

LYNX Finance & Audit Committee Agenda

Meeting Date: 3/28/2019
Meeting Time: 2:00 PM

Central Florida Regional Transportation Authority
455 N. Garland Ave.
2nd Floor Open Space
Orlando, FL 32801

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

1. Call to Order

2. Approval of Committee Minutes



Finance Committee Minutes - February 15, 2019

Pg 3

3. Public Comments

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

4. Chief Financial Officer Report

5. Committee Discussion Items



A. Discussion of Reserve Policy

Pg 8

-Attachments



B. Updated Paratransit operations report presentation

Pg 14

-Attachments



C. FY2020 Preliminary Operating Budget

Pg 36

-Attachments



6. Committee Action Items



A. Authorization to Approve Submittal of CAFR to GFOA

Pg 43

7. Other Business

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
Finance and Audit Committee Meeting Minutes

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

DATE: February 15, 2019

TIME: 9:00 a.m.

Members in Attendance:
Amanda Clavijo, Osceola County
Michelle McCrimmon, City of Orlando
Kurt Petersen, Orange County
Timothy Jecks, Seminole County

Staff in Attendance:
Edward Johnson, Chief Executive Officer
Bert Francis, Chief Financial Officer
Tiffany Hawkins, Chief Administrative Officer
John Slot, Chief Innovation & Sustainability Officer
Leonard Antmann, Director of Finance

Members Absent:
Jo Santiago, FDOT, 5th District

1. Call to Order

Chair Clavijo called the meeting to order at 9:03 a.m.

2. Approval of Minutes

Chair Clavijo requested a motion for approval of the Finance & Audit Committee minutes from the November 28, 2018, Finance & Audit Committee meeting. Motion to approve the November 28, 2018 minutes was made by Kurt Petersen, seconded by Michelle McCrimmon. Chair Clavijo requested a motion for approval of the Finance & Audit Committee minutes from the January 10, 2019, Finance & Audit Committee meeting. Kurt Petersen noted that the minutes are correct, but the action taken on item 6.B., Recommendation to Amend Funding Partner Agreement with Orange County for FY2019 for \$72,514, was amended at the following Oversight Committee meeting. Motion to approve minutes was made by Tim Jecks, seconded by Kurt Petersen and unanimously adopted. The minutes were approved as presented.

3. Public Comments

No members of the public were present to speak.

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

Chair Clavijo recognized Bert Francis, LYNX Chief Financial Officer. Mr. Francis stated that Jo Santiago was unable to make the meeting, but staff was able to brief her, so she should be up to speed. We are finishing up our audit, and next month we will bring the CAFR results.

5. Committee Discussion Items

A. Recap of the FY2018 Operating Results.

Chair Clavijo recognized Mr. Francis to make the presentation. Mr. Francis stated that customer fares are down about five percent, advertising revenue was up, and interest and other income is also up. Purchase transportation is up six million more than originally budgeted. We had a pretty good year on the fixed-route side. The challenge is on the Paratransit side. The reimbursement rate will change from \$20 per trip to \$31 per trip next year, so we should be able to utilize the total allocation from the state for TD.

Ms. McCrimmon stated that she would like to see a balance sheet, a deeper dive into paratransit operations including the contract with MV, and would like to know how many vacant positions there are currently and if we plan to fill all of those vacancies. Mr. Francis stated that he will have a balance sheet and a chart of vacancies at the next meeting. He also stated that there would be an agenda item with a deeper presentation on Paratransit operations.

Ms. Clavijo would like to see the average vacancies within a year. Mr. Francis stated that we budget a traditional amount of overtime and we budget salaries at one hundred percent. We have already cut some of this time in the FY19 budget.

Ms. McCrimmon asked that the original budget be stated next to the amended budget, so that it is easier to compare the changes.

Mr. Jecks would like to see the account structure to see the business units, and he would like to see another year of actuals (FY17) to be able to compare the years.

B. Recap of the FY2019 1st Quarter Operating Results.

Bert Francis continued with this presentation. We locked in our fuel hedging, so we should come out ahead this year. All of the paratransit vehicles use unleaded fuel and sixty-seven percent of the fixed route uses unleaded. The rest of the fixed-route is CNG. FY19 is looking very encouraging at this point.

C. Discussion of Reserve Analysis Presentation.

Mr. Francis continued with this item. There are two items in the packet: one shows fund restricted balance at 9/30/18 and the other is the fund projected balance as of 9/30/19. The policy says that we "should" keep five percent of reserves, not "shall" keep five percent of reserves. A change to the policy would require Board approval. The reserve policy specifies a cash balance requirement.

Chair Clavijo thinks this presentation shows that LYNX does not meet the reserve requirement, but from the policy perspective the operations reserves is covered. Until there is a final direction on the reserve requirement, there is a question mark on FY20. We should make decisions about the reserves now, **so that we don't have greater challenges in FY20. Cash reserves and cash in the bank are two different numbers.**

Mr. Johnson stated that we should bring the policy back to the committee, so that each definition can be discussed and understood. Mr. Francis stated that we will have a follow-up at the next meeting.

D. Presentation on FY2020 Budget Development Assumptions.

Mr. Francis continued with this item. We are assuming that we are going back on the funding model. There are no route or service reductions. Ms. McCrimmon asked if there are any numbers that would show what would happen if there was a fare increase. Mr. Francis stated that if fares were raised by \$0.25, revenue would increase by \$600,000-\$900,000, but ridership would probably decrease. The Board is not interested in raising fares at this time. We are looking for your thoughts and feedback. There will be an increase to the funding partners. By the next meeting, we will come up with a **couple of "what if" scenarios.**

Ms. McCrimmon inquired about the other initiatives page, if they have already been funded. Mr. Francis stated that these items are in the capital budget. These are current open capital projects.

E. Recap of the FY2019 Bus Service Agreements.

Mr. Francis continued with this item. We have agreements with several other local agencies. Our non-funding partner rate is \$95.52. We have been charging some of these agencies the funding partner rates. If we raised them to the non-funding partner rate, it would increase revenues by almost a million dollars. We are looking for direction on what this committee thinks. Committee members would like everyone to pay their fair share. Non-funding partner rate is based on the fixed-route, and the paratransit costs are allocated by cost per trip.

F. Discussion on Finance and Audit Committee 2019 Meeting Dates.

Mr. Francis continued with this item. He stated that we are looking to have the meetings two weeks before the Oversight committee meeting. The next meeting was scheduled for Thursday, March 28, 2019 at 2:00 p.m. The committee decided that a survey should be sent out to determine future meeting dates.

6. Committee Action Items

A. Authorization to Execute a Public Transportation Grant Agreement with the Florida Department of Transportation in the amount of \$2.5 Million for the LOC Construction

Mr. Francis continued with this presentation. We had originally planned to use FTA dollars, but we needed to move this project ahead. Now we can use FDOT funds. Mr. Francis stated this is a different program. Once this grant is approved, there are no changes allowed. This will create a contingency, which could allow for additional paving. We will use \$2 capital funds for the matching funds. Motion to Execute a Public Transportation Grant Agreement with the Florida Department of Transportation in the amount of \$2.5 Million for the LOC Construction was made by Kurt Petersen, second by Tim Jecks. Motion passed unanimously.

