

LYNX Board Agenda

Meeting Date: 6/23/2022
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 5.26.22

Pg 3

3. Public Comments


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

4. Chief Executive Officer's Report


5. Oversight Committee Report

6. Consent Agenda


A. Award Contracts


- i.  Authorization to Negotiate and Award a Contract to The Standard for Group Life, Long & Short-Term Disability and Accidental Death & Dismemberment (AD&D) Pg 8


B. Extension of Contracts


- i.  Authorization to Exercise the Second Option Year of Contract #18-C142 with New Flyer of America, Inc. for the Purchase of Sixty Foot (60') Articulated Compressed Natural Gas (CNG) Buses and Increase the Not to Exceed Cost per Bus Pg 10


C. Miscellaneous

- i.  Board Ratification of a Grant Application Submitted to the Florida Department of Environmental Protection (DEP) Under the Electric Transit Bus Project and Adoption of Resolution #22-004 Pg 12


-Attachments 



- ii.  Board Ratification of a Grant Application Submitted to the Florida Department of Transportation for the FY2022 Intermodal Development Funding Program for the Pine Hills Bus Transfer Station and Adoption of Resolution #22-003 Pg 16

-Attachments 




- iii.  Authorization to Increase the Not to Exceed of Contract #18-C122 with Haines City Fire Extinguisher Service for Transit Bus Fire Suppression System Inspection and Maintenance Pg 20

- iv.  Authorization to Enter into a Sole Source Agreement to Upgrade the Fare Collection System with SPX d/b/a Genfare Pg 22



- v.  Authorization to Transfer a Retired Vanpool Van to Escuela de Bomba y Plena Tata Cepeda Pg 24

- vi.  Authorization to Auction Surplus Capital Items Pg 26
- vii.  Authorization to Approve Fourth Amendment to Contract for Mobility Management and Broker Services Pg 29

7. Action Agenda






- A.  Authorization to Enter into Second Amendment to the Transportation Partner Agreement with Valencia College Pg 31
 - B.  Authorization to Update the LYNX Information Security Policy Pg 33
- Attachments 

8. Information Items

- A.  FY 2018-2023 Transportation Disadvantaged Service Plan (TDSP) Minor Update for 2022 Pg 39
- B.  Notification of Settlement Agreements Pursuant to Administrative Rule 6 Pg 41

9. Other Business

10. Monthly Reports

- A.  Communications Report - May 2022 Pg 42
 - B.  Monthly Financial Report - March 2022 Pg 47
- Attachments 
- C.  Ridership Report - April 2022 Pg 49
- Attachments 

11. Adjourned

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

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

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

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

DATE: **May 26, 2022**

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

Members in Attendance:

Jerry Demings, Mayor, Orange County, Chair

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

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 Janer to lead the Pledge of Allegiance.

Chair Demings welcomed Florida Department of Transportation – District 5, Secretary John Tyler to the Board. Mr. Tyler stated that he has been with FDOT for twenty-seven years, primarily in Project Management.

2. Approval of Minutes

Commissioner Janer moved to approve the Board of Directors meeting minutes of April 28, 2022. Commissioner Herr seconded. The minutes were unanimously approved as presented.

4. Public Comments

James Brillhart – Orlando, FL

Mr. Brillhart has concerns over bus route 19 not extending down West Moreland.

Nony Dowsett – Orlando, FL

Ms. Dowsett would like the LYMMO line to extend from Delaney to the Senior Center. She would also like senior citizens to ride the bus for free, and she has concerns about the height of bus benches.

5. Chief Executive Officer's Report

Jim Harrison, Chief Executive Officer, welcomed Secretary Tyler to the LYNX Board.

Mr. Harrison introduced James Boyle, Director of Planning & Development, and Lois Pittman, Director of Operations to the LYNX Board.

Ridership continues to climb, and is staying around 51,000. The highest fixed-route ridership was on May 3 at just over 53,000.

The current service change continues to is going well, and the next service change will be in August.

The Preliminary Capital Budget was presented to the Oversight Committee today. Budget presentations to the Funding partners will begin at the end of June. The proposed budget will be brought to the Board in August with any changes requested by the Funding Partners.

In late February, FDOT initiated an audit to determine compliance with federal regulations of invoices and expenses. The draft audit report concluded that there were no findings or recommendations.

The Special Olympics will open on June 5, and LYNX has been coordinating with the City of Orlando to provide buses as cooling stations. ACCESS LYNX will be on standby to assist the athletes and their families.

6. 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 28, 2022, Oversight meeting.

Amanda Clavijo, Chair of the Finance & Audit Committee, gave a report on the 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 Oversight Committee received a presentation on a partnership for electric charging stations. There was a presentation on the Transit Development Plan. There were presentations on the Fiscal Year finances and a preliminary look at the FY2023 Capital Budget.

7. 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.v. Mr. Harrison stated that he recommends the entire Consent Agenda for approval.

Mr. Harrison stated that item 6.B.i. should be pulled, and Secretary Tyler would like to abstain from items 6.B.iv. and 6.B.v.

A. Award Contracts

- i. Authorization to Negotiate and Award Contracts to WSP USA, Inc., Kittelson & Associates, Inc. and Vanasse Hangen Brustlin, Inc. for General Planning Consultant Services

B. Miscellaneous

- i. Authorization to Approve Fourth Amendment to Contract for Mobility Management and Broker Services
- ii. Authorization to Auction Surplus Capital Items
- iii. Authorization to Submit a Trip and Equipment Grant Application to the Florida Commission for the Transportation Disadvantaged and Adoption of Resolution #22-001
- iv. Authorization to Submit Grant Applications to the Federal Transit Administration for the Fiscal Year 2022 Apportionments and to Sub-allocate FY2022 Orlando Urbanized Area 5307 Funding to Lake County Transit Services and the Florida Department of Transportation
- v. Authorization to Submit FY2023 Intermodal Development Funding Program Grant Application to the Florida Department of Transportation (FDOT) for Categorical Exclusion and Geotechnical Surveying of a Southern Operations Base and Adoption of Resolution #22-002

Commissioner Janer made a motion to approve Consent Agenda items 6.A.i., 6.B.ii. and 6.B.iii. Seconded by Commissioner Herr. Motion passed unanimously. Motion to approve Consent Agenda items 6.B.iv. and 6.B.v. was made by Commissioner Janer, second by Commissioner Herr. Motioned passed with Secretary Tyler abstaining.

8. Action Agenda

- A. Authorization to Release a Request for Proposal (RFP) for Electricity as Fuel for Fleet Vehicles**

Chair Demings recognized Doug Jamison, Program Administrator, Innovation to make the presentation. Mr. Jamison stated that LYNX set a goal to have fifty percent of the fleet at low emission and fifty percent of the fleet at zero emission by 2028.

Eight battery electric buses are in service, and six battery electric buses are on order. There is an Interlocal Tri-Party agreement in place with LYNX, City of Orlando and the Orlando Utility Commission to charge the buses.

The request is for a third-party vendor to provide a charging solution for the electric fixed-route buses and on-demand vehicles that is close to the LYNX Operations Center.

Mayor Demings asked how long it takes to charge a bus. Mr. Jamison stated that it takes three - four hours per bus, depending on the mileage.

Commissioner Janer made a motion to Authorize the Release for a Request for Proposal (RFP) for Electricity as Fuel for Fleet Vehicles. Seconded by Commissioner Herr. Motion passed unanimously.

9. Work Session

A. Transit Development Plan Overview

Mayor Demings recognized Myles O’Keefe, Manager of Strategic Planning to make the presentation. The Transit Development Plan (TDP) is a ten-year strategic plan. This is an opportunity to frame a realistic picture of transit in Central Florida, and have a strategic blueprint for meeting mobility needs.

The TDP is required by FDOT for Block Grant funding, and has a major update every five years and minor updates annually.

In August, the plan will be brought before the Board to share the contents of the plan, and for approval to submit by September 1 to FDOT. Update should be completed by December.

Commissioner Herr asked if the Community Outreach would happen in the other Counties. Mr. O’Keefe stated that Outreach would happen in the entire service area.

10. Information Items

There were two 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

11. Other Business

Mayor Demings shared that the Transportation Initiative was supported by the AFL-CIO and Affiliated Labor Unions. This is also supported by service workers, classroom teachers and various business groups.

12. 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 2022
- B. Monthly Financial Report – February 2022
- C. Ridership Report – March 2022

11. Adjourned:

The meeting adjourned at 1:47 p.m.

Certification of Minutes:

I certify that the foregoing minutes of the May 26, 2022 LYNX Board of Director's meeting are true and correct, approved by the Board of Directors.

