



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

1. Call to Order

2. Committee Minutes

-  Oversight Committee Minutes Pg 3

3. Committee Report

A. Oversight Committee Report Item

-  Finance & Audit Committee Report Pg 19
-Attachments 



4. Committee Action Items

A. Oversight Committee Action Item



-  Authorization to Enter into a Collective Bargaining Agreement Wage Re-Opener with Amalgamated Transit Union (ATU) Local 1749 Pg 29

5. Committee Discussion Items


A. Oversight Committee Discussion Item

-  Update on the Request for Proposal (RFP) for Paratransit Services Pg 31
-Attachments 


B. Oversight Committee Discussion Item

-  Update on the Florida Transportation Commission Pg 38
-Attachments 

C. Oversight Committee Discussion Item

-  Update on process for handling legal services outside retainer fees. Pg 47

D. Oversight Committee Discussion Item

-  Update on LYNX Technology Projects Pg 48
-Attachments 

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
Oversight Committee Meeting Minutes

PLACE: **LYNX Central Station**
 455 N. Garland Avenue
 Open Space, 2nd. Floor
 Orlando, FL 32801

DATE: **September 22, 2016**

TIME: **10:32 AM**

Members in Attendance:

Osceola County Commissioner, Viviana Janer, Chair
Orange County, Assistant County Administrator, Jim Harrison, Vice Chair
City of Orlando, Transportation Project Manager, Claudia Korobkoff

Members Absent:

Seminole County Commissioner, Carlton Henley
FDOT District 5 Secretary, Noranne Downs

1. Call to Order/Introduction

The Chair, Viviana Janer, called the meeting to order at 10:32 AM.

2. Approval of Prior Meeting Minutes

The Chair asked for approval of the prior meeting minutes.

Motion was made and seconded to approve the Minutes of the July 28, 2016 Oversight Committee. The Motion passed unanimously.

3. Oversight Agenda Items

A. Finance & Audit Committee Report

The Chair recognized Ray Walls, Chair of the Finance & Audit Committee, to make the presentation.

Mr. Walls spoke about action items that the Committee reviewed and their recommendations as follows:

- Election of Mr. Walls as Chair and Edward Bass as Vice Chair of the Committee

- Recommendation for approval of the FY2016 amended budget as all amendments were previously approved by the Finance & Audit Committee and the Board
- Recommendation for approval of the revised FY2017 proposed budget which includes the use of reserves and other adjustments in terms of revenues and expenditures as previously approved by the Board

The Chair asked if there were any questions.

B. Overview of FY2016 Amended Operating & Capital Budgets

The Chair recognized Blanche Sherman, Director of Finance, to make the presentation.

Ms. Sherman provided a brief overview of the FY2016 amended operating budget which is increasing from \$127.3M to \$128.6M. Ms. Sherman discussed the increases and reclassifications of expenses previously approved by the Board of Directors as summarized below:

FY2016 Operating Budget Amendment					
Revenue	FY2016 Amended Budget	Avalon Park School Connector	State Road 436 Transit Study	Reclassifications	FY2016 Amended Budget Total
Fund Balance	\$ 571,571	\$ -	\$ -	\$ -	\$ 571,571
LYNX-Generated Revenue	37,397,252	32,916	-	-	37,430,168
Federal Revenue	16,226,716	-	-	-	16,226,716
State Revenue	14,192,353	-	175,000	-	14,367,353
Local Revenue	58,919,081	-	1,095,000	-	60,014,081
Total Revenue	\$ 127,306,973	\$ 32,916	\$ 1,270,000	\$ -	\$ 128,609,889
Expense					
Salaries/Wages/Fringes	\$ 73,270,554	\$ 32,916	\$ -	\$ -	\$ 73,303,470
Other Services	10,962,728	-	1,270,000	-	12,232,728
Fuel	13,569,071	-	-	-	13,569,071
Materials & Supplies	8,284,043	-	-	-	8,284,043
Utilities	1,454,571	-	-	-	1,454,571
Casualty & Liability	1,524,850	-	-	(20,000)	1,504,850
Taxes & Tags	434,605	-	-	20,000	454,605
Purchased Transportation	16,494,772	-	-	-	16,494,772
Miscellaneous	826,779	-	-	(124,277)	702,502
Interest & Leases	485,000	-	-	124,277	609,277
Total Operating Expenses	\$ 127,306,973	\$ 32,916	\$ 1,270,000	\$ -	\$ 128,609,889

Ms. Sherman also discussed the impact of the changes on the operating revenues as follows:

FY2016 Amended Operating Budget

Operating Revenues	FY2016 Amended Budget March 2016		FY2016 Amended Budget September 2016
		Revisions	
Fund Balance	\$ 571,571	\$ -	\$ 571,571
LYNX-Generated Revenue	37,397,252	32,916	37,430,168
Federal Revenue	16,226,716	-	16,226,716
State Revenue	14,192,353	175,000	14,367,353
Local Revenue	58,919,081	1,095,000	60,014,081
Total Revenue	\$ 127,306,973	\$ 1,302,916	\$ 128,609,889

Ms. Sherman then discussed the increases and reclassifications to the FY2016 amended capital budget which increased from \$91.7M to \$93.4M as listed below:

FY2016 Capital Budget Amendment									
Revenue	FY2016 Amended Budget	Paratransit Replacement Vehicle	Compressed Natural Gas Facility Improvements	Parramore BRT - OUC JPA	Parramore BRT - Project "C"	East/West BRT Improvement Project	No-Petro Vacant Land Purchase	Road Rangers	FY2016 Amended Budget Total
Federal Revenue	\$ 84,762,480	\$ (96,334)	\$ (2,890,599)	\$ -	\$ -	\$ 83,200	\$ 1,300,000	\$ -	\$ 83,158,747
State Revenue	429,256	48,167	-	-	-	-	-	71,165	548,588
Local Revenue	6,342,569	48,167	2,705,733	8,374	327,912	20,800	-	-	9,453,555
Reserves	200,000	-	-	-	-	-	-	-	200,000
Total Revenue	\$ 91,734,305	\$ -	\$ (184,866)	\$ 8,374	\$ 327,912	\$ 104,000	\$ 1,300,000	\$ 71,165	\$ 93,360,890
Expense									
Revenue Vehicles	\$ 52,355,593	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 4,000	\$ 52,359,593
BRT	13,083,894	-	-	8,374	327,912	104,000	-	-	13,524,180
Facilities	5,622,656	-	(184,866)	-	-	-	1,300,000	-	6,737,790
Passenger Amenities	9,777,044	-	-	-	-	-	-	-	9,777,044
Technology	5,542,331	-	-	-	-	-	-	-	5,542,331
Security	591,600	-	-	-	-	-	-	-	591,600
Support Equipment	4,761,187	-	-	-	-	-	-	67,165	4,828,352
Total Operating Expenses	\$ 91,734,305	\$ -	\$ (184,866)	\$ 8,374	\$ 327,912	\$ 104,000	\$ 1,300,000	\$ 71,165	\$ 93,360,890

The following table summarizes the adjustments related to FY2016 Amended Capital Budget as follows:

FY2016 Amended Capital Budget

Capital Contributions	FY2016 Amended Budget April 2016		FY2016 Amended Budget September 2016
		Revisions	
Federal Contributions	\$ 84,762,480	\$ (1,603,733)	\$ 83,158,747
State Contributions	429,256	119,332	548,588
Local Contributions	6,342,569	3,110,986	9,453,555
Reserves	200,000	-	200,000
Total	\$ 91,734,305	\$ 1,626,585	\$ 93,360,890

Ms. Sherman stated that staff is requesting authorization to recommend approval of the FY2016 amended operating and capital budgets from \$127.3M to \$128.6M.

The Chair asked if there were any questions. Jim Harrison recognized the Finance staff and Finance & Audit Committee members for the excellent job they did during this budget.

Motion was made and seconded to recommend approval of the FY2016 amended operating and capital budgets. The Motion passed unanimously.

C. Overview of FY2017 Proposed Operating & Capital Budgets

The Chair called on Blanche Sherman, Director of Finance, to make the presentation.

Ms. Sherman discussed the FY2017 key budget assumptions as follows:

Overall:

- FY2017 Funding based on LYNX adopted Funding Model
- Maximize current service levels through efficiencies
- Apply additional Flex (NeighborLink) services, where appropriate

Revenue:

- Maintain current Preventative Maintenance funding level, as approved by LYNX' Board
- Maximize use of Anticipated Advertising Revenue

Expenses:

- Salary increases consistent with Funding Partners
- Anticipated impact of a new Union contract
- Continuation of Fuel Hedging Program, as appropriate
- Impact of conversion to Compressed Natural Gas (CNG)
- Impacts of converting to Self-Insured Health Insurance Program
- Continued application of reductions based on LYNX ownership of Paratransit vehicles
- Continuation of Bio-diesel Program, as appropriate

Pending Items:

- Implementation of Funding Partner approved COA Recommendations
- Impacts of SunRail Phase 2 (South & North) expansion

Ms. Sherman briefly discussed the overall increase of 0.8% in the FY2017 proposed operating budget to the FY2016 amended operating budget as follows:

	FY2016 Amended Budget	FY2017 Proposed Budget	% Change
Operating Revenue	\$ 128,609,889	\$ 129,700,062	0.8%
Operating Expenses	128,609,889	129,700,062	0.8%
Operating Income/(Deficit)	\$ -	\$ -	N/A

The following table summarizes the FY2016 Proposed Operating Budget as follows:

	FY2017 Proposed Budget	FY2016 Amended Budget	Dollar Change Amount	% Change
Operating Revenues				
Fund Balance	\$ 1,023,348	\$ 571,571	\$ 451,777	79.0%
Customer Fares	26,167,535	29,459,808	(3,292,273)	-11.2%
Contract Services	5,742,153	5,427,507	314,646	5.8%
Advertising on Buses	2,332,134	2,050,000	282,134	13.8%
Advertising - Trade	30,000	30,000	-	0.0%
Interest & Other Income	681,206	462,853	218,353	47.2%
Federal Revenue	17,098,651	16,226,716	871,935	5.4%
State Revenue	13,704,285	14,367,353	(663,068)	-4.6%
Local Revenue	62,920,750	60,014,081	2,906,669	4.8%
Total Revenue	\$ 129,700,062	\$ 128,609,889	\$ 1,090,173	0.8%

Jim Harrison commented on the need to take care when applying for grants to ensure a sustainable funding source.

Ms. Sherman then discussed the FY2017 Operating Expenses as summarized below:

	FY2017 Proposed Budget	FY2016 Amended Budget	Dollar Change Amount	% Change
Operating Expenses				
Salaries/Wages/Fringes	\$ 75,960,271	\$ 73,303,470	\$ 2,656,801	3.6%
Other Services	13,251,111	12,232,728	1,018,383	8.3%
Fuel	9,329,958	13,569,071	(4,239,113)	-31.2%
Materials & Supplies	7,973,395	8,284,043	(310,648)	-3.7%
Utilities	1,475,080	1,454,571	20,509	1.4%
Casualty & Liability	1,583,631	1,504,850	78,781	5.2%
Taxes & Tags	436,843	454,605	(17,762)	-3.9%
Purchased Transportation	18,251,224	16,494,772	1,756,452	10.6%
Miscellaneous	854,476	702,502	151,974	21.6%
Interest & Leases	584,073	609,277	(25,204)	-4.1%
Total Operating Expenses	\$ 129,700,062	\$ 128,609,889	\$ 1,090,173	0.8%

Ms. Sherman then discussed the increase of 5.7% in the FY2016 proposed capital budget to the FY2015 amended operating budget as listed below:

Description	FY2015 Amended Budget	FY2016 Proposed Budget	Dollar Amount Change	% Change
ARRA	\$ 1,804,075	\$ -	\$ (1,804,075)	-100.0%
BRT	15,674,570	14,070,635	(1,603,935)	-10.2%
Facilities	2,921,283	5,776,330	2,855,047	97.7%
Passenger Amenities	9,688,938	10,064,773	375,835	3.9%
Security	1,010,244	603,995	(406,249)	-40.2%
Support Equipment	1,953,559	4,845,270	2,891,711	148.0%
Technology	7,123,241	5,578,366	(1,544,875)	-21.7%
Support Vehicles	1,139,133	702,655	(436,478)	-38.3%
Revenue Vehicles	48,114,585	52,901,775	4,787,190	9.9%
Total	\$ 89,429,628	\$ 94,543,799	\$ 5,114,171	5.7%

Ms. Sherman discussed the local revenue amounts as summarized below:

FY2017 Preliminary Local Funding					
Description	Amended	Preliminary		Dollar Change	Percentage Change
	Local Funding FY2016	Regional Model Need for FY2017 **			
Orange County	\$ 39,920,495 *	\$ 41,805,229 **		\$ 1,884,734	4.72%
Osceola County	6,393,683 *	6,889,938 **		496,255	7.76%
Seminole County	6,630,067	7,004,157 **		374,090	5.64%
City of Orlando	4,496,660 *	4,542,603 **		45,943	1.02%
City of Orlando - LYMMO	2,305,411	2,200,910		(104,501)	-4.53%
Subtotal	\$ 59,746,316	\$ 62,442,837		\$ 2,696,521	4.51%
St. Cloud	\$ -	\$ -		\$ -	0.00%
Altamonte Springs	120,900	120,900		-	0.00%
Sanford	93,000	93,000		-	0.00%
Lake County	259,990	264,013		4,023	1.55%
Subtotal	\$ 473,890	\$ 477,913		\$ 4,023	0.85%
Capital Contributions:					
Orange County	\$ 1,701,304	\$ 1,698,160		\$ (3,144)	-0.18%
Osceola County	203,270	198,914		(4,356)	-2.14%
Seminole County	214,016	215,822		1,806	0.84%
Subtotal	\$ 2,118,590	\$ 2,112,896		\$ (5,694)	-0.27%
Total Local Funds	\$ 62,338,796	\$ 65,033,646		\$ 2,694,850	4.32%

* Includes prepaid funding from Osceola County, City of Orlando, and Orange County for new Service Development
** The FY2017 Funding Model included the use of reserves, additional revenues, and cost savings to reduce the local funding requirements by \$1,946,397, plus the funding for SR 436 Transit Corridor Study.

