

# LYNX Board Agenda

Meeting Date: 8/24/2023  
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 7.27.23 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. Request for Proposal (RFP)

- i.  Authorization to Release a Request for Proposal (RFP) for Architectural and Engineering Services to Support Existing Contracts Pg 8


### B. Award Contracts

- i.  Authorization to Negotiate and Award a Contract to HR Law, P.A. and Jones, Hurley & Hand, P.A. for Workers' Compensation Legal Services Pg 10

### C. Extension of Contracts

- i.  Authorization to Exercise the First Option Year and Increase the Not to Exceed of Contract #20-C74 with Aramark Uniform & Career Apparel, LLC for Uniform Rental and Laundering Services Pg 12



### D. Miscellaneous

- i.  Authorization to Increase the Not to Exceed Amount for Contract #23-C72 for the Renovation of the Tool Crib at LOC A and the Wellness Center at LOC B to Include Project Contingency Pg 14




## 7. Action Agenda

- A.  Authorization to Submit the Fiscal Year 2024 Transit Development Plan Annual Update to the Florida Department of Transportation Pg 16
- B.  Authorization to Approve the Labor Agreement Between LYNX and Amalgamated Transit Union AFL-CIO Local Chapter 1749 From October 1, 2023 Through September 30, 2026 Pg 18
- C.  Authorization to Approve the Labor Agreement Between LYNX and Amalgamated Transit Union AFL-CIO Local Chapter 1596 From October 1, 2023 Through September 30, 2026 Pg 20

## 8. Work Session

- A.  Work Session on FY2024 Operating and Capital Budgets Pg 22  
-Attachments 

## 9. Information Items

- A.  Notification of Settlement Agreements Pursuant to Administrative Rule 6 Pg 50  
B.  Notification of Sole Source Procurements Pursuant to Administrative Rule 4 Pg 52  
-Attachments 

## 10. Monthly Reports

- A.  Communications Report - July 2023 Pg 55  
B.  Monthly Financial Report - May 2023 Pg 60  
-Attachments   
C.  Paratransit Monthly Report - July 2023 Pg 62  
-Attachments   
D.  Ridership Report - June 2023 Pg 70  
-Attachments 

## 11. Other Business

## 12. 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, 2<sup>nd</sup> Floor**  
              **Orlando, FL 32801**

**DATE:**       **July 27, 2023**

**TIME:**       **1:00 p.m.**

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**Members in Attendance:**

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

**1. Call to Order**

Chair Demings called the meeting to order at 1:02 p.m.

Chair Demings asked Commissioner Herr to lead the Pledge of Allegiance.

**2. Approval of Minutes**

Commissioner Janer moved to approve the Board of Directors meeting minutes of June 22, 2023. Seconded by Commissioner Herr. The minutes were unanimously approved as presented.

**3. Public Comments**

Margo Wright – Orlando, FL  
Ms. Wright asked if the service changes have already taken effect, as the buses were early.

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

Tiffany Homler Hawkins, Chief Executive Officer, reported that LYNX staff has been busy this month with public information sessions for the service changes that start on August 20. That presentation is later in the agenda.

Budget presentations to the funding partners is completed. A draft of the budget will be presented to the Board in August, with final adoption of the budget in September.

LYNX staff participated in a leadership panel with the Florida Public Transit Association. Three alumni participated last month and shared their experiences and how the experience has helped them.

Chick-fil-a has increased their advertising budget with LYNX and has been giving out free sandwiches and biscuits this week. They are advertising on ten more buses.

## **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 May 25, 2023, Oversight meeting.

Lenny Antmann, LYNX CFO, gave a report on the July 20, 2023 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.

The Committee received presentations on the upcoming August 20 service changes and adding zero-emission vehicles to the fleet.

## **6. Consent Agenda:**

Chair Demings asked if there were any changes to the Consent Agenda before there is a motion to approve consent agenda items 6.A.i. through 6.C.v. Ms. Homler Hawkins stated that she recommends the entire Consent Agenda for approval.

### **A. Request for Proposal (RFP)**

- i. Authorization to Release a Request for Proposal (RFP) for the Design of the LYNX Orlando International Airport Intermodal Bus Transfer Station
- ii. Authorization to Release a Request for Proposal (RFP) for Purchase and Installation of a New Bus Wash System at LB McLeod Paratransit Operations Center

### **B. Award Contracts**

- i. Authorization to Negotiate and Award a Contract to RSC Insurance Brokerage, Inc. for Health Benefits Consultant

### **C. Miscellaneous**

- i. Authorization to Submit a Grant Application to the U.S. Department of Transportation (DOT), and Federal Highway Administration (FHWA) for the FY 2022-2023 PROTECT Discretionary Competitive Grant Program in the Total Amount of Approximately \$7,252,000
- ii. Authorization to Auction Surplus Capital Items

- iii. Authorization to Dispose of Items Accumulated Through the Lost and Found Process
- iv. Authorization to Purchase Support Vehicles
- v. Authorization to Extend the Employment Agreement with Frank Martin

Commissioner Herr made a motion to approve Consent Agenda items 6.A.i. through 6.B.i. and 6.C.ii. through 6.C.v. Seconded by Mayor Demings. Motion passed unanimously. Commissioner Herr made a motion to approve item 6.C.i. second by Mayor Demings. Motion passed unanimously with Secretary Tyler abstaining.

## **7. Action Agenda**

### **A. Authorization to Implement August 20, 2023 Service Changes**

Mayor Demings recognized Bruce Detweiler, Manager of Service Planning, to make the presentation. Mr. Detweiler stated that the service design principles focus on safety and connections to SunRail, reallocating resources from low demand routes to areas of higher demand, the testing of autonomous vehicles, and schedule analysis and adjustments to improve on-time performance.

Public hearings and information sessions were held, and notices were placed on social media and at key bus stops and terminals regarding the changes.

Mayor Dyer made a motion for Authorization to Implement August 20, 2023 Service Changes. Second by Commissioner Janer. Motion passed unanimously.

### **B. Authorization to Enter into a Bus Service Agreement with the School Board of Osceola County**

Ms. Homler-Hawkins stated that this item has been pulled from the agenda.

### **C. Authorization to Submit a Public Transit Grant Agreement (PTGA) With the Florida Department of Transportation (FDOT) for FY2024 Block Grant Funding and Adoption of Resolution #23-006**

Commissioner Janer made a motion for Authorization to Submit a Public Transit Grant Agreement (PTGA) With the Florida Department of Transportation (FDOT) for FY2024 Block Grant Funding and Adoption of Resolution #23-006. Second by Mayor Dyer. Motion passed unanimously with Secretary Tyler abstaining.

## **8. Work Session**

### **A. Update on Paratransit Services**

Mayor Demings recognized Norm Hickling, Director of Mobility Services, to make the presentation. Mr. Hickling stated that Transdev has successfully recruited and

onboarded the paratransit team, staffing has been stabilized and training operations continue.

Over 31,000 trips have been made in July so far. The on-time performance average is eighty-seven percent.

Refurbishment continues at the LB McLeod facility. New air conditioning system completed, an RFP for the repair and upgrade of the bus wash system, finalization of external lighting, and new security personnel are onsite.

Vehicle maintenance continues. An average of thirty vehicles per day are out of service.

Commissioner Herr asked for assurance on regular vehicle inspection protocols. Mr. Hickling stated that the operations team will inspect the vehicles on an annual basis. Commissioner Herr asked that vehicle inspection protocols and re-inspection and resolution be documented in a formal way and shared. Mr. Hickling stated that this protocol will be documented into the preventative maintenance inspections, so that the same issues do not occur.

#### B. Update on the Current Status of the Addition of Zero-Emission Vehicles to the Fleet

Mayor Demings recognized Doug Jamison, Program Administrator, Innovation, to make the presentation. Mr. Jamison stated that the zero-emission fleet transition plan is required by law for entities applying for funds to procure zero emission vehicles under low no grants and bus and bus facilities competitive grants.

The last diesel bus was purchased in 2015, and a goal was set to have a fleet of low emission and zero emission vehicles by 2028. The bus batteries are larger now and can run three hundred miles on a single charge, which covers eighty-five percent of the routes. Over half of the fleet is currently on low emission technology.

A grant has been approved for twenty fixed-route buses and five NeighborLink vehicles, which are expected to arrive in 2025. An additional ten fixed-route buses were awarded through the Florida Department of Environmental Protection Reimbursement Funding and are expected to arrive in 2025.

Mayor Demings asked if the three hundred miles per charge is average, or is it close to the three hundred, even including days with the air conditioning running high. Mr. Jamison said that three hundred miles is the middle of the range for the buses. Eighty-five percent of the routes are under 275 miles. To fully charge a bus will take three to four hours.

**9. Information Items**

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

- A. Notification of Settlement Agreements Pursuant to Administrative Rule 6
- B. Notification of Sole Source Procurements Pursuant to Administrative Rule 4
- C. Notification of Utilization of Project Contingency in the Amount of \$8,594 to Garcia Civil Contractors, Inc. Pursuant to Admin. Rule 4.5.4.D.

**10. Monthly Reports**

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

- A. Communications Report – June 2023
- B. Monthly Financial Report – April 2023
- C. Ridership Report – May 2023

**11. Other Business**

No other business was discussed.

**12. Adjourned:**

The meeting adjourned at 1:46 p.m.

**Certification of Minutes:**

I certify that the foregoing minutes of the July 27, 2023 LYNX Board of Director’s meeting are true and correct, approved by the Board of Directors.

**X**

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Assistant

# LYNX Board Agenda

## Consent Agenda Item #6.A. i

**To:** LYNX Board of Directors

**From:** Leonard Antmann  
Chief Financial Officer  
Jeffrey Reine  
(Technical Contact)  
Lismar Matos Hernandez  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6125

**Item Name:** Authorization to Release a Request for Proposal (RFP) for Architectural and Engineering Services to Support Existing Contracts

**Date:** 8/24/2023

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### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the CEO or designee to issue a Request for Proposal (RFP) for Architectural and Engineering Services (A & E) to support existing A & E contracts.

### **BACKGROUND:**

On August 26, 2021, the LYNX Board of Directors granted permission to award contracts to both AECOM Technical Services, Inc. and Kimley-Horn, Inc. for Architecture and Engineering Services. The awards were such that AECOM provides these services for facilities and Kimley-Horn for shelters, amenities and transfer centers. The contracts were awarded for a period of three (3) years with two (2) one (1) year options.

