

# LYNX Board Agenda


Meeting Date: 6/22/2023  
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 5.25.23

Pg 3

## 3. Public Comments


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

## 4. Chief Executive Officer's Report

## 5. Oversight Committee Report



## 6. Consent Agenda

### A. Award Contracts

- i.  Authorization to Negotiate and Award a Contract with Denovo Ventures, LLC for the Purchase and Installation of a New Enterprise Resource Planning (ERP) and Human Capital Management System

Pg 8


### B. Miscellaneous

- i.  Authorization to Issue a Task Order to Kittelson & Associates, Inc. for General Planning Services on the State Road 436 Transit-Oriented Development Planning Project
- ii.  Authorization to Solicit FY2024-2025 Project Applications for the Federal Transit Administration (FTA), Section 5310 Program: Enhanced Mobility of Seniors and Individuals with Disabilities

Pg 11

Pg 13

## 7. Work Session


- A.  Update on Paratransit Services

Pg 15

## 8. Information Items

- A.  FY 2023-2028 Transportation Disadvantaged Service Plan (TDSP) Major Update

Pg 16

- B.  Notification of Settlement Agreements Pursuant to Administrative Rule 6

Pg 18

- C.  Notification of Sole Source Procurements Pursuant to Administrative Rule 4






Pg 19

-Attachments   

- D.  Quarterly Service Recognition

Pg 26

## 9. Monthly Reports

- A.  Communications Report - May 2023 Pg 28
  
- B.  Monthly Financial Report - March 2023 Pg 33
  - Attachments 
  
- C.  Ridership Report - April 2023 Pg 35
  - Attachments 

## 10. Executive Session

## 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:**     **May 25, 2023**

**TIME:**     **1:00 p.m.**

---

---

**Members in Attendance:**

Jerry Demings, Mayor, Orange County, Chair

Viviana Janer, Commissioner, Osceola County BoCC, Vice-Chair

Buddy Dyer, Mayor, City of Orlando

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 Janer to lead the Pledge of Allegiance.

Chair Demings congratulated Mayor Dyer on delivering the State of the City address.

**2. Approval of Minutes**

Mayor Dyer moved to approve the Board of Directors meeting minutes of April 27, 2023.

Seconded by Commissioner Janer. The minutes were unanimously approved as presented.

**3. Public Comments**

Tom Connelly – Altamonte Springs, FL

Mr. Connelly complimented ACCESS LYNX services.

Jacqueline Foster – Orlando, FL

Ms. Foster proposed changes to bus stops and technology updates.

Evelyn Grosso – Via email

Ms. Grosso reported concerns with ACCESS LYNX.

Marilyn Baldwin – Via email  
Ms. Baldwin reported concerns with ACCESS LYNX.

#### **4. Chief Executive Officer’s Report**

Tiffany Homler Hawkins, Chief Executive Officer, reported that LYNX staff participated in the IOA Corporate 5K on May 4.

The LYMMO Lime line has been realigned to service senior centers in the area. LYNX Planning staff assisted seniors to make them more comfortable riding the LYMMO.

LYNX received a Silver Status bicycle friendly business award from the City of Orlando.

#### **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 April 27, 2023, Oversight meeting.

Amanda Clavijo, Chair of the Finance & Audit Committee, gave a report on the May 18, 2023 Finance & Audit Committee. The Finance Committee recommends approval of all Consent Agenda items.

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

The Committee received presentations on the FY2024 Preliminary Capital Budget, the FY2023 second quarter Operating Results, an update on Organizational Development activities and the Beep project.

#### **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.D.v. 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 Construction Engineering and Inspection for HVAC Systems Replacement & Enhancement at LYNX Central Station and LYNX Operations Center
- ii. Authorization to Release a Request for Proposal (RFP) for Legal Services – General Counsel

##### **B. Award Contracts**

- i. Authorization to Negotiate and Award a Contract to Kiewit Infrastructure South Co. for the Construction Phase of the Concrete and Drainage Improvement Project at LCS

- ii. Authorization to Negotiate and Award a Contract to Atlantic Civil Constructors Corp. for the Construction Phase of the Concrete and Drainage Improvement Project at LOC
- C. Extension of Contracts
  - i. Authorization to Exercise First Option Year of Contract #20-C49 with Urban Transportation Associates, Inc., for Maintenance and Support of the Automatic Passenger Counter Backend Reporting System
  - ii. Authorization to Exercise the First Option Year of Contract #20-C80 with MSL, PA, for Audit Services
- D. Miscellaneous
  - i. Authorization to Submit a Trip and Equipment Grant Application to the Florida Commission for the Transportation Disadvantaged and Adoption of Resolution #23-005
  - ii. Authorization to Execute MetroPlan Orlando's FY2023-2024 Unified Planning Work Program (UPWP) Pass-Thru Funding Agreement
  - iii. Authorization to Transfer Two (2) Paratransit Turtle Top Vehicles to Health By Design USA, Inc.
  - iv. Authorization to Amend the LYNX Money Purchase Plan Governing Plan Document
  - v. Approval of Second Amendment to Agreement of Lease with JPG Orlando, LLC

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

## 7. Action Agenda

### A. Authorization to Amend the City of Orlando Funding Agreement for FY2023

Chair Demings recognized James Boyle, Director of Planning & Development, to make the presentation. Mr. Boyle stated that the objective of the Autonomous Vehicle Pilot program is to prepare the City's transportation infrastructure for connected and autonomous vehicles. The City of Orlando has set aside a budget of about \$500,000 for LYNX to implement the AV pilot program.

LYMMO Orange was identified as the best option for this program. The program will operate on off-peak hours to offset the smaller vehicle size.

The main purpose of the project is to test the vehicle in a "living lab". The FTA is aware of the project and is very interested in the outcome. All vehicles are equipped with ramps for wheel chairs and are staffed with an on-board attendant.

The pilot program will start with the August service change. Prior to launch, LYNX and Beep will host an Accessibility Day to provide passengers a casual, non-rushed environment.

Mayor Dyer stated that the City of Orlando is very excited about this project.

Mayor Dyer made a motion for Authorization to Amend the City of Orlando Funding Agreement for FY2023. Second by Commissioner Janer. Motion passed unanimously.

B. Authorization to Negotiate and Award a Contract to Beep, Inc.

Mayor Dyer made a motion for Authorization to Negotiate and Award a Contract to Beep, Inc. Second by Commissioner Janer. Motion passed unanimously.

Mr. Boyle introduced Racquel Asa from Beep, Inc. Ms. Asa stated that Beep is excited for the opportunity to provide mobility and accessibility for all.

C. Ratification of LYNX CEO Contract

Mayor Demings stated that an agreement has been made with Ms. Homler Hawkins for the CEO position, and each Board member has received a copy of the agreement.

Motion for Ratification of LYNX CEO Contract made by Commissioner Janer, second by Mayor Dyer. Motion passed unanimously.

Ms. Homler Hawkins thanked the Board for their support, and the outpouring of support from the community.