X

Assistant

LYNX Board Agenda

Consent Agenda Item #6.A. i

To: LYNX Board of Directors

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

Phone: 407.841.2279 ext: 6106

Item Name: Authorization to Negotiate and Award a Contract to The Standard for Group Life, Long & Short-Term Disability and Accidental Death & Dismemberment (AD&D)

Date: 6/23/2022

ACTION REQUESTED:

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to negotiate and award a contract with The Standard for Group Life, Long & Short-Term Disability and Accidental Death & Dismemberment (AD&D). The contract will be for a total of three (3) years with two (2) one (1) year options.

BACKGROUND:

LYNX offers Group Life, Long and Short-Term Disability, and Accidental Death and Dismemberment to its employees as a benefit. In 2007, Short Term Disability was added as a new benefit to support the agency similar to the Orange County benefit package. LYNX was part of their benefits consortium until 2011.

In order to continue these benefits, LYNX piggybacked Orange County's existing vendor contract with an effective date of 1/1/2020. The second option year to this contract expires 12/31/2022.

This is a benefit that helps recruit and retain employees. Group Life and Long-Term disability are employer paid benefits. Short Term Disability, Supplemental Life, Spouse and Child Life are employee paid benefits.

LYNX received authorization to release the RFP for these services at the December 9, 2021 Board of Directors meeting.

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The Source Evaluation Committee (SEC) public meeting was held on May 19, 2022, with the following results:

Proposer	<u>Total Score</u>	<u>Ordinal Ranking</u>
Metlife	272	8
OCHS	272	10
Symetra	264	12
The Hartford	263	12
The Standard	293	3

After evaluation and ranking, the Source Evaluation Committee (SEC), made a recommendation to negotiate and award the contract to The Standard.

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

A DBE goal is not applicable to this activity.

FISCAL IMPACT:

The FY2022 Amended Operating Budget includes \$298,994 for group life and long-term disability insurance paid by LYNX. The supplemental life and short-term disability are paid 100% by the employees through payroll deduction.

LYNX Board Agenda

Consent Agenda Item #6.B. i

To: LYNX Board of Directors

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

Phone: 407.841.2279 ext: 6239

Item Name: Authorization to Exercise the Second Option Year of Contract #18-C142 with New Flyer of America, Inc. for the Purchase of Sixty Foot (60') Articulated Compressed Natural Gas (CNG) Buses and Increase the Not to Exceed Cost per Bus

Date: 6/23/2022

ACTION REQUESTED:

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to exercise the second option year of Contract #18-C142 for the purchase of Sixty Foot (60') Articulated Compressed Natural Gas (CNG) buses and increase the per bus not to exceed cost to \$1,150,000.

BACKGROUND:

On July 26, 2018 the LYNX Board of Directors on Consent Agenda Item #7.B.iii approved the award of Contract #18-C142 to New Flyer of America, Inc. for the provision of up to Seventy-Five (75) Sixty Foot (60') Articulated Compressed Natural Gas (CNG) Buses, for an initial term of three (3) years with the option for Two (2) One (1) year renewals for a total not to exceed amount of \$1,000,000 per bus. However, due to the increasing cost of materials and components related to supply chain and market forces, the contractor has projected a 14% increase in the per bus price in FY2023.

LYNX currently has an articulated bus fleet of Forty-Two (42) buses. An expansion of the articulated bus fleet is not expected. However, several articulated buses are projected to be eligible for replacement in FY2023.

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

A DBE goal was not assessed for this procurement.

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FISCAL IMPACT:

The FY2022 Approved Capital Budget includes \$3,000,000 for the replacement of the 60' Articulated Buses. This project is funded with 100% Federal funds.

LYNX Board Agenda

Consent Agenda Item #6.C. i

To: LYNX Board of Directors

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

Phone: 407.841.2279 ext: 6239

Item Name: Board Ratification of a Grant Application Submitted to the Florida Department of Environmental Protection (DEP) Under the Electric Transit Bus Project and Adoption of Resolution #22-004

Date: 6/23/2022

ACTION REQUESTED:

Staff is requesting the Board of Directors' ratification on a grant application submitted to the Florida Department of Environmental Protection (DEP) on June 1, 2022 under the Electric Transit Bus Project for an amount of \$9,000,000 in reimbursement for the purchase of ten (10) electric transit buses and adoption of Resolution #22-004.

BACKGROUND:

On February 25, 2022, the Florida Department of Environmental Protection released the Notice of Funding Availability (NOFA) for \$59 million available for the purchase of electric transit buses to replace diesel transit buses using Volkswagen Settlement Funds. The main focus of the program is for applicants to replace eligible diesel transit buses with electric battery powered buses and encourage related community partnerships. The goal of the Florida Department of Environmental Protection is to fund as many public transit agencies as possible. The NOFA encourages Florida transit agencies to create partnerships with electric utilities or other business entities to aid in the installation of charging infrastructure.

Eligible buses must be diesel powered with an engine model year 2009 or older. The electric transit bus project will award \$900,000 in cost-reimbursement per eligible transit bus subject to the limits of the available funds. Public transit agencies are required to purchase two (2) electric transit buses for each bus replaced using these funds. Purchasing fewer than the two (2) additional electric transit buses will result in a pro-rated portion of the funds. Buses replaced are required to be permanently disabled by boring a three (3) inch hole through the engine block and by cutting the chassis in half to be eligible for the reimbursement.

LYNX ard Agenda

The LYNX Board of Directors on March 24, 2022, with Consent Agenda item #7.D.iv. granted the Chief Executive Officer (CEO) or designee to submit a grant application to the Florida Department of Environmental Protection for an amount of up to \$4,500,000 in reimbursement for the purchase of five (5) electric transit buses. Staff met with DEP staff on April 27, 2022 to discuss the submitted application and the LYNX vehicle electrification program. LYNX staff were advised that battery electric buses requested under the FY2022 Low or No Emission Grant Program and the Bus and Bus Facilities Competitive Program could be used to match up to ten (10) buses under the DEP funding. Additional clarification was also provided on eligibility of fixed route buses in the contingency fleet. LYNX staff were encouraged to revise and resubmit the application to reflect the additional eligible fixed route buses for replacement as funds may be available for the full request.

Ten (10) buses in the active fleet meet the requirement of an engine model year 2009 or older and are eligible for replacement with an electric bus under this funding opportunity. LYNX staff intends to apply for reimbursement of \$900,000 per bus for ten (10) buses for a total request of \$9,000,000. The additional twenty (20) electric transit buses would be purchased using funding from the Federal Transit Administration Urbanized Area Formula Funding program (49 U.S.C. 5307), Bus and Bus Facilities Formula program (49 U.S.C. 5339), and Surface Transportation Program (STP).

This request for ratification on the grant application submitted will not increase the number battery electric buses to be procured by LYNX, but will increase the number of buses eligible for reimbursement. It will also increase the number of buses which have reached their useful life to be permanently disabled from five (5) to ten (10).

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

No DBE participation goal is 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.

CERTA RESOLUTION NO. 22-004

A RESOLUTION OF THE CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY (d/b/a/ LYNX) AUTHORIZING THE CHIEF EXECUTIVE OFFICER (CEO) TO EXECUTE AND SUBMIT GRANT APPLICATIONS WITH THE FLORIDA DEPARTMENT OF ENVIRONMENTAL PROTECTION (FDEP) FOR THE ELECTRIC TRANSIT BUS PROJECT.

WHEREAS, LYNX TDP update is consistent with METROPLAN Orlando's Year 2040 Long Range Transportation Plan and Five-Year Transportation Improvement Plan (TIP); and

WHEREAS, the LYNX Board of Directors (BOARD) has the authority and believes it is in the best interest of LYNX to authorize the CEO, or designee, to file and execute these grant applications and all supporting documents, agreements and assurances which may be required in connection with the applications as authorized by Chapter 341, Florida Statutes and/or by the Federal Transit Administration Act of 1964, as amended;

NOW, THEREFORE, BE IT RESOLVED THAT:

1. The BOARD of Directors has the authority to authorize the submission of grant applications to the Florida Department of Environmental Protection.
2. The BOARD of Directors has the authority to authorize the execution of Public Transportation Grant Agreements to be issued by FDEP in FY2022-2023.
3. The BOARD of Directors authorizes James E. Harrison, Esq., P.E., Chief Executive Officer, or designee, to submit grant applications to the Florida Department of Environmental Protection for fiscal year 2022-2026 on behalf of LYNX and the ability for the CEO to execute the application, amendments, warranties, certifications, assurances, reimbursement invoices and any other documents in connection with the grant applications.
4. The BOARD of Directors authorizes James E. Harrison, Esq., P.E., Chief Executive Officer, or designee, to sign any and all agreements or contracts, which may be required in connection with the application, and subsequent agreements, with the Florida Department of Environmental Protection.
5. The BOARD of Directors authorizes James E. Harrison, Esq., P.E., Chief Executive Officer, or designee, to make purchases and/or expend funds pursuant to grant awards made by the Florida Department of Environmental Protection.
6. The above authorization shall be continuing in nature until revoked by the Chairman of the Governing Board.

