WITNESS WHEREOF, the authorized signatories named below have executed this Memorandum of Agreement on behalf of the parties as of the effective date.

ORANGE COUNTY, FLORIDA

By: Board of County Commissioners

By: _____

Jerry L. Demings
Orange County Mayor

Date: _____

**CENTRAL FLORIDA REGIONAL
TRANSPORTATION AUTHORITY**

By: _____

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

Reviewed as to Form:

This Agreement has been reviewed as to form by LYNX Senior Staff Attorney. This confirmation is not to be relied upon by any person other than LYNX or for any other purpose.

By: _____

Exhibit “A”

The International Drive (I-Drive) Transit Feasibility and Alternative Technology Assessment (TFATA) evaluated the potential of implementing a premium transit service as an urban circulator operating within the I-Drive District. The project purpose is to improve mobility options for a diverse set of travel markets within the rapidly growing I-Drive District, and to implement a sustainable multimodal system that reflects and complements the surrounding environment.

The I-Drive 2040 Strategic Vision Plan approved by the Orange County Board of County Commissioners in February 2016 includes a policy direction intended to further enhance and sustain the economic viability of the I-Drive District and the Orange County Convention Center (OCCC). Careful planning and design for an effective premium transit system with multiple transportation modes can achieve the intent and purpose of the Board’s direction and will be essential to the existing and future growth of the I-Drive District.

In its role as the regional transportation authority, and designated recipient for Federal Transit Administration funds for the Central Florida region, LYNX will support the continued efforts of Orange County to advance their plans for premium transit in the I-Drive corridor with staff serving as technical advisors. In this role, LYNX staff and consultants will provide services that include, but not limited to:

- Development and review of scopes of work, project objectives, and procurement materials;
- Provide technical input related to proposals received;
- Make available applicable professional service vendors;
- Participate in staff level meetings and discussions;
- Provide data research and analysis;
- Participate in public outreach events;
- Support and potentially present project updates to applicable boards and commissions;
- Coordinate with the Florida Department of Transportation (FDOT) District and Central Offices;
- Coordinate with MetroPlan Orlando; and
- Coordinate with the Federal Transit Administration (FTA).

LYNX Board Agenda

Work Session Item #7.A

To: LYNX Board of Directors

From: **William Slot**
Chief Innovation Officer
Elvis Dovalos
(Technical Contact)
Myles O'Keefe
(Technical Contact)
Kenneth Jamison
(Technical Contact)

Phone: 407.841.2279 ext: 6146

Item Name: LYNX Fleet Composition and Path Towards Zero Emissions

Date: 2/24/2022

Staff will present an overview of the agency's fixed-route, NeighborLink, ACCESS LYNX, Vanpool, and Support vehicle fleets highlighting the various energy sources used by the agency.

This presentation is intended to be the first of several discussions with the Board to help shape the agency's path toward a low-emissions fleet, with the long-range goal of operating a zero emissions fleet.

LYNX Board Agenda

Information Item A

To: LYNX Board of Directors

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

Phone: 407.841.2279 ext: 6125

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

Date: 2/24/2022

LYNX Liability Claim Settlements January 1 to January 31, 2022

Claimant Name	Accident Date	Accident Type	Settlement Amount	Date of Check
Wenbin Xu	11/20/2021	PD	\$ 1,594.71	1/7/2022
Christene Andrews	9/13/2021	PD	\$ 2,130.51	1/7/2022
Adrian Priestly	12/10/2021	PD	\$ 352.17	1/7/2022
Syra Kirk	11/11/2021	PD	\$ 596.67	1/13/2022
Chyron Cook	1/8/2020	BI	\$ 750.00	1/13/2022
Joslynn Abraham	8/25/2021	PD	\$ 1,182.15	1/13/2022
K&K Glass Inc	12/16/2021	PD	\$ 464.65	1/13/2022
Morgan / Muhammad Abdullah	10/1/2019	BI	\$ 87,500.00	1/13/2022
Manuel Garcia Colon	12/15/2021	PD	\$ 298.19	1/27/2022
Osvaldo Marrero	12/27/2021	PD	\$ 248.96	1/27/2022
Samuel Maldonado Diaz	1/8/2022	PD	\$ 1,143.06	1/27/2022

LYNX Board Agenda

Information Item B

To: LYNX Board of Directors

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

Phone: 407.841.2279 ext: 6125

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

Date: 2/24/2022

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

1. Productive Solutions
2. WSP USA
3. Kimley-Horn and Associates, Inc.
4. Environmental Systems Research Institute, Inc. (ESRI)
5. Innovative Cloud Solutions



Sole Source Justification

DATE: October 6, 2021

REQUESTED BY: Craig Bayard, Director of Information Technology

SUBJECT: Productive Solutions Maintenance/Support Renewal

BACKGROUND:


Productive Solutions is the manufacturer of AFM System which is LYNX' Point of Sale system.

SOLE SOURCE JUSTIFICATION:

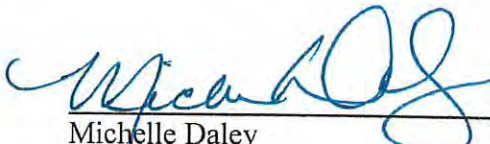
Productive Solutions manufacturer does not allow for other vendors to provide maintenance, customer support services, product customizations or testing for the above mentioned applications and any additional applications developed or customized in the future.

COST/PRICE ANALYSIS:


Annual maintenance of cost is \$14,205 and is included in the FY2022 operating budget. This is a 4% increase from the prior year cost of \$13,660.