Ms. Sherman discussed the key capital budget assumptions are as follows:

- Enhance LYNX facilities
- Advanced Fare Collection – Mobile Ticketing
- Fleet to support all service modes
 - 25 CNG buses as replacements
 - 16 paratransit vehicles
 - 100 vanpool vans- 90 for expansion and 10 for replacements
- Continue LYMMO expansion activities
- Passenger Amenities Program improvements
- Continuation of security and surveillance
- Advance communications and technological capabilities

The Chair asked about the large increase in expansion vans. Ms. Sherman responded that she did not have detailed information on the vans but will have the information for the Board meeting. Edward Johnson commented that the vehicle mix will change as LYNX moves forward with the mobility management concept.

Ms. Sherman briefly discussed the overall decrease of (18.1%) in the FY2017 proposed capital budget to the FY2016 amended capital budget as follows:

	FY2016 Amended Budget	FY2017 Proposed Budget	% Change
Capital Contributions	\$ 93,360,890	\$ 76,448,943	-18.1%
Capital Expenditures	93,360,890	76,448,943	-18.1%
Capital Gains/(Losses)	\$ -	\$ -	N/A

The following table summarizes the FY2017 Proposed Capital Budget as follows:

Capital Contributions	FY2017 Proposed Budget	FY2016 Amended Budget	Dollar Amount Change	% Change
Federal Contributions	\$ 72,285,020	\$ 83,158,747	\$ (10,873,727)	-13.1%
State Contributions	807,945	548,588	259,357	47.3%
Local Contributions	3,355,978	9,453,555	(6,097,577)	-64.5%
Reserves	-	200,000	(200,000)	-100.0%
Total	\$ 76,448,943	\$ 93,360,890	\$ (16,911,947)	-18.1%

Ms. Sherman then discussed the FY2017 local contributions as listed below:

Description	FY2017 Preliminary Budget Amount	Source
LYMMO- Parramore	827,296	City of Orlando, Orlando Utilities Commission, Other Utilities
LYMMO - East/West	20,800	City of Orlando
Capital Bus Lease	898,151	Local \$2 Capital
Articulated CNG Buses	1,263,967	Local \$2 Capital
Paratransit Vehicles	95,764	Local \$2 Capital
Passenger Amenities	250,000	Orange County
Total	\$ 3,355,978	

Ms. Sherman presented the FY2017 Budget Summary as follows:

	FY2016 Amended Budget	FY2017 Proposed budget	Change
Operating Revenue	\$ 128,609,889	\$ 129,700,062	0.8%
Operating Expenses	128,609,889	129,700,062	0.8%
Operating Income/(Deficit)	\$ -	\$ -	N/A
Capital Funding	\$ 93,360,890	\$ 76,448,943	-18.1%
Capital Expenditures	93,360,890	76,448,943	-18.1%
Capital Income/(Deficit)	\$ -	\$ -	N/A
Total Sources of Funding	\$ 221,970,779	\$ 206,149,005	-7.1%
Total Uses of Funding	221,970,779	206,149,005	-7.1%
Net Financial Position	\$ -	\$ -	N/A
Staffing Count	1117	1121	4

Ms. Sherman discussed a net change in headcount of four (4) positions with ten (10) additional and six (6) eliminations.

Ms. Sherman then mentioned future items which included the following:

- Maintain planned stability and financial benefits of converting to a self-insured Health Insurance Program
- Continue to review the type of fixed route vehicles used in future operations
- Ongoing efforts to secure funding for service expansion, satellite facilities and BRT to support service demands

- Continue to seek State grant funding opportunities for capital projects

Ms. Sherman stated that staff is requesting a recommendation for Board approval for adoption of the FY2017 Operating and Capital Budgets and that the budget commences on October 1.

The Chair asked if there were any questions. Mr. Harrison commented that not having many questions was a reflection of the good job done by the Finance staff and Finance & Audit Committee.

Motion was made and seconded to recommend approval of the FY2017 operating and capital budgets. The Motion passed unanimously.

D. Discussion Regarding the Negotiation and Execution of a Lease Agreement with East Central Florida Regional Planning Council (ECRFPC)

The Chair called on Edward Johnson, Chief Executive Officer, to make the presentation. Mr. Johnson stated that Pat Christiansen, LYNX' General Counsel, has been working with the ECRFPC to negotiate leasing space on the fourth floor at LYNX Central Station (LCS). The negotiations include the following:

- \$15/square foot for 4,596 square feet
- \$70 per month per parking space for ten (10) parking spaces
- Three (3) parking spaces in the FDOT lot
- Use of the LCS second floor for ECRFPC Board meetings with attendees able to park in the FDOT parking lot
- Able to move into other vacant space on the north side of the fourth floor rent free until ECRFPC is able to move into the entire space once it is vacated by Congresswoman Brown

Mr. Johnson requested the Oversight Committee's recommendation to move this to the full Board for approval.

The Chair asked for a recommendation for approval.

Motion was made and seconded to recommend approval of the negotiation and execution of a lease agreement with ECRFPC. The Motion passed unanimously.

E. Discussion Regarding the Release of a Request for Proposal (RFP) for Real Estate Services

The Chair recognized Mr. Edward Johnson, Chief Executive Officer. Mr. Johnson stated that LYNX has contracted with First Capital over the past ten (10) years to provide real estate consulting services on behalf of the agency and to ensure that LYNX does not exceed the expenditures approved by the Board.

Mr. Johnson commented on the need to secure an entity to assist LYNX with real estate needs in the future. The proposal is to set up a three (3) year agreement with a not-to-exceed amount of \$150,000.

Mr. Johnson requested the Committee's recommendation for approval by the full Board.

Claudia Korobkoff asked about what is done if the RFP comes back with higher costs than what LYNX has currently. Mr. Johnson responded that LYNX piggy-backs off other contracts, does a comparison of vendors on the state bid list, and does an independent cost estimate before going through any RFP process.

The Chairs asked for a recommendation for approval of the RFP for real estate services.

Jim Harrison asked if this had been reviewed by the Finance & Audit Committee. Ms. Sherman responded that it had not as it was in between meetings of the Finance & Audit Committee.

Motion was made and seconded to recommend approval to release a RFP for real estate services. The Motion passed unanimously.

Mr. Harrison recommended that, in general, items like this should be reviewed by the Finance & Audit Committee. The Chair agreed. Mr. Johnson responded that this will be done.

F. Discussion Regarding the Negotiation and Execution of an Agreement for Temporary Employment Services Until the Chief Operating Officer Position is Filled

The Chair recognized Mr. Edward Johnson, Chief Executive Officer. Mr. Johnson stated that in identifying priorities within the first year, additional resources were needed for the mobility management efforts in looking at paratransit services, restructuring staff and retraining to operate in a mobility management environment.

Mr. Johnson discussed the need for a COO with a specialized skill set to take on creative and non-traditional ways of providing services as bus operations will be changing and a temporary Chief Operating Officer (COO) is needed during the search and recruitment for the COO which could take up to eight (8) months. Mr. Johnson stated that Frank Martin is an industry leader, mentor, currently operating a consulting firm in the Lake County area, and has been in the transit industry for approximately thirty five (35) years.

Mr. Johnson requested authorization to allow staff to bring on Mr. Martin for a period of time during the search for a COO with a not to exceed amount of \$171,000.

The Chair asked about the length of time for the search which was longer than six (6) months. Mr. Johnson responded that the goal was for six (6) months but LYNX wants to ensure whomever is hired has a transition period. The Chair asked about how that would

affect the total cost of \$171,000. Mr. Johnson responded that the contract was based on eight (8) hours/day and the focus would be on not exceeding the total cost.

Jim Harrison commented on his discussions with Mr. Johnson and that the role and tasks that Mr. Martin is to be asked to achieve are in line with the direction given by the Board when Mr. Johnson was hired. Mr. Harrison stated that this is a reasonable direction to go and recommended approval of the item.

Motion was made and seconded to recommend approval to hiring a temporary COO. The Motion passed unanimously.

G. Authorization to Cancel the Request for Proposal (RFP) for Security Guard Services, Release a New RFP, and Secure Interim Agreement for Service Continuation

The Chair called on Charles Baldwin, Director of Procurement, to make the presentation. Mr. Baldwin discussed the RFP results for the security guard services with the responses being above the Independent Cost Estimate (ICE) and more than LYNX can afford.

Mr. Baldwin discussed going back to the marketplace, changing the evaluation criteria, tightening up the proposal, looking at the scope, and including a transition period in the new contract.

Mr. Baldwin stated that the current vendor was asked and was not interested in an extension of service. Mr. Baldwin then discussed efforts by the project manager, David Dees, in finding alternatives for continuation of service.

The Chair asked about when the current contract ends. Mr. Baldwin responded that the contract ends at midnight on Thursday, September 30. The Chair stated that LYNX has to ensure that future RFPs have contracts in place with an adequate amount of time so that LYNX does not find itself in this position again.

The Committee members discussed the following topics:

- Having a transition period in future contracts and RFPs
- Having a window of several years where contracts are expiring and will not have the transition period
- Being diligent about allowing enough time for the RFP so as not to be down to the wire
- Looking at the timeliness of the process including providing a rolling calendar of projects
- Having a new process which was the old process

David Dees, Direction of Risk Management, stated that he accepted responsibility for his part in what happened and gave his commitment to the Committee to move forward and have a

proper level of security. The Chair asked about the plan for October 1. Mr. Dees responded that he will pull other staffing from LYNX to monitor the CCTV, has spoken to the Orlando Police Department liaison, and is working with other vendors for continuation of service with LCS as the number one priority.

The Chair asked for a recommendation to cancel the RFP for security guard services, release a new RFP, and secure an interim agreement for service continuation.

Motion was made and seconded to recommend approval to cancel the RFP for security guard services, release a new RFP, and secure an interim agreement for service continuation. The Motion passed unanimously.

H. Authorization to Cancel the Request for Proposal (RFP) for Pressure Washing of LYNX Central Station (LCS), LYNX Operations Center (LOC), and Transfer Centers, Release a New RFP, and Secure Interim Agreement for Service Continuation

The Chair called on Charles Baldwin, Director of Procurement, to make the presentation. Mr. Baldwin stated that this was another situation where the numbers were higher than the ICE and that the current vendor will extend service.

Mr. Baldwin stated that Stephen Berry, the project manager, will be looking at changes to the scope and evaluation criteria to bring the cost down. Mr. Baldwin commented that the process will include enough time to make decisions if offers come in at too high a price.

The Chair asked for a recommendation to cancel the RFP for pressure washing, issue a new RFP, and secure an interim agreement for service continuation.

Motion was made and seconded to recommend approval to cancel the RFP for pressure washing, issue a new RFP, and secure an interim agreement for service continuation. The Motion passed unanimously.

The Chair commented that Mr. Baldwin was new in his role and that she wants to ensure that this does not happen again.

4. Review of Board Package

The Chair recognized Edward Johnson, LYNX' Chief Executive Officer, to provide an overview of items that will come before the Board. Mr. Johnson stated that Edward Crosby would be recognized for his twenty (20) years of service.

Mr. Johnson provided a brief review of the items as indicated in the comments below.

The Consent Agenda Items include:

A. Request for Proposal (RFP)

- i. Authorization to Release a Request for Proposal (RFP) for Real Estate Services Including Consulting, Leasing, Acquisition and Disposition of Real Property
- ii. Authorization to Cancel the Request for Proposal (RFP) for Security Guard Services
- iii. Authorization to Cancel the Request for Proposal (RFP) for Pressure Washing of LYNX Central Station (LCS), LYNX Operations Center (LOC), and Transfer Centers

Mr. Johnson stated that items Aii and Aiii will be removed from the Consent Agenda and added to the Action Agenda as items D and E. Blue sheets were provided to Committee members.

B. Award Contracts

- i. Authorization to Award Contract #16-C16 to Kittelson & Associates, Inc. for the SR 436 Transit Corridor Study

Mr. Johnson stated that LYNX did go through the proposal process which included being reviewed by representatives from the various funding partners with a recommendation to award the contract to Kittelson & Associates at a cost of \$1.2M.

Mr. Johnson commented that the next three items deal with fuel contracts.

- ii. Authorization to Award Contract #17-C01 to Glover Oil for B-99 Biodiesel Fuel
- iii. Authorization to Award Contract #17-C02 to Mansfield Oil for 87 Octane Unleaded Gasoline
- iv. Authorization to Award Contract #17-C03 to Palmdale Oil for Dyed Ultra-Low Sulfur Diesel Fuel

Mr. Johnson stated that fuel costs are going down but that costs are also going down for motorists affecting ridership. Ridership is down 7% in the first ten (10) months which is greater than the national average of 3-4%.

- v. Authorization to Award Contract #17-C04 to DesignLab, Inc. to Provide Bus Operator and Transportation Supervisor Uniforms

Mr. Johnson commented that he has spoken to supervisors and bus operators who want professional and comfortable uniforms.

- vi. Authorization to Award Contract #17-C05 to Helping Hand Lawn Care for Landscape Maintenance at LYNX Central Station (LCS), LYNX Facilities, and Transfer Facilities

Mr. Johnson commented on the importance of lawn care in the appearance of the facilities.