B. Authorization to execute change order #1 in the amount of \$800,955 to McCree General Contractors & Architects, Inc. for the LOC Expansion Project.

This item was continued from the previous item. The permitting will take thirty to ninety days. Motion to execute change order #1 in the amount of \$800,955 to McCree General Contractors & Architects, Inc. for the LOC Expansion Project was made by Michelle McCrimmon, second by Tim Jecks. Motion passed unanimously.

C. Authorization to Execute a Public Transportation Grant Agreement with the Florida Department of Transportation in the Amount of \$1.2 Million for Fareboxes

Mr. Francis continued with this item. FDOT will match with our \$2 capital funds, and there is also money from FTA. If after the carryover, we need more money, we may need to use reserves. There should not be much required. Mr. Francis stated that funds could come from fuel savings. If this cannot be done, the committee will be updated. This item was already in the budget. Motion to execute a Public Transportation Grant agreement with the Florida Department of Transportation in the amount of \$1.2 million for Fareboxes was made by Kurt Petersen, second by Michelle McCrimmon. Motion passed unanimously.

D. Authorization to Issue an Invitation for Bid (IFB) for the Construction of the Rosemont Transfer Center

Chair Clavijo recognized Tiffany Homler, Chief Administrative Officer, to make the presentation. The final design has been complete. A study was completed to calculate seating needs. We will be providing forty seats. This is a capital project and will be funded by FTA dollars. Motion to Issue an Invitation for Bid (IFB) for the Construction of the Rosemont Transfer Center was made by Michelle McCrimmon, second by Amanda Clavijo. Motion passed unanimously.

7. Other Business

No other business was discussed.

The meeting adjourned at 12:00 p.m.

LYNX Finance & Audit Committee Agenda

Finance Committee Discussion Item #5.A.

To: LYNX Finance & Audit Committee

From: Albert Francis
CHIEF FINANCIAL OFFICER
LEONARD ANTMANN
(Technical Contact)

Phone: 407.841.2279 ext: 6058

Item Name: Discussion of Reserve Policy

Date: 3/28/2019

ACTION REQUESTED:

LYNX Staff will provide a presentation on the Reserve Analysis.




Central Florida Regional Transportation Authority
Policies and Procedures

Policy: Reserve Policy

Issuing Dept: Finance

Effective Date: January 31, 2013

Approved By:



John M. Lewis, Jr.
Chief Executive Officer

SCOPE

To document the reserve policy which applies to the LYNX reserves in order to formalize the process and appropriately address the establishment and use of reserves. LYNX' Reserve Policy is based on sound fiscal principles designed to allow LYNX to maintain continuation of operations in adverse conditions. The LYNX Board realizes that it is essential for governments to maintain adequate levels of reserves to mitigate current and future risks such as revenue shortfalls, emergencies, natural disasters, and unanticipated expenditures.

SUMMARY

The Reserve Policy is essential to maintain adequate levels of reserves to mitigate current and future risks and is based on sound fiscal principles. LYNX' Reserves categories are as follows:

- **Reserves for Operations (Cash Reserves)** to be used for short term cash flow purposes.
- **Reserves for Contingency (Emergencies)** to be used in the case of a major storm or other unforeseen disasters.
- **Reserves for Capital Funds and Debt Service** to fund the future infrastructure pertaining to items and/or projects included in the annual capital budget.
- **Reserves for Self-Insurance Programs** to ensure financial viability for Workers Compensation and General Liability Claims
- **Reserves for Fuel Stabilization** to eliminate some of the pricing volatility and provided budget stabilization in combination with a fuel hedging program.

AUTHORITY:

Board of Directors



Central Florida Regional Transportation Authority
Policies and Procedures

OBJECTIVE: To create a Reserve Fund Policy.

POLICY: This Reserve Fund Policy applies to reserves of the Central Florida Regional Transportation Authority (“LYNX” or “Authority”).

RULE: Administrative Rule 12

WHEREAS, the LYNX Board of Directors realize that it is essential for LYNX to maintain adequate levels of reserves to mitigate current and future risks such as revenue shortfalls, natural disasters, unanticipated expenditures, and to ensure stable customer fares; and

WHEREAS, LYNX’ reserve policies are based on sound fiscal principles designed to allow LYNX to maintain continuity of operations in adverse conditions while being mindful of our fiduciary responsibility to Federal, State, and local funding partners; and

WHEREAS, LYNX realizes that adequate reserve fund balance levels are an essential component of LYNX’ overall financial management strategy and a key factor in external agencies’ measurement of LYNX’ financial strength; and

WHEREAS, the Government Finance Officers Association of the United States and Canada (GFOA) recommends a minimum general fund reserve of no less than five to fifteen percent of operating revenues, or no less than one to two months of regular operating expenditures; and

WHEREAS, LYNX lies within a central zone susceptible to hurricane and storm damage; and

WHEREAS, there exists uncertainty in the economic markets around the world, especially in regards to the cost of fuel, taxes, personnel costs, medical insurance costs, and general inflation; and

WHEREAS, LYNX’ facilities and fleet require increasing repair and replacement; and

WHEREAS, LYNX wishes to mitigate other forms of uncertainty such as:

- Unanticipated changes in taxes and spending policies of federal, state, and county governments;
- Imposition of mandates by federal, state, and county governments or the courts;
- Financial impacts of labor agreements, particularly those stemming from collective bargaining;
- Financial impacts of workers compensation, general liability, and medical claims;
- Unforeseen increases in energy and fuel costs; and



**Central Florida Regional Transportation Authority
Policies and Procedures**

WHEREAS, clarification is needed as to the amounts to be set forth in each reserve fund balance, reserves, stabilization funds, and rainy day funds, are all used interchangeably, thus leading to misinterpretations.

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF DIRECTORS OF LYNX, AS FOLLOWS:

SECTION 1. The LYNX Board of Directors hereby establishes the following Reserves Fund Policy, pursuant to this Rule and as set forth below. The use of such reserves must be approved by the LYNX Board of Directors.

SECTION 2. Enterprise Fund

The components of the Enterprise Fund Reserves are the following:

1. **Reserves for Operations (Cash Reserves)**

This Reserve Fund should maintain a reserve of forty-five to sixty days of regular operating expenditures, or fifteen to twenty percent of regular operating expenditures, and can be used for short term cash flow purposes, or to ensure adequate resources for operating purposes at the beginning of the LYNX fiscal year. The cash reserve also helps to protect LYNX in the event it must respond to a natural or man-made disaster. This reserve may also be used to fund one-time capital outlay.

2. **Reserves for Contingency (Emergencies)**

This Reserve Fund should maintain a contingency reserve at a not to exceed 5% of the total LYNX annual budget. The contingency is commonly known as the emergency reserve to be used in the case of a major storm or other unforeseen disaster. The contingency reserve may also be use to cover unanticipated expenditures of a non-recurring nature, to meet unexpected immediate increases in service delivery costs, and to temporarily maintain service levels in the event that an economic downturn should cause a shortfall in revenues.