CERTIFICATION OF THE ADOPTION OF THE PROPOSED RESOLUTION OF THE CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY (d/b/a/ LYNX) AUTHORIZING THE CHIEF EXECUTIVE OFFICER (CEO) TO EXECUTE AND

SUBMIT GRANT APPLICATIONS WITH THE FLORIDA DEPARTMENT OF ENVIRONMENTAL PROTECTION (FDEP) FOR THE ELECTRIC TRANSIT BUS PROJECT.

APPROVED AND ADOPTED this 23rd day of June 2022 by the Governing Board of the Central Florida Regional Transportation Authority.

CENTRAL FLORIDA REGIONAL
TRANSPORTATION AUTHORITY

By: Governing Board

Chairman

ATTEST:

Assistant Secretary

LYNX Board Agenda

Consent Agenda Item #6.C. ii

To: LYNX Board of Directors

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

Phone: 407.841.2279 ext: 6125

Item Name: Board Ratification of a Grant Application Submitted to the Florida Department of Transportation for the FY2022 Intermodal Development Funding Program for the Pine Hills Bus Transfer Station and Adoption of Resolution #22-003

Date: 6/23/2022

ACTION REQUESTED:

Staff is requesting the Board of Directors' ratification of a grant application submitted to the Florida Department of Transportation (FDOT) for FY2022 Intermodal Development Funding Program and to execute a Public Transportation Grant Agreement (PTGA provided by FDOT) upon project selection in FY2022 and adoption of Resolution #22-003.

BACKGROUND:

The Florida Department of Transportation (FDOT) has notified LYNX for the intent to award grant dollars associated with the FY2022 Intermodal Development Funding Program. This is a discretionary program designed to provide funding to projects that best promote intermodal or multimodal movement of people.

The Program was developed in alignment with Florida Statute Section 341.053, that establishes the initiative to provide improved access to intermodal or multimodal transportation facilities and the construction of multimodal terminals.

LYNX staff is currently coordinating with the Florida Department of Transportation for inclusion of this proposed project. If awarded, this will be programmed in the FDOT Work Program in FY2022. The maximum period for project funding is three (3) Fiscal Years. Capital projects are eligible for a minimum of 50% funding participation under the Intermodal Development Funding Program.

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LYNX proposes to accept the dollars for the following project:

- LYNX is currently finishing the permitting for the Pine Hills Bus Transfer Center at the intersection of Belco and Silver Star Road. This will be an eight (8) bay transfer facility and an administration building that will house driver restrooms and lounge, customer service and security.
- The total budget for this project is \$8,835,364. There are multiple funding sources including Federal 5307, a Ladders of Opportunity grant, Orange County Parks and Recreation, in-kind services, local match and this Intermodal grant.
- The notice of intent to award is for a total of \$2,980,000. Based on the 50 percent match requirement from FDOT, this would result in a net award of \$1,490,000.

Board Resolution # 22-003 is attached.

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

A DBE participation goal is not applicable to this activity.

FISCAL IMPACT:

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

CERTA RESOLUTION NO. 22-003

A RESOLUTION OF THE CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY (d/b/a/ LYNX) AUTHORIZING THE CHIEF EXECUTIVE OFFICER (CEO) TO EXECUTE AND SUBMIT GRANT APPLICATIONS WITH THE FLORIDA DEPARTMENT OF TRANSPORTATION (FDOT) FOR THE FY2022 INTERMODAL DEVELOPMENT FUNDING PROGRAM.

WHEREAS, LYNX has satisfied the requirement to complete a Transportation Development Plan (TDP) for FY2022-2031 which has been submitted to FDOT in August 2021. LYNX TDP update is consistent with METROPLAN Orlando's Year 2045 Metropolitan Transition Plan and Five-Year Transportation Improvement Plan (TIP); and

WHEREAS, the LYNX Board of Directors (BOARD) has the authority and believes it is in the best interest of LYNX to authorize the CEO, or designee, to file and execute these grant applications and all supporting documents, agreements and assurances which may be required in connection with the applications as authorized by Chapter 341, Florida Statutes and/or by the Federal Transit Administration Act of 1964, as amended;

NOW, THEREFORE, BE IT RESOLVED THAT:

1. The BOARD of Directors has the authority to authorize the submission of grant applications to the Florida Department of Transportation.
2. The BOARD of Directors has the authority to authorize the execution of Public Transportation Grant Agreements to be issued by FDOT in FY2022-2023.
3. The BOARD of Directors authorizes James E. Harrison, Esq., P.E., Chief Executive Officer, or designee, to submit grant applications to the Florida Department of Transportation for fiscal year 2022 on behalf of LYNX and the ability for the CEO to execute the application, amendments, warranties, certifications, assurances, reimbursement invoices and any other documents in connection with the grant applications.
4. The BOARD of Directors authorizes James E. Harrison, Esq., P.E., Chief Executive Officer, or designee, to sign any and all agreements or contracts, which may be required in connection with the application, and subsequent agreements, with the Florida Department of Transportation.
5. The BOARD of Directors authorizes James E. Harrison, Esq., P.E., Chief Executive Officer, or designee, to make purchases and/or expend funds pursuant to grant awards made by the Florida Department of Transportation authorized by Chapter 341, Florida Statutes and/or by the Federal Transit Administration Act of 1964, as amended.
6. The above authorization shall be continuing in nature until revoked by the Chairman of the Governing Board.

CERTIFICATION OF THE ADOPTION OF THE PROPOSED RESOLUTION OF THE CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY (d/b/a/ LYNX) AUTHORIZING THE CHIEF EXECUTIVE OFFICER (CEO) TO EXECUTE AND SUBMIT GRANT APPLICATIONS WITH THE FLORIDA DEPARTMENT OF TRANSPORTATION (FDOT) FOR THE FY2022 INTERMODAL DEVELOPMENT FUNDING PRORGAM.

APPROVED AND ADOPTED this 23rd day of June 2022 by the Governing Board of the Central Florida Regional Transportation Authority.

CENTRAL FLORIDA REGIONAL
TRANSPORTATION AUTHORITY

By: Governing Board

Chairman

ATTEST:

Assistant Secretary

LYNX Board Agenda

Consent Agenda Item #6.C. iii

To: LYNX Board of Directors

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

Phone: 407.841.2279 ext: 6239

Item Name: Authorization to Increase the Not to Exceed of Contract #18-C122 with Haines City Fire Extinguisher Service for Transit Bus Fire Suppression System Inspection and Maintenance

Date: 6/23/2022

ACTION REQUESTED:

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to increase the not to exceed amount for Contract #18-C122 with Haines City Fire Extinguisher Service, Inc., for transit bus engine compartment fire suppression system inspection and maintenance services to the amount of \$375,000.

BACKGROUND:

On September 27, 2018, staff received authorization to award Contract #18-C122 to Haines City Fire Extinguisher Service, Inc., for transit bus fire suppression system inspection and maintenance services. On July 22, 2021 the first option year of contract #18-C122 was exercised and the NTE was increased to the amount of \$328,000. This increase in NTE is required in order to cover the costs for the remainder of this fiscal year. The cost of services has increased due to the expansion of the CNG bus fleet and the higher per bus inspection charges for those buses.

The Amerex Fire Suppression System and the Fogmaker System are the current on-board engine compartment fire suppressant systems used in LYNX transit fleet and are used in the event of a catastrophic fire in the engine compartment. The services requested will consist of semi-annual, annual, six (6) year maintenance/service and twelve (12) year hydrostatic tests. Each bus must be serviced by a certified technician trained in fire suppression systems.

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

A DBE goal is not applicable to this activity.

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FISCAL IMPACT:

The FY2022 Amended Operating Budget includes \$56,000 for bus fire suppression system preventative maintenance and related services.

LYNX Board Agenda

Consent Agenda Item #6.C. iv

To: LYNX Board of Directors

From: Leonard Antmann
Chief Financial Officer
Kenneth Jamison
(Technical Contact)

Phone: 407.841.2279 ext: 6125

Item Name: Authorization to Enter into a Sole Source Agreement to Upgrade the Fare Collection System with SPX d/b/a Genfare

Date: 6/23/2022

ACTION REQUESTED:

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO), or designee to enter a Sole Source Agreement to upgrade the fare collection system software and farebox hardware for the acceptance of mobile ticketing and contactless fare payment media on transit vehicles by SPX d/b/a Genfare for an amount not to exceed \$1,015,300, of which \$394,800 is capital and \$620,500 is operating.