The need for a third A and E firm has arisen due to additional funding sources becoming available for capital projects. When the original contracts were awarded, the primary source of funding was through the Federal Transit Administration (FTA). The FTA allows projects to have the same design engineer of record and construction engineering and inspection (CEI) staff. The transit agency must determine if in doing so a conflict is created. If it is determined that the risk creates a conflict, mitigation of that risk must occur. If the risk is not significant, then the transit agency can choose to make the decision to use the same firm for both activities design and CEI.

LYNX has typically determined that the conflict is de minimus. The projects that use these services undergo significant permitting. In doing so, potential design changes that could create conflict between the designer and the CEI are identified during permitting. In cases where



# LYNX Board Agenda

LYNX has identified a conflict, the agency has followed FTA guidance and brought in a third party to oversee any change orders or schedule changes. This RFP would allow for that support to the existing contracts.

Recently, LYNX has had the ability to use Florida Department of Transportation (FDOT) grant dollars to fund projects. This funding is anticipated to continue to be made available via various opportunities both now and in the future. FDOT grant rules (with the exception of bus shelters and amenities) is very specific that the designer and CEI must be completely separate companies.

The way the current contracts are written does not allow for this. Thus, the need for this RFP.

The scope for this will also include general on-call services as well. These services will allow for assessments to occur on a quick turnaround basis.

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

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

## **FISCAL IMPACT:**

The FY2023 Amended Capital Budget includes \$190,000 for Architectural and Engineering Services (A&E) which includes CEI related expenses. The FY2024 Proposed Capital Budget includes \$500,000 for these services.

# LYNX Board Agenda

## Consent Agenda Item #6.B. i

**To:** LYNX Board of Directors

**From:** John Burkholder  
Director Of Risk Management  
John Burkholder  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6167

**Item Name:** Authorization to Negotiate and Award a Contract to HR Law, P.A. and Jones, Hurley & Hand, P.A. for Workers' Compensation Legal Services

**Date:** 8/24/2023

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### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to negotiate and award a contract with the law firm of HR Law, P.A. and the law firm of Jones, Hurley & Hand, P.A. for Workers' Compensation Legal Services. The contract period will be an initial period of three (3) years with a contract not to exceed \$435,000.

### **BACKGROUND:**

On March 23, 2023, the LYNX Board of Directors approved the release of a Request for Proposal for Workers' Compensation Legal Services. LYNX uses outside legal firms to provide expertise, experience, and resources to effectively represent and defend LYNX in workers' compensation matters. It is the intent to award two contracts, to avoid conflicts of interest.

### **RFP PROCESS:**

RFP Release date: April 14, 2023  
Questions due date: May 1, 2023  
Proposals due: May 15, 2023

# LYNX Board Agenda

The Source Evaluation Committee (SEC) met on July 10, 2023 to provide their scoring and comments.

Proposer	SEC Ordinal Ranking
HR Law, P.A.	4
Jones, Hurley & Hand, P.A.	5
Vaughan Baio & Partners	9

Based on the Scores and Ordinal Ranking, the SEC voted to negotiate and award contracts to HR Law, P.A. and Jones, Hurley & Hand, P.A.

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

A DBE participation goal is not applicable for this activity.

## **FISCAL IMPACT:**

The FY2023 Amended Operating Budget includes \$95,000 for Workers' Compensation Legal Services. The FY2024 Proposed Operating Budget includes \$90,000 for these services.

# LYNX Board Agenda

## Consent Agenda Item #6.C. i

**To:** LYNX Board of Directors

**From:** Elvis Dovalles  
Director Of Maintenance  
Elvis Dovalles  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6239

**Item Name:** Authorization to Exercise the First Option Year and Increase the Not to Exceed of Contract #20-C74 with Aramark Uniform & Career Apparel, LLC for Uniform Rental and Laundering Services

**Date:** 8/24/2023

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### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to exercise the first-year option of Contract #20-C74 with Aramark Uniform & Career Apparel, LLC, for uniform rental and laundering services and increase the Not to Exceed (NTE) to \$276,000.

### **BACKGROUND:**

On September 24, 2020 the LYNX Board of Directors approved the award of Contract # 20-C74 with Aramark Uniform & Career Apparel, LLC, for uniform rental and laundering services, with an initial term ending September 30, 2023 and two (2) one (1) year options.

This contract to provides LYNX the following services and supplies on an on-going basis:

- Vehicle Maintenance – Mechanics Uniforms, Shop Rags, Floor Mats
- Finance – Material Control Clerk and Supervisor Uniforms, Revenue Clerk Smocks
- FDOT Highway Assistance Program (Road Ranger) – Road Ranger Uniforms

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

A DBE participation goal is not applicable for this activity.

# LYNX Board Agenda

## **FISCAL IMPACT:**

The FY2023 Amended Operating Budget includes \$83,591 for Uniform Rental and Laundering Services. The FY2024 Proposed Operating Budget includes \$86,739 for these services.

# LYNX Board Agenda

## Consent Agenda Item #6.D. i

**To:** LYNX Board of Directors

**From:** Leonard Antmann  
Chief Financial Officer  
Lismar Matos Hernandez  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6125

**Item Name:** Authorization to Increase the Not to Exceed Amount for Contract #23-C72 for the Renovation of the Tool Crib at LOC A and the Wellness Center at LOC B to Include Project Contingency

**Date:** 8/24/2023

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### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to increase the Not to Exceed amount for Contract #23-C72 for the Renovation Project to LYNX Operations Center (LOC) Building A Tool Crib and LYNX Operations Center (LOC) Building B Wellness Center to include Project Contingency.

### **BACKGROUND:**

At the April 27, 2023, Board of Directors meeting, LYNX awarded a contract to JC KC CONSTRUCTION, LLC for the Tool Crib Renovation Project at LOC A, and the Wellness Center Renovation Project at LOC B at a total dollar amount for both projects of \$274,400.

The Tool Crib Renovation Project at LOC A consists of converting the tool crib space into two (2) offices, one (1) breakroom, and a closed-off Training/Conference Room area. The project is anticipated to consist at a minimum of architectural (new doors, glass windows, acoustical ceiling, and epoxy finish flooring), electrical (power outlets and data), and mechanical (air duct and fire sprinkler work).

The Wellness Center Renovation Project at LOC B consists of increasing the wellness center space area from 728 SQFT to 971 SQFT. The project is anticipated to consist at a minimum of architectural (a new wall, acoustical ceiling, rubber flooring installation), electrical (power outlets) and mechanical (air duct and fire sprinkler work).

# LYNX Board Agenda

During Wellness Center construction, additional modifications due to site conditions and project owner needs were identified that will require additional dollars. However, the original contract amount did not include the Project Contingency needed for both projects. Staff is now requesting to add a total of \$27,440 as 10% project contingency for both projects for a new project total of \$301,840.

<b>Project</b>	<b>Contract Amount</b>	<b>10% Contingency</b>
Tool Crib Renovation	\$199,600	\$19,960
Wellness Center Renovation	\$74,800	\$7,480
<b>Subtotal</b>	<b>\$274,400</b>	<b>\$27,440</b>
<b>TOTAL</b>		<b>\$301,840</b>

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

A DBE participation goal of 3% is assessed for this procurement. LYNX's procurement policy requires contractors to use a good faith effort to subcontract portions of their work for material, supplies, and services to Disadvantaged Business Enterprise (DBE) Firms.

## **FISCAL IMPACT:**

The FY2023 approved capital budget includes \$27,440 of the tool crib and wellness center renovations. This project is 100% federally funded.

# LYNX Board Agenda

## Action Agenda Item #7.A

**To:** LYNX Board of Directors

**From:** James Boyle  
Director Of Planning And Development  
Myles O'Keefe  
(Technical Contact)  
Patricia Whitton  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6036

**Item Name:** Authorization to Submit the Fiscal Year 2024 Transit Development Plan Annual Update to the Florida Department of Transportation

**Date:** 8/24/2023

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### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization to submit the 2024 Transit Development Plan (TDP) Annual Update to the Florida Department of Transportation (FDOT) for approval to meet Block Grant funding requirements.

### **BACKGROUND:**

The LYNX TDP Annual Update is completed as a self-evaluation tool to review progress towards meeting the goals and implementation plans set within the Major Update that is completed every five years. The TDP Annual Update assesses LYNX's past year accomplishments, identifies steps to mitigate any discrepancies between the plan and its implementation for the past year and facilitates any necessary changes to the goals, objectives, and strategies, and the implementation plan for the coming year.

The Annual Update also includes a new 10<sup>th</sup> year (2033) and associated new recommendations as well as an updated financial plan identifying operating and capital improvements for LYNX over a ten-year planning horizon, covering the year for which funding is sought, and the nine subsequent years.

Some of the accomplishments highlighted in the LYNX FY2024 TDP Annual Update, include:

- Implementation of minor service changes to improve system-wide efficiency and improve connections to SunRail service in December 2022 and April 2023.



# LYNX Board Agenda

- Continuation of the planning and construction of facility projects to include: 1.) Pine Hills Transfer Center; 2.) Florida Mall SuperStop; and 4.) Southern Operations and Maintenance Facility.
- Completion of the Transportation Disadvantaged Service Plan Major Update and Title VI Program.
- Reimaging NeighborLink services and transitioning the NeighborLink operations from contracted to directly operated by LYNX.
- Completing an onboard origin and destination survey of LYNX routes.

The TDP is a needs-based assessment and is not financially constrained.

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

A DBE participation goal is not applicable for this activity.

## **FISCAL IMPACT:**

The FY2023 Amended Operating Budget includes \$25,000 for Transit Development Plan (TDP) updates and support services.

# LYNX Board Agenda

## Action Agenda Item #7.B

**To:** LYNX Board of Directors

**From:** Terri Settington  
Director Of Human Resources  
Terri Settington  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6106

**Item Name:** Authorization to Approve the Labor Agreement Between LYNX and Amalgamated Transit Union AFL-CIO Local Chapter 1749 From October 1, 2023 Through September 30, 2026

**Date:** 8/24/2023

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### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to enter into a Collective Bargaining Agreement (Labor Agreement) between the Central Florida Regional Transportation Authority d/b/a/ LYNX and the Amalgamated Transit Union (ATU) Local Chapter 1749 for the period of October 1, 2023 – September 30, 2026.

