

# LYNX Board Agenda

Meeting Date: 3/23/2023  
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 1.26.23

Pg 4

## 3. Recognition

- 2023 LYNX Rodeo Winners

## 4. 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.

## 5. Chief Executive Officer's Report




## 6. Oversight Committee Report

## 7. Consent Agenda

### A. Request for Proposal (RFP)

- i.  Authorization to Release a Request for Proposal (RFP) for Architecture and Engineering Services for Heating, Ventilation, and Air Conditioning (HVAC) Systems Replacement & Enhancement at LYNX Central Station and LYNX Operations Center Pg 10
- ii.  Authorization to Release a Request for Proposal (RFP) for the Supply and Installation of Security Equipment and Associated Maintenance for LYNX Facilities Pg 12
- iii.  Authorization to Release a Request for Proposal (RFP) for Workers' Compensation Legal Services Pg 14







### B. Miscellaneous

- i.  Authorization to Submit Grant Applications to the Federal Transit Administration for the Fiscal Year 2023 Apportionments and to Sub-allocate FY2023 Orlando Urbanized Area 5307 Funding to Lake County Transit Services and 5307 & 5337 to the Florida Department of Transportation Pg 15
- ii.  Authorization to Submit a Grant Application to the Federal Transit Administration (FTA) for the FY2023 Low or No Emission Grant Program and the Bus and Bus Facilities Competitive Program for Fixed Route Electric Buses and Associated Charging Equipment and Training Pg 19
- iii.  Authorization to Ratify a Grant Application Submitted to the Florida Department of Transportation (FDOT) FY2023 Low or No Emission Grant Program and the Bus and Bus Facilities Competitive Program for Rural Areas for Fifteen (15) Fixed Route CNG Buses Pg 21











- iv.  Authorization to Enter into Sub-Recipient Agreements and Award Funds Under Section 5310 to Selected Human Services Agencies Pg 23
- v.  Authorization to Enter into a Sole Source Purchase for the Procurement of SPX d/b/a Genfare Fast Fare Fareboxes for the NeighborLink Cutaway Bus Fleet Pg 25
- vi.  Authorization for LYNX Insurance Broker to Negotiate and Bind Property, Fiduciary Liability, and Pollution Coverages Pg 27
- vii.  Authorization to Negotiate and Execute A Lease Agreement with the East Central Florida Regional Planning Council (ECFRPC) for Office Space at LYNX Central Station (LCS) Pg 29
- viii.  Authorization to Participate in Statewide Education Campaign Pg 31
- ix.  Authorization to Declare March as Procurement Month Pg 33

-Attachments 

## 8. Action Agenda

- A.  Authorization to Approve FY2022 Annual Comprehensive Financial Report and Subsequent Submittal to the Government Financial Officers Association's (GFOA) Certificate of Achievement Program Pg 36
- B.  Authorization to Implement April 23, 2023 Service Changes Pg 38
- C.  Authorization to Submit 2023 Title VI Program Update to the Federal Transit Administration (FTA) Pg 41
- D.  Authorization to Negotiate a Contract with Transdev Services, Inc., for LYNX Paratransit Services Pg 43
- E.  Authorization to Negotiate and Award a Contract Extension to MV Transportation, Inc. for Paratransit Services Pg 46
- F.  Ratification of the LYNX Chief Executive Officer Employment Agreement Pg 48

## 9. Information Items

- A.  Notification of Settlement Agreements Pursuant to Administrative Rule 6 Pg 49
  - B.  Notification of Settlement Agreements Pursuant to Administrative Rule 6 Pg 50
  - C.  Notification of Sole Source Procurements Pursuant to Administrative Rule 4 Pg 51
- Attachments      
- D.  Quarterly Service Recognition Pg 67

## 10. Monthly Reports

- A.  Communications Report - February 2023 Pg 69
- B.  Communications Report - January 2023 Pg 76
- C.  Monthly Financial Report - December 2022 Pg 83  
-Attachments 
- D.  Monthly Financial Report - November 2022 Pg 85  
-Attachments 
- E.  Ridership Report - January 2023 Pg 87  
-Attachments 
- F.  Ridership Report - December 2022 Pg 93  
-Attachments 

## 11. Other Business

## 12. 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, 2<sup>nd</sup> Floor**  
              **Orlando, FL 32801**

**DATE:**       **January 26, 2023**

**TIME:**       **1:00 p.m.**

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**Members in Attendance:**

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

**1. Call to Order**

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

Chair Demings asked Commissioner Herr to lead the Pledge of Allegiance.

**2. Approval of Minutes**

Commissioner Janer moved to approve the Board of Directors meeting minutes of December 15, 2022. Commissioner Herr seconded. The minutes were unanimously approved as presented.

**3. Public Comments**

Alex Gutman – Kissimmee, FL – submitted by email  
Mr. Gutman would like bus service on Route 535, connecting to 8, 350, or 192 to I-Drive.

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

Tiffany Homler Hawkins, Interim Chief Executive Officer, stated that there was a dip in ridership due to the holidays and cold weather. Ridership has started to inch back up to pre-holiday levels. Working with Orange County and Osceola County EOC's, LYNX provided cold weather shelter trips in December and January.

OUC completed an upgrade of the electric bus charging station located at LOC. This upgrade will allow the full use of the 1.2 mega watt station and doubles the capacity, allowing the charge of fourteen electric buses. The Lymmo fleet has eight electric buses and the other six will arrive this summer. This is the largest transit depot charging station in the state of Florida.

The Origin-Destination survey, taken every five years, has re-engaged. This gives information on where riders are going and where riders live. It is currently twenty-five percent complete.

The annual LYNX bus Roadeo will be held on February 18. The winners of the Roadeo will move on to the state Roadeo in March.

Board members received a FY2023 Budget book. This is the first budget book in years.

The annual funding partner softball tournament will be held on March 25.

## **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 15, 2022, Oversight meeting.

Amanda Clavijo, Chair of the Finance & Audit Committee, gave a report on the January 19, 2023 Finance & Audit Committee. The Finance Committee recommends approval of all Consent Agenda items.

The Oversight Committee recommends approval of all Action and Consent Agenda items.

The Committee received presentations on Action items A. and B. on the Board agenda. There was also a presentation on updating the on-time performance standards. This will come to the Board at a later date as a workshop item.

## **6. Consent Agenda:**

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.B.iii. Ms. Homler Hawkins stated that she recommends the entire Consent Agenda for approval.

### **A. Request for Proposal**

- i. Authorization to Release a Request for Proposal (RFP) for Contracted Janitorial Services for LYNX Facilities
- ii. Authorization to Release a Request for Proposal (RFP) for a Health Benefits Consultant

B. Miscellaneous

- i. Authorization to Execute a Contract with the Center for Transportation and the Environment for a Not to Exceed Amount of \$816,500 for Project Management and Technical Assistance on the Battery Electric Bus Electrification Project
- ii. Authorization to Dispose of Items Accumulated Through the Lost and Found Process
- iii. Authorization to Auction Surplus Capital Items

Mayor Dyer made a motion to approve Consent Agenda items 6.A.i. through 6.B.iii. Seconded by Commissioner Janer. Motion passed unanimously.

**7. Action Agenda**

- A. Authorization to Ratify a Grant Application Submitted to the Florida Department of Transportation for the FY2023 Intermodal Development Funding Program for the Orlando International Airport Bus Transfer Facility Feasibility Study and Preliminary Design and Adoption of Resolution #23-001

Mayor Demings recognized James Boyle, Director of Planning and Development, to make the presentation. Mr. Boyle stated that there are several projects that are eligible for this grant. The Intermodal studies/project development includes different examples like dedicated bus lanes, intercity services, and intermodal or multimodal centers.

There are currently six routes that serve OIA which serve over 700,000 boardings and alightings per year. The current transfer location is at Terminal A. This grant will allow for construction of a new LYNX bus transfer facility at Terminal C, which allows for multimodal connections including SunRail. The total amount of the grant request is \$510,000.

Commissioner Janer stated that there is no match for this grant.

Secretary Tyler stated that he must abstain from voting on this item. Commissioner Janer made a motion for Authorization to Ratify a Grant Application Submitted to the Florida Department of Transportation for the FY2023 Intermodal Development Funding Program for the Orlando International Airport Bus Transfer Facility Feasibility Study and Preliminary Design and Adoption of Resolution #23-001. Second by Mayor Dyer. Motion passed unanimously with one abstaining vote from Secretary Tyler.

- B. Authorization to Transition NeighborLink “On-Demand” Service to Internal LYNX Operation

Mayor Demings recognized Norm Hickling, Director of Mobility Services, to make the presentation. Mr. Hickling stated that there are eleven routes in the NeighborLink service area.

Transitioning the service to “in-house” would allow service expansion tied to funding partners planning, LYNX operator recruitment, improved customer service, and a greater flexibility in scheduling. The financial review forecasted a favorable projection.

Mayor Dyer made a motion to approve the Transition of NeighborLink “On-Demand” Service to Internal LYNX Operation. Second by Commissioner Janer. Motion passed unanimously.

#### C. Chief Executive Officer Position

Mayor Demings stated that a decision needs to be made regarding a permanent LYNX CEO. To stabilize the organization, Tiffany Homler Hawkins was appointed as Interim Chief Executive Officer. He stated that she has done a good job, during this period of time.

Secretary Tyler stated that Tiffany has done a remarkable job, and that everything with SunRail has been seamless.

Mayor Dyer stated that he would be very comfortable with Tiffany as the permanent CEO.

Commissioner Janer stated that the Board should be active with the selection of the COO position, to include interviewing and selection. This role will be critical with the transition of SunRail. She also stated that Tiffany has been doing two jobs, and is certain that she will “rock” the CEO position.

Commissioner Herr stated that she supports Tiffany as the CEO, and that when she has a question, Tiffany has always provided the answer.

Mayor Dyer stated that the general consensus is to appoint Tiffany Homler Hawkins as the permanent CEO. This will require some discussion and negotiation of a contract. Mayor Dyer asked the Board for approval to work with General Counsel and HR to come to an agreement.

Mayor Dyer nominated Tiffany Homler Hawkins as the LYNX Chief Executive Officer and delegate authority to the Chair to negotiate a contract to bring back to the Board for ratification. Second by Commissioner Janer. Ms. Homler Hawkins stated that she would be honored to lead the organization. Motion passed unanimously.

#### D. Authorization to Negotiate and Execute an Agreement for Temporary Employment with Mr. Frank Martin

Mayor Demings recognized Tiffany Homler Hawkins. Ms. Homler Hawkins stated that Dana Baker, Chief Operations Officer, submitted her resignation last month.

Mr. Martin is highly recommended, and is a forty-year industry veteran. He has bus and rail operations experience. His contract is for four months, but could possibly be extended.

Mayor Demings stated that the COO position would be advertised publicly. Commissioner Janer is glad that there is some flexibility in his contract, and is hoping that good and interested candidates apply. Mayor Demings would like the COO position to be posted within thirty days or less. The goal is to have enough time to get the best candidate for the position.

Commissioner Herr made a motion to authorize the new CEO to Negotiate and Execute a Temporary Employment Agreement with Mr. Frank Martin while simultaneously authorizing the CEO and the Chair to work together to post the COO position publicly which may include the obtainment of a search firm. Commissioner Janer seconded, with the addition of working with the General Counsel. Motion passed unanimously.

E. Election of LYNX Board of Directors Officers

Mayor Demings recognized Pat Christiansen, LYNX General Counsel. Mr. Christiansen gave a brief review of the administrative rules.

Mayor Dyer made a motion to re-elect the officers, as they exist today, as a slate. Seconded by Commissioner Janer. 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 2022
- B. Notification of Sole Source Procurements Pursuant to Administrative Rule 4

**9. Monthly Reports: (For review purposes only)**

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

- A. Communications Report – December 2022
- B. Communications Report – November 2022
- C. Monthly Financial Report – October 2022
- D. Ridership Report – November 2022

**10. Other Business**

No other business was discussed.



**12. Adjourned:**

The meeting adjourned at 1:44 p.m.

**Certification of Minutes:**

I certify that the foregoing minutes of the January 26, 2023 LYNX Board of Director's meeting are true and correct, approved by the Board of Directors.

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Assistant

# LYNX Board Agenda

## Consent Agenda Item #7.A. i

**To:** LYNX Board of Directors

**From:** Leonard Antmann  
Chief Financial Officer  
Jeffrey Reine  
(Technical Contact)  
Lismar Matos Hernandez  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6125

**Item Name:** Authorization to Release a Request for Proposal (RFP) for Architecture and Engineering Services for Heating, Ventilation, and Air Conditioning (HVAC) Systems Replacement & Enhancement at LYNX Central Station and LYNX Operations Center

**Date:** 3/23/2023

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### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to issue a Request for Proposal (RFP) for Architecture and Engineering Services for Heating, Ventilation, and Air Conditioning (HVAC) Systems Replacement & Enhancement at the LYNX Central Station and the LYNX Operations Center.

### **BACKGROUND:**

LYNX operates out of two owned main facilities: the LYNX Central Station, and the LYNX Operations Center. The facilities have HVAC systems of different manufacturers and types that have met their useful life. The units are between 16 to 19 years old and have become failure prone and increasingly costly and difficult to maintain. The typical life expectancy on these types of systems averages 15 to 20 years. In the past three years, LYNX has spent approximately \$240,000 repairing or replacing items related to ensure that the equipment has been able to function.

LYNX is seeking to replace the HVAC systems at both locations with systems of the same name brand manufacturer, with the latest high efficiency and sustainable systems available for the building climate-controlled areas.

In September 2021, LYNX Board of Directors authorized the Chief Executive Officer or designee to execute Contract #21-C45 to AECOM Technical Services, Inc. for Architecture and

# LYNX Board Agenda

Engineering Services. The Consultants Competitive Negotiation Act (CCNA) as provided in Fla. Stat. 287.055 states that any construction project that exceeds the established threshold of \$4 million must be procured separately from a continuing services contract. This is the reason that this request cannot be accomplished using the existing contract that is currently in place.

It is our goal to bid this project at both locations together from a design and engineering standpoint to ensure the same brand manufacturer for future service and maintenance benefits. The plan for design is to start with LYNX Central Station first and once this has been completed to start the design for LYNX Operations Center

## **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 FY2023 Approved Capital Budget includes \$3,124,964 available for HVAC Systems Replacement & Enhancement at the LYNX Central Station and the LYNX Operations Center. These funds are 100% Federal.

# LYNX Board Agenda

## Consent Agenda Item #7.A. ii

**To:** LYNX Board of Directors

**From:** Jafari Bowden  
Director Of Safety And Security  
Robert Carey  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6127

**Item Name:** Authorization to Release a Request for Proposal (RFP) for the Supply and Installation of Security Equipment and Associated Maintenance for LYNX Facilities

**Date:** 3/23/2023

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### **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 the supply and installation of security equipment and associated maintenance for LYNX facilities.

### **BACKGROUND:**

The RFP scope of work will require the procurement and installation of 200 access control badge readers to our current access control system. In addition, to include but not limited to repairs to our inoperable existing badge readers, cameras and necessary infrastructure, integration, and preventative maintenance. The system and software must be similar or compatible with current access control system and software currently installed and used by LYNX for its access control system.

The major goal of additional access card badge readers to our current access control system is to enhance the protection of soft targets, crowded places, enhance security measures against threat activity and to expand access control. LYNX wants to increase the security posture of the agency to protect its property and employees. The additional access control badge readers and repair to the inoperable readers will reduce security concerns related to lost keys, access to documents considered security sensitive and allow for the agency to lock doors remotely in the event of an active shooter. Lastly, the new system will give LYNX the ability to set parameters on all doors and generate reports to track behavior.

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LYNX recently completed a Transportation Security Administration (TSA) Baseline Assessment Enhancement (BASE) Review in 2021 and a Threat and Vulnerability Assessment (TVA) in 2020. The TSA BASE and the TVA evaluates the likelihood of specific threats that may endanger system operations and provides recommended actions and countermeasures to eliminate or mitigate such threats based on the TSA/FTA Security and Emergency Management Action Items for Transit Agencies. This project is in accordance with several of the recommendations outlined in the BASE and TVA report.

## **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 FY2023 Approved Capital Budget includes \$1,019,000 for Security Equipment. This capital expense is 100% Federally funded. The FY2023 Approved Operating Budget includes \$7,000 for Repair and Maintenance.

