

LYNX Board Agenda

Meeting Date: 01/23/2025
Meeting Time: 1:00 PM

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

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

1. Call to Order

2. Approval of Minutes

-  Board of Directors Meeting Minutes 12.12.24

Pg 3

3. Public Comments



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

4. Chief Executive Officer's Report



5. Oversight Committee Report

6. Consent Agenda


A. Award Contracts

-  Authorization to Negotiate and Award a Contract to Magnetic Ticket & Label Corporation for Printing of Fare Media for a Not to Exceed Amount of \$210,381 Pg 10
-  Authorization to Negotiate and Award a Contract to ELERTS Corporation for a Transit Safety and Security Mobile Application for a Not to Exceed Amount of \$124,950 Pg 12

B. Miscellaneous

-  Authorization to Enter into Sub-Recipient Agreements and Award Funds Under Section 5310 to Selected Human Services Agencies Pg 14
-  Authorization to Negotiate a Contract with WSP USA, Inc. for Professional Engineering Services for the I-Drive Transit Project National Environmental Policy Act (NEPA), Preliminary Engineering and Federal Transit Administration (FTA) Small Starts Project Development Pg 16



7. Action Agenda




-  Authorization to Execute a Public Transportation Grant Agreement (PTGA) with the Florida Department of Transportation (FDOT) and Adoption of Resolution 25-001 Pg 18

-Attachments 

-  Election of LYNX Board of Directors Officers Pg 22

8. Information Items

-  Notification of Settlement Agreements Pursuant to Administrative Rule 6 - December 2024 Pg 23
-  Notification of Settlement Agreements Pursuant to Administrative Rule 6 - November 2024 Pg 25

- C.  Notification of Sole Source Procurements Pursuant to Administrative Rule 4 Pg 27
-Attachments  

9. Monthly Reports

- A.  Communications Report - December 2024 Pg 33
- B.  Communications Report - November 2024 Pg 39
- C.  Monthly Financial Report - October 2024 Pg 45
-Attachments 
- D.  Paratransit Monthly Report - November 2024 Pg 47
-Attachments 
- E.  Ridership Report - November 2024 Pg 58
-Attachments 
- F.  Ridership Report - October 2024 Pg 64

10. Other Business

11. Adjourned

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

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

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

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

DATE: **December 12, 2024**

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

Members in Attendance:

Viviana Janer, Commissioner, Osceola County BoCC, Chair
Buddy Dyer, Mayor, City of Orlando, Vice-Chair
Jerry Demings, Mayor, Orange County
John Tyler, Secretary, Florida Department of Transportation – District 5, Secretary
Amy Lockhart, Commissioner, Seminole County BoCC

1. Call to Order

Chair Janer called the meeting to order at 1:00 p.m.

Chair Janer asked Secretary Tyler to lead the Pledge of Allegiance.

2. Approval of Minutes

Secretary Tyler moved to approve the Board of Directors meeting minutes of October 24, 2024. Seconded by Commissioner Lockhart. The minutes were unanimously approved as presented.

3. Public Comments

No one requested to address the Board.

4. Chief Executive Officer's Report

Tiffany Homler Hawkins, Chief Executive Officer, stated that the LYNX Christmas bus participated in the Pine Hills Christmas parade on December 7.

Service Changes took effect on December 8 and record ridership was recorded on the first three days of the changes. This is the highest ridership since February 2020.

Santa will be in the terminal on December 17 greeting passengers. LYNX employee holiday parties will be held on December 19 and 20.

LYNX Forward realigned services back in 2018, and individual county transit plans were created. Over the past several months, LYNX service planning staff have been working with Seminole County staff to realign some services to better fit their needs. Part of the realignment is due to Seminole County releasing an RFP for Micro Transit services for a zone service. The Micro Transit would be managed by the County and LYNX would still provide fixed-route service as well as paratransit. In the coming months, LYNX will be bringing a discussion on NeighborLink to the Board to discuss moving this service forward with recommended changes.

Commissioner Lockhart stated that if any Board members have any questions or want to have any discussions about the Seminole County process or how the decision was made, she is more than happy to share in this forum or a work session forum from Seminole County's perspective how the decision was made. LYNX NeighborLink service has been invited by the County manager and staff to share what the NeighborLink solution could be in a Micro Transit model. County employees did not say that they do not want NeighborLink, but would like to see if it can function differently for County purposes, and there may be a legal question if LYNX would be able to respond to an RFP. Pat Christiansen stated that LYNX can respond to an RFP. Commissioner Lockhart stated that any fixed routes that remain would stay with LYNX. Seminole County is not looking for a different fixed route provider and wants to continue to be a partner in this region and part of the Orlando MSA and by statute are part of the Central Florida Transit Authority. Seminole County is looking at how to do things differently, and realize that this will have an impact on the other funding partners, so they are moving forward quickly and transparently. Commissioner Lockhart thanked James Boyle and his team for being incredibly helpful sitting with staff and talking through options and have been tremendous.

5. Oversight Committee Report

Commissioner Janer, Chair of the Oversight Committee provided her report on the Oversight Committee meeting that met earlier. She stated that the committee approved the minutes from the October 24, 2024, Oversight meeting.

Amanda Clavijo, Chair of the Finance & Audit Committee, gave a report on the December 5, 2024 Finance & Audit Committee. The Finance Committee recommends approval of all Consent Agenda items.

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

There were presentations on the FY2025 Transit Development Plan and an update on the Mission, Vision, and Values project, which will be presented to the Board in early 2025. There was also a discussion on the Osceola Satellite facility lease which will come before the Board at a future meeting.

6. Consent Agenda:

Chair Janer asked if there were any changes to the Consent Agenda before there is a motion to approve consent agenda items 6.A.i. through 6.E.ix. Ms. Homler Hawkins stated that she recommends the entire Consent Agenda for approval. Commissioner Lockhart requested to pull item 6.E.ii for separate consideration.

- A. Request for Proposal (RFP)
 - i. Authorization to Release a Request for Proposal (RFP) for Bus Operator and Transportation Supervisor Uniforms
 - ii. Authorization to Release a Request for Proposal (RFP) for Pre-Employment Background Screening & Related Services
- B. Invitation for Bid
 - i. Authorization to Issue an Invitation for Bid (IFB) for LYNX Operations Center Building B (LOC B) Bus Entrance Driveway Concrete Improvements
- C. Award Contracts
 - i. Authorization to Award Contract 25-C042 to CDM Smith, Inc. for Construction Engineering and Inspection Services to Support Existing Contracts for a Total Not to Exceed Amount of \$2,000,000
 - ii. Authorization to Award Contract 25-C043 for Architecture and Engineering Services for Window Replacement at LYNX Central Station Building and Bus Passenger Terminal to Helman Hurley Chavart Peacock Architects, Inc. for a Not to Exceed of \$920,788
- D. Extension of Contracts
 - i. Authorization to Exercise the First Option Year of Contract 22-C30 with Arthur Gallagher Risk Management Services, Inc. (Gallagher) and Increase the Not to Exceed to \$206,500
 - ii. Authorization to Exercise the First Option Year of Contract 22-C34 with Cannon Cochran Management Services, Inc. (CCMSI) and Increase the Not to Exceed (NTE) to \$1,733,039
 - iii. Authorization to Exercise the First Option Year of Contract 23-C46 with PYE-Barker Fire & Safety, LLC for Vehicle Fire Suppression System Inspection and Maintenance and Increase the Not to Exceed (NTE) to \$280,000
 - iv. Authorization to Extend Contract 20-C37 with Enterprise Leasing Company for Vanpool Management Services
- E. Miscellaneous
 - i. Authorization to Purchase Thirty (30) Replacement Vehicles for ACCESS LYNX Paratransit Services with a Not to Exceed (NTE) Amount of \$5,300,000
 - ii. Authorization to Enter into a Cooperative Purchase Agreement with BMG Money, Inc. for Employee Voluntary Payroll Deduction Loan Services
 - iii. Authorization to Amend the LYNX Deferred Compensation Plan and Adoption of Resolution 24-012
 - iv. Authorization to Transfer Five (5) Retired Buses to St. Lucie County
 - v. Authorization to Dispose of Lost and Found Items
 - vi. Authorization to Approve an Assignment of Contract 20-C80 for Audit Services with MSL, P.A. to Forvis Mazars, LLP

- vii. Authorization to Negotiate a Contract with Akerman, LLP for Pension Legal Services
- viii. Authorization to Negotiate a Contract with Gray Robinson, P.A. for Labor/Employment Legal Services
- ix. Authorization to Approve the LYNX Board of Directors Meeting Dates for 2025

Mayor Dyer made a motion to approve Consent Agenda items 6.A.i. through 6.E.ix. excluding item 6.E.ii. Seconded by Commissioner Lockhart. Motion passed unanimously.

Commissioner Lockhart stated that 6.E.ii is an item that is new to the Board. She stated that she is only bringing this up to be able to provide a better service for the employees, certainly for the employees that are in a dire situation that might need the resources that are available to them with this type of service. The 23.99% interest is probably not helpful to the employees that are in a crisis mode. This is not expressly mentioned in the union contract as a term of employment. Not to get in the way of the bargaining unit but is there an appetite for the Board members to shop and see if there is another company that might be able to offer a service for the employees at less than the 23.99%. Commissioner Lockhart asked if the administrative fees that LYNX earns from this contract could be placed into an employee emergency fund, so that employees that have a one-time emergency can use those funds. Ms. Homler Hawkins stated that LYNX contracted with this company off and on since 2015. LYNX will piggyback off of the Source Well Cooperative purchase agreement which has been vetted. There are some other firms that provide this service, and in Central Florida there are a variety of other local governments and state agencies that have BMG. If it is the will of the Board, to go back out, LYNX staff will be happy to do that. To make it easy for the employees that have the BMG money, they would have to transition to a new firm, the recommendation is to stay with BMG.

Mr. Christiansen stated that Commissioner Lockhart's comments would need to be bargained with the union.

Secretary Tyler asked if the approval of this consent agenda item would give BMG the exclusive right to provide these services for the duration of the agreement or could LYNX continue to pursue an alternative. Ms. Homler Hawkins stated that this does not provide an exclusive and LYNX could go out and provide other options. Also on the consent agenda was an item to change the 457 plan to allow employees to take loans out against their own retirement deferred compensation. Those interest rates are prime plus one percent. Staff will be happy to go out and look at other alternatives, if that is the direction from the Board. Secretary Tyler asked if there is a current contract with BMG, or if this is an extension or a renewal, and if there is not an action on this item, would there be an impact to LYNX employees. Ms. Homler Hawkins stated that the previous contract, signed under different leadership, has expired. There are still current accounts with BMG because of the repayment plan, but the contract is not valid for any new applications. Employees would not be able to apply or refinance existing loans, if there is no action on this item. Secretary Tyler stated that Commissioner Lockhart's proposal is very intriguing, but he would not be able to form a solid opinion on that very quickly, but other options should be considered

to make sure we have the best option, but some employees may need this option as soon as possible.

Mayor Demings has mixed thoughts. Employees should be paid enough, so that they do not have to go to these types of options to borrow money. If it is too easy for employees to tap into their pensions, that would have long-term ramifications. Employees should have access to good financial advisors. He would not advise employees to routinely borrow from their retirement funds. At the County there are very strict IRS rules to borrow from retirement funds. He cautions against a rush decision but understands that there are some employees that avail themselves to these short-term loan services. Not many companies have the ability to have payments made directly through paychecks.

Mayor Dyer stated that every year he has worked on payday or title loans, and the City uses the same contract. He would like to explore other ways to make wages available sooner than a two-week waiting period. Since payroll is so easy now, employees should be paid weekly instead. Commissioner Janer asked if that was a motion to approve.

Mayor Dyer made a motion to approve the Authorization to Enter into a Cooperative Purchase Agreement with BMG Money, Inc. for Employee Voluntary Payroll Deduction Loan Services, with an addition to explore other options. Second by Secretary Tyler. Motion passed with four voting affirmative and Commissioner Lockhart voting against.

7. Action Agenda

A. Authorization to Submit Grant Applications to the Florida Department of Transportation (FDOT) and Adoption of Resolution 24-011

Chair Janer recognized Tiffany Homler Hawkins. Ms. Homler Hawkins stated that this is the annual Grant submittal to FDOT and is on the Action Agenda to allow the representative from FDOT to abstain from voting.

