

LYNX Board Agenda

Board Date: 1/27/2005

Time: 1:30 PM


[View The Summary Report](#)



LYNX Offices
455 N. Garland Ave.
Orlando, FL 32801

1. Call to Order & Pledge of Allegiance

2. Approval of Minutes

-  Approval of December 2, 2004 Board Meeting Minutes

3. Recognition

- Employee of the Quarter Awards
- Certificate of Completion Award for LYNX' Florida Bus Operator Training Program Recipients
- Employee Service Awards
- Road Ranger's Heroic Action



4. Public Comments

5. Executive Director's Report

6. Consent Agenda

- A.  Authorization to Award a Contract for Request for Proposals (RFP) #05-001 for Workers' Compensation and Tort and Public Liability Third Party Administrative Services
- B.  Authorization to Execute a Contract Extension for Banking Services to SunTrust Bank
- C.  Authorization to Award a Contract (05-017) for Artistic Painting of LYNX Vehicles.

7. Action Agenda

- D.  Authorization of the Proposed Fare Adjustments and Fare Structure, with an effective date of March 20, 2005.
- Presentation 

8. Work Session

- E.  Presentation on LYNX Transit Advertising

9. Other Business




















- Alternate LYNX Board Representation to METROPLAN ORLANDO Board

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 Angela Kudlets at 455 N. Garland Ave, Orlando, FL 32801 (407) 841-2279, extension 3012, not later than three business days prior to the meeting. If hearing impaired, contact LYNX at (407) 423-0787(TDD).

Information Items
(For Review Purposes Only - No action required)

- F.  Ridership Report
- Attachment 
- G.  Monthly Financial Reports
- Attachment      
- H.  Procurement Activities
- I.  Government Affairs & Communications Report for November and December 2004
- J.  HR Report and Project Summaries
- K.  Planning Division Report
- Attachment  
- L.  Paratransit Report
- Attachment 
- M.  Employee Travel December '04 through January '05
- N.  Federal Lobbyist's December Activity Report

LYNX Board Agenda Summary



Board Date: 1/27/2005
Time: 1:30 PM

LYNX Offices
Orange County Educational
Leadership Building
455 N. Garland Ave.
Suite 300
Orlando, FL 32801

Finance and Administrative Support Department (FAS)

- **Authorization of the Proposed Fare Adjustments and Fare Structure, with an effective date of March 20, 2005.**
No Summary Given
- **Authorization to Award a Contract for Request for Proposals (RFP) #05-001 for Workers' Compensation and Tort and Public Liability Third Party Administrative Services**
LYNX contract #01-020 Workers' Compensation and Tort and Public Liability will expire on March 1, 2005. In October 2004, the LYNX Board of Directors approved RFP #05-001. Proposals were received and a Source Evaluation Committee (SEC) convened on December 9, 2004.
- **Authorization to Execute a Contract Extension for Banking Services to SunTrust Bank**
No Summary Given

Governmental Affairs and Communications Department

- **Authorization to Award a Contract (05-017) for Artistic Painting of LYNX Vehicles.**
This item is to authorize LYNX to award a contract to Doug Bloodworth Enterprises, Inc. for Artistic Painting of LYNX vehicles according to the requirement in the Sole Source Justification based on Florida Statute Section 287.057.

LYNX
Central Florida Regional Transportation Authority
Board of Directors Monthly Meeting

Draft

DATE: December 2, 2004

PLACE: LYNX Central Station
455 N. Garland Avenue
Suite 200
Orlando, FL 32801

TIME: 1:30 p.m.

MEMBERS IN ATTENDANCE:

Osceola County Commissioner, Atlee Mercer, Chair
Seminole County Commissioner, Carlton Henley, Vice Chair
City of Orlando Mayor, Buddy Dyer, Secretary
Orange County Chairman, Richard T. Crotty
FDOT District 5 Secretary, George Gilhooley

1. Call to Order and Pledge of Allegiance

Commissioner Mercer, Board Chair, called the meeting to order at 1:45 p.m., and led the Pledge of Allegiance.

2. Approval of Minutes

Commissioner Henley moved to approve the minutes of the October 28, 2004 Board meeting; Mayor Dyer seconded and the motion passed unanimously.

3. Recognition

Mr. Patrick Bartee, director of YMCA Black Achievers and Ms. Ada Rodriguez, director of Hispanic Achievers, presented YMCA Achiever Awards to Ms. Maria Rivera, Edward Johnson and Ahmed Stevens, of LYNX staff.

4. Public Comments

Mr. Chuck Graham, LYNX rider and representative for the Mid-Florida Council for the Blind, ADA, Medicaid and TD clients, commented that many residents in the community weren't aware of the Public Hearings and more publicity was needed. He expressed concern that ridership would drop with the fare increase.

5. Executive Director Report

Ms. Watson noted that ridership was at an all-time high in October, with an average of 84,000 passengers per day. She advised of recent meetings she held with Congressmen Mica, Feeney, Keller, Congresswoman Brown, and Senator (elect) Martinez, who stated their support of LYNX. She noted the Annual Legislative Breakfast would take place on January 7th, 8:30 – 10:00 at LYNX. She reported that the lease with Hughes Supply would be signed

the week of December 6, with the relocation happening in January; the monetary impact will be provided to the LYNX Board. Ms. Watson also commended LYNX bus operators for their second place award in the annual FPTA Safety Competition; provided an outline of the activities in which she has been involved; and provided background on the Funding Formula study, explaining Parsons Brinckerhoff was awarded the contract and it would take six-months to complete.

6. Consent Items

I. Executive Department

A. Authorization to Revise LYNX' Advisory Committees

II. Finance and Administrative Support Department

A. Authorization to File a Grant Application to FTA for FY 2004 Capital Investment Program for Bus Acquisition

B. Authorization to File a Grant Application with FDOT for FY 2006 Rural Transportation Services

III. Transit Operations and Planning Department

A. Authorization to Award a Contract to Quest for Paratransit Functional Assessment and Travel Training

B. Approval of the Commuter Rail Local Funding Agreement

C. Authorization to Purchase up to Twenty-Nine (29) New Replacement Buses

D. Authorization to Execute the 6th Amendment to the Contract for Paratransit Carrier Services

E. Authorization to Execute a Grant Agreement with the Commission for the Transportation Disadvantaged for Medicaid Non-Emergency Transportation

F. Authorization to Enter into Negotiations with Champs French Bakery for LYNX Central Station (LCS) Retail Lease Agreement

Commissioner Mercer clarified two Consent items:

6.III.A. – The initial Quest proposal was in the amount of \$247,000, but due to changes in eligibility requirements and reduced functional assessments, was negotiated to an annualized cost of \$165,000, a reduction of \$70,000.

6.III.B – No additional monies are needed in contribution.

Motion: - Chairman Crotty moved to approve all consent items, Commissioner Henley seconded, and the motion passed unanimously.

7. Action Agenda

No Action Agenda Items

8. Other Business

Commissioner Mercer commended LYNX staff for a flawless LCS grand-opening celebration.

Meeting adjourned at 2:10 p.m.

Consent Agenda Item #6.A

To: LYNX Board Of Directors

From: Janice Keifer
INTERIM DIR OF FAS
Arthur Whitfield
(Technical Contact)

Phone: 407.841.2279 ext: 3166

Item Name: Authorization to Award a Contract for Request for Proposals (RFP) #05-001 for Workers' Compensation and Tort and Public Liability Third Party Administrative Services

Date: 1/27/2005

ACTION REQUESTED:

Authorization to award a contract for Request for Proposals (RFP) #05-001 for Workers' Compensation and Tort and Public Liability Third Party Administrative Services covering a three (3) year base period with two (2) one-year options to Integrated Claims Solutions, Inc.

BACKGROUND:

LYNX has a need for third party administrative services for Workers' Compensation and Tort and Public Liability claims. LYNX contract #01-020 Workers' Compensation and Tort and Public Liability will expire on March 1, 2005. In October 2004, the LYNX Board of Directors approved RFP #05-001. Proposals were received and a Source Evaluation Committee (SEC) convened on December 9, 2004.

The RFP's scope of work required aggressive representation of LYNX Workers' Compensation, TORT and Public Liability claim management interests, which includes but is not limited to:

- The payment of legitimate claims at minimum costs,
- Comprehensive processing and adjusting of all assigned claims,
- Discharge of LYNX obligations under the Workers' Compensation Law of the State of Florida, audit of all medical bills, engagement of the services of qualified persons and firms for rehabilitation, surveillance, and medical as required, and coordinating and maintaining the services of a Managed Care Arrangement (MCA) to ensure compliance with the Agency of Health Care Administration (AHCA),

- And the monitoring of all associated expenses while exposing fraud, inappropriate charges, and waste.

The selection process consisted of a Determination of Responsiveness and a Source Evaluation Committee (SEC) ordinal ranking. The SEC evaluated all responsive proposals received under the solicitation.

Each proposal was reviewed and evaluated by each member of the SEC utilizing the following criteria and the assigned weight as noted in parenthesis:

Team/Firm Experience and Expertise (Maximum points - 30)

Work/Project Management Plan (Maximum points - 30)

Cost Proposal (Maximum points - 20)

Creative Approach (Maximum points - 20)

The SEC convened on December 9, 2004. A total of four proposals were received and were evaluated by the point system as follows:

- PGCS (Preferred Governmental Claim Solutions) 58 points
- The Alliance – 68 points
- Johns Eastern Company, Inc. – 73 points
- Integrated Claims Solutions, Inc – 81 points

The highest ordinal ranking was given to the proposal of Integrated Claims Solutions, Inc. Some noted key strengths reflected by the proposal were as follows:

- Highly skilled management
- Competitive prices
- Transportation/Transit experience/clients
- Direct contact with assigned adjuster
- Direct staff assignments (one on one contact)
- Financial stability
- Professional Designations and Certifications: CPCU, ARM and AIC
- 25 years experience on Public and Private Management experience
- Ability to customize to LYNX's needs.

DISADVANTAGE BUSINESS ENTERPRISE (DBE) PARTICIPATION:

The Authority has established an overall goal for 12.25% participation by certified Disadvantaged Business Enterprises (DBEs) in procurements of goods and services. Due to the

nature of the Request for Proposal (RFP) mentioned, subcontracting opportunities for goods and/or services are limited. The Authority continues to acknowledge and encourage any or all opportunities for DBEs as stated in the Federal Register 49 CFR Part 26.

FISCAL IMPACT:

The cost for Third Party Administrative Services is estimated at \$130,000 for Tort and General Liability and \$86,500 for Workers' Compensation for fiscal year 2005. Funding is included in the FY 2004-2005 LYNX budget.