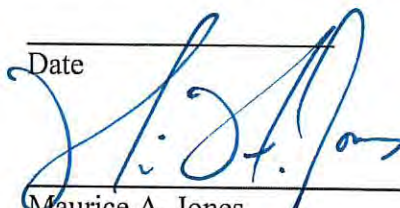
Warren Hersh
Project Manager



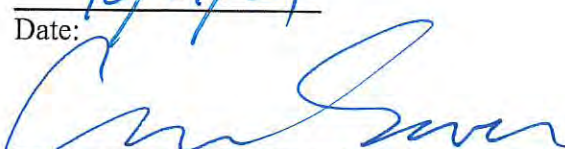
Michelle Daley
Director of Finance

10/7/21
Date: _____


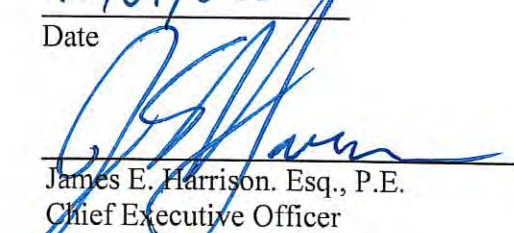
Lenny Antmann
Chief Financial Officer

Date _____


Maurice A. Jones
Manager of Procurement

10/21/21
Date: _____


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

10/21/2021
Date _____


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

10/21/21
Date: _____

10/27/21
Date _____



Sole Source Justification

DATE: 11/15/2021


REQUESTED BY: Jeff Reine, Senior Project Manager

SUBJECT: Sole Source for WSP for Rosemont Transfer Center

BACKGROUND: Added CEI time is needed for Rosemont Project. As detailed in attached document, added items post permitting beyond the control of the A and E firm have required additional time and resubmittals. In addition, subsurface unknowns have required the same. Further, the contractor's general lack of knowledge of the FDOT specifications has also required this. The project still has \$100K budget dollars associated with it that can pay for these services.

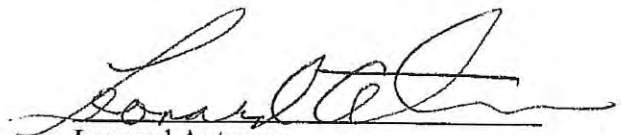
SOLE SOURCE JUSTIFICATION: In accordance with the FTA circular, a sole source is allowed if there would be either an unacceptable delay or unreasonable duplication of costs. In the case of this, as the CEI contractor is already mobilized, familiar with the design and associated construction issues and the work is currently underway, assigning this to another firm would require the project to stop while a new firm was assigned causing a significant delay in time that the agency would then need to compensate the contractor for. In addition, having a new firm take over the CEI would result in significant duplication in costs as they would need to bring themselves up to speed on the issues and would billed added time for services already rendered or planning to be rendered.

COST/PRICE ANALYSIS: LYNX has reviewed this from a cost/price perspective on the attached documentation. In both methods of the ICE, LYNX estimate was within the 10 percent allowed by the FTA on Independent Cost Estimates. This is detailed on the attached sole source cost justification. LYNX reviewed the costs as both a percentage of total construction and then also looked at an hourly allocation based on percentage of staff time allocated to the project. In both methods, it was found that the costs proposed by WSP were fair and reasonable.



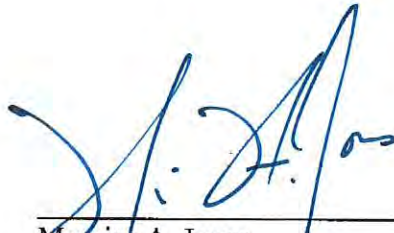
Jeff Reine
Senior Project Manager

11-16-2021
Date:




Leonard Antmann
Chief Financial Officer

11/16/21
Date




Maurice A. Jones
Manager of Procurement

1/16/2022
Date:



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

1/10/2022
Date:



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

1/11/22
Date:



Sole Source Justification

DATE: 01/07/2021

REQUESTED BY: Jeff Reine, Senior Project Manager

SUBJECT: Sole Source for Kimley Horn for LOC Expansion

BACKGROUND: Added CEI time is needed the LOC Expansion parcel. Throughout the project, Kimley-Horn and Associates, Inc. and their subconsultant SAI Consulting Engineers, Inc. have been contracted to provided Construction Engineering and Inspection services as an extension of staff. As LYNX has been working with the design-build contractor through a potential change order related to unsuitable soils, it has necessitated additional dollars needing to be allocated to this effort. The requested dollars will allow these services to continue through the end of project construction (approx. December 2021) and allow for assistance with the afore mentioned change order and settlement.

SOLE SOURCE JUSTIFICATION: In accordance with the FTA circular, a sole source is allowed if there would be either an unacceptable delay or unreasonable duplication of costs. In this case, the CEI contractor is already mobilized, has been working on this site for well over a year, is familiar with the design and associated construction issues and the work is currently underway. Assigning this to another firm would require the project to stop while a new firm was assigned causing a significant delay that the agency would then need to compensate the contractor for. In addition, having the new firm take over the CEI would result in a significant duplication costs as they would need to bring themselves up to speed on the issues and would bill added time for services already rendered or planning to be rendered.

COST/PRICE ANALYSIS: LYNX has reviewed this form from a cost price perspective on another document required as part of this process. The LYNX ICE was with in 10 percent allowed by the FTA. In that document, LYNX details that the proposed costs are fair and reasonable.