**8. Work Session**

A. Update on Paratransit Services

Mayor Demings recognized Norm Hickling, Director of Mobility Services, to make the presentation. Mr. Hickling stated that multiple open houses have been held and applications are being processed for employee recruitment. Employees are completing safety training and the Paratransit Operations Center connectivity has been finalized. There was a mass refurbishment of LB McLeod at an accelerated rate, and anticipated to move into the facility this weekend.

All 182 vehicles are inspected by repair teams from LYNX, FDOT, Center for Urban Transportation Research, MV Transportation, and Transdev Services, Inc. This cooperative effort allowed for a complete assessment of vehicle status and ensured that the fleet is in compliance with state regulations.

Commissioner Janer voiced concerns regarding the customers. She would like continued communication with the customers and try to keep incidents to a minimum.

Ms. Homler Hawkins stated that this has been a continued effort to make the transition as seamless as possible.

B. Discussion Regarding Scheduling a Collective Bargaining Executive Session

Ms. Homler Hawkins stated that per LYNX Administrative Rule 2, there are three steps of notification of Executive Session. The first notification is this discussion agenda item. This does not require a vote, just a notification that an Executive Session will be scheduled, in anticipation of the upcoming union negotiations.

**9. Information Items**

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

- A. Notification of Settlement Agreements Pursuant to Administrative Rule 6
- B. Notification of Sole Source Procurements Pursuant to Administrative Rule 4
- C. Notification of Utilization of Project Contingency to Garcia Civil Contractors, Inc. Pursuant to Admin. Rule 4.5.4.D. in the Amount of \$12,846

**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 – April 2023
- B. Monthly Financial Report – February 2023
- C. Ridership Report – March 2023

**10. Other Business**

No other business was discussed.

**11. Adjourned:**

The meeting adjourned at 1:42 p.m.

**Certification of Minutes:**

I certify that the foregoing minutes of the May 25, 2023 LYNX Board of Director's meeting are true and correct, approved by the Board of Directors.

X

---

Assistant

# LYNX Board Agenda

## Consent Agenda Item #6.A. i

**To:** LYNX Board of Directors

**From:** Michelle Daley  
Director Of Finance  
Michelle Daley  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6014

**Item Name:** Authorization to Negotiate and Award a Contract with Denovo Ventures, LLC for the Purchase and Installation of a New Enterprise Resource Planning (ERP) and Human Capital Management System

**Date:** 6/22/2023

---

### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to negotiate and award a contract with Denovo Ventures, LLC for purchase and installation of a new Enterprise Resource Planning (ERP) and Human Capital Management System. The contract period will be an initial period of three (3) years with a contract not to exceed of \$4,881,773, with two (2) one (1) year renewal options.

### **BACKGROUND:**

On July 28, 2022, the LYNX Board of Directors approved the release of a Request for Proposal for an ERP Management Solutions. As the Agency continues to look for ways to become more efficient and effective in serving the public transit needs of the community, it is critically important to have a state-of-the-art integrated enterprise application that is scalable and resilient.

The current systems in use include several different software packages to accomplish the many financial requirements LYNX is required to maintain. For instance, our financial suite of software includes, the Microsoft Great Plains accounting system, Key to Act for grant management, Dynamic budgets for budgeting, Paramount Workplace for purchase requisition and PO generation. Ceredian Dayforce for our HRIS and Payroll processing, Sage for fixed asset management, FA Suites for material control inventory management, and numerous excel functions to integrate them together. The current systems suffer from multiple integrations, manual and duplicative data entry, work around methods to complete standard business process as well as a lack of reporting and data warehousing capabilities. LYNX requires a solution that is more integrated with a vendor-maintained ERP and HCM solution, infrastructure, and platform.



# LYNX Board Agenda

The Scope of Work for the ERP solution, as noted in the RFP, was coordinated by the Finance Department. LYNX contracted with Genesis Consulting to assist in developing the scope of work including the current pain points across the agency. This was done by meeting with all staff and holding several meetings to discuss each area and the related issues. The result of this work was a very comprehensive scope of work package for the issued RFP.

Denovo has proposed the Oracle Cloud Suite of products which will be a hosted solution with integrated functionalities. The following chart are the areas that will be fully integrated into the proposed solution.

Core Financial Management	Core HR	Procurement
General Ledger	Payroll Processing	Requisitions for Purchase Orders
Financial Reporting	Recruiting	Contract Management
Accounts Payable	New Employee Onboarding	DBE Reporting/Data Collection
Accounts Receivable	Time Clock Reporting system	Solicitation Request Process
Fixed Assets	Performance Management	Budgeting
Bank Reconciliation	Benefit Management	Operating Budget Management
1099 Reporting	Open Enrollment	Capital Budget Management
Fixed Assets	FMLA Tracking	Budget Reporting
Grants Accounting/compliance	Benefit Absence tracking	
Inventory (parts counter)	Learning Management System	Other Processes
	Training Scheduling	Document Management
	Training Deployment	NTD Tracking/Reporting
	Training Tracking	Work process Workflow

The budget for this project as outlined below includes all software fees for the first 3 years, and the professional service costs to implement the system.

ITEM	DESCRIPTION	Initial Period (3 Years)
1	Software Fees (each year \$680,000)	\$2,040,000
<b>Professional Services:</b>		
2	Implementation Services	2,336,066
3	Data Conversion Estimate	91,200
4	Customizations/Custom Reports	271,744
5	Training	\$2,600
6	Travel and Other Costs	140,163
	<b>Total Cost</b>	<b>\$4,881,773</b>

# LYNX Board Agenda

## **RFP PROCESS:**

RFP Release date: October 7, 2022

Questions due date: October 24, 2022

Proposals due: December 2, 2022

Source Evaluation Committee training date: January 24, 2023

The Source Evaluation Committee (SEC) met on February 20, 2023 to provide their scoring and comments. The SEC decided at this meeting to defer scoring until demonstrations of the software could be scheduled. Those demonstrations took place on April 20<sup>th</sup>, 21<sup>st</sup>, 24<sup>th</sup>, and 25<sup>th</sup>. Each vendor had two (2) days. On June 8, 2023, the SEC reconvened and scored the vendors as follows:

Proposer	Total Score	SEC Ordinal Ranking
Denovo Ventures, LLC	460	5
OnActuate Consulting U.S. Inc.	350	10

Based on the Scores and Ordinal Rankings, the SEC voted to negotiate and award a contract with Denovo Ventures, LLC.

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

A DBE participation goal is not applicable for this activity.

## **FISCAL IMPACT:**

The FY2023 Amended Operating Budget includes \$965,540 for the implementation of an Enterprise Resource Planning Management Solutions. The FY2024 Proposed Operating Budget includes the remaining funding for the implementation and software hosting fees of \$2,556,233.