Consent Agenda Item #6.B

To: LYNX Board Of Directors

From: **Janice Keifer**
Interim Director of Finance and Administrative Support
Blanche Sherman
Manager of Finance
Richard Solimano
Contract Administrator

Phone: 407.841.2279 ext: 3100

Item Name: Authorization to Execute a Contract Extension for Banking Services to SunTrust Bank

Date: 1/27/2005

ACTION REQUESTED:

Authorization to have the Executive Director or designee exercise the first one-year contract extension option with SunTrust Bank to perform services as outlined in the LYNX contract 02-001 for Banking Services in FY2005. In addition, contingent upon available funding and favorable services rendered, authorization to exercise the second one-year contract extension option for FY2006 banking services. This contract expires January 2007.

BACKGROUND:

On January 24, 2002 the LYNX Board of Directors approved the award of contract 02-001 of SunTrust Bank, based on the results of RFP 02-001 for Banking Services. SunTrust Bank, a full service banking facility servicing the Central Florida community since 1934, has been providing banking services to LYNX since 1977. SunTrust has a unique knowledge of the needs of LYNX and has always offered a consultative, solutions-oriented approach to help LYNX maintain a combination of banking services. SunTrust understands fully the scope, nature, quantity and quality of the work to be performed and has proven to be bound by the contract without modification.

SunTrust Bank is a super-regional bank and qualified public depository with principal locations in Georgia, Florida, Tennessee, Alabama, Maryland, Virginia and the District of Columbia. They offer forty (40) branch locations in the LYNX tri-county area. Assets of the bank top 100.8 billion dollars. SunTrust is the 7th largest commercial banking organization in the nation and has over 50% of the Fortune 500 companies as their accounts and 40% of the top fifty firms.

SunTrust has provided banking services for the following Government agencies:

Orange County Sheriff's Office
Orlando, FL
Time: Over 10 years

Earl K. Wood (Orange County Tax Collector)
Orlando, FL
Time: Over 25 years

City of Lake Mary
Lake Mary, FL
Time: Over 10 years

City of Longwood
Longwood, FL
Time: Over 10 years

FISCAL IMPACT:

Funding has been approved and is available in the operating budget within LYNX's FY 2004-2005 budget in the amount of \$45,000. The subsequent year's banking service fees will be included in the FY2005-2006 Annual Budget.

Consent Agenda Item #6.C

To: LYNX Board Of Directors

From: Peggy Gies
INTERIM DIR OF GOVT AFFAIRS

Josephine Lutz
(Technical Contact)

Brenda Rhodes
(Technical Contact)

Phone: 407.841.2279 ext: 3020

Item Name: Authorization to Award a Contract (05-017) for Artistic Painting of LYNX Vehicles.

Date: 1/27/2005

ACTION REQUESTED:

Authorization to award a contract to Doug Bloodworth Enterprises, Inc. for Artistic Painting of LYNX vehicles according to the requirement in the Sole Source Justification based on Florida Statute Section 287.057.

BACKGROUND:

LYNX takes great pride in our bus fleet. It is through the painting of the buses that LYNX is able to bring in additional revenue by selling the space on the bus to outside advertisers. One factor that makes our buses unique is that we paint the bus instead of applying vinyl artwork. The result is a higher quality and longer lasting product that is also less expensive. It is necessary to have an excellent artist capable of reproducing any design in a large format, in a timely and effective manner. This contractor must also be capable of applying ContraVision Brand window film to the bus. It is necessary that this contractor be able to realistically reproduce artwork on all LYNX vehicles (LYNX buses 12' high x 40' long, LYMMO buses 13' high x 31' long and other LYNX vehicles such as cars, carts, trucks and vans). The artwork must be completed in a timely manner – one-sided bus within 3 calendar days and two-sided bus within 5 calendar days.

According to Florida Statute Section 287.057, this contract meets the requirements for Sole Source Justification and thus it is not necessary to go through the Request for Proposals process.

FISCAL IMPACT:

The fiscal impact of this contract is estimated at \$500,000 over the life of the contract (two years with two additional terms(s) of one year) and is funded in the FY 2004 –2005 LYNX budget.

Action Agenda Item #7.D

To: LYNX Board Of Directors

From: Janice Keifer
Interim Director of Finance and Administrative Support
Blanche Sherman
Manager of Finance
Tiffany Homler
Deputy Director of Planning
Ahmed Stephens
Project Manager, Community Relations

Phone: 407.841.2279 ext: 3100

Item Name: Authorization to implement Proposed Fare Adjustments and New Fare Structure, with an effective date of March 20, 2005.

Date: 1/27/2005

ACTION REQUESTED:

Authorization to implement Proposed Fare Adjustments and New Fare Structure, with an effective date of March 20, 2005.

BACKGROUND:

In September 2004, the Board authorized the Executive Director to initiate the process for consideration of a fare increase. The following proposed fare adjustment was presented to the Board by LYNX staff and Mr. Mike Parker of Jeffrey A. Parker & Associates, Incorporated based on a fare study and staff analysis:

Recommended Fare Adjustments			
Service		Existing	Recommended
Fixed Route	Base Fare	\$1.25	\$1.50
	Transfer	FREE	FREE
	Discounted Base Fare	\$0.50	\$0.75
	Daily Pass	\$3.00	\$3.50
	Discounted Daily Pass	\$1.50	\$1.75
	7 Day Pass	\$10.00	\$12.00
	AdvantAge 7 Day Pass	\$5.00	\$6.00
	K.I.S. 7 Day Pass	\$5.00	\$6.00
	30 Day Pass	\$36.00	\$38.00
	AdvantAge 30 Day Pass	\$15.00	\$18.00
	K.I.S. 30 Day Pass	\$15.00	\$18.00
ACCESS LYNX	ADA Fare - Inside 3/4 Mile Radius	\$2.00	\$3.00
	ADA Fare - Outside 3/4 Mile Radius	\$2.00	\$5.00
	TD Fare - 0 to 4.99 Miles	\$1.00	\$2.50
	TD Fare - 5 to 9.99 Miles	\$2.00	\$3.50
	TD Fare - 10 Miles +	\$3.00	\$4.50

The proposed fare adjustment supports LYNX policy to make smaller, periodic adjustments in order to avoid shocks, to provide deep discounts with the pass program, preserve ridership, stabilize LYNX customer base and pricing strategy, and maintain equity among fare categories for Fixed Route and Paratransit Services.

According to Jeffrey Parker & Associates, recent industry studies have concluded that increases in fares in smaller and medium-sized transit systems have strong negative influences on ridership. However, by applying pricing strategies that increase base fares and offer discounted passes for frequent transit users, LYNX has been successful in increasing its schedule of fares, raising farebox revenues and generating new ridership simultaneously. The proposed fare adjustment is intended to maintain this record of success.

PUBLIC COMMENTS:

LYNX has developed a process to proactively inform the public and obtain public input in the early development and implementation stages of LYNX services, service changes, fare adjustments, capital investments, and planning activities. As such, in order to allow for adequate public comment, the fare adjustment process included issuing public notices through various media outlets, placing brochures with response cards on all LYNX buses, and holding four (4) public hearings at the following locations:

Public Hearings

November 30, 2004
Tuesday, 5:30 - 7:30 p.m.
Osceola County Public Library
405 Buena Ventura Blvd.
Kissimmee, FL 34743
Served by: Link 18

December 8, 2004
Wednesday, 5:30 – 7:30 p.m.
Altamonte Springs City Hall
225 Newburyport Ave.
Altamonte Springs, FL 32701
Served by: Link 41

December 14, 2004
Tuesday, 10:00 a.m. – Noon
LYNX Central Station
455 N. Garland Avenue
Orlando, FL 32801
Served by: Majority of Routes

December 14, 2004
Tuesday, 5:30 - 7:30 p.m.
LYNX Central Station
455 N. Garland Avenue
Orlando, FL 32801
Served by: Majority of Routes

The actual comments will be provided under separate cover. The following summarizes the one hundred ninety (190) Fixed Route and sixty-one (61) Paratransit public comments received by LYNX staff as of December 21, 2004:

➤ Fixed Route Comments:

- ✓ 54% of the fixed route comments are against the fixed route fare increase.
 - Almost half of those against the increase believe that the service provided does not warrant an increase. They want more weekend service, better frequency, cleaner buses and better driver attitudes.
 - The other half of those against the increase believes that the increase is just too high. They are low wage earners, on fixed incomes, unemployed or economically distraught from the hurricanes. They believe this is a bad time for an increase.
- ✓ 22% of the fixed route comments support the fare increase. They are impressed with the new terminal, understand the effects of inflation and/or are satisfied with the current service.
- ✓ 21% of the fixed route comments are on the fence. They will pay more if they receive more. These customers are in support of the increases if frequency were improved, service extended farther into Winter Garden, Apopka, Zellwood, Lake Mary and Poinciana, hours were extended for Saturday and Sunday service and/or this was the only way bus services could continue in Central Florida.
- ✓ 3% of the fixed route comments are recommendations on what the fares should be (less for seniors, and only an increase to the base fare not to passes) or from customers that don't know the system well enough to have an opinion on the increase.

➤ Paratransit Comments:

- ✓ 92% of the Paratransit comment cards are against the increase in fares. They believe that the increases will greatly restrict the disabled community from participating in employment, civic and social functions. They also believe that the suggested prices are too steep.
- ✓ 5% of the Paratransit comment cards are supportive of the fare increase. They are more self-sufficient individuals with better employment and/or are satisfied with the Paratransit Service.
- ✓ 3% of the Paratransit comment cards are recommendations to lower the age for elderly users of the system to 60 and improve service alternatives for disabled clients.

RECOMMENDED FARE STRUCTURE:

The proposed Fixed Route fare increase is needed to support the rising costs that are associated with running the bus system. LYNX continues to absorb increases in fuel prices, healthcare expenses, and insurance rates. The fare increase offset will maintain the equity between fares (Customers) and subsidies (LYNX Funding Partners).

Since the last Paratransit fare increase in 2001, LYNX has added value and major improvements to the Access LYNX Paratransit system. On time performance is currently around 88%, which is a 21% increase over service in 2002. The Transportation Disadvantage Grants requires a ten percent (10%) local match. Currently, LYNX fare structure provides a 5.45% return. In order to preserve the ADA service outside the 3/4 mile boundary, increases are needed to balance the fares, subsidies, and costs.

As a result of the fare adjustment approvals, LYNX shall charge and collect the following fares for passenger service on public transit vehicles operated by or on behalf of LYNX:

Service	Fare Type	Fare
Fixed Route	Base Fare	\$ 1.50
	Transfer	Free
	Discounted Base Fare	\$ 0.75
	Daily Pass	\$ 3.50
	Discounted Daily Pass	\$ 1.75
	7 Day Pass	\$ 12.00
	AdvantAge 7 Day Pass	\$ 6.00
		\$ 6.00
	30 Day Pass	\$ 38.00
	AdvantAge 30 Day Pass	\$ 18.00
	K.I.S. 30 Day Pass	\$ 18.00
	Childrend (age 6 and under)*	Free
	Stored Value Discount Card (not currently offered)	10%
LASER	Cash Fare/Single ride	\$ 0.75
	Semester Pass	\$ 40.00
LYMMO	Single Ride	Free
Social Events	Shuttle - Single Ride	Determined per Event
XL (Express LYNX)	Single Ride	\$ 2.50
	Seniors/Students	\$ 1.00
ACCESS LYNX	ADA Fare (Inside 3/4 mile radius)	\$ 3.00
	ADA Fare (Outside 3/4 mile radius)	\$ 5.00
	Medicaid Fare	\$ 1.00
	TD Fare - as authorized by the Local Coordinating Board	

Policy Clarifications:

Transfers

Transfers are valid on the date issued and must be used by the purchasing rider within a specified time interval from when it was issued. The Executive Director, or his designee, shall determine the appropriate time interval. Transfers cannot be used for stopovers or return travel.