BACKGROUND:

LYNX installed Genfare Fast Fare fareboxes in the fixed route bus fleet in June 2020. The Fast Fare farebox is able to accept payment of fare including cash, magnetic stripe fare media and mobile ticketing. It is able to accept open payment transactions including credit cards, debit cards, and smart devices with an update to the back-office software and the contactless ticketing readers in the farebox.

With this authorization, Genfare would upgrade the existing back office system to Genfare Link, a web-based fare collection system hosted by Amazon Web Services (AWS). This system will integrate with the fare collection equipment and will enable new products and services, including open payment transactions. Genfare's Mobile Link mobile ticketing application would be implemented, allowing passengers to directly interact with the farebox for mobile payments with the farebox validating the electronic fare. Genfare would also implement GenPay payment processing to support credit and debit card transactions made through the web portal, the Mobile Link mobile ticketing application, and at LYNX administrative point-of-sale locations. Payments would be processed for \$0.05 plus 5.0% of the transaction value per transaction.

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Genfare will also install contactless ticketing readers in the fareboxes that expands the capabilities of the farebox to support the validation of contactless mobile tickets and open payments including credit, debit, and gift cards.

Genfare is the sole provider of the fareboxes and associated data systems used by the fareboxes and associated back office system. Genfare uses proprietary custom coding and encryption as part of the security system used with their equipment and software.

Software Implementation/Upgrade (Operating)	\$620,500
Hardware (Capital)	\$394,800
Total:	\$1,015,300

LYNX currently has an active software support agreement with Genfare that was effective on March 15, 2021 in the amount of \$65,000 annually. Upon the completion of the above upgrade the support agreement would increase to \$120,000 annually.

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 Approved FY2022 Capital Budget includes funding for the hardware \$394,800 which will be 100% funded with federal grants. The cost to implement \$620,500 will be covered within the FY2022 Amended Operating Budget and the Proposed FY2023 Operating Budget.

LYNX Board Agenda

Consent Agenda Item #6.C. v

To: LYNX Board of Directors

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

Phone: 407.841.2279 ext: 6014

Item Name: Authorization to Transfer a Retired Vanpool Van to Escuela de Bomba y Plena Tata Cepeda

Date: 6/23/2022

ACTION REQUESTED:

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to transfer one (1) Vanpool van to Escuela de Bomba y Plena Tata Cepeda.

BACKGROUND:

LYNX staff has identified a 2013 Ford E350 for retirement. Escuela de Bomba y Plena Tata Cepeda has expressed an interest in receiving the LYNX retired revenue vehicle to transport low to moderate income students to different Afro-Puerto Rican cultural events and presentations. LYNX staff has received the IRS documentation that Escuela de Bomba y Plena Tata Cepeda is a qualified 501(c)(3) with public charity status 501(a)(2).

LYNX staff is preparing a submission to the Federal Transit Administration (FTA) for approval in order to waive or transfer any outstanding obligation associated with the vehicle and the related components, which is currently valued at \$0. Upon Board of Directors approval, LYNX staff will continue to work with Escuela de Bomba y Plena Tata Cepeda to facilitate the transfer of the vehicle. If the transfer of the vehicle is not successful, LYNX staff will then include it in the upcoming public auction.

LYNX Board Agenda

Vehicle Profile

Acquisition Date	Acquisition Value	Activity Code	Class	Company Asset Number	Description	Mfg Serial No	Net Book as of 6/30/22
6/07/2013	\$29,168	A	OV	36252	2013 Ford E350	1FDNE3BL4DDA53455	\$0.00
Total	\$29,168						\$0.00

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

A DBE participation goal is not applicable to this activity.

FISCAL IMPACT:

The net book value of the one (1) Vanpool Vehicle is \$0.

LYNX Board Agenda

Consent Agenda Item #6.C. vi

To: LYNX Board of Directors

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

Phone: 407.841.2279 ext: 6014

Item Name: Authorization to Auction Surplus Capital Items

Date: 6/23/2022

ACTION REQUESTED:

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

BACKGROUND:

It is LYNX's policy to hold a quarterly auction to dispose of Board approved surplus and obsolete items. This year's auction is scheduled for July 2022. The following surplus items require authorization for retirement and disposal at the public auction pursuant to Administrative Rule 4.16.2.A:

Other Vehicles

Other Vehicles with a total net book value of \$0

- There are 4 Other Vehicles (1 Dodge Caravan, 1 Ford E350 and 2 Ford Taurus) that has reached the end of their useful life and exceeding the FTA mileage requirement.

LYNX Board Agenda

Revenue Vehicles:

Revenue Vehicles with a total net book value of \$0.

- There are 8 Revenue Vehicles (7 Gillig buses and 1 Nova Bus). Most of these buses were involved in serious bus accidents and were purchased back from the insurance carrier and salvaged for valuable parts. Other buses over 12 years old were involved in minor accidents, but being that they were not LYNX insurance policy due to age, it is not economical to repair them because those buses were already scheduled for retirement.

Categorical Totals

Category	Acquisition Value	Net Book Value
Other Vehicles	\$103,992	\$0
Revenue Vehicles	\$3,432,343	\$0
GRAND TOTAL	\$3,536,335	\$0

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

No DBE participation goal is applicable for this activity.

FISCAL IMPACT:

The total net book value of the surplus items is \$0. The higher of the net book value or the net proceeds from the sale of any item may be due to the Federal Transit Administration (FTA) in FY2022.

LYNX Board Agenda

Surplus Equipment

System Number	Asset ID	Acquisition Date	Class	Description	Estimated Life	Acquisition Value	Net Book Value
19847	244-116	1/1/2017	OV	2016 Ford Taurus	4	\$29,456	\$0
11554	27766	8/31/2007	OV	2007 Ford XLT 10 Pass Van	4	\$27,000	\$0
19250	233-116	2/1/2016	OV	2015 Ford Taurus	4	\$26,864	\$0
13664	33110	1/10/2011	OV	2011 Dodge Caravan	5	\$20,672	\$0
				Subtotal Other Vehicles		\$103,992	\$0
16424	129-613	8/6/2013	RV	Nova Bus	9	\$917,575	\$0
15306	111-412	12/3/2012	RV	Gillig Bus	9	\$401,416	\$0
11613	620	9/30/2007	RV	Gillig Bus	9	\$374,048	\$0
13126	10-309	7/29/2009	RV	Gillig Bus	9	\$323,646	\$0
12712	655	9/30/2008	RV	Gillig Bus	9	\$309,869	\$0
12727	659	9/30/2008	RV	Gillig Bus	9	\$309,869	\$0
11107	587	9/30/2006	RV	Gillig Bus	9	\$289,624	\$0
11119	591	9/30/2006	RV	Gillig Bus	9	\$289,624	\$0
11651	620A	9/30/2007	RV	Engine	5	\$22,976	\$0
12713	655a	9/30/2008	RV	Engine	5	\$22,976	\$0
12728	659a	9/30/2008	RV	Engine	5	\$22,976	\$0
11108	587A	9/30/2006	RV	Engine	5	\$21,800	\$0
11120	591A	9/30/2006	RV	Engine	5	\$21,800	\$0
13127	10-309A	7/29/2009	RV	Engine	5	\$20,024	\$0
13128	10-309B	7/29/2009	RV	Transmission	5	\$18,073	\$0
11652	620B	9/30/2007	RV	Transmission	5	\$17,247	\$0
12714	655b	9/30/2008	RV	Transmission	5	\$17,247	\$0
12729	659b	9/30/2008	RV	Transmission	5	\$17,247	\$0
11109	587B	9/30/2006	RV	Transmission	5	\$7,153	\$0
11121	591B	9/30/2006	RV	Transmission	5	\$7,153	\$0
				Subtotal Revenue Vehicles		\$3,432,343	\$0
				Grand Total		\$3,536,335	\$0

LYNX Board Agenda

Consent Agenda Item #6.C. vii

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 Approve Fourth Amendment to Contract for Mobility Management and Broker Services

Date: 6/23/2022

ACTION REQUESTED:

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to execute a Fourth Amendment to Contract No: 18-C03 to provide for a 180-day term extension from December 1, 2022 to May 31, 2023.

The current monthly fee will remain in effect for the first month of the six (6) month extension period, which is December 2022.

Effective 1/1/2023, the current fee will increase to \$2,046,523.49 per month, inclusive of wage increases that go into effect on 1/1/2023, fleet maintenance costs, and 2023 level insurance expense.

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.

LYNX ard Agenda

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 reliable 37,000 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.

The comparison of the rate change is summarized below:

Proposed Contract Extension Rates:

	16 th of the Month	1 st day of following Month
*10/1/2021 – 12/31/2022	\$951,449.64	\$951,449.64
1/1/2023 – 5/31/2023	\$1,023,261.74	\$1,023,261.75

*Third Amendment rate

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

The DBE participation goal for this contract is 12%.