Mayor Dyer made a motion for Authorization to Submit Grant Applications to the Florida Department of Transportation (FDOT) and Adoption of Resolution 24-011. Second by Commissioner Lockhart. Motion passed unanimously with Secretary Tyler abstaining.

B. Authorization to Execute First Amendment to the Lease Agreement with City of Kissimmee for the Osceola County Satellite Facility

Ms. Homler Hawkins continued with this item. She stated that LYNX has leased the Osceola Satellite Facility since December 2010. There are currently two years left on the lease with the City of Kissimmee, and extension of this lease is necessary. Mr. Christiansen stated that the latest lease agreement was entered into in 2019. The primary lease was for a term of five years and expires in December 2026. The lease limits the way in which buses are fueled to be only gas or diesel. Also, at the right of renewal, the City of Kissimmee may terminate the lease. LYNX may also terminate the

lease for convenience at any time. LYNX needs space in the South to run operations, and the term can be extended for an initial term of five years and provides the opportunity to use the space to refuel buses using CNG and park CNG buses in that space. The City has requested that LYNX sign the contract first and send it back to them, so that they can place the item on their agenda at their January 7 meeting. This proposal is for the lease to be signed, with a five-year extension, after the December 26 date. This also allows LYNX the right to provide the fueling of CNG buses. If the City wants to modify the lease, the CEO may sign the modification with the consent of General Counsel and the LYNX Board Chairman, unless the change is material. If the change is material, the modification would need to go back to the LYNX Board. This does not obligate LYNX in any way to do anything but allows LYNX the opportunity to make changes.

Commissioner Janer stated that this extension is really needed, because there is a need to park buses there. A workshop needs to be scheduled in the next few months to discuss the fleet mix and the Southern Operations Base.

Secretary Tyler made a motion for Authorization to Execute First Amendment to the Lease Agreement with City of Kissimmee for the Osceola County Satellite Facility. Second by Mayor Dyer. Motion passed unanimously.

8. Information Items

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

- A. Certification of Administrative Costs as Defined by Florida Statute Section 341.071
- B. Notification of Settlement Agreements Pursuant to Administrative Rule 6
- C. Notification of Sole Source Procurements Pursuant to Administrative Rule 4
- D. Notification of Utilization of Project Contingency Pursuant to Admin. Rule 4.5.4.D in the Amount of \$82,246 for the Pine Hills
- E. Quarterly Service Recognition

9. Monthly Reports

There were four reports in the packets for review purposes only. No action was required.

- A. Communications Report – October 2024
- B. Monthly Financial Report – August 2024
- C. Paratransit Report – October 2024
- D. Ridership Report – September 2024

10. Other Business

No other business was discussed.

11. Adjourned:

The meeting adjourned at 1:26 p.m.

Certification of Minutes:

I certify that the foregoing minutes of the December 12, 2024, LYNX Board of Director's meeting are true and correct, approved by the Board of Directors.

X

Assistant

LYNX Board Agenda

Consent Agenda Item #6.A. i

To: LYNX Board of Directors

From: Leonard Antmann
Chief Financial Officer
Michelle Daley
Technical Contact
Patricia Dolan
Technical Contact

Phone: 407.841.2279 ext: 6125

Item Name: Authorization to Negotiate and Award a Contract to Magnetic Ticket & Label Corporation for Printing of Fare Media for a Not to Exceed Amount of \$210,381

Date: 01/23/2025

ACTION REQUESTED:

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to negotiate and award a contract to Magnetic Ticket & Label Corporation for the printing of fare media. The amount not to exceed is \$210,381, for an initial two (2) year term with two (2) one (1) year options.

BACKGROUND:

Through Contract 21-C24, LYNX has purchased its fare media from EDM Technologies, Incorporated (formerly Electronic Data Magnetics, Incorporated) out of Winston-Salem, North Carolina. The initial term of the agreement has concluded and on February 21, 2024, the LYNX Board of Directors authorized the release of a Solicitation for this project. The Invitation for Bid (IFB) was released, posted on DemandStar, and sent directly to interested Vendors on August 30, 2024. The deadline for submission of bids was October 16, 2024, and the following is a list of Vendors considered responsive and responsible for this IFB:

BIDDERS	BID Amount
Magnetic Ticket & Label Corp.	\$210,381
EDM Technology Inc	\$336,100
Nagels NA	\$341,700

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LYNX has reviewed each bid and recommend to negotiate and award a contract for Printing of Fare Media Tickets to Magnetic Ticket & Label Corporation. The term is an initial two (2) years with two (2) one (1) year options.

Fare media includes: All fixed route magnetic tickets for monthly, weekly, daily, and single rider transportation as well as blank trim passes used in the fareboxes, and trim units located at the sales window in the main terminal.

DISADVANTAGED BUSINESS ENTERPRISE (DBE) PARTICIPATION:

A DBE participation goal is not applicable for this activity.

FISCAL IMPACT:

The FY2025 Approved Operating Budget includes \$144,000 for the printing of Fare Media.

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Consent Agenda Item #6.A. ii

To: LYNX Board of Directors

From: **John Burkholder**
Director Of Risk Management And Safety
Anthony Roland
Technical Contact

Phone: 407.841.2279 ext: 6167

Item Name: **Authorization to Negotiate and Award a Contract to ELERTS Corporation for a Transit Safety and Security Mobile Application for a Not to Exceed Amount of \$124,950**

Date: 01/23/2025

ACTION REQUESTED:

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to negotiate and award a contract to ELERTS Corporation for a Transit Safety and Security Mobile Application. The amount not to exceed is \$124,950, for an initial three (3) year term with two (2) one (1) year options.

BACKGROUND:

In June 2021, LYNX awarded contract 21-C36 for a Transit Safety and Security Mobile Application to CUTCOM SOFTWARE INC. (DBA APPARMOR) for a term of two (2) years with a one (1) year extension. The current contract will expire on February 28, 2025.

The purpose of the Transit Safety and Security Mobile Application is to provide real-time two-way smartphone communication for incident reporting between users and authorized system administrators. The application will be utilized by employees, customers, and public safety departments and will be capable of quickly reporting safety, security, and operational concerns. Additionally, the application will be used to receive system messages, alerts, photos, videos, audio recordings, geospatial information, and location references and be capable of performing mass notification functions to mobile app users.

On September 26, 2024, the LYNX Board of Directors authorized the release of an Invitation for Bid (IFB) for this project. The IFB was released, posted on DemandStar, and sent directly to

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interested Vendors on October 9, 2024. The deadline for submission of bids was November 6, 2024, and the following is a list of Vendors considered responsive and responsible for this IFB:

Vendor	Bid Amount
ELERTS Corporation	\$124,950
SONDA USA, Inc.	\$319,090
EITACIES, Inc.	\$380,000
HubSpire Corporation	\$720,000

LYNX has reviewed each bid and recommend to negotiate and award a contract for the Transit Safety and Security Mobile Application to ELERTS Corporation. The term is an initial three (3) years with two (2) one (1) year options.

DISADVANTAGED BUSINESS ENTERPRISE (DBE) PARTICIPATION:

No DBE Goal has been established for this contract. LYNX encourages the Contractor to make every attempt to obtain participation of certified DBEs and other small businesses.

FISCAL IMPACT:

The FY2025 Adopted Operating Budget has \$25,000 for the “See Something” application. Any additional necessary funding will come from savings within the same expense category.

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Consent Agenda Item #6.B. i

To: LYNX Board of Directors

From: James Boyle
Interim Chief Planning And Development Officer
Prahallad Vijayvargiya
Technical Contact

Phone: 407.841.2279 ext: 6036

Item Name: Authorization to Enter into Sub-Recipient Agreements and Award Funds Under Section 5310 to Selected Human Services Agencies

Date: 01/23/2025

ACTION REQUESTED:

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to enter into sub-recipient agreements and award funds to selected Human Services Agencies under Section 5310 Funding, a Federal Transit Administration (FTA) Program for the Enhanced Mobility of Seniors and Individuals with Disabilities.

BACKGROUND:

LYNX is the designated recipient of Section 5310 program funds for the Urbanized Orlando and Kissimmee areas. LYNX received Board authorization on May 23, 2024, to solicit Human Services Agencies for Section 5310 Program funds for the Orlando and Kissimmee Urbanized areas.

LYNX conducted a Section 5310 Virtual Grant Workshop on July 11, 2024, and each interested applicant was required to coordinate projects activities with ACCESS LYNX as the Community Transportation Coordinator (CTC). Project proposals were due August 15, 2024, and a multi-disciplinary team comprised by the Florida Department of Transportation, MetroPlan Orlando and LYNX Planning Division met to evaluate them.

APPLICATION EVALUATION:

A total of seven (7) proposals were received and advanced for evaluation. LYNX recommends awarding funds to six (6) agencies as described in the table below.

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Proposals were prioritized and notices of intent to the award were issued. A pre-award monitoring phase will be conducted to ensure compliance with federal regulations and LYNX requirements. 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:

Agency Name	Operating Funds	Vanpool Funds	Total
Aspire Health Partners, Inc.	\$ 137,420.00	\$ 12,600.00	\$ 150,020.00
Primrose Center, Inc.	\$ 120,000.00	\$ 37,260.00	\$ 157,260.00
Quest, Inc.	\$ 60,000.00	\$ -	\$ 60,000.00
Seniors First, Inc.	\$ -	\$ 8,280.00	\$ 8,280.00
Special Hearts Farm, Inc.	\$ -	\$ 4,140.00	\$ 4,140.00
The Opportunity Center, Inc.	\$ 108,000.00	\$ 16,560.00	\$ 124,560.00
	\$ 425,420.00	\$ 78,840.00	\$ 504,260.00

Funds will be provided to sub-recipients at 50% federal share under the Section 5310 Grant Program for Operating and Vanpool service costs.

DISADVANTAGED BUSINESS ENTERPRISE (DBE) PARTICIPATION:

A DBE participation goal is not applicable for this activity.

FISCAL IMPACT:

The FY2025 Adopted Operating Budget includes \$600,000 for Section 5310 Grant award projects. LYNX staff will include funding for this in the FY2026 operating budget as appropriate.

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Consent Agenda Item #6.B. ii

To: LYNX Board of Directors

From: **James Boyle**
Interim Chief Planning And Development Officer
Myles O'Keefe
Technical Contact
Patricia Whitton
Technical Contact

Phone: 407.841.2279 ext: 6036

Item Name: Authorization to Negotiate a Contract with WSP USA, Inc. for Professional Engineering Services for the I-Drive Transit Project National Environmental Policy Act (NEPA), Preliminary Engineering and Federal Transit Administration (FTA) Small Starts Project Development

Date: 01/23/2025

ACTION REQUESTED:

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to negotiate a contract with the top ranked firm, WSP USA, Inc. for professional engineering services for the I-Drive Transit Project National Environmental Policy Act (NEPA), preliminary engineering (at least 30 percent), and requesting entry into the Federal Transit Administration (FTA) Capital Investment Grants (CIG) Small Starts program.

BACKGROUND:

On April 25, 2024, the LYNX Board of Directors granted authorization to proceed with a Request for Proposal (RFP) for professional services for the I-Drive Transit Project to advance the recommendations from the International Drive Transit Feasibility and Alternative Technology Assessment (TFATA) that was completed by Orange County in 2021.

The TFATA study recommended the implementation of a premium transit service as an urban circular operating within the International Drive (I-Drive) District along International Drive from Sand Lake Road to Destination Parkway and Sea Harbor Drive.

The professional services contract will assist with entering the next phase of the I-Drive Transit Project: that is the request to enter into the FTA CIG Small Starts program for federal funding. The professional services contract will include two phases. The first phase of the contract will

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include the preliminary work needed to prepare the request for entry into the Small Starts program. The second phase of the contract will proceed with approval from LYNX and Orange County following the FTA determination. Phase 2 will include the appropriate NEPA review and preliminary design of at least 30 percent.