# LYNX Board Agenda

## Consent Agenda Item #6.B. i

**To:** LYNX Board of Directors

**From:** James Boyle  
Director Of Planning And Development  
Myles O'Keefe  
(Technical Contact)  
Patricia Whitton  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6036

**Item Name:** Authorization to Issue a Task Order to Kittelson & Associates, Inc. for General Planning Services on the State Road 436 Transit-Oriented Development Planning Project

**Date:** 6/22/2023

---

### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to issue a task order to Kittelson & Associates, Inc. (Kittelson) under the General Planning Contract (22-C61) for the State Road 436 Transit-Oriented Development Planning Program in an amount not to exceed (NTE) \$374,996.

### **BACKGROUND:**

In May 2021, the Board of Directors authorized LYNX to submit a grant application to the Federal Transit Administration (FTA) for FY2021 Competitive Funding Opportunity: Pilot Program for Transit-Oriented Development Planning. LYNX was awarded the grant in the amount of \$375,000 for the analysis of nine bus rapid transit stations along State Road 436 from the Orlando International Airport to State Road 50. The project will review existing and future land uses around the proposed station areas, develop conceptual site plans, make recommendations for improved bicycle and pedestrian infrastructure, and propose TOD policies and guidelines for the City of Orlando to adopt that will support not only transit ridership, but also housing opportunities for those along State Road 436.

The budget submitted to FTA for the Transit-Oriented Development Planning Project included:

\$300,000	FTA Share
<u>\$75,000</u>	Local Share: City of Orlando
\$375,000	Total Cost

# LYNX Board Agenda

Under Request for Proposal (RFP) 22-R03, LYNX sought the services of up to three Consultant teams to provide support for the agency's general planning activities. On August 19, 2022, Kittelson was awarded contract (22-C61) for General Planning Consultants services under RFP 22-R03. The contract specifies that all task work orders will be issued to the General Planning Consultant teams on a rotating basis based on Ordinal Ranking from the RFP selection process. All task work orders issued under these GPC contracts with values between \$150,000 and \$500,000 will be brought before the LYNX Board of Directors for approval.

Kittelson was asked to respond to a Task Order Request for planning services to complete the State Road 436 Transit-Oriented Development Pilot Project. Kittelson submitted a formal Task Order Response including a project approach and a total project budget of \$374,996. The Task Order Response is within the LYNX completed Independent Cost Estimate and the total project cost including the FTA grant award and the local share provided by the City of Orlando.

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

A DBE participation goal is not applicable for this activity.

## **FISCAL IMPACT:**

The FY2023 Amended Operating Budget includes \$375,000 for the State Road 436 Transit-Oriented Development Planning Program.

# LYNX Board Agenda

## Consent Agenda Item #6.B. ii

**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 Solicit FY2024-2025 Project Applications for the Federal Transit Administration (FTA), Section 5310 Program: Enhanced Mobility of Seniors and Individuals with Disabilities

**Date:** 6/22/2023

---

### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to conduct the competitive process to select projects and sub-recipients for the Federal Transit Administration (FTA) Enhanced Mobility of Seniors and Individuals with Disabilities, Section 5310 Program.

### **BACKGROUND:**

The Governor of the State of Florida appointed LYNX as the designated recipient for Section 5310 funds, under MAP-21 (continues under the Infrastructure Investment and Jobs Act aka "IIJ" Act), for the Census defined urbanized portion of Orlando and Kissimmee. As the designated recipient of 5310 funds for the urbanized areas of Orlando and Kissimmee, Florida, LYNX has the responsibility to develop a program of projects, including soliciting projects from non-profit organizations and other eligible entities under Section 5310 that serve seniors and individuals with disabilities. The Section 5310 program is intended to enhance mobility for seniors and persons with disabilities by providing funds for programs to serve the special needs of transit-dependent populations beyond traditional public transportation services and Americans with Disabilities Act (ADA) complementary paratransit services.

Eligible activities under IIJ Act 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.

# LYNX Board Agenda

3. Public transportation projects that improve access to fixed-route service and decrease reliance by individuals with disabilities on complementary paratransit service.
4. Alternatives to public transportation that assist seniors and individuals with disabilities.

LYNX Mobility Management completed the Transportation Disadvantaged Service Plan (TDSP) Major Update for FY 2023-2028, a requirement by the State of Florida Commission for the Transportation Disadvantaged (CTD) and was approved by MetroPlan Orlando's Local Coordinating Board (LCB) on May 11, 2023. Included in the TDSP is the 5310 locally developed and coordinated public transit-human services transportation plan for FTA's Section 5310.

LYNX staff intends to competitively solicit project applications from non-profit organizations and other 5310 eligible entities to select sub-recipients. LYNX has successfully worked with non-profit agencies that have current coordination agreements to strive towards a common goal of providing cost-effective and efficient transportation services for seniors and individuals with disabilities. The 5310 trips provided directly by human service agencies to their respective clients are cost effective and reduces the need to provide paratransit trips to eligible riders.

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

A DBE participation goal is not applicable for this activity.

## **FISCAL IMPACT:**

LYNX staff will include the Section 5310 project award in future operating and capital budgets as appropriate.

# LYNX Board Agenda

## Work Session Item #7.A

**To:** LYNX Board of Directors

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

**Phone:** 407.841.2279 ext: 6064

**Item Name:** Update on Paratransit Services

**Date:** 6/22/2023

---

A status report on the transition of ACCESS LYNX paratransit operations from MV Transportation to Transdev Services will be provided by Mr. Norman Hickling, LYNX Director of Mobility Services.

# LYNX Board Agenda

## Information Item A

**To:** LYNX Board of Directors

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

**Phone:** 407.841.2279 ext: 6169

**Item Name:** FY 2023-2028 Transportation Disadvantaged Service Plan (TDSP) Major Update

**Date:** 6/22/2023

---

Staff is submitting information to the Board of Directors on the FY 2023-2028 Transportation Disadvantaged Service Plan (TDSP) Major Update which is required to be submitted to the Florida Commission for the Transportation Disadvantaged by July 1, 2023.

The TDSP is a five-year plan developed by LYNX under the guidance and approval of the Transportation Disadvantaged Local Coordinating Board (TDLCB) of Orange, Osceola, and Seminole Counties. Developed in partnership with MetroPlan Orlando, the TDSP is an annually updated tactical plan that includes development and service plans; quality assurance; cost/revenue allocation justifications; and rate structure justification components. Through the TDLCB's involvement and administration by MetroPlan Orlando, in the review and approval of the TDSP, the TDLCB is able to guide and support LYNX in implementing coordination efforts and locally developed service standards that are consistent with the needs and resources of our community.

Annual updates are required to address components within the Development Plan, Service Plan, and Cost/Revenue Allocation and Rate Structure Justification sections. The summary of the 2023 revisions are listed below:

### Development Plan

- TDLCB Roster (pages 2-3)
- Updated LYNX Organization Charts (pages 10-11)
- Public Participation (pages 12-19)
- Forecasts of Transportation Disadvantaged Population (pages 34-38)
- Needs Assessment (page 39)



# LYNX Board Agenda

- Barriers to Coordination (page 40)
- Goals, Objectives, and Strategies (pages 42-43)
- Implementation Schedule (pages 44-45)

## Service Plan

- Coordinated System Providers (page 55)
- Service Standards – Call Hold Time and Public Transit Ridership (pages 58 and 60)

## Cost/Revenue Allocation

- CTD Cost/Revenue Allocation and Rate Justification (page 63)

## Quality Assurance

- No changes this update

## Attachments

- Attachment A – Plans Review
- Attachment B – Public Involvement Plan
- Attachment C – MetroPlan TDLCB Public Workshop Comments
- Attachment D – TD System User Survey
- Attachment H – Paratransit Vehicle Inventory
- Attachment O – Public Outreach Identified Needs

The 2023 TDSP Major Update was approved by the TDLCB at their quarterly meeting held on May 11, 2023.