FISCAL IMPACT:

The FY2022 Amended Operating Budget includes \$31,168,965 for Purchased Transportation Services.

LYNX Board Agenda

Action Agenda Item #7.A

To: LYNX Board of Directors

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

Phone: 407.841.2279 ext: 6064

Item Name: Authorization to Enter into Second Amendment to the Transportation Partner Agreement with Valencia College

Date: 6/23/2022

ACTION REQUESTED:

Staff is requesting the Board's authorization for the Chief Executive Officer (CEO) or designee to enter into the Second Amendment to the Transportation Partner Agreement with Valencia College to provide transit services in the amount of \$75,000 annually. This second amendment extends the agreement for a period of five years commencing on August 15, 2022 and ending August 15, 2027. The agreement is fully funded by Valencia College.

BACKGROUND:

In August 2017, LYNX and Valencia College entered into a Transportation Partnership Agreement to provide transportation options to Valencia College. The agreement provided that all students, faculty and staff can utilize LYNX regularly scheduled fixed-route and NeighborLink services for a flat annual service fee which equates to approximately \$1.00 per student per year. LYNX staff saw this as an opportunity to develop a ridership market for years to come as well as provide much needed transportation services to an underserved population. The First Amendment to the Transportation Partnership Agreement was entered into on August 27, 2018 which addressed Valencia confidential data related to the use of third-party vendors by LYNX.

Ridership in FY18 and FY19 was 398,946 and 431,980 trips respectively. While the pandemic did impact ridership significantly in FY20 and FY21, the trips are increasing month over during the fall and spring semesters.

LYNX Board Agenda

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

No DBE goal is applicable to this activity.

FISCAL IMPACT:

LYNX staff has included \$75,000 in the FY2023 Proposed Operating Budget for transit services to Valencia College.

LYNX Board Agenda

Action Agenda Item #7.B

To: LYNX Board of Directors

From: Craig Bayard
Director Of Information Technology
Erick Makomere
(Technical Contact)

Phone: 407.841.2279 ext: 6008

Item Name: Authorization to Update the LYNX Information Security Policy

Date: 6/23/2022

ACTION REQUESTED:

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to update the LYNX Information Security Policy.

BACKGROUND:

The current LYNX Information Security Policy was effective November 17, 2009, and is not current for today's needs for controlling and regulating Information Security. Current audits have expressed opinions to update the policy.

The new LYNX Information Security Policy objectives are three-fold:

1. Confidentiality: Data and information assets are confined to individuals authorized to access and not to be disclosed to others.
2. Integrity: Keeping the data intact, complete, and accurate, and ensuring that IT systems are operational.
3. Availability: Information or system is at the disposal of authorized users when needed.

The LYNX Information Security Policy will rely on the LYNX Information Technology Rulebook for implementation. The rulebook will be a living document and could be revised from time to time. Information security training will be provided to all new employees and refresher training will be provided to all employees on an annual basis.

A copy of the policy is attached for reference.

LYNX ard Agenda

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

A DBE goal is not applicable to this activity.

FISCAL IMPACT:

There is no fiscal impact associated with this activity.

INFORMATION TECHNOLOGY POLICY/PROCEDURE	
OFFICE OF PRIMARY RESPONSIBILITY: Information Technology	EFFECTIVE DATE: 06/30/2022 REVISION DATE: 06/30/2022 REPLACES: Information Security Policy, dated November 17, 2009
SUBJECT: Information Security Policy	
SIGNATURE OF APPROVAL: _____ James E. Harrison, Esq., P.E. Chief Executive Officer, LYNX	

The Central Florida Regional Transportation Authority (hereinafter “Authority”) was created by Part III, Chapter 343, Florida Statutes, to own, operate, maintain and manage a public transportation system in the area of Seminole, Orange, Osceola Counties, and to adopt such policies as may be necessary to govern the operating of a public transportation system and public transportation facilities. The Chief Executive Officer is authorized to establish and administer such policies. Therefore, it is necessary to establish an electronic Information Security Policy.

Authority for this policy and procedure are as follows:

- ## 1. Introduction

The Authority is committed to providing an environment that encourages the use of computers and electronic information. It is the responsibility of each employee to ensure that this technology is used for proper business purposes and in a manner that does not compromise the confidentiality of proprietary or other sensitive information. This policy covers all uses of Authority electronic communications and computer systems. Violations of this policy will subject the employee to disciplinary measures up to and including dismissal.

1.2 PURPOSE

The purpose of this policy is to protect LYNX with respect to its ethical and legal responsibilities when creating, transmitting, storing, or processing electronic information. It is also a document to provide requirements and restrictions concerning the acceptable use of LYNX network infrastructures, databases, external media, encryption, hardcopy reports, films, slides, models, wireless, telecommunication, conversations, and any other methods used to convey knowledge and ideas across all hardware, software, and data transmission mechanisms. This policy must be adhered to by all LYNX employees or temporary workers at all locations and by contractors working with LYNX as subcontractors.

1.3 SCOPE

This policy applies to all users (employees, vendors, and contractors) of LYNX electronic information whether it be created, transmitted, stored, or processed; electronic information systems (software and hardware); networks; applications; locations; and connected communication equipment either stand-alone or cloud based.

1.4 INFORMATION SECURITY OBJECTIVES

The objectives of LYNX Information Security policy is to safeguard three main items:

- Confidentiality – data and information assets are confined to individuals authorized to access and not to be disclosed to others.
- Integrity – keeping the data intact, complete and accurate, and IT systems operational;
- Availability – information or system is at the disposal of authorized users when needed.

2 Elements of Information Security

2.1 OWNERSHIP

All computer system networks, computer equipment, Point of Sale systems, other electronic communications systems, and all communications and stored information transmitted, received or contained in Authority information systems are the Authority's property and are to be used for business related purposes. Any personal use of such systems should be incidental and limited to avoid unnecessary interference with business responsibilities and unnecessary burden on any of the Authority's electronic communications systems.

2.2 IDENTIFICATION AND AUTHENTICATION

The confidentiality and integrity of data stored on the Authority's computer systems as expressed in section 2.1 is protected by access controls to ensure that only authorized employees have access. User access to information and systems shall be restricted to authorized users who have a bona fide business need to access the information. User IDs and passwords are required in order to gain access to all LYNX networks and workstations. This access shall be restricted to only those capabilities that are appropriate to each employee's job duties. The host security management program shall maintain current user application activity authorizations. Each initial request for a connection or a session is subject to the authorization process.

2.3 NETWORK ACCESS

Access to LYNX information resources through modems or other dial-in devices / software, if available, shall be subject to authorization and authentication by the access control process. As a protective security measure Firewalls will be in place and maintained.

2.4 CLASSIFICATION OF DATA

All data at LYNX is assigned one of the following classifications.

- Restricted: Data in any format collected, developed, maintained or managed by or on behalf of the Agency, or within the scope of the Agency activities that are subject to specific protections under federal or state law or regulations or under applicable contracts. Examples include, but are not limited to medical records, social security numbers, credit card numbers, work product, surveillance videos, etc.
- Public: Data that is subject to the Florida Sunshine laws and any data deemed by LYNX to be accessible to all individuals.

2.5 DATA SUPPORT, OPERATIONS, AND CONTROLS

LYNX Information Technology (IT) Department shall be responsible for maintaining resource access logs, system access logs, operating system access logs, and activity logs. IT will maintain basic data protection requirements such as up-to-date virus protection, a firewall, encryption, and routine maintenance to maintain protection from intrusion. IT will also routinely assess computer systems and personal for potential risks and vulnerabilities to business-critical information in the Agency's possession and develop, implement, and maintain appropriate contingency plans and administrative, physical, and technical security measures in both computer systems and personal.

2.6 DATA STORAGE AND TRANSFER SECURITY

Back-ups of data will be encrypted in line with industry standards and hosted in an area of physical security to protect against the loss information. Back up media must, at all times, be stored in one of the following areas:

- (a) Fireproof safes within the secured Information Technology Computer rooms.
- (b) LYNX Safety deposit boxes at approved financial institutions.
- (c) LYNX approved secure data storage providers

Data transfers will be encrypted and transferred only via agency provided secure transfer mechanisms. Any information being transferred on a portable device (mass storage device, or a laptop) outside of LYNX or across a public network will be encrypted in line with industry best practices and applicable law and regulations.

3 Security Awareness

3.1 COMPLIANCE

All employees and contractors must adhere at all times to the processes, procedures and guidelines as set forth in the “Information Technology Rulebook”. Employees will be tested on a routine basis for adherence to the Information Security policy, processes, procedures, and the rulebook. Failure to adhere with the provisions of these respective documents, as applicable to employee or contractor, could result in employee disciplinary action up to and including termination and/or civil penalties and fines for contractors. All Information Security documents are living documents and subject to change from time to time in order to add, delete, or modify processes, procedures and / or guidelines.