# LYNX Board Agenda

## Consent Agenda Item #7.A. iii

**To:** LYNX Board of Directors

**From:** Leonard Antmann  
Chief Financial Officer  
John Burkholder  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6125

**Item Name:** Authorization to Release a Request for Proposal (RFP) for Workers' Compensation Legal Services

**Date:** 3/23/2023

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### **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 Workers' Compensation Legal Services.

### **BACKGROUND:**

LYNX has a need for legal services for direct support to the Board, Chief Executive Officer (CEO) and staff as noted above.

Previously the Board of Directors authorized staff to execute contracts with Broussard, Cullen & Eldridge, P.A. (formerly Broussard, Cullen & Blastic, P.A.).

The support of outside legal firms will provide expertise, quality, experience and resources to effectively represent LYNX for specific legal services related to workers' compensation matters. It is the intent to award two contracts, to avoid conflicts of interest.

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

A DBE participation goal is not applicable for this activity.

### **FISCAL IMPACT:**

The FY2023 Operating Budget includes \$95,000 for workers' compensation legal services.

# LYNX Board Agenda

## Consent Agenda Item #7.B. i

**To:** LYNX Board of Directors

**From:** Tiffany Homler Hawkins  
Chief Executive Officer  
Prahallad Vijayvargiya  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6064

**Item Name:** Authorization to Submit Grant Applications to the Federal Transit Administration for the Fiscal Year 2023 Apportionments and to Sub-allocate FY2023 Orlando Urbanized Area 5307 Funding to Lake County Transit Services and 5307 & 5337 to the Florida Department of Transportation

**Date:** 3/23/2023

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### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to submit grant applications to the Federal Transit Administration (FTA) for the FY2023 FTA apportionments of \$48,542,478 and to execute Grant Agreements with the FTA.

In addition, staff is requesting the Board of Directors' authorization for the sub-allocation of the Orlando urban area funding to the Lake County Transit Services and the Florida Department of Transportation (FDOT) SunRail from the FTA's FY2023, 5307 formula apportionment in the amounts of \$584,613 and \$13,647,834, respectively. Also, the FTA's FY2023, 5337 formula apportionment in the amounts of \$4,640,828 to the Florida Department of Transportation (FDOT) for SunRail.

### **BACKGROUND:**

On January 27, 2023 the Federal Transit Administration (FTA) released the full FY2023 annual apportionments on various FTA funding programs.

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Board authorization is requested to apply for these funding programs.

Urbanized Area Formula Program	\$ 35,335,874
State of Good Repair Fixed-Guideway	590,708
Bus/Bus Facilities Program	3,054,252
Enhanced Mobility for Seniors and Individuals with Disabilities	2,561,644
Surface Transportation Program	<u>7,000,000</u>
Total	\$ 48,542,478

The sub-allocation to Lake County is in the amount of \$584,613. The sub-allocation for FDOT's SunRail is in the amount of \$ \$13,647,834 & \$4,640,828. These amounts are determined based on the final FY2023 full year FTA apportionments.

This request for Board authorization includes the execution of any Supplemental Agreements as part of respective grant applications by Lake County and FDOT to FTA. This will allow Lake County Transit Services and FDOT to be direct 5307 & 5337 grant recipients, eligible to receive and dispense FTA's 5307 & 5337 sub-allocated funds.

Congress establishes the legal authority to commence and continue FTA programs through authorizing legislation covering several years. The federal public transportation law, Infrastructure Investment and Jobs Act (IIJA) ([Pub. L. 117-58](#)) signed by President Biden on November 15, 2021, and effective on October 1, 2021. In addition, formula and discretionary programs for FY2023 based on the Consolidated Appropriations Act, 2023 ([Pub. L. 117-328](#), December 29, 2022). It also contains information on how FTA plans to administer its transit programs in FY2023 and how funds appropriated and allocated prior to FY2023 will be treated.

The following summarizes the funding programs and the FY2023 apportionments:

## **Urbanized Area Formula Program - Section 5307:**

This program provides grants to Urbanized Areas (UZA) for public transportation capital, planning, job access and reverse commute projects, as well as operating expenses in certain circumstances. These funds constitute a core investment in the enhancement and revitalization of public transportation systems in urbanized areas throughout the nation that depend on public transportation to improve mobility and reduce congestion.

Under the IIJ Act a special rule allows recipients in urbanized areas with populations of 200,000 or above and those that operate 100 or fewer buses in fixed route service or demand response, excluding ADA complementary paratransit, during peak hours, to receive a grant for operating assistance subject to a maximum amount per system, in accordance with "Section 5307 Operating Assistance Special Rule Operator Caps". FTA identified the transit systems and their maximum operating assistance amounts for FY2023 based on the percent of the apportionment attributable to an operator, calculated from vehicle revenue hours reported in their FY2019 National Transit Database (NTD) report.

In the FY2023 FTA apportionments released on January 27, 2023, the Orlando 5307 funds of \$43,466,137 included the apportionment attributable to Lake County in the amount of \$584,613



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and commuter rail (FDOT) in the amount of \$13,647,834. The net LYNX 5307 funding is in the amount of \$29,233,690 for Orlando and \$6,102,184 for Kissimmee, combined \$35,335,874.

Due to the cycle and timing on the release of Federal apportionments and the grant application process, the annual LYNX's 5307 apportionment is typically budgeted by LYNX over multiple years.

## **State of Good Repair (SGR) - Section 5337:**

SGR replaced the fixed-guideway modernization formula program funds of \$5,231,536, included the apportionment attributable to commuter rail (FDOT) in the amount of \$4,640,828. The net LYNX 5337 funding is in the amount of \$590,708 for Orlando. Projects are limited to replacement and rehabilitation or capital projects required to maintain public transportation systems in a state of good repair. LYNX will be working with the City of Orlando staff to upgrade the Orange LYMMO in a state of good repair and to provide amenities and technology enhancements compatible with the Lime and Grapefruit LYMMO expansions.

## **Bus/Bus Facilities Program – Section 5339:**

Provides capital funding of \$3,054,252 to replace, rehabilitate and purchase buses and related equipment and to construct bus-related facilities.

This program replaced the Section 5309 Bus and Bus Facilities Program, which allocated funds through a competitive project selection process or earmarking. LYNX will program section 5339 funds for revenue vehicles.

## **Enhanced Mobility for Seniors/Individuals with Disabilities- Section 5310:**

This program is intended to enhance mobility for seniors and persons with disabilities by providing funds of \$2,561,644 for programs to serve the special needs of transit-dependent populations beyond traditional public transportation services and Americans with Disabilities Act (ADA) complementary paratransit services. 55% Funds will be used as Traditional capital which will required 20% local match and 45% funds for nontraditional operating which will required in-kind match.

Eligible activities include:

- 1) Public transportation 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.
- 2) Public transportation projects that exceed the requirements of the ADA.
- 3) Public transportation projects that improve access to fixed-route service and decrease reliance by individuals with disabilities on complementary paratransit.
- 4) Alternatives to public transportation that assist seniors and individuals with disabilities.

## **Surface Transportation Program (STP):**

The STP provides funding of \$7,000,000 that may be used by States and localities for a wide range of projects to preserve and improve the conditions and performance of surface transportation, including highway, transit, intercity bus, bicycle and pedestrian projects.

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The USDOT funding for the Federal Highway Administration includes Surface Transportation Program (STP) funds that are eligible to be transferred to FTA for transit purposes. The regional STP funds are allocated by MetroPlan Orlando for transit enhancements, bicycle and pedestrian improvements and highway projects. STP funds are programmed annually by MetroPlan Orlando in the Transportation Improvement Program (TIP) and are incorporated in the state adopted State Transportation Improvement Program (STIP).

LYNX will program the FY2023 STP funding for revenue vehicles and passenger amenities.

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

A DBE participation goal is not applicable for this activity.

## **FISCAL IMPACT:**

LYNX staff will include the award of this grant in the appropriate LYNX fiscal year budget upon confirmation of award and securing the local match.

# LYNX Board Agenda

## Consent Agenda Item #7.B. ii

**To:** LYNX Board of Directors

**From:** Elvis Dovalés  
Director Of Maintenance  
Elvis Dovalés  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6239

**Item Name:** Authorization to Submit a Grant Application to the Federal Transit Administration (FTA) for the FY2023 Low or No Emission Grant Program and the Bus and Bus Facilities Competitive Program for Fixed Route Electric Buses and Associated Charging Equipment and Training

**Date:** 3/23/2023

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### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to submit a grant application to the Federal Transit Administration (FTA) for the FY2023 Low or No Emission Grant Program and the Bus and Bus Facilities Competitive Program in the amount of \$16.2 million for eighteen (18) fixed route electric buses and associated charging equipment and training.

### **BACKGROUND:**

On January 27, 2023, the FTA released a joint Notice of Funding Opportunity (NOFO) and availability of \$1.7 billion in competitive grants under both the FY2023 Low or No (Low-No) Emission Grant Program and the Grants for Buses and Bus Facilities (Bus & Bus Facilities) Competitive Program. An applicant may submit a low or no emission project to both programs or may choose to submit to only one of the two programs. If a project submitted for consideration under both programs is selected for funding, the FTA will exercise its discretion to determine under which program the project will receive funding. Additionally, an applicant proposing a low or no emission project under both programs may include partnerships with other entities that intend to participate in the implementation of the project. Grant applications are due on April 13, 2023.

The Low-No Program provides funding for the purchase or lease of low emission and zero emission transit buses as well as for the acquisition, construction or leasing of supporting facilities and equipment. The Bus & Bus Facilities Program authorizes the FTA to assist in the

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financing of buses and bus facilities capital projects including replacing, rehabilitating, purchasing, or leasing buses or related equipment and in rehabilitating, purchasing, constructing or leasing bus-related facilities. The maximum Federal share is 85% for leasing or acquiring buses, 90% for acquiring, installing, or constructing vehicle-related equipment or facilities, and 80% for other projects. Five (5) percent of the requested Federal award for zero-emissions projects must be used for workforce development unless the applicant explains why less funding is needed.

LYNX will submit one application to both programs for eighteen (18) battery electric buses and associated charging stations and training as summarized below. The application is for the cost of charging stations and the incremental cost of electric buses.

FTA Low-No and Bus & Bus Facilities Funding Request Approximately:	\$13,800,000
Local Match (Toll Revenue Credits) Approximately	\$ 2,400,000
Other Federal/State Funding Approximately	<u>\$12,700,000</u>
Total Project Cost Approximately	\$28,900,000

LYNX will work with the Center for Transportation and the Environment, the Orlando Utilities Commission, bus manufacturer Proterra, Inc., and bus manufacturer Gillig, LLC to develop and submit the grant application. Local match will consist of Toll Revenue Credits.

LYNX is pursuing several funding opportunities, including this request, that if successful could result in the retiring of the last diesel-powered bus from their fixed route fleet in 2025. This would complete the fixed route bus fleet transition to low and no emission three (3) years ahead of schedule.

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

A DBE goal is not applicable to this activity.

## **FISCAL IMPACT:**

LYNX staff will include the award of this grant in the appropriate LYNX fiscal year budget upon confirmation of award and securing the local match.

# LYNX Board Agenda

## Consent Agenda Item #7.B. iii

**To:** LYNX Board of Directors

**From:** Elvis Dovalos  
Director Of Maintenance  
Kenneth Jamison  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6239

**Item Name:** Authorization to Ratify a Grant Application Submitted to the Florida Department of Transportation (FDOT) FY2023 Low or No Emission Grant Program and the Bus and Bus Facilities Competitive Program for Rural Areas for Fifteen (15) Fixed Route CNG Buses

**Date:** 3/23/2023

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### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' ratification on a grant application that will be submitted to the Florida Department of Transportation (FDOT) on March 17, 2023 for the Low or No Emission Grant Program and the Bus and Bus Facilities Competitive Program for Rural Areas.

### **BACKGROUND:**

On January 27, 2023, the FTA released a joint Notice of Funding Opportunity (NOFO) and availability of \$1.7 billion in competitive grants under both the FY2023 Low or No (Low-No) Emission Grant Program and the Grants for Buses and Bus Facilities (Bus & Bus Facilities) Competitive Program. An applicant may submit a low or no emission project to both programs or may choose to submit to only one of the two programs. If a project is submitted for consideration under both programs is selected for funding, the FTA will exercise its discretion to determine under which program the project will receive funding. Additionally, an applicant proposing a low or no emission project under both programs may include partnerships with other entities that intend to participate in the implementation of the project. FDOT grant applications were due on March 17, 2023.

Rural FY2023 Low or No Emission Grant Program and the Bus and Bus Facilities funding is managed by FDOT and all rural applications are packaged as part of a statewide application submitted by FDOT to the Federal Transit Administration (FTA).

# LYNX Board Agenda

The Low-No Program provides funding for the purchase or lease of zero-emission and low-emission transit buses as well as for the acquisition, construction or leasing of supporting facilities and equipment. The Bus & Bus Facilities Program authorizes the FTA to assist in the financing of buses and bus facilities capital projects including replacing, rehabilitating, purchasing, or leasing buses or related equipment and in rehabilitating, purchasing, constructing or leasing bus-related facilities. The maximum Federal share is 85% for leasing or acquiring buses, 90% for acquiring, installing, or constructing vehicle-related equipment or facilities, and 80% for other projects. 0.5 percent of the requested Federal award for projects must be used for workforce development unless the applicant explains why less funding is needed.

LYNX will submit one application to both programs for fifteen (15) CNG buses and training as summarized below. The application is for the cost of CNG buses.

FTA Low-No and Bus & Bus Facilities Funding Request:	\$ 9,667,612
Local Match (Toll Revenue Credits)	<u>\$ 1,706,555</u>
Total Project Cost	\$11,374,167

The application will be scalable down to ten (10) CNG buses and training. This is based upon previous requests from the FTA for flexibility in grant submissions if needed due to funding allocations.

Local match will consist of Toll Revenue Credits.

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

A DBE participation goal is not applicable for this activity.

## **FISCAL IMPACT:**

LYNX staff will include the award of this program in the appropriate LYNX fiscal year budget upon confirmation of award and securing the local match.

# LYNX Board Agenda

## Consent Agenda Item #7.B. iv

**To:** LYNX Board of Directors

**From:** Tiffany Homler Hawkins  
Chief Executive Officer  
Prahallad Vijayvargiya  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6064

**Item Name:** Authorization to Enter into Sub-Recipient Agreements and Award Funds Under Section 5310 to Selected Human Services Agencies

**Date:** 3/23/2023

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### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to enter into Sub-recipient agreements and award funds to selected Human Service Agencies under Section 5310 Funding, a Federal Transit Administration (FTA) Program for the Enhanced Mobility of Seniors and Individuals with Disabilities.

### **BACKGROUND:**

LYNX is the designated recipient of Section 5310 program funds for the Urbanized Orlando and Kissimmee areas. LYNX received Board authorization on September 22, 2022 to solicit Human Service Agencies for the Section 5310 Program funds for the Orlando and Kissimmee urbanized areas.

LYNX conducted a Section 5310 Virtual Grant Workshop on October 21, 2022 and each interested applicant was required to coordinate proposed services with ACCESS LYNX as the Community Transportation Coordinator (CTC). Proposals were due on November 23, 2022 and a multi-disciplinary team comprised by the Florida Department of Transportation, Metroplan Orlando and ACCESS LYNX met to evaluate them.

### **APPLICATION EVALUATION:**

A total of eight (8) proposals were received. One (1) of the proposals was disqualified due to incomplete or missing documentation, and/or lack of authorized signatures. The other seven (7) applications moved forward for evaluation and LYNX is recommending to award six (6).

# LYNX Board Agenda

Proposals were prioritized and notices of intent to award were issued. A pre-award monitoring phase will be conducted to ensure compliance with federal regulations and LYNX requirements. These Human Service Agencies will support the travel needs of the elderly and individuals with disabilities within the LYNX service area, targeted to provide cost-effective transportation options beyond paratransit and supporting regional transportation coordination while reducing resource demands on ACCESS LYNX.

LYNX proposes to provide Section 5310 sub-recipient funding, subject to Federal Transit Administration (FTA) grant awards for the respective agencies below, based on the Evaluation Committee recommendation:

Agency Name	Operating Funds	Vanpool Funds	Total
Seniors First, Inc.	\$ -	\$ 8,280.00	\$ 8,280.00
Aspire Health Partners	\$ 101,078.00	\$ 8,280.00	\$ 109,358.00
Quest, Inc.	\$ 40,000.00		\$ 40,000.00
Meals on Wheels, etc., Inc.	\$ 45,000.00	\$ 16,560.00	\$ 61,560.00
Special Hearts Farm	\$ 17,375.00	\$ 4,140.00	\$ 21,515.00
EduMatics, Inc.	\$ -	\$ 8,280.00	\$ 8,280.00
	<b>\$ 203,453.00</b>	<b>\$ 45,540.00</b>	<b>\$ 248,993.00</b>

Funds will be provided to sub-recipients at 50% federal share under the Section 5310 grant program for operating and vanpool services costs.