Jeff Reine
Senior Project Manager



Leonard Antmann
Chief Financial Officer

1/10/2022
Date:

1/10/22
Date

Maurice A. Jones

Maurice A. Jones
Manager of Procurement

01/19/2022
Date:

Carrie L. Sarver

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

1/24/22
Date

James E. Harrison

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

1/27/22
Date:



Sole Source Justification

DATE: November 8, 2021

REQUESTED BY: Francis Franco, GIS Coordinator

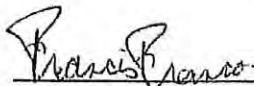
SUBJECT: Environmental Systems Research Institute, Inc. (ESRI) Products Maintenance and Software

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

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

COST/PRICE ANALYSIS:

The cost impact of extending the license and maintenance is \$14,322 for the period of November 1, 2021 – October 31, 2022. The cost impact of acquiring the additional three licenses for the Insights software module is \$1,500 for the same period. Previous fiscal years had invoiced amounts of \$14,286 for the full 12-months of licensing and maintenance.


Francis Franco
Project Manager

11/12/2021
Date:

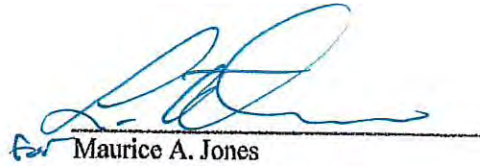
Bruce Detweiler Digitally signed by
Bruce Detweiler
Date: 2021.11.12
09:18:47 -05'00'
Bruce Detweiler
Interim Director of Planning &
Development

Date



William "John" Slot
Chief Innovation Officer

11/12/21
Date:



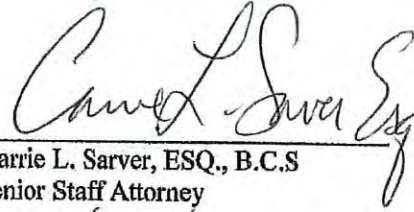
Maurice A. Jones
Manager of Procurement

11/29/21
Date



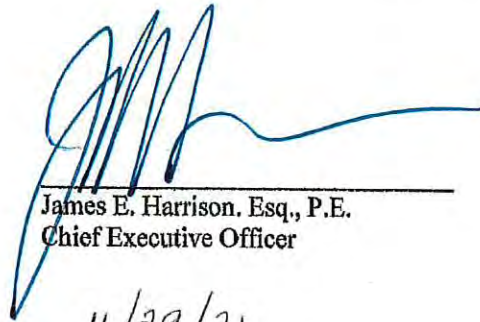
Leonard Antmann
Chief Financial Officer

11/29/21
Date:



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

11/29/21
Date



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

11/29/21
Date:



Sole Source Justification

DATE: February 1, 2022

REQUESTED BY: Warren Hersh, Comptroller

SUBJECT: Innovative Cloud Solutions – Annual Support

BACKGROUND: Lynx uses Microsoft Great Plains Dynamics for the financial and reporting system. This software includes SmartList Builder, Workplace, Mekorma MICR check printing, and the eOne Extender module. In February 2015 LYNX changed its Microsoft Dynamics World Wide Reseller to Innovative Cloud Solutions., who is now Innovative Cloud Solutions

SOLE SOURCE JUSTIFICATION: Innovative Cloud Solutions is LYNX's named reseller and partner for maintenance and support for the Great Plains Dynamics software, SmartList Builder software, Workplace, Mekorma MICR check printing and the eOne Extender module. Microsoft only resells service and support through the company that is listed with Microsoft as the reseller. The pricing is the same regardless of the reseller used.

COST/PRICE ANALYSIS: Current Price is \$31,175, last years price for the same service was \$29,025 reflecting an 8% increase in pricing. All costs are essentially the same year over year except the Key2Act pricing increased from \$4,100 to \$ 6,500. In coordination with the IT department the costs are reasonable and consistent with prior year.



Warren Hersh
Comptroller



Michelle Daley
Director of Finance

2/2/22
Date:

2/2/22
Date



Lenny Antmann
CFO

Date: 2/3/22



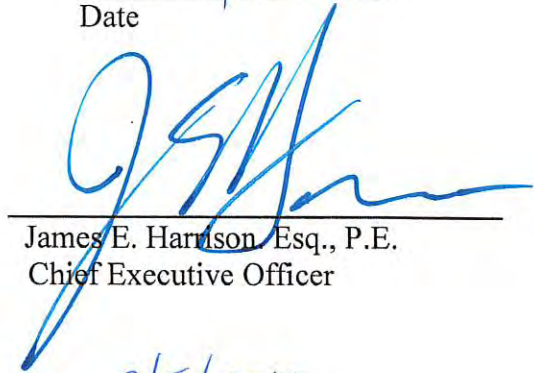
Carrie L. Sarver, ESQ., B.C.S
Senior Staff Attorney

Date: 2/4/22



Maurice A. Jones
Manager of Procurement

Date: 2/3/2022



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

Date: 2/5/2022

LYNX Board Agenda

Monthly Report A: Communications Report

To: LYNX Board of Directors

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

Phone: 407.841.2279 ext: 6206

Item Name: Communications Report - January 2022

Date: 2/24/2022

LYNX Press Releases | Media Notes: January 2022

Jan 21	LYNX Jan. 27 Board of Directors and Oversight Committee Meeting Information
Jan 25	LYNX to Receive \$300,000 Federal Transit Administration Grant

January 2022 – LYNX News Articles

To view the articles below please copy and paste the link into a browser.	
Jan 8	Darren Soto pushing for federal infrastructure money for SunRail weekend service
Jan 13	Push for penny sales tax: Mayor Demings calls for 1-cent sales tax for transportation
Jan 25	Orange County to revisit 1-cent sales tax proposal for transportation - FOX 35 Orlando Central Florida school districts up incentives to hire bus drivers - Click Orlando Orange County prepares sales-tax-hike pitch to pay for road improvements, SunRail, Lynx ...