### **BACKGROUND:**

The ATU AFL-CIO, through its Local Chapter 1749, represents certain supervisor employees at LYNX. Pursuant to Article 21 of said Labor Agreement, Management and Union negotiation teams convened on August 7<sup>th</sup>, 8<sup>th</sup> and 9<sup>th</sup> to negotiate a new Labor Agreement for the three-year period beginning on October 1, 2023 through September 30, 2026.

On August 9, 2023, a Tentative Labor Agreement was reached by both parties and wages was a material item negotiated by both the Union and Management teams. With respect to wages, below is a summary by year:

- Year One: A 5% change to the top rate and a one-step move for everyone in pay progression beginning October 1, 2023.
- Year Two: (10/1/24 - 9/30/25): A 4% change to the top rate and a one-step move for everyone in pay progression beginning October 1, 2024.

# LYNX Board Agenda

- Year Three (10/1/25-9/30/26): A 3% change to the top rate beginning on October 1, 2025.

Some of the items covered under the Labor Agreement and agreed to during negotiations include increasing the allowances for uniforms and tools, increasing the night shift differential and modifications to classification and bidding procedures. The Authority's Administrative Rules and Policies control the terms and conditions of the employment of these supervisor employees. In the event the Labor Agreement conflicts with the Administrative Rules and Policies, then the Labor Agreement controls.

The Union requested that certain administrative policies be modified to address the additional subject matters that they brought up for discussion during the collective bargaining negotiations and which currently fall under the Administrative Rules and Policies. Therefore, a separate action item for Board approval will be placed on the September Board meeting agenda to address these other subject matters as part of the Tentative Agreement with the Union.

The Local Union 1749 membership voted on and passed the new Labor Agreement on August 16, 2023 with unanimous support by the voting membership.

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

A DBE participation goal is not applicable for this activity.

## **FISCAL IMPACT:**

The FY2024 operating budget will be reviewed against the approved contract and any unplanned cost adjustments will be offset by reductions in other expenses or increases in revenue. If a budget increase is necessary, a mid-year budget amendment will be presented.

# LYNX Board Agenda

## Action Agenda Item #7.C

**To:** LYNX Board of Directors

**From:** Terri Settingington  
Director Of Human Resources  
Terri Settingington  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6106

**Item Name:** Authorization to Approve the Labor Agreement Between LYNX and Amalgamated Transit Union AFL-CIO Local Chapter 1596 From October 1, 2023 Through September 30, 2026

**Date:** 8/24/2023

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### **ACTION REQUESTED:**

Staff is requesting the Board of Directors' authorization for the Chief Executive Officer (CEO) or designee to enter into a Collective Bargaining Agreement (Labor Agreement) between the Central Florida Regional Transportation Authority d/b/a/ LYNX and the Amalgamated Transit Union (ATU) Local Chapter 1596 for the period of October 1, 2023 – September 30, 2026.

### **BACKGROUND:**

The ATU AFL-CIO, through its Local Chapter 1596, represents certain employees at LYNX. Pursuant to Article 46 of said Labor Agreement, Management and Union negotiation teams convened on July 14<sup>th</sup>, 21<sup>st</sup> and 28<sup>th</sup> to negotiate a new Labor Agreement for the three-year period beginning on October 1, 2023 through September 30, 2026.

On July 28, 2023, a Tentative Labor Agreement was reached by both parties and wages was a material item negotiated by both the Union and Management teams. With respect to wages, below is a summary by year:

- Year One: A 5% change to the top rate and a one-step move for everyone in pay progression beginning October 1, 2023.
- Year Two: (10/1/24 - 9/30/25): A 4% change to the top rate and a one-step move for everyone in pay progression beginning October 1, 2024.

# LYNX ard Agenda

- Year Three (10/1/25-9/30/26): A 3% change to the top rate beginning on October 1, 2025.

Some of the items agreed to during negotiations include, but are not limited to, increased allowances for uniforms and tools, adding Juneteenth as a floating holiday, increasing the employer contribution rate to the Defined Contribution Plan to assist with recruitment efforts of operators, adding a maintenance shift differential for second and third shifts, modification to the sick pay and vacation articles and changes to operational procedures that will provide internal efficiencies. All prior Memorandum and Letters of Understanding executed prior to this agreement will no longer be in effect as of October 1, 2023.

The Local Union 1596 membership voted on and passed the new Labor Agreement on August 1, 2023 with unanimous support by the voting membership with a vote of 438-44.

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

A DBE participation goal is not applicable for this activity.

## **FISCAL IMPACT:**

The FY2024 operating budget will be reviewed against the approved contract and any unplanned cost adjustments will be offset by reductions in other expenses or increases in revenue. If a budget increase is necessary, a mid-year budget amendment will be presented.

# LYNX Board Agenda

## Work Session Item #8.A

**To:** LYNX Board of Directors

**From:** Leonard Antmann  
Chief Financial Officer  
Michelle Daley  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6125

**Item Name:** Work Session on FY2024 Operating and Capital Budgets

**Date:** 8/24/2023

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LYNX staff will conduct a work session on the FY2024 Operating and Capital budgets.



# FY2024 Budget Work Session



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# FY2024 Operating Budget

# KEY BUDGET ASSUMPTIONS

- Maintain FY 2023 level of service
- Federal Preventative Maintenance revenue budgeted at board approved level of \$6.8 million.
- Lines of business to be presented separately.
- Budget for COVID protocols to FY2023 trends.
- Funding Partners contributions based on the approved Regional Funding Model.

# REVENUE BUDGET ASSUMPTIONS

- Customer Fares
  - No Fare Increases.
  - Project Fixed Route ridership at 75% of pre-COVID levels.
  - Project Paratransit ridership at 95% of pre-COVID levels.
- Federal Funding
  - Preventative Maintenance funding level at Board Approved \$6.8 million.
- State Funding
  - State Operating Assistance will be based latest FDOT projections.
- Advertising Revenue
  - Advertising revenue at the contract guarantee level.

# EXPENSE BUDGET ASSUMPTIONS

- Wages and Benefits
  - Project wage increases consistent with Funding Partners and Board approved Union Labor Agreements.
  - The only staffing increases are related to NeighborLink transition.
  - Increased costs for Medical Expenses based on current trends.
  - Continued use of prescription drug rebate program to control costs.
- Fuel Costs
  - Continue the Fuel Hedging program to stabilize the costs of diesel, unleaded fuel, and compressed natural gas (CNG).
  - Continued investment in low/no emission vehicles to include electric and CNG.
  - In FY2024 it is projected 75% of the fleet will be low/no emission vehicles.

# EXPENSE BUDGET ASSUMPTIONS

- Fixed Route, Paratransit, and NeighborLink Services
  - Provide route optimization in coordination with Operations.
  - Continue right sizing operational staff through service planning.
  - Continue focus on improving customer service through new technology
  - Control Paratransit trip growth focusing on eligibility and travel training for fixed route.
- Technology
  - Continued migration to cloud environment.
  - New ERP system for all financial functionality.

# Budget Overview

	<u>PROPOSED FY2024</u>	<u>APPROVED FY2023</u>
Total Operating Revenues	\$ 192,403,670	\$ 182,615,821
Total Operating Expenses	<u>192,403,670</u>	<u>182,615,821</u>
Net Change in Position	\$ <u><u>0</u></u>	\$ <u><u>0</u></u>

# All Lines of Business

	PROPOSED FY2024	APPROVED FY2023
REVENUES		
Customer fares	\$ 18,367,662	\$ 18,367,662
Contract services	4,410,950	4,434,073
Advertising	2,605,000	2,714,796
Interest & Other income	1,480,000	3,980,000
Federal Revenue	12,703,583	14,536,627
State Revenue	14,572,756	14,740,508
Local Revenue	13,342,544	12,246,355
Local Revenue Funding Partner	91,991,691	79,992,773
Use of Budget Stabilization Funds	32,929,484	31,603,027
TOTAL REVENUE	\$ <u>192,403,670</u>	\$ <u>182,615,821</u>

# All Lines of Business

	PROPOSED FY2024	APPROVED FY2023
EXPENSE		
Salaries, Wages & Fringe Benefits	\$ 112,799,502	\$ 104,203,614
Other services	13,637,483	12,991,770
Fuel	14,087,408	14,508,025
Materials and supplies	10,196,129	10,084,010
Utilities	2,133,621	1,794,203
Casualty & Liability	4,618,716	4,661,099
Taxes and licenses	633,738	558,022
Purchased transportation services	30,686,488	31,587,576
Leases & Miscellaneous	3,177,386	1,794,302
GASB 87 Lease Expense	388,512	377,045
Interest Expense	44,687	56,155
TOTAL EXPENSE	\$ <u>192,403,670</u>	\$ <u>182,615,821</u>
NET CHANGE IN POSITION	\$ <u><u>0</u></u>	\$ <u><u>0</u></u>



# Lines of Business



FIXED ROUTE



Paratransit

# Fixed Route

	PROPOSED FY2024	APPROVED FY2023
REVENUES		
Customer fares	\$ 16,099,183	\$ 16,099,183
Contract services	498,737	521,777
Advertising	2,555,000	2,622,419
Interest & Other income	1,480,000	3,980,000
Federal Revenue	9,603,583	11,366,627
State Revenue	14,572,756	14,740,509
Local Revenue	13,342,544	12,246,355
Local Revenue Funding Partner	68,659,554	57,595,313
Use of Budget Stabilization Funds	28,574,917	27,427,492
TOTAL REVENUE	\$ 155,386,274	\$ 146,599,675

# Fixed Route

	PROPOSED FY2024	APPROVED FY2023
EXPENSE		
Salaries, Wages & Fringe Benefits	\$ 110,325,944	\$ 101,857,247
Other services	12,812,979	12,354,855
Fuel	11,516,608	12,075,443
Materials and supplies	10,179,129	10,069,010
Utilities	1,963,473	1,647,843
Casualty & Liability	4,618,716	4,661,099
Taxes and licenses	532,738	464,222
Purchased transportation services	0	1,415,924
Leases & Miscellaneous	3,003,488	1,620,832
GASB 87 Lease Expense	388,512	377,045
Interest Expense	44,687	56,155
TOTAL EXPENSE	\$ <u>155,386,274</u>	\$ <u>146,599,675</u>
NET CHANGE IN POSITION	\$ <u><u>0</u></u>	\$ <u><u>0</u></u>