The RFP was released on July 24, 2024. All proposals were due on September 10, 2024. A Source Evaluation Committee (SEC) was held on November 18, 2024, to rank the firms. The SEC was instructed to rank all three (3) firms that submitted proposals, with the top-ranked firm being selected to negotiate a contract pursuant to the Consultant's Competitive Negotiation Act. The following three (3) submissions were received.

Vendors
WSP USA, Inc.
H.W. Lochner, Inc.
Kimley-Horn and Associates, Inc.

The ordinal rankings of the proposers were:

Proposers	Ordinal Ranking
WSP USA, Inc.	7
Kimley-Horn and Associates, Inc.	10
H.W. Lochner, Inc.	13

LYNX staff recommends negotiation of the contract with WSP USA, Inc. Upon successful completion of negotiations, LYNX staff will bring back the contract for Board approval.

DISADVANTAGED BUSINESS ENTERPRISE (DBE) PARTICIPATION:

No DBE project goal will be established for this solicitation.

FISCAL IMPACT:

There is no fiscal impact for LYNX for this International Drive Transit Project. LYNX will be reimbursed by Orange County as per the MOU for any expenses incurred.

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Action Item #7.A

To: LYNX Board of Directors

From: **James Boyle**
Interim Chief Planning And Development Officer
Prahallad Vijayvargiya
Technical Contact
Brenda Garces Rivera
Technical Contact

Phone: 407.841.2279 ext: 6036

Item Name: Authorization to Execute a Public Transportation Grant Agreement (PTGA) with the Florida Department of Transportation (FDOT) and Adoption of Resolution 25-001

Date: 01/23/2025

ACTION REQUESTED:

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to Execute a Public Transportation Grant Agreement (PTGA) with the Florida Department of Transportation (FDOT) and adoption of Resolution 25-001 for the FY2025 Bus and Bus Facilities Section 5339 Program in the amount of \$1,080,498.

BACKGROUND:

The Buses and Bus Facilities Program (49 U.S.C. 5339) provides capital funding to replace, rehabilitate and purchase buses and related equipment and to construct bus-related facilities for services.

LYNX will be utilizing the funds awarded under the 49 U.S.C. 5339 program for the acquisition of 40-foot Compressed Natural Gas (CNG) Buses along their necessary technologies and equipment, as well as Preventative Maintenance (PM). These capital purchases will support the provision of fixed-route services that operate in LYNX's tri-county service area.

DISADVANTAGED BUSINESS ENTERPRISE (DBE) PARTICIPATION:

A DBE participation goal is not applicable for this activity.

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FISCAL IMPACT:

The FY2025 Capital Budget includes the purchase of twenty-five (25) CNG replacement buses in the amount of \$20 million. This grant will be used to fund this project. This grant does not have a local match requirement.

CFRTA RESOLUTION NO. 25-001

A RESOLUTION OF THE CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY (d/b/a/ LYNX) AUTHORIZING THE CHIEF EXECUTIVE OFFICER (CEO) TO EXECUTE A PUBLIC TRANSPORTATION GRANT AGREEMENT (PTGA) WITH THE FLORIDA DEPARTMENT OF TRANSPORTATION (FDOT) AND ADOPTION OF RESOLUTION #25-001 FOR THE FY25 BUS AND BUS FACILITIES SECTION 5339 PROGRAM IN THE AMOUNT OF \$1,080,498.

WHEREAS, LYNX has satisfied the requirement to complete a Transportation Development Plan (TDP) for FY2022-2031 which has been submitted to FDOT in September 2022. LYNX TDP update is consistent with METROPLAN Orlando's 2045 Plan and Five-Year Transportation Improvement Plan (TIP); and

WHEREAS, these funds are awarded to eligible transit providers who are recipients of funding from the Federal Transit Administration's formula program for non-urbanized areas; and

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

NOW, THEREFORE, BE IT RESOLVED THAT:

1. The BOARD has the authority to authorize the submission of grant applications to the Florida Department of Transportation (FDOT).
2. The BOARD has the authority to authorize the execution of Public Transportation Grant Agreements to be issued by FDOT in FY2025-2026.
3. The BOARD authorizes Tiffany Homler Hawkins, Chief Executive Officer, or designee, to Execute a Public Transportation Grant Agreement (PTGA) with the Florida Department of Transportation (FDOT) and adoption of Resolution #25-001 for the FY25 Bus and Bus Facilities Section 5339 Program in the amount of \$1,080,498 on behalf of LYNX and the ability for the CEO to execute the grant applications, amendments, warranties, certifications, assurances, reimbursement invoices and any other documents in connection with the grant applications.
4. The BOARD authorizes Tiffany Homler Hawkins, Chief Executive Officer, or designee, to sign any and all agreements or contracts, which may be required in connection with the application, and subsequent agreements, with FDOT.
5. The BOARD authorizes Tiffany Homler Hawkins, Chief Executive Officer, or designee, to make purchases and/or expend funds in connection with these grants as authorized by Chapter 341, Florida Statutes and/or by the Federal Transit Administration Act of 1964, as amended.

CFRTA RESOLUTION NO. 25-001

6. The above authorization shall be continuing in nature until revoked by the Chairman of the Governing Board.

CERTIFICATION OF THE ADOPTION OF THE PROPOSED RESOLUTION OF THE CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY (d/b/a/ LYNX) AUTHORIZING THE CHIEF EXECUTIVE OFFICER (CEO) TO EXECUTE A PUBLIC TRANSPORTATION GRANT AGREEMENT (PTGA) WITH THE FLORIDA DEPARTMENT OF TRANSPORTATION (FDOT) AND ADOPTION OF RESOLUTION #25-001 FOR THE FY25 BUS AND BUS FACILITIES SECTION 5339 PROGRAM IN THE AMOUNT OF \$1,080,498.

APPROVED AND ADOPTED this 23rd day of January 2025 by the Governing Board of the Central Florida Regional Transportation Authority.

CENTRAL FLORIDA REGIONAL
TRANSPORTATION AUTHORITY

By: Governing Board

Chairman

ATTEST:

Assistant Secretary

LYNX Board Agenda

Action Item #7.B

To: LYNX Board of Directors

From: Tiffany Homler Hawkins
Chief Executive Officer
Tiffany Homler Hawkins
Technical Contact

Phone: 407.841.2279 ext: 6064

Item Name: Election of LYNX Board of Directors Officers

Date: 01/23/2025

ACTION REQUESTED:

Per Administrative Rule 2.3.4, the Governing Board shall annually elect from its members a Chairman, Vice Chairman and Secretary.

General Counsel will guide the Board of Directors in the election of officers for the upcoming year.

LYNX Board Agenda

Information Item A

To: LYNX Board of Directors

From: John Burkholder
Director Of Risk Management And Safety
John Burkholder
Technical Contact

Phone: 407.841.2279 ext: 6167

Item Name: Notification of Settlement Agreements Pursuant to Administrative Rule 6 -
December 2024

Date: 01/23/2025

LYNX Liability Claim Settlements December 1 – 31, 2024

Claimant Name	Accident Date	Type	Amount	Date of Check
Fuentes & Berrio, LLP Trust Account f/b/o Erguin Morales	6/28/2024	BI	\$5,000.00	12/2/2024
Workman Injury Law, PLLC Trust Account f/b/o Bryant Lluberes	6/27/2024	BI	\$20,000.00	12/2/2024
Bryan McCormick	10/4/2024	PD	\$835.36	12/2/2024
Scott & Wallace LLP Trust Account f/b/o Raheam Butler	1/6/2024	BI	\$8,000.00	12/2/2024
Phuong Thi-Ngoc Nguyen	10/23/2024	PD	\$8,451.61	12/2/2024
Leach Law Firm and Lyndon Robbins	2/15/2024	WC	\$30,000.00	12/2/2024
Maria Sanchez Figueroa	4/9/2024	PD	\$806.55	12/6/2024
The Pendas Law Firm P.A. fbo Irma Sierra	7/5/2024	BI	\$4,500.00	12/6/2024
Dan Newlin Injury Attorneys trust account f/b/o Michael Chisholm	6/12/2023	BI	\$56,000.00	12/6/2024
Jose Roberto Mujica Petrocelli	10/3/2024	PD	\$1,920.13	12/6/2024
Friedland and Associates P.A. f/b/o Serge Bernadine	1/9/2023	BI	\$30,000.00	12/13/2024
Dewitt Law Firm, P.A. Trust Acct. f/b/o Nickai Bourne a minor	2/17/2024	BI	\$1,500.00	12/13/2024
Carolina Irene Buonpensiere	11/5/2024	PD	\$2,196.20	12/13/2024

LYNX Board Agenda

Tristen Martin	10/1/2024	PD	\$3,896.48	12/13/2024
Henry Ortega	9/12/2024	BI	\$300.00	12/13/2024
Florida Vanguard Attorneys LLC Trust Account f/b/o Renee Bennett	12/15/2023	BI	\$10,000.00	12/23/2024
Farah and Farah Trust Account f/b/o Patricia Amaya	5/9/2024	BI	\$11,000.00	12/23/2024
Farah and Farah Trust Account f/b/o Freddy Guerrero Sr.	5/9/2024	BI	\$11,000.00	12/23/2024
Dan Newlin Injury Atty f/b/o Elizabeth Roman Serrano	4/21/2023	BI	\$40,000.00	12/23/2024
Dan Newlin Injury Attorneys Trust Account f/b/o Eric McLaughlin	4/11/2024	BI	\$12,000.00	12/23/2024
Dewitt Law Firm, P.A. Trust Account f/b/o Keira Fountaine	2/17/2024	BI	\$12,000.00	12/23/2024
Dewitt Law Firm, P.A. Trust Acct f/b/o Maliyah Fountaine a minor	2/17/2024	BI	\$12,000.00	12/23/2024
Morgan & Morgan, P.A. Trust Account, f/b/o Danny Hughes	4/19/2022	BI	\$30,000.00	12/23/2024
Workman Injury Law, PLLC Trust Account f/b/o Carlos Lopez	6/27/2024	BI	\$20,000.00	12/23/2024
Brenda Baransky	10/31/2024	BI	\$3,000.00	12/23/2024
Perez Law, PA Trust Account FBO George McGriff	8/8/2020	BI	\$45,000.00	12/23/2024
Jonathan Gonzalez	11/16/2024	PD	\$560.72	12/23/2024
Scott Sidler	11/27/2024	PD	\$2,670.02	12/23/2024
Farah and Farah Trust Account f/b/o Freddy Guerrero Jr.	5/9/2024	BI	\$10,000.00	12/27/2024

LYNX Board Agenda

Information Item B

To: LYNX Board of Directors

From: **John Burkholder**
Director Of Risk Management And Safety
John Burkholder
Technical Contact

Phone: 407.841.2279 ext: 6167

Item Name: Notification of Settlement Agreements Pursuant to Administrative Rule 6 - November 2024

Date: 01/23/2025

LYNX Liability Claim Settlements November 1 – 30, 2024

Claimant Name	Accident Date	Type	Amount	Date of Check
Dan Newlin Injury Atty f/b/o Elizabeth Burton	1/4/2024	BI	\$38,000.00	11/1/2024
Dan Newlin Injury Atty f/b/o Alycia Williams	11/13/2023	BI	\$35,000.00	11/1/2024
Permanent General Ins (Micky Joseph) Subro	1/31/2024	PD	\$1,513.79	11/1/2024
Groome Transportation (UCF)	7/3/2024	PD	\$2,130.00	11/1/2024
Enterprise Rent-a-Car (Misael Alexis Gomez)	7/25/2024	PD	\$180.71	11/1/2024
Leonard Tracy Clark	9/18/2024	PD	\$2,177.45	11/1/2024
Dan Newlin Injury Attorneys Trust Account FBO Clinton Scott	10/18/2022	BI	\$35,000.00	11/1/2024
Progressive (Shanon Cox)	7/6/2024	PD	\$4,377.86	11/7/2024
Enterprise Rent-a-Car (Noston Saint Surin)	5/15/2024	PD	\$816.90	11/8/2024
Tristen Martin	10/1/2024	PD	\$3,896.48	11/15/2024
Morgan & Morgan PA fbo Nancly Santiago	2/15/2021	BI	\$100,000.00	11/15/2024
Dan Newlin Injury Attorneys f/b/o Miguel Lazcano Suarez	3/30/2024	BI	\$18,000.00	11/15/2024
Anouge & Associates f/b/o Noston Saint Surin	5/15/2024	BI	\$15,000.00	11/15/2024
Dan Newlin Injury Attorney f/b/o Ricky Mohamed	12/29/2023	BI	\$50,000.00	11/15/2024
Uriarte Law PA f/b/o Victor Herrera Flores	2/24/2024	BI	\$35,000.00	11/15/2024