Daily Pass

The daily pass is valid from 4:00 a.m. on the day of issuance until 3:00 a.m. the following day. The Executive Director, or his designee, may make adjustments to the hours of validity as needed.

Discounted Fares and Passes

Discounted fares and passes will be offered to the following riders:

Disabled

Disabled riders shall be qualified for the AdvantAge Pass program based on reasonable and sufficient procedures and criteria established by the Executive Director and documented in LYNX Policy.

Income Qualified

Income qualified riders shall be qualified for the AdvantAge Pass program based on reasonable and sufficient procedures and criteria established by the Executive Director and documented in LYNX Policy.

Seniors

Senior riders shall be qualified for the AdvantAge Pass program based on reasonable and sufficient procedures and criteria established by the Executive Director and documented in LYNX Policy.

Students (K-12)

Student (K-12) riders shall be qualified for the K.I.S. (Kids in School) Pass program based on reasonable and sufficient procedures and criteria established by the Executive Director and documented in LYNX Policy.

Children (Age 6 and under)

Children six and under may ride free when accompanied by an adult (full fare or non-K.I.S. discounted fare). No more than three children may ride free per adult. Children six and under must pay \$.50 when not accompanied by an adult.

Stored Value Discount Card

The Stored Value Discount of 10% may be offered as a convenience for riders who which to prepay but do not ride frequently enough to warrant a time-value pass.

Group Discounts

Employer discounts for groups available and will be determined by the Executive Director and documented in LYNX Policy.

Human Service Agencies

Single Ride tickets may be issued by human service agencies to clients and will not be redeemable for cash.

LYNX is aware of the sensitivity of fare increases and their impact on Full Fare, Senior, Disabled, and Student riders. Although LYNX currently has a rational deep discount fare structure, adjusting the cash and pass prices preserves this distribution. LYNX 7-day pass per-ride yields are considerably below the average system-wide yield (\$.54 vs. \$.68).

FISCAL IMPACT:

As a result of the proposed fare increases, LYNX staff anticipates yielding a net revenue gain of approximately \$1,369,812, Fixed Route and \$180,444, Paratransit.

Work Session Item #8.E

To: LYNX Board Of Directors

From: Peggy Gies
INTERIM DIR OF GOVT AFFAIRS
Jeffrey Kaley
(Technical Contact)

Phone: 407.841.2279 ext: 3020

Item Name: Presentation on LYNX Transit Advertising

Date: 1/27/2005

PURPOSE:

To update the Board of Directors on the LYNX Transit Advertising Program.

BACKGROUND:

It is a new day at LYNX Transit Advertising. In order to convey this message to the advertising community, we have created and implemented a system making LYNX Transit Advertising the media arm of the organization. LYNX Transit Advertising implemented an efficient and effective business model that showcases the opportunities that LYNX Transit Advertising can offer Central Florida's business community.

Designing and branding the LYNX Transit Advertising program was priority number one. To strengthen that brand recognition, LYNX Transit Advertising created a new slogan and sales materials that help to tell our story. With a strong structure in place, LYNX is reinforcing to Central Florida's advertising community, that doing business is easy, effective and efficient.

Our objective is to position LYNX Transit Advertising as a leader in the "Out-of-Home" media category as well as helping to make LYNX the "Greatest Bus Company in America."

Since joining the LYNX team in July, we have added another sales professional to our sales team, and created, implemented and designed a sales plan that will bring the results desired to the LYNX Transit Advertising department.

Information Item F: Ridership Report

To: LYNX Board Of Directors

From: Robert Smith
DIR OF TRANS OPS & PLANNING
Terry Jordan
(Technical Contact)

Phone: 407.841.2279 ext: 3036

Item Name: Ridership Report

Date: 1/27/2005

October 2004 – FINAL

During the month of October 2004, LYNX set a new record ridership month with a total of 2,184,552 passenger boardings. This also represents an increase of 5.3% when compared to 2,073,857 boardings recorded in October 2003.

Historically LYNX has experienced an increase in fixed route ridership during the summer months with a peak in October. However, comparisons of October 2004 to prior months' boardings (September 2004) reflect an even more drastic increase in ridership of 19.1%. This can be attributed to local school and business closings coupled with service suspensions during the month of September 2004. Ridership for all services during October 2004 averaged 84,043 passengers per weekday, an increase of 7.2% when compared to averages from October 2003.

When comparing individual route ridership during October 2004 to October 2003, three routes (Links 10, 47 and LYMMO) experienced declines in ridership greater than 10%.

Route Decreases Greater Than 10%

- Link 10 – East U.S. 192/St. Cloud (-20.1%)
- Link 47 – Oviedo (-21.2%)
- LYMMO – Downtown Orlando Circulator (-13.0%)

In contrast October 2004 produced seventeen routes (Links 1, 14, 28, 29, 30, 34, 49, 50, 55, 56, 57 and 300-304) with increases greater than 10% when compared to October 2003.

Route Increases Greater Than 10%

- **Link 1 – N. Orange Ave./Altomonte Springs (+17.7%)**
- **Link 14 – Princeton Street (+11.2%)**
- **Link 28 – East Colonial Drive/Azalea Park (+15.3%)**
- **Link 29 – East Colonial Drive/Goldenrod (+10.6%)**
- **Link 30 – Colonial Drive Crosstown (+14.5%)**
- **Link 34 – Sanford/Goldsboro (+15.6%)**
- **Link 37 – Park Promenade Plaza/Florida Mall (+15.1)**
- **Link 49 – West Colonial Drive/Pine Hills (+13.3%)**
- **Link 50 – Downtown Orlando/Magic Kingdom (+13.6%)**
- **Link 55 – West U.S. 192/Four Corners (+27.6%)**
- **Link 56 – West U.S. 192/Magic Kingdom (11.6%)**
- **Link 57 – John Young Parkway (+14.8%)**
- **Link 300-304 – Downtown Disney Direct (+11.2%)**

LYNX MONTHLY RIDERSHIP OCTOBER 2004 - FINAL

FY 2005

<i>Service Mode</i>	<i>Oct-04</i>	<i>Nov-04</i>	<i>Dec-04</i>	<i>Jan-05</i>	<i>Feb-05</i>	<i>Mar-05</i>	<i>Apr-05</i>	<i>May-05</i>	<i>Jun-05</i>	<i>Jul-05</i>	<i>Aug-05</i>	<i>Sep-05</i>	<i>TOTAL YEAR</i>
LYMMO	88,774												88,774
25% OF VOTRAN	329												329
(all other Links)	2,028,139												2,028,139
Total Fixed Route	2,117,242												2,117,242
Special Shuttles	965												965
Access LYNX	50,321												50,321
VanPlan	16,024												16,024
TOTAL	2,184,552												2,184,552

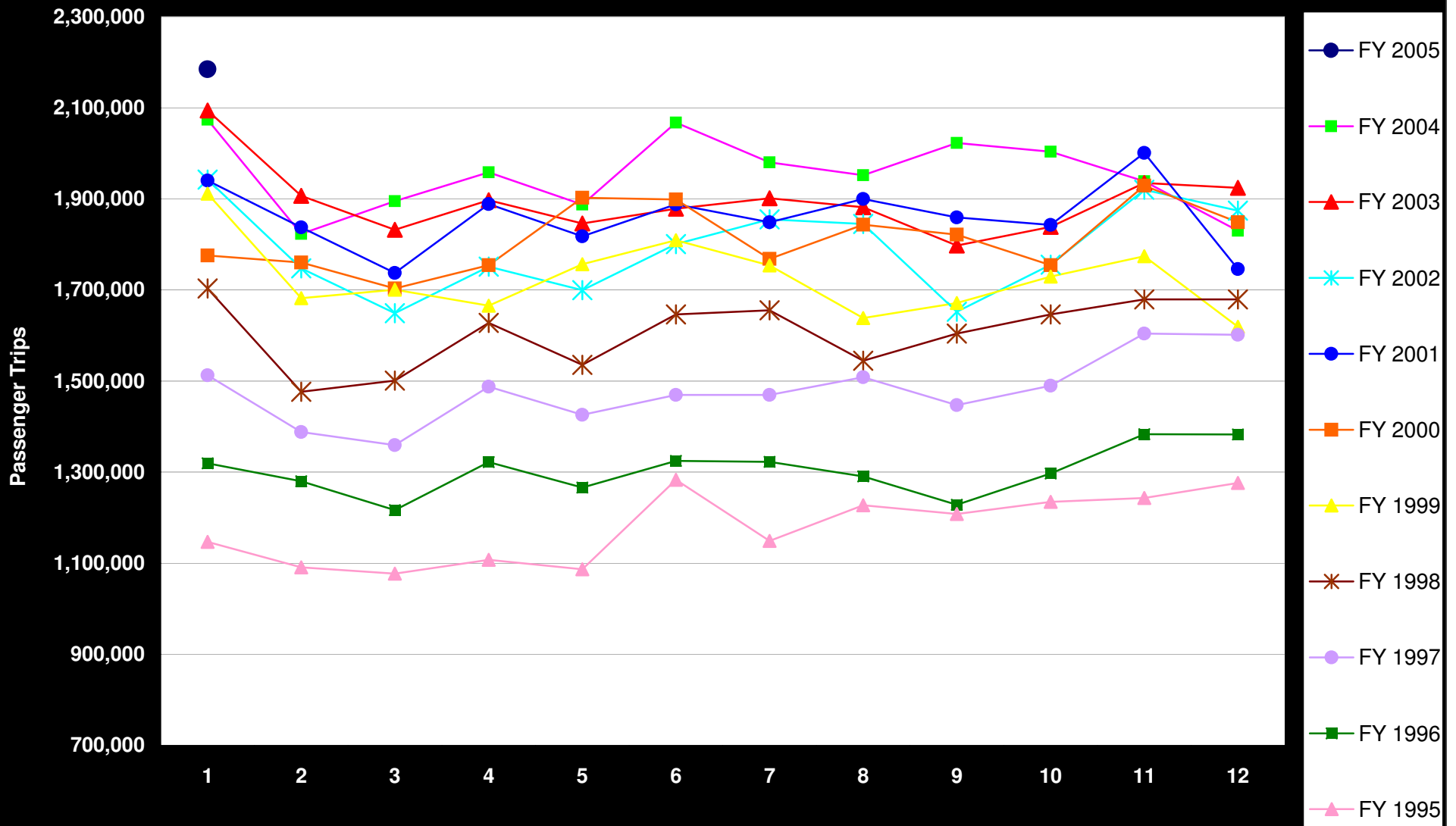
% CHANGE FROM FY 2004 TO FY 2005

<i>Service Mode</i>	<i>Oct</i>	<i>Nov</i>	<i>Dec</i>	<i>Jan</i>	<i>Feb</i>	<i>Mar</i>	<i>Apr</i>	<i>May</i>	<i>Jun</i>	<i>Jul</i>	<i>Aug</i>	<i>Sep</i>	<i>TOTAL YEAR</i>
LYMMO	-13.0%												-13.0%
25% OF VOTRAN	-6.2%												-6.2%
(all other Links)	6.6%												6.6%
Total Fixed Route	5.6%												5.6%
Special Shuttles	665.9%												665.9%
Access LYNX	2.6%												2.6%
VanPlan	-20.8%												-20.8%
TOTAL	5.3%												5.3%