3. **Reserve for Capital Funds and Debt Service**

In the event that the Operating Reserve balance exceeds the amount set forth in this policy, the excess will be transferred to Reserves for Capital. The goal of this Reserve will be to fund future infrastructure that are included in LYNX' annual capital budget. To the extent LYNX is required to maintain any debt service reserves as a part of any loan covenants, this Reserve for Capital could also be used to meet those requirements.



4. **Reserve for Self-Insurance Programs**

A. Workers Compensation and General Liability Claims

LYNX should maintain, in regard to workers compensation and general liability claims, a reserve equal to 80% to 90% undiscounted confidence level of the annual actuarial study. Risk management programs include workers compensation, bus and auto liability, general liability, and property claims. Due to the nature of workers compensation claims, i.e. extended time frames and uncertainty regarding resolution, the actuary must develop recommended reserves for the fund based on percentage levels of confidence. Because of the inherent risk of catastrophic losses associated with the operation of vehicles, a conservative approach should be taken when establishing the amount of reserves. LYNX holds to the conservative side of the recommendations, 80%. In addition, should a claim be made against LYNX that is identified subsequent to the actuarial report and prior to the issuance of the Comprehensive Annual Financial Report that is financially material to the fund and highly likely to succeed, additional monies should be added to these reserves to provide adequate funds in reserve. Insurance and safety industry best practices will be employed to militate against these risks.

B. Medical Benefit Claims

Recent history has shown that medical costs for LYNX are escalating at a rate beyond normal growth. The reserve for Medical Benefits Claims should be maintained in accordance with the annual actuarial analysis to ensure financial viability. The State of Florida reserve for self-insured plans is two months (or 16.67%) of projected claims. LYNX should establish a reserve to assist in offsetting the increasing cost of health insurance, with the reserve to be funded via reserving excess revenues to meet the minimum of two months of projected claims. LYNX will procure an actuarial study annually and will take a conservative approach when establishing the amount of reserves required.

5. **Reserves for Fuel Stabilization**

In 2011, LYNX establish a fuel hedging program to curtail some of the extreme volatility experienced in the price of fuel. The hedging program is not meant to “out-guess” the market for fuel, but rather is an attempt to eliminate some of the pricing volatility and provided budget stabilization. In addition to this hedging program, LYNX should establish a Fuel Stabilization Reserve to provide LYNX, and ultimately our funding partners, some assurance of price and funding stability, as it pertains to the costs of fuel. The reserve will be funded via reserving excess revenues and generally be equal to \$1,000,000.

6. **Compensated Absence Reserve**

The liability for Compensated Absences (payments to employees who retire or leave LYNX for accumulated benefits) will be fully funded on a current basis unless deemed



Central Florida Regional Transportation Authority
Policies and Procedures

impractical or unavailable for accounting reasons by the Chief Executive Officer or designee.

7. **Replenishment of Reserves Balance**

If the reserves are less than the amounts per this Policy, the Chief Executive Officer or designee shall submit a plan to the Board for expenditure reductions and/or revenue increases. The Board shall review and amend the plan as a part of the annual budget review.

All corresponding calculations and interpretation of calculations of a definitive nature will be determined by the Chief Executive Officer or designee.

The policy will be reviewed internally every three years or when deemed necessary by the Finance Department for the possibility of amendments to be presented to the Board.

PASSED AND DULY ADOPTED BY THE BOARD OF DIRECTORS OF LYNX,
this 31st day of January, 2013.

BOARD OF DIRECTORS OF LYNX

By: _____

Chairman

ATTEST:

By: _____

LYNX Finance & Audit Committee Agenda

Finance Committee Discussion Item #5.B.

To: LYNX Finance & Audit Committee

From: **William Slot**
CHIEF INNOVATION SUSTAIN OFF
Selita Stubbs
(Technical Contact)
Christopher Plummer
(Technical Contact)

Phone: 407.841.2279 ext: 6146

Item Name: Updated Paratransit operations report presentation

Date: 3/28/2019

LYNX staff will present an update on Paratransit operations.

Mobility Management

Paratransit Overview

03/28/2019

FTA Drug & Alcohol Determination Update

Use of TNCs in Paratransit operations



This notice pertains to item 3 on page 6 of the FTA Drug and Alcohol Compliance Auditing Program's Final Audit Report dated February 1, 2019. After reviewing information provided by LYNX in response to that finding, FTA has determined that the **curb-to-curb service provided by LYNX ACCESS is covered** by FTA's drug and alcohol testing regulation.

Accordingly, **Lyft and Mears Transportation (Mears)**, the two contractors LYNX uses to provide the curb-to-curb service, **must each promptly develop a drug and alcohol testing program** for their FTA-covered employees. These programs must comply with the requirements of 49 CFR Part 40 (DOT's drug and alcohol testing regulation) and with 49 CFR Part 655 (the modal regulation specific to FTA). As part of this effort, the auditors suggest Lyft and Mears staff make use of whatever resources are available to them at LYNX, as well as FTA's policy builder and other drug and alcohol resources available at: <https://transit-safety.fta.dot.gov/DrugAndAlcohol/Tools/Default.aspx>

Scenarios



Potential impacts to Passengers, Operations, and Cost to service

Scenario	1. LOW Little or No passenger impact	2. MEDIUM 25% of Trips Move from 3 months from TNC to Shared Ride	3. HIGH 50% of Trips move from TNC to Shared Ride
Description	Less than 150 trips per day are allocated to different carriers	Less than 350 trips per day are allocated to different carriers. This scenario accounts for ramp up time for Mears to get its driver population into compliance.	Less than 550 trips per day are allocated to different carriers. This scenario assumes that Lyft and Mears can not ramp up to meet needed passenger demand and OWL and MV.
Passenger Impact	Passengers accustom to curb to curb service and individual transport with Lyft will either receive a curb to curb service with Mears or a shared ride with OWL or MV.	Passengers accustom to curb to curb service and individual transport with Lyft and Mears will receive a shared ride with OWL or MV.	Passengers accustom to individual transport will have a higher potential of a shared ride trip.
Operations Impact	<ul style="list-style-type: none"> Develop / Execute a communication plan for community partners and passengers Discontinue service with non-compliant carrier(s) Develop communication materials for Mobility Services Representatives (MSRs) 		
Financial Impact (Annualized Trip Cost)	\$150K	\$360K	\$2.1M

Individual phone calls and formal letters to 55 passengers
Per FTA deadline discontinued LYFT service 3/15/2019
Completed and Trained MSR prior to phone calls

Scenario 1 occurred

Board Questions

January 2019 Board Meeting Follow-up



Mobility Management - Call Center Operations

1. Provide an analysis of staffing levels prior to and after the call center consolidation in 2017.
2. Provide an analysis of passenger experience with TNC providers.

Mobility Management – Call Center Operations



Provide an analysis of staffing levels prior to and after the call center consolidation in 2017.