LYNX Board Agenda

Dan Newlin Injury Atty f/b/o Kenneth Thomas	4/22/2024	BI	\$16,000.00	11/15/2024
Dan Newlin Injury Attorneys Trust Fund FBO Valentina Douglas	10/18/2022	BI	\$50,000.00	11/15/2024
Martha Janne Ortiz Garcia	7/30/2024	PD	\$4,713.28	11/15/2024
Dan Newlin Injury Attorneys Trust Account f/b/o Peter Moreau	6/24/2024	BI	\$15,000.00	11/15/2024
Dan Newlin Trust Acct f/b/o f/b/o Sharayne Graham	4/16/2024	BI	\$14,000.00	11/15/2024
Dan Newlin Injury Attorneys Trust Account f/b/o Abijah Javois.	4/16/2024	BI	\$12,500.00	11/15/2024
Farah and Farah P.A. Trust Account f/b/o Mark Ranard Rogers	9/22/2023	BI	\$45,000.00	11/15/2024
Gray, Gorenflo and Partlow, P.A	10/8/2024	PD	\$900.00	11/15/2024
Gibbons & Gibbons f/b/o Clenesha Luther	3/17/2023	BI	\$14,000.00	11/15/2024
City of Orlando	9/3/2024	PD	\$1,232.72	11/21/2024
Morgan & Morgan, P.A. Trust Account f/b/o Issac Jamison	4/7/2023	BI	\$29,500.00	11/21/2024
Robert Craft	3/14/2024	BI	\$5,000.00	11/21/2024
Scott & Wallace LLP Trust Acct fbo Lafeesa Sanders	1/6/2024	BI	\$12,000.00	11/21/2024
Hartford (Valerie Kelly)	9/9/2024	PD	\$1,548.26	11/21/2024
Morgan and Morgan FBO Jo Anne Mayes	5/17/2022	BI	\$12,500.00	11/21/2024
Dan Newlin Injury Attorney f/b/o Dianilda Angulo	7/6/2021	BI	\$35,000.00	11/22/2024

LYNX Board Agenda

Information Item C

To: LYNX Board of Directors

From: Maurice Jones
Director Of Procurement
Wanda Gonzalez
Technical Contact

Phone: 407.841.2279 ext: 6057

Item Name: Notification of Sole Source Procurements Pursuant to Administrative Rule 4

Date: 01/23/2025

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

1. Trapeze Software Group, Inc.
2. VUEWorks



Sole Source Justification

DATE: October 1, 2024

REQUESTED BY: Craig Bayard, Director of Information Technology

SUBJECT: Trapeze Software (Fixed Route) Maintenance/Support Renewal

BACKGROUND:

Trapeze Software Group, Inc. supplies LYNX software used by both fixed route and paratransit operations. The following chart of products that are in use at LYNX for Fixed Route operations. The software applications allow LYNX to manage its fixed route services e.g. Scheduling/routing/dispatch, Vehicle Communications, Run-cutting, Operations Management, Asset Tracking, Maintenance, and Real time access. The various software applications facilitate LYNX's requirements to report data to FTA as well as allow LYNX to manage an efficient operation. Included in the chart are the operational characteristics and cost for each application for FY25 which include all contract modifications.

Fixed Route

Software	Operational Characteristics	Cost for FY25 Maintenance
TRAPEZE MENTOR STREETS	Up to 339 vehicles	\$116,350
TRAPEZE BLOCK BUSTER	Up to 269 Peak Vehicles	\$22,246
TRAPEZE FX	Up to 200 Peak Vehicles & 5 w/s	\$55,625
TRAPEZE FX MON	Up to 269 Peak Vehicles	\$17,883
TRAPEZE OPS AND SIT	Up to 607 Total Drivers	\$112,618
TRAPEZE OPS MON	Up to 269 Peak Vehicles & 607 Total Employees	\$8,783
TRAPEZE OPS WEB PORTAL	Up to 607 Total Employees	\$19,785
TRAPEZE OPS YARD MAINT	Up to 607 Total Drivers	\$18,077
TRAPEZE EAM (FLEET FOCUS)	452 active transit equipment units & 6014 stationary assets	\$47,433
TRAPEZE ROUTE LADDER	Up to 315 Units	\$20,601
TRAPEZE WEB SERVICES	Up to 315 Vehicles	\$40,853
TRAPEZE GTFS-RT	Up to 253 Peak Vehicles	\$27,713
TRAPEZE TBOX, HEADSIGN, TSP	Up to 70 Vehicles	\$8,792
TOTAL		\$516,759

SOLE SOURCE JUSTIFICATION:

Trapeze Software Group is the manufacture and only company providing Maintenance, Customer Support Services, additional licenses, product customizations and testing for the above-mentioned applications and any additional applications developed, or customized features in the future.

- **Compatibility:** Trapeze Software Group is the sole provider of the proprietary software currently used for transportation scheduling and workforce management within our organization.
- **Expertise and Efficiency:** Using an external vendor would likely require extensive time and resources for the third party to understand the Trapeze system, resulting in potential delays and increased costs.
- **Integration and Support:** As the original software developer, Trapeze can provide ongoing support and updates, ensuring it remains functional and up to date with any future changes to the Trapeze system.
- **Proprietary Technology:** Trapeze Software Group holds the proprietary rights to their software, meaning that only they have full access to the source code and the ability to make modifications. Engaging any other vendor would not only be inefficient but could also breach licensing agreements.

COST/PRICE ANALYSIS:

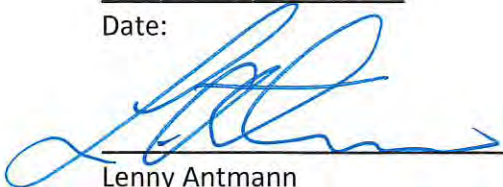
Annual maintenance cost for Fixed Route Software is \$516,759 and is included in the FY2025 operating budget.

Craig Bayard


Craig Bayard
Director of Information Technology

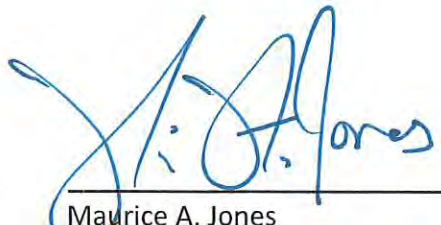
10/18/2024

Date:


Lenny Antmann
Chief Financial Officer

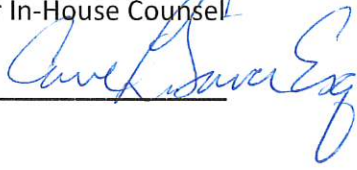
12/19/24
Date:


12/19/24


Maurice A. Jones
Director of Procurement/DBE Liaison Officer

12/19/2024
Date

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



Date:

Tiffany Homler Hawkins
Chief Executive Officer



Date 12/23/24



Sole Source Justification

DATE: December 5, 2024

REQUESTED BY: Francis Franco, GIS Supervisor

SUBJECT: Data Transfer Solutions, LLC – VUEWorks Asset Management System, Annual Software Maintenance

BACKGROUND: In 2013 LYNX purchased VUEWorks Asset Management System and made the capital investment for hardware and software as part of the Bus Stop Facility Database and Accessibility project. The project involved stop location and asset field data collection and the implementation of the VUEWorks system for continuous maintenance of the asset data and record keeping. The cost of the project was approximately \$250,000. The software requires annual maintenance support and updates to function properly. The software maintenance payments were scheduled to start one year after the year of the software implementation (2013). Since its original implementation, LYNX has added modules for bus stop and building facilities asset management. VUEWorks is one of several systems of record for LYNX's asset management and is essential to maintaining the Federal Transit Administration's (FTA) required Transit Asset Management (TAM) Plan.

SOLE SOURCE JUSTIFICATION: In addition to the attached sole source justification document provided by the vendor advising that Data Transfer Solutions, LLC. (DTS) is the owner, manufacturer, and sole source provider of VUEWorks, LYNX's asset management system of record. If the agency were to pursue another vendor and software package to provide asset management support, the procurement would result in a substantial duplication of costs. The critical nature of the asset information supported by the VUEWorks system and the procurement process required to identify and acquire support from a comparable asset management system would result in an unacceptable delay and a duplication of costs for LYNX and its jurisdictional funding partners. The unacceptable delay and duplication of costs would arise from paying for the new asset management software and interruptions of LYNX facility (bus stops and buildings) work order requests which would impact maintenance and customer service needs. Moreover, the transition to a new asset management software would require staff training on a new system and integration of the asset management system into other existing LYNX software and hardware systems. The aforementioned cost implications will not allow LYNX to properly maintain a current TAM Plan.

COST/PRICE ANALYSIS:

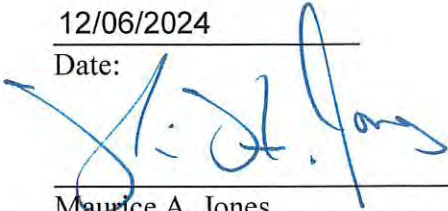
The cost for the VUEWorks modules, maintenance and support, for January 1, 2025 – December 31, 2025 is \$12,870; to be paid in full with a one-time payment. The cost of procuring a new asset management system, training staff and integrating it into the LYNX network would be significantly more than the original cost of the initial DTS system purchased in 2013.

Francis Franco

Francis Franco
Project Manager/GIS Supervisor

12/06/2024

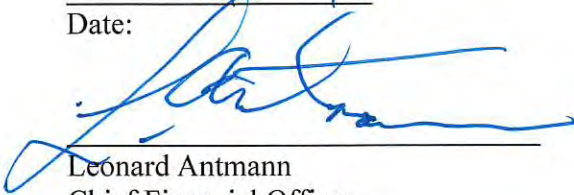
Date:



Maurice A. Jones
Director of Procurement/DBE Liaison Officer

12/17/2024

Date:



Leonard Antmann
Chief Financial Officer

12/18/24

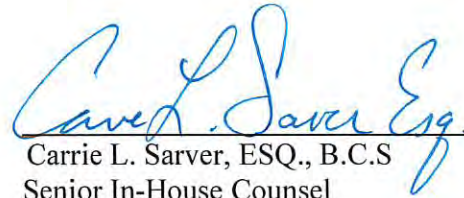
Date:

James D Boyle

James Boyle
Interim Chief Planning & Development
Officer

12-13-24

Date



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

12-26-24

Date

Tiffany Homler Hawkins

Tiffany Homler Hawkins
Chief Executive Officer

12/27/2024

Date:

LYNX Board Agenda

Monthly Report A

To: LYNX Board of Directors

From: **Matthew Friedman**
Director Of Marketing Communications
Janet Vidal
Technical Contact

Phone: 407.841.2279 ext: 6206

Item Name: Communications Report - December 2024

Date: 01/23/2025

LYNX Press Releases | Media Notes: December 2024

December 6	LYNX December Board of Directors and Oversight Committee Meeting Information
December 18	LYNX Christmas Day and New Year's Day Holiday Schedule

LYNX Social Media – December 2024

December 1	December service change. Response to question about the new Link 705 route.
December 2	The holiday bus is on the road. Response to comment about litter at a bus stop. Response to comment about a bus operator. Response to feedback about the new Paw Pass application. Response to question about a 'Pay as You Go Fare'. Response to question about ticket options in the new mobile fare pay application.
December 3	International Day of Persons with Disabilities. Service detour for College Park's Holiday on the Drive. Service detour for the OUC Half Marathon and 5K. Video outlining the service changes for December. Response to question about using a bus pass on the new Paw Pass application. Response to question about service detours.