3.2 INFORMATION SECURITY AWARENESS TRAINING

Information security awareness training will be provided to all existing members of LYNX initially and on an annual basis. All new hires will receive information security awareness in the orientation training sessions with refresher training annually.

3.3 RESPONSIBILITIES, RIGHTS, AND DUTIES

Ultimate responsibility for information security rests with the Chief Executive Officer of LYNX. All employees shall comply with information security procedures including the maintenance of data confidentiality and data integrity. Failure to do so may result in disciplinary action. Each employee shall be responsible for the operational security of the information systems they use. Each system user shall comply with the security requirements that are currently in force, and shall also ensure that the confidentiality, integrity, and availability of the information they use is maintained to the highest standard.

3.4 REFERENCE TO RELEVANT LEGISLATION AND POLICIES

LYNX shall comply with applicable legislation and policies relevant to Information Security. A complete reference list shall be found in the Information Technology Rulebook.

LYNX Board Agenda

Information Item A

To: LYNX Board of Directors

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

Phone: 407.841.2279 ext: 6169

Item Name: FY 2018-2023 Transportation Disadvantaged Service Plan (TDSP) Minor Update for 2022

Date: 6/23/2022

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 the Orlando Metropolitan Planning Organization, MetroPlan Orlando, the TDSP is an annually updated tactical plan with 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 2022 revisions are listed below:

Development Plan

- Updated TDSP Certification Chairperson Signature page (page 1)
- TDLCB February 2022 Roster (pages 2 – 5)
- Introduction – accomplishments (page 8)
- Revised Human Services Transportation Plan update year (page 11)
- Updated LYNX Org Charts (pages 17-18)
- Updated Figure 4 – Service Area map (page 19)
- Consistency Review of other plans section updated (pages 20-22)
- TDLCB certification (pages 23-24)
- LYNX Service area demographics and associated text and tables updated (pages 25-31)
- Labor Force and unemployment section and associated table updated (pages 32-33)
- Table 4 - Major trip generators (pages 34-35)

LYNX Board Agenda

- Goal, Objectives, Strategies – Status update on progress (pages 49-53)
- Implementation Plan - Revised implementation schedule (pages 54-58)

Service Plan

- ADA program eligibility (pages 67-68)
- Trip prioritization (page 73)
- Taxi trips removed (page 74)
- Number of replacement vehicles (page 75)
- Table 10 – provider information (pages 79-80)
- Table 11 and 12 – vehicle inventories (pages 82-89)
- System Safety Program Plan certification (page 92)
- Service Standards - call hold time discussion (page 109)
- MyACCESS text messaging capabilities (page 110)

Cost/Revenue Allocation

- Table 14 – CTD calculated rates (page 112)

Quality Assurance

- CTC and Planning Agency Evaluation Process (pages 113-114)
- Attachment 2 – ACCESS LYNX ADA application (pages 149-152)
- Attachment 5 – Grievance Procedures (pages 164-172)

The 2022 TDSP Annual Minor Update was approved by the TDLCB at their quarterly meeting held on May 12, 2022.

LYNX Board Agenda

Information Item B

To: LYNX Board of Directors

From: Leonard Antmann
Chief Financial Officer
Brenda Atkinson
(Technical Contact)

Phone: 407.841.2279 ext: 6125

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

Date: 6/23/2022

LYNX Liability Claim Settlements May 1 – May 31, 2022

Claimant Name	Accident Date	Accident Type	Settlement Amount	Date of Check
Praxis Consulting aso GEICO Jany Perez	7/22/2021	PD	\$ 27,929.18	5/5/2022
Nardi & Nardi Trust Account fbo Howard McClary	2/6/2020	BI	\$ 7,500.00	5/5/2022
Diana Buccinatini	3/2/2022	PD	\$ 117.50	5/5/2022
Enterprise - Diana Buccinatini	3/2/2022	PD	\$ 844.14	5/5/2022
Modern Plumbing Industries	3/2/2022	PD	\$ 1,082.28	5/12/2022
Danny Hughes	4/19/2022	PD	\$ 2,073.35	5/12/2022
Jon Lambe fbo Wakeland Higgins	3/18/2020	BI	\$ 24,105.92	5/12/2022
Leach Law fbo Beryl Lampthey-Jahara	12/2/2020	BI	\$ 25,000.00	5/19/2022
Patrick Torre	4/6/2022	PD	\$ 1,961.41	5/19/2022
Umansky Law fbo Arlene Lugo	1/29/2021	BI	\$ 20,000.00	5/19/2022
James W. Ledford fbo Castalavet Turner	12/14/2021	BI	\$ 4,000.00	5/19/2022
Morgan and Morgan fbo Jesus Garcia	12/4/2020	BI	\$ 22,500.00	5/26/2022

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 2022

Date: 6/23/2022

LYNX Press Releases | Media Notes: May 2022

May 17	Memorial Day Holiday Schedule
May 20	LYNX May 26 Board of Directors and Oversight Committee

May 2022 – LYNX News Articles

To view the articles below please copy and paste the link into a browser.	
May 1	Orange's proposed 1% tax for transportation would be collected for 20 years, not 30
May 3	Rep. Demings Requests \$19 Million in Federal Funding for 15 Central Florida Projects
May 10	4 people hurt in Orlando bus crash
May 20	Central Florida AFL-CIO backs Orange's proposed sales tax hike for transportation

LYNX Board Agenda

May 2022 – LYNX Social Media

May 1	Your fare-free downtown Orlando ride.
May 2	We're hiring Bus Operators.
May 3	Name this stop!
May 4	Fastest fleet in the galaxy. #MayThe4thBeWithYou Yesterday we lost a true transportation champion, former U.S. Secretary Norman Mineta.
May 5	Service detour for Links 21 and 40. Happy Asian American and Pacific Islander Heritage Month.
May 6	Beautiful sunrise, blue skies and palm trees. Service detour for Links 21 and 40. New Disney shuttle service will be available beginning May 9. Service detour at the LYMMO stop on Garland Avenue at Amelia Street for repairs.
May 7	Weekend plans riding LYNX?
May 8	Service alert about the LYMMO stop on Garland Avenue at Amelia Street being closed May 9-12 for repairs. Happy Mother's Day! New Disney Shuttle service will be available beginning May 9. Response to feedback on being happy about the new Disney service shuttle.
May 9	LYMMO service detour on Garland Avenue at Amelia Street. Here are a few helpful tips to make the boarding process smoother. Service detour of Links 20, 21, 62 & 19 on May 10 due to the Lions Match.
May 10	A trip to Disney Springs is easy! Response to question on easiest way to get to Disney from Rosen Inn. Service detour of Links 20, 21, 62 & 19 on May 10 due to the Lions Match. Service detour from Massachusetts Avenue to Florida Avenue due to construction.
May 11	How many buses can you spot in this photo?
May 12	Service alert on bus stop at East Colonial Drive and Magnolia Avenue being eliminated for safer traffic control. Mental Health Awareness Month.
May 13	Friday is here! Service alert on bus stop at East Colonial Drive and Magnolia Avenue being eliminated for safer traffic control. Service detour of Links 20, 21, 62 & 19 on May 14 due to the Orlando Pride Match.
May 14	Go out for a walk today if you can and get some steps in. Service detour of Links 20, 21, 62 & 19 on May 14 due to the Orlando Pride Match. Response to comment that Link 319 is now Link 19.
May 15	Give your bus operator a thumbs up. Service detour from Massachusetts Avenue to Florida Avenue on May 17 due to construction.
May 16	It's your ride, your way. LYNX will be operating on a holiday schedule on Memorial Day.
May 17	Service detour from Massachusetts Avenue to Florida Avenue due to construction. #TipTuesday: Make sure you stand at the bus stop to signal the operator.