FY 2004

<i>Service Mode</i>	<i>Oct-03</i>	<i>Nov-03</i>	<i>Dec-03</i>	<i>Jan-04</i>	<i>Feb-04</i>	<i>Mar-04</i>	<i>Apr-04</i>	<i>May-04</i>	<i>Jun-04</i>	<i>Jul-04</i>	<i>Aug-04</i>	<i>Sep-04</i>	<i>TOTAL YEAR</i>
LYMMO	102,052	83,104	81,924	86,294	83,373	95,922	86,262	88,849	90,653	84,594	76,966	75,624	1,035,617
25% OF VOTRAN	351	269	296	309	304	399	318	321	392	338	359	279	3,934
(all other Links)	1,902,065	1,681,115	1,751,313	1,807,967	1,741,101	1,902,063	1,826,644	1,800,237	1,864,923	1,852,723	1,801,448	1,701,444	21,633,043
Total Fixed Route	2,004,468	1,764,488	1,833,533	1,894,570	1,824,778	1,998,384	1,913,224	1,889,406	1,955,968	1,937,655	1,878,772	1,777,347	22,672,593
Special Shuttles	126	118	486	1,903	606	0	773	374	49	311	29	478	5,253
Access LYNX	49,039	42,232	44,677	45,650	45,283	52,509	51,145	49,274	52,336	50,989	45,578	38,977	567,689
VanPlan	20,224	15,856	16,125	16,308	16,819	16,600	14,778	12,906	14,460	14,465	14,164	13,002	185,707
TOTAL	2,073,857	1,822,694	1,894,821	1,958,431	1,887,486	2,067,493	1,979,920	1,951,960	2,022,813	2,003,420	1,938,543	1,829,804	23,431,242

LYNX Ridership Growth - All Modes



LYNX AVERAGE DAILY RIDERSHIP OCTOBER 2004 - DRAFT

FY 2005

Service Mode	Day	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	AVG DAILY FOR YEAR
LYMMO	Wkday	3,908												3,908
	Sat	732												732
	Sun	609												609
25% of Votran (all other Links)	Wkday	16												16
	Wkday	77,294												77,294
	Sat	51,126												51,126
	Sun	29,606												29,606
Total Fixed Route	Wkday	81,218												81,218
	Sat	51,858												51,858
	Sun	30,215												30,215
Access LYNX	Wkday	2,142												2,142
	Sat	754												754
	Sun	312												312
VanPlan	Wkday	683												683
	Sat	171												171
	Sun	165												165
TOTAL LYNX SERVICES	Wkday	84,043												84,043
	Sat	52,783												52,783
	Sun	30,692												30,692

Estimate

% CHANGE FROM FY 2004 TO FY 2005

Service Mode	Day	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	YEAR
LYMMO	Wkday	-6.6%												-6.6%
	Sat	-10.6%												-10.6%
	Sun	-5.0%												-5.0%
25% of Votran (all other Links)	Wkday	2.7%												2.7%
	Wkday	8.3%												8.3%
	Sat	12.1%												12.1%
	Sun	18.3%												18.3%
Total Fixed Route	Wkday	7.5%												7.5%
	Sat	11.7%												11.7%
	Sun	17.8%												17.8%
Access LYNX	Wkday	8.8%												8.8%
	Sat	11.2%												11.2%
	Sun	17.7%												17.7%
VanPlan	Wkday	-19.8%												-19.8%
	Sat	78.1%												78.1%
	Sun	166.1%												166.1%
TOTAL LYNX SERVICES	Wkday	7.2%												7.2%
	Sat	11.8%												11.8%
	Sun	18.1%												18.1%

FY 2004

Service Mode	Day	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	AVG DAILY FOR YEAR
LYMMO	Wkday	4,183	3,999	3,472	3,796	3,870	3,859	3,685	4,064	3,897	3,590	3,354	3,446	3,768
	Sat	819	877	848	834	760	991	814	765	735	703	523	590	772
	Sun	641	455	430	482	587	800	487	609	493	523	402	498	534
25% of Votran (all other Links)	Wkday	15	12	13	15	15	17	14	16	19	15	16	13	15
	Wkday	71,358	69,064	66,263	69,853	71,552	70,035	69,495	71,094	71,220	68,022	69,248	69,993	69,766
	Sat	45,599	45,236	45,115	44,072	45,711	46,551	46,272	46,150	50,160	49,308	35,529	44,577	45,357
	Sun	25,016	23,663	22,432	24,064	25,322	26,043	25,791	26,102	27,618	27,292	26,445	31,894	25,974
Total Fixed Route	Wkday	75,556	73,075	69,748	73,664	75,437	73,911	73,194	75,174	75,136	71,627	72,618	73,452	73,549
	Sat	46,418	46,113	45,963	44,906	46,471	47,542	47,086	46,915	50,895	50,011	36,052	45,167	46,128
	Sun	25,657	24,118	22,862	24,546	25,909	26,843	26,278	26,711	28,111	27,815	26,847	32,392	26,507
Access LYNX	Wkday	1,968	1,851	1,752	1,872	2,044	2,101	2,126	2,082	2,184	2,085	1,898	1,618	1,965
	Sat	678	729	669	666	676	737	758	810	750	767	566	534	695
	Sun	265	314	428	276	343	309	321	303	325	319	311	308	319
VanPlan	Wkday	852	748	659	698	783	610	571	548	618	613	641	547	657
	Sat	96	106	160	122	148	130	118	80	136	104	124	130	121
	Sun	62	74	82	87	116	95	85	93	79	132	133	116	96
TOTAL LYNX SERVICES	Wkday	78,376	75,674	72,159	76,234	78,264	76,622	75,891	77,804	77,938	74,325	75,157	75,617	76,172
	Sat	47,192	46,948	46,792	45,694	47,295	48,409	47,962	47,805	51,781	50,882	36,742	45,831	46,944
	Sun	25,984	24,506	23,372	24,909	26,368	27,247	26,684	27,107	28,515	28,266	27,291	32,816	26,922

Information Item G: Financial Reports

To: LYNX Board Of Directors

From: **Janice Keifer**
Interim Director of Finance and Administrative Support
Blanche Sherman
Manager of Finance

Phone: 407.841.2279 ext: 3100

Item Name: Monthly Financial Reports

Date: 1/27/2005

For your review, please find attached the following Monthly Financial Reports for the preliminary twelve months ending September 30, 2004 and one month ending October 1, 2004.

The Monthly Financial Reports for November and December 2004 will be provided as handouts at the January 27, 2005 Board Meeting.

LYNX

**OPERATING STATEMENT
ONE MONTH ENDING OCTOBER 31, 2004**

	CURRENT MONTH INCURRED	YEAR TO DATE INCURRED	ANNUAL BUDGET	VARIANCE (OVER) OR UNDER	PERCENTAGE OF BUDGET
REVENUES:					
Customer Fares	\$ 1,401,905	\$ 1,401,905	\$ 16,201,286	\$ 14,799,381	8.65%
Contract Services	1,174,672	1,174,672	13,139,293	11,964,621	8.94%
Interest and Other Income	133,072	133,072	1,996,154	1,863,082	6.67%
Operating Assistance:					
Federal	861,072	861,072	12,278,039	11,416,967	7.01%
State	778,631	778,631	11,370,068	10,591,437	6.85%
Local	2,379,342	2,379,342	32,635,873	30,256,531	7.29%
Fund Balance	-	-	150,000	150,000	-
TOTAL REVENUES	<u>6,728,694</u>	<u>6,728,694</u>	<u>87,770,713</u>	<u>81,042,019</u>	<u>7.67%</u>
EXPENSES:					
Salaries and Wages	2,777,768	2,777,768	32,615,708	29,837,940	8.52%
Fringe Benefits	1,219,225	1,219,225	17,419,487	16,200,262	7.00%
Professional Services	146,391	146,391	10,702,670	10,556,279	1.37%
Materials and Supplies	859,017	859,017	8,876,100	8,017,083	9.68%
Utilities and Taxes	45,279	45,279	1,039,067	993,788	4.36%
Casualty and Liability Insurance	67,364	67,364	1,481,157	1,413,793	4.55%
Purchased Transportation Services	1,176,616	1,176,616	13,612,586	12,435,970	8.64%
Leases and Misc. Expenses	138,550	138,550	2,008,518	1,869,968	6.90%
Interest Expense	295	295	15,420	15,125	1.91%
Reserves	-	-	0	0	-
TOTAL EXPENSES	<u>6,430,505</u>	<u>6,430,505</u>	<u>87,770,713</u>	<u>81,340,208</u>	<u>7.33%</u>
EXCESS (DEFICIT) OF REVENUES OVER EXPENSES	<u>\$ 298,189</u>	<u>\$ 298,189</u>	<u>\$ -</u>		
ONE MONTH BENCHMARK PERCENTAGE					<u>8.33%</u>

