



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

## 1. Call to Order

## 2. Approval of Minutes

-  Board of Directors Minutes

Pg 5

## 3. Recognition

- Davis Rosario, Service Island Attendant A, 20 years of service
- William Kirkland, Technician A, 20 years of service
- Alton Allen, Bus Operator 20 years of service
- Cindy Crump, Wellness Coordinator, Appreciation Award
- Noranne Downs, FDOT District 5 Secretary, Recognition of Service

## 4. Public Comments

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

## 5. Chief Executive Officer's Report


## 6. Oversight Committee Report

## 7. Consent Agenda




### A. Request for Proposal (RFP)

- i.  Authorization to Release a Request for Proposal (RFP) for Pressure Washing Pg 9


### B. Invitation for Bid (IFB)


- i.  Authorization to Issue an Invitation for Bid (IFB) for Bus Tire Leasing and to Extend Contract #12-C16 with Goodyear Tire and Rubber Company for Six (6) Months Pg 11

### C. Award Contracts


- i.  Authorization for the Chief Executive Officer (CEO) to Award a Contract for Stop Loss coverage for LYNX Self Insured Medical plan to HCC LIFE INSURANCE COMPANY. Pg 14
- ii.  Authorization to Award a Contract to Trapeze Software Group, Inc. for Trapeze Streets Web Service Software Pg 16
- iii.  Authorization for the Chief Executive Officer (CEO) to Award a Contract to Cambridge Systematics for the Development of the Customer Information System for the Veterans Transportation Resources and Community Services (VTRACS) system. Pg 18


### D. Extension of Contracts

- i.  Authorization for the Chief Executive Officer (CEO) or designee to Execute Second Option Year of Contract #13--C15 with Baker & Hostetler, LLC for Legal Services Pg 20
- ii. Authorization to Exercise the Second Option Year of State Lobbying Services Contracts


 #13-C14(A), #13-C14(B), #13-C14(C), and #13-C14(D) Pg 21

E. Miscellaneous


i.  Authorization for the Chief Executive Officer (CEO) to Enter into Service Agreements with Transportation Network Companies and Taxi Companies for On-Demand Transportation Services in Paratransit Operations Pg 23


ii.  Confirmation of Thomas Stringer as Chief Operating Officer (COO) and Tiffany Homler as Chief Administrative Officer (CAO) Pg 25


-Attachments  


iii.  Authorization to Negotiate and Amend the Interlocal Agreement between LYNX and the City of Orlando for the Parramore BRT Project Pg 33


-Attachments 

iv.  Authorization to Extend Great American Pollution Liability Policy #PEL184961405 to 4/1/2017 Pg 42

v.  Authorization for the Chief Executive Officer (CEO) or Designee to Increase the Task Work Order Amount with Jacobs Engineering (Contract #16-C06) for Continued Development of the Mobility Management Framework Transition. Pg 43


vi.  Authorization to Increase the "Not to Exceed" Amount of Contract #16-C06 with Jacobs Engineering, Inc., #16-C07 with Kimley Horn and Associates, Inc., and #16-C08 with WSP-Parsons Brinckerhoff in the Aggregate Amount of \$1,980,947 for General Architectural and Engineering Consulting Services for FY2017. Pg 44

vii.  Authorization to Extend Contract with Mears Transportation for Service Delivery on LYNX 208 Route for an Additional Six (6) Weeks from Sand Lake SunRail to LYNX's Kissimmee Intermodal Station Pg 46


viii.  Authorization to Award Projects Solicited for the Enhanced Mobility of Seniors and Individuals with Disabilities Section 5310 Urbanized Orlando & Kissimmee Program and to Execute Sub-Recipient Agreements with Awarded Agencies Pg 48

ix.  Authorizing Resolution for Federal Transit Administration Financial Assistance Pg 50

-Attachments 

x.  Authorization to Amend the FY2017 Operating Budget for Project Administration of the Transportation Disadvantaged (TD) Voucher Program Pg 53

8. Action Agenda










A.  Authorization for the Chief Executive Officer (CEO) or designee to submit the (Draft) 2017- 2019 LYNX' Title VI Program Plan Update to the Federal Transit Administration (FTA) for their review and initiate the public participation process. Pg 55

B.  2017 LYNX Legislative Priorities Pg 57

-Attachments 

C.  Election of LYNX' Board of Directors Officers Pg 60

## 9. Information Items

- A.  Notification of Settlement Agreement Pursuant to Administrative Rule 6 Pg 61
- B.  Parramore BRT Project Update Pg 63
- C.  LYNX' EEO Program (FTA) Pg 66  
-Attachments 
- D.  Notification of Completion of CFRTA Resolution 15-010 and 15-011 Pg 76  
-Attachments    

## 10. Other Business

## 11. Monthly Reports

- A.  Monthly Financial Report - December 31, 2016 Pg 87  
-Attachments 
- B.  Monthly Financial Report - November 30, 2016 Pg 92  
-Attachments 
- C.  Monthly Financial Report - October 31, 2016 Pg 97  
-Attachments 
- D.  Business Development Report: November 2016 - December 2016 Pg 102
- E.  Ridership Report - October 2016 Pg 104
- F.  Ridership Report - September 2016 Pg 114
- G.  Communications Report: November 2016 - December 2016 Pg 124
- H.  Planning and Development Report - January 2017 Pg 136
- I.  Procurement Calendar Pg 140  
-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  
Board of Directors Meeting Minutes

PLACE: LYNX Central Stations  
455 North Garland Avenue  
Board Room, 2<sup>nd</sup> Floor  
Orlando, FL 32801

DATE: November 10, 2016

TIME: 1:00PM

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**Members in Attendance:**

Mayor Teresa Jacobs, Orange County, Chair  
Commissioner Vivana Janer, Osceola County, Vice Chair  
Secretary Noranne Downs, FDOT, Secretary  
Mayor Buddy Dyer, City of Orlando,  
Commissioner Carlton Henley, Seminole County

**Members Absent:**

N/A

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**1. Call to Order**

The Chair, Mayor Teresa Jacobs, called the meeting to order at 1:00PM. Mayor Jacobs asked Secretary Noranne Downs to lead the Pledge of Allegiance.

**2. Approval of Minutes**

The Chair asked for approval of the minutes for the September 22, 2016 Board of Directors' meeting.

The motion was made and seconded to approve the Minutes of the September 22, 2016 Board of Directors' meeting. The motion passed unanimously.

**3. Recognition**

No recognition items were made.

**4. Public Comment**

- i. Diedra McNab, Chair of the Orange County League of Women Voters Transportation Committee along with Carol Davis, Co-President and Lynn Eberly, Co-Chair of the Transportation Committee addressed the Board of Directors and requested them to pull Item 6.b.1 from the Consent Agenda: the approval for the contract for General Counsel for another year and replace it with a month-to-month agreement while the contract attorney arrangement is currently under evaluation. Discussion ensued with Ms. McNab and Mayor Jacobs.

## **5. Chief Executive Officer's Report**

Edward recognized LYNX and MV staff and local governments who came together in the oversight of the needs of the community during Hurricane Matthew in October.

Edward mentioned that staff will come back to the Board of Directors with a much greater performance of LYNX's finances for fiscal year 2016 and that LYNX showed a preliminary profit at year-end.

## **6. Oversight Committee Update**

Commissioner Janer provided an update of the November 10, 2016 Oversight Committee meeting and recommended the approval of Consent Agenda item C3 to enter into Collective Bargaining Unit Agreement wage reopener with ATU 1749, Action item 7D amendment of Contract 15-C13 with DoubleMap, Action item 7E procurement of Wifi services, and Action item 7F to issue a purchase order to Tribridge for LYNX's Fare Collection Program continued support and implementation planning assistance.

## **7. Consent Agenda**

### **A. Award Contracts**

- i. Authorization to Award a Contract to LNI Custom Manufacturing Inc. for the Construction of Commercial Bus Shelters
- ii. Authorization to Award a Contract to Preferred Government Claims Solutions (PGCS) for Third Party Administration for Workers' Compensation, General Liability, Automobile Liability and Subrogation Claims Administration

### **B. Extension of Contracts**

- i. Authorization to Exercise the Second Option Year of Contract #13-C16 with Akerman LLP for General Counsel Legal Services
- ii. Authorization to Exercise Second Option Year of Contract #13-C17 with Bank of America for Banking Services

### **C. Miscellaneous**

- i. Authorization to Reallocate Funding Related to the Purchase of Five (5) NeighborLink Vehicles from the Florida Department of Transportation (FDOT) Florida Vehicle Procurement Program (FVPP)
- ii. Authorization to Enter into Collective Bargaining Agreement Wage Re-opener with Amalgamated Transit Union (ATU) Local 1749
- iii. Authorization to Purchase Thirty (30) Vanpool Vehicles for Replacement and Expansion Purposes for the Vanpool Program
- iv. Authorization to Submit Grant Applications to the Florida Department of Transportation (FDOT) for the Enhance Mobility of Seniors and Individuals with Disabilities Section 5310 Program, the Formula Grants for Rural Areas 5311 Program and the Bus and Bus Facilities Section 5339 Program
- v. Authorization to Enter into a Late Evening-Weekend Service Agreement with the University of Central Florida (UCF) Office of Student Involvement (OSI)
- vi. Authorization to Execute the Bus Service Agreement #17-A13 with Lakeland Area Mass Transit District (Link 416 and 427) and Agreement #17-A12 for NeighborLink 603 (Southwest Poinciana)

- vii. Authorization to Execute METROPLAN Orlando's FY2016-2017 Unified Planning Work Program (UPWP) Pass-Thru Funding Agreement
- viii. Authorization to Purchase Twenty-five (25) Gillig 40' LF BRT Plus CNG Buses

## **8. Action Agenda**

- A.** The Chair called upon Edward L. Johnson, CEO to discuss the FY2017 Board of Directors' meeting dates.

Mr. Johnson explained that in the past several years the Board has met every other month. However, since there could be pending matters requiring Board action, Mr. Johnson requested the Board of Directors authorize the scheduling of monthly meetings beginning January 2017 and providing the Chair the authority to cancel the alternating month's meeting if no items require Board action.

The Chair called for the approval of Action Agenda item 7a. The motion to approve was made and seconded. The item passed unanimously.

- B.** The Chair called upon Doug Robinson, Manager of Strategic Planning to review the proposed implementation of the December 11, 2016 service changes.

Mr. Robinson provided a brief overview of the proposed service changes and mentioned that no major service changes were proposed for the December 2016 bid period. Mr. Robinson also mentioned that three public hearings were held in mid-October 2016 throughout the LYNX service area to solicit public input on the proposed changes. Mr. Robinson concluded by requesting Board authorization to proceed with the proposed service changes.

The Chair called for the approval of Action Agenda item 7b. The motion to approve was made and seconded. The item passed unanimously.

- C.** The Chair called upon Doug Robinson to discuss the public outreach process for Fiscal Year 2017 proposed service changes

Mr. Robinson stated that each year LYNX conducts service changes three times each year, typically in December, April and August. Mr. Robinson stated that as part of that service change process, LYNX conducts public hearings throughout the LYNX service area. Mr. Robinson concluded by requesting Board authorization to proceed with conducting public hearings to coincide with FY 2017 proposed service changes.

The Chair called for the approval of Action Agenda item 7c. The motion to approve was made and seconded. The item passed unanimously.

- D.** The Chair called upon Mr. Doug Jamison, Sr. Intelligent Transportation Systems Manager to discuss the following three items.

- i. Amend Contract 15-C13 with DoubleMap, Inc. and to issue purchase orders in an amount not to exceed \$299, 200 for the provision of mobile application solutions for real-time information on fixed route and ACCESSLYNX services.
- ii. Procure cellular and security services for on-board Wi-Fi services and to amend the FY2017 adopted operating budget for grant funded items.
- iii. Issue a purchase order in the amount of \$190,520 to Tribridge for LYNX' fare collection program continued support and implementation planning assistance

Mr. Jamison presented an update to the Board on proposed technology projects and costs including Wireless Internet Access on Buses, Mobile Fare Payment, Real-time Next Vehicle Location on Fixed Route services, Real-time vehicle location on NeighborLink services, and Real-time on AccessLYNX services. This presentation covered items 7 (D), 7 (E), and 7(F).

D. Mr. Jamison requested of the Board's approval to amend Contract 15-C13 with DoubleMap, Inc. and the issuance of a purchase order for the provision of real-time information on Fixed Route and ACCESS LYNX.

E. Mr. Jamison referenced the presentation on technology projects and requested the Board's approval to procure cellular and security services for on-board Wi-Fi services and the amendment of the FY2017 Adopted Operating Budget for Grant Funded Items.

F. Mr. Jamison referenced the presentation on technology projects and requested the Board to approve issuing a purchase order to Tribridge for LYNX's Fare Collection Program continued support and implementation planning assistance.

The Chair called for the approval of Action Agenda item 7d-f. The motion to approve was made and seconded. The item passed unanimously.

## **9. Information Items**

The Chair noted that Information Items are contained in the members' packets.

## **10. Monthly Reports**

The Vice Chair noted that Monthly Reports are contained in the members' packets.

## **11. Other Business**

The Vice Chair asked if there was other business to bring before the Board. Mr. Johnson stated that LYNX will follow-up with the passenger who raised a concern, look into his issue, and will keep the Board apprized.

## **12. Adjournment**

The meeting was adjourned at 1:35 PM.



**Consent Agenda Item #7.A. i**

**To:** LYNX Board of Directors

**From:** **Juan Battle**  
DIR OF TRANSPORTATION & MAINT  
**Juan Battle**  
(Technical Contact)  
**Steven Walczak**  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6161

**Item Name:** **Request for Proposal (RFP)**  
**Authorization to Release a Request for Proposal (RFP)for Pressure Washing**

**Date:** 1/26/2017

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**ACTION REQUESTED:**

Staff is requesting the Board of Directors’ authorization for the Chief Executive Officer (CEO) or designee to release a Request for Proposal (RFP) for the pressure washing and steam cleaning of LYNX Central Station (LCS), and LYNX Transfer Stations and identified Super Stops in an annual not-to-exceed amount of \$80,000.

**BACKGROUND:**

In order to maintain a clean and safe environment for LYNX customers, the following locations require pressure cleaning services:

- (1) LYNX Central Station
- (2) Colonial Plaza Transfer Center
- (3) Washington Shores Transfer Center
- (4) West Oaks Mall Transfer Center
- (5) Sanford Walmart Transfer Center
- (6) Florida Mall Super Stop
- (7) Kissimmee Intermodal Station
- (8) Apopka Transfer Center
- (9) Rosemont Transfer Center
- (10) Destination Parkway Super Stop
- (11) Fern Park Transfer Center
- (12) Winter Park Village Transfer Center

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Each Transfer Center is pressure washed semi-monthly, while the LYNX Central Station outside passenger area is pressure washed weekly.

A request for an Invitation for Bid (IFB) for services was approved at the September 25, 2014, Board meeting and the contract was subsequently awarded to TJ's Quality Construction Cleanup, LLC. The current contract will expire October 1, 2016.

LYNX staff seeks authorization to solicit bids for a one (1) year initial contract term, with four (4) one-year options for the pressure washing and steam cleaning of LYNX Central Station and LYNX Transfer Centers. The anticipated Scope of Services includes but is not limited to:

- (1) Pressure cleaning of passenger tarmac areas
- (2) Pressure cleaning of all brick pavers at LCS
- (3) Graffiti, stain and gum removal
- (4) Pressure cleaning of all bus shelters at transfer centers
- (5) Reporting of any and all damages at each location

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

Notice to offerors will be provided in accordance with all applicable federal, state and local laws. LYNX will ensure that DBEs and Small Businesses are afforded full opportunity to submit offers and responses to this solicitation and to participate in any contract consummated pursuant to this advertisement. Additionally, no offeror will be discriminated against on the basis of age, sex, race, color, religion, national origin, ethnicity or disability.

### **FISCAL IMPACT:**

LYNX staff included \$80,000 in the FY2017 Adopted Operating Budget for pressure washing of the LCS and Transfer Centers. The estimated FY2016 expenses are \$41,715 and the projected FY2017 expenses are \$51,330.

**Consent Agenda Item #7.B. i**

**To:** LYNX Board of Directors

**From:** **Juan Battle**  
DIR OF TRANSPORTATION & MAINT  
**Juan Battle**  
(Technical Contact)  
**David Rodriguez**  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6161

**Item Name:** **Invitation for Bid (IFB)**  
**Authorization to Issue an Invitation for Bid (IFB) for Bus Tire Leasing and to Extend Contract #12-C16 with Goodyear Tire and Rubber Company for Six (6) Months**

**Date:** 1/26/2017

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**ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to issue an Invitation for Bid (IFB) for bus tire leasing and to extend the current contract for six (6) months with a not to exceed amount of \$566,995 until a new contract is in place. The objective is to develop a Scope of Work that meets our current fleet composition and aligns the term of the contract with our fiscal year for maximum efficiency, ease of tracking, and management. The resulting contract would be for an initial term of three (3) years and two (2) one year options.

**BACKGROUND:**

Contract #12-C16 was established for three (3) years plus two (2) one year options. The second option year of this contract was exercised in April of 2016 and is set to expire on March 31, 2017.

The concept of leasing bus tires is considered the norm in the transit industry. Leasing tires reduces LYNX' cost and eliminates the need to own and control inventory of spare tires. Transit bus tires are constructed with approximately twice the amount of tire tread rubber as compared to commercial grade truck tires and are not widely available for purchase.

Tires for LYNX buses have been leased from the Goodyear Tire and Rubber Company since December 1992. The current contract was established in April 2012 for three (3) years with two (2) one-year options for renewal. The contract and all options have been exercised.

The following table highlights the cost savings associated with leasing tires:

**Cost of Leased Tires**

Fleet Make up					
Bus Type	# of Buses	# of Tires	Total Tires	Tire Size	
29' LF BRT	17	6	102	B275/70R22.5	
35" LF BRT	61	6	366	B305/85R22.5	
40 BRT	176	6	1056	B305/85R22.5	
40X102-SSTL LF	31	6	186	B305/85R22.5	
60' BRT	2	10	20	B305/70R22.5	
60' D60HF	6	6	36	B305/70R22.5	
LFS 60' Artic	10	10	100	B305/70R22.5	
Super single tire	6	2	12	385/55R22.5	
Lease Data (Single tire life) 04/1/17-9/30/17					
Tire Size	Total # Tires/time frame	Lease cost per mile	Expected miles usage	\$ per tire (lease)	Total Lease \$
B275/70R2 2.5	108	0.012198	18,826	\$229.64	\$24,801.07
B305/85R2 2.5	1584	0.009336	33,759	\$315.17	499235.654
B305/70R2 2.5	156	0.01419	17,936	\$254.51	39703.84704
385/55R22.5	12	0.01466	18,500	\$271.21	3254.52
				<b>Total Lease/ six months</b>	<b>\$566,995.09</b>

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

LYNX' procurement policy requires contractors to use a good faith effort to subcontract portions of their work for material, supplies and services to Disadvantaged Business Enterprise (DBE) Firms. The established goal for project is 14% with the ability to identify ready willing and able

## LYNX Board Agenda

firms for subcontracting opportunities for the project. The DBE officer will work with identified firms to ensure compliance.

### **FISCAL IMPACT:**

LYNX staff included \$987,914 in the FY2017 Adopted Operating Budget to support the cost of leased tires and tire maintenance. The estimated FY2016 expenses are \$997,721 and projected FY2017 expenses are \$935,014.

Consent Agenda Item #7.C. i

**To:** LYNX Board of Directors

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

**Phone:** 407.841.2279 ext: 6119

**Item Name:** Award Contracts  
Authorization for the Chief Executive Officer (CEO) to Award a Contract for Stop Loss coverage for LYNX Self Insured Medical plan to HCC LIFE INSURANCE COMPANY.

**Date:** 1/26/2017

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**ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to Award a Contract for Stop Loss coverage for LYNX Self Insured Medical plan to HCC LIFE INSURANCE COMPANY.

**BACKGROUND:**

As of January 1, 2016 LYNX moved from fully insured to self-insured with Cigna as the claims administrator. Although LYNX is self-insured LYNX purchase stop loss insurance to protect the Agency against catastrophic claims on any member which includes employees, dependents, retirees and cobra participants. In 2016 LYNX purchased stop loss insurance through Cigna with a deductible of \$250,000. Once an individual reaches \$250,000 in claims Cigna would begin to pay remaining claims through the plan year. For example, if a member had \$400,000 in claims, LYNX would pay \$250,000 and Cigna would pay \$150,000 (\$400,000-\$250,000).

We have conducted a review with our broker/consultant Gallagher Benefit Services which covered the following:

1. Negotiated competitive quotes
2. Reviewed past large claim experience and potential future large claims exposure
3. Conducted a "what if" scenario reviewing claim amounts reimbursed and premium dollars paid in prior years if LYNX had different deductible amounts such as \$100,000, \$150,000, \$200,000, \$250,000
4. Compared the frequency of LYNX' actual large claims to the expected large claim frequency based on different deductible levels such as \$100,000, \$150,000, \$200,000,

\$250,000. Expected large claim frequency is based upon LYNX's size and a uses a leading stop loss providers proprietary rating and actuarial formula.

### **This project yielded the following insights:**

1. Cigna was delivering a fair renewal as compared to the market response, but one competitor, HCC LIFE INSURANCE COMPANY was more aggressive.
2. At the current deductible level of \$250,000, while virtually the same in premium, HCC LIFE INSURANCE COMPANY proposed a lower laser on one particular claimant. A laser is when the stop loss underwriter imposes a larger deductible on one specific person due to the nature of ongoing expected claims. The existing Cigna policy and renewal had a \$400,000 laser on one claimant. HCC LIFE INSURANCE COMPANY lasered this claimant at \$325,000. This claimant has consistently exceeded \$400,000 in claims every year due to an ongoing condition. While the premium is virtually the same, the lower laser will yield \$75,000 in savings to the plan if fully utilized.
3. LYNX consistently has had more large claims both in frequency and size than what is expected for a group LYNX' size.
4. For the past three years LYNX has had between 37% to 100% more claimants exceed the \$150,000 threshold as compared to Industry averages.
5. In order to lower our deductible to \$150,000, Cigna required an additional \$597,000 in premium, HCC LIFE INSURANCE COMPANY required an additional \$501,000 in premium. HCC LIFE INSURANCE COMPANY also included the lower laser (\$325,000 laser vs. \$400,000). The premium difference of \$96,000 combined with a \$75,000 savings (Laser Limit) provided by HCC LIFE INSURANCE COMPANY is a saving to LYNX of \$171,000.

This work was presented to the Risk Management Committee through LYNX HR and Finance teams. The conclusion was reached that it made sense for LYNX to move the stop loss coverage to HCC LIFE INSURANCE COMPANY and change its deductible from \$250,000 to \$150,000. HCC and Cigna were the two companies that responded to the request for quote.

### **FISCAL IMPACT:**

LYNX staff included \$1,060,080 in the FY2017 Adopted Operating budget for stop loss coverage for LYNX self-insured medical plan.

Consent Agenda Item #7.C. ii

**To:** LYNX Board of Directors

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

**Phone:** 407.841.2279 ext: 6078

**Item Name:** Award Contracts  
Authorization to Award a Contract to Trapeze Software Group, Inc. for Trapeze Streets Web Service Software

**Date:** 1/26/2017

**ACTION REQUESTED:**

Staff is requesting the Board of Directors’ authorization for the Chief Executive Officer (CEO) or designee to award a contract to Trapeze Software Group, Inc. in the not to exceed amount of \$135,000 for Trapeze Streets Web Service Software.

**BACKGROUND:**

The LYNX Board of Directors authorized at its November 10, 2016 meeting an amendment to Contract 15-C13 with DoubleMap, Inc. for the implementation of a real-time information system. Access to real-time data is available from Clever Devices through an existing application program interface (API) implemented during the LYMMO expansion. DoubleMap, Inc. also requires API access to the real-time data from the Trapeze Software Group, Inc. (Trapeze) computer aided software.

LYNX staff has worked with Trapeze to identify that this API access is provided through Trapeze Streets Web Service Software. LYNX’ and Trapeze’ legal counsels have negotiated a contract in the amount of \$135,000 for implementation of the software to provide access to the real-time bus location data. The contract term is for one year with four option years.

Licenses and Services	\$105,005
Year 1 Maintenance Support	<u>\$ 29,995</u>
	\$135,000



## **FISCAL IMPACT:**

LYNX staff included \$1,931,000 in the FY2017 Adopted Capital Budget for Real Time Information of which \$1,409,179 is available. Although budgeted, we need to secure the Federal funding.

Consent Agenda Item #7.C. iii

**To:** LYNX Board of Directors

**From:** Douglas Robinson  
DIRECTOR OF PLAN & DEVELOP  
MYLES OKEEFE  
(Technical Contact)  
Kasia Castro  
(Technical Contact)  
SHEENA BARTLEY  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6078

**Item Name:** Award Contracts  
Authorization for the Chief Executive Officer (CEO) to Award a Contract to Cambridge Systematics for the Development of the Customer Information System for the Veterans Transportation Resources and Community Services (VTRACS) system.

**Date:** 1/26/2017

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**ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to award a contract to Cambridge Systematics for the development of the Customer Information System for the Veterans Transportation Resources and Community Services (VTRACS) system with a not-to-exceed amount of \$764,977.

**BACKGROUND:**

At the July 28, 2016 Board of Directors' meeting, the Board authorized staff to issue a Request for Proposals (RFP) to procure the Customer Information System of VTRACS. The Customer Information System (CIS) is the central point of access for the VTRACS system and shall be made available through a web interface.

A web-based CIS will be developed to identify and provide information on services available to veterans and to the general public, as well as provide travel planning for public transportation to those services. The project design calls for a new system to be developed. The successful Vendor shall develop a plan to ensure: the CIS is developed and implemented in an 8-month timeframe; the system is integrated with an API provided by the Heart of Florida United Way (HFUW) that will be the source of veteran services and human services information in the region; the look and feel of the VTRACS CIS is approved by the VTRACS Project Team; develop a mobile application that provides similar information as the web-based CIS. The Vendor shall develop

the detailed design and provide development and testing of the CIS. The Vendor shall develop plans for the ongoing administration and maintenance of all software and hardware.

In accordance with the LYNX’s Board approval, the RFP was issued on October 19, 2016. Proposals were due to LYNX November 18, 2016. One proposal was received from Cambridge Systematics.

RFP EVALUATION

The Source Evaluation Committee (SEC), consisting of Tyler Griffin, Kasia Castro, and Craig Bayard from LYNX staff, as well as Tommie Maldonado – the Orange County Veterans’ Service Officer – and Suzanne Caporina – from Easter Seals, met on December 14, 2016 to provide their scoring and comments. Cambridge Systematics was scored as follows:

	Score	Ordinal Rank	Proposal Offer
Cambridge Systematics	479	5	\$764,977.00

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

A 2% Disadvantaged Business Enterprise (DBE) goal was established for this procurement.

**FISCAL IMPACT:**

LYNX staff included \$891,505 and \$100,000, respectively, in the FY2017 Adopted Capital and Operating Budgets for the Veterans Transportation Resources and Community Services project.

Consent Agenda Item #7.D. i

**To:** LYNX Board of Directors

**From:** Donna Tefertiller  
DIRECTOR OF HUMAN RESOURCES  
Deborah Toler  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6119

**Item Name:** Extension of Contracts  
Authorization for the Chief Executive Officer (CEO) or designee to Execute  
Second Option Year of Contract #13--C15 with Baker & Hostetler, LLC for  
Legal Services

**Date:** 1/26/2017

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**ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to execute the second option year of Contract #13-C15 with Baker & Hostetler, LLC for legal services with a not to exceed amount of \$181,000. This will enable staff to ensure no lapse in legal service occurs related to general counsel, union negotiations, and arbitrations.

**BACKGROUND:**

The Board of Directors approved the award of Contract #13-C15 on January 31, 2013 to Baker & Hostetler, LLC for an initial term of three (3) years with two (2) one-year options. The initial three year term will expire on January 31, 2016. The first year option will expire on January 31, 2017. Exercising this second option year will extend the contract term to January 31, 2018.

**FISCAL IMPACT:**

LYNX staff included \$181,100 in the FY2017 Adopted Operating Budget for legal fees for labor employment matters. The estimated FY2016 expenses are \$347,345.

Consent Agenda Item #7.D. ii

**To:** LYNX Board of Directors

**From:** Tiffany Homler  
DIRECTOR OF GOVT AFFAIRS  
Tiffany Homler  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6064

**Item Name:** Extension of Contracts  
Authorization to Exercise the Second Option Year of State Lobbying  
Services Contracts #13-C14(A), #13-C14(B), #13-C14(C), and #13-C14(D)

**Date:** 1/26/2017

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**ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to execute the second option year of state lobbying services Contracts #13-C14(A), #13-C14(B), #13-C14(C), and #13-C14(D) in an amount not to exceed \$125,000.

**BACKGROUND:**

On May 24, 2012, the Governing Board approved the authorization to issue a Request for Proposal (RFP) for State Lobbying Services covering a three (3) year base period with two (2) one-year options.

On November 8, 2012, the Board approved the award of the following Contracts:

1. #13-C14(A): JEJ & Associates, Inc.
2. #13-C14(B): William J. Peebles, P.A. (now known as Peebles & Smith)
3. #13-C14(C): Southern Strategy Group of Orlando
4. #13-C14(D): Gray Robinson, P.A.

Staff is now requesting authorization to execute the second option year. Once exercised, the Contracts will expire on February 24, 2018. No option year will remain after this date. Staff will be bringing a request for authorization from the LYNX Board to release a new RFP for State Lobbying Services at the May 2017 meeting.

All firms have demonstrated a broad range of expertise and a collaboration that has met the needs of LYNX. The Florida Legislature will begin its 2017 session in March 2017.

# LYNX Board Agenda

## **FISCAL IMPACT:**

LYNX staff included \$125,000 in the FY2017 Adopted Operating Budget for these services. The estimated FY2016 expenses are \$113,390.

**Consent Agenda Item #7.E. i**

**To:** LYNX Board of Directors

**From:** **Juan Battle**  
DIR OF TRANSPORTATION & MAINT  
**MYLES OKEEFE**  
(Technical Contact)  
**Timothy May**  
(Technical Contact)  
**Theresa Veley**  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6161

**Item Name:** **Miscellaneous**  
**Authorization for the Chief Executive Officer (CEO) to Enter into Service Agreements with Transportation Network Companies and Taxi Companies for On-Demand Transportation Services in Paratransit Operations**

**Date:** 1/26/2017

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**ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to enter into service agreements with transportation network companies and taxi companies as part of the LYNX paratransit (ACCESS LYNX) and Mobility Management service model.

**BACKGROUND:**

LYNX is in the process of transitioning the delivery of its ACCESS LYNX services to a Mobility Management operational model. The objective is to provide more responsive services to all customers while mitigating the operational inefficiencies. Through the LYNX' Mobility Management model, LYNX staff will book customers' trips on the appropriate service type; this includes brokering trips to Transportation Networks Companies (TNCs), Taxi companies, or other transportation providers with the relevant tools, technology, and resources to handle on-demand brokered trips.

Given the expansive area in which LYNX provides paratransit services, the use of on-demand transportation providers will allow for the opportunity to provide trips more responsively, as well as for the trips themselves to be of shorter duration. By brokering a subset of trips, LYNX makes the existing paratransit vehicles available to more effective and efficient trips.

## LYNX Board Agenda

The intent is not to partner with a singular company or couple of companies. Rather, the more providers working with LYNX, the more opportunity, thus supply, there is for LYNX to broker trips, where appropriate, for customers.

### **FISCAL IMPACT:**

LYNX staff included \$15,096,144 in the FY2017 Adopted Operating budget for Paratransit purchased transportation. The funding expended on brokered trips will vary on the number of responsive firms and their qualifications.



**Consent Agenda Item #7.E. ii**

**To:** LYNX Board of Directors

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

**Phone:** 407.841.2279 ext: 6017

**Item Name:** Miscellaneous  
**Confirmation of Thomas Stringer as Chief Operating Officer (COO) and  
Tiffany Homler as Chief Administrative Officer (CAO)**

**Date:** 1/26/2017

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**ACTION REQUESTED:**

Board Confirmation of Mr. Thomas Stringer as Chief Operating Officer (COO) and Ms. Tiffany Homler as Chief Administrative Officer (CAO)

**BACKGROUND:**

In accordance with Administrative Rules 1, 2 and 3 pertaining to the appointment of Executive Officers, amended March 22, 2012, September 25, 2014 and January 19, 2016 the Chief Executive Officer (CEO) submits Mr. Thomas Stringer for the Board of Directors' confirmation as LYNX's newest Chief Operating Officer (COO). Mr. Stringer has nearly 30-years of experience in transit operations ranging from bus, paratransit and street car (rail) experience with medium and large size transit agencies. Mr. Stringer will serve well with LYNX with his vast amount of experience in transit to improve operations efficiency as well as developing staff to take on more challenging responsibilities. Mr. Stringer's resume is attached for further review.

Additionally, the CEO presents Ms. Tiffany Homler for confirmation as LYNX' newest Chief Administrative Officer (COA). Ms. Homler is currently employed by LYNX as the Director of Governmental Affairs and previously served as the Director of Planning and Development. She is well versed in the federal and state major investment requirements; transit scheduling and service design; and coordination with local, state and federal governments. Along with this selection the External Affairs department will be moved under the Planning and Development department and that would result in the eliminating of the Chief External Affairs position. Ms. Homler's resume is attached.

The decision to merge the three functional areas of Government Relation, Planning and Communications came with a lot of consideration on how to minimize administrative positions and costs to ensure there is sufficient funding for the creation of positions in Safety, Training and

## LYNX Board Agenda

Street Supervision functions. All of which are crucial to improving service delivery and reducing costs.

Both of the above referenced executive positions went through a nationwide search.

**THOMAS E. STRINGER, JR.**

**12337 WYNNFIELD LAKES DRIVE #1733**

**JACKSONVILLE, FL 32246**

**Email: [stringer864@aol.com](mailto:stringer864@aol.com) Phone: (980) 406-4449**

**Position Objective: Transportation Chief Executive Officer/General Manager**

**Profile:** Accomplished and results driven transportation professional with progressively responsible leadership experience in fixed route operations, planning and scheduling, maintenance, para transit, human resources, and organizational development. Proven results in operations and financial management, labor-management relations, and transit service delivery.

**Professional Experience:**

***03/16- 9/16- Southwest Ohio Regional Transit Authority, Cincinnati, OH - Senior VP/Chief Operating Officer***

- Provided immediate cost updates related to capital and operating expenditures for annual transportation budget. Leadership and direction of fixed route, paratransit, streetcar operations, maintenance, fleet and facilities, and planning/scheduling departments. Developed transit operations key performance indicators and goals, and prepared weekly performance updates and evaluations of operations metrics. Lead maintenance department core objectives in fleet and facility improvements.
- Successfully led the procurement and implementation of mobile ticketing initiative and collaborated on the successful integration of streetcar and fixed route operations.
- Provided executive level support and direction for the daily tracking of performance measures. Provided technical assistance to staff regarding operations and capital budgets. Created operations strategic initiatives and trained leadership staff in technical workforce performance delivery and management processes.
- Successfully created and implemented operations plan related to the start-up of streetcar operations. Lead department teams to ensure responsive support for planning, service development, and marketing of streetcar operations. Worked with the city and county officials regarding regional transit services.
- Responsible for leadership in creating operational policies, employee operating rulebook, and providing leadership and direction of labor-management relations. Thorough knowledge of FTA guidelines and policies.