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

A DBE participation goal is not applicable for this activity.

## **FISCAL IMPACT:**

The FY2023 Approved Operating Budget includes \$600,000 for Sub-Recipient Agreements with Human Service Agencies.



# LYNX Board Agenda

## Consent Agenda Item #7.B. v

**To:** LYNX Board of Directors

**From:** Elvis Dovalles  
Director Of Maintenance  
Norman Hickling  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6239

**Item Name:** Authorization to Enter into a Sole Source Purchase for the Procurement of SPX d/b/a Genfare Fast Fare Fareboxes for the NeighborLink Cutaway Bus Fleet

**Date:** 3/23/2023

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### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to enter into a sole source procurement of eighteen (18) Genfare Fast Fare "Super Short" fareboxes from SPX d/b/a Genfare for use in the NeighborLink cutaway bus fleet, for a not to exceed amount of \$330,000.

### **BACKGROUND:**

On January 26, 2023, the LYNX Board of Directors authorized LYNX to transition the NeighborLink "On-Demand" mode of service from a private transportation contracted service to an 100% internal LYNX operation. The intent is to complete transition by the April 23, 2023 service change.

In order to collect fares, process the collected revenue through the vaulting system and track ridership for the NeighborLink service, the buses must be equipped with the Fast Fare model farebox currently used on the fixed route fleet. The NeighborLink buses are currently equipped with Odyssey fareboxes which are not compatible with the current LYNX farebox vaulting and back office systems.

### **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.

# LYNX Board Agenda

## **FISCAL IMPACT:**

This project will be funded with federal dollars through the FY2023 Approved Capital Budget.

# LYNX Board Agenda

## Consent Agenda Item #7.B. vi

**To:** LYNX Board of Directors

**From:** Leonard Antmann  
Chief Financial Officer  
John Burkholder  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6125

**Item Name:** Authorization for LYNX Insurance Broker to Negotiate and Bind Property, Fiduciary Liability, and Pollution Coverages

**Date:** 3/23/2023

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### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to negotiate and bind coverage and premium for the renewal of its Property, Fiduciary Liability, and Pollution coverages with the assistance of Arthur J. Gallagher, Broker. The annual premiums are described below.

### **BACKGROUND:**

At the Board of Director's meeting on March 24, 2022, the Board of Directors authorized the Chief Executive Officer (CEO) to negotiate and bind coverage and premiums for these coverages. This was executed for one year, beginning April 1, 2022 through April 1, 2023. The property insurance has an engineering fee of \$4,000 that is included in the below:

Premiums	2022	2023	Change	% Change
Property	\$179,674	\$242,513	\$65,921	37%
Fiduciary	\$9,240	\$9,268	\$28	0.30%
Pollution	\$38,095	\$45,780	\$2,918	6.81%
<b>TOTAL</b>	<b>\$227,009</b>	<b>\$297,561</b>	<b>\$68,867</b>	

# LYNX Board Agenda

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

No DBE goal is applicable to this activity.

## **FISCAL IMPACT:**

The FY2023 Operating Budget includes \$934,099 for insurance expense. There are several policies that renew in April and the remaining budget will cover those anticipated premiums.

# LYNX Board Agenda

## Consent Agenda Item #7.B. vii

**To:** LYNX Board of Directors

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

**Phone:** 407.841.2279 ext: 6064

**Item Name:** Authorization to Negotiate and Execute A Lease Agreement with the East Central Florida Regional Planning Council (ECFRPC) for Office Space at LYNX Central Station (LCS)

**Date:** 3/23/2023

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### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to extend the lease agreement with the East Central Florida Regional Planning Council (ECFRPC).

### **BACKGROUND:**

At the September 2016 LYNX Board of Directors meeting, staff was authorized to execute a lease agreement with the East Central Florida Regional Planning Council (ECFRPC). The ECFRPC desires to extend that lease agreement for an additional five (5) year period.

The current lease rate is \$6,466.05 per month with the 3% annual increase set for next month.

The anticipated revenue for each year is below:

Office Space Lease	Space (SqFt)	Rate per month	Revenue
Year 1	4,596	\$ 6,660.03	\$ 79,920.38
Year 2	4,596	\$ 6,859.83	\$ 82,317.99
Year 3	4,596	\$ 7,065.63	\$ 84,787.53
Year 4	4,596	\$ 7,277.60	\$ 87,331.15
Year 5	4,596	\$ 7,495.92	\$ 89,951.09

# LYNX Board Agenda

All other terms will remain the same which includes a termination provision should LYNX find it has a need for that space.

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

A DBE goal is not applicable to this activity.

## **FISCAL IMPACT:**

The Approved FY2023 Operating Budget includes rental income from rental income East Central Florida Regional Planning Council (ECFRPC) for Office Space at LYNX Central Station (LCS).

# LYNX Board Agenda

## Consent Agenda Item #7.B. viii

**To:** LYNX Board of Directors

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

**Phone:** 407.841.2279 ext: 6206

**Item Name:** Authorization to Participate in Statewide Education Campaign

**Date:** 3/23/2023

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### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to authorize a \$150,000 contribution to the Florida Public Transportation Association statewide campaign to attract riders back to local transit agencies.

### **BACKGROUND:**

While COVID-19's impact on transit has been universally disruptive, the lasting effect on ridership has varied from community to community, depending on the type of rider. In communities with strong transit links to healthcare and other large employer hubs, ridership has been minimally disrupted, as those industries were the backbone of the pandemic response. Still, in others, ridership remains lower than its pre-pandemic levels.

The goal of this campaign is to educate Floridians and visitors about the important role transit played during the pandemic to ensure essential workers, including medical professionals and grocery store employees, had the ability to get to work safely. Transit has continued to play a significant role in keeping the public safe, while providing services vital to Florida's economic recovery.

The campaign is a joint effort between the Florida Department of Transportation (FDOT), the Florida Public Transportation Association (FPTA), the Florida Transit Association Finance Corporation (FTAFC) and the individual transit systems across the state. Section 341.041, F.S. authorizes FDOT to provide assistance through FPTA. Subsections 4, 5, 6, 12, 13, and 14 all allow for FDOT to assist the transit systems with coordination activities, technical, and financial assistance.

# LYNX Board Agenda

FPTA is comprised of the Directors of Florida's public transit systems and has representation from private entities involved in public transit in Florida. These agencies are partnering together to conduct a statewide educational campaign to benefit the entire state. Under Florida Statutes 287.057 (3) (e) 13, FPTA is a statewide nonprofit entity and this is an exempt purchase as a statewide public service announcement programs. It is in the best interest of LYNX to proceed with the suggested vendor due to their ability to rapidly develop and deploy an informational campaign leveraging participation from multiple transit agencies. This approach will provide for consistency in messaging and a reduction in the costs due to shared development costs and economies of scale for the purchase of media.

This effort will be forward-thinking to attract former and new riders to systems by informing the public about current safety measures, services and benefits of transit in their local communities. The message will be a statewide educational message specific to Florida and not focused on a particular system, with the ultimate goal to create awareness of the many benefits of transit.

LYNX's contribution is equal to peer agencies such as Broward County, Hart (Tampa), JTA (Jacksonville), Miami-Dade, Palm Tran and PSTA (Pinellas County). Multiple smaller statewide agencies will be contributing as well.

The campaign will include video, social media advertising, billboards, Google, YouTube and streaming companies.

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

No DBE goal is applicable to this activity.

## **FISCAL IMPACT:**

The FY2023 Approved Operating Budget includes \$150,000 for contribution to the Florida Public Transportation Association statewide campaign to attract riders back to local transit agencies.



# LYNX Board Agenda

## Consent Agenda Item #7.B. ix

**To:** LYNX Board of Directors

**From:** Maurice Jones  
Director Of Procurement  
Maurice Jones  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6057

**Item Name:** Authorization to Declare March as Procurement Month

**Date:** 3/23/2023

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### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to proclaim March 2023 as "Procurement Month".

### **BACKGROUND:**

This Proclamation is being presented to LYNX Board of Directors to recognize the role of the Procurement profession within business, industry, and government. Traditionally the month of March, whether in the public or private sector, has been recognized globally as Procurement Month or Supply Management Month. This month provides the opportunity to help educate elected officials, LYNX staff, taxpayers, and suppliers about the public procurement process and the admirable work we perform. The National Institute for Government Procurement (NIGP) has designated March as Procurement Month and LYNX is a proud and active member of this organization. March is Procurement Month across the nation and other local and state agencies have proclaimed March as Procurement Month, including the State of Florida.

The March Procurement Celebration spotlights, and is dedicated to, the significant work we as public procurement professionals do every day. When we celebrate Procurement\ Month, we acknowledge an elite group of professionals that have made a difference in governmental efficiency and effectiveness.

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

No DBE participation goal is applicable for this activity.

# LYNX Board Agenda

## **FISCAL IMPACT:**

There is no fiscal impact associated with this activity.

**CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY (LYNX)  
PROCLAMATION**

**WHEREAS**, Procurement professionals play a significant role in the efficiency and effectiveness of government and business; and

**WHEREAS**, Procurement professionals, through their combined Procurement power, spend billions of dollars each year and have a significant influence upon economic conditions in this world; and

**WHEREAS**, LYNX has a solid commitment to promoting ethical standards, best practices, education, transparency, accountability, professional development; and

**WHEREAS**, the Procurement department is committed to providing high caliber strategic sourcing, logistical, and stellar customer service as well as minimizing business and technical risks, accomplishing socio-economic objectives, maximizing competition, and maintaining integrity; and

**WHEREAS**, these professionals make it possible for LYNX to serve the citizens of Orange, Osceola, and Seminole Counties by obtaining the goods and services needed to get the job done in an efficient and economical manner, improving Procurement methods and practices by utilizing new technologies to increase efficiency and improve our process; and

**WHEREAS**, the month of March has been designated for an awareness campaign to recognize all Procurement professionals across our nation for their efforts and contribution to excellence in Procurement and to inform the public about the importance of the profession in business, industry, and government; and

**NOW THEREFORE**, I, Tiffany Homler Hawkins CEO of LYNX and Jerry Demings, Chairman of the Board of Directors for LYNX, through the authority vested in me by the Board of LYNX, hereby proclaim "Procurement Month" for March 2023, for LYNX and encourage residents and businesses to acknowledge and appreciate the due diligence of all Procurement professionals of LYNX. We do hereby extend greetings and best wishes to all observing March 2022 as Procurement Month.

IN WITNESS WHEREOF, I have hereunto set my hand and caused  
the Seal of the LYNX to be affixed at this 23<sup>rd</sup> day of March, in  
the year two thousand twenty-three.

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Jerry Demings, Chairman

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Tiffany Homler Hawkins, Chief Executive Officer

# LYNX Board Agenda

## Action Agenda Item #8.A

**To:** LYNX Board of Directors

**From:** Leonard Antmann  
Chief Financial Officer  
Michelle Daley  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6125

**Item Name:** Authorization to Approve FY2022 Annual Comprehensive Financial Report and Subsequent Submittal to the Government Financial Officers Association's (GFOA) Certificate of Achievement Program

**Date:** 3/23/2023

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### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to Authorize Approval of the FY2022 Annual Comprehensive Financial Report and Subsequent Submittal to the Government Financial Officers Association's (GFOA) Certificate of Achievement Program.

### **BACKGROUND:**

In accordance with Chapter 218.39, Florida Statutes, LYNX is required to have an annual financial audit performed by an independent certified public accountant.

The Single Audit Act Amendments of 1996 require state or local governments that receive at least \$750,000 in Federal financial assistance in a year to have an independent audit conducted for that year in accordance with the Office of Management and Budget (OMB) Circular A-133. The State of Florida recently enacted similar legislation, the Florida Single Audit Act, related to audits of State financial assistance Pursuant to these Acts, LYNX's independent certified public accountants, MSL, PA CPAs & Advisors, have conducted the audit for the fiscal year ended September 30, 2022.

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

No DBE participation goal is applicable for this activity.

# LYNX Board Agenda

## **FISCAL IMPACT:**

There is no fiscal impact associated with this activity.

# LYNX Board Agenda

## Action Agenda Item #8.B

**To:** LYNX Board of Directors

**From:** James Boyle  
Director Of Planning And Development  
Bruce Detweiler  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6036

**Item Name:** Authorization to Implement April 23, 2023 Service Changes

**Date:** 3/23/2023

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### **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 April 23, 2023.

### **BACKGROUND:**

On September 22, 2022, 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 April 23, 2023. One in-person and one virtual hearing/workshop were held. LYNX customers and the public provided input on the service changes at the following workshops/public hearings:

Date/Time: Tuesday, February 28, 2023, 4-6 PM

Location: LYNX Central Station, Orlando, FL

Date/Time: Wednesday, March 1, 2023, 5-7 PM

Location: Virtual

Details of these events and the service change proposals are published on our website at [www.golynx.com](http://www.golynx.com).

The public comment period for the proposed service changes ran from February 22, 2023, through March 20, 2023. 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

# LYNX Board Agenda

throughout the service areas; on [www.golynx.com](http://www.golynx.com), and on LYNX social media sites including Facebook and Twitter.

## SCHEDULE ADJUSTMENTS

- **Link 34** – N. U.S. 17-92/Sanford (Seminole County)
- **Link 45** – Lake Mary (Seminole County)
- **Link 46E** – E. First Street/Downtown Sanford (Seminole County)
- **Link 46W** – W. S.R. 46/Seminole Towne Center (Seminole County)

## ROUTE and SCHEDULE ADJUSTMENTS

- **Link 9** – Winter Park/Pine Hills (Orange County) – Extending all weekday trips to Winter Park SunRail Station. Minor schedule adjustments
- **Link 23** – Winter Park/Rosemont/Springs Plaza (Orange County) – Extending all weekday trips to Winter Park SunRail Station. Minor schedule adjustments.
- **Link 51** – Conway Road/Orlando International Airport (Orange County) – Discontinuing service on Lake Underhill Road between Crystal Lake Drive and Conway Road. Route will use SR 408.
- **Link 61** – LYMMO Lime Line (City of Orlando) – Extending route to Amelia Street garage via Amelia Street, Chatham Avenue and Alexander Place. Layover will be on Alexander Place instead of Garland Avenue/Livingston Street.

## BAY ASSIGNMENT CHANGES

- **LYNX CENTRAL STATION**
  - **Link 19** – Richmond Heights – Bay Q to Bay C
  - **Link 28** – East Colonial Drive/Azalea Park – Bay L to Bay R
  - **Link 29** – East Colonial Drive/Goldenrod Road – Bay L to Bay R
  - **Link 40** – Americana Boulevard/Universal Orlando – Bay H to Bay L
  - **Link 54** – Old Winter Garden Road – Bay R to Bay G
  - **Link 104** – East Colonial Drive – Bay R to Bay V
  - **Link 105** – West Colonial Drive – Bay Q to Bay F
  - **Link 106** – N. U.S. 441 (Orange Blossom Trail)/Apopka – Bay F to Bay H
  - **Link 107** – U.S. 441 (Orange Blossom Trail)/Florida Mall – Bay P to Bay Q
  - **FastLink 441** – U.S. 441 (Orange Blossom Trail) FastLink – Bay C to Bay P
- **LYNX KISSIMMEE INTERMODAL STATION**
  - **FastLink 407** – Kissimmee/Orlando International Airport/Medical City – Bay F to Bay C.

## BUS STOP ADDITIONS

- **Link 61** – LYMMO Lime Line
  - South Street and Magnolia Avenue
  - Amelia Street and Hughey Avenue
  - Alexander Place and Chatham Avenue
  - Alexander Place and Hughey Avenue

# LYNX ard Agenda

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

A DBE participation goal is not applicable for this activity.

## **FISCAL IMPACT:**

All proposed service changes are expected to be budget neutral and will be supported with funds included in the FY2023 Proposed Operating Budget.



# LYNX Board Agenda

## Action Agenda Item #8.C

**To:** LYNX Board of Directors

**From:** Tiffany Homler Hawkins  
Chief Executive Officer  
Amber Johnson  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6064

**Item Name:** Authorization to Submit 2023 Title VI Program Update to the Federal Transit Administration (FTA)

**Date:** 3/23/2023

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### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to submit LYNX's Title VI Program Plan Update for 2023 – 2025 to the Federal Transit Administration (FTA) for concurrence.