# Paratransit

	<u>PROPOSED FY2024</u>	<u>APPROVED FY2023</u>
REVENUES		
Customer fares	\$ 2,268,479	\$ 2,268,479
Contract services	3,912,213	3,912,296
Advertising	50,000	92,377
Federal Revenue	3,100,000	3,170,000
Local Revenue Funding Partner	23,332,137	22,397,460
Use of Budget Stabilization Funds	<u>4,354,567</u>	<u>4,175,535</u>
TOTAL REVENUE	\$ <u>37,017,396</u>	\$ <u>36,016,147</u>

# Paratransit

	PROPOSED FY2024	APPROVED FY2023
EXPENSE		
Salaries, Wages & Fringe Benefits	\$ 2,473,558	\$ 2,346,367
Other services	824,504	636,915
Fuel	2,570,800	2,432,583
Materials and supplies	17,000	15,000
Utilities	170,148	146,360
Taxes and licenses	101,000	93,800
Purchased transportation services	30,686,488	30,171,652
Leases & Miscellaneous	173,898	173,470
TOTAL EXPENSE	\$ <u>37,017,396</u>	\$ <u>36,016,147</u>
NET CHANGE IN POSITION	\$ <u><u>0</u></u>	\$ <u><u>0</u></u>

# FY2024 Capital Budget

# KEY BUDGET ASSUMPTIONS

- ❑ Fleet replacement to provide safe and reliable service
- ❑ Facility improvements
  - HVAC Replacement – LOC & LCS
  - Window Replacement LCS
- ❑ Continue Shelter Program
- ❑ Construction of Pine Hills Transfer Center
- ❑ Southern Operations Land Acquisition
- ❑ Terminal C Intermodal Design



# FY2024 PROPOSED CAPITAL BUDGET

## OVERVIEW

	FY2024 PROPOSED	FY2023 APPROVED
Capital Contributions	\$ 134,100,650	\$ 102,398,400
Capital Expenditures	<u>(134,100,650)</u>	<u>(102,398,400)</u>
Total	<u>\$ -</u>	<u>\$ -</u>



# FY2024 PROPOSED CAPITAL BUDGET

## Budget by Category

	FY2024 PROPOSED	FY2023 APPROVED
Vehicles	\$ 61,182,931	\$ 49,023,042
Facilities	35,433,577	27,490,099
Passenger Amenities	26,815,508	18,374,551
Support	4,560,322	2,797,949
Technology	2,070,517	1,908,660
Security	2,037,733	1,564,000
LYMMO SGR	2,000,062	1,240,099
<b>TOTAL</b>	<b>\$ 134,100,650</b>	<b>\$ 102,398,400</b>

# FY2024 PROPOSED CAPITAL BUDGET

## Budget by Sub - Category

### Vehicles

	<u>QTY</u>	<u>PROPOSED FY24 BUDGET</u>
CNG Revenue Vehicles 40'	50	\$ 35,578,375
Paratransit Vehicles	70	10,500,000
Electric Vehicles	6	6,143,758
VanPool Vehicles	120	4,339,520
Articulated Vehicles 60'	2	2,171,934
Sub-Recipient Vehicles	10	1,000,000
NeighborLink Vehicles	3	375,000
Road Ranger Vehicles	2	215,400
Support Vehicles		858,944
		<u>\$ 61,182,931</u>

# FY2024 PROPOSED CAPITAL BUDGET

## Budget by Sub - Category

	PROPOSED FY24 BUDGET
<u>Facilities</u>	
Southern Ops Base	\$ 17,455,500
LOC/LCS Improvements	17,978,077
<i>Total Facilities</i>	<u>\$ 35,433,577</u>
<u>Passenger Amenities</u>	
Pine Hills Transfer Center	\$ 15,510,515
Shelter Program	10,794,993
Intermodal Design at Terminal C	510,000
<i>Total Passenger Amenities</i>	<u>\$ 26,815,508</u>

# FY2024 PROPOSED CAPITAL BUDGET

## Budget by Sub - Category

### Support

Vehicle Maintenance Equipment

Other Support Equipment

Facility Maintenance Equipment

Training Equipment

*Total Support*

### PROPOSED FY24 BUDGET

\$ 2,204,300

1,295,921

1,000,000

60,100

\$ 4,560,321

### Security

Access Control

Cameras

Misc Tech

*Total Security*

### PROPOSED FY24 BUDGET

\$ 1,204,177

813,288

31,445

\$ 2,048,910

# FY2024 PROPOSED CAPITAL BUDGET

## Budget by Sub - Category

	<u>PROPOSED FY24 BUDGET</u>
LYMMO (State of Good Repair)	<u>\$ 2,000,062</u>

	<u>PROPOSED FY24 BUDGET</u>
<u>Technology</u>	
Life Cycle Replacements	\$ 819,763
New Technologies	746,177
Software Upgrades	<u>504,577</u>
<i>Total Technology</i>	<u><u>\$ 2,070,517</u></u>

# FY2024 PROPOSED CAPITAL BUDGET

## Budget Funding

	FY2024 PROPOSED	FY2023 APPROVED
Federal	\$ 121,300,358	\$ 94,334,810
State	8,639,683	4,733,590
Local	4,160,609	3,330,000
	<u>\$ 134,100,650</u>	<u>\$ 102,398,400</u>



# Partner Funding

# Partner Funding

	<u>Proposed FY2024</u>	<u>Approved FY2023</u>
<u>Operating Contributions</u>		
Orange County	69,041,652	59,280,043
Osceola County	11,533,044	10,464,246
Seminole County	11,416,995	10,248,484
Total Operating	<u>91,991,691</u>	<u>79,992,773</u>
 <u>Capital Contributions</u>		
Orange County	2,849,632	2,833,556
Osceola County	464,018	417,228
Seminole County	377,425	376,712
Total Capital	<u>3,691,075</u>	<u>3,627,496</u>
 <u>Total Contributions</u>		
Orange County	71,891,284	62,113,599
Osceola County	11,997,062	10,881,474
Seminole County	11,794,420	10,625,196
Total Contributions	<u>95,682,766</u>	<u>83,620,269</u>



Questions?

# LYNX Board Agenda

## Information Item A

**To:** LYNX Board of Directors

**From:** Leonard Antmann  
Chief Financial Officer  
John Burkholder  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6125

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

**Date:** 8/24/2023

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### LYNX Liability Claim Settlements July 1 – 31, 2023

Claimant Name	Accident Date	Type	Amount	Date of Check
Howell & Thornhill, P.A. f/b/o Derek Miller	5/6/2019	BI	\$ 155,000.00	7/6/2023
Dan Newlin Injury Attorneys Trust Account f/b/o Charles Jackson	5/31/2018	BI	\$ 20,000.00	7/6/2023
Cecil Clark Chevrolet (Penelope Knight)	5/12/2023	PD	\$ 2,549.71	7/6/2023
ENTERPRISE RENT-A-CAR (Ricardo Perera)	4/18/2023	PD	\$ 1,195.31	7/6/2023
Louis Law Firm, PLLC Trust Account FBO Luciano Jean	9/10/2020	BI	\$ 8,500.00	7/6/2023
CSM in trust for USAA General Indemnity Company (aso Michael Bollinger)	2/27/2023	PD	\$ 2,958.30	7/6/2023
Farmers Casualty Insurance (Liane Carmen)	4/12/2023	PD	\$ 2,677.61	7/6/2023
Juan Lopez Palmer, P.A. fbo Pedro Justo	12/2/2020	BI	\$ 16,000.00	7/13/2023
Anthony-Smith Law, P.A. f/b/o Alnita Thames	3/3/2020	BI	\$ 39,000.00	7/13/2023
North Shore at Lake Hart HOA	5/20/2023	PD	\$ 400.00	7/13/2023
Soltau Law, PA fbo Thomana Gordon	5/21/2022	BI	\$ 7,500.00	7/20/2023
Dan Newlin Injury Attorneys fbo The Estate of Ahmed Ibrahim	6/3/2021	BI	\$ 25,000.00	7/20/2023
Dan Newlin Injury Attorneys fbo April Jones	7/29/2020	BI	\$ 3,500.00	7/20/2023
Ward Law Group fbo Hector Manuel Barrueta Marrero	11/12/2022	BI	\$ 175,000.00	7/27/2023
Paul John Vandusen	5/2/2023	PD	\$ 383.10	7/27/2023

# LYNX Board Agenda

Chris Robert Perrego	2/21/2023	PD	\$ 1,250.74	7/27/2023
Morgan and Morgan fbo Krista Bretz	1/17/2019	BI	\$ 100,000.00	7/27/2023
ENTERPRISE RENT-A-CAR (Yarediliz Torres)	2/26/2023	PD	\$ 1,220.17	7/27/2023
Dan Newlin Injury Attorney Trust Account FBO Gabriel Royster	5/10/2016	BI	\$ 16,500.00	7/27/2023

# LYNX Board Agenda

## Information Item B

**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:** 8/24/2023

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

1. ChargePoint



## Sole Source Justification Letter

**DATE:** June 27, 2023

**TO:** Maurice A. Jones, Director of Procurement

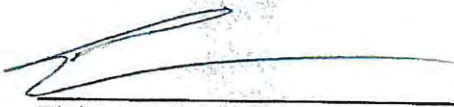
**REQUESTED BY:** Elvis Davales, Director of Maintenance

**SUBJECT:** ChargePoint Electric Bus Performance Monitoring Software and Hardware Purchase for Six (6) Proterra Electric Buses

**BACKGROUND:** The Proterra electric buses are currently equipped with a ChargePoint (formally Viriciti) performance monitoring software and associated cellular communications hardware system. The system is used by the Transportation and Maintenance Departments for real time monitoring of the buses location, operation and performance. It is also used for historical performance data gathering which is used to produce cost reports needed for billing the City of Orlando for the LYMMO services.

**SOLE SOURCE JUSTIFICATION:** Based on the unique and innovative concept of the existing monitoring software and associated cellular communications hardware system, there will be substantial duplication of costs that will not be recovered by LYNX through competition. In addition, competition would result in unacceptable and costly delays to the Authority based on the highly specialized equipment and major components located within the hardware system structure.

**COST/PRICE ANALYSIS:** Based on an Independent Cost Estimate (ICE) market analysis of the performance monitoring software, licensing, and hardware costs quoted by ChargePoint, Inc., we find they are reasonable in comparison with current costs being paid and the costs charged by Proterra for the same services.