1

Highlights

- Of the initial 19 MV representatives; 15 representatives were staffed at BOY FY19
- Customer Service staff is cross trained to support all LYNX call center operations.

Row Labels	FY16 Act	FY17 Act	FY18 Act	FY19 Act	FY19 Budget	(Feb-FY19) Actuals To Date
Mobility Management	35	34	34	50	64	58
Customer Service	25	24	25	40	52	47
Paratransit	9	9	8	8	9	8
Office of Mobility Mgmt	1	1	1	2	3	3
Grand Total	35	34	34	50	64	58
Year over Year growth				16	14	8

* LCS Terminal Customer Service in FY19 – 7 Headcount

Mobility Management – Call Center Operations



Provide an analysis of staffing levels prior to and after the call center consolidation in 2017.

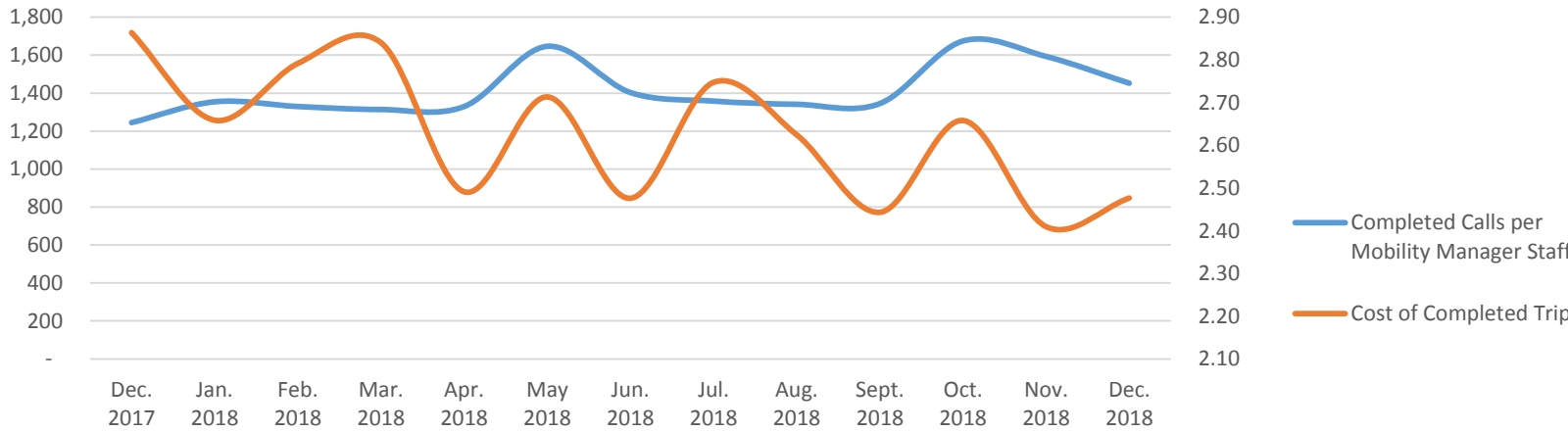
1

Highlights

- Completed Calls per MSR: Trips handled per representative helps understand training effectiveness
- Cost of Completed Trip: Call Center Labor cost / completed trip is declining

(NOTE: currently reviewing salaries for call center team)

* This analysis utilizes direct labor cost (ST and OT)



Mobility Management – Call Center Operations



Provide an analysis of passenger experience with TNC providers.

2

AccessLynx - Provider Concern Summary

Highlights

- Steady decline in passenger concerns
- New providers are showing steady improvement in Passenger Experience
- Overall Concerns / Scheduled Trips Ratio **.08%**

Concerns	TOTAL	OWL	MEARS	LYFT	MV
Sep-18	129	24	6	1	98
Oct-18	162	43	14	2	103
Nov-18	87	13	4	0	70
Dec-18	90	15	8	1	66
Jan-19	53	11	0	0	42

Scheduled Trips	TOTAL	OWL	MEARS	LYFT	MV
Sep-18	57,665	5,194	11,979	975	39,517
Oct-18	71,500	6,060	17,749	1,283	46,408
Nov-18	67,148	6,216	14,237	1,205	45,490
Dec-18	64,042	6,520	11,848	1,090	44,584
Jan-19	67,840	5,693	16,694	1,103	44,350

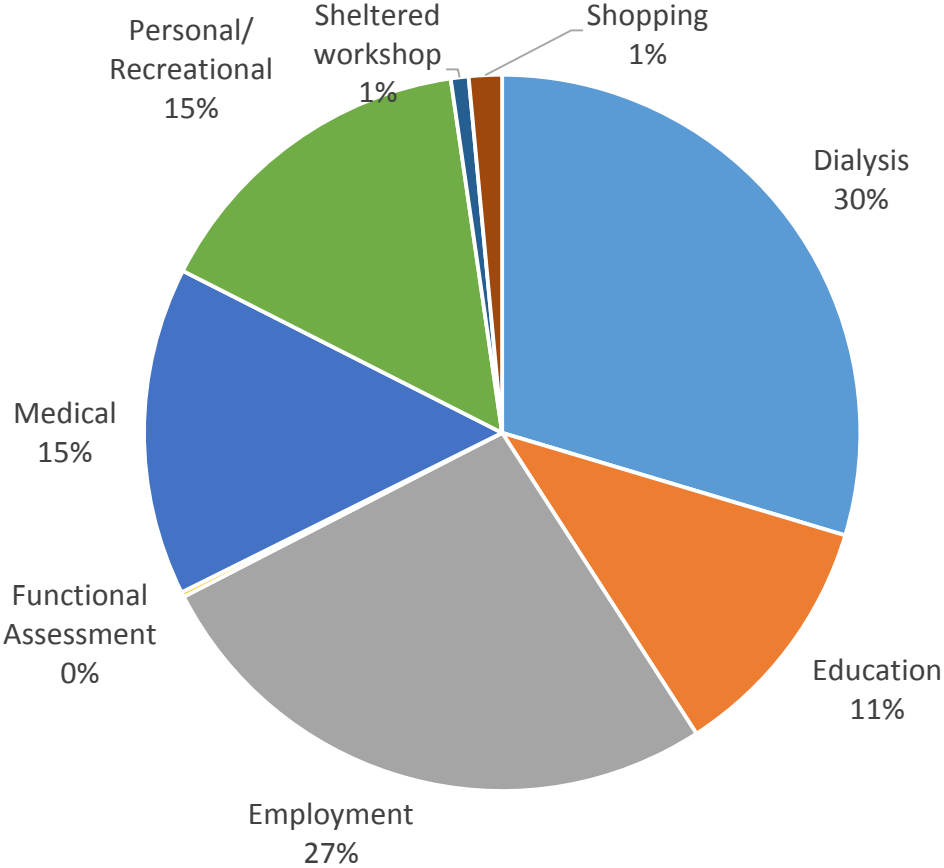
Concerns / Trip Ratio	TOTAL	OWL	MEARS	LYFT	MV
Sep-18	0.22%	0.46%	0.05%	0.10%	0.25%
Oct-18	0.23%	0.71%	0.08%	0.16%	0.22%
Nov-18	0.13%	0.21%	0.03%	0.00%	0.15%
Dec-18	0.14%	0.23%	0.07%	0.09%	0.15%
Jan-19	0.08%	0.19%	0.00%	0.00%	0.09%