LYNX Board Agenda

December 4	<p>December service change. The Gnome holiday bus. Repost: Orange County Accelerated Transportation Safety Program. Orange Avenue weekend detour. Response to question about purchasing passes in the old PawPass application. Service detour due to construction improvements at LYNX Central Station.</p>
December 5	<p>Video outlining the service changes for December. Service detour due to construction at Pine Hills Transfer Center. Service detour due to construction improvements at LYNX Central Station. Assisted an ACCESS LYNX customer with the new Paw Pass application. Notified a customer that pass purchases are no longer available in the old PawPass application. Response to question about the holiday bus. Response to comment about a Link 8 bus leaving a customer at a bus stop. Response to comment about a bus skipping a stop. Response to question about purchasing passes in the old PawPass application.</p>
December 6	<p>December service change. Oversight Committee and Board of Directors meetings. The old PawPass application will be discontinued. Response to comment about a bus operator not waiting for a customer who was approaching the bus. Response to question about purchasing passes in the old PawPass application. Provided a link to a video to walk through the new app features and navigation. Response to question in spanish about purchasing passes in the old PawPass application. Thanked customer for positive feedback about a bus operator.</p>
December 7	<p>December service changes. Link 612 will be discontinued. Pine Hills holiday parade.</p>
December 8	<p>December service change. Link 612 will be discontinued.</p>
December 9	<p>December service change. New Link 705 route. Assisted customer in navigating the new Paw Pass application.</p>
December 10	<p>Santa and the holiday bus. Assisted customer in navigating the new Paw Pass application. Provided customer with information about the new application.</p>

LYNX Board Agenda

December 11	<p>Gnome for the Holidays event. Response to customer about the “Pay as You Go” feature on the new application. Response to customer about Link 44 delays. Response to question about the Gnome for the Holidays event.</p>
December 12	<p>Oversight Committee and Board of Directors meetings. Weekday ridership record. t Orange County Accelerated Transportation Safety Program.</p>
December 13	<p>Holiday schedule. Service detour at Valencia College West Campus.</p>
December 14	<p>Welcome a new group of bus operators.</p>
December 15	<p>Gnome for the Holidays event.</p>
December 16	<p>Gnome holiday bus. Response to feedback about overflowing trash at a bus stop. Response to comment about the new application. Response to comment about a lost item. Response to comment about a rude bus operator. Response to questions about purchasing passes in the old PawPass application.</p>
December 17	<p>Gnome for the Holidays event. Informed customer that the contractor had cleaned up the bus stop. Response to comment about a detour on Link 49 due to construction and Pine Hills Transfer Center. Response to comment about not being able to attend the Gnome for the Holidays event. Response to comment about Link 436S delays. Provided information about service from the airport to Sand Lake Road.</p>
December 18	<p>Holiday schedule. Gnome for the Holidays event. Link 701 service during the holiday break. Assisted a customer with an issue with the Paw Pass application. Response to feedback about Link 48 service. Response to positive feedback about the Gnome for the Holidays event.</p>
December 19	<p>Service detour for the holiday drone show. Service detour for the Cure Bowl. Response to question about the new Paw Pass application. Response to questions about trip planning. Assisted customer with the new Paw Pass application.</p>

LYNX Board Agenda

December 20	Service to Orlando Airport. Service detour for the Milk Mart event. Response to feedback about old PawPass application.
December 21	Link 155 route will be discontinued on Jan. 1, 2025.
December 22	Lennox and Santa holiday wishes. Holiday schedule.
December 23	Link 701 service during the holiday break. Last day the holiday bus will be on the road. Response to question about purchasing passes the new Paw Pass application.
December 24	Happy Christmas Eve. Service detour for the Pop Tarts Bowl. Informed customer that passes are no longer available for purchase in the old PawPass application.
December 25	Merry Christmas. Happy Hanukkah.
December 26	Happy Kwanzaa. Service detour for the Pop Tarts Bowl. Response to comment about the PawPass application. Response to positive feedback about our service.
December 27	Link 155 route will be discontinued on Jan. 1, 2025. Service detour for the Cheez It Bowl. Provided customer with an alternative bus route to Link 155.
December 28	New Year's Eve schedule.
December 29	Service detour for the Cheez It Bowl. New and improved Paw Pass application.
December 30	We're hiring. Response to comment about a bus operator. Provided information about purchasing passes in the new Paw Pass application.
December 31	Happy New Year's Eve. New Year's Day schedule. Service detour for the Cheez It Bowl.

LYNX ard Agenda

Social Media Usage	December 2024
Total Facebook Posts	66
Facebook Engagement: The sum of interactions received for the tweets published in the selected timeframe: retweets, replies and likes.	1.4K Reactions, 466 Comments, 190 Shares
Facebook Post Impressions: The number of times posts appeared on someone's screen.	99K
Total Tweets	66
Twitter X Engagement: The sum of interactions received for the tweets published in the selected timeframe: retweets, replies and likes	87 Likes, 19 Retweets, 17 Replies
Twitter X Post Impressions: The number of times posts appeared on someone's screen.	11.5K
Website Usage	December 2024
Total Pageviews	366K
Total User Visits	229K

LYNX ard Agenda

Commuter Vanpool Program – December 2024

Vanpool	December 2024
Vanpool Participants	400*
Total Revenue Miles	168,000*
New Vanpool	1
Returned Vanpools	2
Current Vans at Service	112
Pending Interests	None
Events	None

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

Advertising Sales – December 2024

Advertising Sales Revenue	December	LYNX %	FY to Date Sales	FY to Date LYNX %
Sales Revenue	\$ 434,180.10	\$ 260,508.06	\$ 1,351,909.13	\$ 811,145.48

LYNX Board Agenda

Monthly Report B

To: LYNX Board of Directors

From: Matthew Friedman
Director Of Marketing Communications
Janet Vidal
Technical Contact

Phone: 407.841.2279 ext: 6206

Item Name: Communications Report - November 2024

Date: 01/23/2025

LYNX Press Releases | Media Notes: November 2024

November 1	LYNX Announces December 2024 Service Changes
November 14	LYNX December Board of Directors and Oversight Committee Meeting Information
November 15	LYNX Rolls Out New Paw Pass Mobile Pay Application
November 21	LYNX Rolls Out New Paw Pass Mobile Pay Application Retired Employee with Perfect Driving and Attendance Record Rehired for 28th Time

LYNX News Articles | November 2024

November 2	Lynx making changes to bus service next month WESH
November 13	Proposed changes to Lynx system in Seminole County FOX 51 Gainesville Seminole County considers overhaul of LYNX bus service to save money WKMG Beating up on Lynx. Revealing truth about Amesty Commentary Orlando Sentinel

LYNX Board Agenda

LYNX Social Media – November 2024

November 1	Welcome new bus operators. December service change.
November 2	Daylight saving time ends.
November 3	Riding the bus reduces traffic and contributes to a more vibrant Central Florida.
November 4	Plan your trip at golynx.com . Service detour for the Epic Universe employee lot.
November 5	December service changes. Service detour for the College Park Jazz Fest. Response to comment about Link 104 delays.
November 6	We're hiring bus operators.
November 7	Employee appreciation. Link 62 service extended due to several events.
November 8	Your bus operator is ready to take you where you need to go! Service detour for the Veterans parade. Service detour for the College Park Jazz Fest. Response to comment about a skipped stop.
November 9	Take Link 108 to Gatorland. Road closures due to events. Check the service alerts page for details.
November 10	Saint Cloud Walmart stop.
November 11	Veterans Day. Response to issue about a bus pass purchase. Response to comment about Link 436N. Response to question about service during the Electric Daisy Carnival. Response to comment about a lost item.
November 12	For your safety do not chase the bus. Response to question about a bus delay. Response to comment about loitering at a bus stop.
November 13	LYNX Central Station 20 th anniversary. Sunday ridership record. Response to comment about when LYNX Central Station Service detour on Orange Avenue due to mural painting.
November 14	Thanksgiving Day schedule. Service detour on Robinson Street due to construction. LYNX Central Station 20 th anniversary celebration.

LYNX Board Agenda

November 15	December service change. New LYNX Paw Pass application. December service change outreach events. Response to feedback about ACCESS LYNX service.
November 16	Youth or AdvantAge ID card.
November 17	LYNX Central Station 20 th anniversary celebration.
November 18	New LYNX Paw Pass application. December service change outreach events. LYNX Central Station 20 th anniversary celebration. Response to comment about the See & Say application. Response to comment about customer support for the Paw Pass application. Response to several comments about not being able to download Paw Pass on Google Play.
November 19	Happy 20 th anniversary LYNX Central Station. LYNX Central Station 20 th anniversary celebration. New LYNX Paw Pass application. LYNX Central Station celebration. Response to comments about an issue with creating a wallet in the Paw Pass application.
November 20	December service change outreach event. Response to comments about the Paw Pass application. Response to comment about Link 51 delays.
November 21	December service change outreach event. Gnome for the Holidays. December service change outreach event. Service detour on Livingston Street due to construction. Service detour around Camping World Stadium for the Florida Classic. Service detour for the Riding Big Car Show. Response to comment about the Paw Pass application. Response to comment about winning a bus pass.
November 22	Thanksgiving Day schedule. Service detour on Livingston Street due to construction. Service detour around Camping World Stadium for the Florida Classic.
November 23	Employee appreciation. Service detour for the Riding Big Car Show.
November 24	December service change.

LYNX Board Agenda

November 25	<p>New LYNX Paw Pass application. Train to plane. Congratulations Orlando Pride. Service detour for the Orlando Pride parade. Response to question about Link 28. Response to comment about a bus operator. Response to question about the Paw Pass application. Response to feedback about ACCESS LYNX. Response to comment about a Link 24 delay. Response to questions about purchasing ACCESS LYNX tickets on the Paw Pass application.</p>
November 26	<p>Holiday bus sneak peek. Gnome for the Holidays. Service detour for the Seniors First Turkey Trot.</p>
November 27	<p>Thanksgiving Day schedule. Service detour for the Seniors First Turkey Trot. Response to comment about a Link 11 delay. Provided links to download the new Paw Pass app.</p>
November 28	<p>Happy Thanksgiving Day. Thanksgiving Day schedule.</p>
November 29	<p>Back to regular service. LYNX Paw Pass application.</p>
November 30	<p>LYNX Paw Pass application. LYNX Paw Pass application.</p>

LYNX Board Agenda

Social Media Usage	November 2024
Total Facebook Posts	67
Facebook Engagement: The sum of interactions received for the tweets published in the selected timeframe: retweets, replies and likes.	1.4K Reactions, 466 Comments, 190 Shares
Facebook Post Impressions: The number of times posts appeared on someone's screen.	105.2K
Total Tweets	74
Twitter X Engagement: The sum of interactions received for the tweets published in the selected timeframe: retweets, replies and likes	87 Likes, 19 Retweets, 17 Replies
Twitter X Post Impressions: The number of times posts appeared on someone's screen.	16K
Website Usage	November 2024
Total Pageviews	371K
Total User Visits	223K

Commuter Vanpool Program – November 2024

Vanpool	November 2024
Vanpool Participants	400*
Total Revenue Miles	171,000*
New Vanpool	0
Returned Vanpools	2
Current Vans at Service	113
Pending Interests	None
Events	None

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

LYNX Board Agenda

Advertising Sales – November 2024

Advertising Sales Revenue	November	LYNX %	FY to Date Sales	FY to Date LYNX %
Sales Revenue	\$460,433.09	\$276,259.85	\$917,729.03	\$550,637.42

LYNX Board Agenda

Monthly Report C

To: LYNX Board of Directors

From: Leonard Antmann
Chief Financial Officer
Michelle Daley
Technical Contact

Phone: 407.841.2279 ext: 6125

Item Name: Monthly Financial Report - October 2024

Date: 01/23/2025

Please find attached the preliminary monthly financial report for the First month ending October 31, 2024.

CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY d/b/a LYNX
STATEMENTS OF REVENUES AND EXPENSES
For the One Month Ending October 31, 2024
(UNAUDITED)

	As of 10/31/2024		% Actual compared to Budget
	Budget	Actual	
REVENUES:			
Customer fares	\$ 1,643,462.05	\$ 1,781,165.12	108%
Contract services	357,943.15	357,943.15	100%
Advertising	219,166.67	219,166.67	100%
Interest and Other Income	107,020.00	107,428.67	100%
Federal Revenue	1,218,239.44	787,534.92	65%
State Revenue	1,289,645.16	1,111,088.83	86%
Local Revenue	1,711,212.50	1,239,774.31	72%
Local Revenue Funding Partner	8,854,200.05	8,996,617.13	102%
TOTAL REVENUE	15,400,889.02	14,600,718.80	95%
EXPENSES:			
Salaries, Wages & Fringe Benefits	10,274,520.21	10,972,266.27	107%
Other services	1,655,628.33	982,851.76	59%
Fuel Expense	1,173,950.66	1,136,800.90	97%
Materials and supplies	920,634.10	764,467.00	83%
Utilities	192,963.10	214,176.90	111%
Casualty & Liability	412,205.00	396,008.41	96%
Taxes and licenses	50,407.89	92,594.90	184%
Purchased transportation services	2,818,865.00	3,101,579.10	110%
Leases & Miscellaneous	574,542.96	125,383.23	22%
Interest Expense	0.00	6,279.34	0%
TOTAL EXPENSES	18,073,717.25	17,792,407.81	98%
CHANGE IN NET POSITION	\$ 33,474,606.27	\$ -3,191,689.01	-10%

LYNX Board Agenda

Monthly Report D

To: LYNX Board of Directors

From: Norman Hickling
Director Of Mobility Services
Norman Hickling
Technical Contact

Phone: 407.841.2279 ext: 6169

Item Name: Paratransit Monthly Report - November 2024

Date: 01/23/2025

Please find attached the monthly report for Paratransit Services – November 2024.



ACCESS LYNX Paratransit Monthly Report



Overview

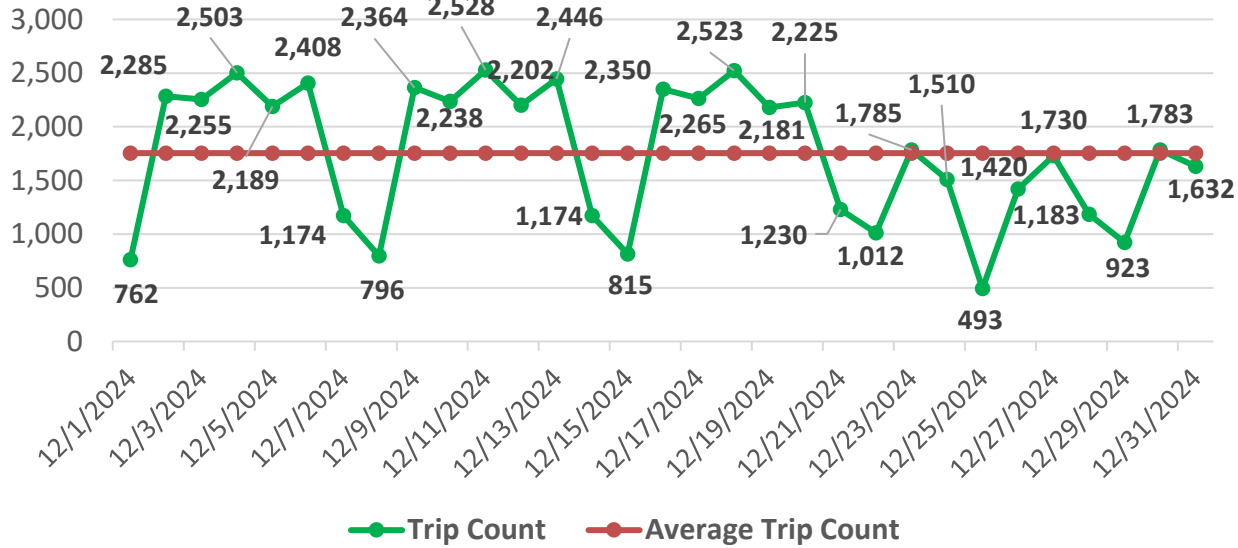


- **Paratransit Performance:**
 - Month of December 2024
 - FY25
- **Paratransit Fleet Status**
- **Paratransit Fleet Metrics**
- **Paratransit Business Practices**
 - Key Areas of Focus
- **Summary**