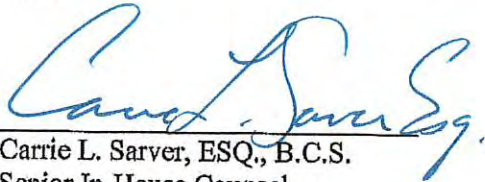
Elvis Dovalés  
Director of Maintenance

7-19-23  
Date:



Maurice Jones  
Director of Procurement

7/19/2023  
Date:



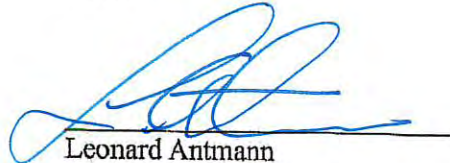
Carrie L. Sarver, ESQ., B.C.S.  
Senior In-House Counsel

7/20/23  
Date:



Frank Martin  
Interim Chief Operations Officer

7-19-23  
Date:



Leonard Antmann  
Chief Financial Officer

7/19/23  
Date:



Tiffany Homler Hawkins  
Chief Executive Officer

7/20/23  
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 - July 2023

**Date:** 8/24/2023

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### **LYNX Press Releases | Media Notes: July 2023**

July 24	LYNX July Board of Directors and Oversight Committee Meeting Information
July 27	LYNX Announces August Service Changes
July 28	20th Public Service Bus Contest Winners Announced

### **LYNX News Articles – July 2023**

To view the articles below please copy and paste the link into a browser.

July 11	<a href="#">Altamonte Springs set to launch free, autonomous buses</a> Orlando Sentinel
July 13	<a href="#">The city of Altamonte Springs will launch new free autonomous buses this summer</a> Orlando Weekly

### **LYNX Social Media – July 2023**

July 1	Independence Day holiday schedule. Service detour for the Fireworks at the Fountain.
July 2	Service detour for Red, Hot & Boom.

# LYNX Board Agenda

July 3	Monday morning. Service detour for the Fireworks at the Fountain. Independence Day holiday schedule. Response to complaint about a bus going northbound toward Fernwood Blvd. Response to complaint about skipped bus stops on Links 8 and 42.
July 4	Happy Fourth of July. Public workshop and hearing for the August service change.
July 5	We're hiring bus operators. Public workshop and hearing for the August service change. Response to question about public workshops and hearings. Response to question about available job openings at LYNX. Response to positive feedback about a bus operator.
July 6	Registration for the Public Service Bus. Response to question about the Aug. 20 service change. Response to question about the next Board of Directors meeting.
July 7	Good day from the top of LYNX Central Station.
July 8	Valencia College Poinciana Campus bus stops upgrade.
July 9	Helpful LYNX staff at the LYNX Central Station terminal.
July 10	Today's bus lineup at Garland Avenue. Response to customer comment about returning to Central Florida. Response to negative feedback about bus service. Response to question about a service detour.
July 11	Public comments for the August service change.
July 12	Registration for the Public Service Bus.
July 13	Biking and public transportation are environmentally friendly ways to get around. Response to comment about using the bike rack on buses. Response to feedback about bus service.
July 14	Hop on board LYNX. Shuttle service between Disney Springs and Hilton Bonnet Creek.
July 15	Be prepared and stay hydrated during your commute.
July 16	National Ice Cream Day.
July 17	World Emoji Day.
July 18	Mystery bus stop. Posted the correct answer for the mystery bus stop.
July 19	Last day for public comments for the August service change.
July 20	Bus maintenance. Chick-Fil-A at LYNX Central Station. Response to question about ACCESS LYNX service. Response to positive feedback.



# LYNX Board Agenda

July 21	Friday is here. We've got the perfect spot for you on board. Response to positive feedback. Response to question about purchasing a bus fare.
July 22	Service detour for the Orlando City Soccer match. Whether you're a local or a visitor, LYNX has got you covered.
July 23	LYNX is hiring bus operators.
July 24	Chick-Fil-A at LYNX Central Station. Oversight Committee and Board of Directors meetings. Response to comment about the Board of Directors meeting.
July 25	Mystery bus stop. Posted the correct answer for the mystery bus stop. Response to comment about delayed service. Chick-Fil-A at LYNX Central Station. Response to comment about service from Universal Orlando to Disney Springs.
July 26	Americans with Disabilities Act 33 <sup>rd</sup> anniversary. Response in Spanish to a comment about the PawPass app. Response to question about trip planning. Response to feedback about Link 48 service.
July 27	Service detour for the Orlando City Soccer match. Oversight Committee and Board of Directors meetings today. LYNX Board approves August 20 service change. Response to question about the new maps and schedules. Response to feedback about service. Response to comment about the PawPass application. Response to comment about a bus stop on US 192.
July 28	Hello, Friday. Response to feedback about a Link 104 bus operator. Response to feedback about communicating sudden road closures. Response to complaint about an employee smoking in a non-smoking area. Response to positive feedback about a bus operator. Response to comment about a Link 29 bus operator. Response to comment about expanding the ACCESS LYNX service area.
July 29	Lake Eola Park. Response to complaint about bus delays.
July 30	August 20 service change.
July 31	Monday morning.

# LYNX ard Agenda

Social Media Usage	July 2023
<p>Facebook Page Reach: The number of <a href="#">people</a> who saw any content from your Page or about your Page, including posts, stories, ads, social information from people who interact with your Page and more. Reach is different from <a href="#">impressions</a>, which may include multiple views of your posts by the same people. This metric is <a href="#">estimated</a>.</p>	23,646
<p>Facebook Page and Profile Visits: The number of times our Page was visited.</p>	4,966
Total Facebook Posts	43
<p>Facebook Engagement: The sum of reactions, comments and shares received by content associated with our Pages (for the selected timeframe). Includes comments from the author of the post.</p>	1.2K Engagements: 919 Reactions, 179 Comments, 86 Shares
Total Tweets	52
<p>Twitter Engagement: The sum of interactions received for the tweets published in the selected timeframe: retweets, replies and likes.</p>	182 Engagements: 148 Likes, 24 Retweets, 8 Replies
Website Usage	July 2023
Total Pageviews	70k
Total User Visits	28k

# LYNX Board Agenda

## Commuter Vanpool Program – July 2023

<b>Vanpool</b>	<b>July 2023</b>
Vanpool Participants	538*
Total Revenue Miles	164,000*
New Vanpool	0
Returned Vanpools	1
Current Vans at Service	126
Pending Interests	None
Events	None

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

## Advertising Sales – July 2023

<b>Advertising Sales Revenue</b>	<b>July</b>	<b>LYNX %</b>	<b>FY to Date Sales</b>	<b>FY to Date LYNX %</b>
Sales Revenue	\$343,014.49	\$205,808.69	\$3,898,517.67	\$2,339,110.60

# LYNX Board Agenda

## Monthly Report B

**To:** LYNX Board of Directors

**From:** Leonard Antmann  
Chief Financial Officer  
Michelle Daley  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6125

**Item Name:** Monthly Financial Report - May 2023

**Date:** 8/24/2023

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Please find attached the preliminary monthly financial report for the Eighth month ending May 31, 2023.

CENTRAL FLORIDA REGIONAL TRANSPORTATION AUTHORITY d/b/a LYNX  
 STATEMENTS OF REVENUES AND EXPENSES  
 For the Eight Months Ending Wednesday, May 31, 2023  
 (UNAUDITED)

	As of 5/31/2023		% Actual compared to Budget
	<u>Budget</u>	<u>Actual</u>	
<b>REVENUES</b>			
Customer fares	\$ 12,423,978	\$ 13,468,665	108%
Contract services	3,016,378	2,986,437	99%
Advertising	1,661,670	2,049,925	123%
Interest & Other income	654,040	4,377,026	669%
Federal Revenue	8,992,961	9,407,548	105%
State Revenue	9,690,777	9,228,941	95%
Local Revenue	7,522,637	7,662,894	102%
Local Revenue Funding Partner	53,328,516	53,328,516	100%
<b>TOTAL REVENUE</b>	<b><u>97,290,956</u></b>	<b><u>102,509,954</u></b>	<b><u>105%</u></b>
<b>EXPENSE</b>			
Salaries, Wages & Fringe Benefits	65,469,074	68,430,566	105%
Other services	9,269,320	6,010,800	65%
Fuel	9,549,175	8,694,767	91%
Materials and supplies	6,751,658	6,281,804	93%
Utilities	1,196,133	1,284,736	107%
Casualty & Liability	3,119,403	2,909,578	93%
Taxes and licenses	372,027	393,018	106%
Purchased transportation services	21,153,258	21,885,791	103%
Leases & Miscellaneous	1,537,359	983,100	64%
Interest Expense	0	29,489	0%
<b>TOTAL EXPENSE</b>	<b><u>118,417,406</u></b>	<b><u>116,903,649</u></b>	<b><u>99%</u></b>
<b>CHANGE IN NET POSITION</b>	<b><u>\$ (21,126,449)</u></b>	<b><u>\$ (14,393,695)</u></b>	<b><u>68%</u></b>

# LYNX Board Agenda

## Monthly Report C

**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 - July 2023

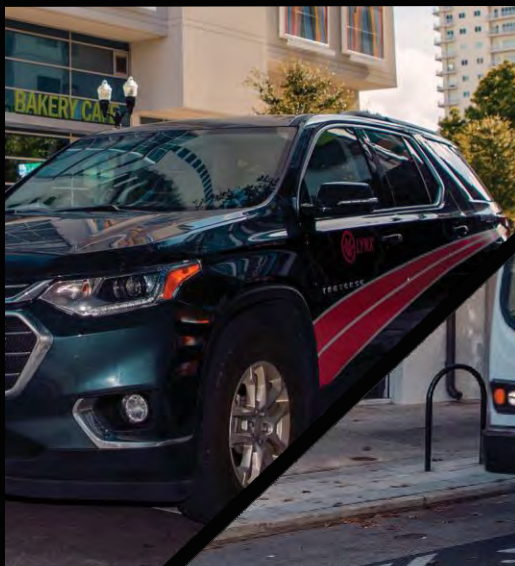
**Date:** 8/24/2023

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Please find attached the monthly report for Paratransit Services – July 2023.