Executive Summary

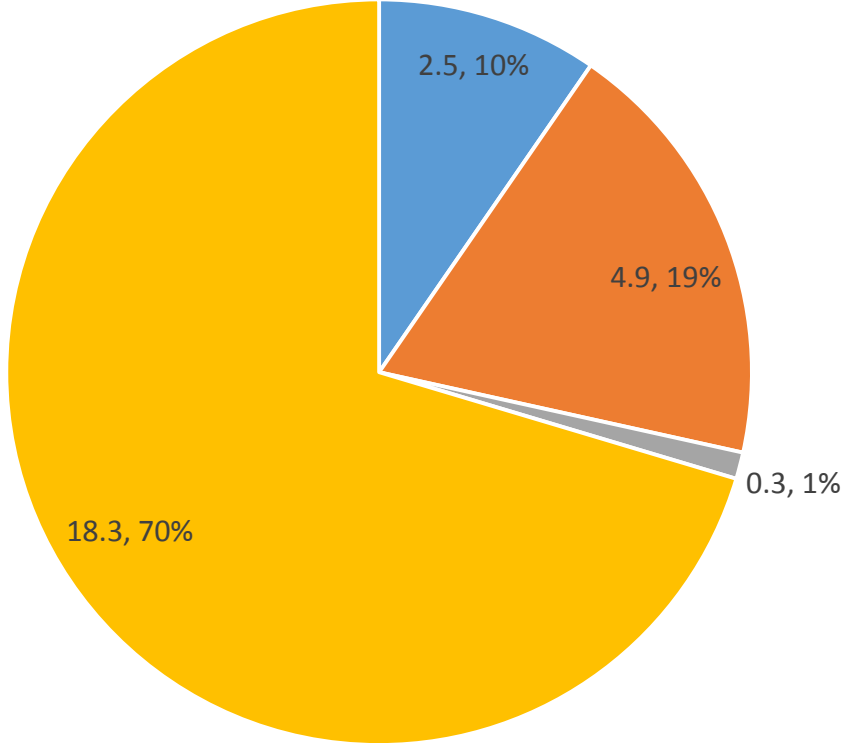


Provide an overview of the Mobility Management Services at LYNX with a focus on paratransit.

+55,000 Trips Per Month



Annual Spend \$M



■ ADA ■ TD ■ Other (Metroplan) ■ Local

The Americans with Disabilities Act (ADA) requires public transit agencies that provide fixed-route service to provide **“complementary paratransit”** service to **people with disabilities** who **cannot use the fixed-route bus** or rail service **because of a disability**. The ADA regulations specifically define a population of customers who are entitled to this service as a **civil right**. The regulations also define minimum service characteristics that must be met for this service to be considered equivalent to the fixed-route service it is intended to complement.

Service Characteristics

- “Complimentary” (similar) to fixed route
- Origin and destination within $\frac{3}{4}$ mile of fixed route station or stop during period when bus operates
- For people who would ride the fixed route bus but are prevented from doing so by a disability
- Must be provided to all eligible riders (not constrained) if requested the previous day
- Can negotiate trip times, but no more than an hour before or an hour after the requested time

The Transportation Disadvantaged program allows LYNX to also offer Paratransit service to individuals who fall outside of ADA requirements including senior citizens and those who cannot provide for their own transportation.

* LYNX guidelines differs from the general guideline



🐾 As of December 1, 2017 – LYNX offered new alternative modes of transportation:

Traditional Paratransit, Taxi, Transportation Network Companies (TNC)

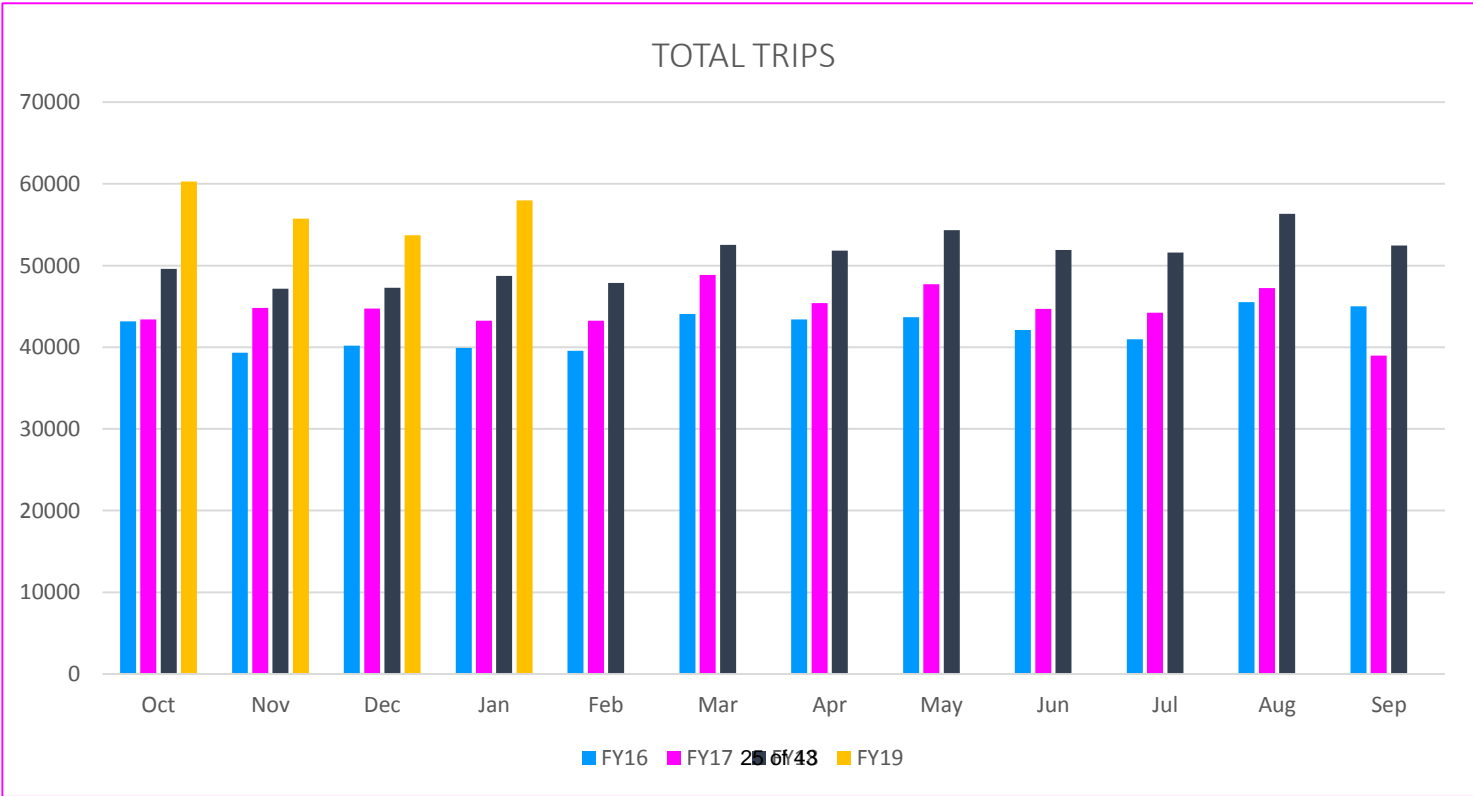
Eligibility	Customer Call Center	Travel Training	TNC / Taxi
Application Process	Reservations	Customer Training – Fixed Route System	Dispatching
Functional Assessment	Arrival / Departure Information		Post Reconciliation
	Trip Planning		
	Customer Relations		