LYNX

**OPERATING STATEMENT
PRELIMINARY
TWELVE MONTHS ENDING SEPTEMBER 30, 2004**

	CURRENT MONTH INCURRED	YEAR TO DATE INCURRED	ANNUAL BUDGET	VARIANCE (OVER) OR UNDER	PERCENTAGE OF BUDGET
REVENUES:					
Customer Fares	\$ 1,254,831	\$ 14,886,179	\$ 14,632,944	\$ (253,235)	101.73%
Contract Services	1,168,620	15,242,947	14,294,279	(948,668)	106.64%
Interest and Other Income	202,409	1,983,677	1,305,035	(678,642)	152.00%
Operating Assistance:					
Federal	679,695	10,542,661	11,469,845	927,184	91.92%
State	792,028	9,639,147	9,597,149	(41,998)	100.44%
Local	2,309,563	28,054,009	27,736,659	(317,350)	101.14%
Fund Balance	-	-	168,000	168,000	-
TOTAL REVENUES	<u>6,407,146</u>	<u>80,348,620</u>	<u>79,203,911</u>	<u>(1,144,709)</u>	<u>101.45%</u>
EXPENSES:					
Salaries and Wages	2,653,453	30,623,734	30,203,208	(420,526)	101.39%
Fringe Benefits	1,299,552	15,312,097	15,588,018	275,921	98.23%
Professional Services	450,479	5,749,010	6,214,223	465,213	92.51%
Materials and Supplies	757,301	7,895,271	7,984,965	89,694	98.88%
Utilities and Taxes	70,960	854,825	898,786	43,961	95.11%
Casualty and Liability Insurance	37,995	1,020,061	1,671,272	651,211	61.04%
Purchased Transportation Services	932,318	13,702,645	13,574,813	(127,832)	100.94%
Leases and Misc. Expenses	134,707	1,577,554	1,998,949	421,395	78.92%
Interest Expense	358	6,498	9,420	2,922	68.98%
Reserves	-	-	1,060,257	1,060,257	-
TOTAL EXPENSES	<u>6,337,123</u>	<u>76,741,695</u>	<u>79,203,911</u>	<u>2,462,216</u>	<u>96.89%</u>
EXCESS (DEFICIT) OF REVENUES OVER EXPENSES	<u>\$ 70,023</u>	<u>\$ 3,606,925</u>	<u>\$ -</u>		
TWELVE MONTHS BENCHMARK PERCENTAGE					<u>100.00%</u>

EXECUTIVE SUMMARY REPORT

For the One Month ending October 31, 2004

LYNX' Operating Statement indicates total revenue earned year-to-date in the amount of \$6,728,694 and total expenses incurred year-to-date in the amount of \$6,430,505 resulting in an operating profit in the amount of \$298,189 for the first month ending October 31, 2004. The Fixed Route Services resulted in an operating profit in the amount of \$397,892 for the first month of operations. ACCESS LYNX's operations resulted in an operating loss in the amount \$(99,703) for the first month of the fiscal year.

Overall, it is not anticipated that this profit margin will be sustained, because LYNX does not fully accrue all expenses until year-end.

REPORT ON FINANCIAL OPERATIONS

Preliminary

Twelve Months Ending September 30, 2004

Summary

For the period October 1, 2003 through September 30, 2004, revenues totaled \$80,348,620 and expenses totaled \$76,741,695, which indicates excess in the amount of \$3,606,925 for twelve months of the fiscal year.

This excess is primarily due to the decrease in trips and costs relating to the ACCESS LYNX program. Listed below are significant facts regarding operations for the first twelve months of FY 2003-2004:

Revenues

Customer Fares - These fares are generated from fixed route bus operations and the ACCESS LYNX paratransit operations. Revenue is earned through either fares collected directly from customers at the time of boarding or through prepayment by customers participating in various pass and ticket programs offered by LYNX. Revenue earned year-to-date represent 101.73% of the annual budgeted amount, which is slightly above the amount anticipated. In addition, customer fares increased \$981,404 or 7.06% as compared to the same period last year. This is primarily due to the increase in ridership and the transfer of paratransit clients to LYNX' Fixed Route System.

Contract Services - These are public transportation services provided by LYNX as part of both the fixed route operations and the ACCESS LYNX paratransit operations. Contract services provided as part of the fixed route operation are based on a mutually agreed upon service area and related customer fares for each entity. Other entities contracting with LYNX to provide service are billed on a cost per hour basis for each hour or portion of an hour of service provided. Contract services provided as part of the ACCESS LYNX paratransit operations are provided on a cost per trip basis. Revenue earned year-to-date represent 106.64% of the annual budgeted amount, which is above the amount anticipated.

Interest and Other Income - These are revenues earned from interest on cash balances and displaying advertising materials on the outside of buses and other non-transportation type revenue. Revenue earned year-to-date represent 152% of the annual budgeted due to increases in miscellaneous revenue and the netting of the advertising budget against related expenses.

Operating Assistance - These revenues consist of funds received from the Federal government, the State of Florida, and local governmental entities located within jurisdictions currently served by LYNX. Revenue earned year-to-date represents 98.84% of the annual budgeted amount, which is slightly below the amount expected. Also, revenue earned year-to-date indicates a decrease of \$185,073 or (.38)% as compared to the same period last year.

Fund Balance - These funds are undesignated excess dollars from prior years that are recorded as deferred revenues until needed to support current year operating expenses. Such funds are included in the budget to support the current year reserves and other operating expenses.

Expenses

Labor - These are expenses incurred for the pay and allowances due employees in exchange for the labor services they render on behalf of the transit system. Expenses incurred year-to-date represent 101.39% of the annual budgeted amount, which is slightly above the target for *twelve months* of this fiscal year.

Fringe Benefits - These are expenses in the form of payments or accruals to others on behalf of an employee and payments or accruals direct to an employee arising from something other than performance. Expenses incurred year-to-date represent 98.23% of the annual budgeted amount, which is below the amount budgeted year-to-date.

Professional Services - These are expenses incurred in the form of labor and other work provided by outside organizations for fees and related expenses. Expenses incurred year-to-date represent 92.51% of the annual budgeted amount. Expenses such as other professional fees pertaining to planning projects, media relations, and other services are higher than anticipated for the last *twelve months*. However, expenses such as security services, legal fees, contract maintenance, and various promotional and production expenses are less than budgeted. This line item reflects only invoices paid to date, because LYNX does not accrue these expenses on a monthly basis.

Materials and Supplies - These are expenses incurred for the purchase of tangible products obtained from outside suppliers or manufactured internally. Expenses incurred year-to-date represent 98.88% of the annual budgeted amount, which is lower than the amount anticipated for *twelve months* of the fiscal year due to decreases in repairs and maintenance expenses, miscellaneous materials and supplies, printing materials, and office supplies.

Utilities and Taxes - These are expenses incurred for utilities and for taxes levied by federal, state, and local governments. Expenses incurred year-to-date represent 95.11% of the annual budgeted amount, which is lower than anticipated due to decreases in telephone and other communication expenses.

Casualty and Liability Insurance Costs - These are expenses incurred that include cost elements covering protection of the system from loss through insurance programs and compensation of others for their losses due to acts for which the transit system is liable. Expenses incurred year-to-date represent 61.04% of the annual budgeted amount.

Purchased Transportation Services - These are expenses incurred in the form of payments or accruals to other transit systems for providing transportation service. Expenses incurred year-to-date represent 100.94% of the annual budgeted amount, which is slightly above the amount anticipated for the twelve months ending September 30, 2004.

Leases and Miscellaneous Expenses - These are expenses incurred for vehicle and facility leases and other miscellaneous expenses. Expenses incurred year-to-date represent 78.92% of the annual budgeted amount, primarily due to significantly lower than anticipated miscellaneous expenses.

Interest Expense - These are expenses incurred for amounts charged on general long-term debt. The interest expense relates to the leasing of vehicles for LYNX' Road Rangers Program. Expenses incurred year-to-date represent 68.98% of the annual budgeted amount.

Reserves - The reserves are established as a percentage of the total budgeted operating expenses for the current fiscal year. Such reserves provide a contingency for unanticipated expenses.

EXECUTIVE SUMMARY REPORT
Preliminary
For the Twelve Months ending September 30, 2004

LYNX' Operating Statement indicates total revenue earned year-to-date in the amount of \$80,348,620 and total expenses incurred year-to-date in the amount of \$76,741,695 resulting in an operating profit in the amount of \$3,606,925 for the twelve months ending September 30, 2004. The Fixed Route Services resulted in an operating profit in the amount of \$2,698,680 for the twelve months of operations. ACCESS LYNX's operations resulted in an operating profit in the amount \$908,245 for the twelve months of the fiscal year.

The positive results related to lower than anticipated cost for LYNX' Fixed Route Services due to *cyclical* trends. Expenses will increase and smooth out as the year progresses. In regard to the ACCESS LYNX program, decreases in cost were expected due to the re-negotiation last year of the MV Contract in order to contain costs and the reduction of trips.

It is not anticipated that this profit margin will be sustained, because LYNX does not fully accrue all expenses until year-end. In addition, LYNX has recognized \$1,200,000 in Local Medicaid Revenue as of September 30, 2004. Due to the delays in the planned Medicaid funding cuts, it is very likely that the Local Medicaid Assistance will be deferred until FY2005.

REPORT ON FINANCIAL OPERATIONS

One Month Ending October 31, 2004

Summary

For the period October 1, 2004 through October 31, 2004, revenues totaled \$6,728,694 and expenses totaled \$6,430,505, which indicates excess in the amount of \$298,189 for the first month of the fiscal year. Listed below are significant facts regarding operations for the first twelve months of FY 2003-2004:

Revenues

Customer Fares - These fares are generated from fixed route bus operations and the ACCESS LYNX paratransit operations. Revenue is earned through either fares collected directly from customers at the time of boarding or through prepayment by customers participating in various pass and ticket programs offered by LYNX. Revenue earned year-to-date represent 8.65% of the annual budgeted amount, which is above the amount anticipated. In addition, customer fares increased \$154,828 or 12.42% as compared to the same period last year. This is primarily due to the increase in ridership.

Contract Services - These are public transportation services provided by LYNX as part of both the fixed route operations and the ACCESS LYNX paratransit operations. Contract services provided as part of the fixed route operation are based on a mutually agreed upon service area and related customer fares for each entity. Other entities contracting with LYNX to provide service are billed on a cost per hour basis for each hour or portion of an hour of service provided. Contract services provided as part of the ACCESS LYNX paratransit operations are provided on a cost per trip basis. Revenue earned year-to-date represent 8.94% of the annual budgeted amount, which is above the amount anticipated.

Interest and Other Income - These are revenues earned from interest on cash balances and displaying advertising materials on the outside of buses and other non-transportation type revenue. Revenue earned year-to-date represent 6.67% of the annual budgeted, which is below the amount anticipated. This is due to lower amounts for Advertising Revenue in the month of October than planned.

Operating Assistance - These revenues consist of funds received from the Federal government, the State of Florida, and local governmental entities located within jurisdictions currently served by LYNX. Revenue earned year-to-date represents 7.14% of the annual budgeted amount, which is below the amount expected. However, revenue earned year-to-date indicates an increase in the amount of \$141,645 or 3.65% as compared to the same period last year.

Fund Balance - These funds are undesignated excess dollars from prior years that are recorded as deferred revenues until needed to support current year operating expenses. Such funds are included in the budget to support the current year reserves and other operating expenses.

Expenses

Labor - These are expenses incurred for the pay and allowances due employees in exchange for the labor services they render on behalf of the transit system. Expenses incurred year-to-date represent 8.52% of the annual budgeted amount, which is slightly below the target for *first month* of this fiscal year.

Fringe Benefits - These are expenses in the form of payments or accruals to others on behalf of an employee and payments or accruals direct to an employee arising from something other than performance. Expenses incurred year-to-date represent 7.00% of the annual budgeted amount, which is below the amount budgeted year-to-date.