LYNX Board Agenda

Jan 27

[Orange County transportation ballot effort - Bay News 9](#)

[Orange County rolls out plan for possible transportation penny sales tax hike - The Business Journals](#)

The Business Journals

Orange County has a tentative date for a vote to resurrect its efforts for a transportation penny sales tax hike.

The county commission held the first of three workshops for the proposed hike on Jan. 25. The initiative, previously slated to go on the November 2020 ballot, was [shelved in April 2020](#) due to the Covid-19 pandemic's negative impact on the economy.

Revenue from the tax — which when first proposed was projected to reach \$596 million per year — would be used to fund local transit infrastructure and services, as well as the maintenance and widening of roads. The Orange County Commission tentatively is set to vote on the matter on April 26, which will allow the tax to go on the November 2022 ballot. If passed by voters, the tax would begin collections in January 2023.

Orange County Mayor [Jerry Demings](#) said the tax could bring the potential for more transit-oriented development, as well as jobs. It also fits into the county's efforts when it comes to affordable housing and economic diversification, he said. "This is part of the overall strategy of building a better community here."



Orange County Mayor Jerry Demings

Changes for the proposal include an upgraded split for the tax, with 45% going to the county, 45% for transit services and 10% to the county's cities and towns. The original proposal split funding into transit, roads and safety, as well as operation and maintenance.

Due to the sharing changes, cities would get more funds under the proposal because the county would get its own funds instead of sharing an allocation with the cities. For example, the city of Orlando's share under projections would grow from \$12.55 million in the first proposal to \$34.16 million.

The county now is generating updated estimates and project needs from when the tax increase was first brought to county officials, said Orange County Administrator [Byron Brooks](#) during the presentation. Prior figures had the county at up to \$17.9 billion in future transportation needs, with the proposed tax hike projected to raise that amount over 30 years.

LYNX Board Agenda

[Austin Valle](#), the co-founder of affordable housing advocate Orlando YIMBY, said during the meeting that having a robust public transit system that wasn't reliant on cars would help boost a path to more affordable housing. The group wants the focus to be on building a better mass transit system over just having reliance on roads.



Austin Valle is the co-founder of Orlando YIMBY.
AUSTIN VALLE

"What we are asking is you put actions behind your words and not prioritize more and wider roads which will continue to hold down working Orange County residents in this car-centric region that you didn't build," he said. "It was leaders before that stuck us in this situation, but you have an opportunity to fix it."

State government officials also have put together proposals to expand the uses of other taxes levied in the county for things such as affordable housing or transportation.

For example, State Rep. [Anna Eskamani](#) (D-Orlando) filed a bill for this legislative session that [would remove a provision](#) on tourist development taxes that says if the monies are used on public facilities projects, then at least 40% of the collected taxes must be used to promote and advertise tourism.



Anna Eskamani

[Orange County transportation ballot effort - News 13](#)

[LYNX plans 9 bus rapid transit stations near Orlando using \\$300K grant](#)

[Orange County prepares sales-tax-hike pitch to pay for road improvements, SunRail, Lynx ...](#)

[Orange County to revisit 1-cent sales tax proposal for transportation - FOX 35 Orlando](#)

LYNX Board Agenda

January 2022 – LYNX Social Media

Jan 1	<p>Wishing you and your family a bright and Happy New Year.</p> <p>Service Alert: On Saturday, Jan. 1 streets around Camping World Stadium will be closed for the Citrus Bowl.</p> <p>Service Alert: Due to construction, the intersection of Delaney Avenue and Annie Street will be closed from Monday, Jan. 3, 2022 and last for approximately 90 days.</p>
Jan 2	Happy New Year! Wishing you all a great start into the New Year and week.
Jan 3	<p>"Don't count the days, make the days count " - Muhammad Ali</p> <p>Happy Monday to you all.</p>
Jan 4	<p>Just a reminder that all holiday trivia contest winners must pick up their prizes by Friday, Jan. 7.</p> <p>Response to comment about delays on Link 38.</p> <p>Response to question about the Link 40 schedule.</p>
Jan 5	What is LYMMO? LYMMO is a Bus Rapid Transit (BRT) service. Basically a “rail like” service using rubber-tired vehicles.
Jan 6	<p>Our buses, paratransit and NeighborLink vehicles are equipped with an air purification system that eliminates 99% of germs.</p> <p>Service Alert: Magnolia Avenue between Central Blvd. and Pine St. will continue to be closed due to road construction until further notice.</p> <p>Response to comment about delays on Link 125.</p>
Jan 7	<p>It's all coming together! The Rosemont SuperStop refresh is near completion. Commissioner Stuart stopped by this week to review the progress.</p> <p>Take a look at this message from Commissioner Stuart about the current status of the Rosemont SuperStop project.</p>
Jan 8	<p>Great weather for an early morning ride through Demetree Park.</p> <p>Have a great Saturday!</p> <p>Response to complaint about waiting two hours for the bus.</p>
Jan 9	Good day from the lovely Athena, a Great Horned Owl, striking a sleepy pose for the camera at Gatorland.
Jan 10	A friendly reminder that face masks are still required by federal law on LYNX buses and our facilities.
Jan 11	<p>Temps will be a tad cooler today. Enjoy your day and happy riding!</p> <p>Response to question about picking up a bus pass.</p>
Jan 12	<p>January is move over awareness month. Road Rangers are always out providing roadside assistance to motorists traveling on I-4.</p> <p>Response to concern about a bus pass purchase.</p>
Jan 13	<p>The Lost and Found window will be open this Saturday from 9a to 1p for those needing to obtain a LYNX Youth or AdvantAge ID card.</p> <p>Repost from ReThink Your Commute: Did you know that students and employees at Seminole State College, Valencia College, and the University of Central Florida can ride LYNX buses for free with a valid school ID?</p> <p>Response to question about the reopening of the Rosemont SuperStop.</p> <p>Service Alert: Streets around the City of Orlando will be closed or restricted to traffic on Saturday, Jan. 15 from 6a to 2p for the Martin Luther King Jr. Parade.</p> <p>Response to comment about building a terminal and bus station in the Melbourne area.</p> <p>Service Alert: Due to the 45th Eatonville Dr. Martin Luther King Jr. Parade Celebration, Kennedy Boulevard will be closed between Keller Road and East Street on Saturday Jan. 15 from 10:00a until 6:00p.</p>