# ACCESS LYNX Paratransit Monthly Status Report



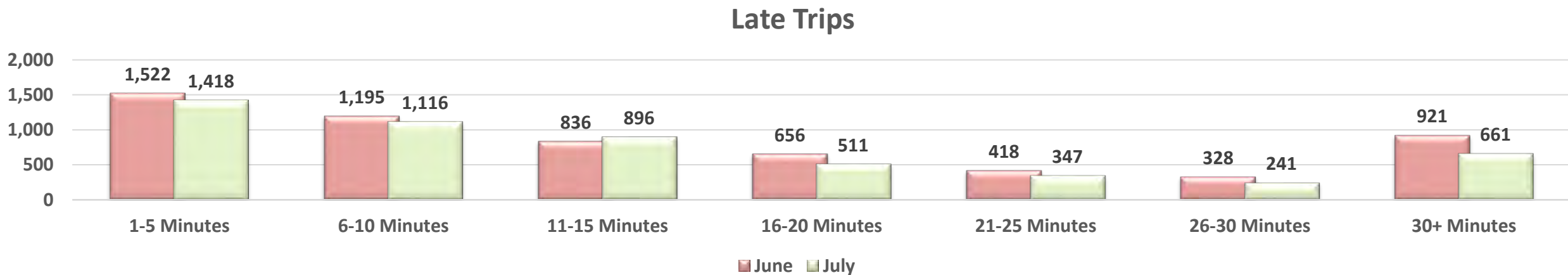
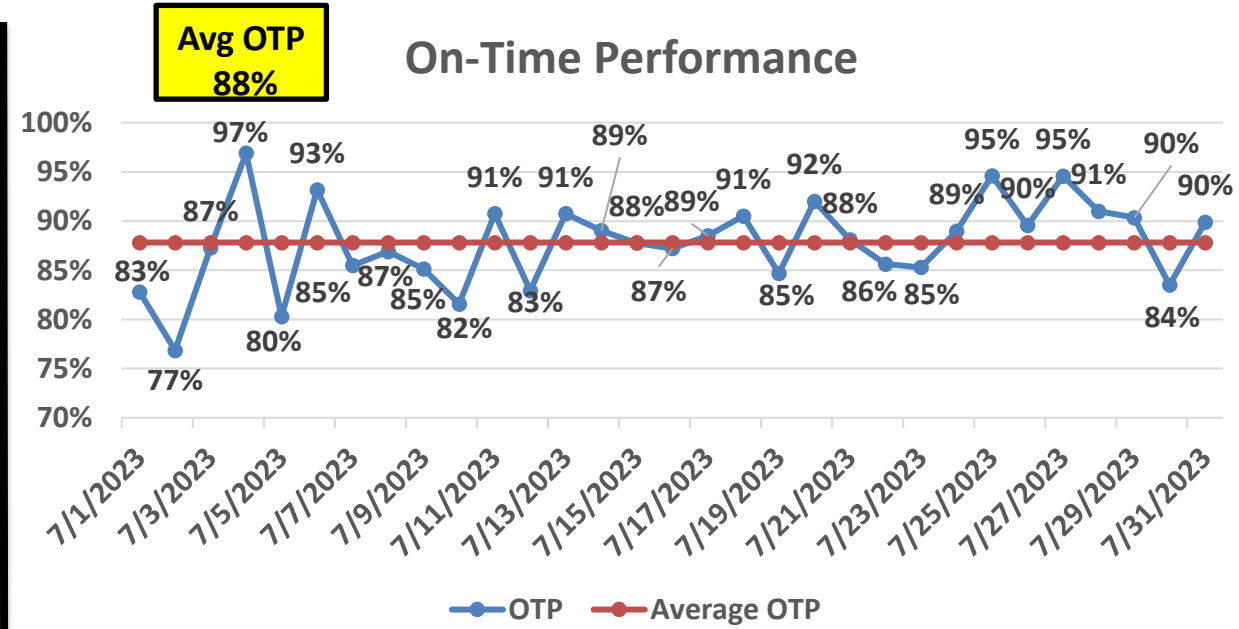
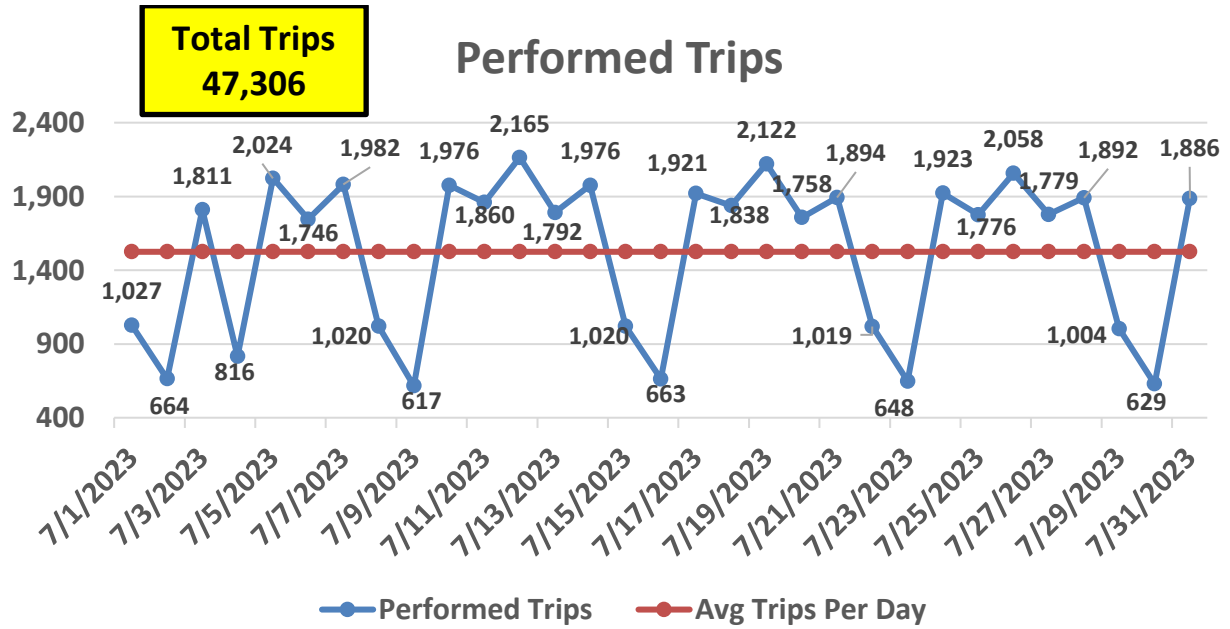
# Overview

- Performance
  - July 2023
  - Year to date FY23
- Paratransit Fleet
- Summary for Month

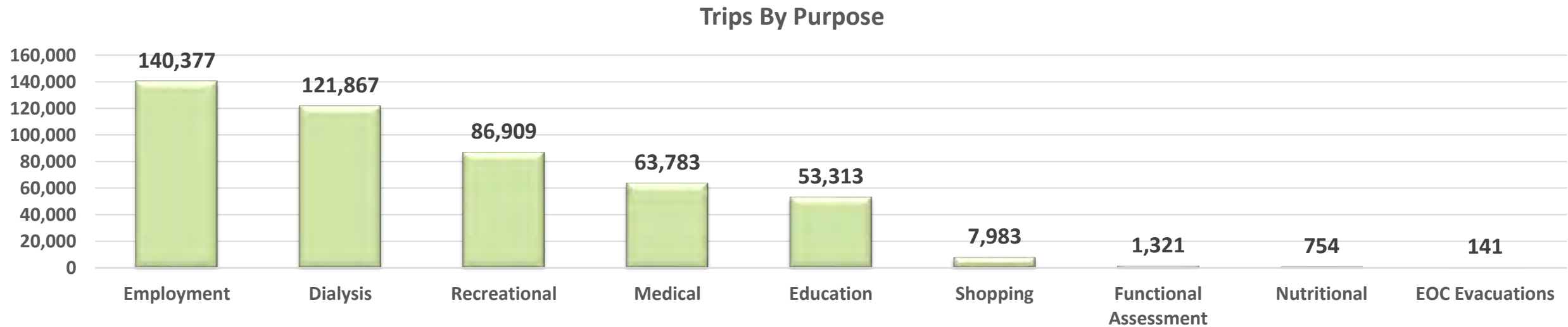
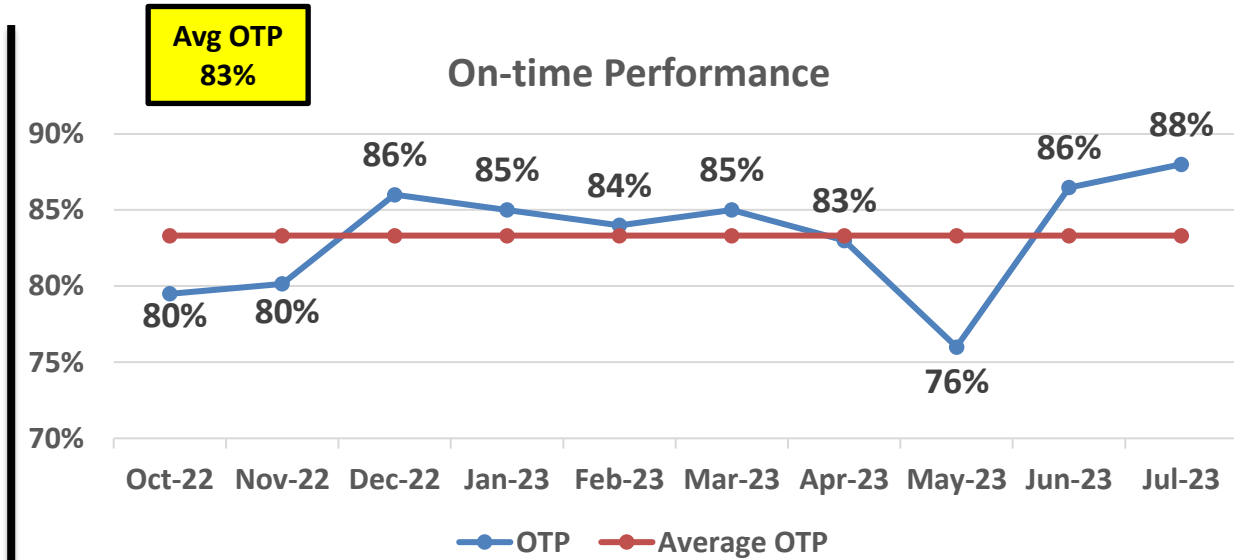
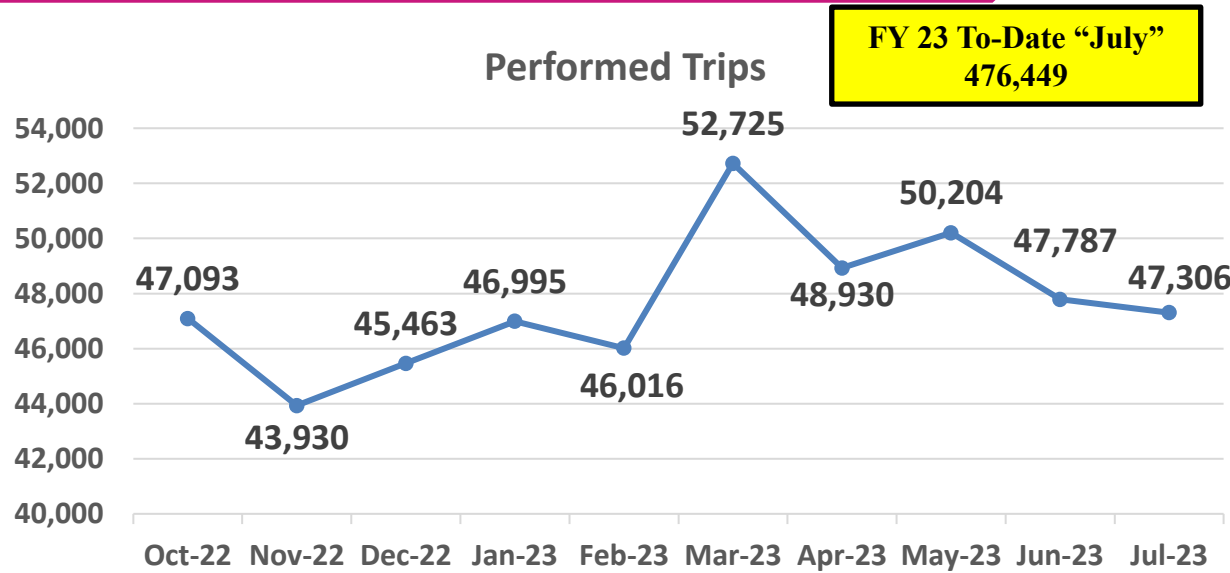