# 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:** 6/22/2023

---

### LYNX Liability Claim Settlements May 1 – 30, 2023

Claimant Name	Accident Date	Accident Type	Amount	Date of Check
Shane Smith	10/28/22	BI	\$5,000.00	05/04/23
Seminole Toyota Collision (Daniel Robles)	11/12/22	PD	\$821.00	05/04/23
Dan Newlin Injury Attorneys f/b/o Erika Beagle	10/03/21	BI	\$10,000.00	05/04/23
The Arnold Law Group f/b/o Ron Beagle	10/03/21	BI	\$10,000.00	05/04/23
Dan Newlin Injury Attorneys f/b/o Micah Beagle a minor child	10/03/21	BI	\$5,000.00	05/04/23
Dan Newlin Injury Attorneys f/b/o Tara Davis	06/19/19	BI	\$15,000.00	05/04/23
Crash Champions Collision (Clinton Scott)	10/18/22	PD	\$471.68	05/04/23
Dan Newlin Injury Attorneys Trust Account f/b/o Tiffany Jackson	04/24/18	BI	\$50,000.00	05/04/23
Wand Newco 2, Inc., dba Caliber Collision	03/21/23	PD	\$1,469.60	05/11/23
Ricardo Perera	04/18/23	PD	\$2,120.82	05/11/23
Rick S. Jacobs, P.A. Trust Account f/b/o Nerline St. Charles	09/14/21	BI	\$15,000.00	05/11/23
Antonio Manuel Vargas Jr	04/17/23	PD	\$842.02	05/11/23
Dan Newlin Injury Attorneys Trust Account f/b/o Alejandro Parra	02/13/22	BI	\$25,000.00	05/18/23
True Health	04/03/23	PD	\$2,750.00	05/18/23
Enterprise Rentacar (Brenda Reeder)	03/21/23	PD	\$458.08	05/18/23

# 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:** 6/22/2023

---

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

1. Proterra Operating Company, Inc.
2. SEON
3. SPX/Genfare



## Sole Source Justification Letter

**DATE:** May 12, 2023

**TO:** Maurice A. Jones, Director of Procurement

**REQUESTED BY:** Elvis Dovalos, Director of Maintenance

**SUBJECT:** Proterra Battery Lift Table (Item Number 166-7577) Purchase for the Electric Bus Fleet Maintenance

**BACKGROUND:** The Proterra electric buses are equipped with batteries mounted on the bottom of the bus (undercarriage). In order to remove the batteries for repairs or replacements the bus must be raised on a lift and a hydraulic lift table specifically designed for the Proterra batteries must be used to secure and drop them from the bus.

**SOLE SOURCE JUSTIFICATION:** Proterra Operating Company Inc., is the Sole Source of the following item:

Proterra Part Number 166-7577 – Mechanical, Lift Table Battery, Service

Proterra is the Sole Source of the item listed above, and no other company or firm sells or distributes such item. Competition in providing the abovenamed item is precluded by the existence of specific design work, intellectual property, copyright, secret process, or monopoly.

We are aware of no other item available for purchase that would serve the same purpose or function.

**COST/PRICE ANALYSIS:** The parts and equipment prices charged by Proterra represent “Most Favored Customer Prices” the prices charged LYNX will be equal to or less than prices charged to other customers for similar parts, tools or components. The quoted price for the Proterra battery lift table is \$5645.12.

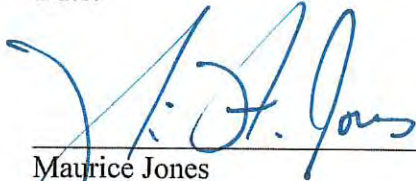
Proterra battery lift table (Item Number 166-7577) is necessary for the maintenance and repairs of Proterra electric buses. Currently there is a bus that has been out of service and is waiting for the battery lift table to complete the diagnosis and repair.



Elvis Dovaes  
Director of Maintenance

5-11-2023

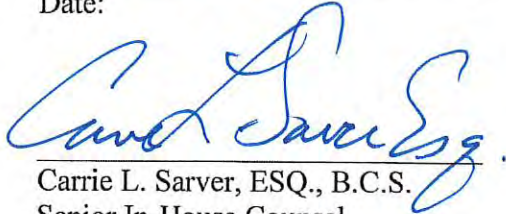
Date:



Maurice Jones  
Director of Procurement

5/15/2023


Date:



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

5/16/23

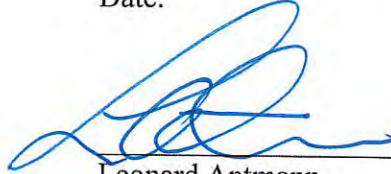
Date:



Frank Martin  
Interim Chief Operations Officer

5-11-2023

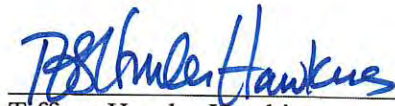
Date:



Leonard Antmann  
Chief Financial Officer

5/16/23

Date:



Tiffany Homler Hawkins  
Chief Executive Officer

5/17/23

Date:





## Sole Source Justification

**DATE:** May 23, 2023

**REQUESTED BY:** Diaralis Gomez, Safety and Security Technician

**SUBJECT:** Safe Fleet

### **BACKGROUND:**

The Safe Fleet project is proposed in direct response to the existing equipment becoming outdated and encumbered by the large amount of footage requested and an upgrade is necessary.

A Safe Fleet Brand is the sole manufacturer and distributor of the transit bus on-board mobile video surveillance equipment that Lynx is currently using in the fixed route vehicles. SEON engineers design all of the systems for SEON transit bus applications. All components are made to SEON – A Safe Fleet Brand specifications and the finished transit bus product is assembled in the USA solely under the SEON name, to meet Buy America requirements.

Lynx completed a competitive procurement for video equipment to be installed on all of the existing public fixed route transit vehicles. The contract was awarded to SEON. The system purchases from SEON included specialized viewing software to allow to accessing the video recorded on the mobile hard-drives. In addition, several of the existing paratransit buses, that were purchased through FDOT, currently have SEON Equipment installed in the vehicles. Purchasing a new solution would require replacing equipment recently purchased.

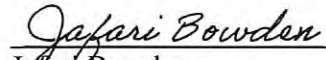
The system procured by Lynx has the capability to have the video selectively downloaded to the system file server wirelessly when scheduled or as a result of an event that occurred to trigger an automatic download. The software being purchased will allow Lynx to add the additional equipment to the server for the downloading capabilities. The software application is proprietary to SEON.