LYNX Board Agenda

Jan 14	<p>Service Alert: Orange Avenue between Robinson Street and South Street will continue to be closed every Friday and Saturday night starting at 9:00p or earlier as determined by the Orlando Police for crowd control.</p> <p>The moment we've all been waiting for is almost here.</p> <p>Please note that LYNX will be operating a regular weekday schedule on Monday, Jan. 17 for Martin Luther King Jr. Day.</p>
Jan 15	<p>Service Alert: Streets around the City of Orlando will be closed or restricted to traffic today, Jan. 15 from 6a to 2p for the Martin Luther King Jr. Parade.</p> <p>Service Alert: Due to the 45th Eatonville Dr. Martin Luther King Jr. Parade Celebration, Kennedy Boulevard will be closed between Keller Road and East Street on Saturday Jan. 15 from 10:00a until 6:00p.</p> <p>It's National Bagel Day! One of the most "Hole-y" days of the year. Go out and get your schmear on.</p>
Jan 16	<p>Just a reminder that LYNX will be operating a regular weekday schedule on Monday, Jan. 17 for Martin Luther King Jr. Day.</p> <p>Response to question, "Is Bus 18 running tomorrow?"</p>
Jan 17	<p>"If I cannot do great things, I can do small things in a great way."</p> <p>— Dr. Martin Luther King, Jr.</p> <p>Response to feedback that we should offer a fare card like, HART's Flamingo Fare in the future.</p>
Jan 18	<p>Tip Tuesday - Exit through the rear door of the bus to help speed the process and save time for everyone.</p> <p>Response to feedback" make the buses run 24 hours a day please! Florida workers could really use that!"</p> <p>Effective Tuesday, Feb. 1 several bus stops on East Colonial Drive between Orange Avenue and Semoran Boulevard will be consolidated to increase efficiency and speed of service.</p> <p>Response to note about Link 51 buses showing the incorrect destination sign.</p>
Jan 19	<p>Our vehicle maintenance team are always hard at work. Ready to help get our buses back on the road running smoothly and safely.</p> <p>Response to comment about a stolen bus pass.</p>
Jan 20	<p>We are committed to keeping you safe while riding with us.</p> <p>Response to request to fix a bus stop sign.</p> <p>Response to complaint about a Link 15 operator.</p> <p>Response to question about ACCESS LYNX service.</p> <p>Response to complaint about buses driving on a residential street.</p> <p>Response to question about bus passes.</p>
Jan 21	<p>We're expanding our fleet of LYMMO electric buses! We currently have nine electric buses and six more are on order.</p> <p>The Jan. 27 LYNX Oversight Committee and Board of Directors meetings will be open to the public with members attending in person.</p> <p>Response to complaint about delays on Link 21 going to Universal.</p> <p>Response to complaint about delays on Link 34.</p>
Jan 22	<p>Let's work together to keep our bus stops/shelters clean. If the trash is full, please don't toss it on the ground.</p>
Jan 23	<p>On Tuesday, Feb. 1 several bus stops on East Colonial Drive between Orange Avenue and Semoran Boulevard will be consolidated to increase efficiency and speed of service.</p>
Jan 24	<p>To start the week off on a positive note, we wanted to tell you how we really feel about you.</p> <p>Response to riders complaint, "if that is the case you would get the buses straight out. I am tired of walking 2 hours to get home ever since you put the 3 on detour the 3 3:30 bus never shows up, this is not love."</p>

LYNX Board Agenda

Jan 25	<p>LYNX has been awarded a \$300K grant from FTA for Transit-Oriented Development (TOD) to construct nine proposed BRT stations along SR 436.</p> <p>Response to riders question, “What is BRT and where is SR 436?”</p> <p>Response to riders question, “Why wasn’t Space Cost Area Transit considered for this grant as well?”</p>
Jan 26	<p>The perfect blend for a midweek pick-me-up.</p> <p>Response to complaint about a Link 9 operator.</p>
Jan 27	<p>We have our two monthly meetings today, starting with the Oversight Committee meeting at 11a.</p> <p>Once again, LYNX has been recognized as one of the Best Workplaces for Commuters. We are committed to offering employees excellent commuter benefits.</p> <p>Response to complaint about Link 436S.</p>
Jan 28	<p>It's Friday... you know what time it is!</p> <p>Response to note about a bus shelter on Kirkman Road.</p>
Jan 29	<p>Please make sure to bundle up, Central Florida. It's going to be a cold one out there today with high temps in the upper 40s and dropping to low 30s overnight.</p>
Jan 30	<p>Reminder: On Tuesday, Feb. 1, several bus stops on East Colonial Drive between Orange Avenue and Semoran Boulevard will be consolidated to increase efficiency and speed of service.</p> <p>We are hiring Bus Operators</p>
Jan 31	<p>Back at it early on this Monday morning. Getting you where you need to go.</p> <p>Service Alert: Effective Feb. 7, Link 37 will be rerouted. The southbound stop will be removed and a new stop will be installed on eastbound Vanguard St (b/w Grand National Dr & Municipal Dr).</p>