LYNX Board Agenda

May 18	Purchase your fare with our PawPass app.
May 19	Older Americans Awareness Month. Service detour around Camping World Stadium due to Monster Jam. Happy National Transportation Week! Service detour after 4 p.m. for Links 21 and 40 due to Grad Bash at Universal Orlando.
May 20	What is your daily mode of transportation? LYNX Oversight Committee and Board of Directors meeting will be held on May 26. Service detour after 4 p.m. on May 20 of Links 21 and 40 due to Grad Bash at Universal Orlando.
May 21	Service detour around Camping World Stadium from May 21-22 due to Monster Jam. You can get a Youth or Advantage photo ID card at our Lost and Found Window. Service detour of Links 20, 21, 62 & 19 for the Orlando Pride Match.
May 22	Service detour of Links 20, 21, 62 & 19 for the Orlando Pride Match. A trip to Universal Orlando is easy!
May 23	Something beautiful is on the horizon. Response to comment on having a good experience riding with LYNX. LYNX will be operating on a holiday schedule on Memorial Day.
May 24	LYNX is hiring Road Rangers. Service reminder the bus stop at Lake Nona Blvd. and Veterans way will be changed to service FastLink 418 only.
May 25	Ride with us this Memorial Day! Response to comment on bus access to Fun Spot America. Service detour of Links 20, 21, 62 & 19 on May 27 due to the Orlando Pride Match. Service reminder the bus stop at Lake Nona Blvd. and Veterans way will be changed to service FastLink 418 only.
May 26	LYNX Oversight Committee and Board of Directors meeting will be held on May 26. Jewish American Heritage Month. LYNX will be operating on a holiday schedule on Memorial Day. Service detour of Links 20, 21, 62 & 19 for the Orlando City Soccer match.
May 27	Service detour of Links 20, 21, 62 & 19 on May 27 for the Orlando Pride Match. The weekend is off to a beautiful start. Service detour around Camping World Stadium for the Paul McCartney concert.
May 28	Service detour around Camping World Stadium for the Paul McCartney concert. Did you know that our fixed route buses are equipped with bike racks? Service detour of Links 20, 21, 62 & 19 on May 28 for the Lions match.
May 29	Reminder LYNX will be operating on a holiday schedule on Memorial Day.
May 30	Today and every day we remember those who have bravely served our country.
May 31	#TipTuesday: Priority seats (near the doors) are for seniors, persons with disabilities and expectant mothers. Service detour on streets around Orlando City Hall on June 2 due to the arrival of the Olympic Torch for the Special Olympic Games.

LYNX Board Agenda

Social Media Usage	May 2022
Facebook Daily Total Reach: The number of people who have seen any content associated with our Page. (Unique Users)	145,675
Facebook Daily Total Impressions: The number of times any content from your Page or about your Page entered a person's screen. This includes posts, stories, ads, as well other content or information on your Page. (Total Count)	389,385
Total Facebook Posts	69
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:	1.7K Engagements: 1.3K Reactions, 166 Comments, 183 Shares
Total Tweets	79
Twitter Engagement: The sum of interactions received for the tweets published in the selected timeframe: retweets, replies and likes	180 Engagements: 133 Likes, 23 Retweets, 24 Replies
Website Usage	May 2022
Total Page Views	420,566
Total User Visits	72,894

LYNX Board Agenda

Commuter Vanpool Program

Vanpool	May 2022
Vanpool Participants	574*
Total Revenue Miles	167,000*
New Vanpool	1
Returned Vanpools	0
Current Vans at Service	128
Pending Interests	None
Events	Nasa Event

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

Advertising Sales

Advertising Sales Revenue	May 2022	LYNX %	FY to Date Sales	FY to Date LYNX %
Sales Revenue	\$452,304.97	\$271,382.98	\$2,606,638.00	\$1,563,982.80

LYNX ard 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 2022

Date: 6/23/2022

Please find attached the preliminary monthly financial report for the sixth month ending March 31, 2022.

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

	As of 3/31/2022	
	Budget	Actual
REVENUES		
Customer fares	\$ 8,304,112	\$ 8,487,244
Contract services	3,162,505	3,170,605
Advertising	1,175,001	1,149,500
Interest & Other income	350,000	345,619
Federal Revenue	1,704,996	1,583,259
CARES/CRRSAA/ARPA Federal Revenue	22,579,360	26,700,000
State Revenue	5,108,925	5,037,670
Local Revenue	4,173,620	4,173,620
Local Revenue Funding Partner	35,711,059	35,711,060
TOTAL REVENUE	<u>82,269,577</u>	<u>86,358,576</u>
EXPENSE		
Salaries, Wages & Fringe Benefits	45,668,792	45,650,005
Other services	7,232,214	3,868,152
Fuel	6,616,804	4,386,944
Materials and supplies	4,822,955	3,924,980
Utilities	858,910	751,995
Casualty & Liability	1,619,395	1,929,777
Taxes and licenses	299,033	323,503
Purchased transportation services	15,718,458	13,148,407
Leases & Miscellaneous	871,634	562,907
TOTAL EXPENSE	<u>83,708,195</u>	<u>74,546,671</u>
CHANGE IN NET POSITION	\$ <u>(1,438,618)</u>	\$ <u>11,811,905</u>

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:

Item Name: Ridership Report - April 2022

Date: 6/23/2022

The attached monthly Performance Report includes April 2022 Year-To-Date figures for ridership and other performance indicators. Total ridership for April 2022 was 1,444,674. This is a 19.3% increase from April 2021. On-Time Performance for Fiscal Year-To-Date 2022 is 74%.

- LYNX overall ridership increased by 233K, or 19.3%, compared to April 2021. Year-to-date ridership for FY-22 (9,451,583) increased 19.5% compared to FY-21 (7,907,063)
- LYMMO ridership increased by 296, or 0.9%, compared to April 2021. Year-to-date ridership for FY-22 (222,095) decreased 13.1% compared to FY-21 (255,490).
- Fixed Route ridership increased by 231K, or 21.0%, compared to April 2021. Year-to-date ridership for FY-22 (8,692,042) increased by 21.3% compared to FY-21 (7,165,564).
- NeighborLink ridership increased by 1,111, or 16.8%, compared to April 2021. Year-to-date ridership for FY-22 (54,507) increased 28% compared to FY-21 (42,572).
- ACCESS LYNX ridership increased by 591, or 1.2%, compared to April 2021. Year-to-date ridership for FY-22 (309,262) increased 5% compared to FY-21 (294,630).
- Vanpool ridership decreased by 706, or 3.2%, compared to April 2021. Year-to-date ridership for FY-22 (149,745) increased by 0.6% compared to FY-21 (148,807).
- Special event ridership for April 2022 was 305.



April 2022 Service Performance Report

RIDERSHIP

Total Ridership by Mode						
	Apr-21	Apr-22	% Δ	YTD-21	YTD-22	% Δ
LYMMO	33,303	33,599	0.9%	255,490	222,095	-13.1%
Fixed Route	1,101,723	1,333,506	21.0%	7,165,564	8,692,042	21.3%
NeighborLink	6,625	7,736	16.8%	42,572	54,507	28.0%
ACCESS LYNX	47,452	48,043	1.2%	294,630	309,262	5.0%
Vanpool	22,191	21,485	-3.2%	148,807	149,745	0.6%
Special Events	0	305	N/A	0	23,932	N/A
SYSTEM TOTAL	1,211,294	1,444,674	19.3%	7,907,063	9,451,583	19.5%

April 2021:	22 Weekdays	4 Saturdays	4 Sundays
April 2022:	21 Weekdays	5 Saturdays	4 Sundays

Average Daily Ridership by Mode									
Mode	Weekday			Saturday			Sunday		
	Apr-21	Apr-22	% Δ	Apr-21	Apr-22	% Δ	Apr-21	Apr-22	% Δ
LYMMO	1,338	1,334	-0.3%	506	556	9.9%	459	701	52.7%
Fixed Route	41,454	50,479	21.8%	29,537	34,845	18.0%	17,897	24,807	38.6%
NeighborLink	270	325	20.4%	173	182	5.2%	-	-	-
ACCESS LYNX	1,855	1,956	5.4%	1,066	834	-21.8%	593	700	18.0%
Vanpool	309	441	42.7%	204	214	4.9%	3	46	1433.3%
SYSTEM TOTAL	45,226	54,535	20.6%						

1

LYNX ridership increased by 233K, or 19.3%, compared to April 2021. System-wide average weekday riders increased by 20.6% year-to-date.

LYMMO ridership increased by 296, or 0.9%, compared to April 2021. Average weekday ridership for LYMMO was down 0.3% in April 2022. This can be attributed to continued reduced ridership due to remote workers associated with the COVID-19 pandemic. Additionally, ridership was affected as North Quarter Line was merged into the Orange Line.

Fixed Route ridership increased by 231K, or 21.0%, compared to April 2021. Average daily ridership increased by 21.8% compared to the same time period last year. Ridership is showing a steady recovery from losses incurred from the pandemic.

NeighborLink ridership increased by 1,111, or 16.8%, compared to April 2021. The overall reduction for the year was primarily due to the COVID-19 pandemic.

ACCESS LYNX ridership increased by about 591, or 1.2%, compared to April 2021. Ridership is showing a slow recovery from the pandemic.