### **BACKGROUND:**

The Federal Transit Administration (FTA) approved the LYNX Title VI Program Plan for 2020-2022 with an expiration date of April 1, 2023. This update has been prepared Pursuant to Title VI of the civil Rights Act of 1964, and revised FTA Circular 4702.1B, "Title VI for Federal Transit Administration Recipients." Also, this update summarizes LYNX's transit service provisions since the last program update in accordance with the revisions to the Circular. LYNX updates this program every three (3) years and submits to the FTA to be eligible for federal assistance.

LYNX engaged with WSP to complete and conduct any required analysis and prepare the Title VI program update compliant with the revision to the Title VI Circular 4702.1B. FTA Circular 47602.1B specifically requires LYNX's Board of Directors review of and adoption of the service standards and monitoring contained in the Title VI Program. This update has been prepared Pursuant to Title VI of the Civil Rights Act of 1964, and revised FTA Circular 4702.1B, "Title VI for Federal Transit Administration Recipients." Also, this update summarizes the LYNX transit service provisions since the last program update and in accordance with the revisions to the Circular.

# LYNX Board Agenda

The draft 2023-2025 Title VI Program and its contents will be presented to the public utilizing media sources and postings throughout the LYNX service area for review and comment. The full record of public comments from meetings held will be included in the Title VI Program Plan.

When final concurrence is received from the FTA, a final copy of the LYNX 2023-2025 Title VI Program Plan Update, as well as the letter of compliance will be supplied to the Board of Directors.

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

A DBE participation goal is not applicable for this activity.

## **FISCAL IMPACT:**

There is no fiscal impact associated with this activity.

# LYNX Board Agenda

## Action Agenda Item #8.D

**To:** LYNX Board of Directors

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

**Phone:** 407.841.2279 ext: 6169

**Item Name:** Authorization to Negotiate a Contract with Transdev Services, Inc., for LYNX Paratransit Services

**Date:** 3/23/2023

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### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to negotiate a contract with Transdev Services, Inc., for Paratransit Services for a period of three (3) years, with two (2) one (1) year renewal options at a not to exceed amount of \$203,631,023.

### **BACKGROUND:**

The Scope of Work for ACCESS LYNX Operations, as noted in the RFP, was developed by Mobility Services and Operations staff with technical assistance from a cross-functional team, which has included: Planning, Information Technology, Safety and Security, Finance, Procurement, Legal Counsel, etc. Additionally, best practices, program goals, input from paratransit customers and advocates, among other information was considered and used to increase service delivery and cost efficiencies.

On December 9, 2021, the LYNX Board of Directors approved the release of a Request for Proposal (RFP) for ACCESS LYNX Paratransit Services. Below is the time line of the RFP:

Release Date: April 14, 2022

Questions due date: May 25, 2022

Proposals due: September 30, 2022

# LYNX Board Agenda

Source Evaluation Committee training date: October 26, 2022

## RFP EVALUATION PROCESS:

The Source Evaluation Committee (SEC) met on November 15, 2022 to provide their scoring and comments. The firms were scored as follows:

Proposer	Score	Ordinal Rank	Proposal Offer (5-Year Contract Total)
First Transit, Inc.	404.28	13	\$235,319,194.88
ITL Solutions, LLC	297.00	25	\$157,769,466.75
Medical Transportation Management, Inc.	370.11	18	\$233,820,356.35
MV Transportation, Inc.	417.54	11	\$262,743,842.68
Transdev Services, Inc.	447.94	8	\$200,631,022.51

Based on the Scores and Ordinal Rankings, the SEC voted to shortlist three firms and requested Proposer Presentations/Q&A from First Transit, Inc., MV Transportation, Inc., and Transdev Services, Inc.

The Public SEC meeting to discuss and score Proposer Presentations/Q&A was held by LYNX on Wednesday, December 14, 2022 at 1:00 PM EST.

The firms were scored as follows:

MV Transportation, Inc.	6
Transdev Services, Inc.	9
First Transit, Inc.	14

During the meeting, the SEC voted to shortlist Proposers in an effort to eliminate other firms from further consideration, and request Best and Final Offers (BAFO) from MV Transportation, Inc., and Transdev Services, Inc.

During the publicly noticed Wednesday, February 1, 2023 2:00 PM EST meeting to discuss and rank Best and Final Offers from the two final shortlisted firms, the SEC scored Proposers as follows:

Proposer	Ordinal Rank	Proposal Offer (5-Year Contract Total)
Transdev Services, Inc.	6	\$203,756,069.78
MV Transportation, Inc.	9	\$263,759,661.48

# LYNX Board Agenda

Based on the evaluations of the Proposal, Presentations, and BAFO, the SEC recommends to the LYNX Governing Board to enter into negotiation of a contract to Transdev Services, Inc., for ACCESS LYNX Paratransit services. The award of the contract will be brought back to the LYNX Board of Directors once terms and conditions have been agreed to by both parties.

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

Transdev Services, Inc. has committed to a minimum of 13.7% DBE utilization on this contract.

## **FISCAL IMPACT:**

The FY2023 Approved Operating Budget includes \$30,171,652 for Purchased Transportation Services.

# LYNX Board Agenda

## Action Agenda Item #8.E

**To:** LYNX Board of Directors

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

**Phone:** 407.841.2279 ext: 6169

**Item Name:** Authorization to Negotiate and Award a Contract Extension to MV Transportation, Inc. for Paratransit Services

**Date:** 3/23/2023

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### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to negotiate and award a Contract to MV Transportation, Inc. providing for a 120-day term extension beginning June 1, 2023 through September 30, 2023. If needed, the extension will allow for a proper transition period for the potential new ACCESS LYNX Paratransit service provider selected during the RFP 22-R02 Mobility Management & Broker Services process.

### **BACKGROUND:**

In January 2017, LYNX began the process of transitioning the delivery of its ACCESS LYNX services to a Mobility Management Operational Model. At the time, the objective was to provide more responsive services to all customers while mitigating the operational inefficiencies. Through the LYNX Mobility Management Model, LYNX staff books customers' trips on the appropriate service type; including the brokering of trips to Transportation Networks Companies (TNCs), Taxi Companies, or other Transportation Providers.

At the July 27, 2017 Board of Directors meeting, MV Transportation, Inc. was selected to be the primary ACCESS LYNX Paratransit service provider. Contract No: 18-C03 ("Agreement"), dated December 1, 2017, was implemented and formed the core of the Mobility Management Model. This model is still in effect to date.

On September 1, 2018, a First Amendment to Agreement was entered into by both parties. The agreement provided that MV Transportation, Inc. would provide a maximum of 37,000

# LYNX ard Agenda

paratransit trips per month and provided for annual schedule of fees for the remainder of the contract. In addition, the Agreement required LYNX and MV Transportation, Inc. to negotiate equitable adjustments to the amounts set forth in the amended Schedule of Fees.

On April 22, 2021 an authorization for a Second Amendment was approved to provide for responsibilities for maintenance of the Trapeze IT infrastructure technology and application system.

On October 28, 2021 an authorization for a Third Amendment was approved by the Board of Directors to provide for wage increases, which helped MV Transportation, Inc. mitigate substantial operator shortages by facilitating positive new recruitment and retention efforts.

Finally, on June 23, 2022 authorization for a Fourth Amendment to Contract No: 18-C03 was approved, providing for a 180-day term extension from December 1, 2022 to May 31, 2023.

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

A 12% DBE Goal was assigned for this contract.

## **FISCAL IMPACT:**

The FY2023 Approved Operating Budget includes \$30,171,652 for Purchased Transportation.

# LYNX Board Agenda

## Action Agenda Item #8.F

**To:** LYNX Board of Directors

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

**Phone:** 407.841.2279 ext: 6064

**Item Name:** Ratification of the LYNX Chief Executive Officer Employment Agreement

**Date:** 3/23/2023

---

LYNX General Counsel will request the ratification of the Employment Agreement for the Chief Executive Officer (CEO) position with Ms. Tiffany Homler Hawkins. The agreement will be sent under a separate cover due to publication deadline. The Employment Agreement terms will be aligned with previous agreements of former LYNX Chief Executive Officers.



# LYNX Board Agenda

## Information Item A

**To:** LYNX Board of Directors

**From:** Leonard Antmann  
Chief Financial Officer  
John Burkholder  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6125

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

**Date:** 3/23/2023

---

### LYNX Liability Claim Settlements February 1 – 28, 2023

Claimant Name	Accident Date	Type	Amount	Date of Check
Sun State Ford (Karren Ollivierre)	12/09/22	PD	\$1,850.71	02/02/23
Dan Newlin fbo Hristo Karaivanov	12/21/20	BI	\$45,000.00	02/02/23
Van Dingenen Law / Glover Melvin	05/03/22	WC	\$10,000.00	02/02/23
Richard Doiron	12/01/22	PD	\$1,810.49	02/02/23
Adam Bojko, Judith Bojko-Welch	01/09/23	PD	\$350.00	02/09/23
Gary J. Boynton fbo Theresa Smith	10/12/17	BI	\$140,000.00	02/09/23
Adam Bojko Judith Bojko Welch	01/19/23	PD	\$350.00	02/09/23
Security National aso Keydy Azuz	08/01/22	PD	\$2,468.68	02/09/23
Dan Newlin fbo Christopher Floyd	09/06/22	BI	\$6,000.00	02/09/23
Morgan & Morgan, P.A. f/b/o Jamesha Loman	06/09/22	BI	\$15,000.00	02/09/23
USAA aso Emmily Daniels	10/29/22	PD	\$2,101.27	02/16/23
Shane Smith	10/02/22	PD	\$594.01	02/16/23
American Family Connect Property & Casualty	10/28/22	PD	\$18,324.16	02/16/23
Dan Newlin Injury Attorneys Trust Account FBO Rudy Owens	10/21/19	BI	\$65,000.00	02/23/23
Pendas Law Firm obo Jeannette Gomez	03/19/21	BI	\$25,000.00	02/23/23

# LYNX Board Agenda

## Information Item B

**To:** LYNX Board of Directors

**From:** Leonard Antmann  
Chief Financial Officer  
John Burkholder  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6125

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

**Date:** 3/23/2023

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### LYNX Liability Claim Settlements January 1 – 31, 2023

Claimant Name	Accident Date	Type	Amount	Date of Check
Hogan, P.A. Trust Account f/b/o Robert Washington	01/07/23	BI	\$34,264.42	1/5/2023
The Law Place f/b/o Anthony Trimiar	07/19/21	BI	\$8,500.00	1/12/2023
The Claim Professionals Law Firm Trust Account F/B/O Ruben Lara	02/15/21	BI	\$25,000.00	1/12/2023
ENTERPRISE RENT-A-CAR (Melissa Guzman Garcia)	05/16/22	PD	\$401.51	1/12/2023
ENTERPRISE RENT-A-CAR (Marlene Marrero De Barrueta)	11/12/22	PD	\$1,309.78	1/23/2023
Maitland Auto Body (Joseph Wrend)	12/05/22	PD	\$2,610.05	1/20/2023
ENTERPRISE RENT-A-CAR (DAWN MCDONOUGH)	09/02/22	PD	\$521.48	1/20/2023
Viles and Beckman, LLC F/B/O Carmel Johnson	07/16/22	BI	\$25,000.00	1/20/2023
Morgan & Morgan, P.A., F/B/O Frances Ames	06/05/19	BI	\$40,000.00	1/26/2023
ENTERPRISE RENT-A-CAR (Joseph Wrend)	12/05/22	PD	\$1,305.16	1/26/2023
Dan Newlin Injury Attorneys FBO Isaac Martir	11/11/21	BI	\$21,500.00	1/26/2023
Gloria Freeman	11/12/22	PD	\$2,277.77	1/26/2023
Iris Magaly Torres Arzola, Daniel Antonio Robles	11/12/22	PD	\$6,909.90	1/26/2023
James Payer PA (Lynnee Butler)	05/04/21	WC	\$12,596.75	1/26/2023

# LYNX Board Agenda

## Information Item C

**To:** LYNX Board of Directors

**From:** Maurice Jones  
Director Of Procurement  
Wanda Gonzalez  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6057

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

**Date:** 3/23/2023

---

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

1. Genfare
2. Mutualink
3. TBest
4. Transloc, Inc. – Fixed-Route
5. Transloc, Inc. – NeighborLink
6. VUEWorks



## Sole Source Justification

**DATE:** June 16, 2022

**REQUESTED BY:** Doug Jamison, Program Administrator

**SUBJECT:** Upgrade of Genfare Fare Collection System

**BACKGROUND:** LYNX completed the upgrade of the fixed route fleet transit buses with new fareboxes in 2020. These fareboxes replaced the aging Odyssey model fareboxes from Genfare. The new fareboxes are FastFare fareboxes and were procured through a LYNX competitive process with award to Genfare. These new fareboxes provide the ability to accept cash, magnetic stripe-based payment, smart-card based payment, and mobile payment using Quick Response (QR) code or Near-field Communication (NFC).

Genfare has recently released a new hardware module to read contactless fare payment bank cards and devices in addition to the smart card and NFC payments. This open payment reader upgrade kit will enable the “tap and go” credit card, debit card, and wearable device payments that have been adopted in the bank card market for contactless payment. This functionality is in addition to the existing magnetic stripe readers that require sliding the cards through the farebox.

The current on premises fare collection software system that works in conjunction with the fareboxes does not support the open payment functionality, and does not support additional fare capping functionality desired by LYNX. The existing point-of-sale system for vending LYNX fare media is a legacy system provided originally by Genfare through a third-party vendor but has reached the end of life and is no longer a supported solution.

The implementation of an upgrade to the fare collection system to Genfare Link will add the modules necessary for the acceptance of open payments through the existing fareboxes, adds Mobile Link mobile device fare payment, and adds the Genfare solution for the point-of-sale system compatible with vending LYNX fare media and providing customer support regarding any issues with the media. Genfare will also install the hardware module in 318 fareboxes to enable the acceptance of open payments.

**SOLE SOURCE JUSTIFICATION:** The fareboxes existing Fast Fare fareboxes were procured through a LYNX competitive process with award to Genfare. The procurement included the ability to accept cash, magnetic stripe-based payment, smart-card based payment, and mobile payment using Quick Response (QR) code or Near-field Communication (NFC). The hardware and upgraded software system to enable the acceptance of open payments including “tap and go” credit card, debit card, and wearable device payments has been developed and deployed since the farebox procurement. This technology has been adopted by the bank card industry and is now common for bank card users. It is also being rapidly adopted by the transit industry in a response to the Covid-19 pandemic and the customer demand for touchless payment options.

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

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

The installation of the equipment within the farebox from Genfare allows LYNX to use one financial system, within which passengers can manage fare payments through a single account. Deploying a contactless open payment system and mobile payment system from another vendor would require a second back office system to manage payments and provide customer support functions. Passengers using magnetic strip fare media would be serviced through the Genfare system, while passengers also using mobile ticketing or open payment transactions would be managed through a separate system. LYNX staff would reconcile payments through multiple systems, with the potential for different levels of access to information and authority to refund or manage customer payments due to issues.

**COST/PRICE ANALYSIS:** The Independent Cost Estimate is based on a competitively bid implementation under Palm Tran Contract No. F-19-056/SS from 2020, with annual inflation rates used to increment the costs to 2023 cost estimates. Additional costs were estimated using the Trapeze PASS upgrade cost proposal for user acceptance testing, and DoubleMap costs for an on-site trainer and support services, also incremented using annual inflation rates to 2023 cost estimates.

The total Independent Cost Estimate is \$1,091,350 while the Genfare proposal cost quote is \$1,015,300. This is a difference of \$76,050 less on the proposal, which is 6.0% of the cost (\$1,015,300/\$1,091,350).

Copies of reference documents for unit prices are included with the Independent Cost Estimate documentation.