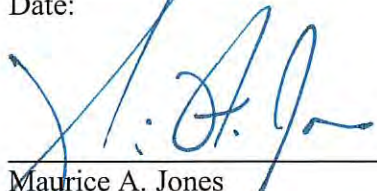
All equipment and software are functional and well within the expected useful life. The latest SEON management and viewing software is backwards compatible with all existing equipment currently deployed by Lynx and can also be used with all proposed equipment for the Paratransit vehicle fleet. Procurement of similar equipment from another manufacturer would require duplicating the infrastructure with that manufacturer's solution for viewing, wirelessly downloading, organizing, and storing video files. The expense of duplicating these capabilities would be costly for existing assets already owned by Lynx.

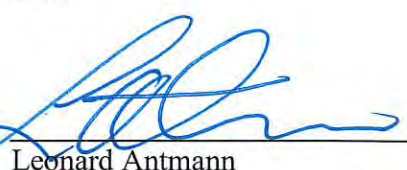
**COST/PRICE ANALYSIS:**


The cost of components has been quoted by Safe Fleet and is included in a cost summary invoice. Safe Fleet is quoting \$15,956.00 for services which includes equipment, provisioning and service.

  
\_\_\_\_\_  
Diaralis Gomez  
Safety and Security Technician


  
\_\_\_\_\_  
Jafari Bowden  
Interim Director of Safety and Security

05/23/2023  
Date: \_\_\_\_\_  
  
\_\_\_\_\_  
Maurice A. Jones  
Director of Procurement

5/23/2023  
Date: \_\_\_\_\_  
  
\_\_\_\_\_  
Leonard Antmann  
Chief Financial Officer

5/25/2023  
Date: \_\_\_\_\_  
  
\_\_\_\_\_  
Carrie L. Sarver, ESQ., B.C.S  
Senior In-House Counsel  
6/8/23  
Date: \_\_\_\_\_

5/26/23  
Date: \_\_\_\_\_

  
\_\_\_\_\_  
Tiffany Homler Hawkins  
Chief Executive Officer  
6/8/23  
Date: \_\_\_\_\_



## Sole Source Justification

**DATE:** May 11, 2023

**REQUESTED BY:** Patricia Dolan, Supervisor of Revenue Control

**SUBJECT:** One-Year Software Support Agreement for Genfare Collection Equipment

**BACKGROUND:** In 2020, under contract 19-C75 issued to SPX/Genfare, LYNX installed Fast Fare Fareboxes including Genfare developed proprietary software. The software requires ongoing support and maintenance and is proprietary to Genfare. Genfare provides services and software maintenance for the GFI Network software for the LYNX fareboxes.

**SOLE SOURCE JUSTIFICATION:** The fare collection proprietary software in use at Lynx to support the Fast Fare Fareboxes was designed, developed and maintained by Genfare and can only be supported by Genfare engineers who have the training, expertise, and tools to support the software. The software covered by the software support agreement was developed, configured, and installed by Genfare to meet the business needs of Lynx. The software support agreement is a continuation of the existing support agreement which exists between Lynx and Genfare. Genfare does not authorize outside organizations to perform such service.

**COST/PRICE ANALYSIS:** The cost for the one-year support from March 15, 2023 to March 14, 2024 is \$68,841.80 to be paid in full with a one-time payment. The cost is reasonable compared to the prior annual costs paid by LYNX.

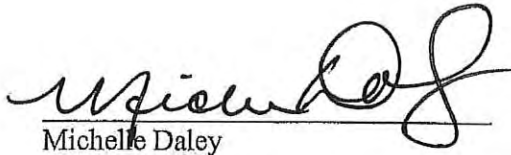
Patricia Dolan  
Supervisor of Revenue Control

5/12/2023  
Date:

Tony DeGuzman  
Comptroller

24 May 23  
Date

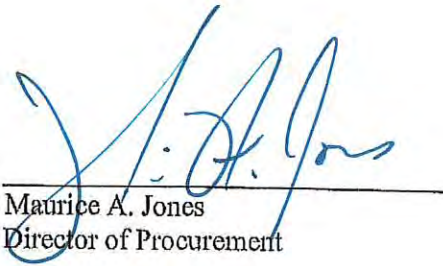




Michelle Daley  
Director of Finance

5/24/23

Date:



Maurice A. Jones  
Director of Procurement

5/25/2023

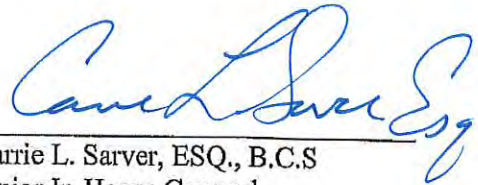
Date



Leonard Antmann  
Chief Financial Officer

5/24/23

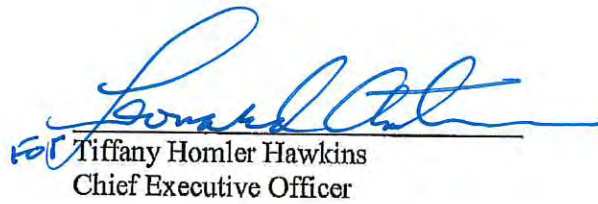
Date:



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

6/8/23

Date



for Tiffany Homler Hawkins  
Chief Executive Officer

6/8/23

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:** 6/22/2023

---

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

Zahir Ali – Bus Operator, Transportation  
Godfrey Anderson – Bus Operator, Transportation  
Timmy Bivens – Bus Operator, Transportation  
Willie Bryant – Groundskeeper, Maintenance  
Orlando Burgos – Bus Operator, Transportation  
Francisco Carrion Cruz – Bus Operator, Transportation  
Bertrand Charleus – Bus Operator, Transportation  
Olrith Dhaiti – Bus Operator, Transportation  
Donalson Felix – Bus Operator, Transportation  
Olga Garzon Algarra – Bus Operator, Transportation  
Orque-Elie Joseph – Bus Operator, Transportation  
Jeffrey Linton II – Bus Operator, Transportation  
Manuel Malave – Technician, Maintenance  
Leon McIntyre – Marketing Specialist, Marketing  
Jorge Perez Pacheco – Bus Operator, Transportation  
Anne Marie Prophete – Bus Operator, Transportation  
Sugey Reyes Pereira – Bus Operator, Transportation  
Juan Romoleroux Torres – Supervisor, Transportation  
Andres Sanchez – Bus Operator, Transportation  
Christopher Sepulveda – Technician, Maintenance

# LYNX ard Agenda

Terri Settington – Director, Human Resources  
Etienne Syldor – Bus Operator, Transportation  
Frank Vega Cuadra – Bus Operator, Transportation  
Byron Wilson – Inventory Control Technician, Finance