***03/14-11/15- Jacksonville Transportation Authority, Jacksonville, FL - Senior Manager, Service Delivery***

- Provided leadership, direction, and overall management of the JTA fixed route transportation services. Responsible for managing and leading a team of transportation professionals in service delivery to include operations management, schedule and new system route planning. Managed an annual operating budget consisting of 91.2 million dollars. Reduced operating costs by 3.4 million dollars due to strategic staff scheduling and creative run cutting. Responsible for directing labor management and staff development. Prepared annual capital budgets and managed financial performance for fixed route operations. Developed ADA operations plan.
- Successfully managed the implementation of JTA's automatic vehicle location technology and real time passenger implementation project at the operational level. As part of a collaborative team recommended route restructuring to the planning department, and advised team regarding the appropriate service frequency.
- Ensured that JTA operations provides customer-centric transit operations to include all aspects of bus service reliability-equipment, operating conditions and system connectivity for seamless customer travel. Provided schedule modifications and adjustments based upon internal and external customer feedback. Partnered with the maintenance department to manage service delivery.
- Directed staff in strategic initiatives for positive communication between operations and maintenance.

***05/11-12/13- Keolis Transit America, Regional Vice President and GM - Ft. Lauderdale, FL; Naples, FL***

- Provided leadership, direction, and overall management of over twenty-five fixed route and paratransit contracts in south Florida and Richmond, VA. Implemented process improvements to scheduling, labor management, and collaborating with clients to refine service delivery. Responsible for budget preparation and management, cost accounting and NTD reporting. Success in financial performance and relationship management. Portfolio included over 150 million dollars in operating contracts. Successfully managed multi region operations.
- Served as the General Manager for Miami area trolley operations while serving as Regional Vice President. Provided support to all levels of the organization as required. Negotiated labor agreements and managed labor relations for contracts in region. Trained staff on ADA requirements and TSI safety programs.
- Developed fiscal year detailed annual operating and capital budgets. Provided monthly financial and performance plan updates to corporate office. Provided cost savings strategies for contracts and worked to effectively negotiate rate adjustments in support of profitable contract operations.

***01/08- 05/11 MV Transportation, Inc., Regional Vice President and General Manager - Operations, Charlotte, NC***

- Provided leadership, direction, and overall management of ten (10) divisional units in three (3) states. Travelled extensively to assist divisions in meeting transportation objectives, and effective client relationships.
- Managed and led teams with new service start-ups. Provided human resources support services, and mentored developing managers in all aspects of Fixed Route and Para-transit, and community shuttle operations.
- Collaborated with public agency clients to ensure that contractual commitments were honored. Assisted clients with capital project requests to advance transportation solutions.
- Evaluated and made recommendations for process improvements in maintenance, operations, and planning.

***08/03 –01/08 CATS-Charlotte Area Transit System- McDonald Transit Associates, Inc. Charlotte, NC  
Vice - President, and Director of Bus Transportation-Bus Operations Division***

- Updated cost estimates for fiscal year and future capital budget items. Established operational efficiencies and run cutting/scheduling modifications designed to minimize excessive labor costs using HASTUS.
- Served on Southeastern Piedmont Regional Grievance Board and facilitated labor management hearings.
- Successfully reduced unscheduled overtime and quantified savings estimated at \$275,000.00 in operations assignments. Implemented new extra board policies by working collaboratively with the labor organization.
- Successfully negotiated two labor agreements resulting in work modifications and significant operational savings. Major concessions included work rules, revisions in reporting and attendance policies, and established the foundation for cooperative labor-management relations.
- Implemented a leadership development curriculum for superintendents, field supervisors, dispatchers, and AVL managers. Trained bus operators in effective customer relations within a culture of “safety first”.
- Provided recommendations to client regarding design of LYNX light rail station facilities, bus coordination plans, new bus operating facility staffing levels, and renovations to existing bus operations facility.
- Directed staff in strategic initiatives for positive communication between operations and maintenance sections.

***1/01 – 08/03 - VOTRAN- Volusia Transit Management Inc. / McDonald Transit Associates, Inc. Daytona Beach, FL  
Assistant General Manager of Operations and Maintenance***

- Improved Para transit operating efficiencies by achieving on-time performance goal of 96% and higher and fixed route on-time performance indicators at 97%. Facilitated the transition to Trapeze Para transit scheduling.
- Represented VOTRAN at County Council/Board meetings regarding transportation related agenda items. Interacted with community stakeholders and partners at public forums and meetings.
- Prepared annual operating plans for Fixed Route, Para transit and maintenance departments.
- Served as the principle Transit Emergency Operations Control Manager in coordination with Volusia County Emergency Management Plan. Coordinated bus emergency operations during Amtrak derailment in 2002.
- Coordinated NASCAR Daytona Park and Ride shuttle and special event bus operations.
- Ensured staff compliance with terms and conditions of labor agreement. Managed discipline and grievance processes. All cases resolved prior to arbitration. Served as the chief negotiator during contract negotiations.

***1/98-1/01- Metropolitan Atlanta Rapid Transit Authority Atlanta, GA  
Superintendent, Bus Transportation - Department of Operations***

- Employed, supervised, and directed performance of twenty-two subordinate supervisors engaged in dispatching, communications, and road supervisory functions.
- Assisted in preparing and managing under general direction, a division annual operating budget of 21.2 million dollars.
- Conducted and reviewed bus accident investigations. Recommended appropriate corrective action. Facilitated the coordination of bus and rail “bridge” movements during operational emergencies.
- Supervised and managed over 450 full and part time transit bus operators at one of four Authority bus-operating facilities, and administered the ATU labor agreement and participated in grievance and arbitration proceedings.
- Developed an eight-week training curriculum in all aspects of first line leadership, service delivery and transit dispatch operations for newly appointed dispatchers.

***1/92-1/98- Metropolitan Atlanta Rapid Transit Authority Atlanta, GA  
Bus Operator and Dispatcher, Bus Transportation - Department of Operations***

- Operated transit bus safely, and on schedule with attention to customer service delivery. Served as a division dispatcher in addition to bus operator responsibilities. Identified cost saving measures in bus operator scheduling and assignment of duties. Minimized excessive overtime, and ensured that all work was filled in accordance with the labor agreement.
- Participated in labor-management joint operations committee designed to foster collaborative labor management relations and ensure that leadership and operations team members worked constructively to meet the system’s key performance goals.

***1/88-1/91- Montgomery County Government-Ride On Transit System, Silver Spring, MD  
Bus Operator – Division of Transit Services***

- Operated transit bus over assigned routes in suburban Washington, DC. Worked closely with transit service coordinators in filling open runs, and accepted extra assignments as requested. Ensured on-time schedule adherence with attention to interlined routes. Worked closely with supervision to ensure that transit service met customer expectations.

**Education:**

***Howard University, Washington, DC Bachelor of Arts Degree Sociology and Economics, May, 1989  
North Carolina State University, Raleigh, NC Certification in Transportation Leadership, Spring, 2004***

# Tiffany L. Homler

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## Profile

Public administration professional with 20 years of experience in government affairs, economic development, land use planning and transit operations. Comprehensive knowledge of state, federal and Central Florida's political, planning, legislative and regulatory processes. Creative organizational development skills.

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## Experience

**Central Florida Regional Transit Authority – LYNX, Orlando, FL** February 2015 to Present

### Director of Government Affairs

- Monitor legislation for impacts to LYNX operations
- Develop legislative priorities for the agency
- Secured \$1 million legislative appropriation request for operating funds in 2016
- Ensured LYNX governance structure was maintained during 2016 session
- Assist in communications for the agency
- Chair of Florida Public Transportation Association Government Affairs Subcommittee

**Osceola County, Kissimmee, FL**

### Economic/Government Affairs

November 2013 to February 2015

- Lead Osceola County's state and federal legislative efforts and manage contract lobbyists
- Work directly with County Commissioners and executive team on all intergovernmental matters
- Coordinate with all County departments on issues that may impact Osceola County
- Responsible for representing Osceola County interests on legislative priorities at the regional level (Metro Orlando Economic Development Commission, Metroplan Orlando, Central Florida Partnership)
- Advocate Osceola County positions to state legislative delegation
- Recruit members of the legislative delegation to sponsor proposed changes to Florida Statutes
- Work with regional agencies to secure economic development incentives for Osceola County
- Coordinate the county involvement in state and national associations, public interest groups and chambers of commerce
- Participate in the local lobbying group known as OLE (Osceola Legislative Effort) to prioritize issues affecting all governmental bodies in Osceola County
- Prepare interlocal agreements for entities receiving funding from Osceola County and review Memorandums/Letters of Understanding between Osceola County and other regional partners
- Appointed as the Osceola County Board of County Commissioners representative to the Early Learning Coalition

### Principal Planner

December 2008 to November 2013

- Acted as legislative affairs coordinator through 2013 legislative session
- Responsible for countywide transportation planning and policy strategies in Osceola County
- Opened first LYNX satellite operations base that will save Osceola County \$600,000 per year
- Secured approximately \$8.2 million in transportation grants for Osceola County
- Obtained an additional 50 ARRA funded shelters for Osceola County
- Worked with local, county and state legislative priorities and form effective political strategies and help set County state and federal priorities
- Represented Osceola County on transportation issues at local and regional agencies
- Identified public/private partnerships opportunities for funding of transportation initiatives
- Engaged in negotiations with FDOT, City of Orlando and four counties regarding Central Florida commuter rail project
- Developed staff of the first ever Transportation Planning division within the County

**Tindale-Oliver & Associates**, Orlando, FL

November 2005 to November 2007

**Senior Project Manager**

- Managed the first Locally Coordinated Transportation Plan in Florida to be submitted to FTA
- Presented projects at industry association forums and participated on discussion panels
- Develop and manage strategic relationships with community and business leaders

**Central Florida Regional Transit Authority – LYNX**, Orlando, FL

May 2001 to April 2005

**Deputy Director of Planning**

- Extensive coordination with state, local and county elected officials and regional agencies including District 5 FDOT Secretary.
- Responsible for the construction and opening of the iconic LYNX Central Station on time and under budget
- Developed communications training program at transit agency
- Led service planning division through 3 bid changes annually and saved over \$3 million in operational cost through interlining
- Directed strategic planning division and responsible for development and submittal of the Transit Development Plan (TDP)
- Chamber relations team-member charged with developing strategic relationships with community and business leaders.

**Osceola County**, Kissimmee, FL

April 2000 to April 2001

**Planner**

- Liaison to regional transportation agencies
- Coordinated public involvement meetings to ensure maximum exposure including web access and press releases
- Reviewed development plans submitted to Osceola County to maintain consistency with the County's long range planning vision and make recommendations to the County Commission
- Met with developers to guide the development of projects
- Work with County Attorney on land development issues including drafting policies and resolutions

**Land Planning Group**, Mt. Dora, FL

May 1998 to April 2000

**Planner**

- This position was a multi-faceted position in a small planning firm. Essential function was to act as planner to several small cities in Lake County handling routine planning and development items
- Assisted in the creation of a Community Redevelopment Association district
- Lead planner for 8,000 acre comprehensive plan amendment for Palm Coast Holdings in Flagler County ultimately approved by DCA

**Cypress Real Estate**, Altamonte Springs, FL

November 1997 to May 1998

**Planner**

- Prepared site analysis on potential locations for cell phone towers
- Prepared and submitted applications to various jurisdictions across the United States

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## Education

### UNIVERSITY OF CENTRAL FLORIDA

Master of Arts in Communication – 2005

Bachelor of Arts in Public Administration – 1997

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## Community Involvement

Community Hope Center - Board Member

Early Learning Coalition of Osceola County

Orange County League of Women Voters

Frederick Leadership Initiative

Habitat for Humanity

Myregion.org

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## References

Available upon request



**Consent Agenda Item #7.E. iii**

**To: LYNX Board of Directors**

**From: Douglas Robinson**  
DIRECTOR OF PLAN & DEVELOP  
**Jeffrey Reine**  
(Technical Contact)  
**Douglas Robinson**  
(Technical Contact)

**Phone: 407.841.2279 ext: 6078**

**Item Name: Miscellaneous**  
**Authorization to Negotiate and Amend the Interlocal Agreement between LYNX and the City of Orlando for the Parramore BRT Project**

**Date: 1/26/2017**

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**ACTION REQUESTED:**

Staff is requesting the Board of Directors’ authorization for the Chief Executive Officer (CEO) or designee to negotiate and amend the existing Inter-Local Agreement between LYNX and the City of Orlando to add additional funds for the payment of services to the City of Orlando Public Works Department for services related to the Parramore Bus Rapid Transit Project

In addition, staff is requesting authorization for the CEO or designee to amend the FY2017 Capital Budget in the amount of \$100,000 accordingly.

**BACKGROUND:**

As part of the Parramore Bus Rapid Transit Project, the City of Orlando has been providing construction engineering and inspection services (CEI) since the project’s inception. The City of Orlando Transportation Department has previously provided the required funding for these services as a pass-through to LYNX to pay the associated invoices for work performed by the City of Orlando Public Works Department. Given that the Parramore BRT project has been delayed, additional funding has been requested for services already rendered and future services to be performed. A copy of amended inter-local agreement is attached. The table below details the associated costs by staff title.

Parramore BRT project - Supplemental Cost Estimate				
<b>Project Manager</b>				
	Est. hours	Rate		
2016				
October-December	250	\$ 110.00		\$ 27,500.00
2017				
January-March	160	\$ 110.00		\$ 17,600.00
<b>Construction Manager</b>				
	Est. hours	Rate		
2016				
October-December	120	\$ 95.00		\$ 11,400.00
2017				
January-March	80	\$ 95.00		\$ 7,600.00
<b>Field Representative</b>				
	Est. hours	Rate		
2016				
October-December	325	\$ 75.00		\$ 24,375.00
2017				
January-March	90	\$ 75.00		\$ 6,750.00
GRAND TOTAL				<b>\$ 95,225.00</b>

**FISCAL IMPACT:**

LYNX staff included \$2,398,827 in the FY2017 Capital Budget for the Parramore Project, of which approximately \$99,935 was for CEI services. The City of Orlando has funding in the amount of \$100,000 for the additional CEI activities needed to support the Parramore Project. Approval is subject to Commission approval on January 23, 2017. Upon approval, LYNX staff will amend the FY2017 Adopted Capital Budget, accordingly.

**FIRST AMENDMENT TO**

**INTERLOCAL AGREEMENT**

(Pursuant to the Florida Interlocal Cooperation Act of 1969, Part I, Chapter 163, Florida Statutes)

By and between

**City of Orlando, Florida,**

and

**Central Florida Regional Transportation Authority (d/b/a LYNX)**

**Relating to**

**Design and Construction Management Services, including Construction and Engineering Inspection (CEI) Services for Construction of the Creative Village Moving Parramore Forward (BRT) Project**

\_\_\_\_\_, 2017

Orlando City Council

Regular Meeting of \_\_\_\_\_, \_\_\_\_\_, 2017

Central Florida Regional Transportation Authority Governing Board

Regular Meeting of \_\_\_\_\_, \_\_\_\_\_, 2017

THIS DOCUMENT PREPARED BY:

**Roy Payne, Esq.**  
Fla. Bar No.773311  
Chief Assistant City Attorney  
City of Orlando  
Orlando City Hall  
400 S. Orange Ave.  
Orlando, Florida 32801  
(407) 246-3483

**Patrick T. Christiansen, Esq.**  
Fla. Bar No. 0146230  
General Counsel  
Akerman Senterfitt  
CNL Tower II, Suite 1200  
420 S. Orange Ave.  
Orlando, Florida 32801  
(407) 419-8545

**THIS FIRST AMENDMENT TO INTERLOCAL AGREEMENT** (“Amendment”), made in the City of Orlando, County of Orange, State of Florida, this \_\_\_\_\_ day of \_\_\_\_\_, 2017, is made and entered into by and between the **CITY OF ORLANDO, FLORIDA**, a Florida municipal corporation duly created, organized, and existing under, and by virtue of, the laws of the State of Florida, and having its principal place of business at Orlando City Hall, 400 S. Orange Ave., Orlando, Florida 32801 (the “**City**”), and the **CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY, d/b/a LYNX**, a Florida body politic and corporate, duly created, organized, and existing under, and by virtue of, Part II, Chapter 343, Florida Statutes, and having its principal place of business at Lynx Central Station, 455 N. Garland Ave., Orlando, Florida 32801 (the “**Authority**”).

**WITNESSETH**

**WHEREAS**, as provided by Article VIII, section 2(b) of the Constitution of the State of Florida, and section 166.021(1), Florida Statutes, the **City**, a Florida municipal corporation, enjoys all governmental, corporate, and proprietary powers necessary to conduct municipal government, perform municipal functions, and render municipal services, and may exercise any power for municipal purposes, except as expressly prohibited by law; and

**WHEREAS**, the **Authority** was created and established by Part II, Chapter 343, Florida Statutes, for the purpose of governing and operating a public transportation system and public transportation facilities in Seminole, Orange, and Osceola Counties, and may exercise all powers necessary, appurtenant, convenient, or incidental to the carrying out of said purpose; and

**WHEREAS**, this Agreement is made and entered into by the **City**, and the **Authority** pursuant to the Florida Interlocal Cooperation Act of 1969, Part I, Chapter 163, Florida Statutes, the purpose of which is “to permit local governmental units to make the most efficient use of their powers by enabling them to cooperate with other localities on a basis of mutual advantage and thereby to provide services and facilities in a manner and pursuant to forms of governmental organization that will accord best with geographic, economic, population, and other factors influencing the needs and development of local communities”; and

**WHEREAS**, the City has created a Downtown Orlando Transportation Plan to evaluate existing facilities, projects, future demand and identify future transportation enhancements, and which makes specific recommendations based on the analysis of streets, transit, parking, Intelligent Transportation Systems (ITS), traffic signalization, transportation demand management, freight, land use, and the bicycle and pedestrian network; and

**WHEREAS**, pursuant to the Downtown Orlando Transportation Plan, the expansion of the LYMMO network is a key component of the future multi-modal transportation system to mitigate congestion in Downtown Orlando; and

**WHEREAS**, pursuant to that certain Interlocal Agreement, dated June 8, 2009 (the “Interlocal Agreement”), the Authority contracted for the performance of a LYMMO expansion alternatives analysis study (the “AA Study”), the purpose of which is to provide data and analysis related to existing and future travel demand, trip patterns, modal preferences, and

transportation needs within the Downtown Orlando, Florida area in order to improve the LYMMO network; and

**WHEREAS**, the Parties desire to increase the “not to exceed” amount for reimbursement purposes by One Hundred Thousand Dollars (\$100,000.00), and

**WHEREAS**, pursuant to that certain Amended and Restated Interlocal Agreement, dated August 15, 2011, (the “Amended Interlocal Agreement”), the Authority has contracted for the performance of the Parramore BRT Project, as defined below, the purpose of which is to accomplish the design, engineering and construction of a bus rapid transit (BRT) extension of the LYMMO system to serve the Parramore community west of I-4 and the Creative Village; and

**WHEREAS**, pursuant to that certain Interlocal Agreement, dated January 23, 2012 (the “Original Interlocal Agreement”), the **City** and **Authority** agreed that the City would provide the Authority with design and construction management services in connection with the construction of the Parramore BRT Project, including construction and engineering inspection (CEI) services (“**CEI Services**”) and the Authority would reimburse the City for such services in an amount not to exceed Four Hundred Ninety Eight Thousand One Hundred Eight Dollars (\$498,108.00); and

**WHEREAS**, the Parties desire to increase the reimbursement amount by One Hundred Thousand Dollars (\$100,000.00), and

**WHEREAS**, the City Council of the City of Orlando, Florida, hereby finds and declares that this Agreement promotes a valid and important public purpose and is in the best interest of the public health, safety, and welfare of the citizens of the City of Orlando.

**NOW, THEREFORE**, in consideration of the promises and covenants contained herein, and other good and valuable consideration, each to the other provided, the receipt and sufficiency of which is hereby acknowledged, the **City** and the **Authority** agree as follows:

1. **Recitals.** The foregoing recitals are true and correct and are hereby incorporated into and made a part of this Agreement as if fully set forth hereinafter.

2. **Amendment.** Section 4(c) of the Original Interlocal Agreement is hereby amended to read as follows:

**“4. Project CEI Expenses.**

(c) Notwithstanding anything to the contrary set forth herein, the Authority shall not be required to reimburse the City for CEI Expenses pursuant to Section 4(a) in excess of **Five Hundred Ninety Eight Thousand One Hundred Eight Dollars (\$598,108.00)** (the “**Not to Exceed Amount**”). If at any time the Authority or the City believes that the City’s cost to perform CEI Services related to the Project will exceed said amount, then the Authority or the City shall notify the other party of such belief and the City and the Authority shall discuss whether or not and

to what extent, if any, (i) the Authority will provide additional monies to fund the performance of the City's CEI Services and/or (ii) to what extent the scope of the City's CEI Services should be reduced. Should the Authority and the City fail to reach an agreement, then either party may terminate this Agreement by delivering to the other party written notice of its desire to terminate this Agreement. In such an event, this Agreement shall be terminated on the date which is 30 days following the receipt of the notice of termination (or such later date as specified in such notice). All costs incurred by City under this Agreement prior to the date of termination shall be paid by Authority as provided in this Section 4."

3. **Severability.** The invalidity or unenforceability of any term or provision of this Amendment or the non-applicability of any such term or provision to any person or circumstance shall not impair or affect the remainder of this Amendment, and the remaining terms and provisions hereof shall not be invalidated but shall remain in full force and effect but shall be construed as if such invalid, unenforceable, or non-applicable provisions were omitted.

4. **Entire Agreement.** This Amendment represents the entire understanding and agreement between the parties with respect to the subject matter hereof. None of the terms and provisions hereof may be amended, supplemented, waived or changed orally, but only by a writing signed by each of the parties hereto.

5. **Rules of Construction.** Whenever used herein, the singular number shall include the plural, the plural shall include the singular, and the use of any gender shall include all genders.

6. **Amendment Execution. Use of Counterpart Signature Pages.** This Amendment may be executed in any number of counterparts, each of which when so executed and delivered, shall be an original; but such counterparts shall together constitute but one and the same instrument.

7. **Full Force And Effect Of Interlocal Agreement.** Except as Section 5.3 and Section 6(b) of the Interlocal Agreement are specifically amended herein, and except as the definitions of Parramore BRT Grant, Parramore BRT Project and Parramore BRT Local Match are amended herein, all other terms and provisions of the Interlocal Agreement remain valid, effective and in full force.

**IN WITNESS WHEREOF**, the **City** and the **Authority** and the **CRA** have duly and lawfully approved this Agreement and have authorized its execution and delivery by their respective officers, who have set their hands and had their seals affixed below, all as of the date first written hereinabove.

**SIGNATURES START NEXT PAGE**

**SIGNATURE PAGE BY CITY**

FOR THE CITY OF ORLANDO, FLORIDA, a  
Florida municipal corporation:

\_\_\_\_\_  
Mayor / Mayor Pro Tempore

ATTEST, BY THE CLERK OF THE  
CITY COUNCIL OF THE CITY OF  
ORLANDO, FLORIDA:

\_\_\_\_\_  
Interim City Clerk

\_\_\_\_\_  
Date

APPROVED AS TO FORM AND LEGALITY  
FOR THE USE AND RELIANCE OF THE  
CITY OF ORLANDO, FLORIDA:

\_\_\_\_\_  
Chief Assistant City Attorney

\_\_\_\_\_  
Date

**SIGNATURE PAGE BY AUTHORITY**

**FOR THE CENTRAL FLORIDA REGIONAL  
TRANSPORTATION AUTHORITY, a Florida  
statutory agency:**

By: \_\_\_\_\_  
Edward L. Johnson., Chief Executive Officer

ATTEST:

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

This Agreement is approved as to form only for execution by the Authority, and this approval is not to be relied upon by any other person or for any other purpose.

**AKERMAN SENTERFITT**

\_\_\_\_\_  
Name: Patrick T. Christiansen  
Title: Shareholder



**SIGNATURE PAGE BY CRA**

**COMMUNITY REDEVELOPMENT  
AGENCY OF THE CITY OF ORLANDO,  
FLORIDA**

By: \_\_\_\_\_  
Buddy Dyer, as its Chairman

ATTEST:

By: \_\_\_\_\_  
Thomas Chatmon, as its Executive Director

STATE OF FLORIDA  
COUNTY OF ORANGE

The foregoing instrument was acknowledged before me this \_\_\_\_ day of \_\_\_\_\_, 2017, by Buddy Dyer and Thomas Chatmon, Chairman and Executive Director, respectively, of the Community Redevelopment Agency of the City of Orlando, Florida, They are personally known to me or have produced valid Florida drivers' licenses as identification.

(SEAL)

\_\_\_\_\_  
Printed/Typed Name: \_\_\_\_\_  
Notary Public-State of Florida  
Commission Number:

Consent Agenda Item #7.E. iv

**To:** LYNX Board of Directors

**From:** David Dees  
DIRECTOR OF RISK MANAGEMENT  
Cynthia Kuffel  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6127

**Item Name:** Miscellaneous  
Authorization to Extend Great American Pollution Liability Policy  
#PEL184961405 to 4/1/2017

**Date:** 1/26/2017

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**ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to increase the policy premium in the amount of \$7,112 and extend the expiration date for the Great American Pollution Liability Policy # PEL184961405 to 4/1/2017.

**BACKGROUND:**

LYNX is currently insured by Great American E&S Insurance Company (carrier) for Premises environmental Liability Insurance. At staff's request, the carrier has extended the policy expiration date to 4/1/2017 to establish consistency in policy renewal dates. The premium rate has remained flat for this policy extension from December to April 1<sup>st</sup>. The requested extension premium of \$7,112.00 is based upon the identical rate as the prior year's December 2015-2016 policy.

**FISCAL IMPACT:**

LYNX staff included \$514,831 in the FY2017 Adopted Operating Budget for these services. The estimated FY2016 expenses are \$504,461.

Consent Agenda Item #7.E. v

**To:** LYNX Board of Directors

**From:** Douglas Robinson  
DIRECTOR OF PLAN & DEVELOP  
MYLES OKEEFE  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6078

**Item Name:** Miscellaneous  
**Authorization for the Chief Executive Officer (CEO) or Designee to Increase the Task Work Order Amount with Jacobs Engineering (Contract #16-C06) for Continued Development of the Mobility Management Framework Transition.**

**Date:** 1/26/2017

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**ACTION REQUESTED:**

Board authorization to allow CEO or designee to increase task work order with Jacobs Engineering (Contract #16-C06) in the amount of \$72,800 for continued development of the mobility management framework transition. This is Phase 3 of a three-phase effort to transition ACCESSLYNX and NeighborLink services to a new operations contractor under a mobility manager framework. The total amount of Phase 1, 2 and 3 is estimated at \$208,076.

**BACKGROUND:**

In September 2016, using the Architectural and Engineering Services Contract (#16-C06), LYNX issued a task order to Jacobs Engineering to assist in developing a mobility manager broker framework including; developing a Concept of Operations, and defining roles and responsibilities of LYNX and new operations contractor under mobility manager operating concept.

In October 2016, LYNX modified the task work order to authorize a Phase 2 effort that included continuance of defining the mobility manager structure and service concept. Phase 2 also allowed continued development of roles and responsibilities of LYNX staff and new operations contractor as well as procurement support for paratransit and NeighborLink operations contractor.

**FISCAL IMPACT:**

LYNX staff will review the FY2017 Adopted Operating Budget to find savings to fund Phase 3 of this task.

Consent Agenda Item #7.E. vi

**To:** LYNX Board of Directors

**From:** Douglas Robinson  
DIRECTOR OF PLAN & DEVELOP  
Douglas Robinson  
(Technical Contact)  
Jeffrey Reine  
(Technical Contact)

**Presented By:** Douglas Robinson, Interim Director of Planning & Development

**Phone:** 407.841.2279 ext: 6078

**Item Name:** Miscellaneous  
Authorization to Increase the "Not to Exceed" Amount of Contract #16-C06 with Jacobs Engineering, Inc., #16-C07 with Kimley Horn and Associates, Inc., and #16-C08 with WSP-Parsons Brinckerhoff in the Aggregate Amount of \$1,980,947 for General Architectural and Engineering Consulting Services for FY2017.

**Date:** 1/26/2017

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**ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to increase the annual Not-to-Exceed (NTE) amount of the Contract for Architectural and Engineering Consulting Services from \$400,000 to \$2,048,463 for projects in FY2017.

**BACKGROUND:**

In April 2016, LYNX Board of Directors authorized the Chief Executive Officer to execute Contract #16-C06 to Jacobs Engineering, Contract #16-C07 to Kimley-Horn and Associates, Inc., and Contract #16-C08 to WSP Parsons Brinckerhoff each for Architectural and Engineering Consultant Services. Task orders will be negotiated and issued for work to be performed. The selection of the three contractors was through a competitive Request for Proposal (RFP) process. This RFP provides staff with flexibility to engage qualified consultants to complete architectural and engineering tasks. The initial Contract term is for three (3) years with two (2) one-year options subject to annual funding availability. The subject contracts contain an annual "Not-to-Exceed" amount of \$400,000 in the aggregate per contract year, with the total Contract NTE amount of \$1,200,000.

While originally these contracts were to be used primarily by Planning & Development Department staff, functionally, these contracts are shared among several departments including but not limited to Planning & Development, Risk Management, and Operations. This will allow staff to move forward with a number of projects in a timely manner. Projects include bus shelters, Pine Hills Transfer Center, Five-year Capital Improvement Program, Superstop improvements, and a Bus Stop Improvement Program.

**FISCAL IMPACT:**

LYNX staff included \$464,876 in the FY2017 Adopted Operating Budget and \$1,390,000 in the FY2017 Adopted Capital budget for the following except for the Mobility Management Phase 3 effort and the Transportation Disadvantaged (TD) Voucher Program development, which requires a budget transfer or amendment:

FY 2016-17 Not To Exceed Limit for General Architectural and Engineering Consulting Services Contracts (GEC)								
Description	Dept.	Grant/Local	Operating/Capital	FY2016 Budget	Professional Services			
					FY2017 Budget	Transfers	Proposed Budget Amendment	Proposed Not-To-Exceed Limit
Engineering and Permitting for New Bus Shelters	60-60	Grant	Capital		650,000	(300,000)		350,000
Bus Stop Improvement Plan	60-60	Grant	Operating		200,000			200,000
Five-Year Capital Improvement Program	60-60	Grant	Operating		200,000			200,000
Florida Mall Superstop	60-60	Grant	Capital			150,000		150,000
Rosemont Superstop	60-60	Grant	Capital			150,000		150,000
Pine Hills Bus Transfer Center - Design	60-60	Grant	Capital		450,000			450,000
Mobility Management (Phase 1-3)	60-60		Operating	70,400	64,876	72,800		208,076
Transportation Disadvantaged Voucher Program	70-74	Grant	Operating				50,387	50,387
Security Cameras	70-84	Grant	Capital		290,000			290,000
<b>Total</b>					<b>1,854,876</b>	<b>72,800</b>	<b>50,387</b>	<b>2,048,463</b>

**Consent Agenda Item #7.E. vii**

**To:** LYNX Board of Directors

**From:** **Juan Battle**  
DIR OF TRANSPORTATION & MAINT  
**Juan Battle**  
(Technical Contact)  
**Blanche Sherman**  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6161

**Item Name:** **Miscellaneous**  
**Authorization to Extend Contract with Mears Transportation for Service Delivery on LYNX 208 Route for an Additional Six (6) Weeks from Sand Lake SunRail to LYNX's Kissimmee Intermodal Station**

**Date:** 1/26/2017

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**ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to extend Contract with Mears Transportation for service delivery of the LYNX 208 Route from Sand Lake SunRail Station to LYNX's Kissimmee Intermodal Station for a period of approximately six (6) weeks until the new bid starts on April 23, 2017 and increase the not to exceed amount to \$1,377,310.

**BACKGROUND:**

Florida Department of Transportation (FDOT) contacted LYNX to provide a feeder service from the Sand Lake SunRail station to the Kissimmee Intermodal Station to mirror the proposed phase 2 of the SunRail expansion. LYNX developed an express route to accommodate the request; Link 208. This route travels from Sand Lake SunRail station to LYNX Kissimmee Intermodal Station making only one additional stop before reaching the end of the line. The service was launched in May of 2014 operated by Mears Destination Services.

From the inception of Link 208, the ridership has increased from 425 trips during the first full month of service to 912 trips during the month of January 2015. LYNX has increased outreach to Kissimmee employers over the last few months and with feedback for proposed schedule adjustments, it is believed that these changes will draw additional riders.

# LYNX Board Agenda

## **FISCAL IMPACT:**

LYNX staff included \$491,693 in the FY2017 Adopted Operating Budget for Link 208 with funding of \$193,055 from FDOT.

Consent Agenda Item #7.E. viii

**To:** LYNX Board of Directors

**From:** **Douglas Robinson**  
DIRECTOR OF PLAN & DEVELOP  
**Belinda Balleras**  
(Technical Contact)  
**Timothy May**  
(Technical Contact)  
**Kasia Castro**  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6078

**Item Name:** **Authorization to Award Projects Solicited for the Enhanced Mobility of Seniors and Individuals with Disabilities Section 5310 Urbanized Orlando & Kissimmee Program and to Execute Sub-Recipient Agreements with Awarded Agencies**

**Date:** 1/26/2017

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**ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to extend sub-recipient awards to selected Human Services Agency projects and to enter into sub-recipient agreements with the selected applicants for Section 5310 funding, a Federal Transit Administration (FTA) program for the Enhanced Mobility of Seniors and Individuals with Disabilities.

This authorization also includes the transfer of three retired vans and paratransit vehicles to Quest, a Section 5310 provider of services. This transfer is contingent upon any FTA required authorization.

**BACKGROUND:**

LYNX is the designated recipient of Section 5310 program funds for the Urbanized Orlando and Kissimmee areas. LYNX received Board authorization on September 22, 2016 to solicit human services agency projects for the Urbanized Orlando and Kissimmee Section 5310 Program funds.

A LYNX 5310 Grant Workshop was conducted on October 11, 2016 and October 31, 2016; each interested applicant was required to coordinate projects with Access LYNX as the Community Transportation Coordinator (CTC). Project proposals were due December 2, 2016 and evaluated by a multi-disciplinary team from the Florida Department of Transportation, Metroplan Orlando and Access LYNX.