	Estimated Cost	Proposed Cost
Software	\$ 494,906	\$ 475,000
Genfare Link Implementation	\$ 441,240	\$ 475,000
Mobile Link Implementation	\$ 53,666	\$ -
Licensing/Hosting	\$ -	\$ -
Genfare Link - Year 1	\$ -	\$ -
Program Management	\$ 181,582	\$ 145,500
Program Management	\$ 142,350	\$ 112,000
User Acceptance Testing	\$ 16,224	\$ 6,500
Training	\$ 23,008	\$ 27,000
Hardware	\$ 414,862	\$ 394,800
Fast Fare Open Payment Reader Upgrade Kit	\$ 273,710	\$ 254,400
Fast Fare Open Payment Reader Installation	\$ 87,040	\$ 95,400
Hardware Contingency	\$ 54,112	\$ 45,000
	Estimated: \$ 1,091,350	Proposed: \$ 1,015,300



Doug Jamison  
Doug Jamison  
Program Administrator

June 16, 2022  
Date:

W. John Slot, Jr.  
William John Slot, Jr.  
Chief Innovation Officer

6/20/22  
Date:

Leonard Antmann  
Leonard Antmann  
Chief Financial Officer

2/16/23  
Date:

W. John Slot, Jr.  
William John Slot, Jr. (same as CIO)

PM's Supervisor's Name  
PM's Supervisor's Title

2/17/23  
Date

Maurice A. Jones  
Maurice A. Jones  
Director of Procurement

2/15/2023  
Date

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

2/17/23  
Date

Tiffany Homler Hawkins  
Tiffany Homler Hawkins  
Chief Executive Officer

2/22/23  
Date:



## Sole Source Justification

**DATE:** January 19, 2023

**REQUESTED BY:** Rob Carey

**SUBJECT:** Mutualink

### **BACKGROUND:**

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

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

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

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

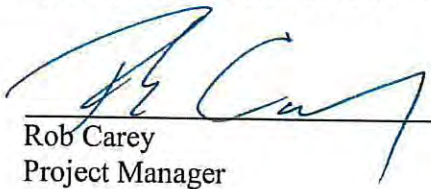
Mutualink is a patent protected technology. Patent protection, proprietary or trade secret process or is often a recognized exception from competitive public contracting requirements. It should be noted our regional public first responders and stakeholder funding partners are currently utilizing this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

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

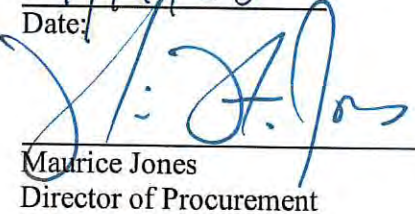
c) Substantial Duplication Costs. In the case of a follow-on contract for the continued development or production of highly specialized equipment and major components thereof, when it is likely that award to another contractor would result in substantial duplication of costs that are not expected to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

**COST/PRICE ANALYSIS:**


The cost of components has been quoted by Mutualink and is included in a cost summary invoice. Mutualink is quoting \$9,446.95 for services which includes annual network access.

  
Rob Carey  
Project Manager

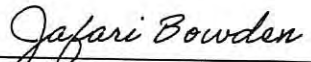
1/19/23  
Date:

  
Maurice Jones  
Director of Procurement


1/20/2023  
Date:

  
Leonard Antmann  
Chief Financial Officer

1/24/23  
Date:

  
Jafari Bowden  
Interim Director of Safety & Security

1/20/2023  
Date

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

1/27/23  
Date

  
Tiffany Homler Hawkins  
Interim Chief Executive Officer

1/30/23  
Date





## Sole Source Justification

**DATE:** December 7, 2022

**REQUESTED BY:** Francis Franco, GIS Supervisor

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

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

Currently, LYNX is using TBEST to develop socio-economic data for evaluation of current service and to inform predictions on the potential ridership impacts of proposed changes in the transit system. TBEST data analysis is also leveraged as part of Transit Oriented Development analysis for existing LYNX Super Stops. The tool will also support Service Planning staff with consolidating bus stops, economizing bus stop amenities and staff time to maintain each stop.

### **SOLE SOURCE JUSTIFICATION:**

ServiceEdge Solutions personnel developed the T-BEST software in 2003, and has been granted permission by FDOT to modify the software for use in the public domain. No other vendors have been granted permission by FDOT to modify the TBEST software. ServiceEdge solutions is the authorized firm and has unique knowledge of the TBEST data model and can extend the model or write custom scripts to support additional TBEST data processing required by transit agencies.

### **COST/PRICE ANALYSIS:**

The cost for support for October 1, 2022 – September 30, 2023 will not exceed \$50,000 and will be based on billing provided for support hours related to the aforementioned state and federal requirements.

Francis Franco  
Francis Franco  
Project Manager

1/10/2023  
Date:

James Boyle  
James Boyle  
Director of Planning & Development

1-23-23  
Date

W. John Slot  
William John Slot  
Chief Innovation Officer

1/23/23  
Date:

Maurice A. Jones  
Maurice A. Jones  
Director of Procurement

1/23/2023  
Date

Leonard Antmann  
Leonard Antmann  
Chief Financial Officer

1/24/23  
Date:

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

1/24/23  
Date

Tiffany Homler Hawkins  
Tiffany Homler Hawkins  
Interim Chief Executive Officer

1/30/23  
Date:





## Sole Source Justification

**DATE:** February 6, 2023

**REQUESTED BY:** Craig Bayard, Director of Information Technology

**SUBJECT:** TransLoc, Inc. Fixed-Route Real-time Information

**BACKGROUND:** LYNX issued DoubleMap, Inc. Contract Modification 2 on December 27, 2016 to Contract 15-C13 for the development and deployment of a real-time bus location mobile application. Fixed route buses operated on one of two separate Computer Aided Dispatch systems, and DoubleMap, Inc. was able to merge the data feeds from these two separate vendor systems to provide a mobile application with unified information. LYNX also had additional products with DoubleMap, Inc. on differing timelines, so LYNX and DoubleMap, Inc. negotiated Contract Modification 4 on January 24, 2019 to establish pro-rated costs to bring all products to an annual term from December 22 to December 21 of each contract year starting with 2019 and running through December 21, 2021. This involves the Fixed Route real-time bus location and also the NeighborLink software, a version of DoubleMap, Inc. “TapRide” product.

DoubleMap, Inc., Ride Systems, and TransLoc, Inc. unified as one company in 2019 under the name TransLoc, Inc.

LYNX is implementing an upgrade to its revenue collection system that also include the provision of real-time fixed route information within its mobile application. LYNX is also implementing a software system to replace the “TapRide” product. Both of these projects will launch in 2023, but this will leave a gap between the ending of the contractual agreements with TransLoc, Inc. and the implementation of the new systems.

**SOLE SOURCE JUSTIFICATION:** This monthly procurement of the extension of services by TransLoc, Inc. will serve as a temporary solution to allow the replacement system to fully deploy. Implementing another system other than extending the existing services by TransLoc, Inc. would introduce a delay longer than the time period LYNX needs and would result in a duplication of services by designing, configuring, and implementing systems for a time period measured in months. LYNX will discontinue the TransLoc, Inc. services once the new systems are operational and stable.

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

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

d) Unacceptable Delay. In the case of a follow-on contract for the continued development or production of a highly specialized equipment and major components thereof, when it is likely that award to another contractor.

**COST/PRICE ANALYSIS:** TransLoc, Inc. is quoting an annual price of \$88,693.40, broken down evenly to \$7,391.12 monthly.

Per the separate *LYNX Sole Source Cost Analysis Form*, the proposed price compared to the price increased by 2.5% per year from the FY2021 contract price is considered reasonable.

	FY2021	FY2022	FY2023	Monthly	Proposed Price	
Estimated Increase		2.5%	2.5%		Annual	Monthly
Base System	\$ 63,102.54	\$ 64,680.10	\$ 66,297.11	\$ 5,524.76	\$ 66,255.00	\$ 5,521.25
Feed Integration	\$ 15,907.66	\$ 16,305.35	\$ 16,712.99	\$ 1,392.75	\$ 16,704.33	\$ 1,392.03
White Label App	\$ 5,461.02	\$ 5,597.55	\$ 5,737.48	\$ 478.12	\$ 5,734.07	\$ 477.84
Total	\$ 84,471.22	\$ 86,583.03	\$ 88,747.60	\$ 7,395.63	\$ 88,693.40	\$ 7,391.12

This cost includes continuation of the services that have been in place during the contract term to allow LYNX to transition to the new software platforms.

Craig Bayard

Craig Bayard  
Director Of Information Technology

2/10/2023

Date:

Date:

W. J. Slot

William (John) Slot  
Chief Innovation Officer

2/13/23

Date

M. A. Jones

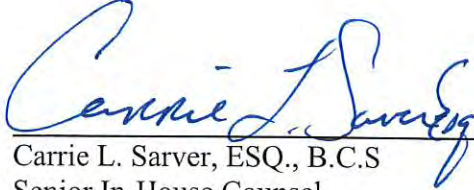
Maurice A. Jones  
Director of Procurement

2/13/2023


Date

  
Leonard Antmann  
Chief Financial Officer

Date: 2/14/23

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

2/15/23  
Date

  
Tiffany Homler Hawkins  
Chief Executive Officer

2/15/23  
Date:





## Sole Source Justification

**DATE:** February 13, 2023

**REQUESTED BY:** Norman Hickling, Director of Mobility Services

**SUBJECT:** TransLoc, Inc. NeighborLink Software

**BACKGROUND:** LYNX issued DoubleMap, Inc. Contract Contract 15-C13 on August 11, 2015 for the development and deployment of a real-time Intelligent Transportation System Technology Solution for providing public demand response trips with same day service. This solution was unique at the time and built off of a software branded as “TapRide” by DoubleMap, Inc. TapRide was an airport shuttle scheduling system, which was modified and upgraded to meet the needs of LYNX for NeighborLink service with same day near real-time scheduling within multiple zones. It also provided customer interfaces through a mobile friendly website and through a custom mobile application.

DoubleMap, Inc., Ride Systems, and TransLoc, Inc. unified as one company in 2019 under the name TransLoc, Inc.

LYNX is implementing an upgrade to its revenue collection system that also include the provision of real-time fixed route information within its mobile application. LYNX is also implementing a software system to replace the “TapRide” product. Both of these projects will launch in 2023, but this will leave a gap between the ending of the contractual agreements with TransLoc, Inc. and the implementation of the new systems.

**SOLE SOURCE JUSTIFICATION:** This monthly procurement of the extension of services by TransLoc, Inc. will serve as a temporary solution to allow the replacement system to fully deploy. Implementing another system other than extending the existing services by TransLoc, Inc. would introduce a delay longer than the time period LYNX needs and would result in a duplication of services by designing, configuring, and implementing systems for a time period measured in months. LYNX will discontinue the TransLoc, Inc. services once the new systems are operational and stable.

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

c) Substantial Duplication Costs. In the case of a follow-on contract for the continued development or production of highly specialized equipment and major components thereof,

when it is likely that award to another contractor would result in substantial duplication of costs that are not expected to be recovered through competition.

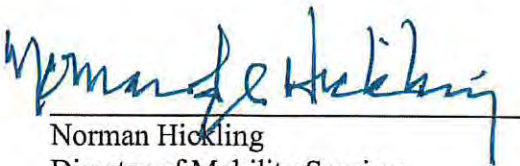
d) Unacceptable Delay. In the case of a follow-on contract for the continued development or production of a highly specialized equipment and major components thereof, when it is likely that award to another contractor.


**COST/PRICE ANALYSIS:** TransLoc, Inc. is quoting an annual price of \$26,817.00, broken down evenly to \$2,234.75 monthly.


Per the separate *LYNX Sole Source Cost Analysis Form*, the proposed price compared to the price increased by 2.5% per year from the FY2021 contract price is considered reasonable, especially as the estimated increase exceeds the proposed cost. This may be due to more efficiency in hosting the product by TransLoc, Inc. versus the former by DoubleMap, Inc.

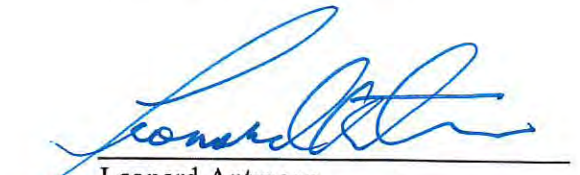
Estimated Increase		2.5%	2.5%		Annual	Monthly
Base System	\$ 25,157.44	\$ 25,786.38	\$ 26,431.04	\$ 2,202.59	\$ 21,719.60	\$ 1,809.97
Auto-Assignment	\$ -	\$ -	\$ -	\$ -	\$ 5,097.40	\$ 424.78
White Label App	\$ 5,240.10	\$ 5,371.10	\$ 5,505.38	\$ 458.78	\$ -	\$ -
Total	\$ 30,397.54	\$ 31,157.50	\$ 31,936.44	\$ 2,661.37	\$ 26,817.00	\$ 2,234.75

This cost includes continuation of the services that have been in place during the contract term to allow LYNX to transition to the new software platforms.

  
 Norman Hickling  
 Director of Mobility Services  
 2/13/2023  
 Date: \_\_\_\_\_

  
 Frank T. Martin  
 Interim Chief Operating Office  
 2/13/2023  
 Date: \_\_\_\_\_

  
 Maurice A. Jones  
 Director of Procurement  
 2/16/2023  
 Date: \_\_\_\_\_

  
 Leonard Antmann  
 Chief Financial Officer  
 2/16/23  
 Date: \_\_\_\_\_



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

2/20/23  
Date:



Tiffany Homler Hawkins  
Chief Executive Officer

2/22/23  
Date:





## Sole Source Justification

**DATE:** December 30, 2022

**REQUESTED BY:** Francis Franco, GIS Supervisor

**SUBJECT: Data Transfer Solutions, LLC – VUEWorks Asset Management System, Annual Software Maintenance**

**BACKGROUND:** In 2013 LYNX purchased VUEWorks Asset Management System and made the capital investment for hardware and software as part of the Bus Stop Facility Database and Accessibility project. The project involved stop location and asset field data collection and the implementation of the VUEWorks system for continuous maintenance of the asset data and record keeping. The cost of the project was approximately \$250,000. The software requires annual maintenance support and updates to function properly. The software maintenance payments were scheduled to start one year after the year of the software implementation (2013). Since its original implementation, LYNX has added modules for bus stop and building facilities asset management. VUEWorks is one of several systems of record for LYNX's asset management and is essential to maintaining the Federal Transit Administration's (FTA) required Transit Asset Management (TAM) Plan.

**SOLE SOURCE JUSTIFICATION:** In addition to the attached sole source justification document provided by the vendor advising that Data Transfer Solutions, LLC. (DTS) is the owner, manufacturer, and sole source provider of VUEWorks, LYNX's asset management system of record. If the agency were to pursue another vendor and software package to provide asset management support, the procurement would result in a substantial duplication of costs. The critical nature of the asset information supported by the VUEWorks system and the procurement process required to identify and acquire support from a comparable asset management system would result in an unacceptable delay and a duplication of costs for LYNX and its jurisdictional funding partners. The unacceptable delay and duplication of costs would arise from paying for the new asset management software and interruptions of LYNX facility (bus stops and buildings) work order requests which would impact maintenance and customer service needs. Moreover, the transition to a new asset management software would require staff training on a new system and integration of the asset management system into other existing LYNX software and hardware systems. The aforementioned cost implications will not allow LYNX to properly maintain a current TAM Plan.

**COST/PRICE ANALYSIS:**

The cost for the VUEWorks modules, maintenance and hosting, for January 1, 2023 – December 31, 2024 is \$12,870; to be paid in full with a one-time payment. The cost of procuring a new asset management system, training staff and integrating it into the LYNX network would be significantly more than the original cost of the initial DTS system purchased in 2013.

Francis Franco  
Francis Franco  
Project Manager

1-5-2023

Date:

W. John Slot

William John Slot  
Chief Innovation Officer

2/8/23

Date:

Leonard Antmann

Leonard Antmann  
Chief Financial Officer

2/2/23

Date:

James Boyle

James Boyle  
Director of Planning & Development

1-11-2023

Date

Maurice A. Jones

Maurice A. Jones  
Director of Procurement

2/1/2023

Date

Carrie L. Sarver

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

2/10/23

Date

Tiffany Homler Hawkins

Tiffany Homler Hawkins  
Chief Executive Officer

2/10/23

Date:

# LYNX Board Agenda

## Information Item D

**To:** LYNX Board of Directors

**From:** Terri Settington  
Director Of Human Resources  
Sara Holtzman  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6106

**Item Name:** Quarterly Service Recognition

**Date:** 3/23/2023

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The Human Resources Department along with the Chief Executive Officer would like to recognize the employees that have reached a milestone in their service to the agency this quarter and offer sincere gratitude for the talent, energy, and commitment to public service they have shown during their time at LYNX.