Current Landscape

Mobility Management – Paratransit Overview



Month	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
FY16	43,159	39,350	40,198	39,918	39,548	44,091	43,411	43,699	42,095	40,962	45,505	44,993
FY17	43,393	44,809	43,452	44,724	43,249	48,846	45,415	47,692	44,683	44,214	47,235	38,976
FY18	49,614	47,154	47,288	48,748	47,855	52,544	51,837	54,331	51,915	51,600	56,323	52,442
FY19	60,272	55,758	53,722	57,992								



Current Landscape

Mobility Management – Paratransit Overview

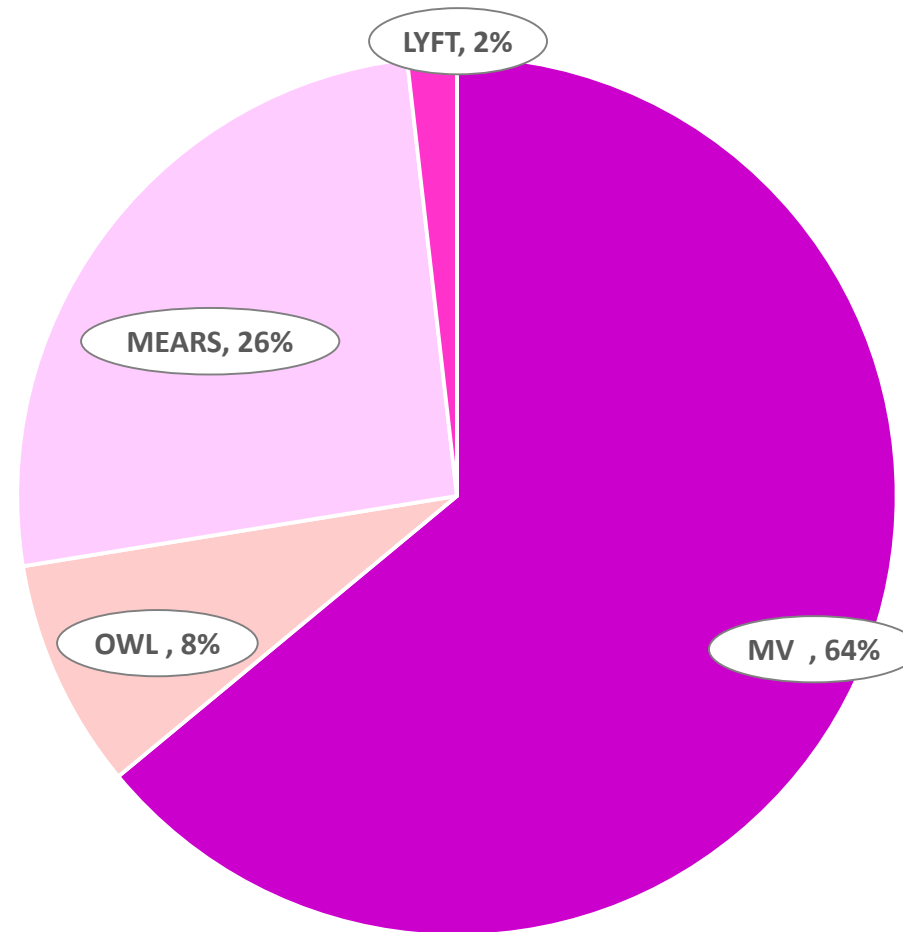


MV = 37,109

MEARS = 14,928

LYFT = 1,051

OWL = 4,904



Current Landscape

Mobility Management – Paratransit Overview



- Scheduled - Lyft

Month	Ambulatory	Wheelchair	Total
October	1,174	0	1,174
November	1,205	0	1,205
December	1,090	0	1,090
January	1,103	0	1,103
FY 19 Year to Date total:			4,572

- Completed Trips - Lyft

Month	Ambulatory	Wheelchair	Total
October	1,234	0	1,234
November	1,158	0	1,158
December	1,046	0	1,046
January	1,051	0	1,051
FY 19 Year to Date total:			4,489

- Scheduled - OWL

Month	Ambulatory	Wheelchair	Total
October	4,313	1,400	5,713
November	4,711	1,505	6,216
December	4,822	1,698	6,520
January	4,342	1,351	5,693
FY 19 Year to date total:			24,142

- Completed Trips - OWL

Month	Ambulatory	Wheelchair	Total
October	3,738	1,128	4,866
November	3,759	1,170	4,929
December	3,882	1,300	5,182
January	3,733	1,171	4,904
FY 19 Year to Date Total:			19,881

Current Landscape

Mobility Management – Paratransit Overview



• Scheduled - Mears

Month	Ambulatory	Wheelchair	Total
October	16,623	0	16,623
November	14,237	0	14,237
December	11,848	0	11,848
January	16,694	0	16,694
FY 19 Year to Date Total:			59,402

• Completed Trips - Mears

Month	Ambulatory	Wheelchair	Total
October	15,888	2	15,890
November	12,511	19	12,530
December	10,460	7	10,467
January	14,914	14	14,928
FY19 Year to Date Total:			53,815

• Scheduled - MV

Month	Ambulatory	Wheelchair	Total
October	28,980	17,258	46,238
November	28,357	17,133	45,490
December	27,570	17,014	44,584
January	26,628	17,722	44,350
FY 19 Year to Date Total:			180,662