- vii. Authorization to Award Contract #17-C07 to Direct Media USA for Advertising Sales

Mr. Johnson stated that the guarantee for advertising sales for buses and shelters for Direct Media is \$10.5M in revenue over the five (5) year contract period with a better percentage split above the \$2M guarantee each year than the other bidder.

C. Extension of Contracts

- i. Authorization to Exercise First Option Year of Contract #14-C07 to Solantic of Orlando, LLC., d/b/a Care Spot Express Healthcare for Occupational Health Services

Mr. Johnson commented that this vendor provides LYNX' drug and alcohol testing and DOT physicals.

- ii. Authorization to Exercise the First Option Year of Contract #13-C23 with Spencer Fabrication for Construction of Passenger Shelters
- iii. Authorization to Exercise the First Year Option of Contract #13-C30 with Barracuda Building Corporation for Installation of Passenger Shelters

Mr. Johnson commented that Spencer will be constructing approximately 125 bus shelters and Barracuda will be installing 138 bus shelters.

- iv. Authorization to Award an Extension of Contract to Exercise First Option Year of Contract #14-C15 to Vanasse Hangen Brustlin, Inc.; Contract #14-C16 to Parsons Brinckerhoff, Inc.; Contract #14-C17 to RS&H, Inc.; Contract #14-C18 to HDR Engineering, Inc. for General Transportation Planning & Consulting Services

Mr. Johnson commented that the general planning consultants look at how to best design LYNX services for the most efficient and effective operations.

- v. Authorization to Extend Contract #13-A62 with Corvel Enterprise Comp, Inc. for Workers Compensation, General Liability, Automobile Liability and Subrogation Claims Administration

Mr. Johnson commented that this is a thirty (30) day extension for Third Party Administrator (TPA) services with Corvel. The award of a contract for these services will be brought to the Board in October.

D. Miscellaneous

- i. Authorization to Solicit Project Applications for the Federal Transit Administration Enhanced Mobility of Seniors and Individuals with Disabilities Section 5310 Program

Mr. Johnson commented on his conversation with Mr. Harrison on the opportunity to apply for additional grant funds to potentially help defer some of the current ADA expenses.

- ii. Authorization to Submit a Grant Application to the Commission for the Transportation Disadvantaged for a Mobility Enhancement Grant

Mr. Johnson commented that the mobility enhancement grant for \$1.1M is to purchase equipment or to cover services.

- iii. Authorization Negotiate and Amend the Interlocal Agreement between LYNX and the City of Orlando for the East/West BRT Project

Mr. Johnson commented that LYNX would like to utilize \$80,000 of the remaining \$500,000 in federal funds for intersection improvements matched by \$20,000 in local funds from the City of Orlando.

- iv. Authorization to Execute Renewal of Casualty Insurance Programs for FY2016/2017
- v. Authorization to Negotiate and Execute an Agreement for Temporary Employment Services Until the Chief Operating Officer Position is Filled
- vi. Authorization to Negotiate and Execute A Lease Agreement with the East Central Florida Regional Planning Council (ECRFPC) for Office Space at LYNX Central Station (LCS)
- vii. Authorization to Dispose of Items Accumulated Through the Lost and Found Process
- viii. Authorization to Auction Surplus Equipment

The Action Agenda Items include:

- A. Amendment to LYNX' FY2016 Operating and Capital Budgets
- B. Authorization to Adopt Fiscal Year 2017 Operating and Capital Budgets
- C. Authorization to Enter into the FY2017 Service Funding Agreements with the Regional Funding Partners
- D. Authorization to Cancel the Request for Proposal (RFP) for Security Guard Services, Release a New RFP, and Secure Interim Agreement for Service Continuation
- E. Authorization to Cancel the Request for Proposal (RFP) for Pressure Washing of LYNX Central Station (LCS), LYNX Operations Center (LOC), and Transfer Centers, Reissue a New RFP, and Secure Interim Agreement for Service Continuation

Mr. Johnson commented that the Action Agenda Items have been recommended for approval by the Oversight Committee and will be presented to the Board for approval.

Mr. Johnson again stated that items Aii and Aiii will be removed from the Consent Agenda and added to the Action Agenda.

The Chair asked if there were any questions.

Pat Christiansen provided an update on the status of the purchase of the land at the LYNX Operations Center (LOC) which was previously approved by the Board. The update included the following:

- Purchase price is \$1.3M.
- NoPetro provided a copy of the unsigned contract for the offer NoPetro received to purchase the land
- LYNX would prefer not to operate under the first right of refusal but rather to deal with NoPetro directly which provides more flexibility
- The agreement with NoPetro includes:
 - Purchase to include additional strip of land which is adjacent to LOC and includes the retention pond at no extra cost
 - Owning and being able to restructure the retention pond between Lot 2 and LYNX' property to do underground retention and use the land for parking
 - Due diligence has to be done on the environmental
- LYNX is still going through the approval process with the Federal Transit Administration (FTA)

The Chair asked if there were any other comments.

Jim Harrison stated that he had two comments:

1. That due to time constraints, some items with budget implications did not go to the Finance & Audit Committee for review but the Committee needs to be notified about those items and understand the budget implications.
2. That the blue sheet items at this meeting were confusing and that he understood that the role of the blue sheet was for an emergency item and not for last minute changes like moving an item from the Consent to the Action Agenda. Mr. Johnson commented that the blue sheets included additional changes in the titles and language in the items and LYNX wanted to have an official document rather than verbal changes.

The meeting was adjourned at 11:49 AM.

Oversight Committee Report Item #3.A.

To: LYNX Oversight Committee

From: **Blanche Sherman**
DIRECTOR OF FINANCE
Julie Caple
(Technical Contact)

Phone: 407.841.2279 ext: 6100

Item Name: Finance & Audit Committee Report

Date: 11/10/2016

A meeting of the Finance and Audit Committee was held on November 2, 2016. The Agenda Items covered were:

Minutes from the previous meeting held on Wednesday, September 14, 2016 are attached.

Future tentative meeting dates for 2017 are as follows:

LYNX
Central Florida Regional Transportation Authority
Finance & Audit Committee Meeting Minutes

PLACE: **LYNX Central Station**
455 N. Garland Avenue
Open Space, 2nd. Floor
Orlando, FL 32801

DATE: **September 14, 2016**

TIME: **09:04 AM**

Members in Attendance:

Vice Chairperson Ray Walls, Orange County
Claudia Korobkoff, City of Orlando
Michael Kurek, Osceola County
Edward Bass, Seminole County
Jo Santiago, FDOT

LYNX Staff in Attendance:

Bert Francis, Chief Financial Officer
Blanche Sherman, Director of Finance
James Goldsmith, LYNX' General Counsel

Members Absent:

1. Call to Order/Introduction

Vice Chairperson Ray Walls called the meeting to order at 09:04 AM.

2. Approval of Prior Meeting Minutes

Ray Walls asked for approval of the prior meeting minutes. **Motion** was made and seconded to approve the Minutes of the July 20, 2016 Finance & Audit Committee. The Motion passed unanimously.

3. Finance & Audit Agenda Items

✓ **Amendment to LYNX' FY2016 Operating & Capital Budgets**

Ray Walls called on Blanche Sherman, Director of Finance, to provide an overview of the amendment to the FY2016 Operating & Capital Budgets.

Ms. Sherman provided a brief overview of the FY2016 amended operating budget which is increasing from \$127.3M to \$128.6M. Ms. Sherman discussed the increases and reclassifications of expenses previously approved by the Board of Directors from April to September as summarized below:

FY2016 Operating Budget Amendment					
Revenue	FY2016 Amended Budget	Avalon Park School Connector	State Road 436 Transit Study	Reclassifications	FY2016 Amended Budget Total
Fund Balance	\$ 571,571	\$ -	\$ -	\$ -	\$ 571,571
LYNX-Generated Revenue	37,397,252	32,916	-	-	37,430,168
Federal Revenue	16,226,716	-	-	-	16,226,716
State Revenue	14,192,353	-	175,000	-	14,367,353
Local Revenue	58,919,081	-	1,095,000	-	60,014,081
Total Revenue	\$ 127,306,973	\$ 32,916	\$ 1,270,000	\$ -	\$ 128,609,889
Expense					
Salaries/Wages/Fringes	\$ 73,270,554	\$ 32,916	\$ -	\$ -	\$ 73,303,470
Other Services	10,962,728	-	1,270,000	-	12,232,728
Fuel	13,569,071	-	-	-	13,569,071
Materials & Supplies	8,284,043	-	-	-	8,284,043
Utilities	1,454,571	-	-	-	1,454,571
Casualty & Liability	1,524,850	-	-	(20,000)	1,504,850
Taxes & Tags	434,605	-	-	20,000	454,605
Purchased Transportation	16,494,772	-	-	-	16,494,772
Miscellaneous	826,779	-	-	(124,277)	702,502
Interest & Leases	485,000	-	-	124,277	609,277
Total Operating Expenses	\$ 127,306,973	\$ 32,916	\$ 1,270,000	\$ -	\$ 128,609,889

Ms. Sherman also discussed the impact of the changes on the operating revenues as follows:

FY2016 Amended Operating Budget

Operating Revenues	FY2016 Amended Budget March 2016	Revisions	FY2016 Amended Budget September 2016
Fund Balance	\$ 571,571	\$ -	\$ 571,571
LYNX-Generated Revenue	37,397,252	32,916	37,430,168
Federal Revenue	16,226,716	-	16,226,716
State Revenue	14,192,353	175,000	14,367,353
Local Revenue	58,919,081	1,095,000	60,014,081
Total Revenue	\$ 127,306,973	\$ 1,302,916	\$ 128,609,889

Ms. Sherman then discussed the increases and reclassifications to the FY2016 amended capital budget which increased from \$91.7M to \$93.4M as listed below:

FY2016 Capital Budget Amendment									
	FY2016 Amended Budget	Paratransit Replacement Vehicle	Compressed Natural Gas Facility Improvements	Parramore BRT - OUC JPA	Parramore BRT - Project "C"	East/West BRT Improvement Project	No-Petro Vacant Land Purchase	Road Rangers	FY2016 Amended Budget Total
Revenue									
Federal Revenue	\$ 84,762,480	\$ (96,334)	\$ (2,890,599)	\$ -	\$ -	\$ 83,200	\$ 1,300,000	\$ -	\$ 83,158,747
State Revenue	429,256	48,167		-	-	-	-	71,165	548,588
Local Revenue	6,342,569	48,167	2,705,733	8,374	327,912	20,800	-	-	9,453,555
Reserves	200,000	-	-	-	-	-	-	-	200,000
Total Revenue	\$ 91,734,305	\$ -	\$ (184,866)	\$ 8,374	\$ 327,912	\$ 104,000	\$ 1,300,000	\$ 71,165	\$ 93,360,890
Expense									
Revenue Vehicles	\$ 52,355,593	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 4,000	\$ 52,359,593
BRT	13,083,894	-	-	8,374	327,912	104,000	-	-	13,524,180
Facilities	5,622,656	-	(184,866)	-	-	-	1,300,000	-	6,737,790
Passenger Amenities	9,777,044	-	-	-	-	-	-	-	9,777,044
Technology	5,542,331	-	-	-	-	-	-	-	5,542,331
Security	591,600	-	-	-	-	-	-	-	591,600
Support Equipment	4,761,187	-	-	-	-	-	-	67,165	4,828,352
Total Operating Expenses	\$ 91,734,305	\$ -	\$ (184,866)	\$ 8,374	\$ 327,912	\$ 104,000	\$ 1,300,000	\$ 71,165	\$ 93,360,890

The following table summarizes the adjustments related to FY2016 Amended Capital Budget as follows:

FY2016 Amended Capital Budget

<u>Capital Contributions</u>	<u>FY2016 Amended Budget April 2016</u>	<u>Revisions</u>	<u>FY2016 Amended Budget September 2016</u>
Federal Contributions	\$ 84,762,480	\$ (1,603,733)	\$ 83,158,747
State Contributions	429,256	119,332	548,588
Local Contributions	6,342,569	3,110,986	9,453,555
Reserves	200,000	-	200,000
Total	\$ 91,734,305	\$ 1,626,585	\$ 93,360,890

Claudia Korobkoff, Ms. Sherman and James Goldsmith, LYNX' General Counsel, discussed the need for Amendment #3 for the City of Orlando funding on the Parramore BRT for Project "C" which was left over from the East/West project to be used for the Parramore BRT but not specified in the Interlocal Agreement with the City. Ms. Sherman stated that, on the LYNX side, there are no funds left for the match and Amendment #3 may be needed.

Ms. Sherman commented on the purchase of the NoPetro property being contingent upon funding from the Federal Transit Administration (FTA). Bert Francis, Chief Financial Officer, stated that LYNX was moving forward, has received and is evaluating the property appraisal, and is working on completing discussions with the FTA. Mr. Francis also stated that the purchase would not be closing for at least ninety (90) days.

Ray Walls called for a motion for a recommendation to approve the budget. Mr. Walls asked if there were any questions.

Edward Bass commented on the budget being taken to the Board for approval on September 22, 2016 and asked if LYNX makes adjustments during the year. Ms. Sherman responded that action is taken during the year once the adjustments have been approved by the Board.

Motion was made and seconded to recommend approval of the budget. The Motion passed unanimously.

✓ **Overview of the FY2017 Proposed Operating & Capital Budgets**

Ray Walls called on Blanche Sherman to present an overview of the FY2017 Proposed Operating & Capital Budgets.