**APPLICATION EVALUATION:**

Four proposals were received for operating projects and vehicles. The 5310 Evaluation Committee, consisting of Maria Numpe (Access LYNX), Jo Santiago (Florida Department of Transportation), and Elizabeth Whitton (Metroplan Orlando) reviewed the submitted projects.

Proposals were prioritized and notices of intent to award were issued on December 23, 2016. These projects will support the travel needs of the elderly and individuals with disabilities in the LYNX service area, targeted to provide cost-effective transportation options beyond paratransit and supporting regional transportation coordination while reducing resource demands on Access LYNX.

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

<u>Sub-Recipient</u>	<u>Amount</u>
1. Meals on Wheels	\$ 45,000
2. Osceola Council on Aging, Inc.	\$ 30,000
	=====
Total	\$ 75,000

Sub-recipients will provide the 50% local match under the Section 5310 grant program for operating projects.

Capital award for Section 5310 operation will be a transfer of retired paratransit and vanpool vehicles, if available and subsequent approval by LYNX’ Board with FTA concurrence. Life Concepts, d/b/a Quest has requested three (3) retired vehicles for Section 5310 operations, to be transferred from a pool of retired paratransit and vanpool vehicles.

**FISCAL IMPACT:**

LYNX staff included \$525,780 in the FY2017 Adopted Operating Budget for section 5310 sub-recipient agency expenses.

Consent Agenda Item #7.E. ix

**To:** LYNX Board of Directors

**From:** Edward Johnson  
CHIEF EXECUTIVE OFFICER  
Douglas Robinson  
(Technical Contact)  
Belinda Balleras  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6017

**Item Name:** Miscellaneous  
Authorizing Resolution for Federal Transit Administration Financial Assistance

**Date:** 1/26/2017

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**ACTION REQUESTED:**

Staff is requesting the Board of Director’s authorization to approve CFRTA Resolution #17-001, authorizing the Chief Executive Officer (CEO) to execute all annual recurring Certifications and Assurances to the Federal Transit Administration (FTA).

**BACKGROUND:**

LYNX is a Federal Transit Administration grant recipient. Before the FTA may award federal assistance for public transportation in the form of a federal grant or cooperative agreement, certain pre-award Certifications and Assurances are required. FTA’s financial assistance imposes certain obligation upon LYNX, which are in part included in the Certifications and Assurances, Master Agreements and others that FTA determines necessary for the continuation of funding assistance.

Annually, on a recurring basis, the FTA publishes the fiscal year Certifications & Assurances which are applicable to open projects and new projects requested for funding assistance in the applicable fiscal year. LYNX Administrative Rule 2 authorizes the CEO to take “all reasonable actions to carry out a particular course of action approved by the Board”.

This board authorization seeks to re-affirm the LYNX CEO’s authorization to execute the FTA’s Certifications and Assurances, on an annual basis, without additional further board authorization.

**FISCAL IMPACT:**

There is no fiscal impact.

**AUTHORIZING RESOLUTION  
CFRTA RESOLUTION #17-001**

**A RESOLUTION OF THE CENTRAL FLORIDA REGIONAL TRANSPORTATION  
AUTHORITY, AUTHORIZING THE CHIEF EXECUTIVE OFFICER (CEO) TO  
EXECUTE THE ANNUAL RECURRING CERTIFICATIONS AND ASSURANCES TO  
THE FEDERAL TRANSIT ADMINISTRATION (FTA) FOR GRANTS OR  
COOPERATIVE AGREEMENTS FOR FEDERAL FINANCIAL ASSISTANCE**

**WHEREAS**, this is a resolution of the GOVERNING BOARD of the Central Florida Regional Transportation Authority (hereinafter BOARD), which hereby authorizes the signing and submission of the LYNX Certifications and Assurances, on an annual recurring basis, to the Federal Transit Administration, an operating administration of the United States Department of Transportation, for federal transportation assistance authorized by 49 U.S.C. Chapter 53; title 23, United States Code, or other federal statutes administered by the Federal Transit Administration;

**WHEREAS**, the LYNX Administrative Rule 2 adopted on September 25, 2014 authorizes the Chief Executive Officer to take all reasonable actions to carry out a particular course of action, approved by the Board;

**WHEREAS**, the Federal Transit Administrator has been delegated authority to award federal financial assistance for a transportation project;

**WHEREAS**, the grants or cooperative agreements for federal financial assistance will impose certain obligations upon LYNX, and these obligations require the submission of Certifications and Assurances prior to FTA's award of financial assistance;

**WHEREAS**, the Central Florida Regional Transportation Authority has or will provide all annual recurring Certifications and Assurances to the Federal Transit Administration, required for all federally funded projects;

**NOW, THEREFORE, BE IT RESOLVED BY THE GOVERNING BOARD** of the Central Florida Regional Transportation Authority, d/b/a LYNX that:

1. The Chief Executive Officer is authorized to execute and file applications for federal assistance on behalf of LYNX with the Federal Transit Administration for federal assistance authorized by 49 U.S.C. Chapter 53, title 23, United States Code, or other federal statutes authorizing a project administered by the Federal Transit Administration.
2. The Chief Executive Officer is authorized to execute and file with its applications the annual certifications and assurances and other documents the Federal Transportation Administration requires before awarding a federal assistance grant or cooperative agreement.

3. The Chief Executive Officer is authorized to execute grant and cooperative agreements with the Federal Transit Administration on behalf of the Central Florida Regional Transportation Authority.
4. That the above authorizations shall be continuing in nature until revoked by the Chairman of the Governing Board.

**CERTIFICATION OF THE ADOPTION OF RESOLUTION #17-001 APPROVING A RESOLUTION OF THE CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY, AUTHORIZING THE CHIEF EXECUTIVE OFFICER (CEO) TO EXECUTE THE ANNUAL RECURRING CERTIFICATIONS AND ASSURANCES TO THE FEDERAL TRANSIT ADMINISTRATION (FTA) FOR GRANTS OR COOPERATIVE AGREEMENTS FOR FEDERAL FINANCIAL ASSISTANCE**

**APPROVED AND ADOPTED** this 26<sup>th</sup> day of January, 2017 by the Governing Board of Directors of the Central Florida Regional Transportation Authority.

CENTRAL FLORIDA REGIONAL  
TRANSPORTATION AUTHORITY

By: Governing Board

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Chairman

The undersigned duly qualified Assistant Secretary, acting on behalf of the Governing Board, certifies that the foregoing is a true and correct copy of a resolution adopted at a legally convened meeting of the Governing Board held on January 26<sup>th</sup>, 2017.

ATTEST:

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Assistant Secretary

Consent Agenda Item #7.E. x

**To:** LYNX Board of Directors

**From:** **Juan Battle**  
DIR OF TRANSPORTATION & MAINT  
**Juan Battle**  
(Technical Contact)  
**Timothy May**  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6161

**Item Name:** Authorization to Amend the FY2017 Operating Budget for Project Administration of the Transportation Disadvantaged (TD) Voucher Program

**Date:** 1/26/2017

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**ACTION REQUESTED:**

Staff is requesting Board of Directors authorization for the Chief Executive Officer (CEO) or designee to amend the FY2017 Operating Budget in the amount of \$50,387 for the project administration for the Transportation Disadvantaged Voucher Program. These services will be 100% grant funded.

**BACKGROUND:**

LYNX is in the process of migrating to a mobility management service type allowing greater flexibility for passenger trips through integration of private contractors for more cost efficient service delivery. To achieve improved service delivery at a lower cost, various tools will need to be employed including: upgraded technology, increased coordination with external providers, revised policies and procedures, customer education, and staff training. The project to be developed provides LYNX support services as part of a new mobility management service delivery model, but independent of the schedule of implementation under existing mobility management tasks. This process will be funded by a federal grant, and added to the appropriate budget for implementation.

Throughout this process all federal, state, and local regulations will be adhered to. The policies and procedures identified for delivery under this task include the following:

- Passenger scheduling and dispatching, including ADA and TD
- Voucher program
- LYNX TNC /taxicab trip selection
- Assistance with procurement of taxicab/TNC provider(s)
- LYNX staff training and resource needs assessment, post-pilot implementation

**FISCAL IMPACT:**

Upon Board approval, LYNX staff will amend the FY2017 Adopted Operating Budget by \$50,387 for these services.

**Action Agenda Item #8.A**

**To:** LYNX Board of Directors

**From:** Edward Johnson  
CHIEF EXECUTIVE OFFICER  
Desna Hunte  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6017

**Item Name:** Authorization for the Chief Executive Officer (CEO) or designee to submit the (Draft) 2017- 2019 LYNX' Title VI Program Plan Update to the Federal Transit Administration (FTA) for their review and initiate the public participation process.

**Date:** 1/26/2017

---

**ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to submit the (Draft) LYNX' 2017- 2019 Title VI Program Plan Update to the Federal Transit Administration (FTA) for their review and initiate the public participation process.

**BACKGROUND**

The Federal Transit Administration (FTA) approved the LYNX Title VI Program Plan for 2014-2016 with an expiration date of May 31, 2017. This update has been prepared Pursuant to Title VI of the civil Rights Act of 1964, and revised FTA Circular 4702.1B, "Title VI for Federal Transit Administration Recipients". Also this update summarizes LYNX' transit service provisions since the last program update and in accordance with the revisions to the Circular.

FTA Circular 47602.1B specifically requires LYNX Board of Directors review of and adoption of the service standards and monitoring contained in the Title VI Program. The draft 2017-2019 Title VI Program and its contents will be presented to the public utilizing media sources and posting throughout LYNX service area for review and comment. The full record of public comments from meetings held will be included in the Title VI Program Plan.

When final concurrence is received from the FTA, a final copy of the LYNX 2017-2019 Title VI Program Plan Update, as well as the letter of compliance will be supplied to the Board of Directors in compact disk (CD) format.

**FISCAL IMPACT**

LYNX is required to submit a Board approved Title VI Program every three (3) years to be in compliance with Federal Transit Administration regulations and eligible for FTA grant awards. LYNX' 2017 Adopted Operating and Capital Budgets are comprised of \$17,098,651 and \$72,285,020, respectively in federal funds.



**Action Agenda Item #8.B**

**To:** LYNX Board of Directors

**From:** Tiffany Homler  
DIRECTOR OF GOVT AFFAIRS  
Tiffany Homler  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6064

**Item Name:** 2017 LYNX Legislative Priorities

**Date:** 1/26/2017

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**ACTION REQUESTED:**

Staff is requesting the Board of Directors' approval of the 2017 LYNX Legislative Priorities for the State of Florida's 2017 legislative session.

**BACKGROUND:**

Each year the LYNX Board of Directors designates legislative initiatives for the agency and authorizes the Director of Government Affairs to work with legislators and the LYNX lobby team to pass those initiatives.

For the 2016 legislative session, the LYNX Board of Directors approved three priorities. They are listed below with the results:

- LYNX supports additional funding for the impacts of the I-4 Ultimate Construction on its transit operations.  
**Result:** *LYNX secured \$1 million in operations funding.*
- The LYNX Board supports a study to outline issues and opportunities associated with the integration of bus and rail in its service area along with funding scenarios and opposed a governance structure change.  
**Result:** *No changes to the LYNX governance structure or operations (privatization).*
- The LYNX Board supports clarifying language to facilitate the transfer of confidential video records in order to assist law enforcement in furtherance of their official duties without cumbersome confidentiality agreements.  
**Result:** *Supported the clarifying language proposed by the Florida Sheriffs Association and adopted in statute.*

The proposed 2017 LYNX Legislative Priorities are attached.

## **LYNX 2017 Legislative Priorities**

### **Facilities Expansion**

#### ***LYNX Operations Center***

LYNX has expanded its fleet over the past several years and has reached capacity at the main LYNX Operations Center (LOC). The LOC was designed in 2001/2002 to be the operating base for 200 buses. The LYNX fleet is now at 308 buses with 263 housed at LOC and 45 at the temporary Osceola Satellite Facility in Kissimmee.

#### ***Osceola and Seminole Operations Base***

Because of the growth in the region, the bus fleet expansion to support that growth, and bus expansion to support SunRail services, LYNX has identified a need for additional operations base to accommodate that growth. The funds requested would purchase property and initiate design for those operations bases.

### **Clarify LYNX Borrowing Ability**

Currently LYNX is authorized to issue revenue bonds and “to borrow money in a principal amount not to exceed \$10 million in any calendar year to refinance all or part of the costs or obligations of the authority ....” The language limits the ability of LYNX to incur debt for a financing structure that would allow the completion of infrastructure projects. LYNX proposes adding clarifying language in statute to allow for “finance and/or refinance” (see Attachment A).

## **LYNX 2017 Legislative Support Positions**

Support equitable funding and formula revisions for disbursements from the Transportation Disadvantaged trust fund for urban transit systems such as LYNX.

Support the continuation of the rebate program for compressed natural gas (CNG). This program is scheduled to sunset in at the end of FY18. LYNX has received \$388,377.00 from the program in 2016.

LYNX will support the efforts of our partner agencies that further the mission of LYNX and are not in direct conflict with LYNX.

## Attachment A

Amend 343.64(2)(q), F.S., to read:

(q) Notwithstanding s. 343.65, to borrow money in a principal amount not to exceed \$10 million in any calendar year to finance and/or refinance all or part of the costs or obligations of the authority, including, but not limited to, obligations of the authority as a lessee under a lease-

DRAFT

**Action Agenda Item #8.C**

**To:** LYNX Board of Directors

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

**Phone:** 407.841.2279 ext: 6017

**Item Name:** Election of LYNX' Board of Directors Officers

**Date:** 1/26/2017

---

**ACTION REQUESTED:**

Mr. Pat Christiansen will lead the Board of Directors in the election of officers for Calendar Year 2017. The three officer positions include Chair, Vice Chair and Secretary.

**Information Item A: Notification of Settlement Agreement**

**To:** LYNX Board of Directors

**From:** David Dees  
 DIRECTOR OF RISK MANAGEMENT  
 David Dees  
 (Technical Contact)  
 Cynthia Kuffel  
 (Technical Contact)

**Phone:** 407.841.2279 ext: 6127

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

**Date:** 1/26/2017

LYNX General Liability Settlements October 1, 2016 through, 2016

Claimant	Date of Incident	Short Description	Settlement Amount	Date Paid
Joel Munoz (WC)	3/10/2015	Employee Incident	\$2,000.00	11/3/2016
Joel Munoz and Scott Sternberg, P.A. (WC)	3/10/2015	Employee Incident	\$2,000.00	11/3/2016
Daniel Ortiz (WC)	11/6/2015	Employee Incident	\$8,250.00	11/3/2016
Allstate a/s/o Lombardi Dental	11/24/2015	Bus Struck MV	\$932.89	11/14/2016
Florida Mobility Linnus Tramel	9/9/2016	Bus Struck MV	\$1,600.00	11/14/2016
Mackenzie Jacoby	9/17/2016	Bus Struck MV	\$2,592.54	11/28/2016
Gary Piper	10/27/2011	Bus Struck MV	\$8,500.00	11/28/2016
Kenya Glover & Negroni Law Group	3/16/2015	Bus Struck MV	\$6,500.00	12/2/2016

# LYNX Board Agenda

Melody Rosa & Kianne Soto	3/22/2016	Bus Struck MV	\$399.75	12/6/2016
Angelica Castro	10/14/2016	Bus Struck MV	\$548.49	12/6/2016
GEICO – Katherine Montoya	12/27/2015	Bus Struck MV	\$1,219.01	12/9/2016
Cabot Jaffee – Hiday Ricke, P.A. a/s/o Allstate	4/1/2014	Bus Struck MV	\$18,898.40	12/9/2016
Mireya Renn	11/8/2016	Bus Struck MV	\$2,009.40	12/16/2016
Jason Parrish	4/30/2016	Bus Struck MV	\$956.08	12/16/2016
Joel Levine	11/4/2016	Bus Struck MV	\$1,564.56	12/16/2016
Shirrel Lynch	3/16/2015	Bus Struck MV	\$250.00	12/16/2016
Sara McPhail	7/26/2016	Bus Struck MV	\$1,431.47	12/16/2016
Timothy Gallagher	11/27/2015	Employee Incident	\$7,500.00	12/16/2016
Adalzira Diez	10/5/2016	Bus Struck MV	\$1,412.62	12/9/2016
Adam Kyle c/o Marissa Dorestt	10/24/20106	Bus Struck MV	\$118.94	12/9/2016

**Information Item B: Parramore BRT Project Update**

**To:** LYNX Board of Directors

**From:** Douglas Robinson  
DIRECTOR OF PLAN & DEVELOP  
Jeffrey Reine  
(Technical Contact)  
Douglas Robinson  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6078

**Item Name:** Parramore BRT Project Update

**Date:** 1/26/2017

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**Background**

LYNX and Balfour Beatty Construction, LLC (BBC) entered into Contract No. 14-C26 for the construction of the Parramore (Lime Line) Bus Rapid Transit (BRT) Project on February 24, 2015 and Notice to Proceed (NTP) for construction was given March 26, 2015. In May 2016, the Guaranteed Maximum Price (GMP) for the contract was amended to \$12,383,067. The total LYMMO Parramore BRT project budget includes contingency of \$1,083,918.

This contract is separated into three discrete sub-projects as follows:

- Project A: Bus Rapid Transit (BRT) Lime Line: BBC was awarded a GMP of \$11,444,021. The total project contingency for the BRT construction is \$1,030,198.
- Project B: Environmental Remediation: BBC was awarded a GMP of \$587,459. The total project contingency for the environmental remediation effort is \$53,720.
- Project C: Excavation of Unsuitable Materials: The City of Orlando has approved the use of \$327,912. Negotiations with BBC are ongoing regarding additional General Conditions requested by the contractor in the amount of \$90,527.

**Project A Lime Line Construction Change Orders**

The following table represents the change orders previously authorized by the LYNX Board of Directors for the Parramore BRT project:

Change Order #	Description – Parramore BRT Project	Amount
1	City of Orlando Permitting Fees	\$ 241,000
2	I-4 Ultimate Project – Deductive	(243,385)
3	Depression in soil – Livingston Street Right-of-way (Delete)	-
4	I-4 Ultimate Project – Professional Services*	17,218
5	Soft Utility Deduct for Time Warner & AT&T	(50,777)
6	UCF Sanitary Sewer Stub out*	4,290
7	OUC Added Electrical Scope*	39,155
8	Sidewalk Blending	1042
9	Salvage and Palletize Brick Pavers *	41,992
10	Davis Bacon Wages Adjustment	70,897
11	Cutting & Patching at Asphalt Islands	970
12	Contractor Fee on Permit	14,460
13	Pole Sign and Bracket Sign	15,901
14	HDPE Pipe Change to Elliptical Pipe*	2,880
15	UCF Additions Plan Revisions No. 3*	6,747
16	Removal of 16” Abandoned Gas Line	1,706
17	Totem Hardware/Electronics*	22,633
18	Cardno Additional Post Design Professional Services*	101,557
19	Existing Lighting Repairs*	10,115
20	Tree Trimming	2,310
21	Existing Mast Arm Removal*	7,272
22	Existing Water Main/Fire Main at Bob Carr*	75,548
23	Added Sidewalk at Hughey Station*	3754
24	Lower Existing Irrigation at Bentley*	-
25	Drill and Tap Bolts at Shelters*	3,790
26	Metal Tree frames	45,000
27	Relocate existing irrigation at Bob Carr*	14,042
28	Sanitary Sewer	3541
29	Adjustments to Bob Carr Irrigation Tie in and addition of Irrigation lines*	13,162*
<b>Total Proposed BRT Project Changes</b>		<b>\$ 466,820</b>

\*Represents Added Scope Changes and an increase to the GMP.

The following change orders have been added or modified since the September Board meeting and are summarized below:

- **Change Order #29 Add Additional Irrigation at Bob Carr**

This change order is necessary to add irrigation to a ten foot section of sod and trees that runs from the north corner of Hughey and then runs west approximately 300 feet. The submitted costs for this change order are \$13,161.35. This is an addition in the scope and as such will come out of owner contingency.

After this change, the net value of all change orders is \$466,820 with a net remaining contingency of \$563,378.



## LYNX Board Agenda

In addition to the above Balfour Beatty specific change orders, LYNX also issued a deductive change order for AECOM PO # 1301810 Parramore BRT Oversight to add additional dollars to PO # 1500594 in the amount of a cost not to exceed of \$14,000 to allow for the requisite asphalt and concrete testing to continue through the new project end date of November 4, 2016.

As this was accomplished through a deductive change order process it does not affect the project contingency or the GMP for the project.

**Information Item C: LYNX' EEO Program (FTA)**

**To:** LYNX Board of Directors

**From:** Edward Johnson  
CHIEF EXECUTIVE OFFICER  
Desna Hunte  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6017

**Item Name:** LYNX' EEO Program (FTA)

**Date:** 1/26/2017

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**LYNX' EEO Program (FTA)**

The Federal Transit Administration has reviewed and provided concurrence for LYNX' Equal Employment Opportunity (EEO) Program for 2015-2018 submitted to the FTA. This submission is required pursuant to Title VI of the Civil Rights Act of 1964; Title 49, Chapter 53, Section 5332 of the United States Code; and the Federal Transit Administration's (FTA) Circular 4704.1, "Equal Employment Opportunity Program Guidelines for Grant Recipients," dated July 26, 1988. This EEO Program have been reviewed and was determined that it meets the requirements set out in the FTA's EEO Circular 4704.1.

The program is valid until April 2019. Any major changes prior to the expiration date will require a submittal update to the FTA.

# PROGRAM OVERVIEW

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## PROGRAM OVERVIEW

Title VI/LYNX

FTA CIRCULAR 4702.1B

# What Is Title VI

- Title VI is a federal statute that provides that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.

# What is the Purpose for Title VI

- Title VI prohibits recipients of Federal Financial Assistance, states, local governments, Transit providers from discriminating on the basis of race, color, or national origin in their programs or activities and it obligates federal funding agencies to enforce compliance.

# What is the Title VI's application

- Title VI is a federal law that applies to recipients and sub-recipients that receive federal financial assistance.

# What does Title VI Require of Recipients?

- Under Title VI, the U.S. Department of Transportation (DOT) has the responsibility to provide oversight of recipients and to enforce compliance with Title VI to ensure that recipients do not use DOT funds to subsidize discrimination based on race, color or national origin.
- FTA requires that all direct and primary recipient's document their compliance to the FTA regional civil rights office once every three years on a date determined by the FTA or as otherwise directed.
- For all recipients the Title VI Program must be approved by the recipient's board of director's or appropriate governing entity or official(s).
- LYNX' 2017 Title VI Program will be submitted as a draft document to FTA pending the completion and analysis of the Origin and Destination Survey for approval and concurrence by the FTA Civil Rights Office.

# Specific Requirements – Part 1

- Notification to Beneficiaries
- Complaint Procedures
- Maintain record and report transit related Title VI Investigations, Complaints and Lawsuits
- Promote inclusive public participation
- Provide mindful access to Limited English speaking persons
- Minority representation on advisory boards



# Specific Requirements – Part 2

- Providing assistance to sub-recipients
- Monitoring sub-recipients
- Ensuring no adverse impact on low income and minority communities
- Requirement and guidelines for LYNX Route Service
- Setting system-wide service standards and policies

# QUESTIONS?

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# Thank You

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**Information Item D: Notification of Completion of Directed item**

**To:** LYNX Board of Directors

**From:** Albert Francis  
CHIEF FINANCIAL OFFICER  
Brian Anderson  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6058

**Item Name:** Notification of Completion of CFRTA Resolution 15-010 and 15-011

**Date:** 1/26/2017

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Staff requested the Board of Directors' authorization to adopt Board Resolutions #15-010, #15-011 and #15-012 to amend and restate the LYNX Defined Contribution Plan for BU (Bargaining Unit) Employees, and LYNX Money Purchase Plan.

LYNX Administrative Committees to the various pension plans are required from time to time to restate the various technical terms of the Plan's governing documents to maintain the tax qualified status of the Plans. No such restatement or amendment to the plan will change any benefits under the plan unless, and only to the extent, required for tax qualifications or required by other applicable law.

LYNX Administrative Committee has obtained favorable IRS Determination letters on both the LYNX Money Purchase Plan and the Defined Contribution Plan for Bargaining Unit Employees.

**CFRTA RESOLUTION NO. 15-010**

**RESOLUTION OF THE CENTRAL FLORIDA REGIONAL TRANSPORTATION  
AUTHORITY (d/b/a/ LYNX) TO AUTHORIZE AMENDMENT AND RESTATEMENT OF  
THE LYNX DEFINED CONTRIBUTION PLAN FOR BU EMPLOYEES**

**WHEREAS**, LYNX, as the sponsoring employer, previously established the LYNX Defined Contribution Plan for BU Employees, effective March 1, 2014 ("the Plan"); and

**WHEREAS**, LYNX has the right to amend the Plan at any time, provided that any such amendment that is specifically governed by the terms of the Collective Bargaining Agreement must be in compliance therewith; and

**WHEREAS**, from time to time it is necessary to amend and restate the technical terms of the Plan to maintain the tax-qualified status of the Plan; and

**WHEREAS**, LYNX wishes to authorize such amendment and restatement of the Plan as may be necessary to maintain the tax-qualified status of the Plan.

**NOW, THEREFORE, BE IT RESOLVED THAT:**

1. The Plan's Administrative Committee, with such assistance as it may require from LYNX Human Resources benefits personnel, is authorized and directed to amend and restate the technical terms of the Plan's governing documents as necessary to maintain the tax-qualified status of the Plan; provided, however, that any such amendment and restatement may not change the benefits provided under the Plan unless, and only to the extent, required for tax qualification or required by other applicable law.
2. The LYNX CEO is authorized and directed to execute the aforementioned amendment and restatement of the Plan's governing documents, for and on behalf of LYNX.
3. The Plan's Administrative Committee, with such assistance as it may require from LYNX Human Resources benefits personnel, is authorized and directed to submit the Plan to the Internal Revenue Service for a determination letter that the Plan is tax-qualified under Section 401(a) of the Internal Revenue Code of 1986, as amended.
4. The Chair of the Plan's Administrative Committee is authorized and directed to execute all other documents and forms, including but not limited to, the determination

letter application, to obtain a favorable determination letter from the Internal Revenue Service.

5. The Plan's Administrative Committee, with such assistance as it may require from LYNX Human Resources benefits personnel, is authorized to create and/or maintain such service provider arrangements as are necessary to obtain a favorable determination letter from the Internal Revenue Service, including but not limited to, arrangements with custodians, accountants, actuaries, attorneys, investment monitors, and other professionals.

6. The Plan's Administrative Committee and the Plan's Board of Trustees, with such assistance as they may require from LYNX Human Resources benefits personnel, are authorized and directed to take all such other action as they determine necessary or desirable to effectuate these resolutions.

7. Any and all actions heretofore or hereinafter taken by the Plan's Administrative Committee and/or by the Plan's Board of Trustees in connection with any and all of the matters addressed in these resolutions are hereby confirmed and ratified as properly authorized acts of LYNX.

**CFRTA RESOLUTION NO. 15-[INSERT]**

**RESOLUTION OF THE CENTRAL FLORIDA REGIONAL TRANSPORTATION  
AUTHORITY (d/b/a/ LYNX) TO AUTHORIZE AMENDMENT AND RESTATEMENT OF  
THE LYNX DEFINED CONTRIBUTION PLAN FOR BU EMPLOYEES**

**APPROVED AND ADOPTED** this 12th day of November, 2015 by the Governing Board of the  
Central Florida Regional Transportation Authority.

CENTRAL FLORIDA REGIONAL  
TRANSPORTATION AUTHORITY

By: Governing Board

\_\_\_\_\_  
Chairman

ATTEST:

\_\_\_\_\_  
Assistant Secretary

**CFRTA RESOLUTION NO. 15-011**

**RESOLUTION OF THE CENTRAL FLORIDA REGIONAL TRANSPORTATION  
AUTHORITY (d/b/a/ LYNX) TO AUTHORIZE AMENDMENT AND RESTATEMENT OF  
THE LYNX MONEY PURCHASE PLAN**

**WHEREAS**, LYNX, as the sponsoring employer, previously established the LYNX Money Purchase Plan, effective October 1, 1994, and thereafter amended such plan from time to time (as amended, "the Plan"); and

**WHEREAS**, LYNX has the right to further amend the Plan at any time; and

**WHEREAS**, from time to time it is necessary to amend and restate the technical terms of the Plan to maintain the tax-qualified status of the Plan; and

**WHEREAS**, LYNX wishes to authorize such amendment and restatement of the Plan as may be necessary to maintain the tax-qualified status of the Plan.

**NOW, THEREFORE, BE IT RESOLVED THAT:**

1. The Plan's Administrative Committee, with such assistance as it may require from LYNX Human Resources benefits personnel, is authorized and directed to amend and restate the technical terms of the Plan's governing documents as necessary to maintain the tax-qualified status of the Plan; provided, however, that any such amendment and restatement may not change the benefits provided under the Plan unless, and only to the extent, required for tax qualification or required by other applicable law.
2. The LYNX CEO is authorized and directed to execute the aforementioned amendment and restatement of the Plan's governing documents, for and on behalf of LYNX.
3. The Plan's Administrative Committee, with such assistance as it may require from LYNX Human Resources benefits personnel, is authorized and directed to submit the Plan to the Internal Revenue Service for a determination letter that the Plan is tax-qualified under Section 401(a) of the Internal Revenue Code of 1986, as amended.
4. The Chair of the Plan's Administrative Committee is authorized and directed to execute all other documents and forms, including but not limited to, the determination



letter application, to obtain a favorable determination letter from the Internal Revenue Service.

5. The Plan's Administrative Committee, with such assistance as it may require from LYNX Human Resources benefits personnel, is authorized to create and/or maintain such service provider arrangements as are necessary to obtain a favorable determination letter from the Internal Revenue Service, including but not limited to, arrangements with custodians, accountants, actuaries, attorneys, investment monitors, and other professionals.

6. The Plan's Administrative Committee and the Plan's Board of Trustees, with such assistance as they may require from LYNX Human Resources benefits personnel, are authorized and directed to take all such other action as they determine necessary or desirable to effectuate these resolutions.

7. Any and all actions heretofore or hereinafter taken by the Plan's Administrative Committee and/or by the Plan's Board of Trustees in connection with any and all of the matters addressed in these resolutions are hereby confirmed and ratified as properly authorized acts of LYNX.

**CFRTA RESOLUTION NO. 15-[INSERT]**

**RESOLUTION OF THE CENTRAL FLORIDA REGIONAL TRANSPORTATION  
AUTHORITY (d/b/a/ LYNX) TO AUTHORIZE AMENDMENT AND RESTATEMENT OF  
THE LYNX MONEY PURCHASE PLAN**

**APPROVED AND ADOPTED** this 12th day of November, 2015 by the Governing Board of the  
Central Florida Regional Transportation Authority.

CENTRAL FLORIDA REGIONAL  
TRANSPORTATION AUTHORITY

By: Governing Board

\_\_\_\_\_  
Chairman

ATTEST:

\_\_\_\_\_  
Assistant Secretary

INTERNAL REVENUE SERVICE  
P. O. BOX 2508  
CINCINNATI, OH 45201

DEPARTMENT OF THE TREASURY

Date: **DEC 01 2016**

CENTRAL FLORIDA REGIONAL  
TRANSPORTATION AUTHORITY  
C/O AKERMAN LLP  
CAROLYN M KERSHNER  
350 E LAS OLAS BLVD STE 1600  
FT LAUDERDALE, FL 33301

Employer Identification Number:  
59-1396396  
DLN:  
17007032144016  
Person to Contact:  
JOSEPH A CHICK ID# 31365  
Contact Telephone Number:  
(513) 263-4582  
Plan Name:  
LYNX DEFINED CONTRIBUTION PLAN FOR  
BU EMPLOYEES  
Plan Number: 005

Dear Applicant:

Based on the information you provided, we are issuing this favorable determination letter for your plan listed above. However, our favorable determination only applies to the status of your plan under the Internal Revenue Code and is not a determination on the effect of other federal or local statutes. To use this letter as proof of the plan's status, you must keep this letter, the application forms, and all correspondence with us about your application.

Your determination letter does not apply to any qualification changes that become effective, any guidance issued, or any statutes enacted after the dates specified in the Cumulative List of Changes in Plan Requirements (the Cumulative List) for the cycle you submitted your application under, unless the new item was identified in the Cumulative List.

Your plan's continued qualification in its present form will depend on its effect in operation (Section 1.401-1(b)(3) of the Income Tax Regulations). We may review the status of the plan in operation periodically.

You can find more information on favorable determination letters in Publication 794, Favorable Determination Letter, including:

- The significance and scope of reliance on this letter,
- The effect of any elective determination request in your application materials,
- The reporting requirements for qualified plans, and
- Examples of the effect of a plan's operation on its qualified status.

You can get a copy of Publication 794 by visiting our website at [www.irs.gov/formspubs](http://www.irs.gov/formspubs) or by calling 1-800-TAX-FORM (1-800-829-3676) to request a copy.

This letter considered the 2014 Cumulative List of Changes in Plan Qualification Requirements.

This determination letter applies to the plan adopted on 2/28/14.

Letter 5274





Department of the Treasury  
Internal Revenue Service

P.O. BOX 2508  
CINCINNATI OH 45201

In reply refer to: 9999999999  
Feb. 26, 2016 LTR 3336C S0  
59-1396396 000000 00 001  
00024790  
BODC: TE

CENTRAL FLORIDA REGIONAL  
TRANSPORTATION AUTHORITY  
DBA LYNX  
2500 LYNX LN  
ORLANDO FL 32804



022528

Employer Identification Number: 59-1396396  
Plan Number: 001  
Plan Name: LYNX MONEY PURCHASE PLAN  
  
Application Form: 5300  
Document Locator Number: 17007-032-12202-6  
User Fee Paid: \$2500.00  
For assistance, call: 1-877-829-5500

Dear Applicant,

**Acknowledgement of Your Request**

We received your application for a determination, notification, or advisory letter concerning the qualification of your plan and have assigned it the document locator number listed above. You should refer to this number in any communications with us concerning your application.

**What Happens Next?**

After data entry for your application is completed at the Processing Center in Covington, Kentucky, the application is sent to our Cincinnati office for review by one of our Employee Plans Specialists. Applications are processed in the order they are received.

Some applications are approved based on the information submitted. If this is the case, you will receive your favorable determination letter without further contact from us.

If additional information is required, or if other changes or plan amendments are needed, an Employee Plans Specialist will fax, telephone, or write you. The specialist may be from the Cincinnati office or from another office. You may typically expect to receive a determination letter after additional information and/or amendments are submitted. If we decide your plan is not qualified, we will discuss the findings with you. Furthermore, if an agreement cannot be reached, we will provide you with a complete explanation of your appeal rights.

CENTRAL FLORIDA REGIONAL  
TRANSPORTATION AUTHORITY  
DBA LYNX  
2500 LYNX LN  
ORLANDO FL 32804

**How Soon Will We Contact You?**

You may normally expect to hear from us within 145 days. In any event, by law we may not issue a determination letter until at least 60 days after receipt of your application. This allows interested parties a period of time to submit comments to the Internal Revenue Service.