Performance – December 2024

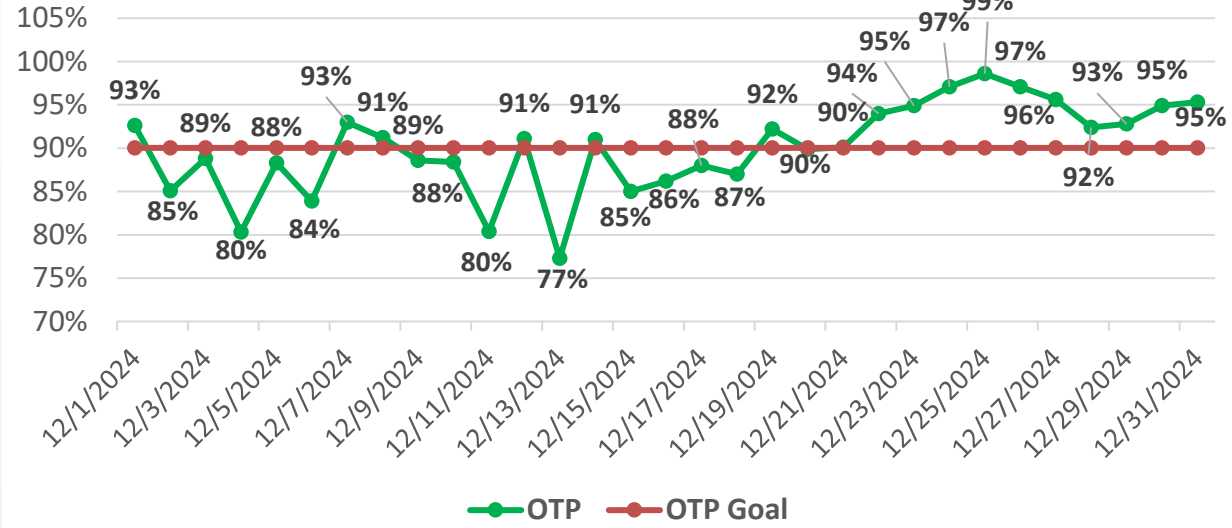
Performed Trips

Total Trips 54,384

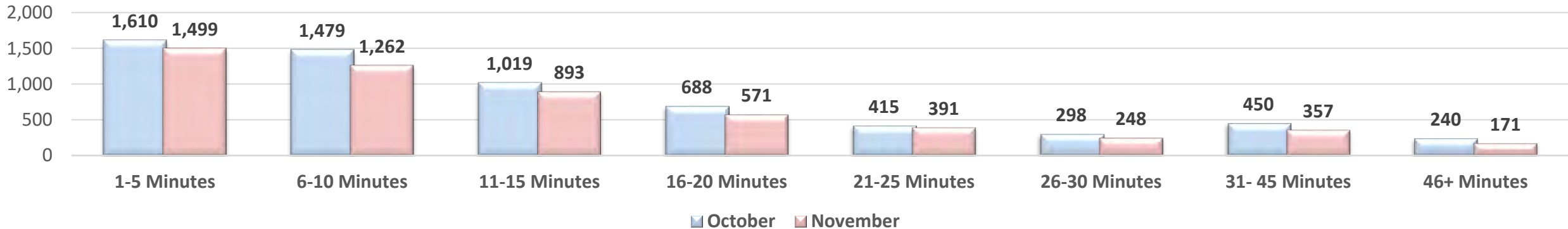


Avg OTP 90%

On-Time Performance



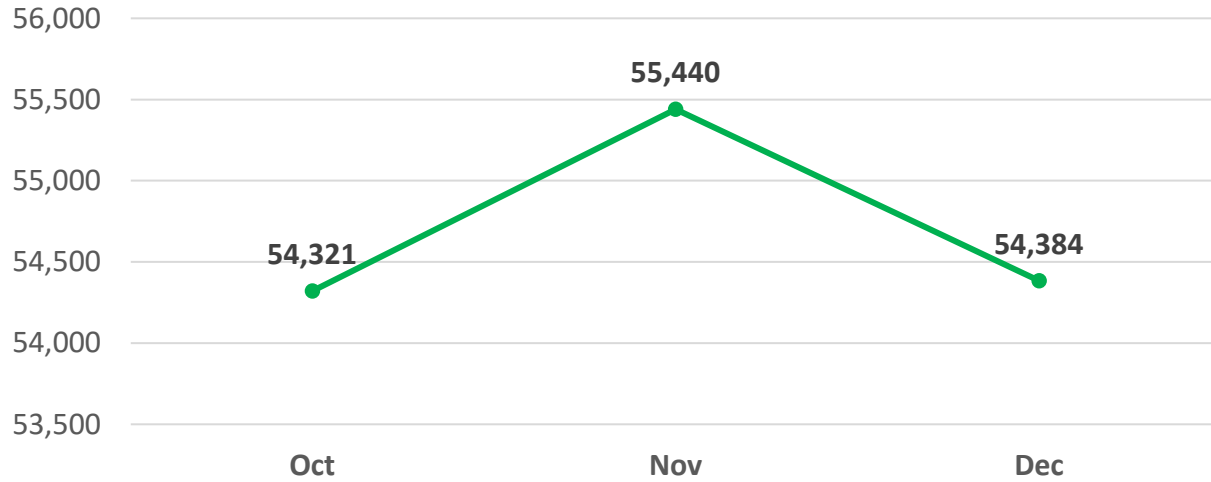
Late Trips



Performance – FY 25

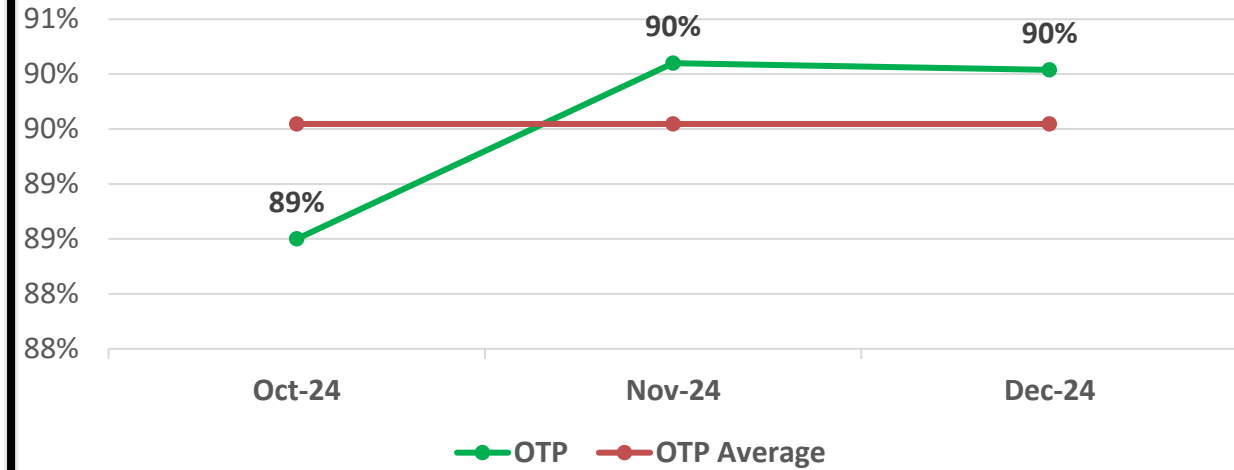
Total Trips 164,145

Trip Count

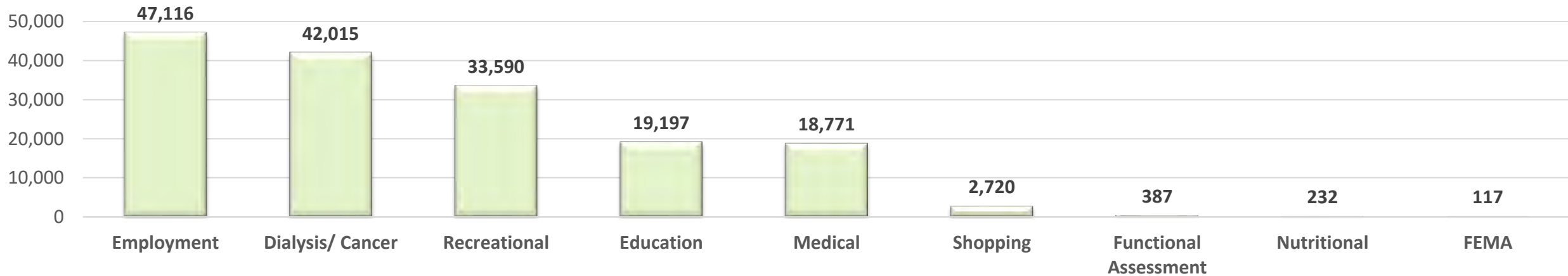


Avg OTP 90%

On-Time Performance



Trip Count



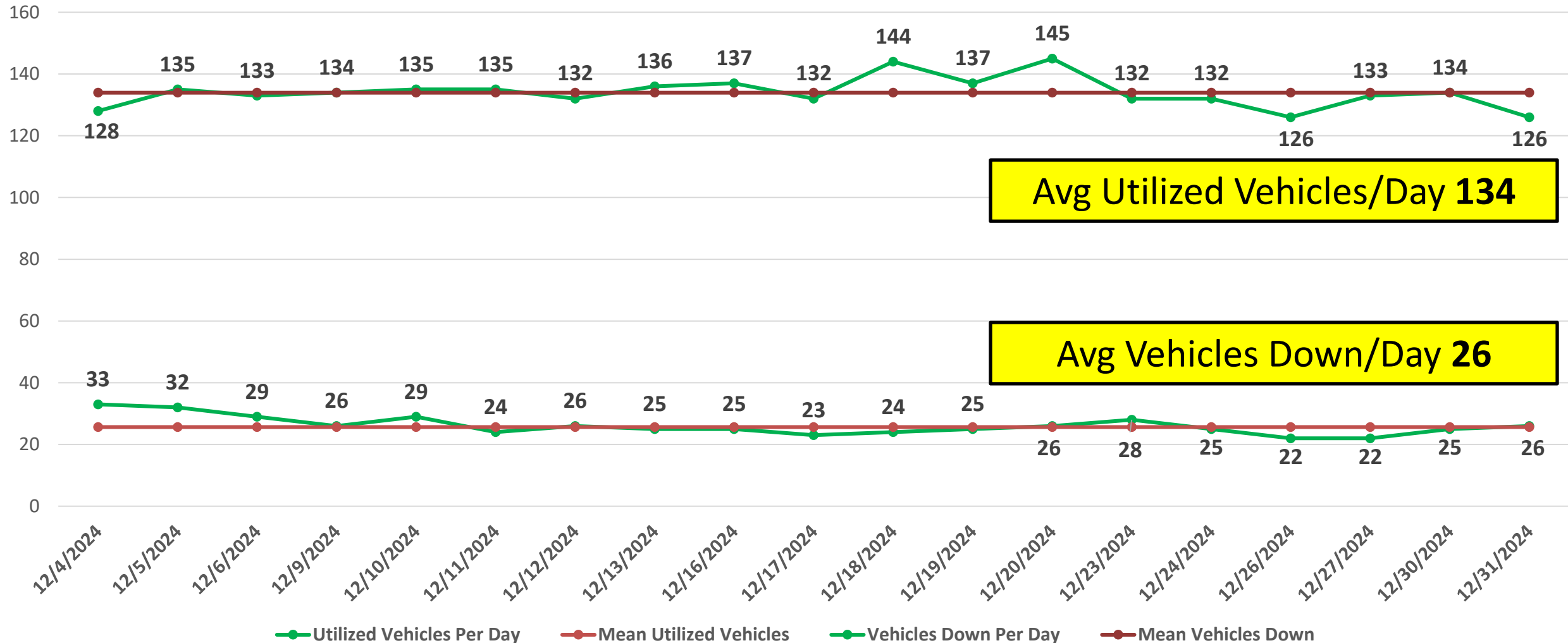
Paratransit Fleet



- **Maintenance Program**
 - Challenges in maintaining an aging fleet and keeping in revenue service.
 - Engine Failures
 - Transmissions
 - Air Conditioning
- **Vehicle replacement process underway:**
 - 85 new vehicle ordered
 - Deliveries have started
 - 13 new vehicles on site

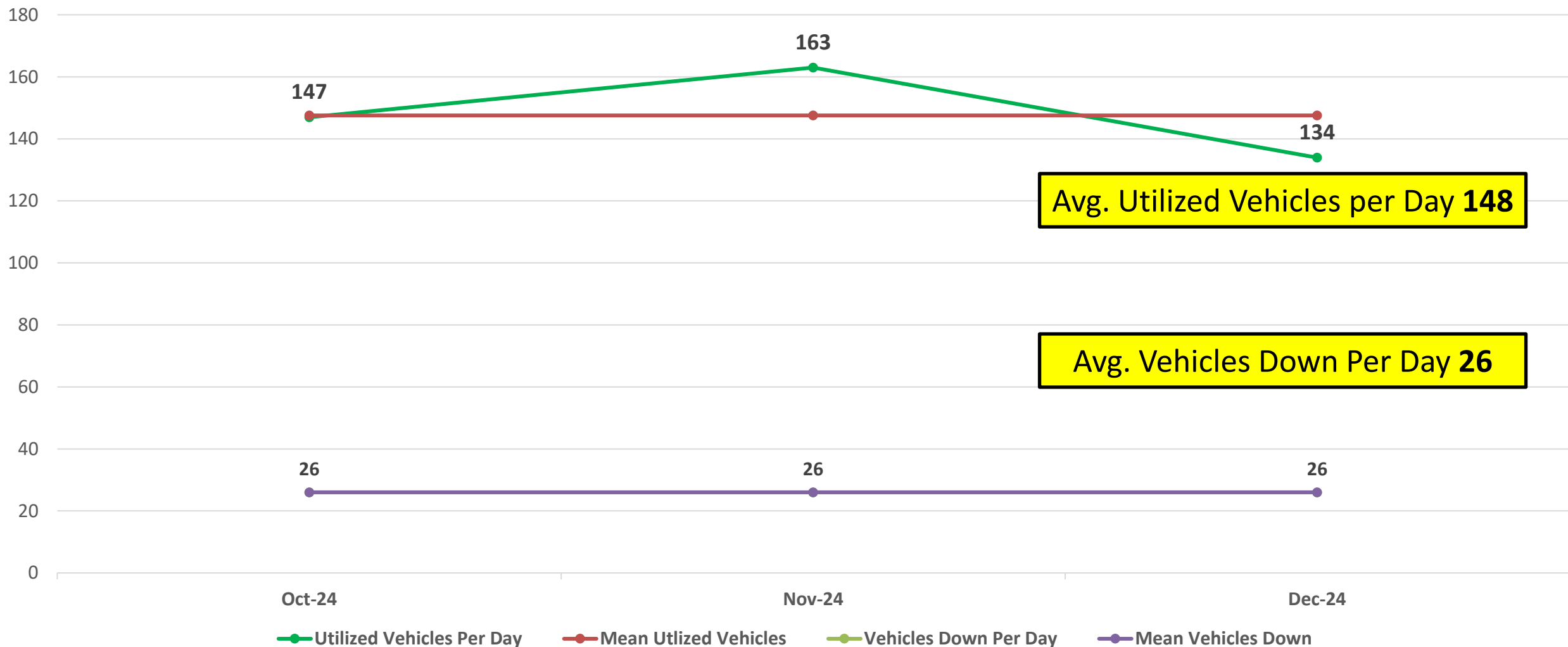
Paratransit Fleet- December 2024

Daily Utilized Vehicles vs. Daily Vehicles Down



Fleet Status – FY 25

Monthly Utilized Vehicles vs. Monthly Vehicles Down





- **Extensive contract oversight and compliance**
 - Sub-Contractor operations and organization structure
 - Independent contractors/operators' compliance
 - Trip management
- **Trip scheduling and routing**
 - Monitoring time on bus to ensure compliance
- **Reconciliation and Reporting business practices**

Summary

- **Focus on the Customer and Community**
 - Presentation to Down Syndrome Foundation of Florida
 - Discussion with clients and parents of clients
- **Challenges of trip demand**
 - Consistently providing 54,000+ monthly trips
 - On-time performance management
 - Customer Service
- **Oversite of contractor business practices**
 - Data and records management
 - Monthly reconciliation accuracy
- **Renewal of paratransit vehicle fleet**



Close



LYNX Board Agenda

Monthly Report E

To: LYNX Board of Directors

From: James Boyle
Interim Chief Planning And Development Officer
Bruce Detweiler
Technical Contact

Phone: 407.841.2279 ext: 6036

Item Name: Ridership Report - November 2024

Date: 01/23/2025

The attached monthly Performance Report includes November 2024 Year-To-Date figures for ridership and other performance indicators. Total ridership for November 2024 was 1,601,777. This is a 1.4% increase from November 2023. On-Time Performance for Fiscal Year-To-Date 2025 is 63%.

- LYNX overall ridership increased by 22K, or 1.4%, compared to November 2023. Year-to-date ridership for FY-25 (3,260,827) increased 0.1% compared to FY-24 (3,258,553).
- LYMMO ridership increased by 10.4K, or 28.8%, compared to November 2023. Year-to-date ridership for FY-25 (105,146) increased 43.6% compared to FY-24 (73,203).
- Fixed Route ridership increased by 1.2K, or 0.1%, compared to November 2023. Year-to-date ridership for FY-25 (2,962,668) decreased by 1.4% compared to FY-24 (3,005,919).
- NeighborLink ridership increased by 2.4K, or 34.2%, compared to November 2023. Year-to-date ridership for FY-25 (19,623) increased 23.4% compared to FY-24 (15,901).
- ACCESS LYNX ridership increased by 4.4K, or 7.6%, compared to November 2023. Year-to-date ridership for FY-25 (122,445) increased 3.5% compared to FY-24 (118,282).
- Vanpool ridership increased by 2.1K, or 9.9%, compared to November 2023. Year-to-date ridership for FY-25 (46,949) increased by 10.2% compared to FY-24 (42,588).
- Special event ridership in November 2024 was 3,996.



November 2024 Service Performance Report

RIDERSHIP

Total Ridership by Mode						
	Nov-23	Nov-24	% Δ	YTD-24	YTD-25	% Δ
LYMMO	36,094	46,479	28.8%	73,203	105,146	43.6%
Fixed Route	1,455,339	1,456,595	0.1%	3,005,919	2,962,668	-1.4%
NeighborLink	7,221	9,688	34.2%	15,901	19,623	23.4%
ACCESS LYNX	57,581	61,957	7.6%	118,282	122,445	3.5%
Vanpool	20,985	23,062	9.9%	42,588	46,949	10.2%
Special Events	2,660	3,996	50.2%	2,660	3,996	50.2%
SYSTEM TOTAL	1,579,880	1,601,777	1.4%	3,258,553	3,260,827	0.1%

November-23	21 Weekdays	4 Saturdays	5 Sundays
November-24	20 Weekdays	5 Saturdays	5 Sundays

Average Daily Ridership by Mode									
Mode	<u>Weekday</u>			<u>Saturday</u>			<u>Sunday</u>		
	Nov-23	Nov-24	% Δ	Nov-23	Nov-24	% Δ	Nov-23	Nov-24	% Δ
LYMMO	1,184	2,006	69.4%	1,473	592	-59.8%	1,038	680	-34.5%
Fixed Route	53,013	55,797	5.3%	39,530	40,502	2.5%	32,734	27,626	-15.6%
NeighborLink	287	423	47.4%	226	246	8.8%	-	-	-
ACCESS LYNX	2,304	2,428	5.4%	1,189	1,339	12.6%	891	1,068	19.9%
Vanpool	470	466	-0.9%	139	124	-10.8%	59	80	35.6%
SYSTEM TOTAL	57,258	61,120	6.7%	42,557	42,803	0.6%	34,722	29,454	-15.2%

LYNX ridership increased by about 22K, or 1.4%, compared to November 2023.

LYMMO ridership increased by about 10.4K, or 28.8%, compared to November 2023. Compared to November 2023, average weekday ridership increased by 69.4% while average Saturday and Sunday ridership decreased by 59.8% and 34.5% respectively. There have not been any recent service changes to any of the LYMMO routes.