LYNX ard Agenda

Social Media Usage	January 2022
Facebook Daily Total Reach: The number of people who have seen any content associated with our Page. (Unique Users)	35,918
Facebook Daily Total Impressions: The number of times any content from your Page or about your Page entered a person's screen. This includes posts, stories, ads, as well other content or information on your Page. (Total Count)	49,324
Total Facebook Posts	48
Facebook Engagement: The sum of reactions, comments and shares received by content associated with your Pages (for the selected timeframe). Includes comments from the author of the post:	902 Engagements: 717 Reactions, 96 Comments, 89 Shares
Total Tweets	53
Twitter Engagement: The sum of interactions received for the tweets published in the selected timeframe: retweets, replies and likes	198 Engagements: 159 Likes, 23 Retweets, 11 Replies
Website Usage	January 2022
Total Page Views	368,209
Total User Visits	63,409

LYNX Board Agenda

Commuter Vanpool Program

Vanpool	January 2022
Vanpool Participants	515*
Total Revenue Miles	118,000*
New Vanpool	2
Returned Vanpools	2
Current Vans at Service	128
Pending Interests	Rosen Hotels
Events	None

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

Advertising Sales

Advertising Sales Revenue	January 2022	LYNX %	FY to Date Sales	FY to Date LYNX %
Sales Revenue	\$333,828.34	\$200,297.00	\$1,248,743.96	\$749,246.38

LYNX ard Agenda

Monthly Report B

To: LYNX Board of Directors

From: Michelle Daley
Director Of Finance
Scott Borrer
(Technical Contact)

Phone: 407.841.2279 ext: 6014

Item Name: Monthly Financial Report - November 2021

Date: 2/24/2022

Please find attached the preliminary monthly financial report for the second month ending November 30, 2021.

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

	As of 11/30/2020		% Actual compared to Budget
	Budget	Actual	
REVENUES			
Customer fares	\$ 2,227,736	\$ 2,796,399	126%
Contract services	1,023,394	897,611	88%
Advertising	479,010	398,596	83%
Interest & Other income	116,854	91,723	78%
Federal Revenue	798,146	364,782	46%
CARES Federal Revenue	14,333,334	8,900,000	62%
State Revenue	2,084,860	2,428,554	116%
Local Revenue	1,339,590	1,228,529	92%
Local Revenue Funding Partner	11,903,685	11,853,907	100%
TOTAL REVENUE	\$ 34,306,609	\$ 28,960,102	84%
EXPENSE			
Salaries, Wages & Fringe Benefits	\$ 16,387,654	\$ 15,239,452	93%
Other services	2,470,698	1,054,657	43%
Fuel	1,735,948	1,531,312	88%
Materials and supplies	1,637,768	1,098,339	67%
Utilities	263,592	209,845	80%
Casualty & Liability	598,626	221,576	37%
Taxes and licenses	99,678	104,295	105%
Purchased transportation services	4,299,033	4,301,548	100%
Leases & Miscellaneous	298,894	189,969	64%
TOTAL EXPENSE	27,791,890	23,950,992	86%
CHANGE IN NET POSITION	\$ 6,514,718	\$ 5,009,110	77%

LYNX Board Agenda

Monthly Report C

To: LYNX Board of Directors

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

Phone: 407.841.2279 ext: 6136

Item Name: Ridership Report - November 2021

Date: 2/24/2022

The attached monthly Performance Report includes November Year-To-Date figures for ridership and other performance indicators. Total ridership for November 2021 was 1,303,407. This is a 23% increase from November 2020. On-Time Performance for Fiscal Year-To-Date 2022 is 74%.

- LYNX overall ridership increased by 243K, or 23%, compared to November 2020. Year-to-date ridership for FY-22 (2,648,800) increased 19.6% compared to FY-21 (2,214,336)
- LYMMO ridership decreased by 3K, or 9.3%, compared to November 2020. Year-to-date ridership for FY-22 (68,410) decreased 13.4% compared to FY-21 (78,999).
- Fixed Route ridership increased by 237K, or 24.9%, compared to November 2020. Year-to-date ridership for FY-22 (2,432,016) increased by 21.9% compared to FY-21 (1,995,513).
- NeighborLink ridership decreased by 486, or 9.1%, compared to November 2020. Year-to-date ridership for FY-22 (10,566) decreased 7.7% compared to FY-21 (11,453).
- ACCESS LYNX ridership increased by 2K, or 6.6%, compared to November 2020. Year-to-date ridership for FY-22 (86,223) increased 6% compared to FY-21 (81,370).
- Vanpool ridership decreased by 1K, or 5.6%, compared to November 2020. Year-to-date ridership for FY-22 (42,737) decreased by 9.1% compared to FY-21 (47,001).
- Special event ridership was 8,848 for November 2021. There were no special events in November 2020.