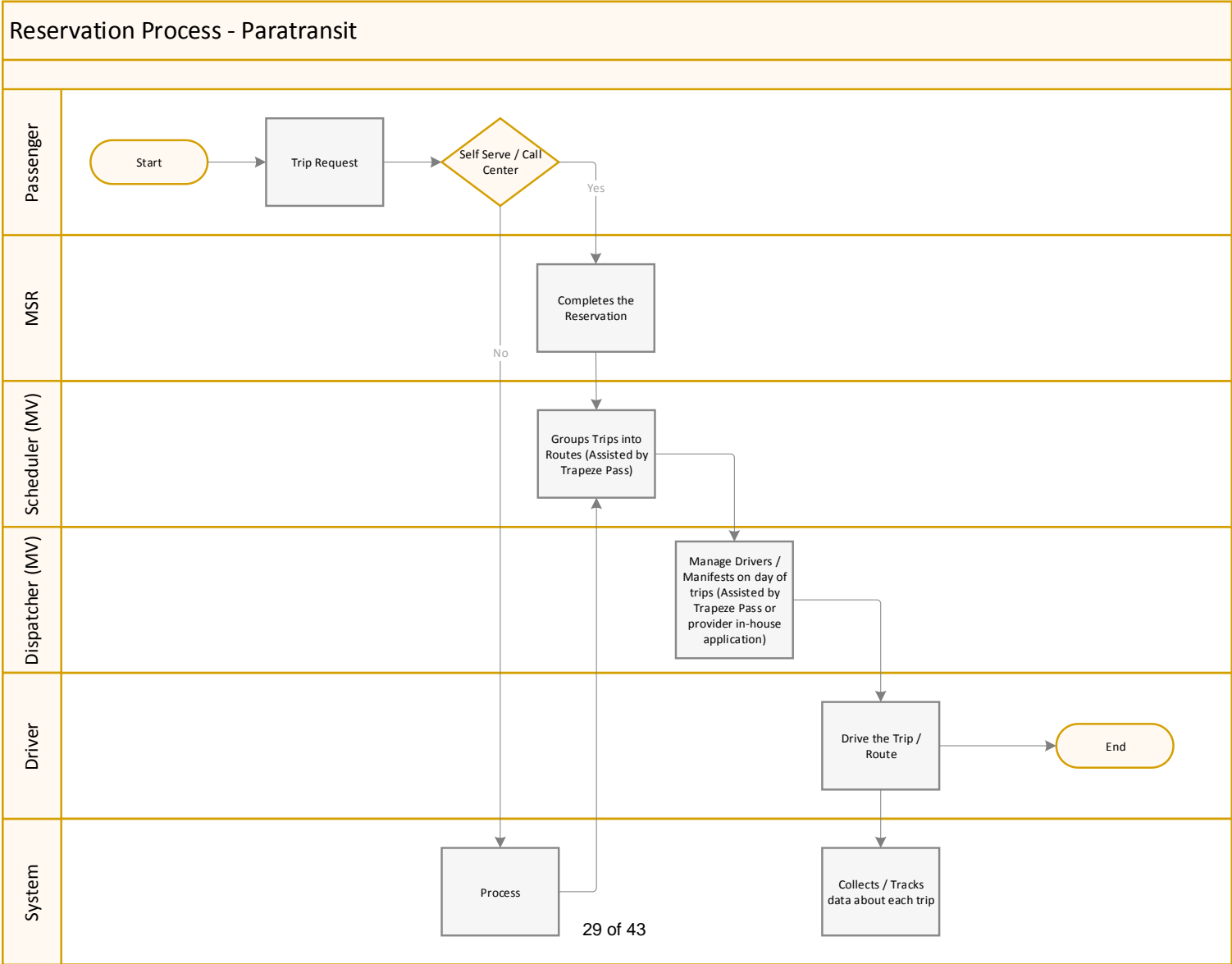
• Completed Trips - MV

Month	Ambulatory	Wheelchair	Total
October	23,527	14,757	38,284
November	23,245	13,964	37,209
December	22,981	14,046	37,027
January	22,412	14,697	37,109
FY19 Year to Date Total:			149,629

Current Landscape



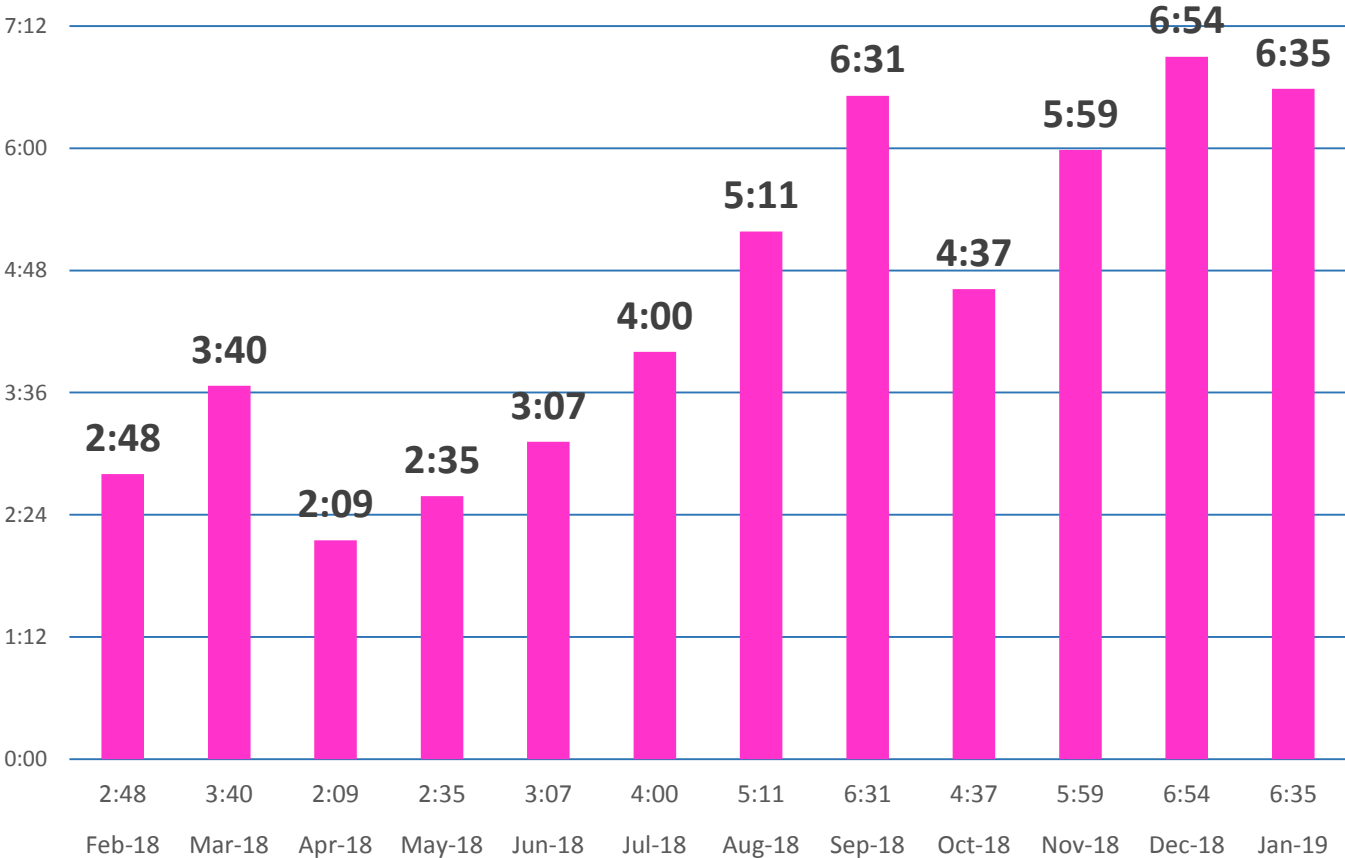
Mobility Management – Paratransit Overview – Reservation Process