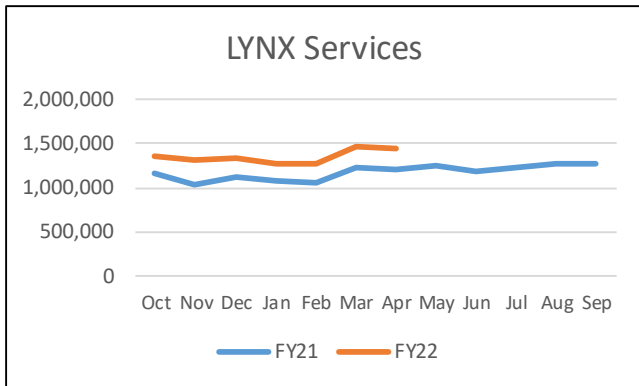
Vanpool ridership decreased by about 706, or 3.2%, compared to April 2021. COVID-19 had caused a decrease in total Vanpool utilization.

*According to the U.S. Energy Information Administration, the average price of gasoline in the U.S. was \$2.94/gallon in April 2021 and \$4.27/gallon in April 2022. Historically, high gas prices can result in increased public transit ridership.

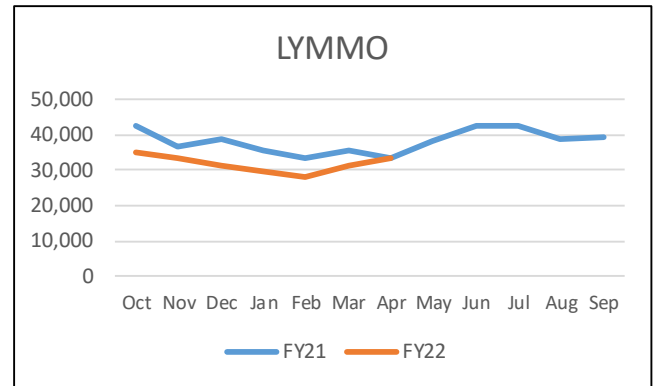


April 2022 Service Performance Report

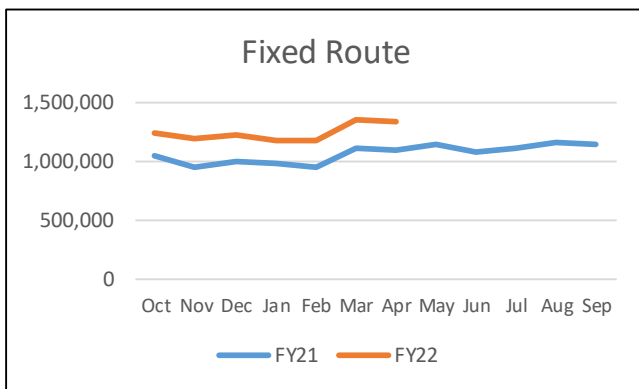
MONTHLY RIDERSHIP TRENDS BY MODE



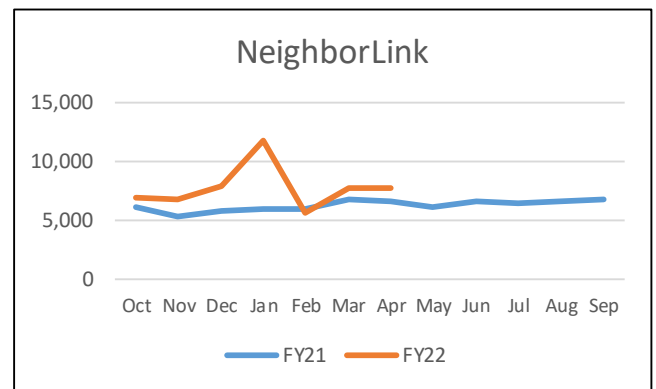
LYNX ridership increased by 19.3% compared to the same time last year. Average weekday riders increased by 20.6%.



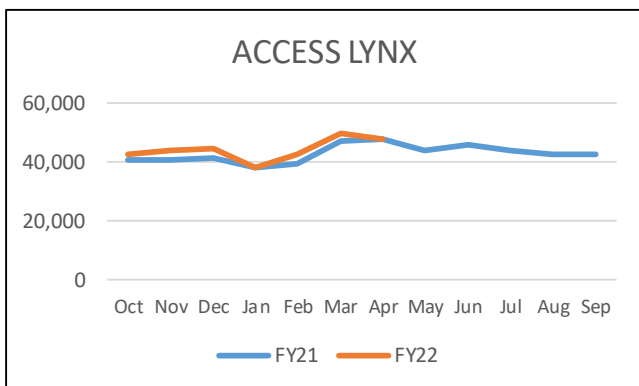
LYMMO ridership increased by 0.9% compared to the same time last year. Average weekday riders decreased by 0.3%.



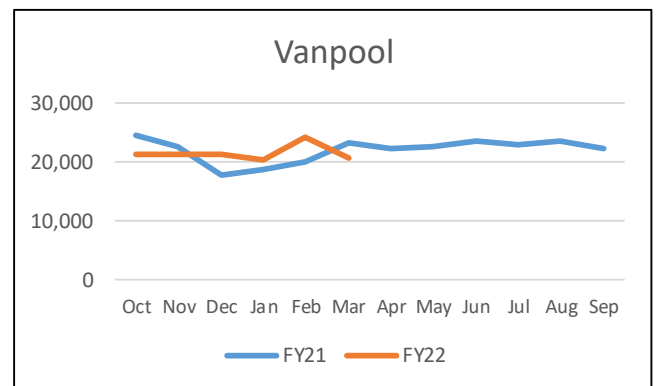
Fixed route ridership increased 21.0% compared to April 2021. Average weekday riders increased by 21.8%.



NeighborLink ridership increased 16.8% compared to April 2021. Average daily riders increased by 20.4%.



ACCESS LYNX ridership increased by 1.2% compared to April 2021. Average daily riders increased by 5.4%.



Vanpool ridership decreased by 3.2%. Average daily riders increased by 42.7% compared to April 2021.



April 2022 Service Performance Report

FY21 Monthly Modal Performance Data Sheet - April 2022

LYMMO										
Oct	35,194	4	83%	Not Applicable	0	0.10	9,141	98%	14	99%
Nov	33,216	4	77%		0	0.08	8,959	98%	14	100%
Dec	31,196	4	80%		0	0.11	8,453	90%	14	100%
Jan	29,804	4	79%		0	0.08	7,617	91%	14	100%
Feb	27,757	4	77%		0	0.13	7,032	92%	14	100%
Mar	31,329	4	77%		0	0.14	7,905	90%	14	100%
Apr	33,599	5	76%		0	0.11	7,479	91%	14	100%
May										
Jun										
Jul										
Aug										
Sep										
YTD	222,095	4	78%		0	0.11	56,586	93%	14	100%
Fixed Route										
Oct	1,240,405	14	75%	12%	7	0.10	88,414	98%	245	99%
Nov	1,191,611	14	73%	15%	6	0.08	85,852	98%	249	100%
Dec	1,226,725	14	73%	12%	9	0.11	90,390	96%	244	100%
Jan	1,173,436	14	76%	12%	6	0.08	88,652	96%	246	100%
Feb	1,173,451	15	74%	14%	10	0.13	81,960	96%	245	100%
Mar	1,352,908	15	73%	14%	7	0.14	91,632	96%	245	100%
Apr	1,333,506	16	73%	15%	7	0.11	87,820	96%	247	100%
May										
Jun										
Jul										
Aug										
Sep										
YTD	8,692,042	15	74%	13%	52	0.11	614,720	97%	246	100%



April 2022 Service Performance Report

FY21 Monthly Modal Performance Data Sheet - April 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
NeighborLink							
Oct	5,727	100%	100%	0	9.7	90%	100%
Nov	4,839	100%	100%	0	19.7	95%	99%
Dec	6,051	100%	100%	0	8.1	99%	100%
Jan	4,693	100%	100%	0	21.0	100%	99%
Feb	5,712	100%	100%	0	19.5	97%	99%
Mar	7,684	100%	100%	0	14.2	97%	100%
Apr	7,736	100%	100%	0	12.3	97%	100%
May							
Jun							
Jul							
Aug							
Sep							
YTD	42,442	100%	100%	0	14.9	96%	99%
ACCESS LYNX							
Oct	42,649	59.27%	99.77%	0	10.0	88%	100%
Nov	43,574	64.64%	99.77%	2	10.0	90%	99%
Dec	44,257	77.96%	99.83%	1	11.6	88%	100%
Jan	38,222	86.49%	99.83%	0	6.1	89%	99%
Feb	42,661	85.64%	99.82%	1	5.0	91%	99%
Mar	49,856	86.52%	99.81%	2	4.3	89%	100%
Apr	48,043	79.50%	99.81%	0	6.4	90%	100%
May							
Jun							
Jul							
Aug							
Sep							
YTD	309,262	77.15%	99.81%	6	7.6	89%	99%



April 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

5

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

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

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

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

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

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