### 5 Years of Service

Ismael Cruz – Accounting Technician, Finance  
Jason Alcantara – Bus Operator, Transportation  
Lakeila Dames – Bus Operator, Transportation  
Cheryl Gipson – Bus Operator, Transportation  
Jean Girodier – Bus Operator, Transportation  
Strada Nelson – Bus Operator, Transportation  
Julio Nunez – Bus Operator, Transportation  
Willian Ocasio Cruz – Bus Operator, Transportation  
Jose Osorio – Bus Operator, Transportation  
Clifton Vieux – Bus Operator, Transportation  
Kia Rivers – Technician, Maintenance  
Fedner Medilien –Coordinator, Mobility Services  
Ketty Salam – Eligibility Specialist, Mobility Services  
Jafari Bowden – Interim Director, Safety and Security  
John Ginn –Supervisor, Transportation  
Wilfredo Alicea – Bus Operator, Transportation  
Handel Fonrose – Bus Operator, Transportation  
Jamika Johnson – Bus Operator, Transportation  
Shamika Murphy – Bus Operator, Transportation

# LYNX Board Agenda

Eugene Sullivan – Bus Operator, Transportation  
Ana Arriaga – Bus Operator, Transportation  
Ana Rodriguez – Mobility Service Representative, Mobility Services  
Christopher Plummer – Senior Manager Financial Reporting, Finance

## **10 Years of Service**

Raymond Budhan – Supervisor, Transportation  
Bryan Jagmohan – Supervisor, Transportation  
James Osteen – Bus Operator, Transportation  
Nathaniel Williams – Bus Operator, Transportation  
Georgia Hospedales – Mobility Service Representative, Mobility Services  
Jennifer Hall – Project Manager, Planning  
Edgardo Ramos – Bus Operator, Transportation  
Samuel Amador – Bus Operator, Transportation  
Margaret McCoy – Bus Operator, Transportation  
Judy Weaver – Bus Operator, Transportation  
Leonard Antmann – Chief Financial Officer  
Fanny Grullon – Coordinator, Human Resources  
Diana Garcia – Bus Operator, Transportation  
Rolph Gressine – Bus Operator, Transportation  
Birch Sears – Bus Operator, Transportation  
Quivier Sylvain – Bus Operator, Transportation  
Rafael Acevedo – Interim Manager, Safety and Security  
Careem John – Bus Operator, Transportation  
Angel Sosa – Technician, Maintenance

## **15 Years of Service**

Candido Arias – Bus Operator, Transportation  
Maria Numpe – Supervisor, Mobility Services  
Nelson Figueroa – Bus Operator, Transportation  
Douglas Moses – Bus Operator, Transportation  
Vladimir Tanon – Bus Operator, Transportation  
Maria Martinez – Groundskeeper, Maintenance  
Norberto Rivera – Bus Operator, Transportation

## **25 Years of Service**

John Alderson – Bus Operator, Transportation  
Pedro Duarte – Groundskeeper, Maintenance  
Jorge Mejia Technician, Maintenance  
Grace Ortiz – Bus Operator, Transportation  
Armando Figueroa – Supervisor, Maintenance



# LYNX Board Agenda

## Monthly Report A

**To:** LYNX Board of Directors

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

**Phone:** 407.841.2279 ext: 6206

**Item Name:** Communications Report - February 2023

**Date:** 3/23/2023

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### **LYNX Press Releases | Media Notes: February 2023**

February 15	LYNX Prepares for Local Operator and Maintenance Roadeo
February 17	LYNX Board of Directors and Oversight Committee Meetings Canceled for Feb. 23
February 21	LYNX to Hold Public Workshops and Hearings for April 2023 Service Proposal

### **LYNX News Articles – February 2023**

To view the articles below please copy and paste the link into a browser.	
February 8	<a href="#">OHS Senior Selected as Finalist in the Nation's Oldest &amp; Most Prestigious Science &amp; Math ...</a> Sanford Herald  <a href="#">New Central Florida Expressway Authority, Lynx leaders appointed with little discussion</a> Orlando Sentinel  <a href="#">Tiffany Homler Hawkins named LYNX CEO</a> FTA Public Transit  <a href="#">2023 Annual Triple Crown Bus Roadeo</a> FTA Public Transit

# LYNX Board Agenda

February 9	<a href="#">New Central Florida Expressway Authority, Lynx leaders appointed with little discussion</a> Orlando Sentinel
February 15	<a href="#">Autobús atropella a peatón en Orlando, se encuentra en estado crítico</a> Univision  <a href="#">Permanece en condición crítica un peatón atropellado este miércoles por autobús de LYNX en Orlando</a> Univision
February 16	<a href="#">Pedestrian struck, critically injured by Lynx bus in Orlando</a> Click Orlando  <a href="#">Pedestrian in critical condition after being hit by bus in Orlando</a> WESH  <a href="#">Pedestrian in critical condition after being hit by Lynx bus in Orlando, police say</a> FOX 35 Orlando  <a href="#">Orlando leaders discuss population growth effect on housing. more</a> The Business Journals
February 17	<a href="#">Pedestrian Critically Injured After Crash with Lynx Bus in Orlando, FL</a> texas-wrongful-death-lawyer.net
February 21	<a href="#">Orange County leaders to address funding for new Lynx bus station in Pine Hills</a> WFTV
February 26	<a href="#">Third woman attacked, sexually assaulted at an Orange County bus stop, deputies say</a> WFTV  <a href="#">Woman dead, child injured in Orlando hit-and-run crash</a> WESH
February 27	<a href="#">3 sexual assaults reported at Orange County bus stops in Pine Hills community</a> Fox 35 Orlando
February 28	<a href="#">Orange County bus stop attacks share similarities</a> WESH  <a href="#">Deputies warn public to stay vigilant after 3 women attacked at Orange County bus stops</a> WFTV  <a href="#">Third attack at Orlando bus stop this month by masked man</a> Orlando-News.com

# LYNX Board Agenda

## LYNX Social Media – February 2023

February 1	Black History Month. Response to comment about a person sleeping at a bus stop.
February 2	Groundhog Day.
February 3	Lennox wishes you a purr-fectly, claw-some weekend. Service detour on Central Boulevard due to construction. Response to question about Link 612. Response to comment about a skipped stop. Response to comment about an operator driving off without waiting for the passenger to sit down.
February 4	Rosa Park birthday.
February 5	LYNX is your gateway to Central Florida's them parks and attractions.
February 6	Service detour on Central Boulevard due to construction. Good day from the recently extended Link 10 route.
February 7	Tip Tuesday: Remember to have the exact amount when purchasing an All-Day pass. Response to feedback about increasing Link 40 to every half hour. Service detour for the Walk a Mile in Her Shoes event. Response to comment about Link 37 service delays.
February 8	LYNX travel training program. Transportation Disadvantaged workshop at Altamonte Springs City Hall. Service detour on Orange Avenue for the Cupid's Undie Run. Response to positive feedback while riding LYNX. Response to comment about renewing a LYNX AdvantAge ID.
February 9	NeighborLink service. Response to comment about long hold times. Response to comment about increasing dependability of route schedules.
February 10	Service detour on Orange Avenue for the Cupid's Undie Run. Give your operator a friendly smile today.
February 11	Visit LYNX Central Station for bus passes and information about our service.
February 12	Enjoy the big game responsibly.

# LYNX Board Agenda

February 13	Greetings from the LYMMO Lime North route. Response to comment about Link 56 delays.
February 14	Happy Valentine's Day. Service detour at Florida Mall due to construction. Response to question about the Florida Mall detour. Response to complaint about service. Response to feedback about a rude bus operator.
February 15	LYNX onboard survey. LYNX will follow a regular weekday schedule for Presidents Day. Response to question about Presidents Day schedule. Response to comment about an aggressive bus operator.
February 16	LYNX Youth and AdvantAge reduced fare ID. Response to comments about AdvantAge ID. Response to concern about traveling on a scooter. Response to comment about ACCESS LYNX phone lines. Response to feedback about an ACCESS LYNX customer. Response to request for information about a bus operator job opening.
February 17	Featuring Zora Neale Hurston for Black History Month. The February 23 Board of Directors and Oversight Committee meetings have been canceled. Response to request to increase service on Link 51. LYNX will follow a regular weekday schedule for Presidents Day. Response to feedback about contactless payment on buses.
February 18	LYNX Youth and AdvantAge reduced fare ID. Service detour at Florida Mall due to construction.
February 19	We hope your Sunday is a fun day. LYNX will follow a regular weekday schedule for Presidents Day.
February 20	Service detour at Florida Mall due to construction. Happy Presidents Day. LYNX Rodeo. Response to comment about a Link 10 bus skipping a stop. Response to comment about a bus leaving a customer stranded.
February 21	Name this stop. April 23 service proposal. Response to comment about a Link 55 delay.
February 22	Good Wednesday morning from Seminole State College. Service detour on Delaney Avenue for the Boone Brave foot race.



# LYNX Board Agenda

February 23	<p>Happy Friday Eve from Lake Mary Boulevard.          Service detour around Exploria Stadium.          Service detour for the Princess marathon at Disney World.          Bus stop relocation due to construction.</p>
February 24	<p>Service detour on Delaney Avenue for the Boone Brave foot race.          Honoring Mary McLeod Bethune for Black History Month.          April 23 service proposal public hearings and workshops.          Response to comment about loitering at a bus stop.          Response to comment about bus operators skipping stops.</p>
February 25	<p>Service detour for the Orlando City Soccer match.          Orlando City Soccer home opener.          Service detour for the Walt Disney World Princess marathon.</p>
February 26	<p>Unsung heroes of Parramore.          Response to comment about the bus tracker application.</p>
February 27	<p>Public hearings and workshops for April service proposal.          LYNX See &amp; Say application.          Response to questions about the LYNX See &amp; Say app.          Service detour around Camping World Stadium for Monster Jam.          Response to question about using a credit card to purchase a pass on the bus.          Response to question about an email from customer service.</p>
February 28	<p>Name this stop.          A following up response to customer having trouble with LYNX See&amp;Say.</p>

# LYNX ard Agenda

Social Media Usage	February 2023
Facebook Page Reach: The number of <a href="#">people</a> who saw any content from our Page or about our Page, including posts, stories, ads, social information from people who interact with our Page and more.	6,259
Facebook Page and Profile Visits: The number of times our Page was visited.	3,125
Total Facebook Posts	57
Facebook Engagement: The sum of reactions, comments and shares received by content associated with your Pages (for the selected timeframe).	1.2K Engagement: 915 Reactions, 203 Comments, 84 Shares
Total Tweets	59
Twitter Engagement: The sum of interactions received for the tweets published in the selected timeframe: retweets, replies and likes	183 Engagement: 151 Likes, 24 Retweets, 6 Replies
Website Usage	February 2023
Total Page Views	23,669
Total User Views	5,711

# LYNX Board Agenda

## Commuter Vanpool Program – February 2023

Vanpool	February 2023
Vanpool Participants	552*
Total Revenue Miles	167,000*
New Vanpool	1
Returned Vanpools	3
Current Vans at Service	130*
Pending Interests	None
Events	None

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

## Advertising Sales – February 2023

Advertising Sales Revenue	February	LYNX %	FY to Date Sales	FY to Date LYNX %
Sales Revenue	\$329,116.95	\$197,470.17	\$1,991,253.90	\$1,194,752.34

# LYNX Board Agenda

## Monthly Report B

**To:** LYNX Board of Directors

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

**Phone:** 407.841.2279 ext: 6206

**Item Name:** Communications Report - January 2023

**Date:** 3/23/2023

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### LYNX Press Releases | Media Notes: January 2023

January 20	LYNX January Board of Directors and Oversight Committee Meeting Information
January 26	LYNX Officially Names Tiffany Homler Hawkins Chief Executive Officer

### LYNX News Articles – January 2023

To view the articles below please copy and paste the link into a browser.	
January 12	<a href="#">Osceola to open cold weather shelter this weekend — here's the details</a> Osceola News Gazette
January 13	<a href="#">Here's where cold weather shelters are opening in Central Florida this weekend</a> WFTV  <a href="#">Orange County Government Assists Homeless Services Network with Shelter Support</a> Orange County's Newsroom.  <a href="#">Cold weather centers opening for residents, homeless in Orange County</a> Orlando-News.com

# LYNX Board Agenda

January 19	<p><a href="#">Kissimmee man dies after being struck by Lynx bus in Orange County</a> FOX 35 Orlando</p> <p><a href="#">Lynx bus driver hits, kills a man in Orange County, FHP says</a> Orlando Sentinel</p> <p><a href="#">LYNX bus hits, kills man who tried to flag it down in Orlando, troopers say</a> Click Orlando</p> <p><a href="#">45-year-old man dies after being struck by bus</a> WESH</p> <p><a href="#">Man dies after being hit by Lynx bus he was trying to catch in Orlando</a> WFTV</p>
January 24	<p><a href="#">Orlando Lynx bus service may seek new CEO</a> The Business Journals</p> <p><a href="#">Florida SunRail commuter train in Orlando — What's next</a> The Business Journals</p>
January 27	<p><a href="#">Orlando Lynx public bus service names its permanent CEO</a> The Business Journals</p> <p><a href="#">LYNX Names Tiffany Homler Hawkins and the new CEO</a> WFTV</p>
January 30	<p><a href="#">LYNX Officially Names Chief Executive Officer</a> West Orlando News</p>
January 30	<p><a href="#">Homler named permanent LYNX CEO - Osceola News Gazette</a> Osceola News Gazette</p>

## **LYNX Social Media – January 2023**

January 1	<p>May 2023 be the brightest and the happiest for you. Service Alert: Due to the Cheez-It Citrus Bowl on Jan. 2., Links 20, 21, 36 and 107 will be detoured.</p>
January 2	<p>A warm welcome aboard to all LYNX riders this Monday morning.</p>

# LYNX Board Agenda

January 3	<p>All Go Flamin-Go contest winners must pick up their prizes by Wednesday, Jan. 4.</p> <p>Response to a complaint on bus 37 being delayed.</p> <p>Response to a complaint on bus 213 driver being rude to a rider.</p> <p>Response to a complaint on a NeighborLink bus blocking the air and vacuum station for an hour.</p> <p>Response to a request for a bus schedule.</p> <p>Response to a request to cancel a ticket payment.</p>
January 4	<p>January is Move Over Awareness Month.</p> <p>Service Alert: Orange Avenue will be closed on Sunday, Jan. 8., Links 3, 7, 11, 13 and 15 will be detoured during this time.</p>
January 5	<p><a href="#">#DYK</a> that just over half of the LYMMO fleet is powered by electricity?</p> <p>Response to a complaint on Bus 40 outbound on Walden Circle displaying “Out of Service” while passing riders.</p> <p>Response to a complaint made on a bus driver pulling off abruptly after boarding.</p>
January 6	<p>Sunny and less humid = good hair day.</p>
January 7	<p>Happy <a href="#">#Caturday</a> from Lennox!</p> <p>Service Alert: Orange Avenue will be closed on Sunday, Jan. 8., Links 3, 7, 11, 13 and 15 will be detoured during this time.</p>
January 8	<p>Assaulting a transit official is a felony punishable by up to 30 years.</p>
January 9	<p>We're back at it this Monday morning.</p>
January 10	<p>Greetings from the Link 46E route in Sanford.</p> <p>Service Alert: Effective immediately, the outbound Link 38 will serve the Major Boulevard and Caravan Court.</p> <p>Response to a complaint on bus 436S 4:30 route being delayed.</p> <p>Response to question about applying for a position at LYNX.</p>
January 11	<p>Service Alert: Links 1 and 9 will be detoured during the annual Eatonville Martin Luther King Jr. parade.</p> <p>We're hiring Bus Operators.</p> <p>Response to a question on our top pay for operators.</p>
January 12	<p>Service Alert: Clark Road will be closed between Colonial Drive and Silver Star Road on Monday, Jan. 16.</p> <p>Service Alert: Links 44, 106, 405 and 436N will be detoured during the Apopka Martin Luther King Jr. Parade on Jan. 16.</p> <p>Are you considering getting a Youth or AdvantAge reduced fare ID card?</p> <p>Response to a question on our bus service on MLK day.</p>

# LYNX Board Agenda

January 13	<p>For Martin Luther King Jr. Day, Monday, Jan. 16, LYNX will operate a regular weekday schedule.</p> <p>Service Alert: Streets around the City of Orlando will be closed for the Martin Luther King, Jr. parade.</p> <p>Orange County Repost: Cold-Weather Warming Centers are available beginning Friday, January 13, 2023.</p> <p>Osceola County Office Repost: Cold Shelter Opening.</p>
January 14	<p>If you need a Youth or Advantage reduced fare ID card, stop by the Lost and Found window today.</p> <p>LYNX will operate a regular weekday schedule.</p>
January 15	<p>Happy "hole-y" day! #nationalbagelday.</p> <p>LYNX will operate a regular weekday schedule on Monday, Jan. 16.</p>
January 16	<p>Honoring the life and legacy of Martin Luther King Jr.</p>
January 17	<p>Where is the bus number located on a LYNX bus?</p> <p>Response to a question on if there's a 38-bus stop on Major Blvd.</p>
January 18	<p>Reminder that we are conducting onboard transit surveys.</p>
January 19	<p>Buses being prepped to roll out for the day.</p> <p>Reminder that we are conducting onboard transit surveys.</p>
January 20	<p>A beautiful view of the Downtown Orlando skyline.</p> <p>January 26 LYNX Oversight and Board of Directors meetings.</p>
January 21	<p>Good day from the recently expanded LYMMO Lime North.</p>
January 22	<p>Smoking, vaping, drinking, no shirt, no shoes and playing loud music are prohibited while riding our system.</p>
January 23	<p>New Link 612 route in Lake Nona.</p> <p>Service detour on Kennedy Boulevard due to the Neale Hurston Festival.</p> <p>Response to a question about WebACCESS.</p>
January 24	<p>National Compliment Day.</p>
January 25	<p>Service detour due to construction on Central Boulevard.</p> <p>Ride LYNX for less than a gallon of gas.</p> <p>Response to question about a bus fare purchase.</p> <p>Response to comment about a bus not showing on the bus tracker.</p> <p>Response to comment about a Link 102 canceled bus.</p>
January 26	<p>January 26 LYNX Oversight and Board of Directors meetings.</p> <p>Tiffany Homler Hawkins is the new chief executive officer.</p> <p>Response to comment about dirty bus seats.</p>

# LYNX Board Agenda

January 27	LYNX is recognized as one of the Best Workplaces for Commuters. Response to feedback about a LYNX security guard.
January 28	A trip to Disney Springs.
January 29	Service detour on Central Boulevard due to construction. LYNX is conducting onboard surveys.
January 30	Rosemont SuperStop. Seminole State students, faculty and staff can ride LYNX fare-free. Response to feedback about buses not showing on the bus tracker. Response to comment about overflowing trash at bus stops.
January 31	Please watch your step when boarding and alighting the bus. Response to question about purchasing a bus pass on the bus.