Ms. Sherman discussed the FY2017 key budget assumptions as follows:

Overall:

- FY2017 Funding based on LYNX adopted Funding Model
- Maximize current service levels through efficiencies
- Apply additional Flex (NeighborLink) services, where appropriate

Revenue:

- Maintain current Preventative Maintenance funding level, as approved by LYNX' Board
- Maximize use of Anticipated Advertising Revenue

Expenses:

- Salary increases consistent with Funding Partners
- Anticipated impact of a new Union contract
- Continuation of Fuel Hedging Program, as appropriate
- Impact of conversion to Compressed Natural Gas (CNG)
- Impacts of converting to Self-Insured Health Insurance Program
- Continued application of reductions based on LYNX ownership of Paratransit vehicles
- Continuation of Bio-diesel Program, as appropriate

Pending Items:

- Implementation of Funding Partner approved COA Recommendations
- Impacts of SunRail Phase 2 (South & North) expansion

Mr. Francis asked how many CNG buses LYNX would have by the end of FY2017. Ms. Sherman responded that LYNX would have seventy (70) CNG buses.

Ms. Korobkoff asked if LYNX will be having discussions with the funding partners on the COA recommendations to determine what could be implemented. Ms. Sherman responded that LYNX will be discussing the recommendations with the funding partners and that

Edward Johnson, Chief Executive Officer, is looking at other service initiatives including service changes and cutting costs.

Ms. Sherman briefly discussed the overall increase of 0.8% in the FY2017 proposed operating budget to the FY2016 amended operating budget as follows:

	FY2016 Amended Budget	FY2017 Proposed Budget	% Change
Operating Revenue	\$ 128,609,889	\$ 129,700,062	0.8%
Operating Expenses	128,609,889	129,700,062	0.8%
Operating Income/(Deficit)	\$ -	\$ -	N/A

The following table summarizes the FY2016 Proposed Operating Budget as follows:

	FY2017 Proposed Budget	FY2016 Amended Budget	Dollar Change Amount	% Change
Operating Revenues				
Fund Balance	\$ 1,023,348	\$ 571,571	\$ 451,777	79.0%
Customer Fares	26,167,535	29,459,808	(3,292,273)	-11.2%
Contract Services	5,742,153	5,427,507	314,646	5.8%
Advertising on Buses	2,332,134	2,050,000	282,134	13.8%
Advertising - Trade	30,000	30,000	-	0.0%
Interest & Other Income	681,206	462,853	218,353	47.2%
Federal Revenue	17,098,651	16,226,716	871,935	5.4%
State Revenue	13,704,285	14,367,353	(663,068)	-4.6%
Local Revenue	62,920,750	60,014,081	2,906,669	4.8%
Total Revenue	\$ 129,700,062	\$ 128,609,889	\$ 1,090,173	0.8%

Mr. Francis stated that the budget does not anticipate a fare increase which was confirmed by Ms. Sherman.

Ms. Sherman then discussed the FY2017 Operating Expenses as summarized below:

	FY2017 Proposed Budget	FY2016 Amended Budget	Dollar Change Amount	% Change
Operating Expenses				
Salaries/Wages/Fringes	\$ 75,960,271	\$ 73,303,470	\$ 2,656,801	3.6%
Other Services	13,251,111	12,232,728	1,018,383	8.3%
Fuel	9,329,958	13,569,071	(4,239,113)	-31.2%
Materials & Supplies	7,973,395	8,284,043	(310,648)	-3.7%
Utilities	1,475,080	1,454,571	20,509	1.4%
Casualty & Liability	1,583,631	1,504,850	78,781	5.2%
Taxes & Tags	436,843	454,605	(17,762)	-3.9%
Purchased Transportation	18,251,224	16,494,772	1,756,452	10.6%
Miscellaneous	854,476	702,502	151,974	21.6%
Interest & Leases	584,073	609,277	(25,204)	-4.1%
Total Operating Expenses	\$ 129,700,062	\$ 128,609,889	\$ 1,090,173	0.8%

Edward Bass asked if the salary increase includes the anticipated Union negotiation. Ms. Sherman responded that the Union negotiations impact was included in the increase. Mr. Francis stated that an offer had been made to the Union including a 3% retro increase and concessions from the Union on the pension side which was turned down by the Union and that LYNX is still in negotiations but has not received a counter offer.

The group discussed the following topics:

- Significant savings in fuel at LYNX with consumption being the same
- Decreases in the fare revenues leading to an increase in funding on the local side
- Seeing decreases in fuel prices which affects the vendors but purchased transportation going up, discussed impact of ownership of all the paratransit vehicles, fuel being purchased by LYNX for paratransit vehicles, and increases in ADA and TD trips
- Seeing a big difference in fuel taxes and refunds
- Increase in tolls and looking at the rebate offered to schools for LYNX

Ms. Sherman discussed the local revenue amounts as summarized below:

FY2017 Preliminary Local Funding				
	Amended Local Funding FY2016	Preliminary Regional Model Need for FY2017	Dollar Change	Percentage Change
Orange County	\$ 39,920,495 *	\$ 41,805,229 **	\$ 1,884,734	4.72%
Osceola County	6,393,683 *	6,889,938 **	496,255	7.76%
Seminole County	6,630,067	7,004,157 **	374,090	5.64%
City of Orlando	4,496,660 *	4,542,603 **	45,943	1.02%
City of Orlando - LYMMO	2,305,411	2,200,910	(104,501)	-4.53%
Subtotal	\$ 59,746,316	\$ 62,442,837	\$ 2,696,521	4.51%
St. Cloud	\$ -	\$ -	\$ -	0.00%
Altamonte Springs	120,900	120,900	-	0.00%
Sanford	93,000	93,000	-	0.00%
Lake County	259,990	264,013	4,023	1.55%
Subtotal	\$ 473,890	\$ 477,913	\$ 4,023	0.85%
Capital Contributions:				
Orange County	\$ 1,701,304	\$ 1,698,160	\$ (3,144)	-0.18%
Osceola County	203,270	198,914	(4,356)	-2.14%
Seminole County	214,016	215,822	1,806	0.84%
Subtotal	\$ 2,118,590	\$ 2,112,896	\$ (5,694)	-0.27%
Total Local Funds	\$ 62,338,796	\$ 65,033,646	\$ 2,694,850	4.32%

* Includes prepaid funding from Osceola County, City of Orlando, and Orange County for new Service Development
 ** The FY2017 Funding Model included the use of reserves, additional revenues, and cost savings to reduce the local funding requirements by \$1,946,397, plus the funding for SR 436 Transit Corridor Study.

Ms. Korobkoff requested a change on the last page of the City of Orlando service funding agreement to separate the State Road 436 funding amount in the summary since it is a separate funding agreement. Ms. Sherman stated that she will review the agreement and make the requested change.

Mr. Bass asked about the service initiatives for the budgeted increase in funding for Seminole County. Ms. Sherman responded that these were minor running time adjustments which are below the 2% threshold. Ms. Sherman stated that service changes are brought to the Board for approval three times per year and are discussed in detail at the Regional Working Group meetings.

Ms. Sherman mentioned that the FY2017 capital budget was discussed in detail at the Finance & Audit Committee meeting in July 2016. The key capital budget assumptions are as follows:

- Enhance LYNX facilities
- Advanced Fare Collection – Mobile Ticketing
- Fleet to support all service modes
- Continue LYMMO expansion activities
- Passenger Amenities Program improvements
- Continuation of security and surveillance
- Advance communications and technological capabilities

Ms. Sherman briefly discussed the overall decrease of (18.1%) in the FY2017 proposed capital budget to the FY2016 amended capital budget as follows:

	FY2016 Amended Budget	FY2017 Proposed Budget	% Change
Capital Contributions	\$ 93,360,890	\$ 76,448,943	-18.1%
Capital Expenditures	93,360,890	76,448,943	-18.1%
Capital Gains/(Losses)	\$ -	\$ -	N/A

The following table summarizes the FY2017 Proposed Capital Budget as follows:

Capital Contributions	FY2017 Proposed Budget	FY2016 Amended Budget	Dollar Amount Change	% Change
Federal Contributions	\$ 72,285,020	\$ 83,158,747	\$ (10,873,727)	-13.1%
State Contributions	807,945	548,588	259,357	47.3%
Local Contributions	3,355,978	9,453,555	(6,097,577)	-64.5%
Reserves	-	200,000	(200,000)	-100.0%
Total	\$ 76,448,943	\$ 93,360,890	\$ (16,911,947)	-18.1%

Ms. Sherman stated that the main reason for the decrease was the Parramore BRT project.

Ms. Sherman then discussed the FY2017 local contributions as listed below:

Description	FY2017 Preliminary Budget Amount	Source
LYMMO- Parramore	827,296	City of Orlando, Orlando Utilities Commission, Other Utilities
LYMMO - East/West	20,800	City of Orlando
Capital Bus Lease	898,151	Local \$2 Capital
Articulated CNG Buses	1,263,967	Local \$2 Capital
Paratransit Vehicles	95,764	Local \$2 Capital
Passenger Amenities	250,000	Orange County
Total	\$ 3,355,978	

Ms. Sherman presented the FY2017 Budget Summary as follows:

	FY2016 Amended Budget	FY2017 Proposed budget	Change
Operating Revenue	\$ 128,609,889	\$ 129,700,062	0.8%
Operating Expenses	128,609,889	129,700,062	0.8%
Operating Income/(Deficit)	\$ -	\$ -	N/A
Capital Funding	\$ 93,360,890	\$ 76,448,943	-18.1%
Capital Expenditures	93,360,890	76,448,943	-18.1%
Capital Income/(Deficit)	\$ -	\$ -	N/A
Total Sources of Funding	\$ 221,970,779	\$ 206,149,005	-7.1%
Total Uses of Funding	221,970,779	206,149,005	-7.1%
Net Financial Position	\$ -	\$ -	N/A
Staffing Count	1117	1121	4

Ms. Sherman then mentioned future items which included the following:

- Maintain planned stability and financial benefits of converting to a self-insured Health Insurance Program
- Continue to review the type of fixed route vehicles used in future operations
- Ongoing efforts to secure funding for service expansion, satellite facilities and BRT to support service demands
- Continue to seek State grant funding opportunities for capital projects

Ms. Sherman commented on the budget calendar with final action by the Board on September 22, 2016 and commencement of fiscal year 2016-2017 on October 1, 2016.

Ray Walls asked if there were any questions. Mr. Bass asked if Ms. Sherman anticipated any issues for the final action by the Board. Ms. Sherman responded that she does not anticipate any issues and that the Oversight Committee usually supports the recommendation of the Finance & Audit Committee. Mr. Walls commented that there were no issues concerning the budget at the July 2016 meeting of the Oversight Committee.

Motion was made and seconded to recommend approval of the budget. The Motion passed unanimously.

✓ **Election of Officers**

Ray Walls recognized Blanche Sherman to preside over the election of officers.

Edward Bass made a Motion to nominate Ray Walls as Chairperson of LYNX' Finance & Audit Committee. The Motion received a second.

Hearing no other nominations, Ms. Sherman asked for the vote.

Motion to elect Ray Walls as Chairperson of LYNX' Finance & Audit Committee passed unanimously.

Mr. Walls made a Motion to nominate Edward Bass as Vice Chairperson of LYNX' Finance & Audit Committee. The Motion received a second.

Hearing no other nominations, Ms. Sherman called for the vote.

Motion to elect Edward Bass as Vice Chairperson of LYNX' Finance & Audit Committee passed unanimously.

✓ **Other Business**

Ray Walls asked if there was anything else. Mr. James Goldsmith, LYNX' General Counsel, suggested adding public comments to the Agenda. Mr. Walls agreed.

The meeting was adjourned at 9:48 AM.

Oversight Committee Action Item #4.A.

To: LYNX Oversight Committee

From: Donna Tefertiller
DIRECTOR OF HUMAN RESOURCES
Brian Anderson
(Technical Contact)

Phone: 407.841.2279 ext: 6119

Item Name: Authorization to Enter into a Collective Bargaining Agreement Wage Re-Opener with Amalgamated Transit Union (ATU) Local 1749

Date: 11/10/2016

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer or designee to enter into a collective bargaining agreement wage re-opener with the Amalgamated Transit Union (ATU) 1749 for fiscal year 2017.

BACKGROUND:

In 2002, employees who were classified as supervisors within the Operations Department unionized, thereby forming the Amalgamated Transit Union (ATU) Local 1749. The unionization established a three-year collective bargaining agreement that has been re-negotiated four times since its inception. The Union represents fourteen (14) Maintenance Supervisors and forty-three (43) Transportation Supervisors.

For Fiscal Year 2017 the monetary change includes a wage increase of 3%, for Supervisors at top wage and will be effective October 4, 2016. Additionally, an effort was made to provide a separation between supervisors and operators and maintenance employees.

For the wage reopener in year three (FY2016) Labor Negotiations took place on October 19, 2016 with the negotiating teams consisting of the following:

Management

Albert Francis, Chief Financial Officer
Donna Tefertiller, Director of Human Resources
Juan Battle, Director of Transportation

Union

Scott Penvose, Union President
Jayne Walker, Financial Secretary
David Shields, Executive Board Member for Maintenance

Deborah Thomas, Executive Board Member for Transportation

It was negotiated effective the first full pay-period in October 2016 following ratification by the Union and by the LYNX Board, for Fiscal Year 2017 the monetary change included a wage increase of 3% for Supervisors at top wage and will be effective October 2, 2016. Also negotiated was the pay Steps for both Maintenance and Transportation. The old step 1 in both classifications will be removed and there will be no step move. (see illustration below)

On November 2, 2016, the Union notified LYNX that the membership of ATU 1749 voted unanimously in favor of the negotiated wage increase.

New Hires / Current Transportation Supervisors Steps:	
1	\$24.41
2	\$25.89
3	\$26.67
4	\$27.47

New Hires / Current Maintenance Supervisors Steps:	
1	\$28.15
2	\$28.99
3	\$29.86

FISCAL IMPACT:

LYNX staff included funds in the FY2017 Adopted Operating Budget to support proposed wage increases.