November 2021 Service Performance Report

RIDERSHIP

Total Ridership by Mode						
	Nov-20	Nov-21	% Δ	YTD-21	YTD-22	% Δ
LYMMO	36,616	33,216	-9.3%	78,999	68,410	-13.4%
Fixed Route	954,102	1,191,611	24.9%	1,995,513	2,432,016	21.9%
NeighborLink	5,325	4,839	-9.1%	11,453	10,566	-7.7%
ACCESS LYNX	40,890	43,574	6.6%	81,370	86,223	6.0%
Vanpool	22,592	21,319	-5.6%	47,001	42,737	-9.1%
Special Events	0	8,848	N/A	0	8,848	N/A
SYSTEM TOTAL	1,059,525	1,303,407	23.0%	2,214,336	2,648,800	19.6%

November 2020:	20 Weekdays	4 Saturdays	6 Sundays
November 2021:	21 Weekdays	4 Saturdays	5 Sundays

Average Daily Ridership by Mode									
Mode	Weekday			Saturday			Sunday		
	Nov-20	Nov-21	% Δ	Nov-20	Nov-21	% Δ	Nov-20	Nov-21	% Δ
LYMMO	1,432	1,285	-10.3%	936	784	-16.2%	705	621	-11.9%
Fixed Route	37,027	45,567	23.1%	27,404	31,667	15.6%	17,323	21,608	24.7%
NeighborLink	232	210	-9.5%	173	158	-8.7%	-	-	-
ACCESS LYNX	1,504	1,785	18.7%	468	900	92.3%	255	497	94.9%
Vanpool	298	234	-21.5%	61	24	-60.7%	26	32	23.1%
SYSTEM TOTAL	40,493	49,081	21.2%						

LYNX ridership increased by 243K, or 23.0%, compared to November 2020. System-wide average weekday riders increased by 21.2% year-to-date.

LYMMO ridership decreased by 3K, or 9.3%, compared to November 2020. Average weekday ridership for LYMMO was down 10.3% in November 2021. This can be attributed to continued reduced ridership due to remote workers associated with COVID-19 pandemic.

Fixed Route ridership increased by 237K, or 24.9%, compared to November 2020. Average daily ridership increased by 23.1% compared to the same time period last year. Ridership is showing a steady recovery from losses incurred from the pandemic.

NeighborLink ridership decreased by a total of 486, or 9.1%, compared to November 2020. The overall reduction for the year was primarily due to the COVID-19 pandemic.

ACCESS LYNX ridership increased by about 2K, or 6.6%, compared to November 2020. Ridership is showing a steady recovery from the pandemic.

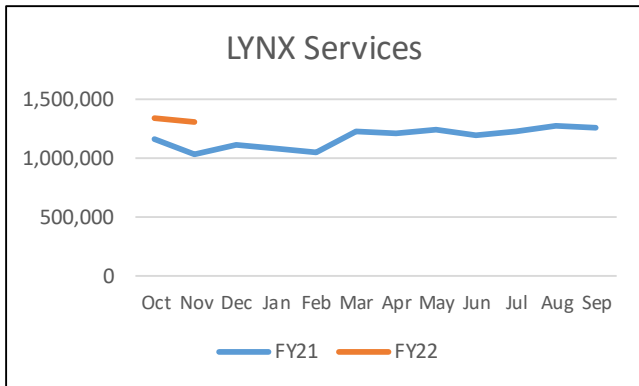
Vanpool ridership decreased by about 1K, or 5.6%, compared to November 2020. COVID-19 had cause a decrease in total Vanpool utilization.

*According to the U.S. Energy Information Administration, the average price of gasoline in the U.S. was \$2.20/gallon in November 2020 and \$3.48/gallon in November 2021. Historically, low gas prices can result in lower public transit ridership.