# Performance - July 2023



# Performance FY 2023



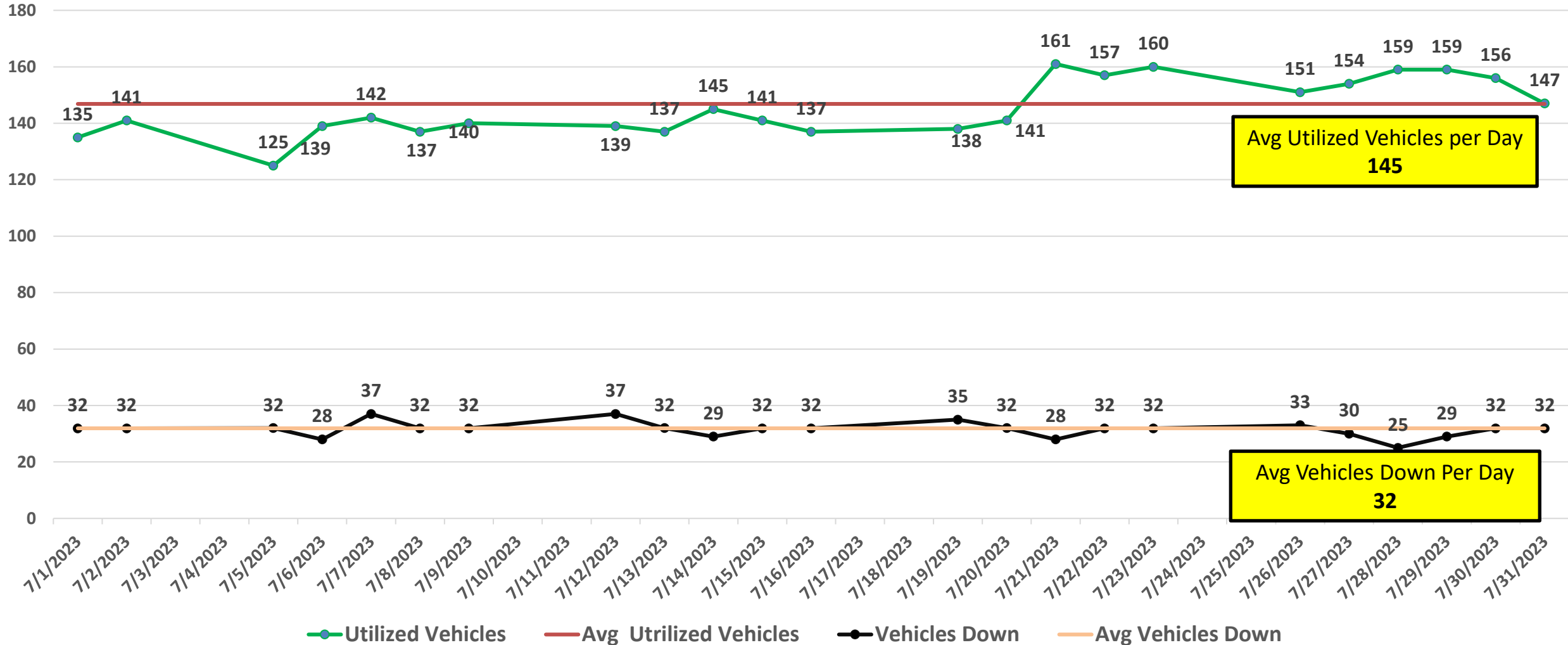
## Paratransit Fleet

- Aggressive maintenance program continues to address..
  - Age and condition of fleet
  - Warranty work at vendors
  - Air Conditioning systems
  - ADA equipment and Air Conditioning systems
- Parts delivery and supply chain challenges



# Paratransit Fleet

## Daily Utilized Vehicles VS. Daily Vehicles Down



# Summary

- Successful introduction of LYNX/Transdev Team at Metroplan Transportation Disadvantaged Local Coordinating Board (TDLCB)
- Emphasis is on performance and system efficiencies
  - Demand for ADA/TD trips is stable
  - On Time Performance (OTP) improving
  - Focus on Late trips corrective action (30 minutes or more)
  - Client satisfaction
- Facility refurbishment continues to support Paratransit Operations



# LYNX Board Agenda

## Monthly Report D

**To:** LYNX Board of Directors

**From:** James Boyle  
Director Of Plan And Development  
Bruce Detweiler  
(Technical Contact)

**Phone:** 407.841.2279 ext: 6036

**Item Name:** Ridership Report - June 2023

**Date:** 8/24/2023

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The attached monthly Performance Report includes June 2023 Year-To-Date figures for ridership and other performance indicators. Total ridership for June 2023 was 1,514,725 This is a 5.8% increase from June 2022. On-Time Performance for Fiscal Year-To-Date 2023 is 63%.

- LYNX overall ridership increased by 100K, or 5.8%, compared to June 2022. Year-to-date ridership for FY-23 (13,778,278) increased 11.4% compared to FY-22 (12,370,718)
- LYMMO ridership decreased by 1K, or 2.7%, compared to June 2022. Year-to-date ridership for FY-23 (353,780) increased 16.6% compared to FY-22 (303,320).
- Fixed Route ridership increased by 80K, or 6.2%, compared to June 2022. Year-to-date ridership for FY-23 (12,654,898) increased by 11.4% compared to FY-22 (11,358,530).
- NeighborLink ridership increased by 50, or 0.8%, compared to June 2022. Year-to-date ridership for FY-23 (73,397) increased 6.4% compared to FY-22 (68,980).
- ACCESS LYNX ridership increased by 4K, or 8.1%, compared to June 2022. Year-to-date ridership for FY-23 (472,782) increased 14.4% compared to FY-22 (413,182).
- Vanpool ridership increased by 700, or 3.1%, compared to June 2022. Year-to-date ridership for FY-23 (197,035) increased by 0.7% compared to FY-22 (195,660).
- There was no special event ridership for June 2023.



## June 2023 Service Performance Report

### RIDERSHIP

Total Ridership by Mode						
	Jun-22	Jun-23	% Δ	YTD-22	YTD-23	% Δ
LYMMO	41,870	40,723	-2.7%	303,320	353,780	16.6%
Fixed Route	1,310,416	1,391,738	6.2%	11,358,530	12,654,898	11.4%
NeighborLink	7,193	7,254	0.8%	68,980	73,397	6.4%
ACCESS LYNX	49,002	52,955	8.1%	413,182	472,782	14.4%
Vanpool	21,389	22,055	3.1%	195,660	197,035	0.7%
Special Events	1,581	0	N/A	31,046	26,386	-15.0%
<b>SYSTEM TOTAL</b>	<b>1,431,451</b>	<b>1,514,725</b>	<b>5.8%</b>	<b>12,370,718</b>	<b>13,778,278</b>	<b>11.4%</b>

<b>June-22</b>	22 Weekdays	4 Saturdays	4 Sundays
<b>June-23</b>	22 Weekdays	4 Saturdays	4 Sundays

Average Daily Ridership by Mode									
Mode	Weekday			Saturday			Sunday		
	Jun-22	Jun-23	% Δ	Jun-22	Jun-23	% Δ	Jun-22	Jun-23	% Δ
LYMMO	1,694	1,542	-9.0%	639	898	40.5%	511	804	57.3%
Fixed Route	48,846	51,805	6.1%	34,043	36,380	6.9%	24,910	26,628	6.9%
NeighborLink	311	296	-4.8%	164	185	12.8%	-	-	-
ACCESS LYNX	1,911	2,074	8.5%	1,020	1,111	8.9%	718	719	0.1%
Vanpool	466	515	10.5%	195	167	-14.4%	41	36	-12.2%
<b>SYSTEM TOTAL</b>	<b>53,228</b>	<b>56,232</b>	<b>5.6%</b>						

LYNX ridership increased by about 100K, or 5.8%, compared to June 2022. System-wide average riders increased by 11.4% year-to-date.

**LYMMO** ridership decreased by about 1K, or 2.7%, compared to June 2022. Average weekday ridership for LYMMO was down 9.0% in June 2023. Overall Year-to-Date Ridership has increased by 16.6% primarily due to the extension of the LYMMO Lime line and frequency changes on the LYMMO Orange and LYMMO Grapefruit lines in December 2022.

**Fixed Route** ridership increased by about 80K, or 6.2%, compared to June 2022. Average daily ridership increased by 6.1% 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 50, or 0.8%, compared to June 2022. The NeighborLink service continues to show better improvements with Saturday ridership as opposed to weekdays.