Professional Services - These are expenses incurred in the form of labor and other work provided by outside organizations for fees and related expenses. Expenses incurred year-to-date represent 1.37% of the annual budgeted amount. Expenses such as other professional fees pertaining to planning projects, media relations, and other services are lower than anticipated for the *first month* of the fiscal year. In addition, expenses such as security services, legal fees, contract maintenance, and various promotional and production expenses are less than budgeted. This line item reflects only invoices paid to date, because LYNX does not accrue these expenses on a monthly basis.

Materials and Supplies - These are expenses incurred for the purchase of tangible products obtained from outside suppliers or manufactured internally. Expenses incurred year-to-date represent 9.68% of the annual budgeted amount, which is higher than the amount anticipated for *first month* of the fiscal year due to significant increases in fuel prices.

Utilities and Taxes - These are expenses incurred for utilities and for taxes levied by federal, state, and local governments. Expenses incurred year-to-date represent 4.36% of the annual budgeted amount, which is lower than anticipated.

Casualty and Liability Insurance Costs - These are expenses incurred that include cost elements covering protection of the system from loss through insurance programs and compensation of others for their losses due to acts for which the transit system is liable. Expenses incurred year-to-date represent 4.55% of the annual budgeted amount.

Purchased Transportation Services - These are expenses incurred in the form of payments or accruals to other transit systems for providing transportation service. Expenses incurred year-to-date represent 8.64% of the annual budgeted amount, which is slightly above the amount anticipated for the *first month* of the fiscal year.

Leases and Miscellaneous Expenses - These are expenses incurred for vehicle and facility leases and other miscellaneous expenses. Expenses incurred year-to-date represent 6.90% of the annual budgeted amount, primarily due to significantly lower than anticipated miscellaneous expenses.

Interest Expense - These are expenses incurred for amounts charged on general long-term debt. The interest expense relates to the leasing of vehicles for LYNX' Road Rangers Program. Expenses incurred year-to-date represent 1.91% of the annual budgeted amount.

Reserves - The reserves are established as a percentage of the total budgeted operating expenses for the current fiscal year. Such reserves provide a contingency for unanticipated expenses.

Information Item H: Finance and Administrative Support Report

To: LYNX Board Of Directors

From: Janice Keifer
 INTERIM DIR OF FAS
Karen Kenning
 (Technical Contact)

Richard Solimano
 (Technical Contact)

Phone: 407.841.2279 ext: 3166

Item Name: Procurement Activities

Date: 1/27/2005

A. PROCUREMENT ACTIVITIES

The Finance and Administrative Support Department’s responsibilities include procurement of goods and services through a competitive process. The report below lists all current Bids and RFPs with their release date, opening date, and the name of the Contract Administrator who is handling the specific project for LYNX.

RFP/IFB Number	Description	Date Issued	Opening Date	SEC Meeting Date	Contract Administrator	Phone Ext.
RFP 05-001	Insurance TPA Service	October	November	December	Fatima Calkins	3212
RFP 05-002	General Engineer Consultant Arch & Eng.	January	March	March	Richard A. Solimano	3029
RFP 05-003	General Engineer Consultant Transportation	January	March	March	Richard A. Solimano	3029
RFP 05-004	Vanpool Procurement	December	December	December	Richard A. Solimano	3029
RFP 05-005	Legal Counsel HR & Real Estate	January	February	March	Richard A. Solimano	3029
RFP 05-006	Occupational Health Services	December	January	February	Fatima Calkins	3212
05-009	COA	January	February	February	Richard A.	3029

LYNX Board Agenda

					Solimano	
05-018	Artistic Painting of LYNX Vehicles	January	January	None	Fatima Calkins	3212

Information Item I: Government Affairs and Communications Report

To: LYNX Board Of Directors

From: Peggy Gies
 INTERIM DIR OF GOVT AFFAIRS
Tracy Bridges
 (Technical Contact)

Phone: 407.841.2279 ext: 3020

Item Name: Government Affairs & Communications Report for November and December 2004

Date: 1/27/2005

BUS ADVERTISING / SALES – November 2004

	LYNX Contracts	Culver Contracts	Fiscal YTD Contracts
Advertising Sales Revenue	\$12,083	\$38,600	\$97,866
Admin Fee to Culver Amherst @ 40%	-	\$15,440	\$15,440
Net Revenue to Lynx Per Agreement	\$12,083	\$23,160	\$82,426

BUS ADVERTISING / SALES – December 2004

	LYNX Contracts	Culver Contracts	Fiscal YTD Contracts
Advertising Sales Revenue	\$3,833	\$38,600	\$140,299
Admin Fee to Culver Amherst @ 40%	-	\$15,440	\$15,440
Net Revenue to Lynx Per Agreement	\$3,833	\$23,160	\$124,859

BUSINESS RELATIONS – November 2004

Commuter Choice and WAGES Transportation Programs

Activity	CCP Performance	WAGES Performance	
Carpool/Vanpool and WAGES Inquires	Phone: 144 Internet: 25	Phone: 78 Internet: 0	
Carpool/Vanpool/WAGES Transit Letters & Matches	Letters: 91 Matches: 44	Letters: 39 Matches: 31	
Number of Approved WAGES Participants		0	<u>YTD Participants</u> 7

Activity	CCP Performance	WAGES Performance	
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Number of Participants Receiving WAGES benefit(s)		0	<u>YTD Participants</u> 40
Number of Commuter Choice Vanpool Participants	908		<u>Total Revenue Miles YTD</u> 82,012
Vanpools	New: 0 Returned: 1	New: 2 Returned: 0	<u>Current Vans In Service</u> 33*
Pending Vanpool Interest	Energy Air Disney Welbro BOA Services Quest Universal Florida Auto Auction CFI/Westgate Regions Bank	Quest Inc. (2) Orlando Housing Authority (1) Jobs Partnership (1)	
Number of Employers Contacted	50	0	
Number of Employees Contacted	3,200	153	
Employer Program Presentations	9	0	
Employee Vanpool Presentations	Hewitt Health Fair (500) CFEC Job Fair (1,200) Universal Studios Employee Fair (300)		<u>Total Participants</u> 2,000
Other Business Presentations/Meetings	CFEC Luncheon (86) Winter Park Mayor's Luncheon (100)		<u>Total Participants</u> 186

*Adjustment made for 32 vans in service in October 2005

Business Relations Events

CFEC Job Fair

The Central Florida Employment Council (CFEC) held a job fair on November 4, 2004. LYNX attended and account executives made presentations to potential employees about transportation benefits. Business Relations representatives spoke to 1,200 attendees.

Hewitt Health Fair

Hewitt and Associates held an employee health fair on November 5, 2004. LYNX attended the event and had a table prominently located, and spoke with employees about transportation benefits. At this event 23 employees signed up for our carpool program.

Universal Employee Fair

Universal Studios held an employee fair on November 19, 2004. LYNX attended and spoke with 300 Universal employees about transportation benefits. Five employees signed up to utilize our carpool program.

Santa Goes To Work

LYNX and The West Oaks Mall hosted “Here Comes Santa Claus – Arriving For Work On The LYNX Bus” on Saturday, November 20, 2004 at the West Oaks Mall. Santa Claus showed up for “work” at West Oaks Mall aboard the LYNX Holiday Bus. The ride was part of a promotion for Toys For Tots, the annual drive for donations to benefit children in the community. Hundreds of dollars worth of toys were donated at the special tent set up next to the LYNX bus.

LYNX staffers delivered the donated items to the Toys For Tots facility in Casselberry on Monday, November 22, 2004.

** Note: Wages Program Activity was reduced this month due to a reduction of staff.

BUSINESS RELATIONS – December 2004

Commuter Choice and WAGES Transportation Programs

Activity	CCP Performance	WAGES Performance	
Carpool/Vanpool and WAGES Inquires	Phone: 125 Internet: 37	Phone: 208 Internet: 27	
Carpool/Vanpool/WAGES Transit Letters & Matches	Letters: 71 Matches: 17	Letters: 20 Matches: 18	
Number of Approved WAGES Participants		43	<u>YTD Participants</u> 50
Number of Participants Receiving WAGES benefit(s)		57	<u>YTD Participants</u> 97
Number of Commuter Choice Vanpool Participants	908		<u>Total Revenue Miles YTD</u> 161,815
Vanpools	New: 1 – Energy Air Returned: 0	New: 0 Returned: 0	<u>Current Vans In Service</u> 34
Pending Vanpool Interest	LSG Skychefs High Tech Institute Florida Auto Auction Marriott Disney Orange County Department of Corrections Lakeside Alternatives Marilyn Ezzie	Metropolitan Urban League	
Number of Employers Contacted	21	0	
Number of Employees Contacted	2,500	0	
Employer Program Presentations	4	0	
Employee Vanpool Presentations	ORMC (500) Disney Environmental Services Fair (1,000)		<u>Total Participants</u> 1,500
Other Business Presentations/Meetings	Winter Park Chamber Breakfast (35) Days Suites Testimonials (20)	Metropolitan Urban League (3) The Ripple Effect (2) Goodwill Self Sufficiency Center (2)	<u>Total Participants</u> 62

Bus Pass Partners

New Consignors	Cheap Check Cashing – 3 locations
	Party Liquors – 1 location
New Employer	Winter Park Hospital- 1 location

LYNX currently has 18 bus consignors and a total of 71 retail locations that offer 7-day and 30-day bus passes to LYNX riders. In addition, there are 14 employers that provide bus passes to employees at their business location.

Business Relations Events

Disney Environmental Products and Services Fair

LYNX attended this event on December 9, 2004 and spoke with Disney employees about transportation benefits. Several employees registered for ridesharing.

Winter Park Chamber Breakfast

LYNX attended an event on December 10, 2004 at which Linda Watson spoke to members of the chamber about transportation benefits and LYNX future initiatives. We also provided information about our commuter assistance programs.

Orlando Regional Healthcare Systems

Attended event on December 16, 2004 and spoke with ORMC employees about transportation benefits. Several employees registered for ridesharing. We initiated a dialogue with Cindy McClamma, Manager of Employee Communications, to expand services and discussed utilizing the pretax option for bus riders.

MARKETING – November 2004

Jobs Opened/Completed

Jobs Opened	Jobs Completed	Jobs opened FYTD	Jobs completed FYTD
6	20	6	20

Media Report

Television	Spots	Value
WB 18	13	4,000.00
Univision / Telefutera	76	

Radio	Spots	Value
WJHM – JAMZ	51	6,254.00
WPYO – Power 95.3	58	4,520.00
WLOQ 103.1	40	5,000.00
WMMO	38	5,000.00
WOMX 105.1	31	2,500.00
WOCL 105.9	23	2,500.00
La Nueva 98.1	55	5,340.00

Marketing Activities

November began with a bang in terms of community outreach. We held an impressive grand opening event that gave us the opportunity to say “thank you” to all of our customers. The grand opening event was all day expression of gratitude to our customers and funding partners. There was a ribbon cutting ceremony, live music, radio station personalities, food, and prizes. The event was a great success!