## **10 Years of Service**

Beckah Dalla-Libera – Bus Operator, Transportation  
Kristi Daniel – Supervisor, Transportation  
Patricia Dolan – Supervisor, Finance  
Mark Duffus – Bus Operator, Transportation  
Alfred Fragosa – Bus Operator, Transportation  
Mariluz Guzzo Supervisor, Transportation  
Rodney Hrobar – Bus Operator, Transportation  
Marcellus Chrysostome – Bus Operator, Transportation  
Lanorris McKay – Bus Operator, Transportation  
Dorrine Mejia – Bus Operator, Transportation  
Myles O’Keefe – Manager, Planning  
Howard Oliver -- Farebox Puller, Finance  
Celor Sebea – Bus Operator, Transportation  
Selita Stubbs – Senior Manager, Mobility Services  
Genevieve Velazquez – Marketing Specialist, Marketing

## **15 Years of Service**

Calendario Ortiz – Bus Operator, Transportation  
Victor Reyes – Bus Operator, Transportation  
Armando Garcia – Bus Operator, Transportation  
Wayne Arnold – Groundskeeper, Maintenance  
Chitrekha Etwaroo-Sealy – Administrative Assistant, Transportation

## **20 Years of Service**

Charles Collins – Bus Operator, Transportation  
Jose Guzman – Bus Operator, Transportation  
Anthony Ruiz – Bus Operator, Transportation

## **25 Years of Service**

Brian Anderson – Senior HR Generalist, Human Resources  
Marcos Castro – Bus Operator, Transportation  
Pierre Pacombe – Bus Operator, Transportation  
Delmon Simpson – Technician, Maintenance  
Ronnie Slusher – Bus Operator, Transportation

## **30 Years of Service**

Jayne Walker – Supervisor, Transportation

# 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 - May 2023

**Date:** 6/22/2023

---

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

May 15	Memorial Day Holiday Schedule
May 19	LYNX May Board of Directors and Oversight Committee Meeting Information
May 24	Transdev and LYNX Embark on New Partnership

---

### LYNX News Articles – May 2023

To view the articles below please copy and paste the link into a browser.

May 10	<a href="#">Lynx, Orlando may partner on autonomous shuttle in Creative Village</a> The Business Journal
May 11	<a href="#">Lynx, Orlando may partner on autonomous shuttle downtown</a> WFTV
May 12	<a href="#">Use TDT funds on practical infrastructure   Letters - Orlando Sentinel</a> Orlando Sentinel
May 24	<a href="#">Transdev and LYNX Embark on New Partnership</a> InvestorsObserver
May 25	<a href="#">Lynx is launching a robo-taxi in Creative Village</a> Bungalower

# LYNX Board Agenda

## LYNX Social Media – May 2023

May 1	Happy Monday to all.
May 2	Happy Asian American & Pacific Islander Heritage Month. Service detour around Lake Eola Park due to the IOA Corporate 5K. Transdev hiring event.
May 3	Transdev hiring event. Service detour due to the College Park Spring Fest. Service detour around Lake Eola for the Make'M Smile event. Response to question about trip planning.
May 4	Service detour around Lake Eola Park due to the IOA Corporate 5K. May the Fourth be with you. Transdev hiring event.
May 5	LYMMO Lime line ride with residents of Orlando Cloisters. Service detour around Lake Eola for the Make'M Smile event. Response to feedback about a bus operator on Link 10.
May 6	Lennox wishes everyone a happy weekend. Service detour around Exploria Stadium for Orlando Pride game.
May 7	Happy Jewish American Month.
May 8	Monday morning commute. Service detour on Terry Avenue for an event at Luminary Square.
May 9	Mental Health Awareness Month. Service detour around Exploria Stadium for Orlando City Soccer game.
May 10	Free transfer to SunRail with LYNX bus pass. Response to question about the Link 612 online schedule. Response to question about the Link 51 route. Response to question about a bus transfer.
May 11	LYNX transportation options. Service detour on Central Boulevard due to crosswalk upgrades. Response to question about transfers to SunRail.
May 12	Wishing you the best for the week ahead.
May 13	Save miles and money with public transit.
May 14	Happy Mother's Day. Service detour on Central Boulevard due to crosswalk upgrades.
May 15	National Transportation Week. Response to comment about bus benches.
May 16	Memorial Day schedule. Response to question about our Labor Day schedule.
May 17	LYMMO Lime line to the Beardall Senior Center. Service detour around Exploria Stadium for Orlando City Soccer game. Retweet City of Orlando notice of traffic delays around downtown Orlando. Response to concern about Link 29 service. Response to question about a bus stop.

# LYNX Board Agenda

May 18	LYNX throwback logo. Service detour around Camping World Stadium due to West Lake District Play Date.
May 19	TGIF. LYNX Oversight Committee and Board of Directors meetings. Response to a customer compliment.
May 20	Service detour around Camping World Stadium due to West Lake District Play Date. Lost and Found window is open today. Service detour around Exploria Stadium for Orlando Pride game.
May 21	Hurricane season.
May 22	Link 612 route in Lake Nona. Response to customer compliment.
May 23	LYNX was recognized as a Bike Friendly Business.
May 24	We've got you covered if you're traveling for the Memorial Day holiday. Memorial Day schedule. Response to question about the color of our buses.
May 25	Transdev new partnership with LYNX. LYNX Oversight Committee and Board of Directors meetings. We're excited about the new partnership with Transdev.
May 26	Ride with us this Memorial Day weekend. Service detour around Camping World Stadium due to Orlando Carnival. Service detour on Orange Center Boulevard for construction.
May 27	Good Saturday morning from Shingle Creek Park. Service detour around Camping World Stadium due to Orlando Carnival.
May 28	Memorial Day schedule.
May 29	Service detour on Orange Center Boulevard for construction. Memorial Day.
May 30	Tip Tuesday. Response to question about a customer concern.
May 31	Hurricane season. Response to question about hurricane season. Response to complaint about trash pick up at a bus stop.

# LYNX Board Agenda

Social Media Usage	May 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>	4,090
<p>Facebook Page and Profile Visits: The number of times our Page was visited.</p>	3,860
<p>Total Facebook Posts</p>	55
<p>Facebook Engagement: The sum of reactions, comments and shares received by content associated with our Pages (for the selected timeframe). Includes comments from the author of the post.</p>	<p>1.1K Engagements: 846 Reactions, 145 Comments, 60 Shares</p>
<p>Total Tweets</p>	59
<p>Twitter Engagement: The sum of interactions received for the tweets published in the selected timeframe: retweets, replies and likes.</p>	<p>141 Engagements: 114 Likes, 19 Retweets, 6 Replies</p>
Website Usage	May 2023
<p>Total Pageviews</p>	28,430
<p>Total User Visits</p>	7,842

# LYNX Board Agenda

## Commuter Vanpool Program – May 2023

<b>Vanpool</b>	<b>May 2023</b>
Vanpool Participants	543*
Total Revenue Miles	165,000*
New Vanpool	0
Returned Vanpools	0
Current Vans at Service	127
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 – May 2023

<b>Advertising Sales Revenue</b>	<b>May</b>	<b>LYNX %</b>	<b>FY to Date Sales</b>	<b>FY to Date LYNX %</b>
Sales Revenue	\$412,219.82	\$247,331.89	\$3,165,415.86	\$1,899,249.52



# LYNX Board Agenda

## Monthly Report B

**To:** LYNX Board of Directors

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

**Phone:** 407.841.2279 ext: 6125

**Item Name:** Monthly Financial Report - March 2023

**Date:** 6/22/2023

---

Please find attached the preliminary monthly financial report for the Sixth month ending March 31, 2023.

CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY d/b/a LYNX  
 ORGANIZATION WIDE  
 STATEMENTS OF REVENUES AND EXPENSES  
 For the Six Months Ending March 31, 2023  
 (UNAUDITED)

	As of 3/31/2023		% Actual compared to Budget
	Budget	Actual	
<b>REVENUES</b>			
Customer fares	\$ 9,525,996	\$ 10,053,932	106%
Contract services	2,262,301	2,282,188	101%
Advertising	1,240,002	1,635,938	132%
Interest & Other income	491,060	3,159,975	644%
Federal Revenue	6,744,720	7,398,835	110%
State Revenue	7,268,082	6,286,850	86%
Local Revenue	5,625,350	5,550,151	99%
Local Revenue Funding Partner	39,996,387	39,996,387	100%
<b>TOTAL REVENUE</b>	<b>\$ 73,153,898</b>	<b>\$ 76,364,256</b>	<b>104%</b>
<b>EXPENSE</b>			
Salaries, Wages & Fringe Benefits	\$ 49,101,806	\$ 51,765,870	105%
Other services	7,286,423	4,633,865	64%
Fuel	7,146,126	6,454,063	90%
Materials and supplies	5,081,882	4,657,092	92%
Utilities	897,100	947,567	106%
Casualty & Liability	2,348,553	2,217,477	94%
Taxes and licenses	279,020	272,776	98%
Purchased transportation services	15,806,996	15,498,287	98%
Leases & Miscellaneous	1,187,606	581,756	49%
Interest Expense	-	29,489	0%
<b>TOTAL EXPENSE</b>	<b>\$ 89,135,511</b>	<b>\$ 87,058,242</b>	<b>98%</b>
<b>CHANGE IN NET POSITION</b>	<b>\$ (15,981,613)</b>	<b>\$ (10,693,986)</b>	<b>67%</b>

# LYNX Board Agenda

## Monthly Report C

**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 - April 2023

**Date:** 6/22/2023

---

The attached monthly Performance Report includes April 2023 Year-To-Date figures for ridership and other performance indicators. Total ridership for April 2023 was 1,502,861. This is a 3.9% increase from April 2022. On-Time Performance for Fiscal Year-To-Date 2023 is 57%.

- LYNX overall ridership increased by 50K, or 3.9%, compared to April 2022. Year-to-date ridership for FY-23 (10,664,512) increased 12.7% compared to FY-22 (9,458,577)
- LYMMO ridership increased by 6.5K, or 19.3%, compared to April 2022. Year-to-date ridership for FY-23 (269,550) increased 21.4% compared to FY-22 (222,095).
- Fixed Route ridership increased by 50K, or 3.4%, compared to April 2022. Year-to-date ridership for FY-23 (9,795,200) increased by 12.7% compared to FY-22 (8,692,042).
- NeighborLink ridership increased by 500, or 6.7%, compared to April 2022. Year-to-date ridership for FY-23 (58,814) increased 7.9% compared to FY-22 (54,507).
- ACCESS LYNX ridership increased by 5K, or 10.3%, compared to April 2022. Year-to-date ridership for FY-23 (364,519) increased 15.8% compared to FY-22 (314,811).
- Vanpool ridership decreased by 500, or 2.5%, compared to April 2022. Year-to-date ridership for FY-23 (150,043) decreased by 0.8% compared to FY-22 (151,190).
- There were no special events for April 2023.



## April 2023 Service Performance Report

### RIDERSHIP

<b>Total Ridership by Mode</b>						
	Apr-22	Apr-23	% Δ	YTD-22	YTD-23	% Δ
LYMMO	33,599	40,072	19.3%	222,095	269,550	21.4%
Fixed Route	1,333,506	1,378,985	3.4%	8,692,042	9,795,200	12.7%
NeighborLink	7,736	8,251	6.7%	54,507	58,814	7.9%
ACCESS LYNX	49,079	54,118	10.3%	314,811	364,519	15.8%
Vanpool	21,975	21,435	-2.5%	151,190	150,043	-0.8%
Special Events	305	0	N/A	23,932	26,386	10.3%
<b>SYSTEM TOTAL</b>	<b>1,446,200</b>	<b>1,502,861</b>	<b>3.9%</b>	<b>9,458,577</b>	<b>10,664,512</b>	<b>12.7%</b>

<b>April-22</b>	21 Weekdays	5 Saturdays	4 Sundays
<b>April-23</b>	20 Weekdays	5 Saturdays	5 Sundays

<b>Average Daily Ridership by Mode</b>									
Mode	Weekday			Saturday			Sunday		
	Apr-22	Apr-23	% Δ	Apr-22	Apr-23	% Δ	Apr-22	Apr-23	% Δ
LYMMO	1,334	1,652	23.8%	556	774	39.2%	701	633	-9.7%
Fixed Route	50,479	52,538	4.1%	34,845	40,043	14.9%	24,807	25,604	3.2%
NeighborLink	325	363	11.7%	182	199	9.3%	-	-	-
ACCESS LYNX	1,956	2,228	13.9%	1,041	1,154	10.9%	700	758	8.3%
Vanpool	431	486	12.8%	126	137	8.7%	44	58	31.8%
<b>SYSTEM TOTAL</b>	<b>54,525</b>	<b>57,267</b>	<b>5.0%</b>						

**LYNX** ridership increased by about 50K, or 3.9%, compared to April 2022. System-wide average riders increased by 12.7% year-to-date.

**LYMMO** ridership increased by about 6.5K, or 19.3%, compared to April 2022. Average weekday ridership for LYMMO was up 23.8% in April 2023. Ridership has increased due to the extension of the LYMMO Lime line and frequency changes on the LYMMO Orange and LYMMO Grapefruit lines in December 2022.

**Fixed Route** ridership increased by 50K, or 3.4%, compared to April 2022. Average daily ridership increased by 4.1% 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 500, or 6.7%, compared to April 2022. 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 10.3%, compared to April 2022. Ridership is showing a slow recovery from the COVID-19 pandemic.

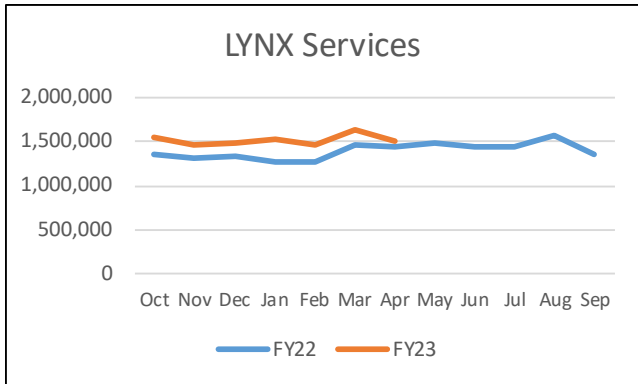
**Vanpool** ridership decreased by about 500, or 2.5%, compared to April 2022. The continued use of telecommuting has caused a decrease in total Vanpool utilization.