**ACCESS LYNX** ridership increased by about 4K, or 8.1%, compared to June 2022. Ridership is showing a slow, steady recovery from the COVID-19 pandemic.

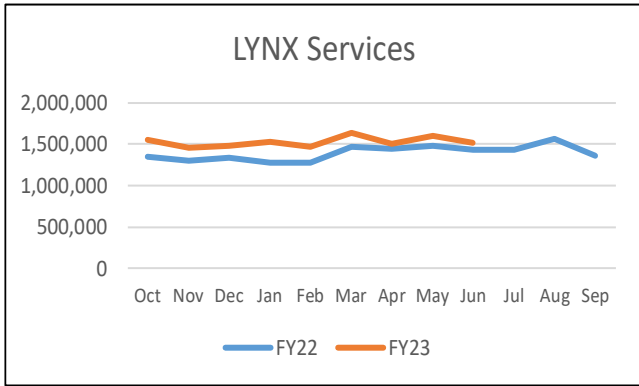
**Vanpool** ridership increased by about 700, or 3.1%, compared to June 2022. Overall Vanpool ridership has increased by less than 1% YTD compared to FY 2022.

\*According to the U.S. Energy Information Administration, the average price of gasoline in the U.S. was \$4.98/gallon in June 2022 and \$3.66/gallon in June 2023. Historically, high gas prices can result in increased public transit ridership.

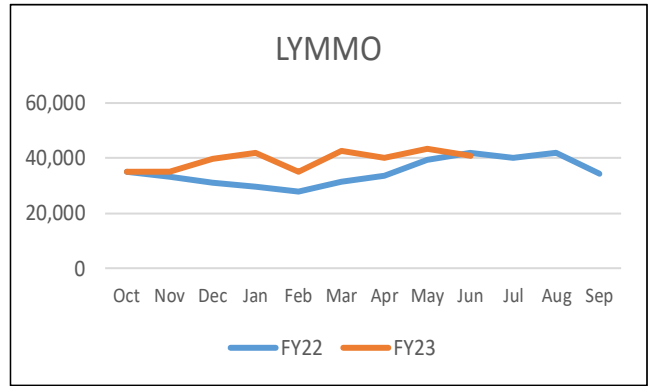


## June 2023 Service Performance Report

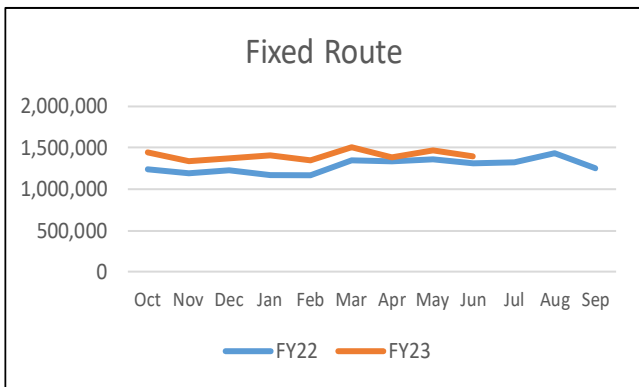
### MONTHLY RIDERSHIP TRENDS BY MODE



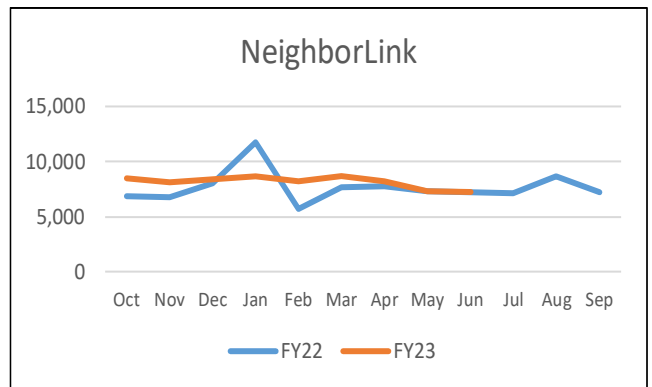
LYNX ridership increased by 5.8% compared to the same time last year. Average weekday riders increased by 5.6%.



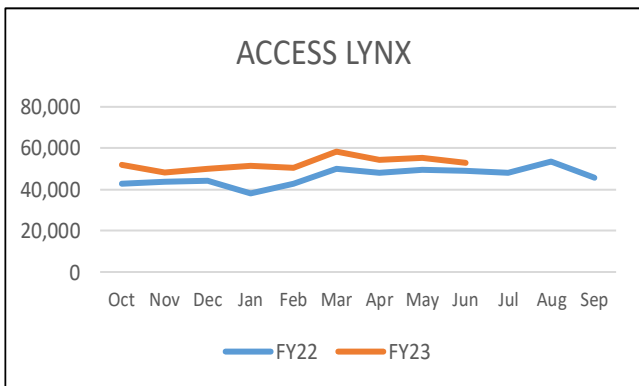
LYMMO ridership decreased by 2.7% compared to the same time last year. Average weekday riders decreased by 9.0%.



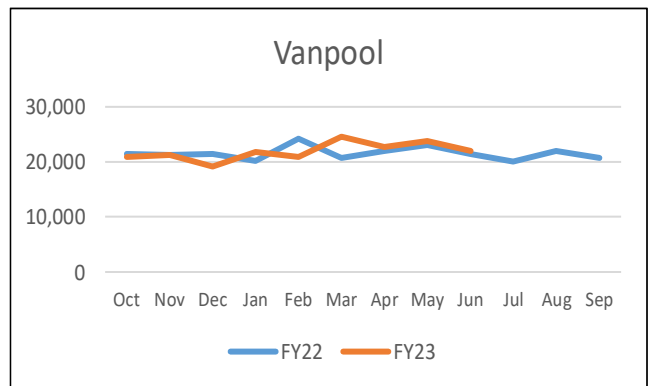
Fixed route ridership increased 6.2% compared to June 2022. Average weekday riders increased by 6.1%.



NeighborLink ridership increased 0.8% compared to June 2022. Average weekday riders decreased by 4.8%.



ACCESS LYNX ridership increased by 8.1% compared to June 2022. Average weekday riders increased by 8.5%.



Vanpool ridership increased by 3.1%. Overall Vanpool usage is showing an increase of less than 1% YTD.





## June 2023 Service Performance Report

### FY23 Monthly Modal Performance Data Sheet - June 2023

Month End Reporting	Ridership	Passengers per Trip	On-Time Performance	Farebox Recovery	National Transit Database Reportable Accidents	Complaints per 100,000 Miles	Total Trips Scheduled	Percentage of Scheduled Trips Operated	Fleet Availability	Preventative Maintenance Inspection Completed on Time	
<b>LYMMO</b>											
Oct	35,150	5	68%	Not Applicable	0	0.08	7,626	93%	14	100%	
Nov	35,011	5	72%		0	0.09	7,470	90%	14	100%	
Dec	39,777	6	74%		0	0.07	7,343	86%	14	100%	
Jan	41,973	7	67%		0	0.08	7,150	89%	14	100%	
Feb	35,089	6	66%		1	0.07	6,472	87%	14	100%	
Mar	42,478	7	65%		0	0.07	7,258	81%	14	80%	
Apr	40,072	8	64%		0	0.08	6,780	76%	14	71%	
May	43,507	6	70%		0	0.09	7,150	96%	14	100%	
Jun	40,723	6	73%		2	0.09	6,996	94%	14	100%	
Jul											
Aug											
Sep											
YTD	353,780	6	69%		3	0.08	64,245	88%	14	95%	
<b>Fixed Route</b>											
Oct	1,441,821	17	66%	13%	7	0.08	89,575	97%	223	100%	
Nov	1,339,455	16	67%	14%	6	0.09	86,939	95%	228	100%	
Dec	1,368,457	16	67%	10%	8	0.07	91,340	93%	214	99%	
Jan	1,411,242	17	73%	16%	10	0.08	90,637	94%	215	100%	
Feb	1,353,723	18	56%	15%	10	0.07	82,400	93%	216	91%	
Mar	1,501,517	18	58%	13%	5	0.07	92,093	93%	217	84%	
Apr	1,378,985	17	57%	14%	3	0.08	86,845	94%	216	71%	
May	1,467,960	17	62%	16%	6	0.09	90,637	97%	228	99%	
Jun	1,391,738	16	64%	11%	9	0.09	88,862	97%	224	92%	
Jul											
Aug											
Sep											
YTD	12,654,898	17	63%	14%	64	0.08	799,328	95%	220	93%	



## June 2023 Service Performance Report

### FY23 Monthly Modal Performance Data Sheet -June 2023

Month End Reporting	Ridership	On-Time Performance	Collected Fares	NTD Reportable Incident	Complaints per 100,000 Miles	Fleet Availability	Preventable Maintenance Inspection Completed On-Time
<b>NeighborLink</b>							
Oct	8,517	100%	100%	0	25.1	95%	100%
Nov	8,162	100%	100%	0	23.3	95%	99%
Dec	8,373	100%	100%	0	17.3	90%	99%
Jan	8,639	100%	100%	0	4.9	91%	99%
Feb	8,220	100%	100%	0	22.1	88%	99%
Mar	8,652	100%	100%	0	8.8	94%	99%
Apr	8,251	100%	100%	0	25.2	99%	98%
May	7,329	100%	100%	0	12.3	NO DATA*	NO DATA*
Jun	7,254	100%	100%	0	17.5	100%	80%
Jul							
Aug							
Sep							
YTD	73,397	100%	100%	0	17.4	94%	97%
<b>ACCESS LYNX</b>							
Oct	51,883	79.50%	99.79%	2	7.3	89%	100%
Nov	48,400	80.15%	99.78%	1	9.5	86%	99%
Dec	49,890	86.03%	99.82%	0	7.6	86%	99%
Jan	51,347	85.20%	99.88%	0	5.2	84%	99%
Feb	50,578	84.02%	99.87%	2	5.2	82%	99%
Mar	58,303	84.76%	99.87%	0	7.7	83%	99%
Apr	54,118	82.65%	99.82%	3	6.6	83%	98%
May	55,308	76.28%	99.82%	0	13.5	NO DATA*	NO DATA*
Jun	52,955	86.48%	99.30%	0	NO DATA*	NO DATA*	NO DATA*
Jul							
Aug							
Sep							
YTD	472,782	82.79%	99.77%	8	7.8	85%	99%

\* Data was not provided by the contractor.



## June 2023 Service Performance Report

### Definitions of Metrics Used on the Monthly Performance Data Sheets

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

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

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

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

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

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

**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.