LYNX participated in Casselberry Elementary School’s “Walk to School” event, which gave us the opportunity to support the Seminole County community, education, and generate interest in

public transit. The Speaker’s Bureau was tapped to inform the Kissimmee Bay Rotary Club on the significance of public transit to the region and the new direction of LYNX as an organization.

November was also the first month of LYNX’ public hearings to address the proposed fare increases. There were four hearings held with the first taking place in Osceola County. Seminole and Orange County constituents were also given the opportunity to voice their opinions on the impact of fare increases. The meetings carried over into the month of December.

The Citizens Advisory Committee met in the new 6th floor conference room and discussed the relevance of public transit to the region. Five members who had not attended in the past were present and very surprised to see such a beautiful building. They were also pleased to learn that 96% of the funding originated from Federal and State dollars. Ahmed Stephens participated on a community panel during the 2004 Florida Conference of Black State Legislators. It was a great opportunity to show our support as a community leader.

MARKETING – December 2004

Jobs Opened/Completed

Jobs Opened	Jobs Completed	Jobs opened FYTD	Jobs completed FYTD
17	17	23	37

Media Report

Radio	Spots	Value
WOMX 105.1	32	2,501.00

Website Usage

Average Hits per Day	35,621
Average Users per Day	1,590
Average Hits per Day	22.40
Average Time Spent on Site	11 min 25 sec
Approximate Visits per User	2.61

Total Page Hits	332,669
Total User Visits	49,304
Total Unique IP (visits)	18,922

Marketing Activities

The Bike Donation Program was in full swing this month. The Office of Representative Bruce Antone participated in the program and placed some smiles on the faces of children in his district. Ahmed Stephens had the opportunity to represent LYNX at Rep. Antone’s Community Education Summit. How can LYNX become a better community partner in education? This was one of the questions OR challenges addressed to us.

The continuation of the public hearings took place this month. Seminole County residents were given the opportunity to voice their concerns on the proposed fair increases. The last two meetings were held in Orange County at the LYNX Central Station.

The LYNX Holiday bus could be seen strolling through the streets of Poinciana during their annual Christmas Parade. Look out for the LYNX' participation in the upcoming Martin Luther King parades and the ZORA NEAL HURSTON Festival taking place in January 05.

The Transit Advisory Committee met to discuss current issues related to public transportation. The main topic of discussion was the proposed fare increase to TD and ADA trips.

MEDIA RELATIONS – November & December 2005

Forty-seven pages of print/web articles ran during the months of November and December. They are included in the pocket of the Board package binder for your review.

Information Item J: Human Resources Report

To: LYNX Board Of Directors

From: Linda Watson
EXECUTIVE DIRECTOR
Riccian Vidal
(Technical Contact)

Phone: 407.841.2279 ext: 3017

Item Name: HR Report and Project Summaries

Date: 1/27/2005

Project Summaries

HR Spotlight - Human Resources Employee Spotlight – Employment Coordinator

Lorena Martinez, our Employment Coordinator, has been with LYNX since 1999. Lorena provides support to the Employment Team and is the backup for our front desk receptionist. She coordinates interviews, schedules pre-employment physicals and drug screens, and completes comprehensive background checks on qualified applicants. In addition, Lorena is responsible for maintaining our Applicant Tracking database.

Chief Officers Recruitments

Human Resources is working with Ms. Watson on the recruitment of three new Chief Officer positions to fill the vacancies in her executive management team. These positions are the Chief Operating Officer, Chief Development Officer and Chief Financial Officer. Plans are to fill the positions in late February 2005.

HR Report December 2004						Overall	Bargaining Unit	Admin.			
Retention											
Staffing Level (Actual/Budgeted # Employees)						97.6%	98.6%	94.4%			
Voluntary Terminations						5	4	1			
Involuntary Terminations						0	0	0			
Hiring											
Positions Filled						4	2	2			
Average Days to Hire						76.3	81.5	76.3			
Training & Development											
Employees Attending Orientation						0	0	0			
Employees Attending Other Training						16	0	16			
Leave Status											
FMLA	Submitted Paperwork					5	5	0			
	Currently On Intermittently (up to 1 year)					37	27	10			
	Currently On FMLA					17	16	1			
	Returned From FMLA					10	8	2			
Work Comp	Submitted Paperwork					10	10	0			
	Currently On Workers' Compensation					4	4	0			
	Returned From Workers' Compensation					8	8	0			
Grievances											
Admin	Submitted					2	Working to make available	2			
	Pending					1		1			
	Resolved					1		1			
EEOC	Submitted					0	0	0			
	Pending (average resolution is 18 months)					1	1	0			
	Resolved					0	0	0			
LYNX Demographics Summary											
	Race					Gender		Total	Total Minority	Minority %	Female %
	W	B	H	A	AI	F	M				
Director	6	1	0	0	0	5	2	7	1	14%	71%
Manager	16	5	1	1	0	7	16	23	7	30%	30%
Supervisor	10	3	3	1	0	9	7	16	7	44%	56%
Supervisor (BU)	22	9	13	4	0	4	44	48	26	54%	8%
Other Admin.	58	37	25	5	0	69	56	125	67	54%	55%
Maintenance (BU)	55	28	65	9	1	3	156	159	103	65%	2%
Bus Op. (BU)	153	170	210	11	2	105	441	556	393	71%	19%
Total	320	253	317	31	3	202	722	934	604	65%	22%

W-White / B-Black / H- Hispanic / A- Asian/Pacific / AI-American Indian / F-Female / M-Male

Information Item K: Planning Division Report

To: LYNX Board Of Directors

From: **Robert Smith**
DIR OF TRANS OPS & PLANNING
Tiffany Homler
(Technical Contact)
Jennifer Clements
(Technical Contact)
Glen Waters
(Technical Contact)

Phone: 407.841.2279 ext: 3036

Item Name: Planning Division Report

Date: 1/27/2005

The project updates listed below provide an overview of current planning efforts at LYNX. Projects may be added or deleted pending activities scheduled.

STRATEGIC PLANNING

Customer Amenities: The S.R. 436 reconstruction project is beginning to re-install LYNX shelters removed for the construction phase, beginning with three intersections in January. The Apopka Superstop is in the design approval phase, with construction tentatively scheduled to begin in April 2005 for completion in later summer. Planning staff are working with other divisional staff, as appropriate, to develop policies and procedures for bicycle locker rentals to begin on February 1st at the LYNX Central Station.

Geographic Information Systems (GIS): GIS staff completed ridership maps for all State of Florida and U.S. Congress elected officials serving districts in LYNX's service area. These maps have county boundaries, district boundaries, LYNX routes, and ACCESS LYNX information.

FY2005-2009 Transit Development Plan (TDP) Major Update: This document was transmitted to the Florida Department of Transportation after the June 30, 2004 LYNX Board meeting, where the TDP was adopted. FDOT provided comments in September 2004 and all comments were addressed to satisfaction by December 2004. FDOT has provided a final approval letter, attached. Staff will finalize, copy, and distribute CDs in the near future.

Title VI: In 1993, LYNX submitted a report to the Federal Transit Administration (FTA) pursuant to Title VI of the Civil Rights Act of 1964; FTA Circular 4702.1, "Title VI Program Guidelines for Federal Transit Administration Recipients," (26 May 1988); and a recent

Memorandum from the FTA's Director of Civil Rights outlining Title VI Program Update requirements and paperwork reduction. The Title VI Program is to ensure that transit services in the counties of Orange, Seminole, and Osceola are made available, are equitably distributed, and provide equal access and mobility to any person without regard to race, color, or national origin. This program has been updated every three years. The 2002 Title VI Program received approval by the FTA through January 10, 2005. LYNX completed a Title VI Program update, which was submitted to FTA in compliance with guidelines governing all grant recipients. The update was approved by FTA December 10, 2004 and will govern LYNX activities through December 10, 2007. The FTA approval letter and Title VI Program update is included in the attachment.

SERVICE PLANNING & SCHEDULING

Malibu Groves Neighborhood Meeting:

On Saturday, December 11, 2004 LYNX Executive Director Linda Watson and planning staff attended a community meeting with the residents of the Malibu Groves Neighborhood Association. The meeting was requested by residents to discuss the November 14, 2004 changes to the routing of Link 20. The common goal of the meeting was to find an alternative route that residents, the City of Orlando and LYNX would find acceptable. Residents asserted that the new routing caused a hardship on those elderly persons utilizing the fixed route service. Also, residents believed the Malibu Groves neighborhood did not have satisfactory access to Link 20 and would need to cross a four-lane thoroughfare unnecessarily. LYNX and City staff explained the reasoning behind the change and concerns regarding increased noise levels upon installation of the speed humps. Residents agreed to accept any increases in noise created by the buses stopping and accelerating if the route could be returned to Malibu Groves. With the City's concurrence, LYNX staff agreed to reinstate portions of the previous Link 20 alignment along Fanfair Avenue, effective March 20, 2005.

LYNX Central Station Operations and Adjustments

More than half of LYNX's 62 routes serve LYNX Central Station. With the move to LCS came schedule adjustments to each of those routes. LYNX Service Planning and Scheduling staff have been monitoring bus operations at the LCS as our customers settle into their new home. While complaints have been few, there are still a small number on-time performance issues to be reviewed. Staff is working diligently to resolve these concerns and will be making several schedule adjustments effective with the March 20, 2005 service change.

Florida Department of Transportation

JEB BUSH
GOVERNOR

Planning and Public Transportation
133 South Semoran Blvd.
Orlando, FL 32807

JOSÉ ABREU
SECRETARY

133 S. Semoran Blvd.
Orlando, FL 32807
(407) 482-7800

December 11, 2004

Ms. Jennifer Clements, AICP
Manager of Strategic Planning
Central Florida Regional Transportation Authority
D/B/A LYNX
455 North Garland Avenue
Orlando, FL 32801

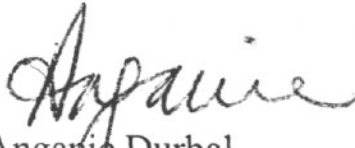
Dear Ms. Clements:

Subject: FY 2005-2009 Transportation Development Plan (TDP), FY 04/05 Update

Our comments on the Transit Development Plan for FY2005-2009 have been fully addressed. The FY04/05 TDP update is now in compliance with Rule 14-73 requirements.

We look forward to working with you to reach the goals set forth in the TDP. If you have any questions, please call me at (407) 428-7864.