Oversight Committee Discussion Item #5.A.

To: LYNX Oversight Committee

From: Edward Johnson
CHIEF EXECUTIVE OFFICER
Timothy May
(Technical Contact)

Presented By: Frank Martin, Interim COO

Phone: 407.841.2279 ext: 6017

Item Name: Update on the Request for Proposal (RFP) for Paratransit Services

Date: 11/10/2016

Mr. Randy Farwell will present the status of the new Request for Proposal (RFP) for paratransit services. In his presentation he will discuss the modified structure that will enhance service efficiency and effectiveness. This modification allows LYNX to better manage the service delivery and increase passenger satisfaction.

MOBILITY MANAGER / BROKER MODEL

What is it?

Why do we want it?

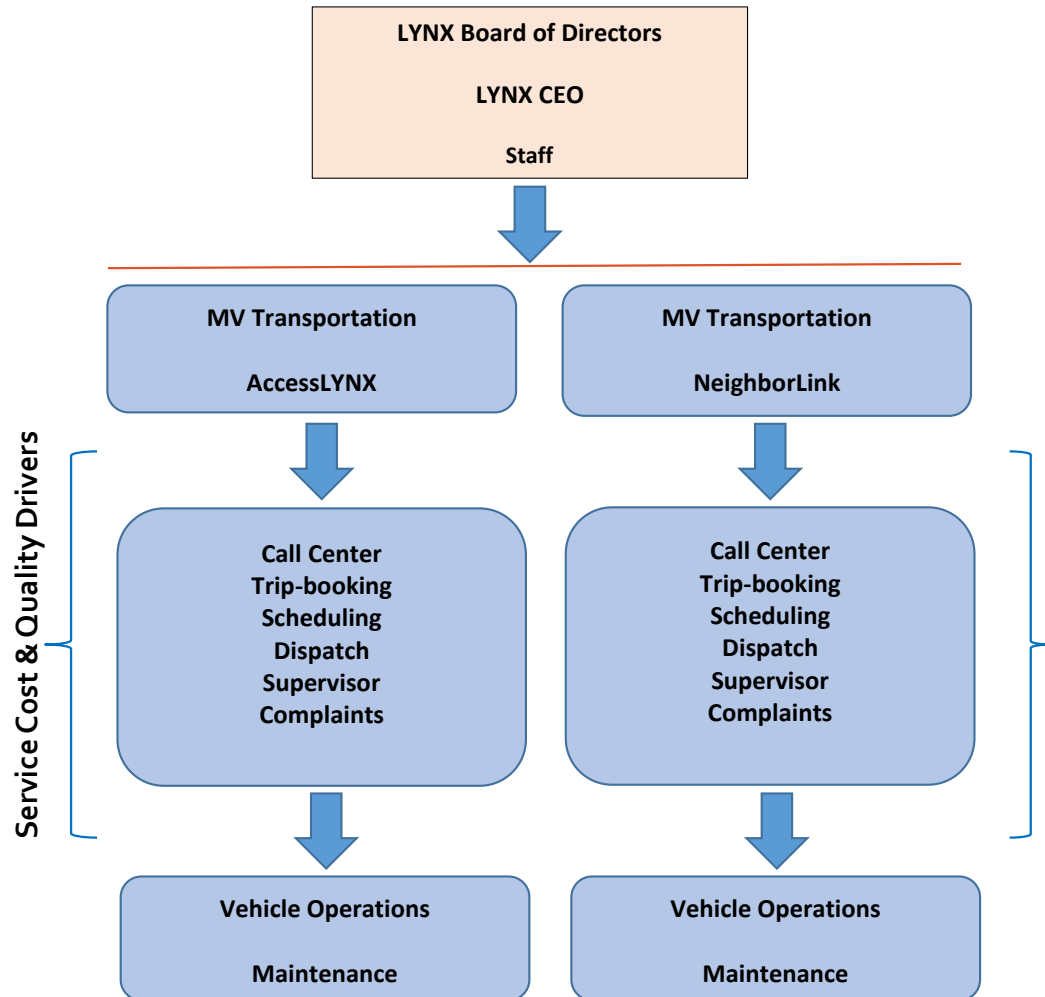
How do we get there?

Mobility Manager / Broker Concept

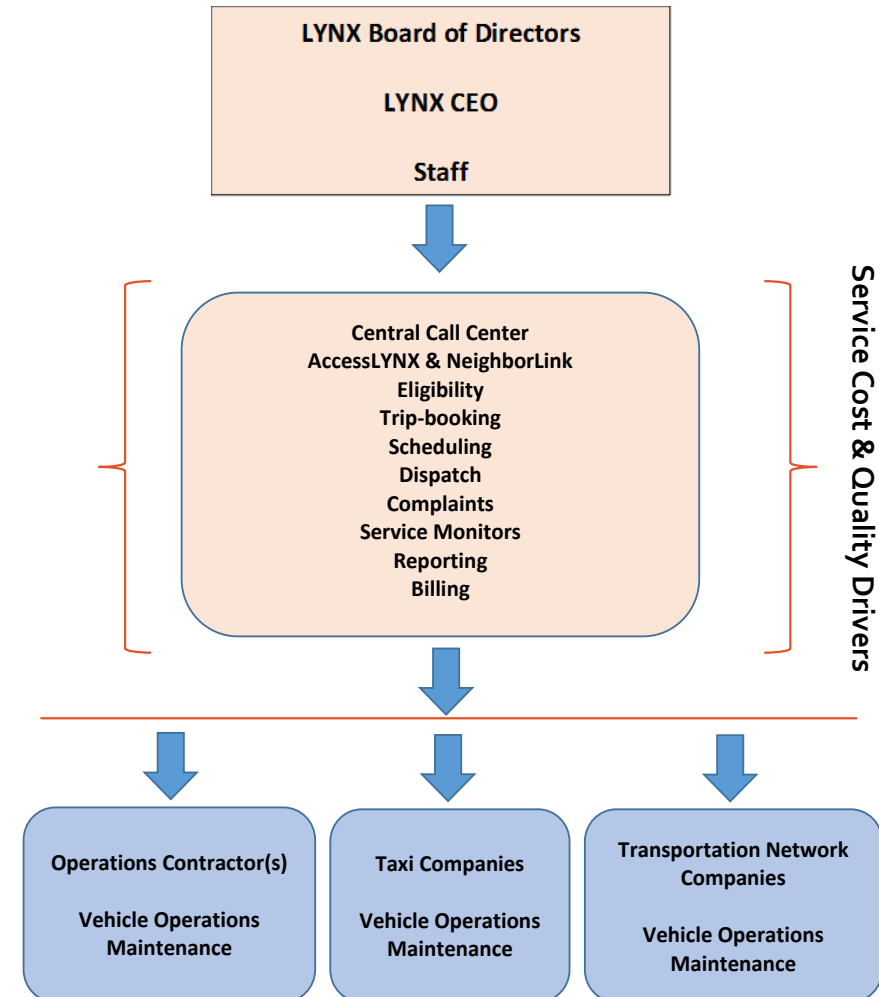
- LYNX outsources virtually all functions of AccessLYNX and NeighborLink
- This includes functions that directly impact Service Quality and Service Costs
- However, the ultimate responsibility for services and budget fall to LYNX
- The Mobility Manager / Broker service model puts LYNX back in control
- Improved technology provides LYNX with tools to better manage services
- Advanced and real-time scheduling and service monitoring optimizes services
- LYNX will broker trips to contractor, taxi, TNCs based on costs and service quality
- Provides LYNX with flexibility to manage services using best practices

Service Model Comparison

Current Model – Contractor Driven



Mobility Manager/Broker Model



Roles and Responsibilities

LYNX

- Set Policy, Fares, Contract Terms
- Manage and Staff to Control
 - Eligibility
 - Combined Full Service Call Center
 - Trip-booking, Scheduling, Brokering
 - Monitor and Dispatch Functions
 - Data, Reporting, Billing
 - Service Quality
 - Monitor and Manage Contractor

Contractor

- Vehicle Operations
- Vehicle Maintenance
- Data Collection and Reporting
- Accessible Fleet
- Certified Drivers
- Vehicle Safety

Operational / Organizational Changes

- Combined Full Service Call Center – service information, trip planning, trip booking, customer service, “where’s my ride?” – cross trained staff – better service
- Trip-booking and scheduling will identify rider options – improves service quality and manages expensive trips within the contractor services and with taxi and TNCs
- Shift certain AccessLYNX trips to NeighborLink/Taxi to create capacity for those who require more specialized attention – mobility triage
- Combine certain NeighborLink zones to serve with multiple vehicles using real-time App
- Facilitate shared-ride solutions, local mobility, and first-last-mile connections to bus/rail
- Tune scheduling parameters for productivity, response time, travel time, cost, service quality
- Real-time monitoring of scheduled to actual performance – intervene to mitigate problems

Procurement and Transition

- Operations Contractor RFP released October 2016
 - Pre-bid meeting – Nov 8th
 - Questions due – Nov 15th
 - Proposals due – Nov 30th
 - Anticipated Award – Jan 26th
- Transition Plan and Schedule
 - Staffing - existing LYNX staff + staff from contractor + training
 - Facility – existing LOC space, transition to replace LB McLeod
 - IT and Systems - workstations, scheduling, dispatch, radio
 - Operations – update and refine standard operating procedures and policies
 - Mobilization – preparation for new contractor readiness and systems go-live

Oversight Committee Discussion Item #5.B.

To: LYNX Oversight Committee

From: **Edward Johnson**
CHIEF EXECUTIVE OFFICER
Tiffany Homler
(Technical Contact)
Blanche Sherman
(Technical Contact)

Presented By: Edward L. Johnson

Phone: 407.841.2279 ext: 6017

Item Name: Update on the Florida Transportation Commission

Date: 11/10/2016

Mr. Edward L. Johnson will provide an update on the Florida Transportation Commission (FTC)'s revised targets to the performance measurements.

**Transit Authority Performance Measures - Review
Actual Results**
(with Authority proposed changes, Charrette results & CUTR recommendations)

Performance Measures

Average Headway (minutes) (Avg time for vehicle/train to complete its portion of total route miles one time)	Authority Proposed Objective	Current Objective	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
Jacksonville Transportation Authority (JTA) - Bus		<30 min	15.5	18.2	20.8	18.9	17.7	21.3	18.8	32.7	29.2	23.4
CFRTA / LYNX - Bus		<30 min	28.8	25.4	25.8	24.0	28.3	25.7	24.6	25.5	27.3	26.7
SFRTA / Tri-Rail - Train		<30 min	27.4	29.4	22.4	26.6	30.6	28.7	27.6	27.9	28.3	28.6
Jacksonville Transportation Authority (JTA) - Skyway		<6 min	3.5	3.5	3.5	3.5	3.4	3.5	5.6	5.7	5.9	5.8

Authority Proposal

JTA suggested that the "Average Headway" Performance Measure be reclassified as an Operating Indicator. SFRTA concurred.

Recommendation

During the Charrette, consensus was achieved on replacing the "Average Headway" Performance Measure with "Unlinked Passenger Trips per Revenue Hour," which appears to be a better measure of system effectiveness. Moving forward, "Average Headway" will be reported as an Operating Indicator.

The Average Headway Performance Measure will be reclassified as an Operating Indicator.

Operating Expense Per Revenue Mile (Operating expense divided by revenue miles)	Authority Proposed Objective	Current Objective	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	Proposed Objective
Jacksonville Transportation Authority (JTA) - Bus	<\$7.90	<\$6.50	\$ 5.44	\$ 6.33	\$ 6.92	\$ 6.03	\$ 6.39	\$ 6.92	\$ 7.67	\$ 7.16	\$ 7.48	\$ 8.06	\$ 7.64
CFRTA / LYNX - Bus	<\$6.53	<\$5.30	\$ 5.44	\$ 5.68	\$ 6.06	\$ 6.13	\$ 5.78	\$ 5.85	\$ 6.06	\$ 6.40	\$ 6.67	\$ 6.51	\$ 6.23
SFRTA / Tri-Rail - Train	<\$22.00	<\$18.00	\$ 15.53	\$ 16.15	\$ 17.06	\$ 15.12	\$ 15.56	\$ 16.96	\$ 17.51	\$ 17.25	\$ 17.88	\$ 20.84	\$ 21.16
			Adjusted operating expense/revenue mile - actual									\$ 15.29	
Jacksonville Transportation Authority (JTA) - Skyway	<\$35.00	<\$23.00	\$ 22.30	\$ 18.14	\$ 27.32	\$ 30.49	\$ 30.40	\$ 31.95	\$ 31.85	\$ 31.45	\$ 32.75	\$ 34.60	\$ 27.04

Authority Proposal

LYNX recommended that "Revenue Mile" be replaced with "Vehicle Mile," which the agency indicated was a more meaningful calculation. JTA concurred with the LYNX recommendation. SFRTA indicated that it was difficult to project Operating Expenses not only due to a new FY 2017-2018 bundled contract, but also because FDOT has contracted with SFRTA to provide both dispatch and maintenance of way (MOW) for the South Florida Rail Corridor (SFRC). SFRTA preferred showing the Operating Expenses separately to showcase natural trends that take place when acquiring more responsibility for the corridor. JTA asked that the FY 2012 "Operating Expense per Revenue Mile" be used as the starting point for CPI adjustments moving forward.

Recommendation

During the Charrette, consensus was achieved on maintaining the use of "Revenue Miles," in lieu of "Vehicle Miles," because this efficiency measure calculates the cost of service rather than the cost of miles traveled. Consensus was also reached regarding the incorporation of CPI adjustments on an annual basis to determine each Authority's "Objective." SFRTA reported Dispatch/MOW operating costs for FY 2015 and FY 2016, which were deducted from Total Operating Expenses to determine SFRTA's Operating Expense. JTA provided revised operating costs and revenue hours along with a rationale for the use of FY 2013 as the basis for CPI adjustments moving forward.