\*According to the U.S. Energy Information Administration, the average price of gasoline in the U.S. was \$4.27/gallon in April 2022 and \$3.61/gallon in April 2023. Historically, high gas prices can result in increased public transit ridership.

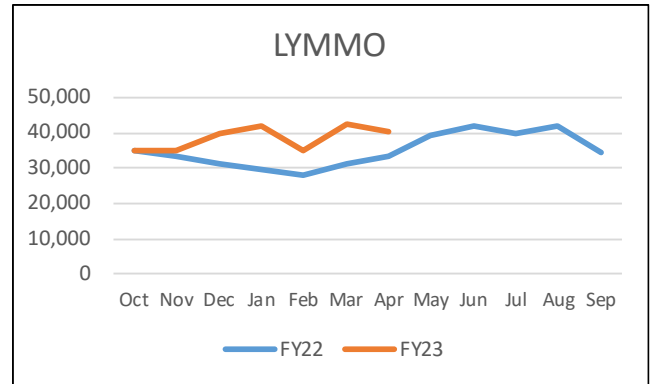


## April 2023 Service Performance Report

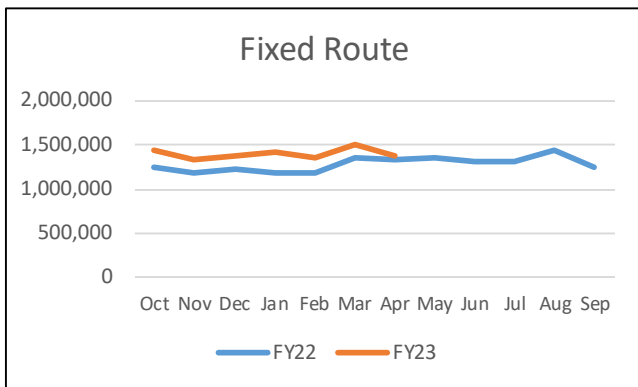
### MONTHLY RIDERSHIP TRENDS BY MODE



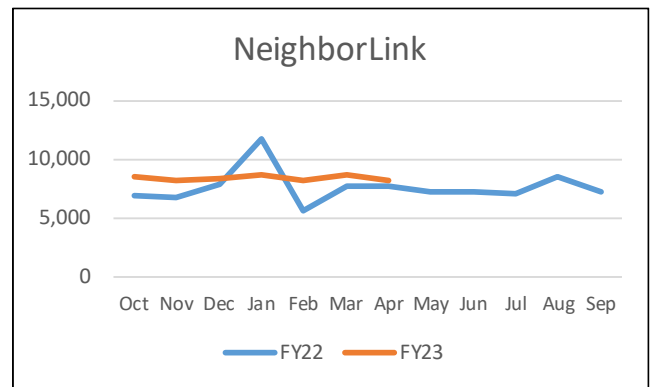
LYNX ridership increased by 3.9% compared to the same time last year. Average weekday riders increased by 5.0%.



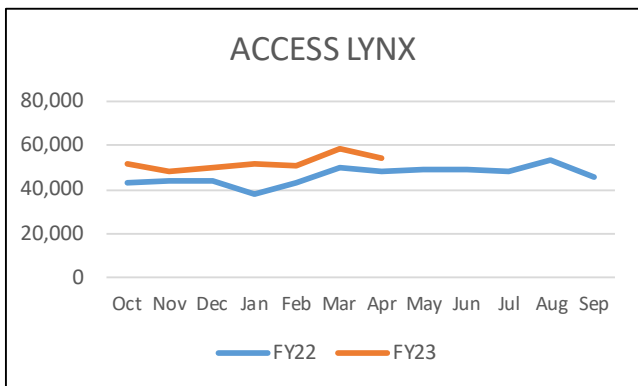
LYMMO ridership increased by 19.3% compared to the same time last year. Average weekday riders increased by 23.8%.



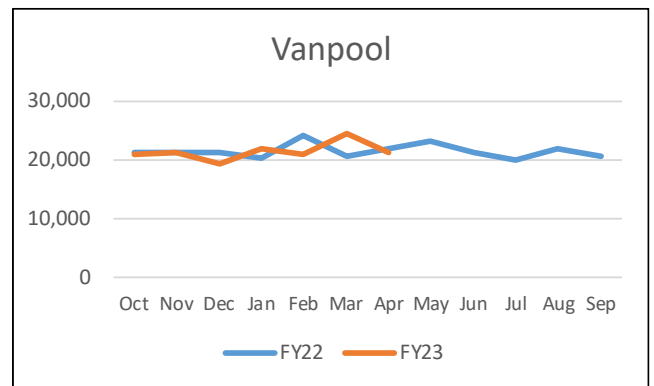
Fixed route ridership increased 3.4% compared to April 2022. Average weekday riders increased by 4.1%.



NeighborLink ridership increased 6.7% compared to April 2022. Average weekday riders increased by 11.7%.



ACCESS LYNX ridership increased by 10.3% compared to April 2022. Average weekday riders increased by 13.9%.



Vanpool ridership decreased by 2.5%. The continued use of telecommuting has caused a decrease in Vanpool utilization.



## April 2023 Service Performance Report

### FY23 Monthly Modal Performance Data Sheet - April 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	35,089	6	66%		1	0.07	6,472	87%	14	100%	
Mar	42,478	7	65%		0	0.07	7,258	81%	14	80%	
Apr	40,072	8	64%		0	0.08	6,780	76%	14	71%	
May											
Jun											
Jul											
Aug											
Sep											
YTD	269,550	6	68%		1	0.08	50,099	86%	14	93%	
<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	1,353,723	18	56%	15%	10	0.07	82,400	93%	216	91%	
Mar	1,501,517	18	58%	13%	5	0.07	92,093	93%	217	84%	
Apr	1,378,985	17	57%	14%	3	0.08	86,845	94%	216	71%	
May											
Jun											
Jul											
Aug											
Sep											
YTD	9,795,200	17	63%	14%	49	0.08	619,829	94%	218	92%	



April 2023 Service Performance Report

FY23 Monthly Modal Performance Data Sheet - April 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	8,220	100%	100%	0	22.1	88%	99%
Mar	8,652	100%	100%	0	8.8	94%	99%
Apr	8,251	100%	100%	0	25.2	99%	98%
May							
Jun							
Jul							
Aug							
Sep							
YTD	58,814	100%	100%	0	18.1	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	50,578	84.02%	99.87%	2	5.2	82%	99%
Mar	58,303	84.76%	99.87%	0	7.7	83%	99%
Apr	54,118	82.65%	99.82%	3	6.6	83%	98%
May							
Jun							
Jul							
Aug							
Sep							
YTD	364,519	83.19%	99.83%	8	7.0	85%	99%



## April 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.