# LYNX Board Agenda

Social Media Usage	February 2023
<p>Facebook Page Reach: The number of <a href="#">people</a> who saw any content from your Page or about your Page, including posts, stories, ads, social information from people who interact with your Page and more. Reach is different from <a href="#">impressions</a>, which may include multiple views of your posts by the same people. This metric is <a href="#">estimated</a>.</p>	5,938
<p>Facebook Page and Profile Visits: The number of times your Page was visited.</p>	3,518
<p>Total Facebook Posts</p>	52
<p>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:</p>	<p>1.4K Engagement: 1.1k Reactions, 270 Comments, 95 Shares</p>
<p>Total Tweets</p>	51
<p>Twitter Engagement: The sum of interactions received for the tweets published in the selected timeframe: retweets, replies and likes</p>	<p>273 Engagement: 226 Likes, 28 Retweets, 13 Replies</p>
Website Usage	February 2023
<p>Total Pageviews</p>	138,513
<p>Total User Visits</p>	29,346

# LYNX Board Agenda

## Commuter Vanpool Program – January 2023

Vanpool	January 2023
Vanpool Participants	352*
Total Revenue Miles	172,000*
New Vanpool	0
Returned Vanpools	1
Current Vans at Service	135
Pending Interests	None
Events	None

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

## Advertising Sales – January 2023

Advertising Sales Revenue	January	LYNX %	FY to Date Sales	FY to Date LYNX %
Sales Revenue	\$312,475.58	\$187,485.35	\$1,662,136.95	\$997,282.17

# LYNX Board Agenda

## Monthly Report C

**To:** LYNX Board of Directors

**From:** Leonard Antmann  
Chief Financial Officer  
Michelle Daley  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6125

**Item Name:** Monthly Financial Report - December 2022

**Date:** 3/23/2023

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Please find attached the preliminary monthly financial report for the third month ending December 31, 2022.

CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY d/b/a LYNX  
 STATEMENTS OF REVENUES AND EXPENSES  
 For the Three Months Ending December 31, 2022  
 (UNAUDITED)

	As of 12/31/2022		% Actual compared to Budget
	Budget	Actual	
<b>REVENUES</b>			
Customer fares	\$ 4,780,025	\$ 4,807,448	101%
Contract services	1,131,184	1,285,992	114%
Advertising	607,500	817,297	135%
Interest & Other income	246,060	1,433,947	583%
Federal Revenue	3,372,360	3,458,155	103%
CARES/CRRSAA/ARPA Federal Revenue	0	0	0%
State Revenue	3,634,041	1,759,294	48%
Local Revenue	2,779,419	2,662,005	96%
Local Revenue Funding Partner	19,998,193	19,998,194	100%
<b>TOTAL REVENUE</b>	<b>\$ 36,548,783</b>	<b>\$ 36,222,331</b>	<b>99%</b>
<b>EXPENSE</b>			
Salaries, Wages & Fringe Benefits	\$ 24,550,903	\$ 25,842,920	105%
Other services	4,208,574	2,045,052	49%
Fuel	3,421,226	3,720,497	109%
Materials and supplies	2,577,974	2,082,728	81%
Utilities	448,550	404,200	90%
Casualty & Liability	1,183,275	932,182	79%
Taxes and licenses	139,510	135,582	97%
Purchased transportation services	7,903,574	7,421,827	94%
Leases & Miscellaneous	750,233	294,784	39%
Interest Expense	0	0	0%
<b>TOTAL EXPENSE</b>	<b>45,183,818</b>	<b>42,879,772</b>	<b>95%</b>
<b>CHANGE IN NET POSITION</b>	<b>\$ (8,635,035)</b>	<b>\$ (6,657,441)</b>	<b>77%</b>

# LYNX Board Agenda

## Monthly Report D

**To:** LYNX Board of Directors

**From:** Leonard Antmann  
Chief Financial Officer  
Michelle Daley  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6125

**Item Name:** Monthly Financial Report - November 2022

**Date:** 3/23/2023

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Please find attached the preliminary monthly financial report for the second month ending November 30, 2022.

CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY d/b/a LYNX  
 STATEMENTS OF REVENUES AND EXPENSES  
 For the Two Months Ending November 30, 2022  
 (UNAUDITED)

	As of 11/30/2022		% Actual compared to Budget
	Budget	Actual	
REVENUES			
Customer fares	\$ 3,402,897	\$ 3,194,352	94%
Contract services	754,146	857,682	114%
Advertising	405,000	405,000	100%
Interest & Other income	164,040	882,828	538%
Federal Revenue	2,248,240	1,909,331	85%
ARPA Federal Revenue	0	47,232	0%
State Revenue	2,422,694	2,463,790	102%
Local Revenue	1,852,946	1,761,074	95%
Local Revenue Funding Partner	13,332,129	13,332,129	100%
TOTAL REVENUE	<u>24,582,092</u>	<u>24,853,420</u>	<u>101%</u>
EXPENSE			
Salaries, Wages & Fringe Benefits	16,367,269	17,141,503	105%
Other services	3,024,789	1,177,108	39%
Fuel	2,340,581	2,521,986	108%
Materials and supplies	1,739,391	1,349,169	78%
Utilities	299,033	239,546	80%
Casualty & Liability	788,850	525,275	67%
Taxes and licenses	93,007	159,103	171%
Purchased transportation services	5,309,473	4,913,659	93%
Leases & Miscellaneous	598,455	188,693	32%
Interest Expense	0	0	0%
TOTAL EXPENSE	<u>30,560,847</u>	<u>28,216,042</u>	<u>92%</u>
CHANGE IN NET POSITION	<u>\$ (5,978,755)</u>	<u>\$ (3,362,623)</u>	<u>56%</u>

# LYNX Board Agenda

## Monthly Report E

**To:** LYNX Board of Directors

**From:** James Boyle  
Director Of Planning And Development  
Bruce Detweiler  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6036

**Item Name:** Ridership Report - January 2023

**Date:** 3/23/2023

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The attached monthly Performance Report includes January 2023 Year-To-Date figures for ridership and other performance indicators. Total ridership for January 2023 was 1,534,985 This is a 19.7% increase from January 2022. On-Time Performance for Fiscal Year-To-Date 2023 is 68%.

- LYNX overall ridership increased by 250K, or 19.7%, compared to January 2022. Year-to-date ridership for FY-23 (1,534,985) increased 19.7% compared to FY-22 (1,282,864)
- LYMMO ridership increased by 12K, or 40.8%, compared to January 2022. Year-to-date ridership for FY-23 (151,911) increased 17.4% compared to FY-22 (129,410).
- Fixed Route ridership increased by 250K, or 20.3%, compared to January 2022. Year-to-date ridership for FY-23 (5,560,975) increased by 15.1% compared to FY-22 (4,832,177).
- NeighborLink ridership decreased by 3000, or 26.3%, compared to January 2022. Year-to-date ridership for FY-23 (33,691) increased 0.9% compared to FY-22 (33,375).
- ACCESS LYNX ridership increased by 10K, or 24.3%, compared to January 2022. Year-to-date ridership for FY-23 (201,520) increased 16.3% compared to FY-22 (173,215).
- Vanpool ridership decreased by 1500, or 24.3%, compared to January 2022. Year-to-date ridership for FY-23 (83,158) decreased by 1.5% compared to FY-22 (84,392).
- There was no special event ridership for January 2023.





## January 2023 Service Performance Report

### RIDERSHIP

Total Ridership by Mode						
	Jan-22	Jan-23	% Δ	YTD-22	YTD-23	% Δ
LYMMO	29,804	41,973	40.8%	129,410	151,911	17.4%
Fixed Route	1,173,436	1,411,242	20.3%	4,832,177	5,560,975	15.1%
NeighborLink	11,724	8,639	-26.3%	33,375	33,691	0.9%
ACCESS LYNX	41,325	51,347	24.3%	173,215	201,520	16.3%
Vanpool	20,247	21,784	7.6%	84,392	83,158	-1.5%
Special Events	6,328	0	N/A	17,036	26,386	N/A
<b>SYSTEM TOTAL</b>	<b>1,282,864</b>	<b>1,534,985</b>	<b>19.7%</b>	<b>5,269,605</b>	<b>6,057,641</b>	<b>15.0%</b>

<b>January 2022:</b>	21 Weekdays	4 Saturdays	6 Sundays
<b>January 2023:</b>	22 Weekdays	4 Saturdays	5 Sundays

Average Daily Ridership by Mode									
Mode	Weekday			Saturday			Sunday		
	Jan-22	Jan-23	% Δ	Jan-22	Jan-23	% Δ	Jan-22	Jan-23	% Δ
LYMMO	1,229	1,680	36.7%	406	603	48.5%	395	521	31.9%
Fixed Route	45,181	51,690	14.4%	28,730	34,731	20.9%	18,285	27,029	47.8%
NeighborLink	459	361	-21.4%	293	172	-41.3%	-	-	-
ACCESS LYNX	1,650	1,994	20.8%	785	1,048	33.5%	548	656	19.7%
Vanpool	360	514	42.8%	140	121	-13.6%	33	59	78.8%
<b>SYSTEM TOTAL</b>	<b>48,879</b>	<b>56,239</b>	<b>15.1%</b>						

LYNX ridership increased by about 250K, or 19.7%, compared to January 2022. System-wide average riders increased by 15.1% year-to-date.

LYMMO ridership increased by about 12K, or 40.8%, compared to January 2022. Average weekday ridership for LYMMO was up 36.7% in January 2023. Ridership has been affected by the removal of the Orange Line from the Amelia Street Garage as well as the continued prominence of telecommuting in the downtown core.

Fixed Route ridership increased by 250K, or 20.3%, compared to January 2022. Average daily ridership increased by 14.4% compared to the same time period last year. Ridership is showing a steady recovery from losses incurred from the COVID-19 pandemic.

NeighborLink ridership decreased by about 3000, or 26.3%, compared to January 2022. The overall increase for the year continues to show a gradual recovery from the COVID-19 pandemic.

ACCESS LYNX ridership increased by about 10K, or 24.3%, compared to January 2022. Ridership is showing a slow recovery from the COVID-19 pandemic.

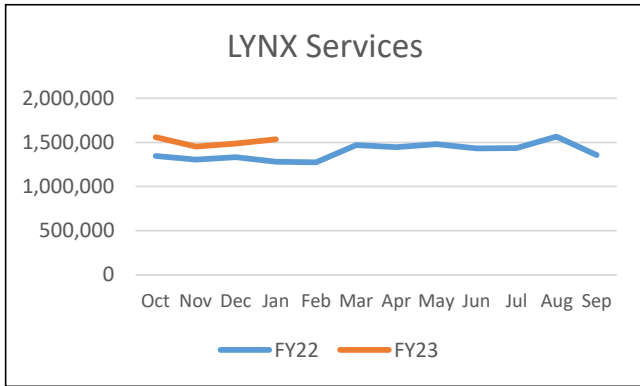
Vanpool ridership decreased by about 1500, or 7.6%, compared to January 2022. The continued use of telecommuting has caused a decrease in total Vanpool utilization.

\*According to the U.S. Energy Information Administration, the average price of gasoline in the U.S. was \$3.38/gallon in January 2022 and \$3.33/gallon in January 2023. Historically, high gas prices can result in increased public transit ridership.

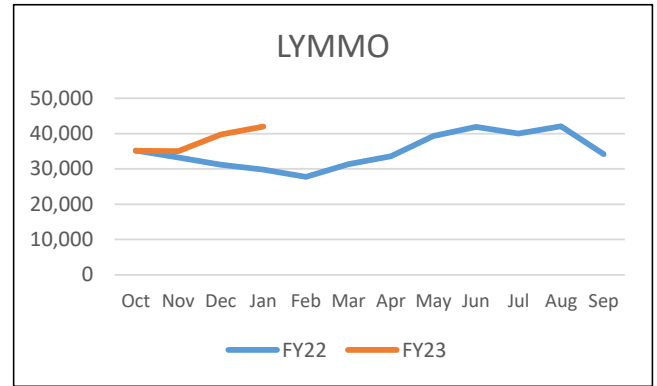
### MONTHLY RIDERSHIP TRENDS BY MODE



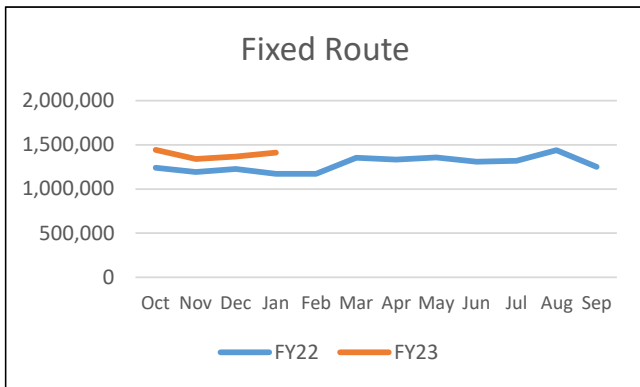
## January 2023 Service Performance Report



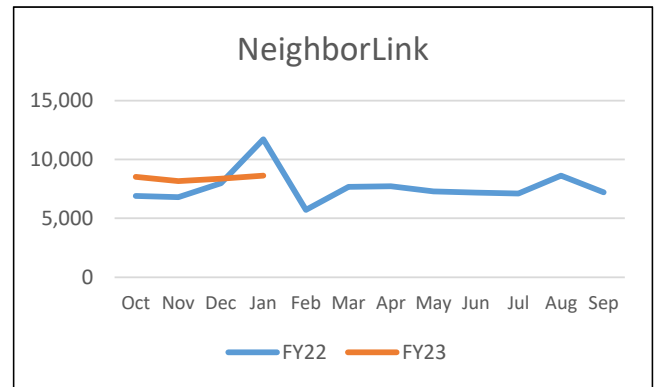
LYNX ridership increased by 19.7% compared to the same time last year. Average weekday riders increased by 15.1%.