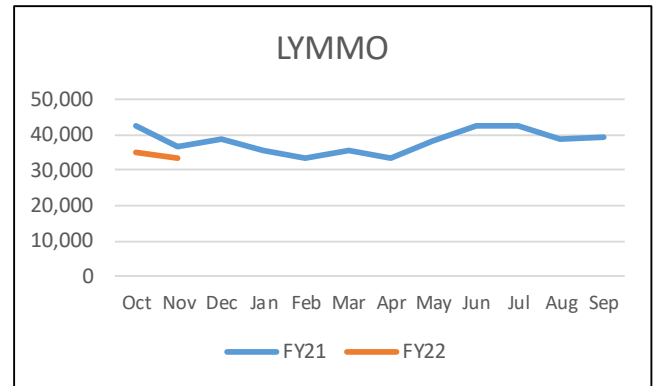


November 2021 Service Performance Report

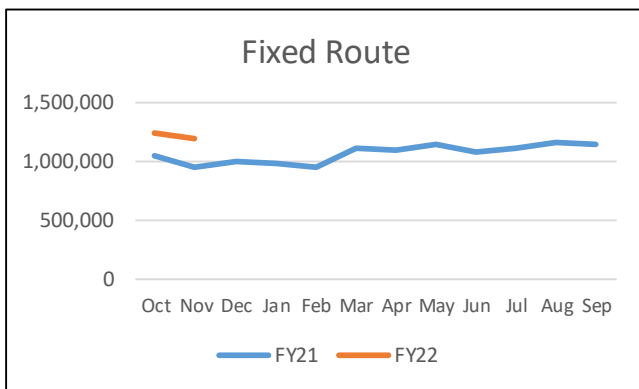
MONTHLY RIDERSHIP TRENDS BY MODE



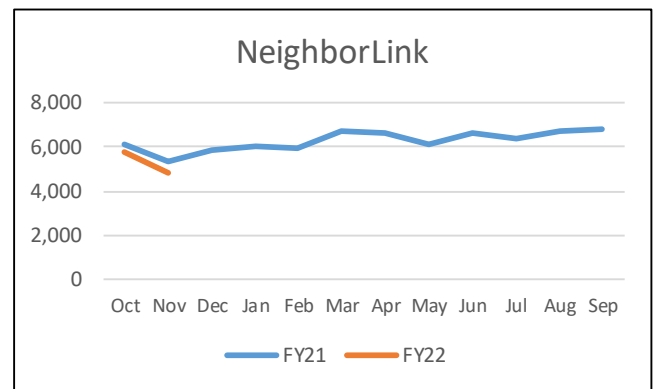
LYNX ridership increased by 23.0% compared to the same time last year. Average weekday riders increased by 21.2%.



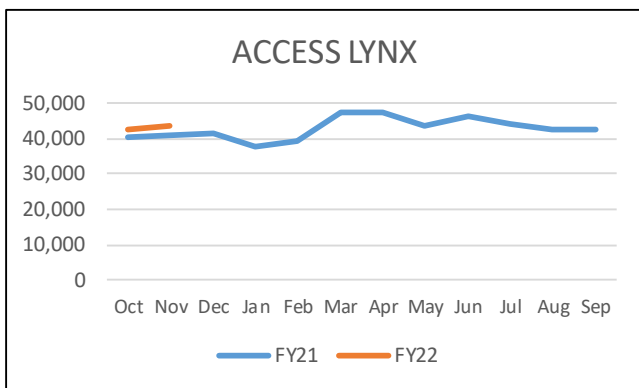
LYMMO ridership decreased by 9.3% compared to the same time last year. Average weekday riders decreased by 10.3%.



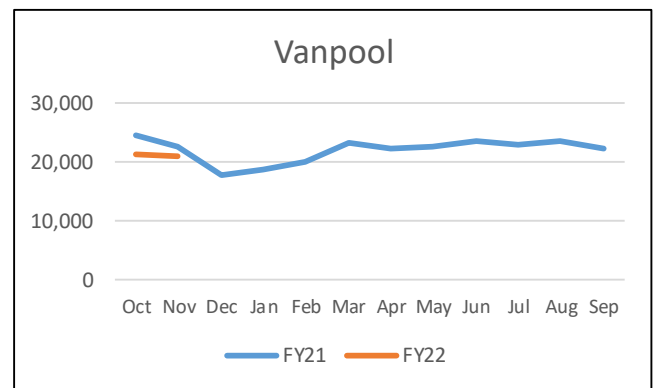
Fixed route ridership increased 24.9% compared to November 2020. Average weekday riders increased by 23.1%.



NeighborLink ridership decreased 9.1% compared to November 2020. Average daily riders decreased by 9.5%.



ACCESS LYNX ridership increased by 6.6% compared to November 2020. Average daily riders increased by 18.7%.



Vanpool ridership decreased by 5.6%. Average daily riders decreased by 21.5% compared to November 2020.



November 2021 Service Performance Report

FY21 Monthly Modal Performance Data Sheet - November 2021

Month End Reporting	Ridership	Passengers per Trip	On-Time Performance	Farebox Recovery	National Transit Database Reportable Accidents	Complaints per 100,000 Miles	Total Trips Scheduled	Percentage of Scheduled Trips Operated	Fleet Availability	Preventative Maintenance Inspection Completed on Time
LYMMO										
Oct	35,194	4	83%	Not Applicable	0	0.10	9,141	98%	14	99%
Nov	33,216	4	77%		0	0.08	8,959	98%	14	100%
Dec										
Jan										
Feb										
Mar										
Apr										
May										
Jun										
Jul										
Aug										
Sep										
YTD	68,410	4	80%		0	0.09	18,100	98%	14	99%
Fixed Route										
Oct	1,240,405	14	75%	12%	7	0.10	88,414	98%	278	99%
Nov	1,191,611	14	73%	12%	6	0.08	85,852	98%	273	100%
Dec										
Jan										
Feb										
Mar										
Apr										
May										
Jun										
Jul										
Aug										
Sep										
YTD	2,432,016	14	74%	12%	13	0.09	174,266	98%	276	99%



November 2021 Service Performance Report

FY21 Monthly Modal Performance Data Sheet - November 2021

Month End Reporting	Ridership	On-Time Performance	Collected Fares	NTD Reportable Incident	Complaints per 100,000 Miles	Fleet Availability	Preventable Maintenance Inspection Completed On-Time
NeighborLink							
Oct	5,727	100%	100%	0	9.7	90%	100%
Nov	4,839	100%	100%	0	19.7	95%	99%
Dec							
Jan							
Feb							
Mar							
Apr							
May							
Jun							
Jul							
Aug							
Sep							
YTD	10,566	100%	100%	0	14.7	92%	99%
ACCESS LYNX							
Oct	42,649	59.27%	99.77%	0	10.0	88%	100%
Nov	43,574	64.64%	99.77%	2	10.0	90%	99%
Dec							
Jan							
Feb							
Mar							
Apr							
May							
Jun							
Jul							
Aug							
Sep							
YTD	86,223	61.96%	99.77%	2	10.0	89%	99%



November 2021 Service Performance Report

Definitions of Metrics Used on the Monthly Performance Data Sheets

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

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

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

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

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

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

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

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

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

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

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

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