Fixed Route ridership increased by about 1.2K, or 0.1%, compared to November 2023. Average weekday and Saturday ridership increased by 5.3% and 2.5% respectively while Sunday ridership decreased by 15.6% compared to the same time period last year. Ridership is showing a steady recovery from losses incurred from the COVID-19 pandemic with routes such as the 38, 55, and 426 exceeding their pre-COVID ridership.

NeighborLink ridership increased by about 2.4K, or 34.2%, compared to November 2023. NeighborLink ridership saw a 47.4% increase in average weekday ridership and an 8.8% increase in average Saturday ridership.

ACCESS LYNX ridership increased by about 4.4K, or 7.6%, compared to November 2023. Ridership showed a 5.4% increase to average weekday ridership with an increase of 12.6% ridership on Saturdays and an increase of 19.9% on Sundays.

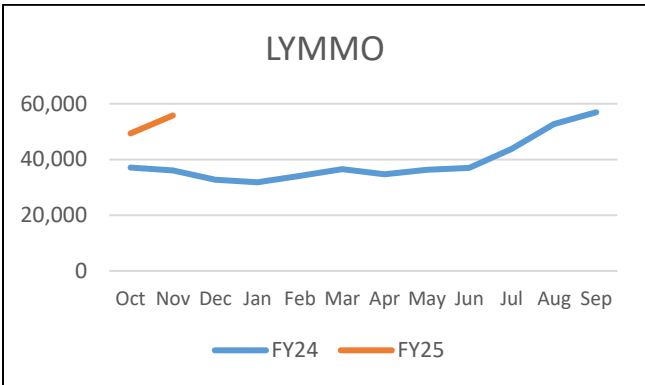
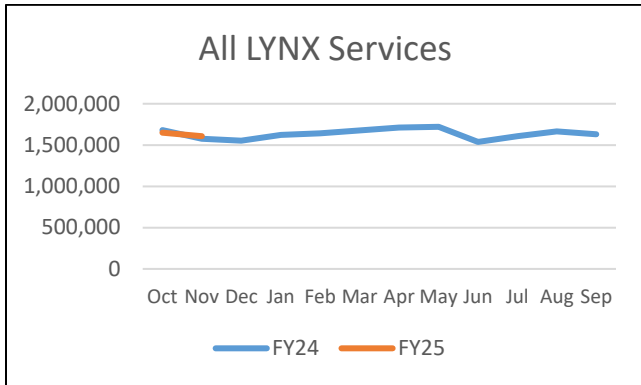
Vanpool ridership increased by about 2.1K, or 9.9%, compared to November 2023.

*According to the U.S. Energy Information Administration, the average price of gasoline in the U.S. was \$3.44/gallon in November 2023 and \$3.18/gallon in November 2024. Historically, high gas prices can result in increased public transit ridership.



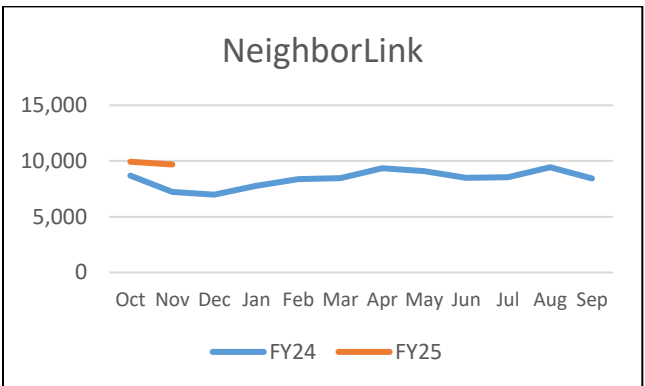
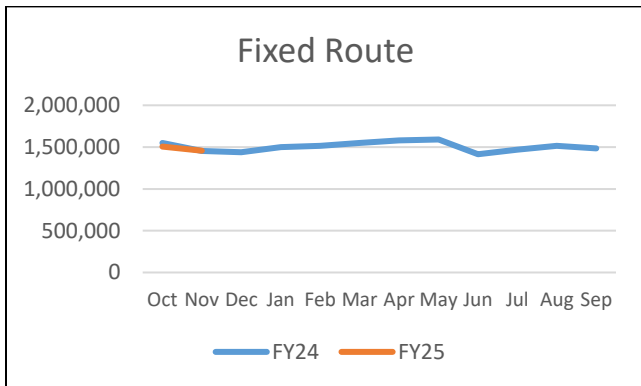
November 2024 Service Performance Report

MONTHLY RIDERSHIP TRENDS BY MODE



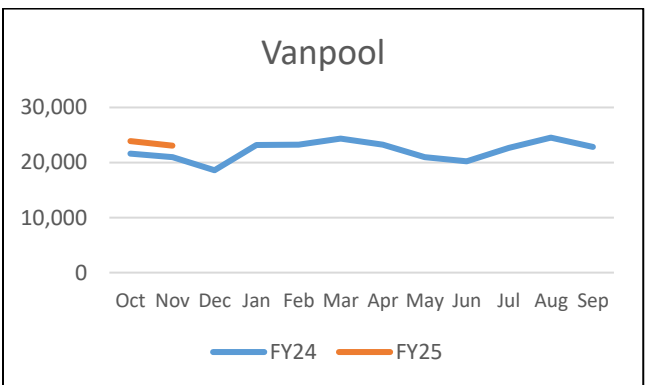
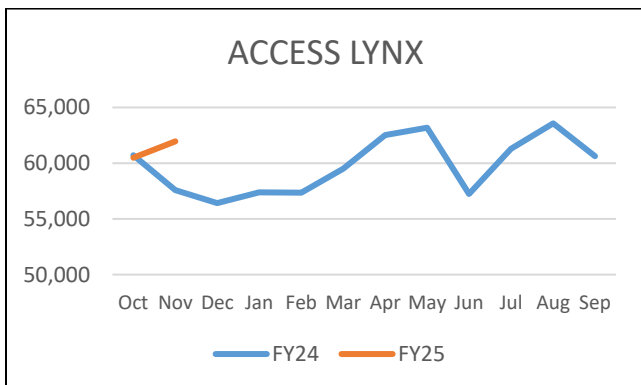
Year-to-Date Fiscal Year 2025 LYNX system-wide ridership has increased by 0.1% compared to Fiscal Year 2024.

Year-to-Date Fiscal Year 2025 LYMMO ridership has increased by 43.6% compared to Fiscal Year 2024.



Year-to-Date Fiscal Year 2025 Fixed Route ridership has decreased by 1.4% compared to Fiscal Year 2024.

Year-to-Date Fiscal Year 2025 NeighborLink ridership has increased by 23.4% compared to Fiscal Year 2024.



Year-to-Date Fiscal Year 2025 ACCESS LYNX ridership has increased by 3.5% compared to Fiscal Year 2024.

Year-to-Date Fiscal Year 2025 Vanpool ridership has increased by 10.2% compared to Fiscal Year 2024.



November 2024 Service Performance Report

FIXED ROUTE AND LYMMO MONTHLY PERFORMANCE DATA

Fixed Route - Modal Performance Data - Fiscal Year 2025									
Month	Ridership	Passengers per Trip	On-Time Performance	Farebox Recovery	NTD Reportable Accidents	Total Trips Scheduled	% of Trips Operated	Fleet Availability	On-Time Preventative Maintenance
Oct	1,506,073	17	64%	NO DATA	3	95,295	94%	214	93%
Nov	1,456,595	16	62%	NO DATA	2	90,025	100%	217	97%
Dec									
Jan									
Feb									
Mar									
Apr									
May									
Jun									
Jul									
Aug									
Sep									
YTD	2,962,668	16	63%	-	5	185,320	97%	215.5	95%

LYMMO - Modal Performance Data - Fiscal Year 2025								
Month	Ridership	Passengers per Trip	On-Time Performance	NTD Reportable Accidents	Total Trips Scheduled	% of Trips Operated	Fleet Availability	On-Time Preventative Maintenance
Oct	49,349	7	62%	0	7,235	91%	1	100%
Nov	55,797	8	64%	0	6,760	100%	1	100%
Dec								
Jan								
Feb								
Mar								
Apr								
May								
Jun								
Jul								
Aug								
Sep								
YTD	105,146	8	63%	0	13,995	96%	1	100%



November 2024 Service Performance Report

NEIGHBORLINK AND ACCESS LYNX MONTHLY PERFORMANCE DATA

NeighborLink - Modal Performance Data - Fiscal Year 2025						
Month	Ridership	On-Time Performance	Collected Fares	NTD Reportable Accidents	Fleet Availability	On-Time Preventative Maintenance
Oct	9,935	100%	100%	0	15	100%
Nov	9,688	100%	100%	1	16	89%
Dec						
Jan						
Feb						
Mar						
Apr						
May						
Jun						
Jul						
Aug						
Sep						
YTD	19,623	100%	100%	1	16	95%

ACCESS LYNX - Modal Performance Data - Fiscal Year 2025						
Month	Ridership	On-Time Performance	Collected Fares	NTD Reportable Accidents	Fleet Availability	On-Time Preventative Maintenance
Oct	60,488	89%	99%	2	147	31%
Nov	61,957	90%	99%	1	158	40%
Dec						
Jan						
Feb						
Mar						
Apr						
May						
Jun						
Jul						
Aug						
Sep						
YTD	122,445	90%	99%	3	153	36%



November 2024 Service Performance Report

GLOSSARY

Definitions of Metrics Used on the Monthly Performance Data Sheets

Ridership – The number of trips taken by people using a public transportation system in a given time period.

Passengers per Trip – The average number of passengers who ride on a revenue trip.

On-Time Performance – Refers to the level of success of the service operating according to the published schedule (LYNX defines a bus as on-time if it falls within 0 minutes early to five (5) minutes late of the published schedule).

Farebox Recovery – The percent of a trip’s operating costs recovered through passenger fares.

National Transit Database (NTD) Reportable Accidents – A safety or security event occurring on transit right-of-way or infrastructure, at a transit revenue facility, at a transit maintenance facility or rail yard, during a transit related maintenance activity or involving a transit revenue vehicle that results in one or more of the following conditions:

- A fatality confirmed within 30 days of the event
- An injury requiring immediate medical attention away from the scene for one or more person
- Property damage equal to or exceeding \$25,000
- Collisions involving transit revenue vehicles that require towing away from the scene for a transit roadway vehicle or other non-transit roadway vehicle
- An evacuation for life safety reasons

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

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

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

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

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

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

LYNX Board Agenda

Monthly Report F

To: LYNX Board of Directors

From: James Boyle
Interim Chief Planning And Development Officer
Bruce Detweiler
Technical Contact

Phone: 407.841.2279 ext: 6036

Item Name: Ridership Report - October 2024

Date: 01/23/2025

The attached monthly Performance Report includes October 2024 Year-To-Date figures for ridership and other performance indicators. Total ridership for October 2024 was 1,649,732. This is a 1.7% decrease from October 2023. On-Time Performance for Fiscal Year-To-Date 2025 is 64%. Hurricane Milton impacted ridership on October 9th and 10th, resulting in a decrease compared to October of 2023.

- LYNX overall ridership decreased by 30K, or 1.7%, compared to October 2023. Year-to-date ridership for FY-25 (1,649,732) decreased 1.7% compared to FY-24 (1,678,673).
- LYMMO ridership increased by 12.2K, or 33.0%, compared to October 2023. Year-to-date ridership for FY-25 (49,349) increased 33.0% compared to FY-24 (37,109).
- Fixed Route ridership decreased by 45K, or 2.9%, compared to October 2023. Year-to-date ridership for FY-25 (1,506,073) decreased by 2.9% compared to FY-24 (1,550,580).
- NeighborLink ridership increased by 1.3K, or 14.5%, compared to October 2023. Year-to-date ridership for FY-25 (9,935) increased 14.5% compared to FY-24 (8,680).
- ACCESS LYNX ridership decreased by 0.3K, or 0.4%, compared to October 2023. Year-to-date ridership for FY-25 (60,488) decreased 0.4% compared to FY-24 (60,701).
- Vanpool ridership increased by 2.2K, or 10.6%, compared to October 2023. Year-to-date ridership for FY-25 (23,887) increased by 10.6% compared to FY-24 (21,603).
- There was no special event ridership for October 2024.