SFRTA provided actual Dispatch/MOW operating expenses for FY 2015. The adjusted FY 2015 operating cost per revenue mile is \$15.29. Recommend using the proposed CPI adjustment (\$21.16) moving forward, subject to programmed CPI adjustments in the future.

JTA MB requested an adjustment of operating expense per revenue mile beginning in FY 2013 due to an error in reporting revenue hours. JTA provided data that appeared to show some inconsistencies in operating costs. Since there is still some confusion concerning JTA's total operating costs, and operating costs are used to calculate several performance measures, JTA needs to resubmit operating costs. Adjusting the CPI midstream is not a viable option.

Recommend use of the agency-specific CPI adjustment (\$7.64), for this measure, subject to programmed CPI adjustments in the future.

CPI was used to adjust proposed objectives for all agencies.

Transit Authority Performance Measures - Review
Actual Results
(with Authority proposed changes, Charrette results & CUTR recommendations)

Performance Measures

Operating Expense Per Revenue Hour (Operating expense divided by revenue hours)	Authority Proposed Objective	Current Objective	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	Proposed Objective
Jacksonville Transportation Authority (JTA) - Bus	<\$113.28	<\$91.00	\$ 88.39	\$ 96.26	\$ 104.77	\$ 90.91	\$ 95.40	\$ 92.79	\$ 111.48	\$ 105.23	\$ 107.20	\$ 111.60	\$ 106.99
CFRTA / LYNX - Bus	<\$89.18	<\$75.00	\$ 76.55	\$ 79.84	\$ 84.19	\$ 84.71	\$ 82.01	\$ 83.59	\$ 84.75	\$ 88.05	\$ 91.07	\$ 88.43	\$ 88.18
SFRTA / Tri-Rail - Train		NA	-	-	-	-	-	-	-	-	-	-	-
Jacksonville Transportation Authority (JTA) - Skyway	<\$388.00	<\$310.00	\$ 295.31	\$ 242.65	\$ 366.36	\$ 407.34	\$ 408.05	\$ 426.77	\$ 368.13	\$ 357.30	\$ 357.98	\$ 387.70	\$ 364.46

Authority Proposal

LYNX recommended that "Revenue Hour" be replaced with "Vehicle Hour," which the agency indicated was a more meaningful calculation. JTA concurred with the LYNX recommendation. JTA asked that the FY 2012 "Operating Expense per Revenue Hour" be used as the starting point for CPI adjustments moving forward.

Recommendation

During the Charrette, consensus was achieved on maintaining the use of "Revenue Hour" in lieu of "Vehicle Hour," because this efficiency measure calculates the cost of service rather than the cost of miles traveled. Consensus was also reached regarding the incorporation of CPI adjustments on an annual basis to determine each Authority's "Objective." JTA provided revised operating costs and revenue hours along with a rationale for the use of FY 2013 as the basis for CPI adjustments moving forward.

JTA MB requested an adjustment of operating expense per revenue hour beginning in FY 2013 due to an error in reporting revenue hours. JTA provided data that appeared to show some inconsistencies in operating costs. Since there is still some confusion concerning JTA's total operating costs, and operating costs are used to calculate several performance measures, JTA needs to resubmit operating costs. Adjusting the CPI midstream is not a viable option. Recommend use of the agency-specific CPI adjustment (\$106.99), for this measure, subject to programmed CPI adjustments in the future.

CPI was used to adjust proposed objectives for all agencies.

Operating Revenue Per Operating Expense (Revenue divided by operating expense)	Authority Proposed Objective	Current Objective	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
Jacksonville Transportation Authority (JTA) - Bus		>20%	16.5%	13.2%	14.1%	18.3%	16.8%	17.8%	20.4%	19.9%	18.5%	17.5%
CFRTA / LYNX - Bus	>40%	>30%	38.4%	38.2%	36.1%	37.6%	39.9%	43.3%	41.4%	42.2%	42.8%	44.4%
SFRTA / Tri-Rail - Train	>17%	>25%	17.4%	17.7%	18.8%	22.3%	23.3%	23.0%	23.8%	23.0%	21.4%	18.1%
Jacksonville Transportation Authority (JTA) - Skyway ⁽¹⁾		>15%	9.1%	11.5%	8.3%	7.2%	6.9%	5.4%	3.8%	3.4%	3.5%	3.4%

Authority Proposal

JTA suggested that the "Operating Revenue per Operating Expense" Performance Measure be eliminated because the relevant information is already captured in other measures and this metric is not included in the National Transit Database (NTD). Transit Database (NTD) measures of performance. SFRTA concurred.

Recommendation

During the Charrette, consensus was achieved on eliminating this measure. The "Operating Revenue per Operating Expense" Performance Measure will be eliminated.

Operating Revenue per Operating Expense Performance Measure will be eliminated .

**Transit Authority Performance Measures - Review
Actual Results**
(with Authority proposed changes, Charrette results & CUTR recommendations)

Performance Measures

Operating Expense Per Passenger Trip (Operating expenses divided by annual ridership)	Authority Proposed Objective	Current Objective	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	Proposed Objective
Jacksonville Transportation Authority (JTA) - Bus	<\$6.00	<\$5.30	\$ 5.14	\$ 6.00	\$ 6.42	\$ 5.24	\$ 5.11	\$ 4.82	\$ 5.36	\$ 5.59	\$ 5.92	\$ 5.93	\$ 6.23
CFRTA / LYNX - Bus	<\$3.50	<\$3.00	\$ 3.00	\$ 3.16	\$ 3.44	\$ 3.67	\$ 3.41	\$ 3.19	\$ 3.15	\$ 3.22	\$ 3.34	\$ 3.40	\$ 3.53
SFRTA / Tri-Rail - Train	<\$18.50	<\$15.00	\$ 12.16	\$ 12.26	\$ 12.61	\$ 10.67	\$ 12.48	\$ 12.82	\$ 12.87	\$ 12.99	\$ 13.91	\$ 17.02	\$ 17.64
Adjusted operating expense/passenger trip - actual												\$ 12.49	
Jacksonville Transportation Authority (JTA) - Skyway	<\$4.30	<\$11.00	\$ 9.10	\$ 7.44	\$ 12.69	\$ 13.35	\$ 10.68	\$ 10.61	\$ 6.95	\$ 5.34	\$ 4.75	\$ 4.43	\$ 4.30

Authority Proposal

SFRTA indicated that it was difficult to project Operating Expenses not only due to a new FY 2017-2018 bundled contract, but also because FDOT has contracted with SFRTA to provide both dispatch and MOW for SFRC. SFRTA prefers showing the Operating Expenses separately to showcase natural trends that take place when acquiring more responsibility for the corridor.

Recommendation

During the Charrette, the correlation between fuel prices and ridership was questioned. Further exploration is required. SFRTA provided Dispatch/MOW operating costs for FY 2015, which were deducted from total operating costs to calculate SFRTA's Operating Expenses.

SFRTA provided actual Dispatch/MOW operating expenses for FY 2015. The adjusted FY 2015 operating cost per passenger trip is \$12.49. Recommend using the proposed CPI adjustment (\$17.64) moving forward, subject to programmed CPI adjustments in the future.

JTA-Skyway went fare-free in FY 2012, resulting in a significant increase in passenger trips. Recommend adoption of JTA's proposed objective of <\$4.30 operating expense per passenger trip.

CPI was used to adjust proposed objectives for all agencies, with the exception of JTA Skyway, which experienced a significant growth in ridership after going fare-free in FY 2012. Need to explore the relationship between fuel prices and ridership.

Operating Expense Per Passenger Mile (Operating expense divided by passenger miles)	Authority Proposed Objective	Current Objective	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	Proposed Objective
Jacksonville Transportation Authority (JTA) - Bus		<\$1.00	\$ 0.87	\$ 1.02	\$ 1.21	\$ 1.01	\$ 0.89	\$ 0.83	\$ 0.87	\$ 0.85	\$ 0.87	\$ 0.98	\$ 1.18
CFRTA / LYNX - Bus	<\$0.59	<\$0.47	\$ 0.49	\$ 0.55	\$ 0.57	\$ 0.61	\$ 0.63	\$ 0.61	\$ 0.58	\$ 0.58	\$ 0.60	\$ 0.59	\$ 0.55
SFRTA / Tri-Rail - Train	<\$0.70	<\$0.45	\$ 0.41	\$ 0.43	\$ 0.40	\$ 0.37	\$ 0.43	\$ 0.43	\$ 0.46	\$ 0.48	\$ 0.51	\$ 0.63	\$ 0.53
Adjusted operating expense/passenger mile - actual												\$ 0.46	
Jacksonville Transportation Authority (JTA) - Skyway	<\$6.00	<\$27.50	\$ 23.86	\$ 18.02	\$ 31.72	\$ 33.38	\$ 26.29	\$ 25.08	\$ 15.16	\$ 11.61	\$ 6.68	\$ 5.21	\$ 6.00

Authority Proposal

SFRTA indicated that it was difficult to project Operating Expenses not only due to a new FY 2017-2018 bundled contract, but also because FDOT has contracted with SFRTA to provide both dispatch and MOW for SFRC. SFRTA prefers showing the Operating Expenses separately to showcase natural trends that take place when acquiring more responsibility for the corridor.

Recommendation

SFRTA provided Dispatch/MOW operating costs for FY 2015, which were deducted from total operating costs to calculate SFRTA's Operating Expenses.

SFRTA provided actual Dispatch/MOW operating expenses for FY 2015. The adjusted FY 2015 operating cost per passenger mile is \$0.46. Recommend using the proposed CPI adjustment (\$0.53) moving forward, subject to programmed CPI adjustments in the future.

CPI was used to adjust proposed objectives for all agencies, with the exception of JTA Skyway, which experienced a significant growth in ridership after going fare-free in FY 2012.

**Transit Authority Performance Measures - Review
Actual Results**
(with Authority proposed changes, Charrette results & CUTR recommendations)

Performance Measures

Revenue Miles Between Safety Incidents (Revenue miles divided by safety incidents)	Authority Proposed Objective	Current Objective⁽²⁾	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
Jacksonville Transportation Authority (JTA) - Bus		>227,975	824,800	1,927,760	477,345	217,119	231,844	204,422	129,296	94,216	124,812	105,651
CFRTA / LYNX - Bus	>134,679	>124,513	95,058	129,103	118,001	118,584	131,642	108,997	143,619	140,473	131,498	132,067
SFRTA / Tri-Rail - Train ⁽³⁾		Zero	0	0	0	0	0	0	0	0	0	0
Jacksonville Transportation Authority (JTA) - Skyway		>41,348	64,900	63,550	46,660	39,379	55,113	55,659	29,733	61,066	43,032	56,114

Authority Proposal

LYNX recommended that "Revenue Mile" be replaced with "Vehicle Mile," which the agency indicated was a more meaningful calculation. JTA concurred with the LYNX recommendation. JTA suggested a discussion on what constitutes a "safety incident." SFRTA currently reports the number of Federal Rail Administration (FRA) reportable major incidents for rail with an objective of zero. SFRTA suggested the agency report the number of "safety events," pursuant to CFR 225.9 §225.9 Telephonic reports of certain accidents/incidents and other events, for the last five fiscal years, and asked FTC to consider establishing an objective for the number of safety events per fiscal year.

Recommendation

During the Charrette, consensus was achieved on maintaining the use of "Revenue Mile" in lieu of "Vehicle Mile," because this efficiency measure calculates the cost of service rather than the cost of miles traveled. There was significant discussion regarding safety events and the metrics that could be incorporated to serve as safety performance measures. A definition of safety events was provided. JTA and LYNX were asked to provide safety data, which they did; however, a great deal of work needs to be done in the future to adequately define a "safety event" and identify the applicable data source. It appears that SFRTA is able to define specific safety incidents for performance reporting.

Maintain the current safety measure and objective, but begin work on replacing this measure with a measure that clearly defines an FTA "safety event" and identifies the specific source of the data.

Revenue Miles Between Failures (Revenue miles divided by vehicle system failures)	Authority Proposed Objective	Current Objective	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
Jacksonville Transportation Authority (JTA) - Bus		>10,500	16,524	13,849	8,302	8,327	12,292	14,124	26,488	21,851	14,370	12,908
CFRTA / LYNX - Bus	>10,246	>10,500	10,306	8,041	11,396	8,806	9,620	14,041	15,071	9,770	8,912	12,055
SFRTA / Tri-Rail - Train		>41,863	N/A	38,057	17,742	64,826	96,413	68,570	117,762	87,902	106,964	53,113
Jacksonville Transportation Authority (JTA) - Skyway		>10,500	8,374	25,420	33,329	8,950	9,726	27,830	8,495	16,654	8,196	8,417

Authority Proposal

JTA suggested that the "Revenue Miles between Failures" Performance Measure be reclassified as an Operating Indicator, and LYNX suggested that the "Revenue Miles Between Failures" Performance Measure be replaced with "Vehicle Miles Between Failures." JTA acknowledged that this is an important standard for mechanical reliability that should be tracked and analyzed; however, JTA indicated that the reliability impact is already evident in on-time performance.

Recommendation

Consensus reached during the Charrette maintained "Revenue Miles Between Failures" as a Performance Measure, and added "Vehicle Miles Between Failures" as an Operating Indicator.

The Revenue Miles Between Failures Performance Measure remained unchanged. Vehicle miles Between Failures will be added as an Operating Indicator.