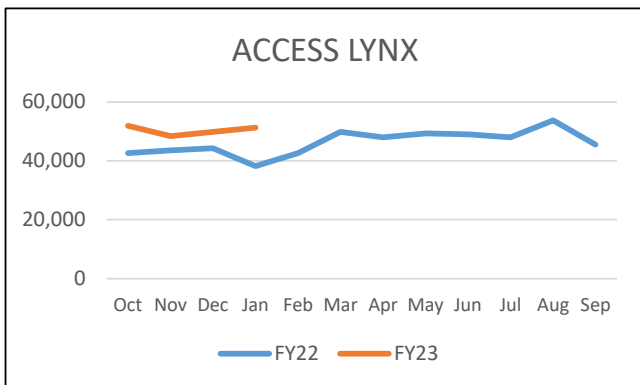
LYMMO ridership increased by 40.8% compared to the same time last year. Average weekday riders increased by 36.7%.



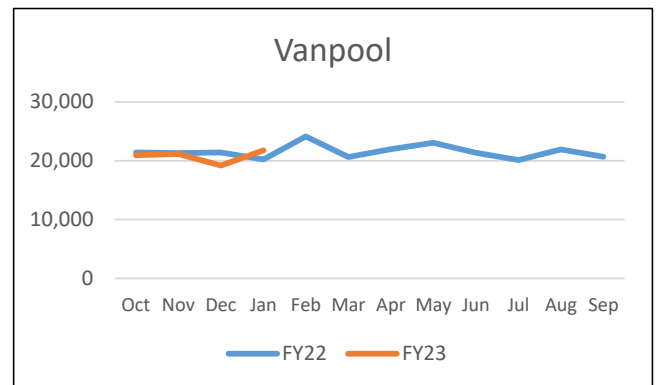
Fixed route ridership increased 20.3% compared to January 2022. Average weekday riders increased by 14.4%.



NeighborLink ridership decreased 26.3% compared to January 2022. Average daily riders decreased by 21.4%.



ACCESS LYNX ridership increased by 24.3% compared to January 2022. Average weekday riders increased by 20.8%.



Vanpool ridership increased by 7.6%. The continued use of telecommuting has caused a decrease in Vanpool utilization.



January 2023 Service Performance Report

FY23 Monthly Modal Performance Data Sheet - January 2023

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	
<b>LYMMO</b>											
Oct	35,150	5	68%	Not Applicable	0	0.08	7,626	93%	14	100%	
Nov	35,011	5	72%		0	0.09	7,470	90%	14	100%	
Dec	39,777	6	74%		0	0.07	7,343	86%	14	100%	
Jan	41,973	7	67%		0	0.08	7,150	89%	14	100%	
Feb											
Mar											
Apr											
May											
Jun											
Jul											
Aug											
Sep											
YTD	151,911	6	70%		0	0.08	29,589	90%	14	100%	
<b>Fixed Route</b>											
Oct	1,441,821	17	66%	13%	7	0.08	89,575	97%	223	100%	
Nov	1,339,455	16	67%	14%	6	0.09	86,939	95%	228	100%	
Dec	1,368,457	16	67%	10%	8	0.07	91,340	93%	214	99%	
Jan	1,411,242	17	73%	16%	10	0.08	90,637	94%	215	100%	
Feb											
Mar											
Apr											
May											
Jun											
Jul											
Aug											
Sep											
YTD	5,560,975	16	68%	13%	31	0.08	358,491	95%	220	100%	



## January 2023 Service Performance Report

### FY23 Monthly Modal Performance Data Sheet -January 2023

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
<b>NeighborLink</b>							
Oct	8,517	100%	100%	0	25.1	95%	100%
Nov	8,162	100%	100%	0	23.3	95%	99%
Dec	8,373	100%	100%	0	17.3	90%	99%
Jan	8,639	100%	100%	0	4.9	91%	99%
Feb							
Mar							
Apr							
May							
Jun							
Jul							
Aug							
Sep							
YTD	33,691	100%	100%	0	17.6	93%	99%
<b>ACCESS LYNX</b>							
Oct	51,883	79.50%	99.79%	2	7.3	89%	100%
Nov	48,400	80.15%	99.78%	1	9.5	86%	99%
Dec	49,890	86.03%	99.82%	0	7.6	86%	99%
Jan	51,347	85.20%	99.88%	0	5.2	84%	99%
Feb							
Mar							
Apr							
May							
Jun							
Jul							
Aug							
Sep							
YTD	201,520	82.72%	99.82%	3	7.4	86%	99%



## January 2023 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.

# LYNX Board Agenda

## Monthly Report F

**To:** LYNX Board of Directors

**From:** James Boyle  
Director Of Planning And Development  
Bruce Detweiler  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6036

**Item Name:** Ridership Report - December 2022

**Date:** 3/23/2023

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The attached monthly Performance Report includes December 2022 Year-To-Date figures for ridership and other performance indicators. Total ridership for December 2022 was 1,489,531. This is a 11.7% increase from December 2021. On-Time Performance for Fiscal Year-To-Date 2021 is 67%.

- LYNX overall ridership increased by 150K, or 11.7%, compared to December 2021. Year-to-date ridership for FY-23 (4,522,636) increased 13.4% compared to FY-22 (3,986,741)
- LYMMO ridership increased by 8,500, or 27.5%, compared to December 2021. Year-to-date ridership for FY-23 (109,938) increased 10.4% compared to FY-22 (99,606).
- Fixed Route ridership increased by 150K, or 11.6%, compared to December 2021. Year-to-date ridership for FY-23 (4,149,733) increased by 13.4% compared to FY-22 (3,658,741).
- NeighborLink ridership increased by 400, or 4.8%, compared to December 2021. Year-to-date ridership for FY-23 (25,052) increased 15.7% compared to FY-22 (21,651).
- ACCESS LYNX ridership increased by 5K, or 12.7%, compared to December 2021. Year-to-date ridership for FY-23 (150,173) increased 13.9% compared to FY-22 (131,890).
- Vanpool ridership decreased by 2K, or 10.3%, compared to December 2021. Year-to-date ridership for FY-23 (61,354) decreased by 4.4% compared to FY-22 (64,145).
- Special event ridership for December 2022 was 3,831.



## December 2022 Service Performance Report

### RIDERSHIP

<b>Total Ridership by Mode</b>						
	Dec-21	Dec-22	% Δ	YTD-22	YTD-23	% Δ
LYMMO	31,196	39,777	27.5%	99,606	109,938	10.4%
Fixed Route	1,226,725	1,368,457	11.6%	3,658,741	4,149,733	13.4%
NeighborLink	7,988	8,373	4.8%	21,651	25,052	15.7%
ACCESS LYNX	44,257	49,890	12.7%	131,890	150,173	13.9%
Vanpool	21,408	19,203	-10.3%	64,145	61,354	-4.4%
Special Events	1,860	3,831	N/A	10,708	26,386	N/A
<b>SYSTEM TOTAL</b>	<b>1,333,434</b>	<b>1,489,531</b>	<b>11.7%</b>	<b>3,986,741</b>	<b>4,522,636</b>	<b>13.4%</b>

<b>December 2021:</b>	23 Weekdays	3 Saturdays	5 Sundays
<b>December 2022:</b>	22 Weekdays	5 Saturdays	4 Sundays

<b>Average Daily Ridership by Mode</b>									
Mode	Weekday			Saturday			Sunday		
	Dec-21	Dec-22	% Δ	Dec-21	Dec-22	% Δ	Dec-21	Dec-22	% Δ
LYMMO	1,156	1,588	37.4%	562	570	1.4%	586	497	-15.2%
Fixed Route	44,257	50,132	13.3%	33,943	34,965	3.0%	21,398	22,685	6.0%
NeighborLink	315	335	6.3%	185	248	34.1%	-	-	-
ACCESS LYNX	1,819	1,901	4.5%	692	1,070	54.6%	648	682	5.2%
Vanpool	241	455	88.8%	38	141	271.1%	29	85	193.1%
<b>SYSTEM TOTAL</b>	<b>47,788</b>	<b>54,411</b>	<b>13.9%</b>						

LYNX ridership increased by about 150K, or 11.7%, compared to December 2021. System-wide average riders increased by 13.9% year-to-date.

**LYMMO** ridership increased by about 8500, or 27.5%, compared to December 2021. Average weekday ridership for LYMMO was up 37.4% in December 2022. Ridership has been affected by the removal of the Orange Line from the Amelia Street Garage as well as the continued prominence of telecommuting in the downtown core.

**Fixed Route** ridership increased by 150K, or 11.6%, compared to December 2021. Average daily ridership increased by 13.3% compared to the same time period last year. Ridership is showing a steady recovery from losses incurred from the COVID-19 pandemic.

**NeighborLink** ridership increased by about 400, or 4.8%, compared to December 2021. The overall increase for the year continues to show a gradual recovery from the COVID-19 pandemic.

**ACCESS LYNX** ridership increased by about 5K, or 12.7%, compared to December 2021. Ridership is showing a slow recovery from the COVID-19 pandemic.

**Vanpool** ridership decreased by about 2000, or 10.3%, compared to December 2021. The continued use of telecommuting has caused a decrease in total Vanpool utilization.

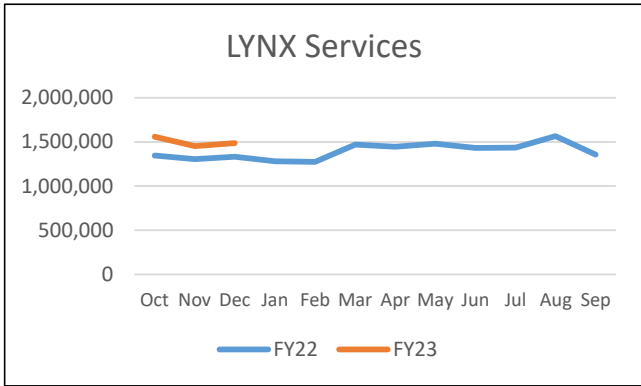
\*According to the U.S. Energy Information Administration, the average price of gasoline in the U.S. was \$3.44/gallon in December 2021 and \$3.50/gallon in December 2022. Historically, high gas prices can result in increased public transit ridership.



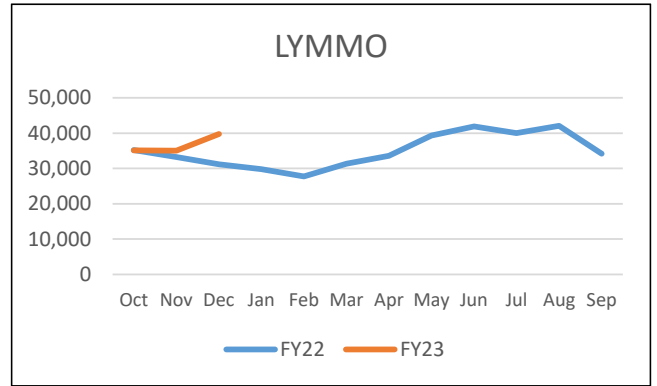


## December 2022 Service Performance Report

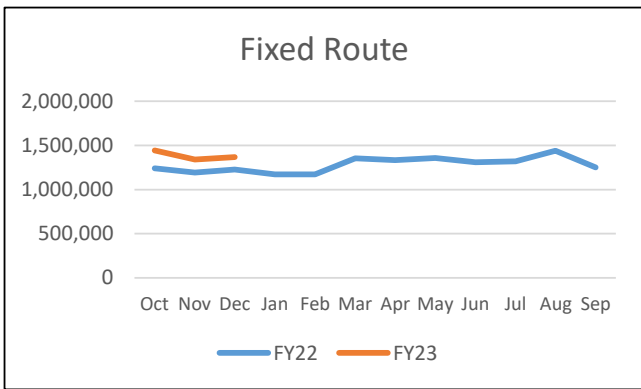
### MONTHLY RIDERSHIP TRENDS BY MODE



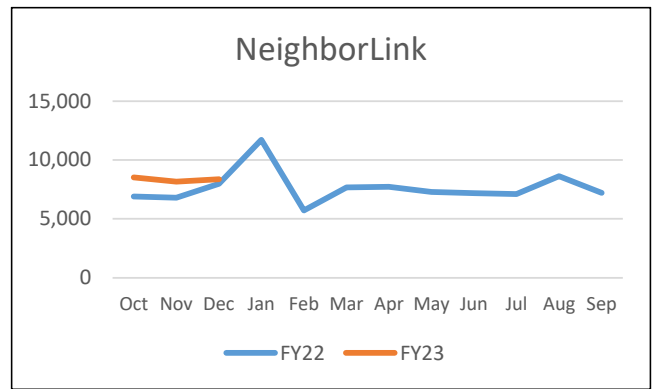
LYNX ridership increased by 11.7% compared to the same time last year. Average weekday riders increased by 13.9%.



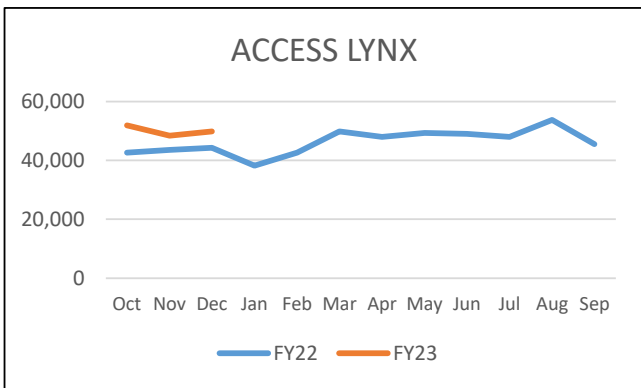
LYMMO ridership increased by 27.5% compared to the same time last year. Average weekday riders increased by 37.4%.



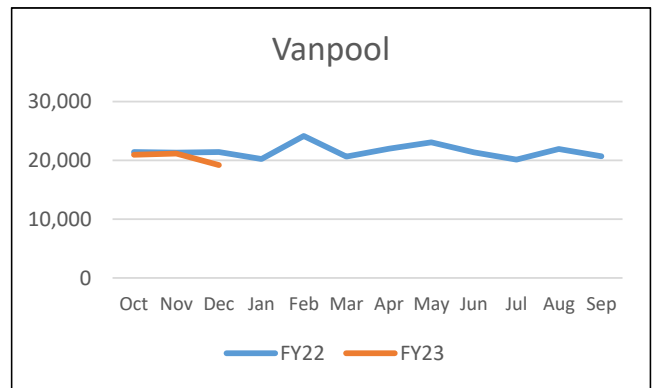
Fixed route ridership increased 11.6% compared to December 2021. Average weekday riders increased by 13.3%.



NeighborLink ridership increased 4.8% compared to December 2021. Average daily riders increased by 6.3%.



ACCESS LYNX ridership increased by 12.7% compared to December 2021. Average weekday riders increased by 6.3%.



Vanpool ridership decreased by 10.3%. The continued use of telecommuting has caused a decrease in Vanpool utilization.



December 2022 Service Performance Report

FY23 Monthly Modal Performance Data Sheet - December 2022

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	
<b>LYMMO</b>											
Oct	35,150	5	68%	Not Applicable	0	0.08	7,626	93%	14	100%	
Nov	35,011	5	72%		0	0.09	7,470	90%	14	100%	
Dec	39,777	6	74%		0	0.07	7,343	86%	14	100%	
Jan											
Feb											
Mar											
Apr											
May											
Jun											
Jul											
Aug											
Sep											
YTD	109,938	5	71%		0	0.08	22,439	90%	14	100%	
<b>Fixed Route</b>											
Oct	1,441,821	17	66%	13%	7	0.08	89,575	97%	223	100%	
Nov	1,339,455	16	67%	14%	6	0.09	86,939	95%	228	100%	
Dec	1,368,457	16	67%	14%	8	0.07	91,340	93%	222	99%	
Jan											
Feb											
Mar											
Apr											
May											
Jun											
Jul											
Aug											
Sep											
YTD	4,149,733	16	67%	14%	21	0.08	267,854	95%	224	100%	



December 2022 Service Performance Report

FY23 Monthly Modal Performance Data Sheet -December 2022

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
<b>NeighborLink</b>							
Oct	8,517	100%	100%	0	25.1	95%	100%
Nov	8,162	100%	100%	0	23.3	95%	99%
Dec	8,373	100%	100%	0	17.3	90%	99%
Jan							
Feb							
Mar							
Apr							
May							
Jun							
Jul							
Aug							
Sep							
YTD	25,052	100%	100%	0	21.9	94%	99%
<b>ACCESS LYNX</b>							
Oct	51,883	79.50%	99.79%	2	7.3	89%	100%
Nov	48,400	80.15%	99.78%	1	9.5	86%	99%
Dec	49,890	86.03%	99.82%	0	7.6	86%	99%
Jan							
Feb							
Mar							
Apr							
May							
Jun							
Jul							
Aug							
Sep							
YTD	150,173	81.89%	99.80%	3	8.1	87%	99%



## December 2022 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.