If you have any questions about your application, you may call our toll free number at 1-877-829-5500 Monday through Friday. Please have your document locator number at hand so we may identify your application more quickly. If you prefer to write, please include a copy of this letter with your correspondence.

You can also visit the "Retirement Plans Community" web page at [www.irs.gov/ep](http://www.irs.gov/ep). Questions and answers of general interest are featured at this web site location.

Sincerely yours,



Karen D. Truss  
Director, EP Rulings & Agreement

**Monthly Report A: Monthly Financial Report**

**To:** LYNX Board of Directors

**From:** **Blanche Sherman**  
DIRECTOR OF FINANCE  
**CRAIG CHARRETTE**  
(Technical Contact)  
**Nancy Navarro**  
(Technical Contact)  
**Julie Caple**  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6100

**Item Name:** Monthly Financial Report

**Date:** 1/26/2017

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Please find attached the preliminary monthly financial report for the third month ending December 31, 2016. LYNX's Statement of Revenues, Expenses, and Changes in Net Assets (Operating Statement) for the third month ending December 31, 2016 reflect total revenue earned in the amount of \$30,384,441 and total expenses incurred in the amount of \$29,853,038 resulting in a net operating profit of \$531,404.

- Fixed route, Vanpool, and Neighbor Link services resulted in an operating profit of \$993,602 for the third month of the fiscal year.
- Paratransit services resulted in a loss of (\$462,192) for the third month of the fiscal year.

**Fixed Route Operations:**

The year-to-date Operating Revenues are 94% of the budgeted amount as of December 2016. Customer fares are 93% or (\$434,242) less than the budgeted amount year-to-date.

Advertising revenue is 65% of the amount budgeted for the month of December 2016. Advertising year-to-date is 23% lower or (\$137,091) than the budgeted amount; moreover, advertising is down on a national average, but the guaranteed revenue continues to be paid monthly. Actual revenues through December 31, 2016, for advertising on buses, shelters, and in-kind (trade) transactions are \$298,458, \$147,486 and \$0, respectively. Direct Media's staff continue to enhance LYNX' advertising program and to increase the advertising revenue stream. Direct Media's sales staff is actively seeking new clients and working with existing clients to offer an attractive and affordable advertising program.

In an attempt to stabilize fuel cost in the future, LYNX' staff entered into a fuel hedging arrangement with Merrill Lynch Commodities, Incorporated. During the month of December 2016, LYNX locked in one hundred percent (100%) of the total monthly purchases, resulting in the cap (LYNX locked) prices higher than the future (float) prices. At this time, LYNX is 99% or \$19,534 less than budget year-to-date. In the month of December LYNX paid an average price of \$1.74 (net) per gallon for diesel fuel and \$1.41 (net) per gallon for bio-diesel, plus fuel hedging losses which is lower than the budgeted price per gallon of \$2.24 (net). The national diesel fuel price for the month of December 2016 was \$2.17 (net).

LYNX' staff proactively seeks ways to maximize operational efficiencies and improve services. As a result, fixed route operating expenses for salaries are 9% or \$1,060,404 under budget, while fringe benefits are 4% or (\$263,240) over budget due to the Union sick time buy back; Respectively, both together remain \$797,164 under budget due to various vacancies as of December 31, 2016. Other materials and supplies expenses are 20% or \$389,071 under budget. Professional service expenses are 62% or \$955,203 under budget due to various planning projects that do not commence until later in the current fiscal year. Expenditures associated with other services, contract maintenance and other miscellaneous expenses are less than budget, with the exception of Taxes and Licensing. Collections for the fiscal year-end IRS Tax rebate in the third month of the fiscal year currently amounts to \$18,992 for CNG purchases.

**Paratransit Operations:**

Paratransit's operational loss for the year is currently (\$462,198). Purchased Transportation Services are 12% over budget or (\$449,742) over the budgeted amount. The year-to-date cost of unleaded fuel is 13% over budget or (\$54,031) for the third month of the new fiscal year. During the month of December 2016, LYNX locked in sixty six percent (66%) of the total monthly purchases, resulting in cap (LYNX locked) prices higher than the future (float) prices. The fuel is budgeted at a net price of \$2.37 (net) per gallon in the FY2017 budget. LYNX is currently paying \$1.64 (net) per gallon. The national unleaded fuel price for the month of December 2016 was \$2.03 (net). An analysis of year-to-date purchased transportation trips and costs is as follows:

ACCESS LYNX			
FY2017	Trips (Year-to-Date)	Blended Trip Rate	Costs
<b>Actual (with est.)</b>	<b>160,668</b>	<b>\$26.98</b>	<b>\$4,355,223</b>
<b>Budget (rounding)</b>	<b>132,624</b>	<b>\$29.45</b>	<b>\$3,905,481</b>
<b>Trips / Costs Over (Under) Budget</b>	<b>28,044</b>	<b>(\$2.47)</b>	<b>\$449,742</b>



**CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY**  
**STATEMENT OF REVENUES AND EXPENSES**  
**FOR THE MONTH OF DECEMBER 2016 AND THE THREE MONTHS ENDED DECEMBER 31, 2016**  
**(UNAUDITED)**

	Year to Date			Month of December		
	Budget	Actual	%	Budget	Actual	%
<b>OPERATING REVENUES</b>						
Customer Fares	\$ 6,541,884	6,150,275	94%	\$ 2,180,628	\$ 2,026,838	93%
Contract Services:						
Local Financial Assistance	3,583,383	3,650,518	102%	1,194,461	1,314,063	110%
Other Contractual Services	1,132,182	1,111,082		377,394	386,192	
Advertising	590,534	453,443	77%	196,845	128,822	65%
Other Operating Income	162,519	97,723	60%	54,173	27,550	51%
Total Operating Revenues	<u>12,010,502</u>	<u>11,463,041</u>	95%	<u>4,003,501</u>	<u>3,883,464</u>	97%
<b>NONOPERATING REVENUES</b>						
Operating assistance grants:						
State of Florida	2,568,433	2,535,689	99%	856,144	845,230	99%
Local	12,176,410	12,137,286	100%	4,058,803	4,399,030	108%
Planning and other assistance grants:						
Federal - Other	4,337,163	3,516,490	81%	1,445,721	1,213,813	84%
State of Florida - Other	795,138	573,993	72%	265,046	235,781	89%
Local Matching - Other	273,750	17	N/A	91,250	-	N/A
Interest Income	7,783	30,318	390%	2,594	19,360	746%
Gain / (Loss) on Sale of Assets	-	127,608	N/A	-	71,933	N/A
Total Nonoperating Revenues	<u>20,158,677</u>	<u>18,921,400</u>	94%	<u>6,719,559</u>	<u>6,785,147</u>	101%
Total Revenues	<u>32,169,179</u>	<u>30,384,441</u>	94%	<u>10,723,060</u>	<u>10,668,611</u>	99%
<b>OPERATING EXPENSES</b>						
Salaries and Wages	12,109,715	11,036,545	91%	4,036,572	3,720,633	92%
Fringe Benefits	6,880,353	7,155,832	104%	2,293,451	2,117,500	92%
Purchased Transportation Services	4,562,806	4,939,526	108%	1,520,935	1,790,299	118%
Fuel	2,332,489	2,366,986	101%	777,496	905,736	116%
Other Materials and Supplies	1,993,349	1,601,071	80%	664,450	520,547	78%
Professional Services	1,601,458	601,417	38%	533,819	272,743	51%
Other Services	1,542,408	1,034,624	67%	514,136	352,683	69%
Lease and Miscellaneous Expenses	334,175	319,978	96%	111,392	166,330	149%
Casualty and Liability Insurance	564,819	326,024	58%	188,273	111,158	59%
Utilities	368,770	281,308	76%	122,923	105,697	86%
Taxes and Licenses	109,211	162,341	149%	36,404	51,944	143%
Interest Expense	25,462	27,386	108%	8,487	9,129	108%
Total Operating Expenses	<u>32,425,015</u>	<u>29,853,038</u>	92%	<u>10,808,338</u>	<u>10,124,398</u>	94%
<b>OPERATING GAIN / (LOSS)</b>	<u>\$ (255,837)</u>	<u>\$ 531,404</u>	N/A	<u>\$ (85,279)</u>	<u>\$ 544,213</u>	N/A

**CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY**  
**FIXED-ROUTE, VANPOOL AND NEIGHORLINK SEGMENT**  
**STATEMENT OF REVENUES AND EXPENSES**  
**FOR THE MONTH OF DECEMBER 2016 AND THE THREE MONTHS ENDED DECEMBER 31, 2016**  
**(UNAUDITED)**

	Year to Date					
	<u>Budget</u>	<u>Actual</u>	<u>%</u>	<u>Budget</u>	<u>Actual</u>	<u>%</u>
<b>OPERATING REVENUES</b>						
Customer Fares	\$ 6,089,774	\$ 5,655,532	93%	\$ 2,029,925	\$ 1,861,717	92%
Contract Services:						
Local Financial Assistance	3,583,383	3,650,518	102%	1,194,461	1,314,063	110%
Other Contractual Services	66,179	41,463	N/A	22,060	29,652	N/A
Advertising	590,534	453,443	77%	196,845	128,822	65%
Other Operating Income	<u>162,519</u>	<u>97,723</u>	60%	<u>54,173</u>	<u>27,550</u>	51%
Total Operating Revenues	<u>10,492,389</u>	<u>9,898,679</u>	94%	<u>3,497,463</u>	<u>3,361,804</u>	96%
<b>NONOPERATING REVENUES</b>						
Operating assistance grants:						
Federal	-	-	N/A	-	-	
State of Florida	2,568,433	2,535,689	99%	856,144	845,230	99%
Local	9,810,586	9,810,587	100%	3,270,195	3,576,742	109%
Planning and other assistance grants:						
Federal - Other	3,428,142	2,750,499	80%	1,142,714	956,448	84%
State of Florida - Other	767,756	573,993	75%	255,919	235,781	92%
Local Matching - Other	273,750	17	N/A	91,250	-	N/A
Interest Income	7,783	30,318	390%	2,594	19,360	746%
Gain / (Loss) on the Sale of Assets	<u>-</u>	<u>127,608</u>	N/A	<u>-</u>	<u>71,933</u>	N/A
Total Nonoperating Revenues	<u>16,856,450</u>	<u>15,828,711</u>	94%	<u>5,618,817</u>	<u>5,705,493</u>	102%
Total Revenues	<u>27,348,838</u>	<u>25,727,389</u>	94%	<u>9,116,280</u>	<u>9,067,298</u>	99%
<b>OPERATING EXPENSES</b>						
Salaries and Wages	11,997,044	10,936,640	91%	3,999,015	3,687,544	92%
Fringe Benefits	6,808,312	7,071,552	104%	2,269,437	2,096,120	92%
Purchased Transportation Services	657,325	584,302	89%	219,108	206,955	94%
Fuel	1,913,076	1,893,542	99%	637,692	732,081	115%
Other Materials and Supplies	1,990,114	1,601,043	80%	663,371	520,519	78%
Professional Services	1,534,193	578,990	38%	511,398	265,806	52%
Other Services	1,477,538	976,353	66%	492,513	333,756	68%
Lease and Miscellaneous Expenses	332,200	319,889	96%	110,733	166,242	150%
Casualty and Liability Insurance	564,819	326,024	58%	188,273	111,158	59%
Utilities	358,753	278,197	78%	119,584	104,341	87%
Taxes and Licenses	91,238	139,869	153%	30,413	46,672	153%
Interest Expense	<u>25,462</u>	<u>27,386</u>	108%	<u>8,487</u>	<u>9,129</u>	108%
Total Operating Expenses	<u>27,750,076</u>	<u>24,733,788</u>	89%	<u>9,250,025</u>	<u>8,280,322</u>	90%
<b>OPERATING GAIN / (LOSS)</b>	<u>\$ (401,237)</u>	<u>\$ 993,602</u>	N/A	<u>\$ (133,746)</u>	<u>\$ 786,976</u>	N/A

**CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY  
PARATRANSIT SEGMENT  
STATEMENT OF REVENUES AND EXPENSES  
FOR THE MONTH OF DECEMBER 2016 AND THE THREE MONTHS ENDED DECEMBER 31, 2016  
(UNAUDITED)**

	Year to Date					
	Budget	Actual	%	Budget	Actual	%
<b>OPERATING REVENUES</b>						
Customer Fares	\$ 452,110	\$ 494,744	109%	\$ 150,703	\$ 165,120	110%
Contract Services:						
Local Financial Assistance	-	-	N/A	-	-	N/A
Other Contractual Services	1,066,003	1,069,619	100%	355,334	356,540	100%
Advertising	-	-	N/A	-	-	N/A
Other Operating Income	-	-	N/A	-	-	N/A
Total Operating Revenues	<u>1,518,113</u>	<u>1,564,363</u>	103%	<u>506,038</u>	<u>521,660</u>	103%
<b>NONOPERATING REVENUES</b>						
Operating assistance grants:						
Federal	-	-	N/A	-	-	N/A
State of Florida	-	-	N/A	-	-	N/A
Local	2,365,823	2,326,698	98%	788,608	822,288	104%
Planning and other assistance grants:						
Federal - Other	909,021	765,991	84%	303,007	257,365	85%
State of Florida - Other	27,383	-	N/A	9,128	-	N/A
Local Matching - Other	-	-	N/A	-	-	N/A
Interest Income	-	-	N/A	-	-	N/A
Gain / (Loss) on the Sale of Assets	-	-	N/A	-	-	N/A
Total Nonoperating Revenues	<u>3,302,227</u>	<u>3,092,689</u>	94%	<u>1,100,742</u>	<u>1,079,654</u>	98%
Total Revenues	<u>4,820,340</u>	<u>4,657,052</u>	97%	<u>1,606,780</u>	<u>1,601,313</u>	100%
<b>OPERATING EXPENSES</b>						
Salaries and Wages	112,672	99,905	89%	37,557	33,090	88%
Fringe Benefits	72,040	84,280	117%	24,013	21,380	89%
Purchased Transportation Services	3,905,481	4,355,223	112%	1,301,827	1,583,344	122%
Fuel	419,413	473,444	113%	139,804	173,654	124%
Other Materials and Supplies	3,235	28	1%	1,078	28	3%
Professional Services	67,265	22,428	33%	22,422	6,937	31%
Other Services	64,870	58,271	90%	21,623	18,927	88%
Lease and Miscellaneous Expenses	1,975	89	4%	658	89	13%
Casualty and Liability Insurance	-	-	N/A	-	-	N/A
Utilities	10,016	3,111	31%	3,339	1,356	41%
Taxes and Licenses	17,972	22,472	125%	5,991	5,272	88%
Interest Expense	-	-	N/A	-	-	N/A
Total Operating Expenses	<u>4,674,940</u>	<u>5,119,250</u>	110%	<u>1,558,313</u>	<u>1,844,077</u>	118%
<b>OPERATING GAIN / (LOSS)</b>	<u>\$ 145,401</u>	<u>\$ (462,198)</u>	N/A	<u>\$ 48,467</u>	<u>\$ (242,764)</u>	N/A

**Monthly Report B: Monthly Financial Report**

**To:** LYNX Board of Directors

**From:** **Blanche Sherman**  
DIRECTOR OF FINANCE  
**CRAIG CHARRETTE**  
(Technical Contact)  
**Nancy Navarro**  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6100

**Item Name:** Monthly Financial Report - November 30, 2016

**Date:** 1/26/2017

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Please find attached the preliminary monthly financial report for the second month ending November 30, 2016. LYNX' Statement of Revenues, Expenses, and Changes in Net Assets (Operating Statement) for the second month ending November 30, 2016 reflect total revenue earned in the amount of \$19,715,830 and total expenses incurred in the amount of \$19,728,640 resulting in a net operating loss of (\$12,810).

- Fixed route, Vanpool, and Neighbor Link services resulted in an operating profit of \$206,625 for the second month of the fiscal year.
- Paratransit services resulted in a loss of (\$219,435) for the second month of the fiscal year.

**Fixed Route Operations:**

The year-to-date Operating Revenues are 93% of the budgeted amount as of November 2016. Customer fares are 93% or (\$266,036) less than the budgeted amount year-to-date.

Advertising revenue is 82% of the amount budgeted for the month of November 2016. Advertising year-to-date is 18% lower or (\$69,067) than the budgeted amount; moreover, advertising is down on a national average, but the guaranteed revenue continues to be paid monthly. Actual revenues through November 30, 2016, for advertising on buses, shelters, and in-kind (trade) transactions are \$221,382, \$98,239 and \$0, respectively. Direct Media's staff continue to enhance LYNX' advertising program and to increase the advertising revenue stream. Direct Media's sales staff is actively seeking new clients and working with existing clients to offer an attractive and affordable advertising program.

In an attempt to stabilize fuel cost in the future, LYNX' staff entered into a fuel hedging arrangement with Merrill Lynch Commodities, Incorporated. During the month of November

2016, LYNX locked in ninety-seven percent (97%) of the total monthly purchases, resulting in the cap (LYNX locked) prices higher than the future (float) prices. At this time, LYNX is 91% or \$113,923 less than budget year-to-date. In the month of November LYNX paid an average price of \$1.56 (net) per gallon for diesel fuel and \$1.22 (net) per gallon for bio-diesel, plus fuel hedging losses which is lower than the budgeted price per gallon of \$2.24 (net). The national diesel fuel price for the month of November 2016 was \$2.10 (net).

LYNX' staff proactively seeks ways to maximize operational efficiencies and improve services. As a result, fixed route operating expenses for salaries are 9% or \$748,932 under budget, while fringe benefits are 10% or (\$436,558) over budget due to the Union sick time buy back; Respectively, both together remain \$ 312,374 under budget due to various vacancies as of November 30, 2016. Other materials and supplies expenses are 19% or \$246,219 under budget. Professional service expenses are 69% or \$709,612 under budget due to various planning projects that do not commence until later in the current fiscal year. Expenditures associated with other services, contract maintenance and other miscellaneous expenses are less than budget, with the exception of Taxes and Licensing. Collections for the fiscal year-end IRS Tax rebate in the second month of the fiscal year currently amounts to \$17,609 for CNG purchases.

**Paratransit Operations:**

Paratransit's operational loss for the year is currently (\$219,435). Purchased Transportation Services are 6% over budget or (\$168,226) over the budgeted amount. The year-to-date cost of unleaded fuel is 7% over budget or (\$20,181) for the second month of the new fiscal year. During the month of November 2016, LYNX locked in sixty three percent (63%) of the total monthly purchases, resulting in cap (LYNX locked) prices higher than the future (float) prices. The fuel is budgeted at a net price of \$2.37 (net) per gallon in the FY2017 budget. LYNX is currently paying \$1.31 (net) per gallon. The national unleaded fuel price for the month of November 2016 was \$1.96 (net). An analysis of year-to-date purchased transportation trips and costs is as follows:

<b>ACCESS LYNX</b>			
<b>FY2017</b>	<b>Trips (Year-to-Date)</b>	<b>Blended Trip Rate</b>	<b>Costs</b>
<b>Actual (with est.)</b>	<b>113,488</b>	<b>\$24.42</b>	<b>\$2,771,880</b>
<b>Budget (rounding)</b>	<b>88,416</b>	<b>\$29.45</b>	<b>\$2,603,654</b>
<b>Trips / Costs Over (Under) Budget</b>	<b>25,072</b>	<b>(\$5.03)</b>	<b>\$168,226</b>

**CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY**  
**STATEMENT OF REVENUES AND EXPENSES**  
**FOR THE MONTH OF NOVEMBER 2016 AND THE TWO MONTHS ENDED NOVEMBER 30, 2016**  
**(UNAUDITED)**

	Year to Date			Month of November		
	Budget	Actual	%	Budget	Actual	%
<b>OPERATING REVENUES</b>						
Customer Fares	\$ 4,361,256	4,123,438	95%	\$ 2,180,628	\$ 1,911,881	88%
Contract Services:						
Local Financial Assistance	2,388,922	2,336,455	98%	1,194,461	1,164,414	97%
Other Contractual Services	754,788	724,890		377,394	363,573	
Advertising	393,689	324,622	82%	196,845	181,114	92%
Other Operating Income	108,346	70,173	65%	54,173	45,626	84%
Total Operating Revenues	<u>8,007,001</u>	<u>7,579,577</u>	95%	<u>4,003,501</u>	<u>3,666,608</u>	92%
<b>NONOPERATING REVENUES</b>						
Operating assistance grants:						
State of Florida	1,712,289	1,690,459	99%	856,144	834,315	97%
Local	8,117,607	7,738,255	95%	4,058,803	3,869,128	95%
Planning and other assistance grants:						
Federal - Other	2,891,442	2,302,676	80%	1,445,721	1,162,110	80%
State of Florida - Other	530,092	338,212	64%	265,046	233,488	88%
Local Matching - Other	182,500	17	N/A	91,250	-	N/A
Interest Income	5,189	10,957	211%	2,594	1,170	45%
Gain / (Loss) on Sale of Assets	-	55,675	N/A	-	53,911	N/A
Total Nonoperating Revenues	<u>13,439,118</u>	<u>12,136,253</u>	90%	<u>6,719,559</u>	<u>6,154,121</u>	92%
Total Revenues	<u>21,446,119</u>	<u>19,715,830</u>	92%	<u>10,723,060</u>	<u>9,820,729</u>	92%
<b>OPERATING EXPENSES</b>						
Salaries and Wages	8,073,144	7,315,912	91%	4,036,572	3,529,946	87%
Fringe Benefits	4,586,902	5,038,333	110%	2,293,451	2,829,738	123%
Purchased Transportation Services	3,041,871	3,149,226	104%	1,520,935	1,572,527	103%
Fuel	1,554,993	1,461,250	94%	777,496	688,152	89%
Other Materials and Supplies	1,328,899	1,080,524	81%	664,450	597,960	90%
Professional Services	1,067,639	328,674	31%	533,819	227,531	43%
Other Services	1,028,272	681,941	66%	514,136	416,886	81%
Lease and Miscellaneous Expenses	222,783	153,648	69%	111,392	92,806	83%
Casualty and Liability Insurance	376,546	214,866	57%	188,273	125,477	67%
Utilities	245,847	175,611	71%	122,923	92,027	75%
Taxes and Licenses	72,807	110,397	152%	36,404	63,999	176%
Interest Expense	16,975	18,258	108%	8,487	9,129	108%
Total Operating Expenses	<u>21,616,677</u>	<u>19,728,640</u>	91%	<u>10,808,338</u>	<u>10,246,178</u>	95%
<b>OPERATING GAIN / (LOSS)</b>	<u>\$ (170,558)</u>	<u>\$ (12,810)</u>	N/A	<u>\$ (85,279)</u>	<u>\$ (425,449)</u>	N/A

**CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY  
FIXED-ROUTE, VANPOOL AND NEIGHORLINK SEGMENT  
STATEMENT OF REVENUES AND EXPENSES  
FOR THE MONTH OF NOVEMBER 2016 AND THE TWO MONTHS ENDED NOVEMBER 30, 2016  
(UNAUDITED)**

	Year to Date					
	<u>Budget</u>	<u>Actual</u>	<u>%</u>	<u>Budget</u>	<u>Actual</u>	<u>%</u>
<b>OPERATING REVENUES</b>						
Customer Fares	\$ 4,059,850	\$ 3,793,814	93%	\$ 2,029,925	\$ 1,752,377	86%
Contract Services:						
Local Financial Assistance	2,388,922	2,336,455	98%	1,194,461	1,164,414	97%
Other Contractual Services	44,119	11,811	N/A	22,060	7,033	N/A
Advertising	393,689	324,622	82%	196,845	181,114	92%
Other Operating Income	<u>108,346</u>	<u>70,173</u>	65%	<u>54,173</u>	<u>45,626</u>	84%
Total Operating Revenues	<u>6,994,926</u>	<u>6,536,874</u>	93%	<u>3,497,463</u>	<u>3,150,564</u>	90%
<b>NONOPERATING REVENUES</b>						
Operating assistance grants:						
Federal	-	-	N/A	-	-	
State of Florida	1,712,289	1,690,459	99%	856,144	834,315	97%
Local	6,540,391	6,233,845	95%	3,270,195	3,116,923	95%
Planning and other assistance grants:						
Federal - Other	2,285,428	1,794,051	78%	1,142,714	907,854	79%
State of Florida - Other	511,837	338,212	66%	255,919	233,488	91%
Local Matching - Other	182,500	17	N/A	91,250	-	N/A
Interest Income	5,189	10,957	211%	2,594	1,170	45%
Gain / (Loss) on the Sale of Assets	<u>-</u>	<u>55,675</u>	N/A	<u>-</u>	<u>53,911</u>	N/A
Total Nonoperating Revenues	<u>11,237,633</u>	<u>10,123,217</u>	90%	<u>5,618,817</u>	<u>5,147,660</u>	92%
Total Revenues	<u>18,232,559</u>	<u>16,660,092</u>	91%	<u>9,116,280</u>	<u>8,298,224</u>	91%
<b>OPERATING EXPENSES</b>						
Salaries and Wages	7,998,029	7,249,097	91%	3,999,015	3,499,103	87%
Fringe Benefits	4,538,875	4,975,433	110%	2,269,437	2,792,755	123%
Purchased Transportation Services	438,217	377,347	86%	219,108	186,644	85%
Fuel	1,275,384	1,161,461	91%	637,692	526,948	83%
Other Materials and Supplies	1,326,743	1,080,524	81%	663,371	597,960	90%
Professional Services	1,022,796	313,184	31%	511,398	218,684	43%
Other Services	985,025	642,597	65%	492,513	396,308	80%
Lease and Miscellaneous Expenses	221,467	153,648	69%	110,733	92,806	84%
Casualty and Liability Insurance	376,546	214,866	57%	188,273	125,477	67%
Utilities	239,169	173,856	73%	119,584	90,523	76%
Taxes and Licenses	60,825	93,197	153%	30,413	55,436	182%
Interest Expense	<u>16,975</u>	<u>18,258</u>	108%	<u>8,487</u>	<u>9,129</u>	108%
Total Operating Expenses	<u>18,500,050</u>	<u>16,453,467</u>	89%	<u>9,250,025</u>	<u>8,591,771</u>	93%
<b>OPERATING GAIN / (LOSS)</b>	<u>\$ (267,491)</u>	<u>\$ 206,625</u>	N/A	<u>\$ (133,746)</u>	<u>\$ (293,547)</u>	N/A

**CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY  
PARATRANSIT SEGMENT  
STATEMENT OF REVENUES AND EXPENSES  
FOR THE MONTH OF NOVEMBER 2016 AND THE TWO MONTHS ENDED NOVEMBER 30, 2016  
(UNAUDITED)**

	Year to Date					
	Budget	Actual	%	Budget	Actual	%
<b>OPERATING REVENUES</b>						
Customer Fares	\$ 301,407	\$ 329,624	109%	\$ 150,703	\$ 159,505	106%
Contract Services:						
Local Financial Assistance	-	-	N/A	-	-	N/A
Other Contractual Services	710,669	713,079	100%	355,334	356,540	100%
Advertising	-	-	N/A	-	-	N/A
Other Operating Income	-	-	N/A	-	-	N/A
Total Operating Revenues	<u>1,012,076</u>	<u>1,042,703</u>	103%	<u>506,038</u>	<u>516,044</u>	102%
<b>NONOPERATING REVENUES</b>						
Operating assistance grants:						
Federal	-	-	N/A	-	-	N/A
State of Florida	-	-	N/A	-	-	N/A
Local	1,577,216	1,504,410	95%	788,608	752,205	95%
Planning and other assistance grants:						
Federal - Other	606,014	508,626	84%	303,007	254,256	84%
State of Florida - Other	18,255	-	N/A	9,128	-	N/A
Local Matching - Other	-	-	N/A	-	-	N/A
Interest Income	-	-	N/A	-	-	N/A
Gain / (Loss) on the Sale of Assets	-	-	N/A	-	-	N/A
Total Nonoperating Revenues	<u>2,201,485</u>	<u>2,013,036</u>	91%	<u>1,100,742</u>	<u>1,006,461</u>	91%
Total Revenues	<u>3,213,560</u>	<u>3,055,739</u>	95%	<u>1,606,780</u>	<u>1,522,505</u>	95%
<b>OPERATING EXPENSES</b>						
Salaries and Wages	75,115	66,815	89%	37,557	30,845	82%
Fringe Benefits	48,027	62,900	131%	24,013	36,982	154%
Purchased Transportation Services	2,603,654	2,771,880	106%	1,301,827	1,385,883	106%
Fuel	279,609	299,790	107%	139,804	161,204	115%
Other Materials and Supplies	2,157	-	0%	1,078	-	0%
Professional Services	44,843	15,490	35%	22,422	8,847	39%
Other Services	43,247	39,344	91%	21,623	20,578	95%
Lease and Miscellaneous Expenses	1,317	-	0%	658	-	0%
Casualty and Liability Insurance	-	-	N/A	-	-	N/A
Utilities	6,678	1,755	26%	3,339	1,504	45%
Taxes and Licenses	11,982	17,200	144%	5,991	8,563	143%
Interest Expense	-	-	N/A	-	-	N/A
Total Operating Expenses	<u>3,116,627</u>	<u>3,275,173</u>	105%	<u>1,558,313</u>	<u>1,654,408</u>	106%
<b>OPERATING GAIN / (LOSS)</b>	<u>\$ 96,934</u>	<u>\$ (219,435)</u>	N/A	<u>\$ 48,467</u>	<u>\$ (131,902)</u>	N/A



**Monthly Report C: Monthly Financial Report**

**To:** LYNX Board of Directors

**From:** **Blanche Sherman**  
DIRECTOR OF FINANCE  
**CRAIG CHARRETTE**  
(Technical Contact)  
**Nancy Navarro**  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6100

**Item Name:** Monthly Financial Report - October 31, 2016

**Date:** 1/26/2017

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Please find attached the preliminary monthly financial report for the first month ending October 31, 2016. LYNX' Statement of Revenues, Expenses, and Changes in Net Assets (Operating Statement) for the first month ending October 31, 2016 reflect total revenue earned in the amount of \$9,895,101 and total expenses incurred in the amount of \$9,482,462 resulting in a net operating profit of \$412,639.

- Fixed route, Vanpool, and Neighbor Link services resulted in an operating profit of \$500,172 for the first month of the fiscal year.
- Paratransit services resulted in a loss of (\$87,533) for the first month of the fiscal year.

**Fixed Route Operations:**

The year-to-date Operating Revenues are 97% of the budgeted amount as of October 2016. Customer fares are 101% or \$11,513 more than the budgeted amount year-to-date.

Advertising revenue is 73% of the amount budgeted for the month of October 2016. Advertising year-to-date is 27% lower or (\$53,337) than the budgeted amount; moreover, advertising is down on a national average, but the guaranteed revenue continues to be paid monthly. Actual revenues through October 31, 2016, for advertising on buses, shelters, and in-kind (trade) transactions are \$100,478, \$40,529, and \$0, respectively. Direct Media's staff continue to enhance LYNX' advertising program and to increase the advertising revenue stream. Direct Media's sales staff is actively seeking new clients and working with existing clients to offer an attractive and affordable advertising program.

In an attempt to stabilize fuel cost in the future, LYNX' staff entered into a fuel hedging arrangement with Merrill Lynch Commodities, Incorporated. During the month of October 2016, LYNX locked in ninety-four percent (94%) of the total monthly purchases, resulting in the

cap (LYNX locked) prices higher than the future (float) prices. At this time, LYNX is 100% on target for the budget year-to-date. In the month of October LYNX paid an average price of \$1.68 (net) per gallon for diesel fuel and \$1.35 (net) per gallon for bio-diesel, plus fuel hedging losses which is lower than the budgeted price per gallon of \$2.24 (net). The national diesel fuel price for the month of October 2016 was \$2.11 (net).

LYNX' staff proactively seeks ways to maximize operational efficiencies and improve services. As a result, fixed route operating expenses for salaries and fringe benefits are 6% and 4% respectively under budget or \$335,780 due to various vacancies as of October 31, 2016. Other materials and supplies expenses are 27% or \$180,807 under budget. Professional service expenses are 82% or \$416,898 under budget due to various planning projects that do not commence until later in the current fiscal year. Expenditures associated with other services, contract maintenance and other miscellaneous expenses are less than budget, with the exception of Taxes and Licensing. Collections for the fiscal year-end IRS Tax rebate in the first month of the fiscal year currently amounts to \$15,236 for CNG purchases.