Current Landscape



Mobility Management – Paratransit Overview – Call Center Operations



Call Hold Times	Volume
Week 1 = 5:33	calls answered 11,847
Week 2 = 4:25	calls answered 12,298
Week 3 =	calls answered
Week 4 =	calls answered
Week 5 =	calls answered

Current Landscape



Mobility Management – Paratransit Overview – No Shows

- Mobility Services Supervisors – Review & validation of “no show” reports for month of December
- Currently validating January No Shows

	November	December	January
TOTAL:	5,377	4,543	3,635
Cancel at Door	23	22	23
Cancel Late	1,355	1,054	937
No Show	3,999	3,467	2,675

Note: Data retrieved from Trapeze PASS - January pending validation

Current Landscape



Mobility Management – Paratransit Overview – Eligible Customers

Program	October	November	December	January
ADA – New	213	274	228	160
TD – New	107	112	88	108
Sub-Total	320	386	316	268
ADA – ReCert	278	260	339	212
TD – ReCert	36	57	62	50
Sub-Total	314	317	401	262
TOTAL:	634	703	717	530

January - Pending Functional Assessment

119

Program Activities

Mobility Management



- Eligibility Applications
- Updating procedures
- Sensitive Safety Information (SSI) Committee
- LOC Expansion Project
- Triennial Review
- TDSP Annual Update
- Notification received of AOR System changes
- TNC Drug & Alcohol Audit Update
- Coordinating Agency Annual Inspections
- LYNX Staff will be participating in MetroPlan's FHWA(Federal Highway Administration) Certification Review on March 5, 2019

Current Landscape

Mobility Management – Fleet Maintenance



Mobility Management Fleet	Vehicle Maintenance Procedure
175 Paratransit Vehicles	All Vehicles serviced daily (Sweep, Mop and Fuel)
24 NeighborLink Vehicles	All Vehicles Pre and Post Trip Inspections performed before and upon return to yard.
199 Total Vehicles in Service	All Vehicles are scheduled for PM Service every 5,000 miles Vehicle Oversight Inspections conducted every quarter

Current Fleet Utilization

Metrics



Metric	Value
Average # of Passengers	1.1
Complaints per 100K miles of service	7.7
Missed / Late Trips / month	<10%
No Show % / month	<10%
On Time Performance	93%
Average trip distance	15 miles
* This fleet is classified Emergency Support Function (ESF #1)	

LYNX Finance & Audit Cmmittee Agenda

Finance Committee Discussion Item #5.C.

To: LYNX Finance & Audit Committee

From: Albert Francis
CHIEF FINANCIAL OFFICER
LEONARD ANTMANN
(Technical Contact)

Phone: 407.841.2279 ext: 6058

Item Name: FY2020 Preliminary Operating Budget

Date: 3/28/2019

ACTION REQUESTED:

LYNX Staff will provide an overview of the FY2020 Preliminary Operating Budget.

FY2020 Operating Budget (Preliminary)

Presented to the
LYNX Finance & Audit Committee
by Bert Francis
Chief Financial Officer
March 28, 2019

Key Budget Assumptions - Overall



- **FY2020 Funding based on the adopted LYNX Funding Model.**
- **Maximize current service levels through continuation of ongoing efficiencies.**
- **Utilization of Reserve Funds?**

Key Budget Assumptions - Revenue



Customer Fares:

- Maintain customer fares at current levels.

Federal Funding:

- Maintain current Preventative Maintenance Funding Level, pending approval by LYNX Board. \$9,794,752.

State Funding:

- Continue to maximize State Operating Assistance.

Advertising Revenue:

- Continue to maximize Advertising Revenue.

Other Revenues:

- Maximize anticipated Compressed Natural Gas Rebates and Royalties.
- Identify additional investment opportunities to maximize Interest Income.

Key Budget Assumptions - Expense



Personnel Expenses:

- Salary increases consistent with Funding Partners and Board approved Union Labor Agreements.
- Continue to monitor the self-funded Health Insurance Program to identify efficiencies.
- Pursue rebates on prescription drugs to offset Program expense.

Fixed Route, Paratransit, and NeighborLink Services:

- Continue right sizing transit through Mobility Management Model.
- Continue focus on improving customer service.
- Continue increase in trip volume for Paratransit activity

Fuel Programs:

- Continuation of Fuel Programs, as appropriate:
 - Fuel Hedging
 - Bio-diesel
 - Compressed Natural Gas

Other Initiatives



Technology:

- Customer service enhancements:
 - Continue to refine existing customer facing programs.
 - Utilize new budget system.
 - Utilize new tracking system for Risk Management.

Facility Relocation and Improvements:

- Relocation of Paratransit operations from LB McLeod to NoPetro Land site.
 - Bring all operations into the same vicinity.
 - Move fleet, parking, fueling depot, and customer service to future facility on NoPetro land.
 - Buildout of Pine Hills Superstop.
 - Upgrade of security camera system.

Budget Calendar



FY2020 Key Budget Assumptions Presentation to Finance & Audit Committee	February 15
FY2020 Key Budget Assumptions Presentation to Oversight Committee	February 28
FY2020 Preliminary Operating Budget Presentation to Finance & Audit Committee	March 28
FY2020 Preliminary Operating Budget Presentation to Oversight Committee	April 4
Budget Presentation Osceola & Orange Counties	June/July
Budget Presentation Seminole County	August
FY2020 Proposed Operating Budget Presentation to Finance & Audit Committee	September 12
Final Oversight Committee and Board Action	September 26
FY2020 Commences	October 1

LYNX Finance & Audit Committee Agenda

Finance Committee Action Item #6.A.

To: LYNX Finance & Audit Committee

From: Albert Francis
CHIEF FINANCIAL OFFICER
LEONARD ANTMANN
(Technical Contact)

Phone: 407.841.2279 ext: 6058

Item Name: Authorization to Approve Submittal of CAFR to GFOA

Date: 3/28/2019

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

The Single Audit Act Amendments of 1996 require state or local governments that receive at least \$750,000 in Federal financial assistance in a year to have an independent audit conducted for that year in accordance with the Office of Management and Budget (OMB) Circular A-133. The State of Florida recently enacted similar legislation, the Florida single Audit Act, related to audits of State financial assistance. Pursuant to these Acts, LYNX' independent certified public accountants, Cherry, Bekaert, L.L.P., have conducted the audit for the fiscal year ended September 30, 2018. Ron Conrad, partner with Cherry, Bekaert, L.L.P., will be presenting the results of the audit.

The auditors have issued an unmodified "clean" opinion on both financial and compliance audits. The auditor's Management Letter Comments and Management's responses are included in the CAFR.

An unbound "draft" copy of the CAFR, which includes the audit report of Cherry, Bekaert, L.L.P. will be distributed under separate cover. The final report will be provided to each member of the Board at the April 4, 2019 Board Meeting.