**Transit Authority Performance Measures - Review
Actual Results**
(with Authority proposed changes, Charrette results & CUTR recommendations)

Performance Measures

Revenue Miles vs Vehicle Miles (Revenue miles divided by vehicle miles)	Authority Proposed Objective	Current Objective	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
Jacksonville Transportation Authority (JTA) - Bus		>.90	0.99	0.96	0.96	0.97	0.95	0.96	0.96	0.94	0.94	0.91
CFRTA / LYNX - Bus		>.90	0.92	0.91	0.90	0.88	0.88	0.89	0.89	0.90	0.90	0.90
SFRTA / Tri-Rail - Train		>.93	0.89	0.94	0.97	0.98	0.97	0.97	0.96	0.97	0.97	0.97
Jacksonville Transportation Authority (JTA) - Skyway		>.90	1.00	0.99	0.99	0.99	0.99	0.99	0.99	0.99	0.99	0.99

No change in the "Revenue Miles vs Vehicle Miles" Performance Measures was recommended.
The Revenue Miles vs Vehicle Miles Performance Measure remained unchanged.

Customer Service (Average time from complaint to response)	Authority Proposed Objective	Current Objective	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
Jacksonville Transportation Authority (JTA) - Bus		<14 days	11	10	8	7	7	8	18	24	10	7
CFRTA / LYNX - Bus			-	14	7	6	8	11	10	20	16	20
SFRTA / Tri-Rail - Train			-	14	11	32	29	14	12	10	14	12
Jacksonville Transportation Authority (JTA) - Skyway			1	1	1	1	1	8	10	9	5	7

Authority Proposal

JTA suggested that the Customer Service Performance Measure of "average time from complaint to response" be reclassified as an Operating Indicator. JTA indicated that while it is important to track and analyze data related to customer service at the agency level to assess customer satisfaction, this should not be reported as a Performance Measure. In addition, these data are not reported to NTD.

Recommendation

Consensus reached during the Charrette maintained "average time from complaint to response" as a Customer Service Performance Measure.

The Customer Service Performance Measure (average time from complaint to response) remained unchanged.

**Transit Authority Performance Measures - Review
Actual Results**
(with Authority proposed changes, Charrette results & CUTR recommendations)

Performance Measures

Customer Service (Customer complaints divided by boardings)	Authority Proposed Objective	Current Objective	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	Proposed Objective
Jacksonville Transportation Authority (JTA) - Bus		<1 per 5,000 boardings	0.5	0.5	0.5	0.8	0.9	1.0	2.1	2.6	2.7	1.7	<2 per 5,000 boardings
CFRTA / LYNX - Bus			0.9	0.7	0.6	0.5	0.6	0.7	0.7	0.5	0.6	0.8	
SFRTA / Tri-Rail - Train			-	1.1	0.3	0.6	0.9	2.0	2.6	2.2	1.6	0.2	
Jacksonville Transportation Authority (JTA) - Skyway			0.0	0.1	0.0	0.1	0.0	0.2	0.1	0.1	0.1	0.2	

Authority Proposal

JTA suggested that the Customer Service Performance Measure of "customer complaints divided by boardings" be reclassified as an Operating Indicator. JTA indicated that while it is important to track and analyze data related to customer service at the agency level to assess customer satisfaction, this should not be reported as a Performance Measure. In addition, these data are not reported to NTD.

Recommendation

No consensus was reached during the Charrette regarding this Performance Measure. CUTR was asked to explore alternatives and make a recommendation. CUTR had insufficient time to study this performance measure and explore alternatives.

Based on the agencies' performance during the past five years, recommend maintaining this performance measure with a new objective of <2 customer complaints per 5,000 boardings until it can be replaced with a measure that is a better reflection of customer service.

**Transit Authority Performance Measures - Review
Actual Results**
(with Authority proposed changes, Charrette results & CUTR recommendations)

Performance Measures

On-time Performance (% trips end to end on time < 5 minutes late)	Authority Proposed Objective	Current Objective⁽⁴⁾	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	Proposed Objective
Jacksonville Transportation Authority (JTA) - Bus	>75%	>80%	75.0%	77.0%	80.0%	80.0%	81.1%	82.2%	66.0%	72.1%	73.1%	75.0%	>80%
CFRTA / LYNX - Bus			-	83.0%	85.0%	85.9%	83.3%	82.0%	79.7%	78.4%	78.1%	80.8%	>80%
SFRTA / Tri-Rail - Train			77.6%	70.0%	78.4%	73.4%	86.3%	89.7%	86.5%	82.6%	86.2%	83.5%	>80%
Jacksonville Transportation Authority (JTA) - Skyway	>98%		98.0%	98.0%	98.0%	98.0%	98.2%	99.2%	99.3%	99.1%	99.0%	99.3%	>98%

Authority Proposal

JTA asked that the definition of the "On-time Performance" Measure be redefined for bus as follows: "% trips end to end on time, based on departures <6 minutes late and < 1 minute early.

Recommendation

JTA provided the following definition of On-time Performance: percentage (%) trips end to end on time, based on departures <6 minutes late and <1 minute early. LYNX defines On-time Performance as <1 minute late and 5 minutes early. CUTR was asked to make a recommendation. On-time Performance is a critical indicator of reliable service to the public. Each agency achieved the current objective multiple times within the last 10 years. CUTR recommends that the current objective of >80% be maintained for all agencies with the exception of the JTA Skyway, which should increase to >98% based on JTA's recommendation.

Redefine the On-time Performance Measure to incorporate each agency's definition of on-time and maintain the proposed objective of >80% On-time Performance for JTA Bus, LYNX, and SFRTA. Increase the On-time Performance proposed objective for JTA Skyway to >98%.

- Met performance measure objective.
- Did not meet performance measure objective.

- (1) Concurrent with implementation of the STAR Card electronic fare payment system, JTA suspended fares on the Skyway system beginning January 30, 2012 and currently remains a fare-free system. Revenues currently consist of only parking lot revenues.
- (2) Due to a change in the definition of safety incidents reported to the National Transit Database (NTD), in FY 2010 the objective was changed from >10% above the 5 year average to >5% above actual FY 2009 performance results for Bus and Skyway. For SFRTA/Tri-Rail (trains), major incidents reportable to the Federal Railroad Administration (FRA) are utilized.
- (3) Revenue miles divided by Federal Railroad Administration (FRA) reportable incidents.
- (4) JTA requests on-time definition also be changed to "1 minute early and 5 minutes, 59 seconds late."
- (5) FDOT has contracted with SFRTA to provide both dispatch and maintenance of way (MOW) for the South Florida Rail Corridor (SFRC), which is owned by the State of Florida and over which CSXT operates freight, Amtrak operates intercity rail, and SFRTA operates Tri-Rail commuter rail services. SFRTA prefers showing the Operating expenses separately in order to showcase natural trends that take place when acquiring more responsibility on the corridor.

**Transit Authority Performance Measures - Review
Actual Results**
(with Authority proposed changes, Charrette results & CUTR recommendations)

Performance Measures

Proposed New Performance Measures

Unlinked Passenger Trips per Revenue Hour (Passenger trips divided by revenue hours)	Authority Proposed Objective	Current Objective	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	Proposed Objective
Jacksonville Transportation Authority (JTA) - Bus			17.2	16.1	16.3	17.4	18.7	19.2	20.8	18.8	18.1	18.8	19.1
CFRTA / LYNX - Bus			25.5	25.3	24.5	23.1	24.1	26.2	26.9	27.4	27.2	26.0	26.9
SFRTA / Tri-Rail - Train			32.9	33.9	50.4	48.4	37.5	39.3	41.2	41.0	38.6	36.4	39.3
Jacksonville Transportation Authority (JTA) - Skyway			32.4	32.6	28.9	30.5	38.2	40.2	52.9	66.9	75.4	87.6	70.7

Authority Proposal

JTA suggested that "Unlinked Passenger Trips per Revenue Hour" be adopted as a new Performance Measure. JTA indicated that this is a fundamental measuring tool for overall performance of service effectiveness. This measure was used by JTA as the basis for JTA's Route Optimization Initiative, and it is used by JTA's transit peers as well as NTD.

Recommendation

Consensus on this measure as a Performance Measure was achieved with JTA and LYNX during the Charrette. This measure is commonly referred to as the "load factor," and reflects the service effectiveness of the system. While discussion notes indicate that this measure is not applicable to SFRTA, SFRTA (along with the other transit agencies), routinely reports this metric as an Operating Indicator. CUTR was asked to recommend objectives for the agencies. For all agencies, CUTR recommends using the average of each agency's last four years (FY 2012 through FY 2015) as the objective.

An agency-specific FY 2012-FY 2015 average Unlinked Passenger Trips per Revenue Hour was used to adjust the proposed objective for each agency.

Farebox Recovery Ratio (Passenger fares divided by operating expenses)	Authority Proposed Objective	Current Objective	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	Proposed Objective
Jacksonville Transportation Authority (JTA) - Bus			13.6%	12.0%	12.7%	15.4%	15.6%	16.6%	18.9%	18.5%	17.1%	15.8%	17.6%
CFRTA / LYNX - Bus			24.4%	22.6%	22.6%	23.1%	24.9%	28.7%	29.3%	29.9%	23.8%	27.5%	27.6%
SFRTA / Tri-Rail - Train			16.7%	17.4%	17.9%	21.6%	22.9%	22.3%	23.2%	22.1%	20.9%	17.5%	20.9%
			Adjusted farebox recovery ratio - actual									23.8%	22.5%
Jacksonville Transportation Authority (JTA) - Skyway			5.6%	7.3%	5.6%	5.1%	4.5%	3.5%	1.2%	0.0%	0.0%	0.0%	N/A

Authority Proposal

JTA proposed reclassifying "Farebox Recovery Ratio" from an Operating Indicator to a Performance Measure. This reflects the proportion of operating expenses covered by passenger fares. This measure is not applicable to JTA Skyway, as the Skyway went fare-free in FY 2013.

Recommendation

Consensus on this metric as a Performance Measure was achieved during the Charrette. This measure reflects the proportion of operating expenses covered by passenger fares, and is an NTD efficiency measure. CUTR was asked to recommend objectives for the agencies. CUTR conducted a modified peer review for JTA Bus and LYNX bus. JTA performed slightly below its peers, while LYNX typically outperformed its peers. SFRTA's FY 2015 Farebox Recovery Ratio was recalculated based on SFRTA's modified operating expenses for FY 2015. Based on available data, CUTR recommends using the FY 2012-FY 2015 average of each agency's farebox recovery ratio moving forward. JTA Skyway went fare-free in FY 2012.

An agency-specific FY 2012-FY 2015 average Farebox Recovery Ratio was used to adjust the proposed objective for each agency.

Oversight Committee Discussion Item #5.C.

To: LYNX Oversight Committee

From: Edward Johnson
CHIEF EXECUTIVE OFFICER
Edward Johnson
(Technical Contact)

Phone: 407.841.2279 ext: 6017

Item Name: Update on process for handling legal services outside retainer fees.

Date: 11/10/2016

Edward Johnson will lead a discussion on how staff is proposing to handle any legal activities that are not within existing legal contract retainer fees.

Oversight Committee Discussion Item #5.D.

To: LYNX Oversight Committee

From: Douglas Robinson
DIRECTOR OF PLAN & DEVELOP
Kenneth Jamison
(Technical Contact)

Phone: 407.841.2279 ext: 6078

Item Name: Update on LYNX Technology Projects

Date: 11/10/2016

OVERVIEW:

Staff will provide an overview of technology projects currently under development and deployment.

BACKGROUND:

LYNX is in the process of developing and deploying technology to assist our customers in using LYNX services. This presentation will provide an overview of the status of four technology projects:

- Wireless Internet Access on Buses
- Mobile Fare Payment
- Real-time Next Vehicle on Fixed Route
- Real-time on NeighborLink
- Real-time on ACCESSLYNX

FISCAL IMPACT:

LYNX staff have funds available in the FY2017 Capital Budget to fund the \$99,294 for the Wi-Fi services as follows:

FY2017 Adopted Capital Budget	
IT Pilot Projects	\$ 97,493
IT Contingency	1,801
Total	\$ 99,294

The total Operating costs for the Wi-Fi services are \$183,270 of which \$82,830 is grant funded as follows:

Total Operating Costs	
Cradle Point 1-yr subscription (grant funded)	\$ 54,000
Cradle Point Endpoint Management & support (grant funded)	21,330
One Time Programming & Configuration Fee (grant funded)	7,500
Cellular Service	100,440
Total	\$ 183,270

Operating Funding Sources	
Data Usage Savings	\$ 56,985
Contract Maintenance	43,455
Federal Grant Funds	82,830
Total	\$ 183,270

Upon Board approval, LYNX staff will amend the FY2017 Adopted Operating Budget by \$82,830 for the grant funded operating items.

LYNX staff included \$1,931,000 in the FY2017 Adopted Capital Budget for Real Time Information of which \$1,407,179 is available. Although budgeted, we need to secure the Federal funding. The operating costs of \$110,000 will be funded with a transfer from media expenses.

	Capital
FY2017 Adopted Budget	\$ 1,931,000
Fixed Route Clever Devices	(521,821)
Unobligated Funds	\$ 1,409,179
Requested Capital Funds	(189,200)
Adjusted Unobligated Funds	\$ 1,219,979
	Operating
Fixed Route	\$ 80,000
Access LYNX	30,000
Total Annual Operating Costs	\$ 110,000
Transfer from Media Expenses	(110,000)
Balance to Fund	\$ -

Technology Projects

Oversight Committee Update

November 10, 2016

Wireless Internet Access on Buses



Purpose: Provide internet access to customers on LYNX buses for their mobile devices.