**Paratransit Operations:**

Paratransit's operational loss for the year is currently (\$87,533). Purchased Transportation Services are 6% over budget or (\$84,170) over the budgeted amount. The year-to-date cost of unleaded fuel is 1% under budget or \$1,219 for the first month of the new fiscal year. During the month of October 2016, LYNX locked in seventy percent (70%) of the total monthly purchases, resulting in cap (LYNX locked) prices higher than the future (float) prices. The fuel is budgeted at a net price of \$2.37 (net) per gallon in the FY2017 budget. LYNX is currently paying \$1.58 (net) per gallon. The national unleaded fuel price for the month of October 2016 was \$2.03 (net). An analysis of year-to-date purchased transportation trips and costs is as follows:

<b>ACCESS LYNX</b>			
<b>FY2017</b>	<b>Trips (Year-to-Date)</b>	<b>Blended Trip Rate</b>	<b>Costs</b>
<b>Actual (with est.)</b>	<b>56,744</b>	<b>\$24.43</b>	<b>\$1,385,997</b>
<b>Budget (rounding)</b>	<b>44,208</b>	<b>\$29.45</b>	<b>\$1,301,827</b>
<b>Trips / Costs Over (Under) Budget</b>	<b>12,536</b>	<b>(\$5.02)</b>	<b>\$84,170</b>

**CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY**  
**PRELIMINARY**  
**STATEMENT OF REVENUES AND EXPENSES**  
**FOR THE MONTH OF OCTOBER 2016 AND THE ONE MONTH ENDED OCTOBER 31, 2016**  
**(UNAUDITED)**

	Year to Date			Month of October		
	Budget	Actual	%	Budget	Actual	%
<b>OPERATING REVENUES</b>						
Customer Fares	\$ 2,180,628	2,211,557	101%	\$ 2,180,628	\$ 2,211,557	101%
Contract Services:						
Local Financial Assistance	1,194,461	1,172,041	98%	1,194,461	1,172,041	98%
Other Contractual Services	377,394	361,317		377,394	361,317	
Advertising	196,845	143,508	73%	196,845	143,508	73%
Other Operating Income	54,173	24,547	45%	54,173	24,547	45%
Total Operating Revenues	<u>4,003,501</u>	<u>3,912,969</u>	98%	<u>4,003,501</u>	<u>3,912,969</u>	98%
<b>NONOPERATING REVENUES</b>						
Operating assistance grants:						
State of Florida	856,144	856,144	100%	856,144	856,144	100%
Local	4,058,803	3,869,128	95%	4,058,803	3,869,128	95%
Planning and other assistance grants:						
Federal - Other	1,445,721	1,140,567	79%	1,445,721	1,140,567	79%
State of Florida - Other	265,046	104,724	40%	265,046	104,724	40%
Local Matching - Other	91,250	17	N/A	91,250	17	N/A
Interest Income	2,594	9,788	377%	2,594	9,788	377%
Gain / (Loss) on Sale of Assets	-	1,764	N/A	-	1,764	N/A
Total Nonoperating Revenues	<u>6,719,559</u>	<u>5,982,132</u>	89%	<u>6,719,559</u>	<u>5,982,132</u>	89%
Total Revenues	<u>10,723,060</u>	<u>9,895,101</u>	92%	<u>10,723,060</u>	<u>9,895,101</u>	92%
<b>OPERATING EXPENSES</b>						
Salaries and Wages	4,036,572	3,785,966	94%	4,036,572	3,785,966	94%
Fringe Benefits	2,293,451	2,208,595	96%	2,293,451	2,208,595	96%
Purchased Transportation Services	1,520,935	1,576,699	104%	1,520,935	1,576,699	104%
Fuel	777,496	773,098	99%	777,496	773,098	99%
Other Materials and Supplies	664,450	482,564	73%	664,450	482,564	73%
Professional Services	533,819	101,143	19%	533,819	101,143	19%
Other Services	514,136	265,055	52%	514,136	265,055	52%
Lease and Miscellaneous Expenses	111,392	60,842	55%	111,392	60,842	55%
Casualty and Liability Insurance	188,273	89,389	47%	188,273	89,389	47%
Utilities	122,923	83,584	68%	122,923	83,584	68%
Taxes and Licenses	36,404	46,398	127%	36,404	46,398	127%
Interest Expense	8,487	9,129	108%	8,487	9,129	108%
Total Operating Expenses	<u>10,808,338</u>	<u>9,482,462</u>	88%	<u>10,808,338</u>	<u>9,482,462</u>	88%
<b>OPERATING GAIN / (LOSS)</b>	<u>\$ (85,279)</u>	<u>\$ 412,639</u>	N/A	<u>\$ (85,279)</u>	<u>\$ 412,639</u>	N/A

**CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY**  
**PRELIMINARY**  
**FIXED-ROUTE, VANPOOL AND NEIGHBORLINK SEGMENT**  
**STATEMENT OF REVENUES AND EXPENSES**  
**FOR THE MONTH OF OCTOBER 2016 AND THE ONE MONTH ENDED OCTOBER 31, 2016**  
**(UNAUDITED)**

	Year to Date			Month of October		
	Budget	Actual	%	Budget	Actual	%
<b>OPERATING REVENUES</b>						
Customer Fares	\$ 2,029,925	\$ 2,041,438	101%	\$ 2,029,925	\$ 2,041,438	101%
Contract Services:						
Local Financial Assistance	1,194,461	1,172,041	98%	1,194,461	1,172,041	98%
Other Contractual Services	22,060	4,777	N/A	22,060	4,777	N/A
Advertising	196,845	143,508	73%	196,845	143,508	73%
Other Operating Income	54,173	24,547	45%	54,173	24,547	45%
Total Operating Revenues	<u>3,497,463</u>	<u>3,386,310</u>	97%	<u>3,497,463</u>	<u>3,386,310</u>	97%
<b>NONOPERATING REVENUES</b>						
Operating assistance grants:						
Federal	-	-	N/A	-	-	
State of Florida	856,144	856,144	100%	856,144	856,144	100%
Local	3,270,195	3,116,923	95%	3,270,195	3,116,923	95%
Planning and other assistance grants:						
Federal - Other	1,142,714	886,197	78%	1,142,714	886,197	78%
State of Florida - Other	255,919	104,724	41%	255,919	104,724	41%
Local Matching - Other	91,250	17	N/A	91,250	17	N/A
Interest Income	2,594	9,788	377%	2,594	9,788	377%
Gain / (Loss) on the Sale of Assets	-	1,764	N/A	-	1,764	N/A
Total Nonoperating Revenues	<u>5,618,817</u>	<u>4,975,558</u>	89%	<u>5,618,817</u>	<u>4,975,558</u>	89%
Total Revenues	<u>9,116,280</u>	<u>8,361,868</u>	92%	<u>9,116,280</u>	<u>8,361,868</u>	92%
<b>OPERATING EXPENSES</b>						
Salaries and Wages	3,999,015	3,749,996	94%	3,999,015	3,749,996	94%
Fringe Benefits	2,269,437	2,182,677	96%	2,269,437	2,182,677	96%
Purchased Transportation Services	219,108	190,703	87%	219,108	190,703	87%
Fuel	637,692	634,513	100%	637,692	634,513	100%
Other Materials and Supplies	663,371	482,564	73%	663,371	482,564	73%
Professional Services	511,398	94,500	18%	511,398	94,500	18%
Other Services	492,513	246,289	50%	492,513	246,289	50%
Lease and Miscellaneous Expenses	110,733	60,842	55%	110,733	60,842	55%
Casualty and Liability Insurance	188,273	89,389	47%	188,273	89,389	47%
Utilities	119,584	83,333	70%	119,584	83,333	70%
Taxes and Licenses	30,413	37,761	124%	30,413	37,761	124%
Interest Expense	8,487	9,129	108%	8,487	9,129	108%
Total Operating Expenses	<u>9,250,025</u>	<u>7,861,697</u>	85%	<u>9,250,025</u>	<u>7,861,697</u>	85%
<b>OPERATING GAIN / (LOSS)</b>	<u>\$ (133,746)</u>	<u>\$ 500,172</u>	N/A	<u>\$ (133,746)</u>	<u>\$ 500,172</u>	N/A

**CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY**  
**PRELIMINARY**  
**PARATRANSIT SEGMENT**  
**STATEMENT OF REVENUES AND EXPENSES**  
**FOR THE MONTH OF OCTOBER 2016 AND THE ONE MONTH ENDED OCTOBER 31, 2016**  
**(UNAUDITED)**

	Year to Date			Month of October		
	Budget	Actual	%	Budget	Actual	%
<b>OPERATING REVENUES</b>						
Customer Fares	\$ 150,703	\$ 170,119	113%	\$ 150,703	\$ 170,119	113%
Contract Services:						
Local Financial Assistance	-	-	N/A	-	-	N/A
Other Contractual Services	355,334	356,540	100%	355,334	356,540	100%
Advertising	-	-	N/A	-	-	N/A
Other Operating Income	-	-	N/A	-	-	N/A
Total Operating Revenues	<u>506,038</u>	<u>526,659</u>	104%	<u>506,038</u>	<u>526,659</u>	104%
<b>NONOPERATING REVENUES</b>						
Operating assistance grants:						
Federal	-	-	N/A	-	-	N/A
State of Florida	-	-	N/A	-	-	N/A
Local	788,608	752,205	95%	788,608	752,205	95%
Planning and other assistance grants:						
Federal - Other	303,007	254,370	84%	303,007	254,370	84%
State of Florida - Other	9,128	-	N/A	9,128	-	N/A
Local Matching - Other	-	-	N/A	-	-	N/A
Interest Income	-	-	N/A	-	-	N/A
Gain / (Loss) on the Sale of Assets	-	-	N/A	-	-	N/A
Total Nonoperating Revenues	<u>1,100,742</u>	<u>1,006,575</u>	91%	<u>1,100,742</u>	<u>1,006,575</u>	91%
Total Revenues	<u>1,606,780</u>	<u>1,533,233</u>	95%	<u>1,606,780</u>	<u>1,533,233</u>	95%
<b>OPERATING EXPENSES</b>						
Salaries and Wages	37,557	35,970	96%	37,557	35,970	96%
Fringe Benefits	24,013	25,918	108%	24,013	25,918	108%
Purchased Transportation Services	1,301,827	1,385,997	106%	1,301,827	1,385,997	106%
Fuel	139,804	138,585	99%	139,804	138,585	99%
Other Materials and Supplies	1,078	-	0%	1,078	-	0%
Professional Services	22,422	6,643	30%	22,422	6,643	30%
Other Services	21,623	18,766	87%	21,623	18,766	87%
Lease and Miscellaneous Expenses	658	-	0%	658	-	0%
Casualty and Liability Insurance	-	-	N/A	-	-	N/A
Utilities	3,339	251	8%	3,339	251	8%
Taxes and Licenses	5,991	8,637	144%	5,991	8,637	144%
Interest Expense	-	-	N/A	-	-	N/A
Total Operating Expenses	<u>1,558,313</u>	<u>1,620,766</u>	104%	<u>1,558,313</u>	<u>1,620,766</u>	104%
<b>OPERATING GAIN / (LOSS)</b>	<u>\$ 48,467</u>	<u>\$ (87,532)</u>	N/A	<u>\$ 48,467</u>	<u>\$ (87,532)</u>	N/A

**Monthly Report D: Business Development Report**

**To: LYNX Board of Directors**

**From: Matthew Friedman**  
 DIRECTOR OF MARKETING COMM  
**Matthew Friedman**  
 (Technical Contact)  
**Janet Amador**  
 (Technical Contact)

**Phone: 407.841.2279 ext: 6206**

**Item Name: Business Development Report: November 2016 - December 2016**

**Date: 1/26/2017**

**Commuter Services**

<b>Commuter Vanpool</b>		
<b>Vanpools</b>	<b>November 2016</b>	<b>December 2016</b>
Vanpool Participants	846	841*
Total Revenue Miles YTD	538,562	814,848*
New Vanpools	5	7*
Returned Vanpools	0	2*
Current Vans in Service	165	170*
Pending Vanpool Interest	Veterans Affairs (10)	Veterans Affairs (10)
	Coleman Prison (1)	Coleman Prison (1)
	SeaWorld (4)	SeaWorld (4)
	Lockheed Martin (3)	Lockheed Martin (3)
	TSA (2)	TSA (2)
	PEO STRI (2)	PEO STRI (2)
	Department of Defense (1)	Department of Defense (1)
Phone Inquiries	45	52

\* Estimated Numbers

**Vanpool Outreach Events and Meetings**

<b>Dates:</b>	<b>Name:</b>
November 4, 2016	Attended Viera VA Transit Benefit Fair
November 7, 2016	Attended Lake Baldwin VA Transit Benefit Fair
November 8, 2016	Attended Lake Nona VA Transit Benefit Fair

**Advertising Sales**

<b>ADVERTISING SALES</b>	
NOVEMBER 2016	DECEMBER 2016

## Monthly Report E: Ridership Report

**To:** LYNX Board of Directors

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

**Phone:** 407.841.2279 ext: 6078

**Item Name:** Ridership Report - October 2016

**Date:** 1/26/2017

### YEAR TO DATE (OCTOBER 2016)

<i>Service Mode</i>	<i>October-15</i>	<i>October-16</i>	<i>% Change</i>
LYMMO (ORANGE LINE)	70,859	54,643	-22.88%
LYMMO (GRAPEFRUIT LINE)	48,989	31,695	-35.30%
LYMMO (LIME LINE)	-	7,849	N/A
LYMMO (CIRCULATOR)	-	3,886	N/A
REGULAR FIXED-ROUTE	2,285,215	2,018,534	-11.67%
NEIGHBORLINK	16,611	13,208	-20.49%
<b>SUBTOTAL - FIXED, NL, + LYMMO</b>	<b>2,421,674</b>	<b>2,129,815</b>	<b>-12.05%</b>
SPECIAL SHUTTLE	15,382	670	N/A
EXPRESS LINK 208	1,015	604	-40.49%
ACCESSLYNX	46,624	46,805	0.39%
VANPOOL	31,645	36,474	15.26%
<b>SUBTOTAL - OTHER SERVICES</b>	<b>94,666</b>	<b>84,553</b>	<b>-10.68%</b>
<b>TOTAL ALL SERVICES</b>	<b>2,516,340</b>	<b>2,214,368</b>	<b>-12.00%</b>

### Ridership Overview

Other transit agencies in Florida and around the country are experiencing decreases in ridership. LYNX is constantly enhancing the transit service to better align with the Comprehensive Operations Analysis, which will help to identify factors that may be contributing to ridership declines.

### LYMMO



Through October 2016, total LYMMO ridership is down by more than eighteen (18.17%) percent compared to last year this time. The drop in Orange Line ridership may still be related to riders not yet realizing that the Orange Line has been restored to its original alignment and that the North Quarter is now a separate line. Staff expects Orange Line ridership levels to gradually improve as riders realize headways have improved on the original Orange Line, since restoring the original alignment and creating a new separate Orange Line - North Quarter service. Staff will continue to promote and educate the public about the reinstatement of the original Orange Line - Downtown, and the creation of the Orange Line – North Quarter. Ridership on the Grapefruit Line was down by thirty-five (35.30%) percent over last year this same time.

### **NeighborLink**

Ridership on the 13 NeighborLink services in October was 13,208. This was 3,403 less riders than October 2015.

### **VanPool**

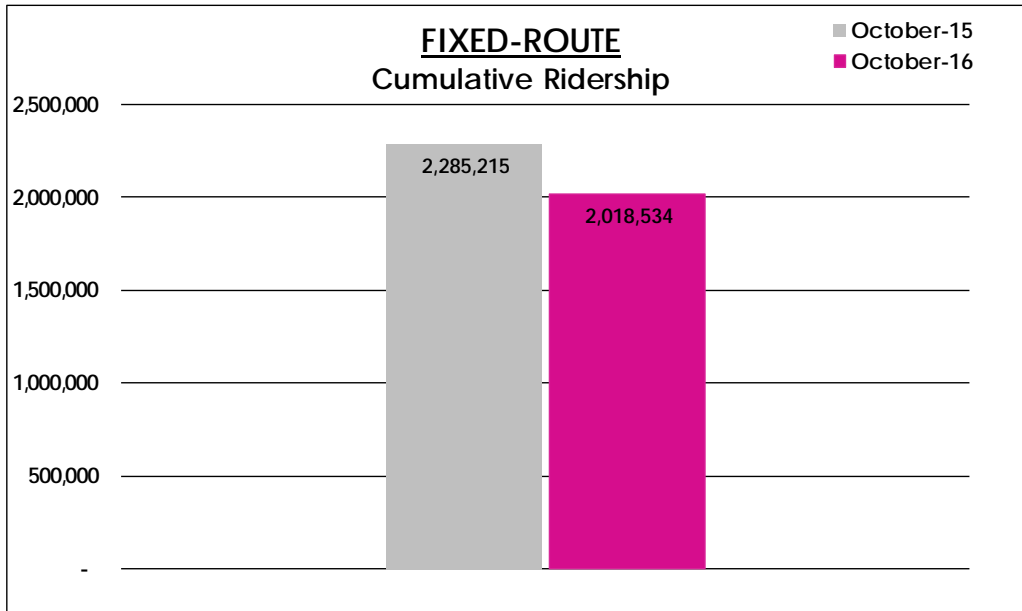
The number of vanpools in service has increased over the last fiscal year giving LYNX a fifteen (15.26%) percent increase in ridership so far this year.

### **Fixed-Route**

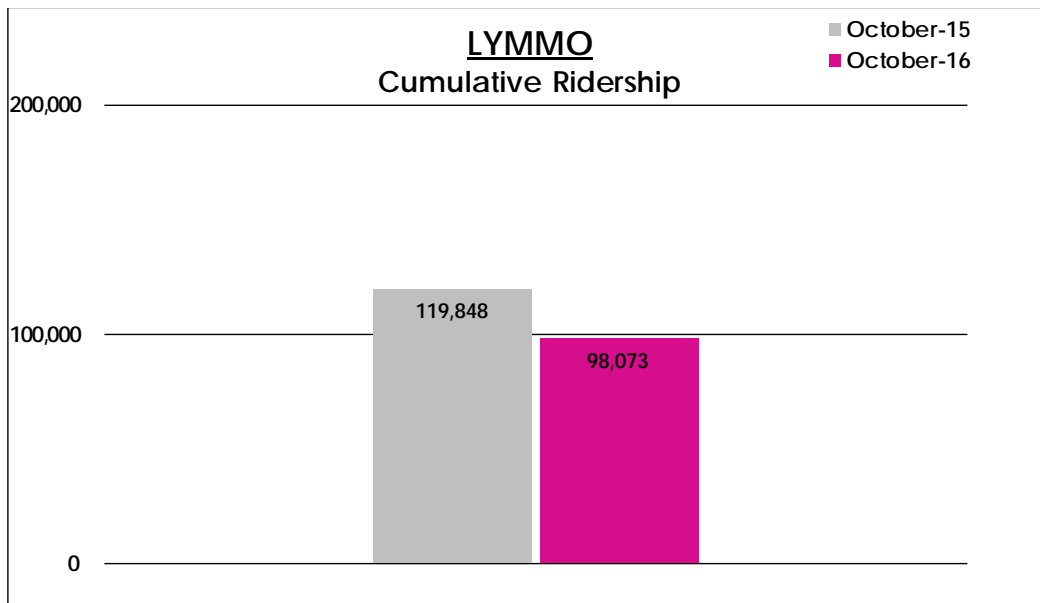
Fixed route ridership continues to fall short of FY 2016 ridership by twelve (11.67%) percent. Lower gas prices may be the primary reason for the decrease, but other factors may include the improving economy and customers shifting from LYNX services to SunRail for at least a portion of their weekday commute.

### **AccessLYNX**

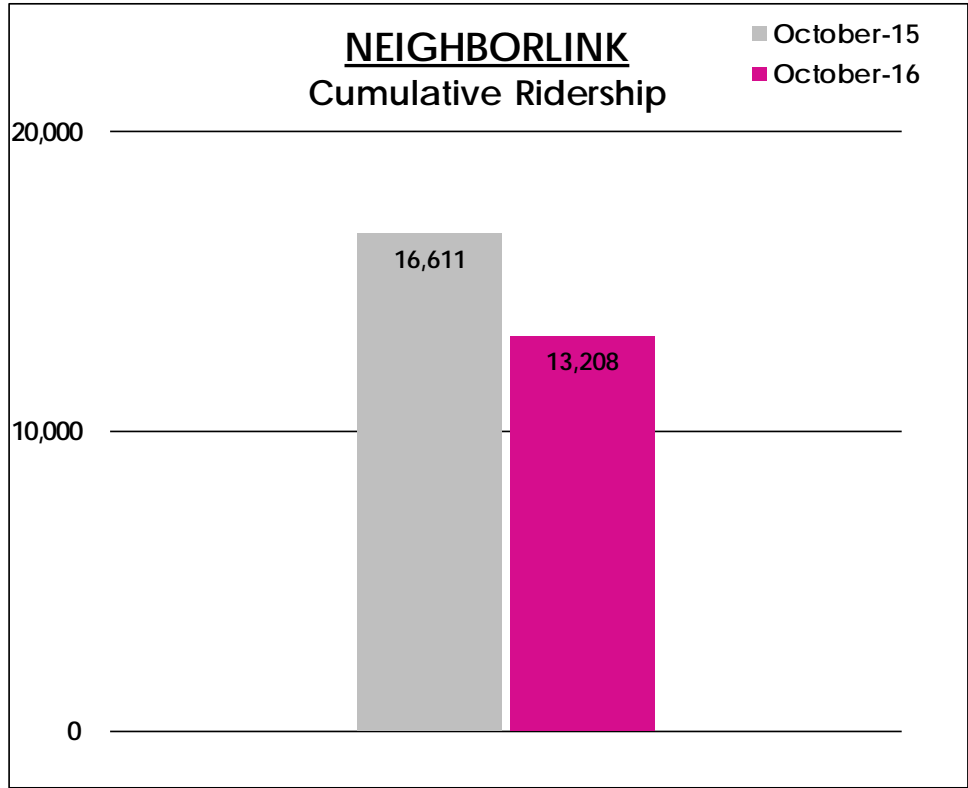
The recent decrease in AccessLYNX due to changes in Medicaid policies that occurred in 2014 and 2015 has ended. AccessLYNX ridership is up by a partial (0.39%) percent over fiscal year 2016 through October 2016.



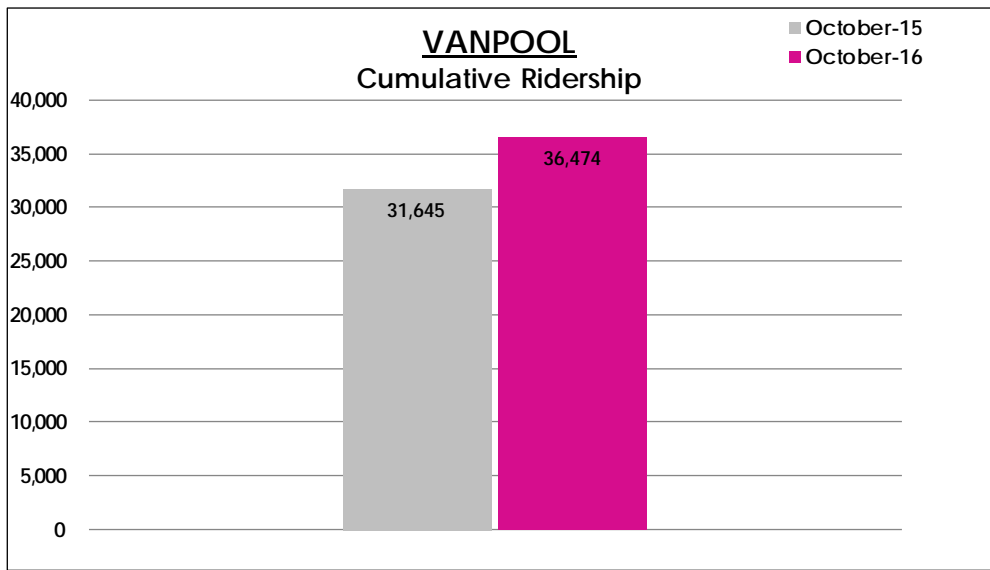
Period	FY TOTAL	Retail Gasoline Prices in Florida	Oct-15	Oct-16	Change
October-15	2,285,215	Source: U.S. Energy Info Administration	\$2.47	\$2.22	-10.43%
October-16	2,018,534				
Change (%)	-11.67%				



Service Mode	FY 2015	FY 2016	% Change
LYMMO (ORANGE - Downtown)	70,859	54,643	-22.88%
LYMMO (GRAPEFRUIT)	48,989	31,695	-35.30%
LYMMO (LIME)	-	7,849	N/A
LYMMO (N. QUARTER CIRCULATOR)	-	3,886	N/A
<b>TOTAL</b>	<b>119,848</b>	<b>98,073</b>	<b>-18.17%</b>

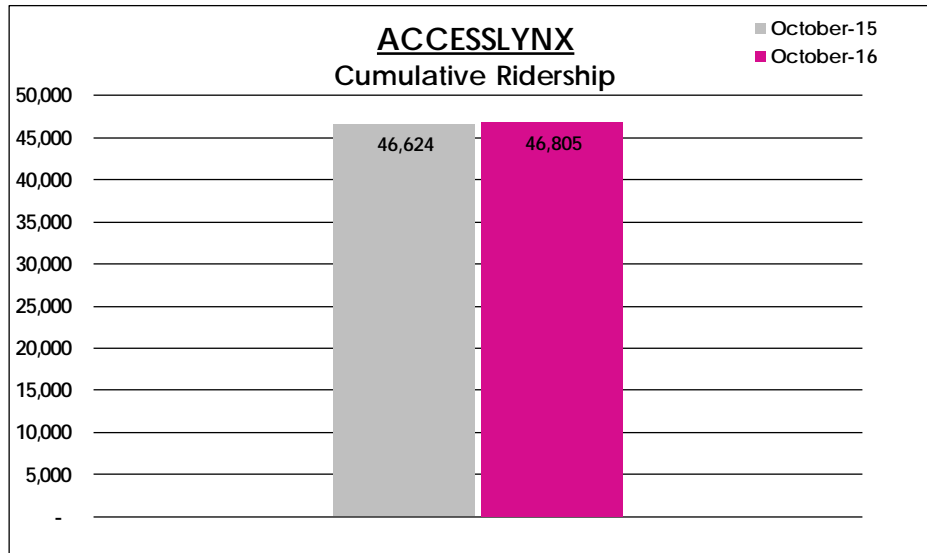


Period	FY TOTAL
October-15	16,611
October-16	13,208
Change (%)	-20.49%



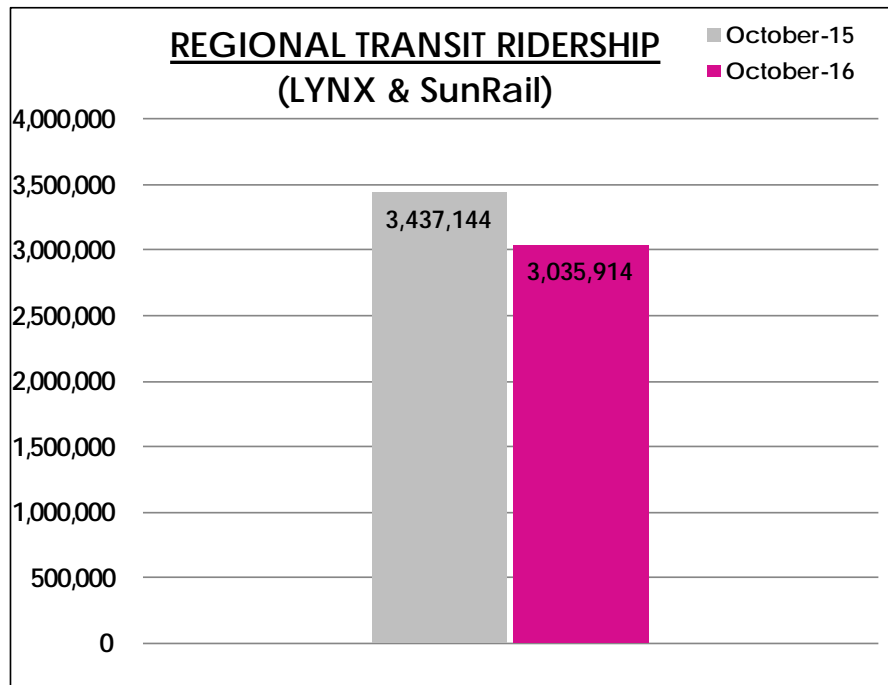
Period	FY TOTAL
October-15	31,645
October-16	36,474
Change (%)	15.26%

Vehicles Operated in Maximum Service	Oct-15	Oct-16	Change
Vehicles Operated	129	152	17.83%



Period	FY TOTAL
October-15	46,624
October-16	46,805
Change (%)	0.39%

Dates	Medicaid Policy Changes
August 1, 2014	Medicaid clients living in nursing homes were no longer eligible.
October 1, 2014	All Medicaid recipients were switched to HMO.
March 1, 2015	Only transports Medicaid recipients who are eligible either through the Americans with Disabilities Act (ADA), Transportation Disadvantage (TD), or are 80 years and older.



Period	FY TOTAL
October-15	3,437,144
October-16	3,035,914
Change (%)	-11.67%

# SUNRAIL

SunRail Monthly Ridership by Station																
	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16
<i>Days of Operation</i>	22	23	21	21	22	20	19	21	23	21	21	23	20	23	21	20
SunRail Station																
DeBary	11,425	9,209	7,907	8,447	8,253	9,665	7,412	8,937	11,165	8,772	8,370	9,460	8,560	8,853	7,370	6,645
Sanford	6,458	5,634	5,088	5,700	5,091	5,718	4,635	5,397	6,467	5,264	5,158	5,640	5,380	5,663	4,987	4,575
Lake Mary	8,193	7,045	6,278	6,654	6,551	7,613	5,624	6,497	7,854	6,546	6,678	7,662	6,466	7,411	6,445	6,143
Longwood	5,668	5,007	4,508	5,045	4,839	5,533	4,165	4,964	5,992	4,891	4,804	5,208	4,573	4,897	4,552	4,215
Altamonte Springs	5,610	4,833	4,811	5,154	4,799	5,358	4,209	4,644	5,711	4,686	4,914	5,298	4,627	5,121	4,699	4,440
Maitland	4,075	3,689	3,435	3,693	3,302	3,494	3,267	3,552	3,865	3,392	3,433	3,905	3,159	3,657	2,946	2,717
Winter Park	11,022	8,433	6,184	7,083	7,216	10,303	5,542	7,338	10,147	7,166	6,596	8,160	7,828	7,045	5,407	5,131
Florida Hospital/Health Village	4,734	4,046	3,912	4,122	3,980	3,737	3,589	4,286	4,858	4,232	4,265	4,992	4,022	4,113	3,681	3,494
LYNX Central Station	9,218	8,412	7,968	8,664	7,996	8,578	7,337	7,978	9,104	8,047	8,449	9,000	7,281	8,609	8,151	7,662
Church Street Station	8,964	7,599	7,034	7,970	7,560	8,277	7,128	7,880	9,269	7,727	7,644	9,975	7,355	8,278	7,154	6,466
Orlando Health/Amtrak	2,787	2,561	2,468	2,651	2,474	2,782	2,271	2,767	2,871	2,584	2,557	2,840	2,247	2,717	2,673	2,531
Sand Lake	11,633	9,857	8,394	9,550	8,482	9,548	7,855	9,222	10,993	8,668	8,375	10,249	8,522	8,899	8,047	7,186
<b>Monthly Station Total</b>	<b>89,787</b>	<b>76,325</b>	<b>67,987</b>	<b>74,733</b>	<b>70,543</b>	<b>70,543</b>	<b>63,034</b>	<b>73,462</b>	<b>88,296</b>	<b>71,975</b>	<b>71,243</b>	<b>82,389</b>	<b>70,020</b>	<b>75,263</b>	<b>66,112</b>	<b>61,205</b>
<b>Average Daily Station Total</b>	<b>4,081</b>	<b>3,318</b>	<b>3,237</b>	<b>3,559</b>	<b>3,207</b>	<b>3,527</b>	<b>3,318</b>	<b>3,498</b>	<b>3,839</b>	<b>3,427</b>	<b>3,393</b>	<b>3,582</b>	<b>3,501</b>	<b>3,272</b>	<b>3,148</b>	<b>3,060</b>

## SunRail Feeder Bus Connections

- **Ridership Adjustments**
  - In April 2014, LYNX adjusted services on 19 existing Links to provide feeder bus service to nine (9) SunRail Stations. These 19 Links represent 25% of LYNX's entire route structure.
  - LYNX Central Station connects SunRail with 34 Links.

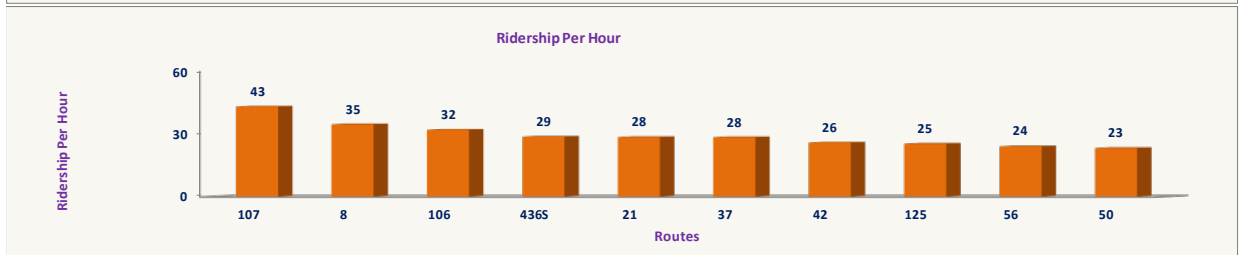
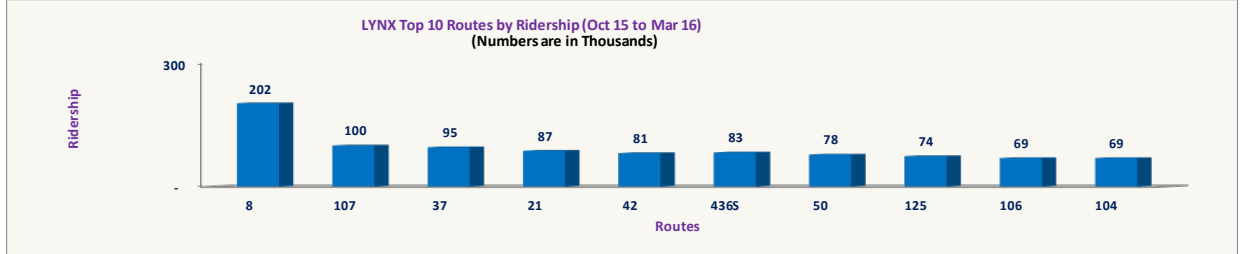
## SUNRAIL FEEDER BUS

Fixed-Route Average Daily Boardings & Alightings by SunRail Station Area																																	
	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16			
<i>Days of Operation</i>	9	21	22	21	21	23	19	22	20	22	20	22	20	22	23	21	21	22	20	22	18	21	21	21	21	21	22	20	22	24			
SunRail Station																																	
Sanford	399	340	243	382	173	225	338	201	335	335	420	499	508	474	487	489	453	493	491	516	374	396	474	407	472	457	366	337	438	515			
Lake Mary	40	68	83	72	82	81	104	65	118	68	94	114	123	114	112	111	100	87	78	101	69	67	68	71	94	69	97	105	88	113			
Longwood	23	26	28	24	23	21	50	58	31	75	69	111	128	88	74	76	74	84	68	60	68	69	70	70	50	64	73	20	62	66			
Altamonte Springs	81	106	116	123	195	255	166	49	220	199	173	159	209	202	208	210	218	211	188	195	99	168	195	166	193	192	196	173	157	148			
Maitland	10	28	20	18	23	26	5	3	2	28	26	30	35	26	26	25	32	30	27	20	17	16	20	24	24	16	18	19	18	20			
Winter Park	152	182	203	192	148	278	193	290	155	156	382	170	152	251	257	256	273	276	273	256	200	214	207	224	217	224	238	223	203	246			
Florida Hospital/Health Village	133	165	155	150	69	253	322	294	407	382	446	489	535	457	447	450	467	492	464	424	351	485	449	403	462	441	440	440	456	479			
LYNX Central Station																																	
Church Street Station																																	
Orlando Health/Amtrak	30	25	18	17	10	6	16	63	13	7	6	2	5	8	4	3	5	7	4	3	5	6	27	18	23	20	26	19	18	29			
Sand Lake Road	134	203	196	206	321	302	342	291	381	358	353	291	362	336	326	324	328	316	281	246	291	340	383	316	288	306	277	284	279	272			
<b>Total - All Stations</b>	<b>1,002</b>	<b>1,156</b>	<b>1,063</b>	<b>1,234</b>	<b>1,054</b>	<b>1,489</b>	<b>1,536</b>	<b>1,312</b>	<b>1,662</b>	<b>1,608</b>	<b>1,768</b>	<b>1,855</b>	<b>2,038</b>	<b>1,953</b>	<b>1,939</b>	<b>1,944</b>	<b>1,959</b>	<b>1,994</b>	<b>1,879</b>	<b>1,821</b>	<b>1,474</b>	<b>1,760</b>	<b>1,793</b>	<b>1,699</b>	<b>1,879</b>	<b>1,789</b>	<b>1,731</b>	<b>1,670</b>	<b>1,719</b>	<b>1,892</b>			

**FY 2017 LYNX  
TOP 10 FIXED-ROUTES BY RIDERSHIP (OCT 16 to OCT 16)**

Rank	Link No	Route Name	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	YTD	% of Total Ridership
1	8	W OAK RIDGE RD/INTL DR	194,467	-	-	-	-	-	-	-	-	-	-	-	194,467	9.54%
2	107	SOUTH US 441/FLA MALL	93,857	-	-	-	-	-	-	-	-	-	-	-	93,857	4.60%
3	37	PARK PROMENADE/FLORIDA MALL	90,253	-	-	-	-	-	-	-	-	-	-	-	90,253	4.43%
4	21	CARVER SHORES	73,481	-	-	-	-	-	-	-	-	-	-	-	73,481	3.60%
5	42	INTL DR/ORLANDO INTL AIRPORT	73,583	-	-	-	-	-	-	-	-	-	-	-	73,583	3.61%
6	436S	436S - SOUTH S R 436	88,124	-	-	-	-	-	-	-	-	-	-	-	88,124	4.32%
7	50	DOWNTOWN ORLANDO/MAGIC KIN	67,551	-	-	-	-	-	-	-	-	-	-	-	67,551	3.31%
8	125	SILVER STAR RD CROSSTOWN	64,320	-	-	-	-	-	-	-	-	-	-	-	64,320	3.16%
9	56	WEST US 192/MAGIC KINGDOM	60,959	-	-	-	-	-	-	-	-	-	-	-	60,959	2.99%
10	106	NORTH US 441/APOPKA	60,110	-	-	-	-	-	-	-	-	-	-	-	60,110	2.95%

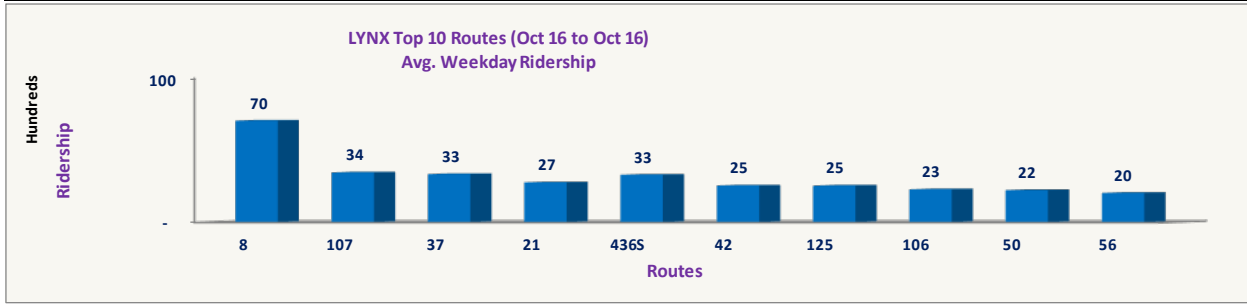
**CUMULATIVE RIDERSHIP (ALL FIXED ROUTES)** 2,038,309 43%



**TOP 10 ROUTES REPRESENTS  
43% OF LYNX ENTIRE FIXED-ROUTE RIDERSHIP**

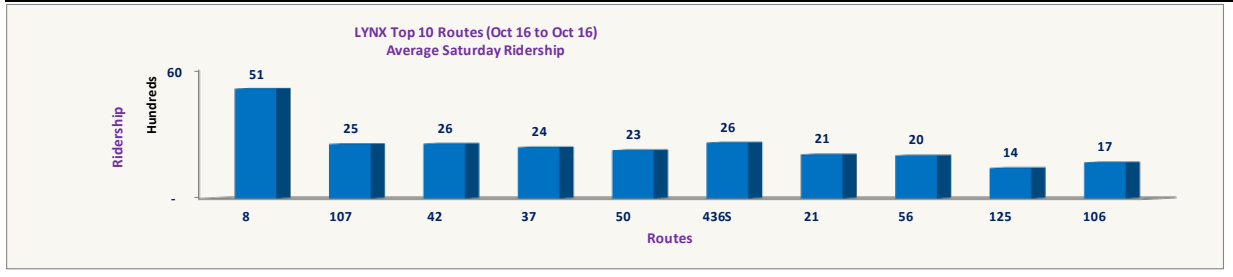
**FY 2017 LYNX TOP 10 FIXED-ROUTES  
AVERAGE WEEKDAY RIDERSHIP (OCT 16 to OCT 16)**

Rank	Link No	Route Name	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17
1	8	W OAK RIDGE RD/INTL DR	7,027	-	-	-	-	-	-	-	-	-	-	-
2	107	SOUTH US 441/FLA MALL	3,435	-	-	-	-	-	-	-	-	-	-	-
3	37	PARK PROMENADE/FLORIDA MALL	3,323	-	-	-	-	-	-	-	-	-	-	-
4	21	CARVER SHORES	2,746	-	-	-	-	-	-	-	-	-	-	-
5	436S	436S - SOUTH S R 436	3,275	-	-	-	-	-	-	-	-	-	-	-
6	42	INTL DR/ORLANDO INTL AIRPORT	2,531	-	-	-	-	-	-	-	-	-	-	-
7	125	SILVER STAR RD CROSSTOWN	2,523	-	-	-	-	-	-	-	-	-	-	-
8	106	NORTH US 441/APOPKA	2,263	-	-	-	-	-	-	-	-	-	-	-
9	50	DOWNTOWN ORLANDO/MAGIC KINGDOM	2,211	-	-	-	-	-	-	-	-	-	-	-
10	56	WEST US 192/MAGIC KINGDOM	2,018	-	-	-	-	-	-	-	-	-	-	-



**FY 2017 LYNX TOP 10 FIXED-ROUTES  
AVERAGE SATURDAY RIDERSHIP (OCT 16 to Oct 16)**

Rank	Link No	Route Name	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17
1	8	W OAK RIDGE RD/INTL DR	5,134	-	-	-	-	-	-	-	-	-	-	-
2	107	SOUTH US 441/FLA MALL	2,546	-	-	-	-	-	-	-	-	-	-	-
3	37	PARK PROMENADE/FLORIDA MALL	2,396	-	-	-	-	-	-	-	-	-	-	-
4	21	CARVER SHORES	2,057	-	-	-	-	-	-	-	-	-	-	-
5	436S	436S - SOUTH S R 436	2,613	-	-	-	-	-	-	-	-	-	-	-
6	42	INTL DR/ORLANDO INTL AIRPORT	2,562	-	-	-	-	-	-	-	-	-	-	-
7	125	SILVER STAR RD CROSSTOWN	1,423	-	-	-	-	-	-	-	-	-	-	-
8	106	NORTH US 441/AOPKA	1,688	-	-	-	-	-	-	-	-	-	-	-
9	50	DOWNTOWN ORLANDO/MAGIC KINGDOM	2,259	-	-	-	-	-	-	-	-	-	-	-
10	56	WEST US 192/MAGIC KINGDOM	2,010	-	-	-	-	-	-	-	-	-	-	-



## LYNX Monthly Ridership by Mode

Fiscal Year 2017													
Service Mode	October	November	December	January	February	March	April	May	June	July	August	September	Year to Date
LYMMO (ORANGE LINE)	54,643												54,643
LYMMO (GRAPEFRUIT LINE)	31,695												31,695
LYMMO (LIME LINE)	7,849												7,849
LYMMO (CIRCULATOR)	3,886												3,886
REGULAR FIXED-ROUTE	2,018,534												2,018,534
NEIGHBORLINK	13,208												13,208
<b>SUBTOTAL - FIXED ROUTE</b>	<b>2,129,815</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>2,129,815</b>
SPECIAL SHUTTLES	670												670
EXPRESS LINK 208	604												604
ACCESS LYNX	46,805												46,805
VANPOOL	36,474												36,474
<b>SUBTOTAL - OTHER SERVICES</b>	<b>84,553</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>84,553</b>
<b>TOTAL ALL SERVICES</b>	<b>2,214,368</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>2,214,368</b>
% Change from Fiscal Year 2016 to Fiscal Year 2017													
Service Mode	October	November	December	January	February	March	April	May	June	July	August	September	Year to Date
LYMMO (ORANGE LINE)	-22.88%												-71.89%
LYMMO (GRAPEFRUIT LINE)	-35.30%												-73.88%
LYMMO (LIME LINE)	N/A												
LYMMO (CIRCULATOR)	N/A												
REGULAR FIXED-ROUTE	-11.67%												-68.92%
NEIGHBORLINK	-20.49%												-70.31%
<b>SUBTOTAL - FIXED ROUTE</b>	<b>-12.05%</b>												<b>-68.93%</b>
SPECIAL SHUTTLES	N/A												N/A
EXPRESS LINK 208	-40.49%												-79.24%
ACCESS LYNX	0.39%												-64.78%
VANPOOL	15.26%												-60.08%
<b>SUBTOTAL - OTHER SERVICES</b>	<b>-10.68%</b>												<b>-66.39%</b>
<b>TOTAL ALL SERVICES</b>	<b>-12.00%</b>												<b>-68.84%</b>
Fiscal Year 2016													
Service Mode	October	November	December	January	February	March	April	May	June	July	August	September	Year to Date
LYMMO (ORANGE LINE)	70,859	61,754	61,777	55,949	51,418	54,297	54,541	56,093	66,943	75,557	66,424	58,289	733,901
LYMMO (GRAPEFRUIT LINE)	48,989	38,431	33,934	37,618	40,794	39,198	33,097	37,191	42,017	40,920	47,893	46,784	486,866
LYMMO (LIME LINE)	-	-	-	1,091	5,109	6,958	7,920	9,080	5,773	5,005	9,231	9,204	59,371
LYMMO (CIRCULATOR)	-	-	-	1,118	3,877	3,821	3,803	3,876	4,829	5,586	4,804	4,664	36,378
REGULAR FIXED-ROUTE	2,285,215	2,073,888	2,136,090	2,003,285	2,018,971	2,125,920	2,047,984	2,055,397	1,984,294	1,986,170	2,091,887	2,037,806	24,846,907
NEIGHBORLINK	16,611	13,830	14,042	13,453	14,303	14,979	14,589	13,384	13,679	13,357	15,125	14,089	171,441
<b>SUBTOTAL - FIXED ROUTE</b>	<b>2,421,674</b>	<b>2,187,903</b>	<b>2,245,843</b>	<b>2,112,514</b>	<b>2,134,472</b>	<b>2,245,173</b>	<b>2,161,934</b>	<b>2,175,021</b>	<b>2,117,535</b>	<b>2,126,595</b>	<b>2,235,364</b>	<b>2,170,836</b>	<b>26,334,864</b>
SPECIAL SHUTTLES	15,382	6,143	2,961	7,649	2,579	6,949	8,969	10,416	5,203	5,542	5,158	9,089	86,040
EXPRESS LINK 208	1,015	917	891	719	926	896	737	745	869	668	895	672	9,950
ACCESS LYNX	46,624	42,616	43,636	43,170	44,519	47,765	46,979	47,313	45,645	44,170	48,795	48,337	549,569
VANPOOL	31,645	29,917	29,803	31,227	32,610	33,637	33,153	32,945	33,835	34,112	37,290	37,824	397,998
<b>SUBTOTAL - OTHER SERVICES</b>	<b>94,666</b>	<b>79,593</b>	<b>77,291</b>	<b>82,765</b>	<b>80,634</b>	<b>89,247</b>	<b>89,838</b>	<b>91,419</b>	<b>85,552</b>	<b>84,492</b>	<b>92,138</b>	<b>95,922</b>	<b>1,043,557</b>
<b>TOTAL ALL SERVICES</b>	<b>2,516,340</b>	<b>2,267,496</b>	<b>2,323,134</b>	<b>2,195,279</b>	<b>2,215,106</b>	<b>2,334,420</b>	<b>2,251,772</b>	<b>2,266,440</b>	<b>2,203,087</b>	<b>2,211,087</b>	<b>2,327,502</b>	<b>2,266,758</b>	<b>27,378,421</b>



## OCTOBER 2016 RIDERSHIP HIGHLIGHTS

Total system-wide ridership in October 2016 was 2,214,368. This represents a decrease of 12% over the previous year (October 2015).

### October Average Daily Ridership by Mode

<i>Service Mode</i>	<i>Day</i>	<i>October-15</i>	<i>October-16</i>	<i>% Change</i>
LYMMO (ORANGE LINE)	Weekday	2,747	2,089	-23.95%
	Saturday	1,350	1,215	-9.97%
	Sunday	922	941	2.05%
LYMMO (GRAPEFRUIT LINE)	Weekday	1,875	1,134	-39.51%
	Saturday	917	738	-19.54%
	Sunday	787	837	6.36%
LYMMO (LIME LINE)	Weekday	-	322	N/A
	Saturday	-	101	N/A
	Sunday	-	114	N/A
LYMMO (CIRCULATOR)	Weekday	-	142	N/A
	Saturday	-	114	N/A
	Sunday	-	68	N/A
REGULAR FIXED-ROUTE (72 LINKS)	Weekday (72 Links)	83,936	74,948	-10.71%
	Saturday (70 Links)	59,741	54,013	-9.59%
	Sunday (49 Links)	34,977	34,911	-0.19%
EXPRESS LINK 208	Weekday	48	30	-37.08%
	Saturday	-	-	N/A
	Sunday	-	-	N/A
ACCESSLYNX	Weekday	1,794	1,843	2.71%
	Saturday	955	1,015	6.33%
	Sunday	560	627	11.96%
NEIGHBORLINK	Weekday	649	574	-11.57%
	Saturday	378	348	-8.03%
VANPOOL	Weekday	1,323	1,541	16.45%
	Saturday	308	275	-10.71%
	Sunday	241	248	3.12%
<b>TOTAL</b> <i>LYNX</i> <i>SERVICES</i>	<b>Weekday</b>	<b>92,373</b>	<b>82,624</b>	<b>-10.55%</b>
	<b>Saturday</b>	<b>63,649</b>	<b>57,820</b>	<b>-9.16%</b>
	<b>Sunday</b>	<b>37,487</b>	<b>37,746</b>	<b>0.69%</b>

## Monthly Report F: Ridership Report

**To:** LYNX Board of Directors

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

**Phone:** 407.841.2279 ext: 6078

**Item Name:** Ridership Report - September 2016

**Date:** 1/26/2017

### YEAR TO DATE (SEPTEMBER 2016)

<i>Service Mode</i>	<i>Oct-Sep(FY2015)</i>	<i>Oct-Sep(FY2016)</i>	<i>% Change</i>
LYMMO (ORANGE LINE)	899,862	733,900	-18.44%
LYMMO (GRAPEFRUIT LINE)	498,107	486,866	-2.26%
LYMMO (LIME LINE)	-	59,371	N/A
LYMMO (CIRCULATOR)	-	36,378	N/A
REGULAR FIXED-ROUTE	26,753,876	24,846,907	-7.13%
NEIGHBORLINK	181,442	171,441	-5.51%
<b>SUBTOTAL - FIXED, NL, + LYMMO</b>	<b>28,333,287</b>	<b>26,334,863</b>	<b>-7.05%</b>
SPECIAL SHUTTLE	164,885	86,040	N/A
EXPRESS LINK 208	11,883	9,576	-19.41%
ACCESSLYNX	518,588	549,569	5.97%
VANPOOL	349,092	397,998	14.01%
<b>SUBTOTAL - OTHER SERVICES</b>	<b>1,044,448</b>	<b>1,043,183</b>	<b>-0.12%</b>
<b>TOTAL ALL SERVICES</b>	<b>29,377,735</b>	<b>27,378,046</b>	<b>-6.81%</b>

LYNX has readjusted the running times over the last two service changes on most of its Links to improve on-time performance and make better connections for our customers. As part of the regular service change process, LYNX uses recommendations from the Transit Development Plan (TDP) and the Comprehensive Operational Analysis (COA) to guide most service improvements and the timing for implementation.

During the August 2016 service change, LYNX introduced Link 320 (Avalon Parks Schools Connector) to serve East Colonial Drive, Avalon Park, Econ River High Charter School, Waterford Lakes.

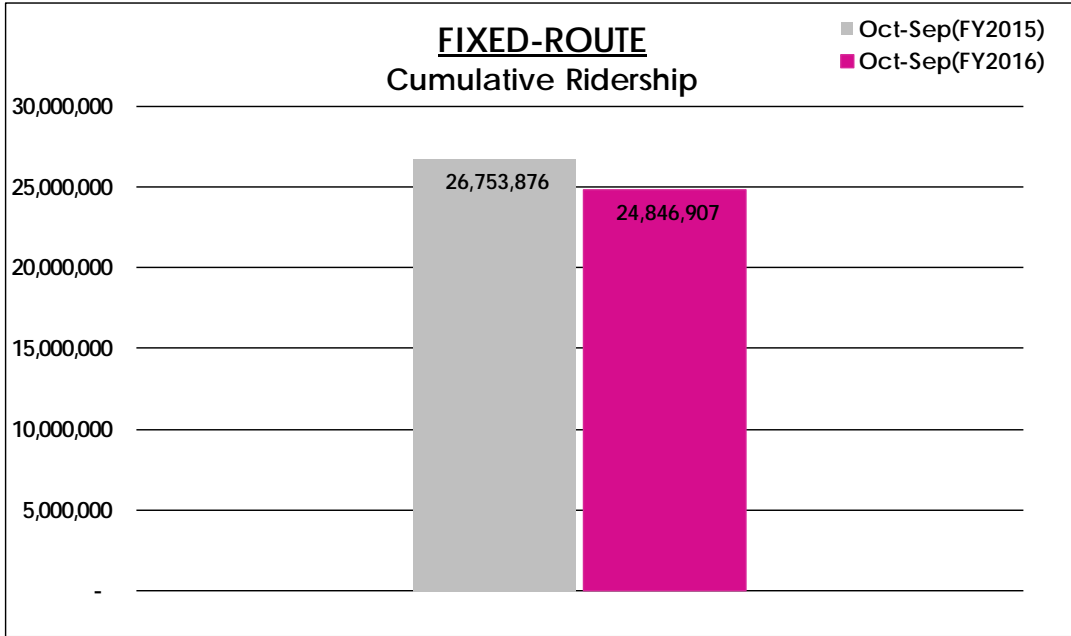
LYMMO: Through September 2016, total LYMMO ridership is down by more than six (5.83%) percent compared to last year this time. The drop in Orange Line ridership may still be related to riders not yet realizing that the Orange Line has been restored to its original alignment and that the North Quarter is now a separate line. Staff expects Orange Line ridership levels to gradually improve as riders realize headways have improved on the original Orange Line, since restoring the original alignment and creating a new separate Orange Line - North Quarter service. Staff will continue to promote and educate the public about the reinstatement of the original Orange Line - Downtown, and the creation of the Orange Line – North Quarter. Ridership on the Grapefruit Line was down by two (2.26%) percent through September over last year this same time.

NeighborLink: Ridership on the 13 NeighborLink services in September was 14,089 and 171,441 for the fiscal year through September 2016. This was 10,001 less riders than fiscal year 2015 through September 2015.

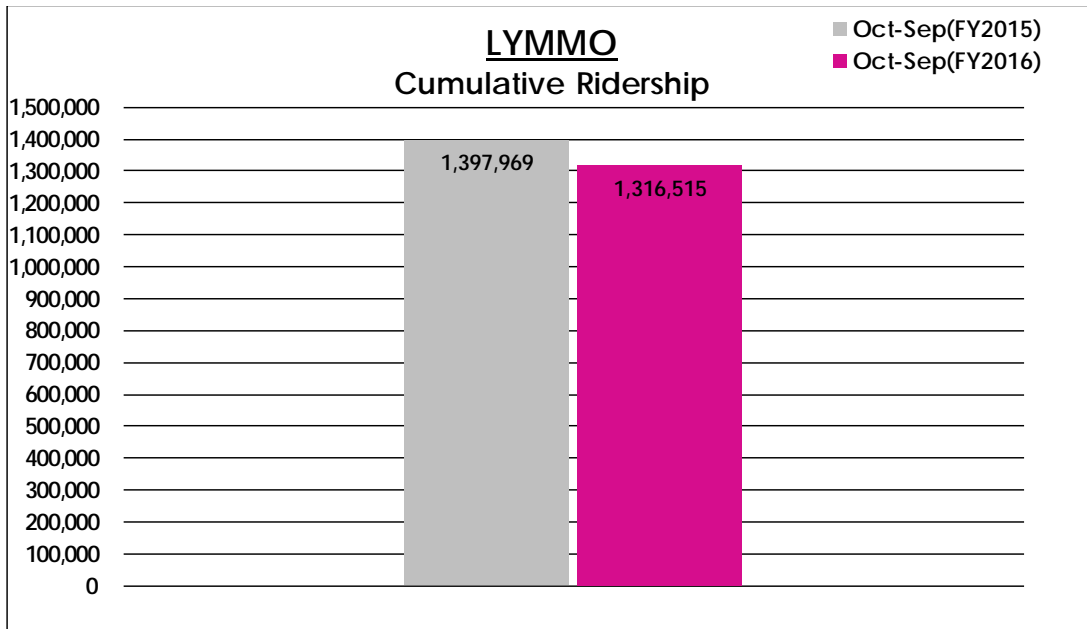
VanPool: The number of vanpools in service has increased over the last fiscal year giving LYNX a 14% increase in ridership this year.

Fixed-Route: Fixed route ridership continues to fall short of FY 2015 ridership by seven (7.05%) percent. Lower gas prices may be the primary reason for the decrease, but other factors may include the improving economy and customers shifting from LYNX services to SunRail for at least a portion of their weekday commute.

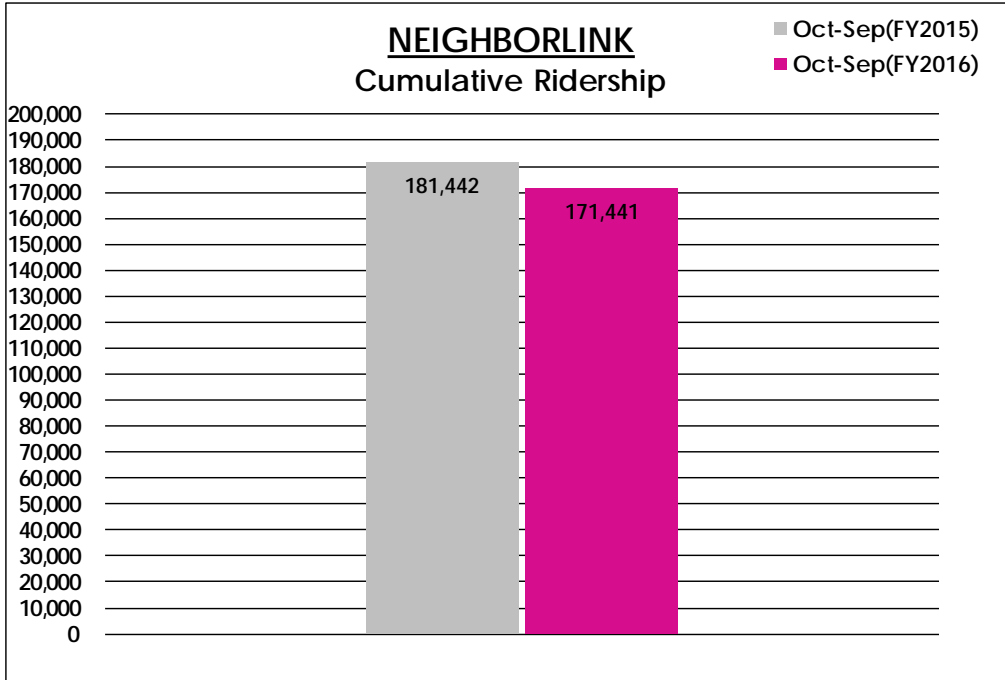
AccessLYNX: The recent decrease in AccessLYNX due to changes in Medicaid policies that occurred in 2014 and 2015 has ended. AccessLYNX ridership is up by six (5.97%) percent over fiscal year 2015 through September 2016.



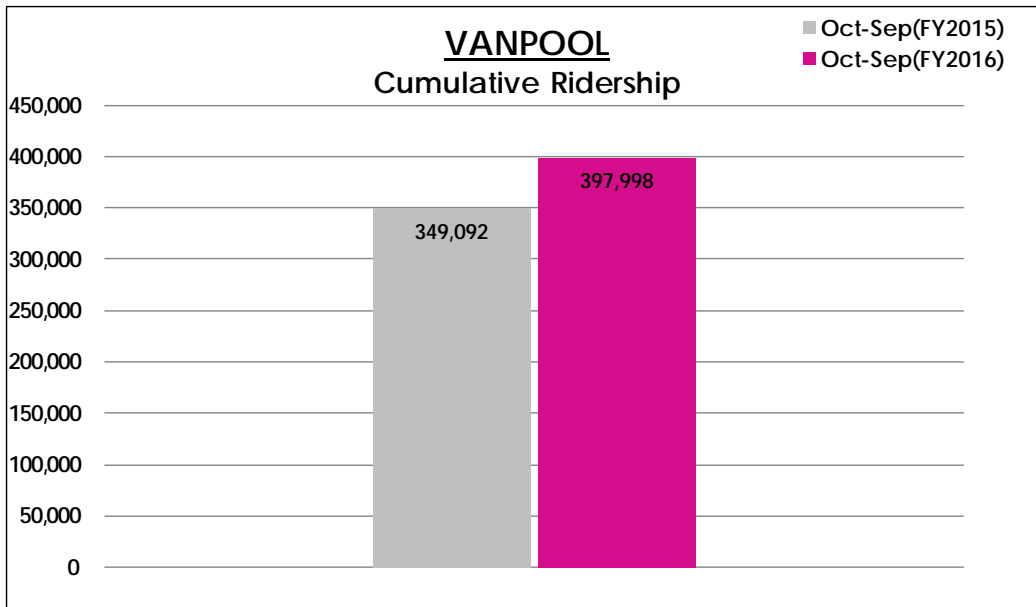
Period	FY TOTAL	Retail Gasoline Prices in Florida	Aug-15	Aug-16	Change
Oct-Sep(FY2015)	26,753,876	Source: U.S. Energy Info Administration			
Oct-Sep(FY2016)	24,846,907		\$2.47	\$2.22	-10.43%
Change (%)	-7.13%				



Service Mode	FY 2015	FY 2016	% Change
LYMMO (ORANGE - Downtown)	899,862	733,900	-18.44%
LYMMO (GRAPEFRUIT)	498,107	486,866	-2.26%
LYMMO (LIME)	-	59,371	N/A
LYMMO (N. QUARTER CIRCULATOR)	-	36,378	N/A
<b>TOTAL</b>	<b>1,397,969</b>	<b>1,316,515</b>	<b>-5.83%</b>

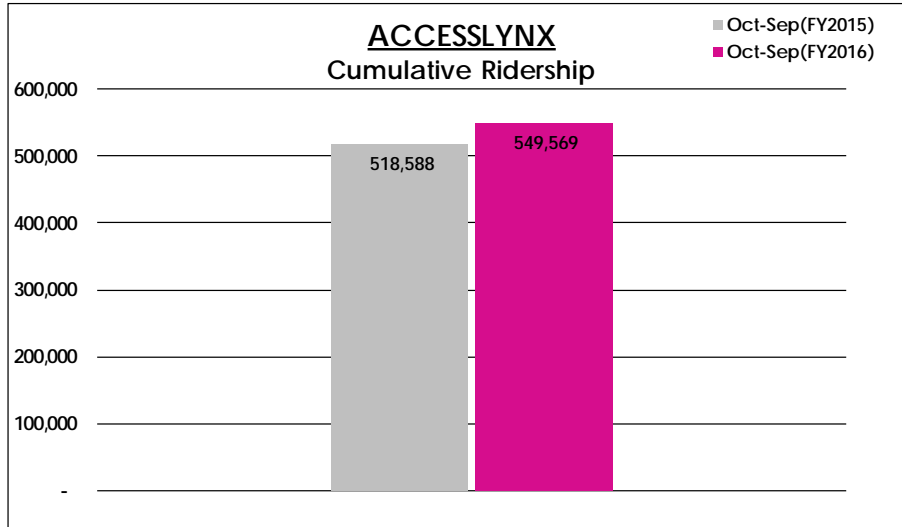


Period	FY TOTAL
Oct-Sep(FY2015)	181,442
Oct-Sep(FY2016)	171,441
Change (%)	-5.51%



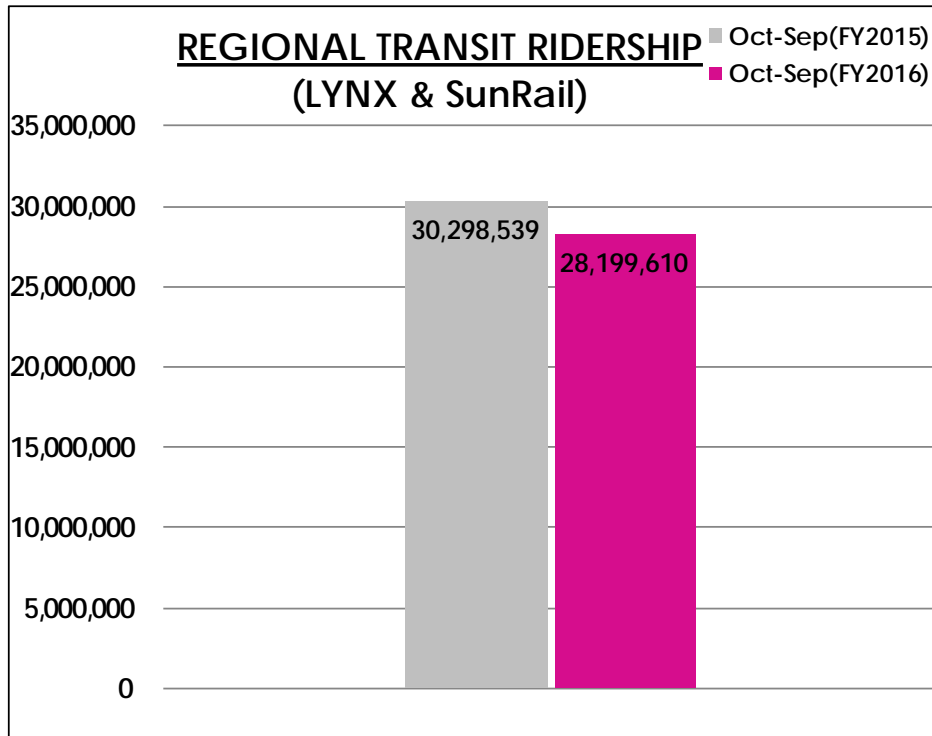
Period	FY TOTAL
Oct-Sep(FY2015)	349,092
Oct-Sep(FY2016)	397,998
Change (%)	14.01%

Vehicles Operated in Maximum Service	Sep-15	Sep-16	Change
Vehicles Operated	129	152	17.83%



Period	FY TOTAL
Oct-Sep(FY2015)	518,588
Oct-Sep(FY2016)	549,569
Change (%)	5.97%

Dates	Medicaid Policy Changes
August 1, 2014	Medicaid clients living in nursing homes were no longer eligible.
October 1, 2014	All Medicaid recipients were switched to HMO.
March 1, 2015	Only transports Medicaid recipients who are eligible either through the Americans with Disabilities Act (ADA), Transportation Disadvantage (TD), or are 80 years and older.



Period	FY TOTAL
Oct-Sep(FY2015)	30,298,539
Oct-Sep(FY2016)	28,199,610
Change (%)	-6.93%


## SUNRAIL

SunRail Monthly Ridership by Station															
	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16
<i>Days of Operation</i>	22	23	21	21	22	20	19	21	23	21	21	23	20	23	21
SunRail Station															
DeBary	11,425	9,209	7,907	8,447	8,253	9,665	7,412	8,937	11,165	8,772	8,370	9,460	8,560	8,853	7,370
Sanford	6,458	5,634	5,088	5,700	5,091	5,718	4,635	5,397	6,467	5,264	5,158	5,640	5,380	5,663	4,987
Lake Mary	8,193	7,045	6,278	6,654	6,551	7,613	5,624	6,497	7,854	6,546	6,678	7,662	6,466	7,411	6,445
Longwood	5,668	5,007	4,508	5,045	4,839	5,533	4,165	4,964	5,992	4,891	4,804	5,208	4,573	4,897	4,552
Altamonte Springs	5,610	4,833	4,811	5,154	4,799	5,358	4,209	4,644	5,711	4,686	4,914	5,298	4,627	5,121	4,699
Maitland	4,075	3,689	3,435	3,693	3,302	3,494	3,267	3,552	3,865	3,392	3,433	3,905	3,159	3,657	2,946
Winter Park	11,022	8,433	6,184	7,083	7,216	10,303	5,542	7,338	10,147	7,166	6,596	8,160	7,828	7,045	5,407
Florida Hospital/Health Village	4,734	4,046	3,912	4,122	3,980	3,737	3,589	4,286	4,858	4,232	4,265	4,992	4,022	4,113	3,681
LYNX Central Station	9,218	8,412	7,968	8,664	7,996	8,578	7,337	7,978	9,104	8,047	8,449	9,000	7,281	8,609	8,151
Church Street Station	8,964	7,599	7,034	7,970	7,560	8,277	7,128	7,880	9,269	7,727	7,644	9,975	7,355	8,278	7,154
Orlando Health/Amtrak	2,787	2,561	2,468	2,651	2,474	2,782	2,271	2,767	2,871	2,584	2,557	2,840	2,247	2,717	2,673
Sand Lake	11,633	9,857	8,394	9,550	8,482	9,548	7,855	9,222	10,993	8,668	8,375	10,249	8,522	8,899	8,047
<b>Monthly Station Total</b>	<b>89,787</b>	<b>76,325</b>	<b>67,987</b>	<b>74,733</b>	<b>70,543</b>	<b>70,543</b>	<b>63,034</b>	<b>73,462</b>	<b>88,296</b>	<b>71,975</b>	<b>71,243</b>	<b>82,389</b>	<b>70,020</b>	<b>75,263</b>	<b>66,112</b>
<b>Average Daily Station Total</b>	<b>4,081</b>	<b>3,318</b>	<b>3,237</b>	<b>3,559</b>	<b>3,207</b>	<b>3,527</b>	<b>3,318</b>	<b>3,498</b>	<b>3,839</b>	<b>3,427</b>	<b>3,393</b>	<b>3,582</b>	<b>3,501</b>	<b>3,272</b>	<b>3,148</b>

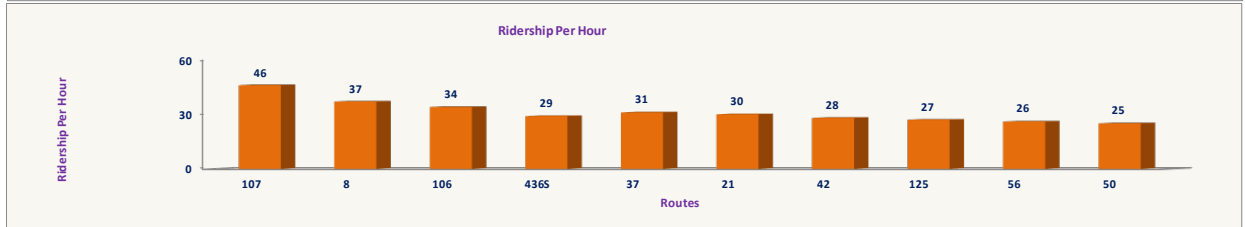
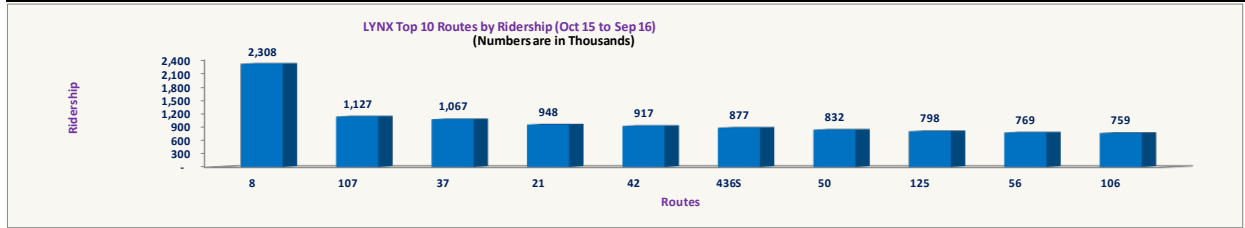
### SunRail Feeder Bus Connections

- Ridership Adjustments
  - In April 2014, LYNX adjusted services on 19 existing Links to provide feeder bus service to nine (9) SunRail Stations. These 19 Links represent 25% of LYNX's entire route structure.
  - LYNX Central Station connects SunRail with 34 Links.