Pilot: 30 buses, October 2016 – November 2016

Full: 270 buses, December 2016

Marketing: January 2017

- Social Media
- Website
- Information on buses

Funding: Funds will be reprogrammed in the FY2017 Capital and Operating budgets



Wireless Internet Access on Buses



Capital Costs – One Time

Description	Unit Price	Pilot (30)	Fleet (270)	Full Deployment
Router	\$279.99	\$8,399.70	\$75,597.30	\$83,997.00
Cable	\$15.99	\$479.70	\$4,317.30	\$4,797.00
Modem Antenna	\$35.00	\$1,050.00	\$9,450.00	\$10,500.00
Internet Security*	\$180.00	\$5,400.00	\$48,600.00	\$54,000.00
Device Support*	\$71.10	\$2,133.00	\$19,197.00	\$21,330.00
Device Configuration	\$25.00	\$750.00	\$6,750.00	\$7,500.00
Total		\$18,212.40	\$163,911.60	\$182,124.00

Operating Costs (First year and Annualized)

Description	Unit Price	Pilot (30, 3 month)	Full Fleet (9 months)	Annual
Cell Service	\$36.00	\$3,240.00	\$97,200.00	\$129,600.00
Internet Security*	\$180.00	(1 st year included in Capital purchase)	(1 st year included in Capital purchase)	\$54,000.00
Device Support*	\$71.10	(1 st year included in Capital purchase)	(1 st year included in Capital purchase)	\$21,330.00
Total		\$3,240.00	\$97,200.00	\$204,930.00

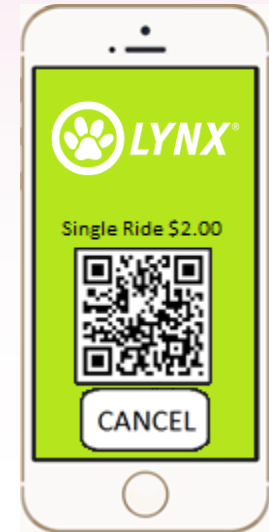
Mobile Fare Payment



Purpose: Allow customers to purchase fare products that can be validated hands-free upon boarding.

Project is currently in the procurement selection process with proposals under review by the Source Evaluation Committee.

- Eight proposals were received
- Committee will determine which proposers will demonstrate the functionality of their proposals
- Successful vendor(s) chosen by the committee will deploy software during pilot



Conceptual

Mobile Fare Payment



Purpose: Allow customers to purchase fare products that can be validated hands-free upon boarding.

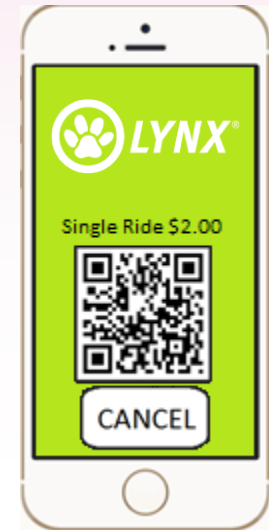
Pilot: Employees, December 2016 – January 2017

Pilot: Customers, January 2017 – February 2017

Board Award of Contract: March 2017

Installation and Testing: May 2017 – June 2017

Final Acceptance: June 2017 – July 2017



Conceptual

Real-time Next Vehicle on Fixed Route

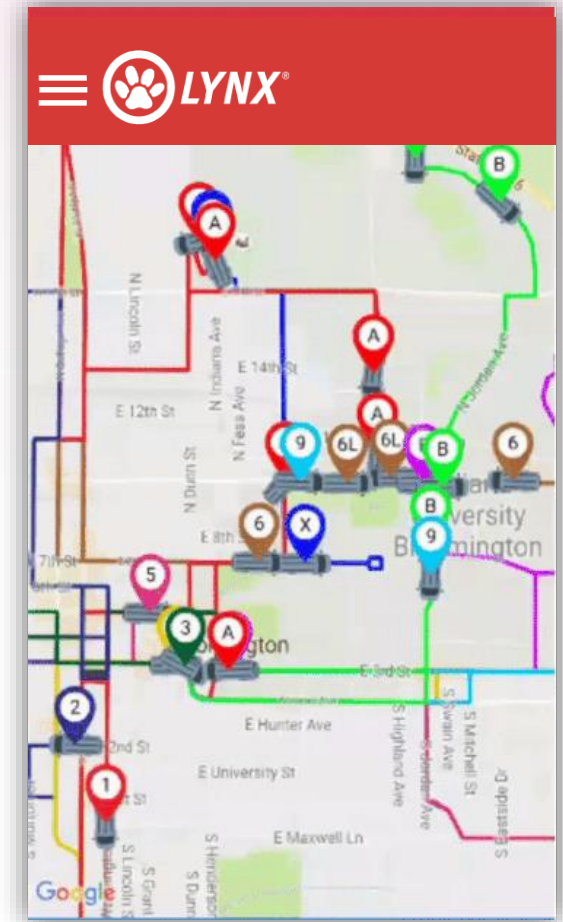


Purpose: Provide real-time location of LYNX fixed route and LYMMO buses to customers on mobile devices.

Development: November 2016 – December 2016

Pilot: Customers, January 2017

Acceptance: April 2017



Concept based on Bloomington

Real-time Next Vehicle on Fixed Route

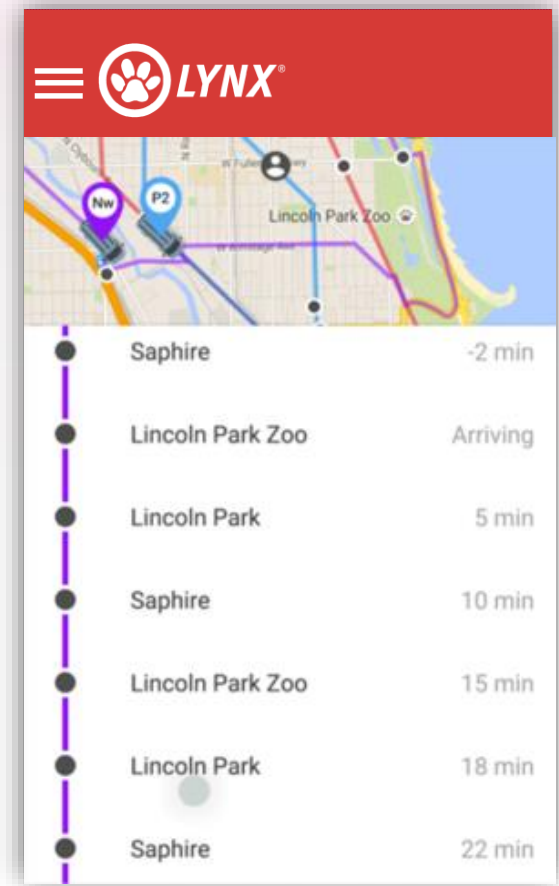


Purpose: Provide real-time location of LYNX fixed route and LYMMO buses to customers on mobile devices.

Project involves merging of data from LYNX' two Computer Aided Dispatch systems

Capital Cost: Quote is in process from vendor, estimated at \$40,000

Operating Cost: Estimated at \$80,000 annually



Concept based on Chicago deployment

Real-time on NeighborLink

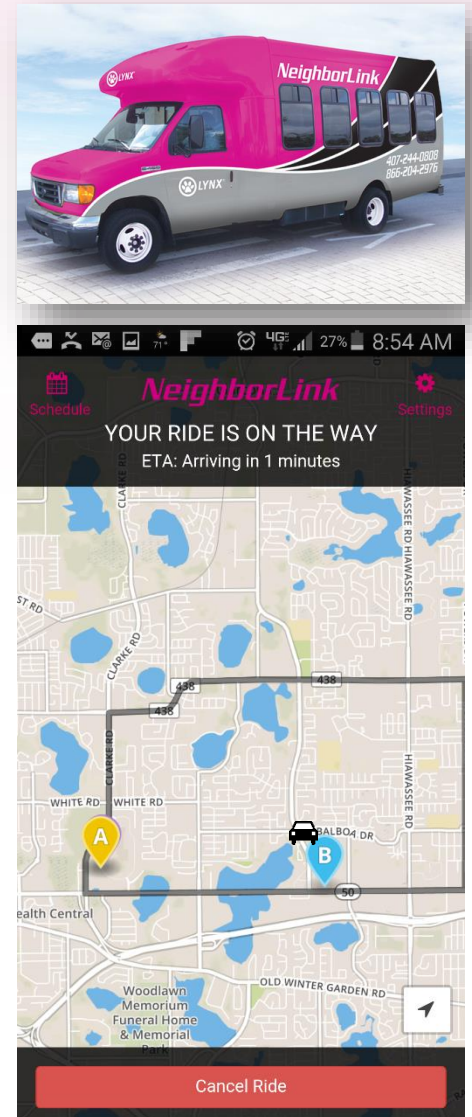


Purpose: Allow customers to make real-time trip requests on NeighborLink and to receive real-time location of vehicle assigned to their trip.

Testing: April 2016 – July 2016

Soft Deployment: January 2017

Deployment: March 2017



Real-time on NeighborLink



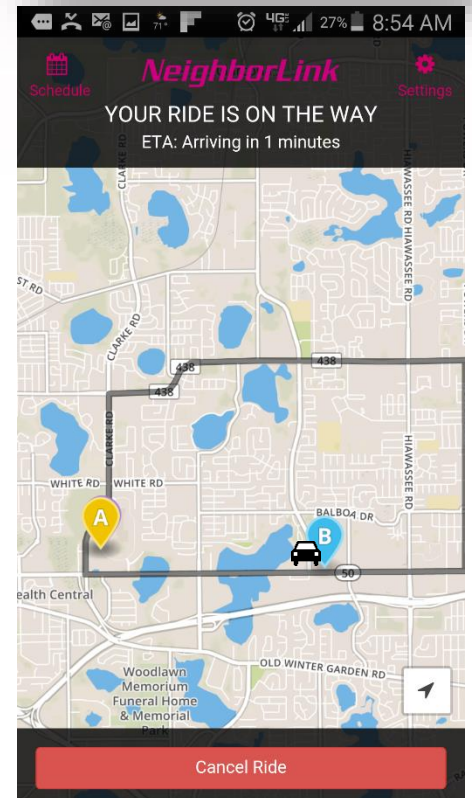
Capital (Grant Funded)

Description	Expended R&D	Remaining Cost
FlexRide Software*	\$476,560	
NeighborLink Customization	\$297,560	
Hardware (2,450 / vehicle, 14 vehicles)	\$34,300	
Training and On-site Support		\$29,000
Year 2 Maintenance Service		\$25,540
Year 3 Maintenance Service		\$25,540
	\$808,420	\$80,080

* Software developed as part of research and demonstration project

Operating Costs

Description	Cost
Maintenance Service (\$1,964.62 per vehicle)	\$25,540
	\$25,540



Real-time on ACCESSLYNX



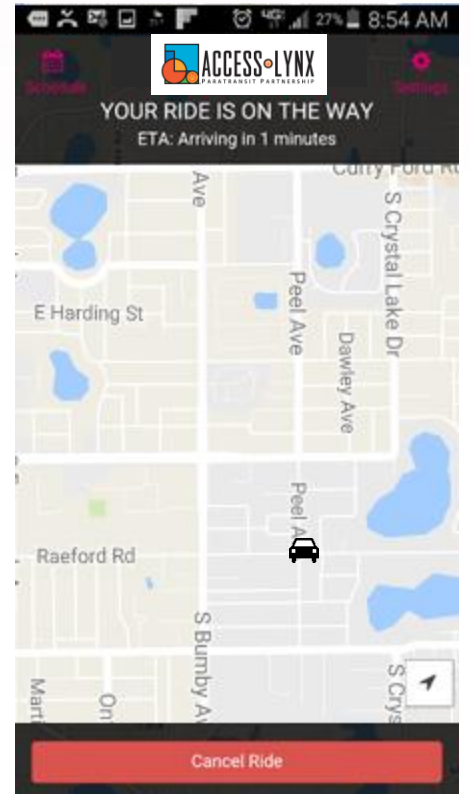
Purpose: Provide real-time location of LYNX vehicle assigned to the customer's trip on mobile devices.



Projected: Summer 2017

Capital Cost: Estimated at \$132,000 for development

Operating Cost: Estimated at \$30,000 annually



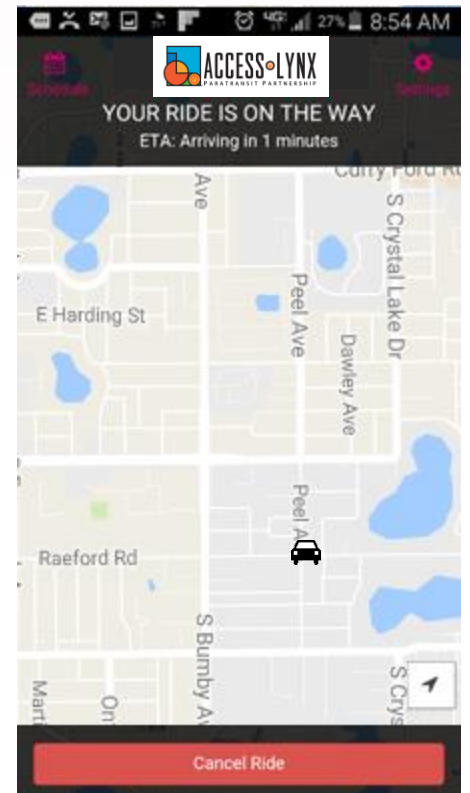
Real-time on ACCESSLYNX



Purpose: Provide real-time location of LYNX vehicle assigned to the customer's trip on mobile devices.

Issues:

- Information is specific to the vehicle assigned to the customer, not whole system
- Trips can be moved from one vehicle to another
- Show information only after the vehicle is in route for pickup, not while performing other trips
- Information is restricted to authorized customers, must meet HIPAA regulations



Doug Jamison, Senior ITS Developer