## SUNRAIL FEEDER BUS

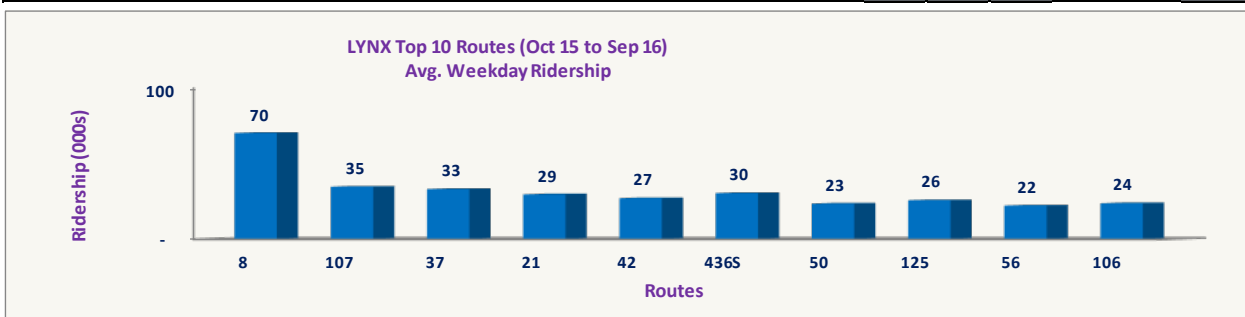
Average Daily Boardings & Alightings by SunRail Station Area																
	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16
<i>Days of Operation</i>	22	23	21	21	22	20	22	19	21	23	21	21	22	20	22	20
SunRail Station																
Sanford	474	487	489	453	493	491	516	374	396	474	407	472	457	366	337	438
Lake Mary	114	112	111	100	87	78	101	69	67	68	71	94	69	97	105	88
Longwood	84	74	76	74	84	68	60	68	69	70	70	50	64	73	70	62
Altamonte Springs	202	208	210	218	211	188	195	99	168	195	166	193	192	196	173	157
Maitland	26	26	25	32	30	27	20	17	16	20	24	24	16	18	19	18
Winter Park	251	257	256	273	276	273	256	200	214	207	224	237	224	238	223	236
Florida Hospital/Health Village	457	447	450	467	492	464	424	351	485	449	403	482	441	440	440	456
LYNX Central Station																
Church Street Station																
Orlando Health/Amtrak	8	4	3	5	7	4	3	5	6	27	18	23	20	26	19	18
Sand Lake	336	326	324	328	314	281	246	291	340	283	316	298	306	277	284	279
<b>Total - All Station</b>	<b>1,951</b>	<b>1,939</b>	<b>1,944</b>	<b>1,950</b>	<b>1,994</b>	<b>1,873</b>	<b>1,821</b>	<b>1,474</b>	<b>1,760</b>	<b>1,793</b>	<b>1,699</b>	<b>1,873</b>	<b>1,789</b>	<b>1,731</b>	<b>1,670</b>	<b>1,752</b>

FY 2016 LYNX TOP 10 FIXED-ROUTES BY RIDERSHIP (OCT 15 TO SEP 16)															YTD (OCT-APR)	% of Total Ridership
Rank	Link No	Route Name	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16		
1	8	W OAK RIDGE RD/INTL DR	202,481	190,055	195,801	182,001	184,782	198,238	197,100	195,742	183,635	185,359	197,377	195,602	2,308,173	8.76%
2	107	SOUTH US 441/FLA MALL	99,698	94,041	101,503	92,036	90,543	95,473	93,935	90,832	87,172	90,544	97,669	93,834	1,127,280	4.28%
3	37	PARK PROMENADE/FLORIDA MALL	95,467	88,553	89,749	84,458	86,900	92,648	89,402	87,700	86,707	86,186	90,742	88,899	1,067,411	4.05%
4	21	CARVER SHORES	86,871	78,792	80,290	78,378	77,658	80,971	79,052	75,881	76,546	76,739	80,526	76,562	948,266	3.60%
5	42	INTL DR/ORLANDO INTL AIRPORT	81,236	76,595	77,143	72,393	72,114	77,661	75,486	77,701	73,459	78,195	79,237	76,151	917,371	3.48%
6	436S	436S - SOUTH S R 436	82,909	76,601	78,912	73,507	74,743	78,140	78,539	85,415	83,793	77,502	43,060	43,497	876,618	3.33%
7	50	DOWNTOWN ORLANDO/MAGIC KINGDOM	77,798	69,476	71,695	63,065	58,983	67,637	67,544	71,023	69,443	74,518	75,152	65,885	832,219	3.16%
8	125	SILVER STAR RD CROSSTOWN	73,938	65,488	67,214	63,347	66,386	68,582	68,125	67,349	61,725	59,168	69,055	67,518	797,895	3.03%
9	56	WEST US 192/MAGIC KINGDOM	69,150	64,359	65,824	62,657	60,935	66,092	64,610	62,849	61,686	66,042	64,978	59,848	769,030	2.92%
10	106	NORTH US 441/APOPKA	69,191	64,701	65,511	62,135	62,673	64,273	61,451	63,443	61,545	60,343	62,938	60,299	758,503	2.88%
<b>CUMULATIVE RIDERSHIP (ALL FIXED ROUTES)</b>															<b>26,334,864</b>	<b>40%</b>



TOP 10 ROUTES COMPRISE  
40% OF LYNX TOTAL FIXED-ROUTE RIDERSHIP

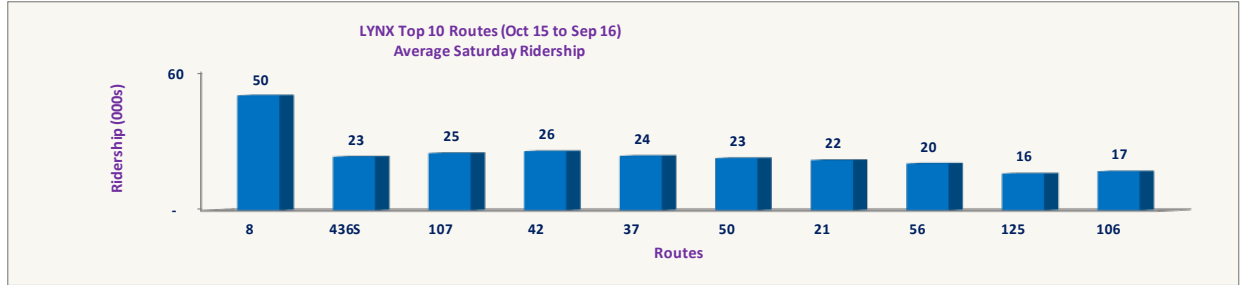
FY 2016 LYNX TOP 10 FIXED-ROUTES AVERAGE WEEKDAY RIDERSHIP (OCT 15 TO SEP 16)														
Rank	Link No	Route Name	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16
1	8	W OAK RIDGE RD/INTL DR	7,299	7,060	6,912	6,656	7,162	7,059	7,433	7,040	6,727	6,613	6,994	7,195
2	107	SOUTH US 441/FLA MALL	3,531	3,545	3,615	3,395	3,468	3,438	3,584	3,309	3,224	3,313	3,509	3,521
3	37	PARK PROMENADE/FLORIDA MALL	3,524	3,380	3,198	3,147	3,424	3,366	3,399	3,192	3,245	3,145	3,248	3,314
4	21	CARVER SHORES	3,171	3,019	2,876	2,943	3,066	2,962	3,044	2,792	2,837	2,799	2,921	2,904
5	42	INTL DR/ORLANDO INTL AIRPORT	2,802	2,770	2,628	2,530	2,731	2,676	2,733	2,697	2,631	2,712	2,703	2,710
6	436S	436S - SOUTH S R 436	3,038	2,961	2,816	2,657	2,963	2,881	6,348	3,242	3,243	2,993	1,609	1,646
7	50	DOWNTOWN ORLANDO/MAGIC KINGDOM	2,578	2,377	2,336	2,100	2,103	2,241	2,335	2,360	2,389	2,484	2,490	2,256
8	125	SILVER STAR RD CROSSTOWN	2,804	2,592	2,470	2,437	2,690	2,593	2,685	2,595	2,387	2,258	2,569	2,640
9	56	WEST US 192/MAGIC KINGDOM	2,347	2,289	2,186	2,134	2,216	2,230	2,266	2,117	2,164	2,243	2,194	2,062
10	106	NORTH US 441/APOPKA	2,604	2,471	2,402	2,371	2,483	2,340	2,331	2,278	2,287	2,179	2,252	2,298





**FY 2016 LYNX TOP 10 FIXED-ROUTES  
AVERAGE SATURDAY RIDERSHIP (OCT 15 TO SEP 16)**

Rank	Link No	Route Name	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16
1	8	W OAK RIDGE RD/INTL DR	4,947	5,250	5,127	4,641	4,638	4,909	4,934	5,087	5,018	5,210	5,037	5,156
2	107	SOUTH US 441/FLA MALL	2,820	2,503	2,603	2,447	2,595	2,465	2,386	2,349	2,339	2,467	2,396	2,480
3	37	PARK PROMENADE/FLORIDA MALL	2,313	2,398	2,491	2,205	2,351	2,338	2,342	2,374	2,326	2,412	2,402	2,418
4	21	CARVER SHORES	2,414	2,243	2,249	2,169	2,122	2,141	2,113	2,076	2,189	2,198	2,192	2,114
5	42	INTL DR/ORLANDO INTL AIRPORT	2,690	2,669	2,605	2,466	2,350	2,574	2,428	2,694	2,438	2,613	2,689	2,658
6	436S	436S - SOUTH S R 436	2,390	2,267	2,254	2,257	2,163	2,189	4,742	2,556	2,503	2,429	1,045	1,155
7	50	DOWNTOWN ORLANDO/MAGIC KINGDOM	2,594	2,441	2,415	2,065	1,960	2,218	2,111	2,226	2,253	2,394	2,367	2,189
8	125	SILVER STAR RD CROSSTOWN	1,724	1,686	1,711	1,633	1,668	1,504	1,676	1,544	1,464	1,486	1,545	1,521
9	56	WEST US 192/MAGIC KINGDOM	2,147	2,032	2,185	2,040	1,985	2,045	2,010	2,008	1,933	2,083	1,960	1,974
10	106	NORTH US 441/APOPKA	1,645	1,686	1,588	1,646	1,627	1,530	1,501	1,838	1,918	1,923	1,789	1,659



## LYNX Monthly Ridership by Mode

Fiscal Year 2016													
Service Mode	October	November	December	January	February	March	April	May	June	July	August	September	Year to Date
LYMMO (ORANGE LINE)	70,859	61,754	61,777	55,949	51,418	54,297	54,541	56,093	66,943	75,557	66,423	58,289	733,900
LYMMO (GRAPEFRUIT LINE)	48,989	38,431	33,934	37,618	40,794	39,198	33,097	37,191	42,017	40,920	47,893	46,784	486,866
LYMMO (LIME LINE)	-	-	-	1,091	5,109	6,958	7,920	9,080	5,773	5,005	9,231	9,204	59,371
LYMMO (CIRCULATOR)	-	-	-	1,118	3,877	3,821	3,803	3,876	4,829	5,586	4,804	4,664	36,378
REGULAR FIXED-ROUTE	2,285,215	2,073,888	2,136,090	2,003,285	2,018,971	2,125,920	2,047,984	2,055,397	1,984,294	1,986,170	2,091,887	2,037,806	24,846,907
NEIGHBORLINK	16,611	13,830	14,042	13,453	14,303	14,979	14,589	13,384	13,679	13,357	15,125	14,089	171,441
<b>SUBTOTAL - FIXED ROUTE</b>	<b>2,421,674</b>	<b>2,187,903</b>	<b>2,245,843</b>	<b>2,112,514</b>	<b>2,134,472</b>	<b>2,245,173</b>	<b>2,161,934</b>	<b>2,175,021</b>	<b>2,117,535</b>	<b>2,126,595</b>	<b>2,235,363</b>	<b>2,170,836</b>	<b>26,334,863</b>
SPECIAL SHUTTLES	15,382	6,143	2,961	7,649	2,579	6,949	8,969	10,416	5,203	5,542	5,158	9,089	86,040
EXPRESS LINK 208	1,015	917	891	719	700	822	659	745	869	668	899	672	9,576
ACCESS LYNX	46,624	42,616	43,636	43,170	44,519	47,765	46,979	47,313	45,645	44,170	48,795	48,337	549,569
VANPOOL	31,645	29,917	29,803	31,227	32,610	33,637	33,153	32,945	33,835	34,112	37,290	37,824	397,998
<b>SUBTOTAL - OTHER SERVICES</b>	<b>94,666</b>	<b>79,593</b>	<b>77,291</b>	<b>82,765</b>	<b>80,408</b>	<b>89,173</b>	<b>89,760</b>	<b>91,419</b>	<b>85,552</b>	<b>84,492</b>	<b>92,142</b>	<b>95,922</b>	<b>1,043,183</b>
<b>TOTAL ALL SERVICES</b>	<b>2,516,340</b>	<b>2,267,496</b>	<b>2,323,134</b>	<b>2,195,279</b>	<b>2,214,880</b>	<b>2,334,346</b>	<b>2,251,694</b>	<b>2,266,440</b>	<b>2,203,087</b>	<b>2,211,087</b>	<b>2,327,505</b>	<b>2,266,758</b>	<b>27,378,046</b>
% Change from Fiscal Year 2015 to Fiscal Year 2016													
Service Mode	October	November	December	January	February	March	April	May	June	July	August	September	Year to Date
LYMMO (ORANGE LINE)	-17.00%	-13.17%	-22.25%	-22.20%	-35.43%	-27.95%	-25.85%	-18.18%	-7.45%	-2.87%	-9.71%	-18.14%	-18.44%
LYMMO (GRAPEFRUIT LINE)	17.75%	7.44%	-14.21%	-5.24%	31.51%	-5.19%	-21.58%	-13.00%	8.46%	-18.63%	2.58%	-3.42%	-2.26%
LYMMO (LIME LINE)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
LYMMO (CIRCULATOR)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
REGULAR FIXED-ROUTE	-10.77%	-5.07%	-7.33%	-12.64%	-3.10%	-6.36%	-8.82%	-6.30%	-5.99%	-8.56%	-3.18%	-6.21%	-7.13%
NEIGHBORLINK	-1.36%	1.45%	-8.34%	-13.61%	1.18%	-2.01%	-6.97%	-5.20%	-0.96%	-9.39%	-6.06%	-13.03%	-5.51%
<b>SUBTOTAL - FIXED ROUTE</b>	<b>-10.47%</b>	<b>-5.09%</b>	<b>-7.94%</b>	<b>-12.72%</b>	<b>-3.35%</b>	<b>-6.54%</b>	<b>-9.07%</b>	<b>-6.21%</b>	<b>-5.28%</b>	<b>-8.13%</b>	<b>-2.69%</b>	<b>-5.97%</b>	<b>-7.05%</b>
SPECIAL SHUTTLES	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
EXPRESS LINK 208	-11.04%	-8.94%	-12.90%	-21.16%	-25.29%	-24.66%	-25.28%	-22.40%	-14.13%	-30.63%	-7.22%	-31.85%	-19.41%
ACCESS LYNX	-5.70%	-1.11%	-2.50%	-1.76%	5.17%	14.98%	10.80%	15.72%	12.12%	1.52%	16.12%	9.96%	5.97%
VANPOOL	7.10%	14.28%	6.65%	13.00%	13.82%	7.28%	2.03%	10.29%	15.62%	11.00%	35.75%	35.30%	14.01%
<b>SUBTOTAL - OTHER SERVICES</b>	<b>17.52%</b>	<b>-0.19%</b>	<b>4.84%</b>	<b>-2.24%</b>	<b>11.01%</b>	<b>-11.49%</b>	<b>1.36%</b>	<b>-7.72%</b>	<b>-15.07%</b>	<b>-14.36%</b>	<b>3.60%</b>	<b>25.17%</b>	<b>-0.12%</b>
<b>TOTAL ALL SERVICES</b>	<b>-9.66%</b>	<b>-4.93%</b>	<b>-7.56%</b>	<b>-12.36%</b>	<b>-2.89%</b>	<b>-6.74%</b>	<b>-8.69%</b>	<b>-6.27%</b>	<b>-5.70%</b>	<b>-8.39%</b>	<b>-2.45%</b>	<b>-4.97%</b>	<b>-6.81%</b>
Fiscal Year 2015													
Service Mode	October	November	December	January	February	March	April	May	June	July	August	September	Year to Date
LYMMO (ORANGE LINE)	85,372	71,119	79,455	71,918	79,636	75,360	73,554	68,556	72,331	77,788	73,568	71,205	899,862
LYMMO (GRAPEFRUIT LINE)	41,606	35,770	39,556	39,699	31,019	41,345	42,204	42,747	38,740	50,291	46,688	48,442	498,107
LYMMO (LIME LINE)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	-
LYMMO (CIRCULATOR)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	-
REGULAR FIXED-ROUTE	2,561,055	2,184,762	2,305,092	2,293,176	2,083,558	2,270,238	2,246,055	2,193,675	2,110,737	2,172,036	2,160,705	2,172,787	26,753,876
NEIGHBORLINK	16,840	13,633	15,320	15,572	14,136	15,287	15,682	14,118	13,812	14,742	16,101	16,199	181,442
<b>SUBTOTAL - FIXED ROUTE</b>	<b>2,704,873</b>	<b>2,305,284</b>	<b>2,439,423</b>	<b>2,420,365</b>	<b>2,208,349</b>	<b>2,402,230</b>	<b>2,377,495</b>	<b>2,319,096</b>	<b>2,235,620</b>	<b>2,314,857</b>	<b>2,297,062</b>	<b>2,308,633</b>	<b>28,333,287</b>
SPECIAL SHUTTLES	420	9,463	-	12,168	513	26,763	12,782	27,357	29,748	23,451	18,484	3,736	164,885
EXPRESS LINK 208	1,141	1,007	1,023	912	937	1,091	882	960	1,012	963	969	986	11,883
ACCESS LYNX	49,444	43,095	44,753	43,944	42,329	41,542	42,400	40,884	40,711	43,509	42,020	43,957	518,588
VANPOOL	29,548	26,178	27,944	27,635	28,651	31,353	32,493	29,870	29,264	30,732	27,469	27,955	349,092
<b>SUBTOTAL - OTHER SERVICES</b>	<b>80,553</b>	<b>79,743</b>	<b>73,720</b>	<b>84,659</b>	<b>72,430</b>	<b>100,749</b>	<b>88,557</b>	<b>99,071</b>	<b>100,735</b>	<b>98,655</b>	<b>88,942</b>	<b>76,634</b>	<b>1,044,448</b>
<b>TOTAL ALL SERVICES</b>	<b>2,785,426</b>	<b>2,385,027</b>	<b>2,513,143</b>	<b>2,505,024</b>	<b>2,280,779</b>	<b>2,502,979</b>	<b>2,466,052</b>	<b>2,418,167</b>	<b>2,336,355</b>	<b>2,413,512</b>	<b>2,386,004</b>	<b>2,385,267</b>	<b>29,377,735</b>

## SEPTEMBER 2016 RIDERSHIP HIGHLIGHTS

Total system-wide ridership in September 2016 was 2,266,758. This represents a decrease of 4.97% over the previous year (September 2015).

### September Average Daily Ridership by Mode

<i>Service Mode</i>	<i>Day</i>	<i>September-15</i>	<i>September-16</i>	<i>% Change</i>
LYMMO (ORANGE LINE)	Weekday	2,747	2,282	-16.93%
	Saturday	1,281	1,308	2.17%
	Sunday	1,415	958	-32.27%
LYMMO (GRAPEFRUIT LINE)	Weekday	1,803	1,774	-1.56%
	Saturday	977	1,063	8.87%
	Sunday	1,220	1,051	-13.84%
LYMMO (LIME LINE)	Weekday	-	384	N/A
	Saturday	-	129	N/A
	Sunday	-	126	N/A
LYMMO (CIRCULATOR)	Weekday	-	170	N/A
	Saturday	-	137	N/A
	Sunday	-	93	N/A
REGULAR FIXED-ROUTE (72 LINKS)	Weekday (72 Links)	84,110	77,345	-8.04%
	Saturday (70 Links)	57,105	55,561	-2.70%
	Sunday (49 Links)	35,613	33,939	-4.70%
EXPRESS LINK 208	Weekday	46	32	-29.71%
	Saturday	-	-	N/A
	Sunday	-	-	N/A
ACCESSLYNX	Weekday	1,723	1,988	15.39%
	Saturday	948	1,037	9.42%
	Sunday	566	612	8.13%
NEIGHBORLINK	Weekday	633	604	-4.51%
	Saturday	376	353	-6.18%
VANPOOL	Weekday	1,168	1,597	36.76%
	Saturday	261	292	12.09%
	Sunday	239	262	9.62%
<b>TOTAL</b> <i>LYNX</i> <i>SERVICES</i>	<b>Weekday</b>	<b>92,227</b>	<b>86,176</b>	<b>-6.56%</b>
	<b>Saturday</b>	<b>60,947</b>	<b>59,882</b>	<b>-1.75%</b>
	<b>Sunday</b>	<b>39,053</b>	<b>37,040</b>	<b>-5.15%</b>

**Monthly Report G: Communications Report: November 2016 - December 2016**

**To:** LYNX Board of Directors

**From:** **Matthew Friedman**  
 DIRECTOR OF MARKETING COMM  
**Matthew Friedman**  
 (Technical Contact)  
**Janet Amador**  
 (Technical Contact)

**Phone:** 407.841.2279 ext: 6206

**Item Name:** Communications Report: November 2016 - December 2016

**Date:** 1/26/2017

<b>LYNX Press Releases   Media Notes: November 2016 – December 2016</b>	
Nov. 3	LYNX to Hold Public Workshop and Hearing for KnightLYNX 211 Elimination
Nov. 10	LYNX Board Approves December Service Changes
Nov. 17	Thanksgiving Day Schedule
Nov. 18	He’s Back to Drive Holiday Cheer
Dec. 12	Reminder... He’s Back to Drive Holiday Cheer
Dec. 15	LYNX Marketing Wins Top Campaign of the Year from Florida Public Transportation Association
Dec. 19	Christmas and New Year’s Holiday Schedule
Dec. 27	New Year’s Holiday Schedule

<b>LYNX News Articles: November 2016 - December 2016</b>	
Nov. 15	<p><a href="#">Guest Column: Lynx to adopt free Wi-Fi and real-time bus tracking app</a>                      Bungalower                      The following copy was originally posted by David Porter on LynxedTogether.com, a blog that lobbies for better service for Lynx bus passengers in ...</p>
Nov. 21	<p><a href="#">LYNX Holiday Bus Returns</a>                      MassTransitMag.com (press release) (registration) (blog)                      Kris Kringle's job application has once again been accepted by the Central Florida Regional Transportation Authority (LYNX) to return as a holiday...</p>

# LYNX Board Agenda

Nov. 25	<p><a href="#">Jacob Stuart: Central Florida's apostle of regionalism</a> Orlando Sentinel Whether the mission was to spotlight transportation in 1997 by suggesting that Lynx paint all their buses pink, or convene a task force in 1998 called Workforce 2020 to identify ways to close the income gap in Central Florida...</p>
Nov. 27	<p><a href="#">Disney government spending millions on transportation projects to handle growth</a> Orlando Sentinel Fender benders with buses, traffic snarls at the Magic Kingdom parking entrance, and overall growth are fueling transportation projects throughout Walt Disney World.</p>
Dec. 3	<p><a href="#">Let the bicycles share Orlando's bus lanes: Where we stand</a> Orlando Sentinel Lynx shouldn't have veto power over allowing bicycles in Orlando's dedicated bus lanes.</p>
Dec. 6	<p><a href="#">LYNX banking on tech and increased efficiency to boost ridership numbers</a> Orlando Political Observer On Monday morning, the Orlando City Council held a workshop regarding the LYNX bus system and what could be done to increase consumer...</p>
Dec. 8	<p><a href="#">Missing 9-year-old boy found safe, Orlando police say</a> WFTV Orlando UPDATE: Orlando police said a 9-year-old boy who was reported missing Wednesday afternoon has been found safe. Police said an alert Lynx bus ...</p> <p><a href="#">Santa trades sleigh for bus in Kissimmee</a> Osceola News-Gazette Ol' Saint Nick drove a Lynx bus route through town, coming down from Orlando and driving the 26 Link from the Kissimmee Intermodal Station to the ...</p>
Dec. 10	<p><a href="#">SunRail's Saturday trial has mixed results</a> Orlando Sentinel Passengers await the northbound train at SunRail's Church Street Station. (Charles King/Orlando Sentinel) (Charles King / Orlando Sentinel).</p> <p><a href="#">Osceola creates transportation department</a> Osceola News-Gazette Osceola creates transportation department ... Olore will work with LYNX, SunRail, MetroPlan of Orlando and the Osceola County and Central Florida ...</p>

<p>Dec. 15</p>	<p><a href="#">Here's what's paramount to know about plans for Parramore</a> Orlando Business Journal What was once "Orlando's most blighted and crime-ridden community" is making progress, but there's plenty more work to do, he said. "Parramore's ...</p> <p><a href="#">New look County Commission reviews options on Lake Pickett South</a> Orlando Political Observer On Tuesday, Orange County Mayor Teresa Jacobs and incumbents on the Board of County Commissioners welcomed their two newest colleagues.</p>
<p>Dec. 16</p>	<p><a href="#">LYNX wins awards for Pulse bus design</a> News965 The buses that run around Orlando recently won design awards related to the community's response to the June 12 Pulse nightclub shooting. LYNX' ...</p> <p><a href="#">Maitland program with Uber off to slow start</a> Winter Park/Maitland Observer The city's subsidy caps out at \$5 per ride within Maitland, and \$6.25 per ride to or from the SunRail station. If the data reported from July and August ...</p> <p><a href="#">Greg Eisenberg gets spot on MetroPlan Orlando Committee</a> Orlando Political Observer MetroPlan is the official planning committee for the tri-county area, while the “purpose of the CAC is to provide citizen input to the transportation ...</p>
<p>Dec. 20</p>	<p><a href="#">Orlando beltway builders at odds over completion</a> Orlando Sentinel "Fatalities are going to go through the roof," said Charles Lee, advocacy director for Audubon Florida, speaking to transportation officials recently.</p>
<p>Dec. 22</p>	<p><a href="#">Move up parkway's completion</a> Orlando Sentinel The parkway will complete a beltway loop around the Orlando metro area. (Mary Brooks ... What are state transportation officials waiting for? It's time to ...</p>
<p>Dec. 29</p>	<p><a href="#">Central Florida's most fascinating</a> Orlando Business Journal Here are the folks our readers found most fascinating (in order of whose name was searched most often), along with links to some of this year’s most popular stories about them: David Siegel, Edward Johnson LYNX CEO...</p> <p><a href="#">SunRail to implement new safety technology</a> WESH Orlando SunRail has been told by Congress that when it comes to this federally mandated safety system, it must meet certain milestones by 2018 and have the ...</p>

Dec. 30	<p><a href="#">Mural brings nature and color to SunRail tracks</a> Orlando Sentinel The soaring piece of public art is called "A Celebration of Hope and ... But it is also a public-transportation gateway to the attractions of Orlando's Loch ...</p> <p><a href="#">Central Florida 100 peer into crystal ball for 2017</a> Orlando Sentinel Central Florida 100 peer into crystal ball for 2017</p>
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## **Marketing Department Events**

- **LYNXMAS:** As part of the agency’s annual customer appreciation promotion, the LYNXMAS Giveaway ran Dec. 1 -15 and gave customers a chance to win one of 15 30-Day bus passes. Customers could fill out an entry form in the terminal, and then increase their chances by entering through Facebook, Twitter and Instagram. Winners were announced during Santa in the terminal on Dec. 16. The LYNX holiday bus also operated on LYNX routes throughout Central Florida from Nov. 28 -Dec. 24. Passengers lucky enough to find Santa driving their route rode the link for free.
- **FPTA Marketing Awards:** The LYNX marketing team earned the “Best of the Best” award from the Florida Public Transportation Association for its December 2015 holiday fishing frenzy digital campaign. The highest honor was recently handed out at the association’s annual training conference. LYNX marketing team also won three first-place awards along with the Member’s Choice by conference attendees for the Pulse memorial bus. Each of the campaigns were designed in-house by the LYNX marketing team.

## **LYNX Social Media: November 2016**

Nov. 1	<p>Daylight saving time. Service alert: Bus stop relocation to Hughey and Washington Street. LYMMO survey. Service alert: Road closure due to the EDC Annual BBQ festival.</p>
Nov. 2	<p>Updated cover photo. Response to customer feedback. Service alert: road closure due to the Eatonville Annual 5K. Service alert: road closure due to Disney’s Wine and Dine Half Marathon. Service alert: road closure due to the Fall Fiesta in the Park. Service alert: road closure due to the Great Chocolate Race in downtown Orlando. Service alert: detour due to Mickey’s Very Merry Christmas. Response to customer feedback regarding LYMMO.</p>

## LYNX Board Agenda

- Nov. 3 Dec. 11 Service Proposal.  
Public workshop and hearing to eliminate KnightLYNX 211.
- Nov. 4 Alert Today, Alive Tomorrow at LYNX Central Station.  
Service alert: Detour at Orlando International Airport due to an accident.  
Weekend detours.
- Nov. 5 Daylight Saving Time ends today.  
Weekend detours.
- Nov. 6 Sunday Funday.
- Nov. 7 At this moment billions of people are using public transportation around the world. Are you one of them?
- Nov. 8 Veterans day schedule.
- Nov. 9 Veterans day bus wrap.
- Nov. 10 Response to a customer complaint regarding bus shelters.  
Response to customer complaint regarding delays.  
LYMMO Survey.  
LYNX Board approves December service change.  
Veterans Day.
- Nov. 11 Updated cover photo.  
Veterans day parade detour.  
Service alert: Come out with Pride parade detour.
- Nov. 12 Service alert detour due to Come out with Pride parade and Veterans parade.
- Nov. 13 Fill in the blank: I use public transportation to \_\_\_\_\_.
- Nov. 14 Thinking about visiting Central Florida? Where would your first stop be?  
Thanksgiving Day schedule.
- Nov. 15 Response to customer question regarding bus transfers.  
Dec. 11 service change.  
Response to question regarding the schedule book.
- Nov. 16 Exclusive holiday bus sneak peek.  
Thanked customer for feedback.
- Nov. 17 Throwback Thursday.  
Santa returns as a holiday bus operator on Nov. 28.
- Nov. 18 Response to question regarding real-time bus technology.  
LYNX is providing shuttle service to Camping World Stadium.
- Nov. 19 Thanksgiving is next week! What are you thankful for? We are so thankful for you, our wonderful Fans!
- Nov. 20 The best way to kick start your Monday is with a smile. Give your operator a smile today!
- Nov. 21 Good morning from LYNX Central Station.
- Nov. 22 December service change.  
Thanksgiving day is tomorrow. Tell us what you're looking forward to eating this year.
- Nov. 23 Thanksgiving day holiday schedule.  
Service alert: Detour due to the Senior's First Turkey trot.



## LYNX Board Agenda

- Nov. 24 Happy Thanksgiving!
- Nov. 25 We hope you had a great Thanksgiving! Today we resume our normal operating schedule for your Black Friday shopping.
- Nov. 26 Holiday bus decoration.
- Nov. 27 The holiday bus is set to hit the road tomorrow. Here's your first glimpse inside Santa's Workshop!
- Nov. 28 The holiday bus is back! If you find Santa driving your route, your ride is free!  
Response to questions regarding the holiday bus.  
LYNXMAS giveaway coming soon.
- Nov. 29 Response to customer concern regarding a bus stop.  
Updated cover photo.  
December service change.
- Nov. 30 December service change.  
A big shout-out to our happy customers who rode the holiday bus!
- Dec. 1 The LYNXMAS Giveaway is here!  
Response to questions about the LYNXMAS Giveaway.  
Service alert: Downtown Orlando detour due to OUC half marathon.  
Service alert: Downtown Orlando detour due to Ciclovía Orlando.  
Temporary bus stop closure in Kissimmee due to construction.
- Dec. 2 LYNXMAS Giveaway.  
Response to customer concern regarding a bus stop. Shared with service planning team for consideration.  
Response to questions about the LYNXMAS Giveaway.  
Shuttle service to Camping World Stadium for ACCFC game.  
Weekend service alerts.
- Dec. 3 Service alert reminder.  
Shuttle service to Camping World Stadium for ACCFC game.
- Dec. 4 Lake Eola Park holiday decorations.
- Dec. 5 LYNXMAS Giveaway.
- Dec. 6 Dec. 11 service change.  
Response to customer feedback.
- Dec. 7 Link 111 service to Orlando International Airport.  
Notified customer their request to relocate a bus stop sign was granted.
- Dec. 8 Dec. 11 service change.  
Thanked customer for positive feedback regarding a service change.
- Dec. 9 LYNXMAS Giveaway.  
Customer photo with Santa and holiday bus.
- Dec. 10 Dec. 11 service change.  
LYNX Holiday schedule.
- Dec. 11 Dec. 11 service change.  
Pulse 6 month remembrance.
- Dec. 12 December service change reminder for morning commuters.  
Marketing team wins three first place awards at FPTA Marketing Awards.

## LYNX Board Agenda

- Santa in the terminal.  
Service alert: due to police activity in the Malibu Groves area, Link 20 will be detoured.
- Dec. 13 Update: Link 20 service is back to normal.  
LYNXMAS Giveaway.  
Service alert: bus stop change at Wellspring Drive due to construction.  
Service alert: Kennedy Boulevard will be closed due to construction.
- Dec. 14 Santa in the terminal.
- Dec. 15 Last chance to enter the LYNXMAS Giveaway.  
The LYNXMAS Giveaway is officially over.  
LYNX Central Station is all set up for Santa! See you there!  
LYNX Holiday schedule.
- Dec. 16 Come take your photo with Santa!  
Tune in at 4p to find out who are the lucky winners of a 30-Day pass.  
The LYNXMAS Giveaway announcement.  
LYNXMAS Giveaway winners.  
Santa in the Terminal photo album.
- Dec. 17 AutoNation Cure Bowl game day shuttle service to Orlando Citrus Bowl.  
Service alert: Camping World Stadium detour due the AutoNation Cure Bowl.
- Dec. 18 Holiday shopping around Central Florida? LYNX can take you there! (Link to Trip Planner)
- Dec. 19 Santa is driving the holiday bus today! Have you seen him?  
Please consider others when riding LYNX. Playing loud music, eating, etc. are just a few common considerations to follow. Let's be courteous to our fellow riders.
- Dec. 20
- Dec. 21 LYNX holiday schedule.
- Dec. 22 Heading to Orlando International Airport for your holiday travels? Ride SunRail to Sand Lake Road and transfer to Link 111 for free!
- Dec. 23 Today is the last day to catch the holiday bus before Santa's "other job" takes him away. Where will he be?  
Send some warm season's greetings to your family and friends from out of state. #WinterinFlorida  
LYNX holiday schedule.
- Dec. 24
- Dec. 25 Merry Christmas!
- Dec. 26 Service alert: Camping World Stadium detour due to the Russell Athletic Bowl.  
Visiting Central Florida during the holiday season? Here are some of the great places you can visit with LYNX! (included link to popular destinations)  
Need a ride to Orlando International Airport? No worries, we got you covered!  
Links 11, 42, 51, 111, 407 and 436S will take you there!  
LYNX New Year's Day schedule.
- Dec. 27 Service alert: Camping World Stadium detour due to the Russell Athletic Bowl.  
LYNX is providing game day shuttle service to Camping World Stadium.
- Dec. 28 Service alert: Detour due to the Florida Citrus Parade.  
Response to customer concern regarding trash at a LYNX bus stop.  
Response to complaint regarding bus driver skipping a stop while passenger

# LYNX Board Agenda

waited at the stop.

Correction: Florida Citrus Parade detour, Dec. 29 7a-3p.

Link 106 ALERT: A car accident on OBT and Maitland Blvd/SR 414 has caused delays as we safely detour the area.

Dec. 29 Service alert: Camping World Stadium detour due to Buffalo Wild Wings Citrus Bowl.

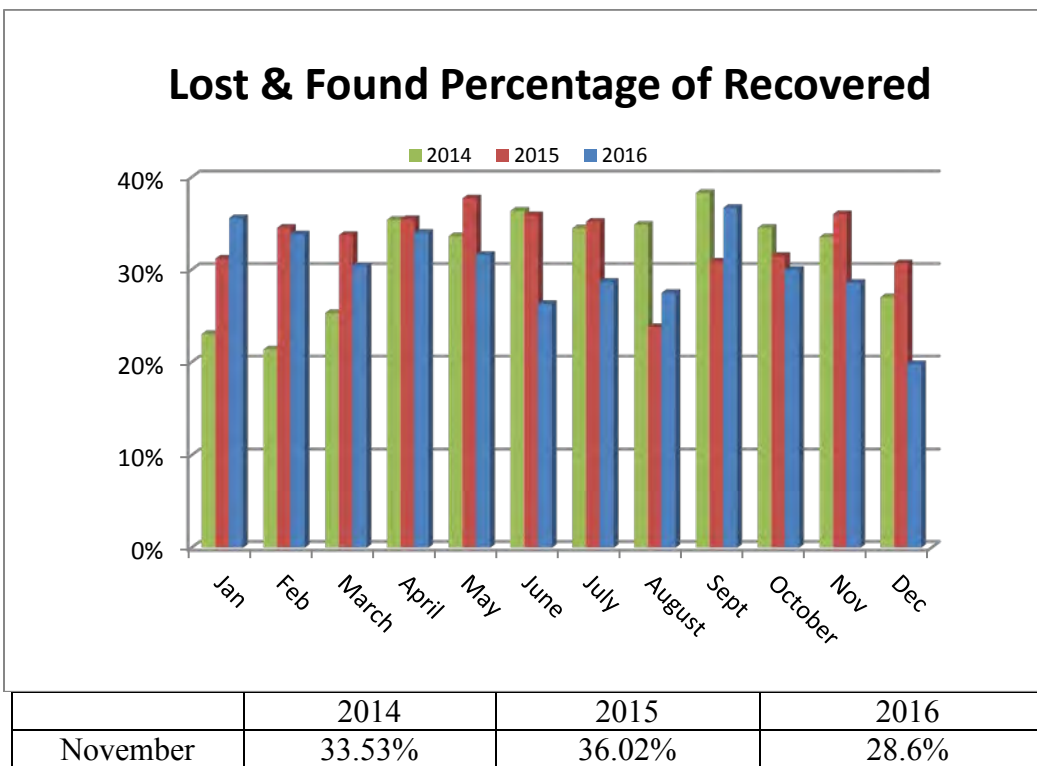
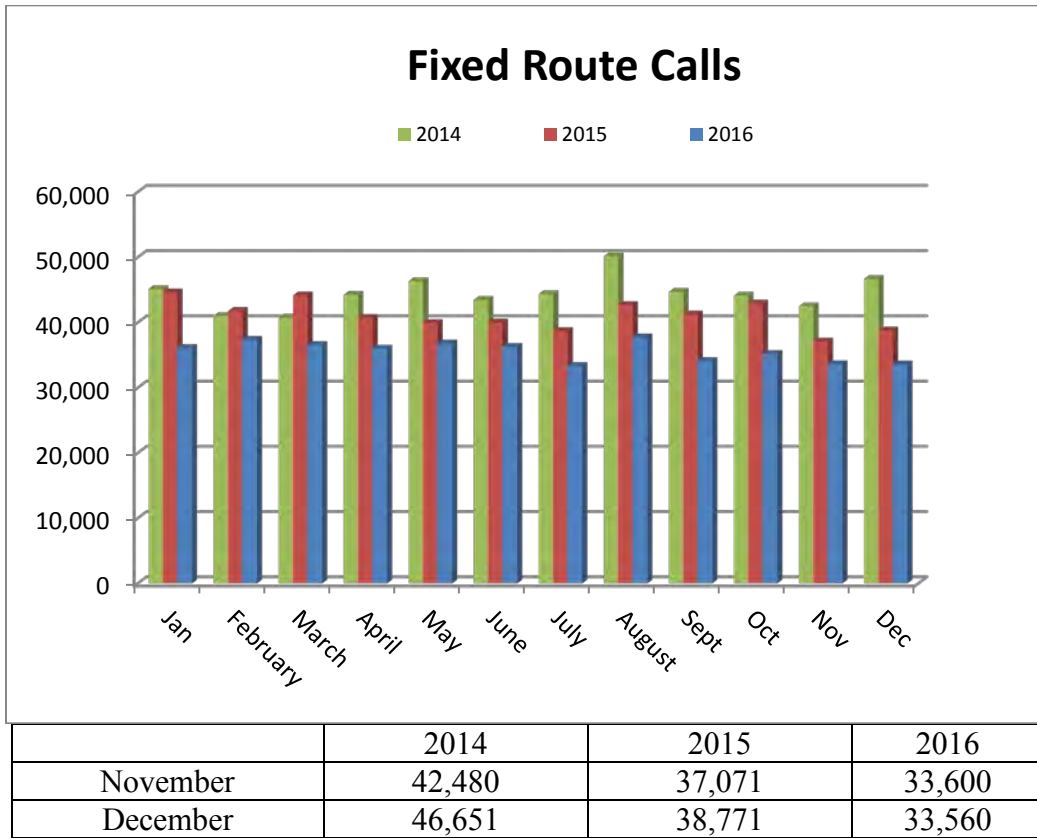
Dec. 30 Service alert: Detour due to the Florida Citrus Parade. As we gear up for 2017, let's take a look back at 2016.

Dec. 31 Service alert: Camping World Stadium detour due to Buffalo Wild Wings Citrus Bowl.

LYNX is providing game day shuttle service to Camping World Stadium. New Year's Day schedule.

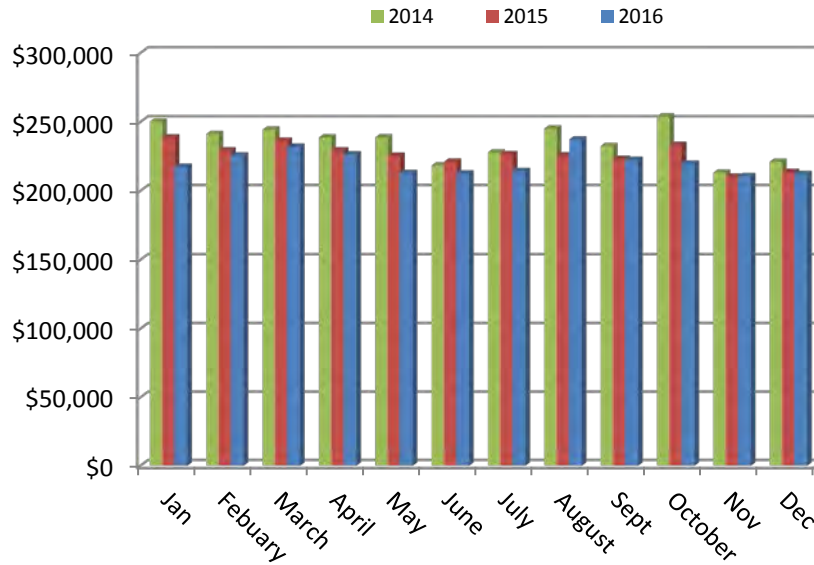
SOCIAL MEDIA USAGE	NOV. 2016	DEC. 2016
Facebook Likes	4,134	4,238
Facebook – Daily Total Reach: The number of people who have seen any content associated with our Page. (Unique Users)	32,181	41,633
Twitter Followers	4,120	4,309
WEBSITE USAGE		
Total Page Views	694,024	693,929
Total User Visits	86,277	86,321

## Customer Service



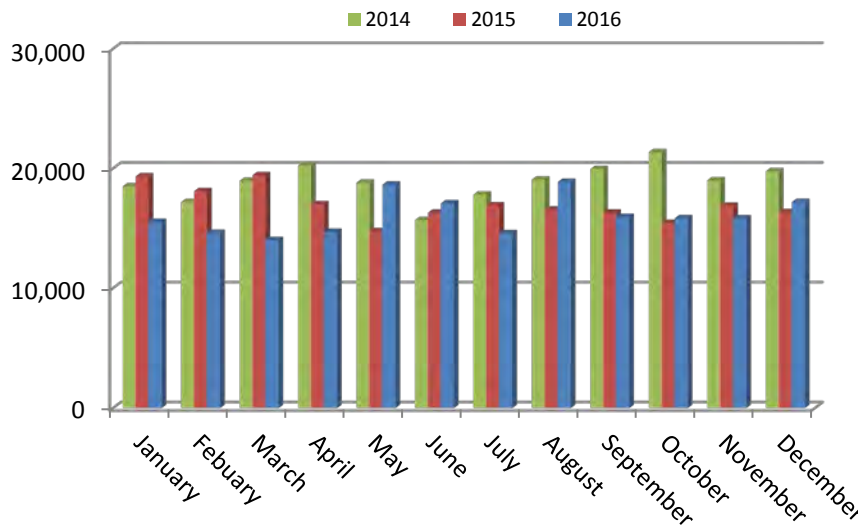
December	27.03%	30.70%	19.8%
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### Fare Media Sales at LCS



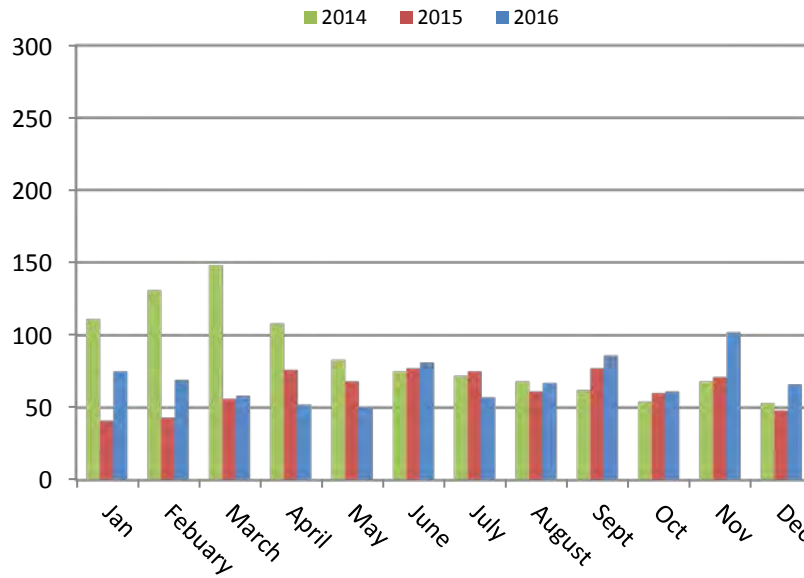
	2014	2015	2016
November	213,096	210,241	210,585
December	220,958	213,620	212,091

### Customers Served at LCS



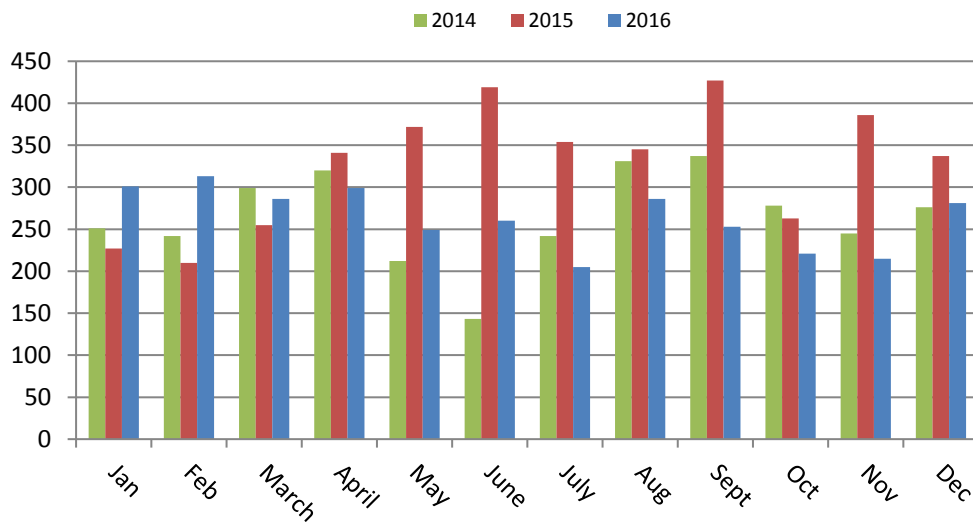
	2014	2015	2016
November	18,996	16,860	15,826
December	19,761	16,335	17,183

### Paratransit Concerns

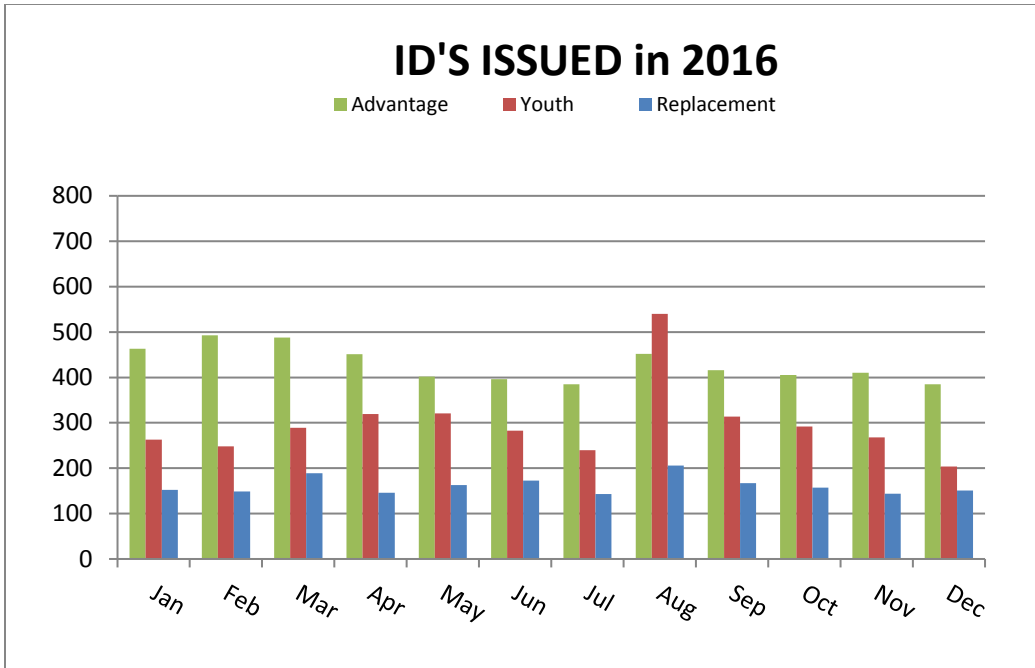


	2014	2015	2016
November	68	71	102
December	53	48	66

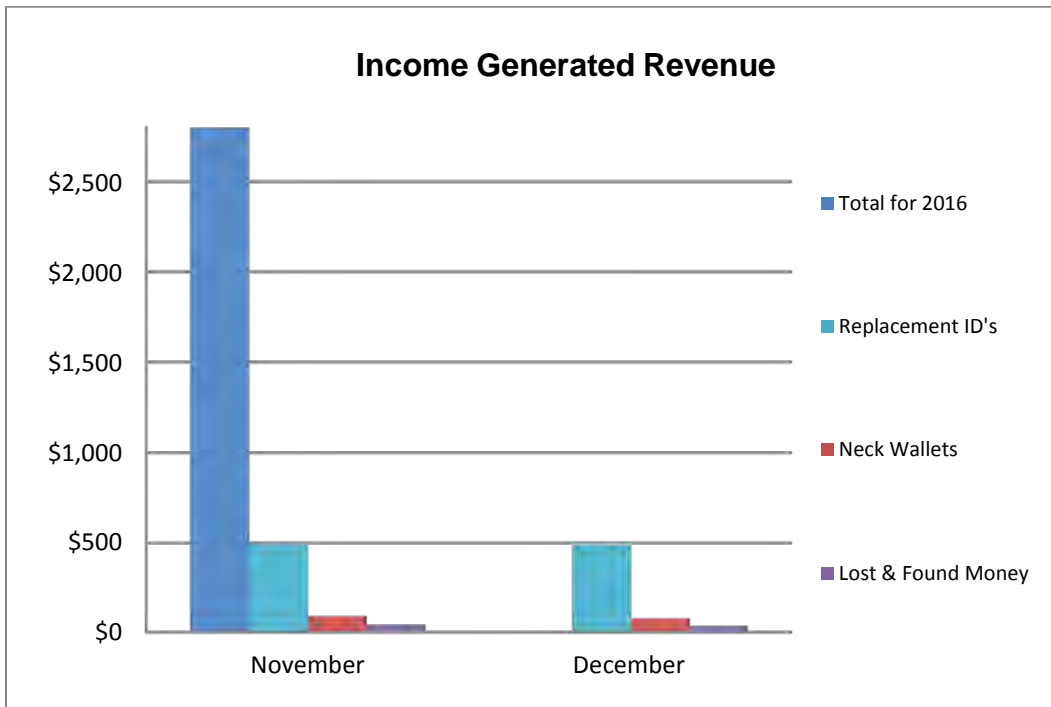
### Fixed Route Concerns



	2014	2015	2016
November	245	386	215
December	276	337	281



	Advantage	Youth	Replacement
November	410	268	144
December	385	204	151



	Replacement ID's	Neck Wallets	Lost & Found Money
November	\$492	\$90	\$42
December	\$489	\$76	\$34

**Monthly Report H: Planning and Development Report**

**To:** LYNX Board of Directors

**From:** **Douglas Robinson**  
DIRECTOR OF PLAN & DEVELOP  
**Belinda Balleras**  
(Technical Contact)  
**MYLES OKEEFE**  
(Technical Contact)  
**BRUCE DETWEILER**  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6078

**Item Name:** Planning and Development Report - January 2017

**Date:** 1/26/2017

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**STRATEGIC PLANNING:**

**STATE ROAD 436 CORRIDOR STUDY**

The State Road 436 Transit Corridor Study will examine enhanced transit options, improved accessibility and safety, and a context sensitive design for the corridor from Orlando International Airport to State Road 434. LYNX staff has begun work on the SR 436 Transit Corridor Study; holding an staff only kickoff meeting as well as a kickoff meeting with members of the Kittelson consultant team. Data and document collection has begun as well as the review of project management documents provided by the consultant team. A kickoff meeting with members of the project steering committee – the City of Orlando, Orange County, Seminole County, Florida Department of Transportation and MetroPlan Orlando – is scheduled in January.

**PINE HILLS BUS TRANSFER CENTER**

To support the continued efforts on this project, LYNX has requested additional funding at the January 2017 BOD meeting to engage one of our selected A and E firms for this effort. Selection will occur during February with a design effort expected to take 9 to 12 months.

**VETERANS TRANSPORTATION AND COMMUNITY LIVING INITIATIVE**

Following the authorization from the LYNX Board of Directors to issue a Request for Proposals for the development of the Customer Information System component of the VTRACS system, LYNX advertised the open procurement. One proposal was submitted and reviewed by a Source Evaluation Committee (SEC) comprised of LYNX staff and VTRACS stakeholders. At this, the January 26, 2017 LYNX Board of Directors Meeting, LYNX staff seeks authorization from the



Board of Directors to award a contract to Cambridge Systematics for the development of the Customer Information System component.

## GEOGRAPHIC INFORMATION SYSTEMS

LYNX GIS Staff updated all data and map sharing pages on InLYNX and GoLYNX web sites with information for December 2016 bid. GTFS data was imported in TBEST (transit modeling tool) and the updated system was shared with the LYNX' planning staff. NavTeq 4rth Quarter data from FDOT was added to LYNX' base map data directory and will be used for updating the system base map for Trapeze' applications in February.

As part of the effort to provide better service to LYNX customers, GIS staff reviewed and geocoded LYNX' accidents database between 10/14/2014 and 10/1/2016 and did review and special analysis of the results. The information is to be presented at LYNX' GIS users group on February 10 and provided to LYNX' Risk Management department for further evaluation and safety planning.

GIS staff is coordinating with Orange County Public Works department and Metro Bench on Orange County project for upgrading customer amenities at LYNX' bus stop. Metro Bench will be using LYNX' interactive map application to locate the targeted stops and to record work progress. By the completion of this project Orange county Public Works will provided updated pictures and attribute information about the stops in the project. At the moment LYNX is working with Data Transfer Solutions to update the images in LYNX' stops and shelter database. This project will use recently collected street images collected by DTS for city of Orlando.

In effort to increase the safety at LYNX' shelters and stops GIS provided to LYNX' Risk Management office and OPD. Provide table contained parcel proximity information for each stop with hyper link to the respective county Property Appraiser web page and a short legal description.

All GIS software and related applications were upgraded to version 10.4.1.

## NEIGHBORLINK TECHNOLOGY

Training is scheduled for Sunday, January 22, 2017 for drivers and call center representatives on the software for real-time customer reservations, vehicle scheduling, and vehicle dispatch. The software will be deployed on NeighborLink 622 – Oviedo for two weeks starting on Monday, January 23, 2017 in parallel with the existing software to allow verification of data collection and reporting accuracy. Once this verification is complete, the software will be ready for deployment in revenue service.

## CAPITAL PROJECTS

### Bus Shelters

At the January 2017 board meeting, the BOD approved additional funding to allow for LYNX to engage one of our selected A and E firms to continue work on the bus shelter program. This selection will occur between at the end of January. Based on the approved 2017 budget, LYNX is planning to install 64 bus shelters throughout the service area. The schedule for this activity will be 12 months from the notice to proceed (which is anticipated to be February 2017).

Since the last board meeting, the previous A and E firm has been working diligently with the installation contractor to complete the remaining bus shelters under their contract. Since the start of the fiscal year, this has resulted in a total of 14 shelters being installed to date.

## Transfer Centers

At the January 2017 board meeting, the BOD approved additional funding to allow for LYNX to engage one of our selected A and E firms to start work on reviewing both the Rosemont Transfer and Florida Mall for improvements. A meeting was held on January 13<sup>th</sup> and was selected. A work order for these efforts is expected to be issued during the month of February. The schedule for conceptual plans on both projects is 4 months after the notice to proceed.

LYNX also completed the replacement of bus shelters at the Sanford Walmart Transfer. Older bus shelters were removed and new ones put in their place. These 6 bus shelters and associated improvements resulted in LYNX being able to secure at no cost to the agency a 20 year license agreement.

## **GRANTS:**

- Grants continues to provide advice and guidance to the management team relative to compliance with FTA regulations, Scope of Work (SOW), grant budget, and allowable/allocable activities.
- FTA notified LYNX that July 2017 is the deadline for final draw-down of funds associated with the TIGER II Grant which is currently funding the Parramore BRT Project. Grant staff has begun facilitating pre-closeout meetings with respective staff to expedite project/grant closing immediately upon project completion.
- The FY2017 5310 Competitive Selection Process concluded with award recommendations for 3 agencies totaling \$75,000 in funding and 3 vehicle transfers.
- Grants is working with TranSystems to update the 5310 Program Management Plan to ensure that is in compliance with the newest Circular 9070.1G and incorporates recommendations from the Sub-recipient Monitoring Review. Work is almost complete on this task with all work anticipated to be completed in Q2 of FY2017.
- Applications for FDOT funding for 5310 operating and capital, 5339 bus and bus facilities, and 5311 rural operating are being submitted in January 2017.
- The Human Services Mobility Transportation Coordinator assisted with Mobility Management Model efforts, particularly in the areas of taxi and TNC partnership best practices.
- Since June 2016 the Grant Staff continues to facilitate project managers' meetings with Senior Staff to discuss grant funded projects, status updates, schedules and budgets. These meetings are conducted on a monthly basis and a One Page Project Report (OPPR) is provided to discuss the progress of each project.
- LYNX auditors, Cherry Bekaert are conducting the FY16 year-end Single Audit A-133. They are testing several grants to ensure federal and state awards & expenditures adheres to applicable regulations & requirements. They will also review the FY 16 Triennial

findings and required corrective action plans. The official Agency Audit began the first week of January 2017.

- With the new FY 17 adopted Operating and Capital budgets, Grants continues to work with respective departments on grant funded projects planned for completion in FY 17.

### **SERVICE PLANNING:**

The Service Planning Division activities during this period have been primarily devoted to the implementation of the December 2016 service change and planning associated with the FY 2016 and FY 2017 service changes. Activities have included conducting public workshops and hearings, holding meetings with operators and transportation supervisors to seek their input, sharing the list of changes with the key stakeholders.

Service Planning staff have been working with the staff from other LYNX departments to collect and check agency performance data in preparation for the FY 2016 National Transit Database Annual Report to FTA.

**Monthly Report I: Procurement Calendar**

**To:** LYNX Board of Directors

**From:** Charles Baldwin  
DIRECTOR OF PROCUREMENT  
Linda Stevens-Olsen  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6097

**Item Name:** Procurement Calendar

**Date:** 1/26/2017

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Please see attached Procurement Calendar, in PDF document.

**PROCUREMENT CALENDAR FOR 2017**

<b>BOARD MTG. DATES</b>	<b>DOCUMENT NO.</b>	<b>PROCUREMENT PROJECT NAME</b>	<b>CONTRACTOR</b>	<b>BOARD ACTION NEEDED</b>	<b>OPTION INFO.</b>
<b>JANUARY 26</b>	RFP 17-R01	Veterans Transportation Resources and Community Services (VTRACS)	Cambridge Systematics (tentative)	Authorization to award a contract to Cambridge Systematics	
	RFP 17-R02	Mobility Management and Broker Services	tentative--pending regular proposal review	Authorization to award a contract to	
	Contract 13-C14(A)	State Lobby Contracts (A)	JEJ	Authorization to exercise 2nd year option	1st option ends on 2/25/2017
	Contract 13-C14(B)	State Lobby Contracts (B)	Peebles & Smith	Authorization to exercise 2nd year option	1st option ends on 2/27/2017
	Contract 13-C14(C)	State Lobby Contracts (C)	Southern Strategy Group	Authorization to exercise 2nd year option	1st option ends on 3/1/2017
	Contract 13-C14(D)	State Lobby Contracts (D)	Gray Robinson PA	Authorization to exercise 2nd year option	1st option ends on 2/22/2017
	Contract 13-C15	Legal Services	Baker & Hostetler	Authorization to exercise 2nd year option	1st year option ends on 1/31/2017
		Bus Tire Leasing		Authorization to release a Request for Bid and extend current contract 6 months per Project Mgr.	12-C16 2nd option ends on 3/30/17
		Pressure Washing of LYNX Central Station and Transfer Centers (current contract with TJ's extended to 6/10/17)		Authorization to release a Request for Proposal	current contract with TJ's extended to 6/10/17
	Contract 14-C21	Express Bus Service	Mears Transportation Group	Authorization to exercise 1st year option	Contract original 3 years ends on 3/28/17
	Contract 16-C06		Jacobs Engineering	Authorization to allow CEO or designee to increase the task work order amount with Jacobs Engineering for continued development of the Mobility Management Framework Transition	
	Contract 16-C06	A&E	Jacobs Engineering	Authorization to increase the "Not to Exceed" amount of contract for general architectural and engineering consulting services for FY2017	
	Contract 16-C07	A&E	Kimley Horn	Authorization to increase the "Not to Exceed" amount of contract for general architectural and engineering consulting services for FY2017	
	Contract 16-C08	A&E	Parsons Brinckerhoff	Authorization to increase the "Not to Exceed" amount of contract for general architectural and engineering consulting services for FY2017	

## PROCUREMENT CALENDAR FOR 2017

<b>MARCH 23</b>	RFP 17-R03	Real Estate Services		Authorization to release a Request for Proposal	
	13-C13	Rental and Cleaning of Work Uniforms and Mats		Piggyback--The School District of Osceola	2nd option ends on 5/1/2017
	Contract 13-C18	Beverage and Snack Food Services	Oasis Refreshment Systems	Authorization to exercise 2nd year option	1st option ends on 5/22/17
	Contract 13-C21	Printing and Encoding Fare Cards	Magnadata	Authorization to exercise 2nd year option	1st option ends on 5/22/17
	Contract 14-C08	Transit Simulator System (TSS)	FAAC, Inc.	Option to buy?	last option end date 6/23/17
	Contract 14-C10	Remote Document Storage	Recall North America	Authorization to release a Request for Proposal	Contract was extended to 7/1/17
	Contract 14-C23	Design Support for Brochures and Maps	CHK America		Contract ends 5/31/17
	Contract 16-C11	Steam Cleaning and Maintenance at LYNX Bus Shelters and Stops	Fleetwash, Inc.	Authorization to exercise 1st year option	1st contract year ends on 4/30/17

<b>MAY 25</b>	Contract 13-C16	General Counsel Legal Services (LYNX Board)	Akerman Senterfitt	Authorization to exercise 2nd year option	1st option ends 9/26/17
	Contract 14-C27	Tort Legal Services	Zimmerman, Kiser, Sutcliff Attorneys	Authorization to exercise 1st year option	3 yr. period ends 7/24/17

<b>JULY 27</b>	Contract 13-C22	Motor Oil, 15W40, Bulk Delivery	Seaboard Newman	Authorization to exercise 2nd year option	1st option ends on 7/24/17
	Contract 13-C24	Health Insurance Brokerage Services	Gallagher Benefit Services	Authorization to exercise 2nd year option	1st option ends on 7/24/16
	Contract 13-C25	Veterans Transportation Resources and Comm. (Customer Info.)	Alesig Consulting	Authorization to exercise 2nd year option	1st option ends on 7/23/17
	Contract 13-C26A	Paint, Body & Shop Supplies	Ben's	Authorization to exercise 2nd year option	1st option ends on 9/18/17
	Contract 13-C26B	Paint, Body & Shop Supplies	Accugraphics	Authorization to exercise 2nd year option	1st option ends on 9/18/17
	Contract 13-C27	Maintenance and Inspection of Amerex Fire Suppression System	Haines City Fire Extinguisher Services	Authorization to exercise 2nd year option	1st option ends on 9/18/17
	Contract 13-C28	Postal Processing Services	Postal Savings Specialists	Authorization to exercise 2nd year option	1st option ends on 9/18/17
	Contract 14-C29	Tort Legal Services	Hilyard, Bogan & Palmer	Authorization to exercise 1st year option	3 yrs. Ends on 7/24/17
	Contract 14-C30	Workers' Compensation Legal Services	Bolton & Helm LLP	Authorization to exercise 1st year option	3 yrs. Ends on 7/24/17
	Contract 15-C13	Flex Bus Technology Project	Double Map	Authorization to exercise 2nd year option	1st option ends on 8/10/17

**PROCUREMENT CALENDAR FOR 2017**

<b>SEPTEMBER 21</b>	Contract 13-C16	General Counsel Legal Services (LYNX Board)	Akerman Senterfitt	Authorization to exercise 2nd year option	1st option ends 9/26/17
	Contract 13-C23	Fabricate/Manufacture of LYNX Style Shelters	Spencer Fabrication	Authorization to exercise 2nd year option	1st option ends on 9/29/2017
	Contract 13-C30	Installation of Passenger Shelters	Barracuda	Authorization to exercise 2nd year option	1st option ends on 9/26/17
	Contract 14-C03	Towing Services	Johnson's Wrecker	Authorization to exercise 2nd year option	1st option ends on 9/30/17
	Contract 14-C07	Occupational Health Services	Care Sot	Authorization to exercise 2nd year option	1st option ends on 9/30/17
	Contract 14-C15	Super Stop Planning and Impact Analysis	VHB Engineering	Authorization to exercise 2nd year option	1st option ends 9/29/17
	Contract 14-C16	Multi-Modal Transportation Planning	Parsons Brinckerhoff	Authorization to exercise 2nd year option	1st option ends on 9/30/17
	Contract 14-C17	Multi-Modal Transportation Planning	RS&H	Authorization to exercise 2nd year option	1st option ends on 9/30/17
	Contract 14-C18	General Planning Services	HDR Engineering	Authorization to exercise 2nd year option	1st option ends on 9/30/17
	Contract 14-C28	Van Pool Fleet Management Services	V-Ride, Inc.	Authorization to exercise 1st year option	First 3 yrs. End on 9/30/17
	Contract 14-C31	Inspection of Fire Alarm and Sprinkler System	Space Coast Fire & Safety	Authorization to exercise 1st year option	3 yrs. End on 9/30/17

<b>NOVEMBER 9</b>					