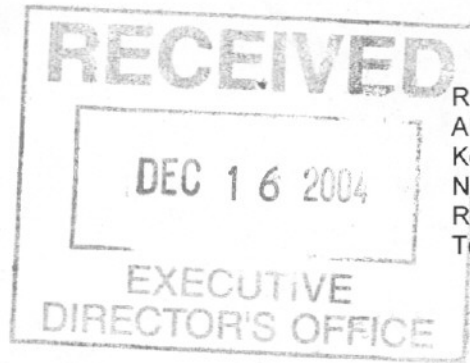
Sincerely,


Anganie Durbal
Transit Analyst
District Five

h:\wpdocs\lynx\tdpapproval 2004



U.S. Department
of Transportation
**Federal Transit
Administration**



REGION IV
Alabama, Florida, Georgia,
Kentucky, Mississippi,
North Carolina, Puerto
Rico, South Carolina,
Tennessee

61 Forsyth Street, S.W.
Suite 17T50
Atlanta, GA 30303-8917
404-562-3500
404-562-3505 (fax)

December 10, 2004

Ms. Linda Watson
Executive Director
Central Florida Regional Transportation Authority
455 North Garland Avenue
Orlando, Florida 32801

Re: Title VI Program – Approval
Federal Transit Administration ID #1091

Dear Ms. Watson:

The Federal Transit Administration (FTA) has completed its review of the Title VI program submitted by the Central Florida Regional Transportation Authority and your previous submissions in the year of 1999. This submission is required pursuant to Title VI of the Civil Rights Act of 1964; FTA Circular 4702.1, "Title VI Program Guidelines for Federal Transit Administration Recipients," dated May 26, 1988; and Title 49, Chapter 53, Section 5332 of the Code of Federal Regulations.

Based on our review, we have approved your program as of December 10 22, 2004. This approval expires on December 10, 2007; an updated program submission should be forwarded to FTA by November 9, 2007, 30 days prior to the expiration date. If major changes occur prior to the expiration date, an update must be submitted. FTA may request additional information, if necessary.

Thank you for your continued cooperation. Should you have questions, or need additional information, please contact me Mr. Frank M. Billue at (404) 562-3528, or my electronic mail address: Frank Billue @ fta.dot.gov.

Sincerely,

Frank Morris Billue
Regional Civil Rights Officer

Information Item L: ACCESS LYNX Operations Report

To: LYNX Board Of Directors

From: Robert Smith
DIR OF TRANS OPS & PLANNING
William Hearndon
(Technical Contact)

Phone: 407.841.2279 ext: 3036

Item Name: Paratransit Report

Date: 1/27/2005

Ridership Information

There were 60,194 trips booked in December 2004. Of the 60,194 trips scheduled to operate, 13,186 (21.91%) were cancelled and 2,190 (3.64%) were classified as “no-shows.” The number of trips provided by Paratransit Operations in December 2004 was 44,818 (74.46%), serving 48,299 passenger trips. The total number of passenger trips provided by the coordinated system for the fiscal year to date is 146,607. These trips were provided for customers who are elderly, transportation disadvantaged, or disabled.

MONTHLY PARATRANSIT STATISTICAL BREAKDOWNS

	Category	October 2003	November 2003	December 2003	January 2004	February 2004	March 2004	April 2004	May 2004	June 2004	July 2004	August 2004	September 2004	October 2004	November 2004	December 2005
Commendations & Concerns	Commendations	6	18	32	26	22	32	12	36	12	19	3	2	3	6	18
	Customer Service	13	7	5	19	17	17	9	11	4	7	9	4	12	11	24
	Discourtesy	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Drivers and Driving	45	40	56	76	67	84	45	59	59	66	60	50	57	39	28
	Equipment	4	4	4	4	2	1	0	2	4	3	4	2	6	1	3
	Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Risk Management	12	10	7	4	6	0	2	2	1	2	2	1	2	1	3
	Scheduling	11	19	12	15	18	13	17	13	10	9	4	3	14	5	5
	Other	2	9	1	1	3	0	4	3	3	4	2	1	1	2	2
	Timeliness	105	91	65	88	98	100	77	84	63	67	114	87	170	127	93
	Total Concerns	192	180	150	207	211	215	154	174	144	158	195	148	262	186	158
	Total Reservations Accepted	53,473	49,695	55,845	52,699	51,421	59,610	56,827	56,430	57,756	58,065	56,239	53,630	57,012	57,448	60,194
	Concerns per 1,000 Trips *	3.59	3.62	2.69	3.93	4.10	3.61	2.71	3.08	2.49	2.72	3.47	2.76	4.60	3.24	2.62
Trip Status	No-Shows	2,726	2,306	2,623	2,485	2,430	3,028	2,816	2,353	2,256	2,024	2,283	2,214	2,300	2,025	2,190
	Cancellations & Sub. Changes	8,000	8,612	11,371	8,224	6,951	7,875	7,905	8,137	8,230	8,990	11,769	15,219	8,354	10,433	13,186
	Completed Trips	42,747	38,777	41,851	41,990	42,040	48,707	46,106	45,940	47,270	47,051	42,187	36,197	46,358	44,990	44,818
	No-Show Rate	5.10%	4.64%	4.70%	4.72%	4.73%	5.08%	4.96%	4.17%	3.91%	3.49%	4.06%	4.13%	4.03%	3.52%	3.64%
	Cancellation Rate	14.96%	17.33%	20.36%	15.61%	13.52%	13.21%	13.91%	14.42%	14.25%	15.48%	20.93%	28.38%	14.65%	18.16%	21.91%
	Completed Trips	79.94%	78.03%	74.94%	79.68%	81.76%	81.71%	81.13%	81.41%	81.84%	81.03%	75.01%	67.49%	81.31%	78.31%	74.46%
Completed Passenger Trips by Sponsor	ADA	21,843	19,290	20,428	20,677	20,376	22,566	22,194	20,808	21,484	20,648	18,342	14,749	21,446	20,359	20,279
	TD	4,277	4,006	3,705	4,072	3,969	4,546	4,380	4,533	5,049	5,619	4,877	4,604	5,348	5,616	5,911
	Medicaid	13,978	12,188	13,130	12,692	12,849	15,118	14,984	14,914	16,021	14,989	13,613	11,601	14,461	13,903	13,761
	Coordinated Medicaid	5,891	6,137	7,772	7,575	8,078	10,269	8,260	9,191	8,493	9,578	8,517	7,879	8,774	8,390	8,348
	Other	19	37	38	8	31	10	6	8	4	10	12	0	7	2	2
Completed Trips by Space Type	Ambulatory Passengers	31,061	28,419	30,863	30,818	30,914	35,980	33,437	33,404	34,332	34,001	30,518	26,380	33,838	32,312	31,963
	Wheelchair Passengers	10,832	9,610	10,178	10,406	10,279	11,819	11,834	11,574	11,899	11,886	10,629	8,828	11,333	11,515	11,675
	Stretcher Passengers	854	748	810	766	847	908	835	962	1,039	1,164	1,040	989	1,187	1,163	1,180
	Escort/Attendant Passengers	3,261	2,881	3,222	3,034	3,263	3,802	3,718	3,514	3,781	3,793	3,174	2,636	3,678	3,280	3,483
Other Stats	Average Call Hold Time *	1:56	2:18	1:38	1:34	1:51	1:42	1:55	2:14	1:51	1:18	2:20	1:41	2:57	3:02	2:12
	On Time Performance *	92%	94%	93%	90%	89%	89%	88%	88%	87%	87%	82%	88%	84%	83%	86%
	Productivity (Passengers/Hour)	1.32	1.43	1.33	1.33	1.36	1.39	1.36	1.37	1.36	1.33	1.28	1.19	1.29	1.29	1.21

Estimated based on information available at the time of report compilation

* System Standards: Concerns per 1,000 Trips - Less than 3.0 Exceeds Standards; 3.0 to 7.0 Meets Standards
 Average Call Hold Time - 2:00 or less Exceeds Standards; 2:01 to 3:00 Meets Standards
 On Time Performance - More than 96% Exceeds Standards; 94% to 95.9% Meets Standards

Information Item M: Employee Travel Report

To: LYNX Board Of Directors

From: Linda Watson
EXECUTIVE DIRECTOR
Carol Frahn
(Technical Contact)

Phone: 407.841.2279 ext: 3017

Item Name: Employee Travel December '04 through January '05

Date: 1/27/2005

EMPLOYEE/ DEPARTMENT	DESTINATION	PURPOSE	DATE Departure and Return	COMPANY COST
Jerry Spruiel, Transit Operations	Tampa, FL	Attend FDOT Awards Luncheon	12/3 – 12/3/04	Reimbursed by FDOT
Robert Doane, Transit Operations	Tampa, FL	Attend FDOT Awards Luncheon	12/3 – 12/3/04	Reimbursed by FDOT
Don Hearn, Transit Operations	Tampa, FL	Attend FDOT Awards Luncheon	12/3 – 12/3/04	Reimbursed by FDOT
Edward Johnson, Transit Operations	Denver, CO	Review of Outsourced Operations	12/8 – 12/11/04	\$793.07
Doug Jamison, Planning	Bartow, FL - Polk County Transit Services	Joint Rural ITS Grant Scope meeting with PCTS & CUTR	1/11 – 1/11/05	\$6.00
William Hearndon Access LYNX	Bartow, FL - Polk County Transit Services	Joint Rural ITS Grant Scope meeting with PCTS & CUTR	1/11 – 1/11/05	\$6.00
Linda Watson, Executive	Washington, DC	TRB Executive Committee Meeting	1/11 – 1/13/05	Reimbursed by TRB
Linda Watson, Executive	Hammock Beach, Palm Coast	2005 Chamber Leadership Retreat	1/21 – 1/23/05	\$1,200.00
Plinio Gonzalez, Transit Operations	Tampa, FL – Hartline	DDEC/WTEC Detroit Diesel/Allison transmission computer training	1/10 – 1/12/05	CUTR reimbursed
Christopher Balroop, Transit Operations	Tampa, FL – Hartline	DDEC/WTEC Detroit Diesel/Allison transmission computer training	1/10 – 1/12/05	CUTR reimbursed
Juan Arguello, Transit Operations	Tampa, FL – Hartline	DDEC/WTEC Detroit Diesel/Allison transmission computer	1/10 – 1/12/05	CUTR reimbursed

LYNX Board Agenda

		training		
Craig Shaffer, Transit Operations	Tampa, FL – Hartline	DDEC/WTEC Detroit Diesel/Allison transmission computer training	1/10 – 1/12/05	CUTR reimbursed
Jerry Jenkins, Transit Operations	Tampa, FL – Hartline	DDEC/WTEC Detroit Diesel/Allison transmission computer training	1/10 – 1/12/05	CUTR reimbursed
Bill Hearndon, ACCESS LYNX	Tavares, FL	TD Oversight Committee Meeting	1/11 – 1/11/05	N/A
Bill Hearndon, ACCESS LYNX	Lake Worth, FL – Palm Tran	Statewide training on CTD/Medicaid monitoring	1/18 – 1/19/05	\$149.00
Randall Killgore, Transit Operations	Tampa, FL	SME/ Basic Hydraulic Course	1/19 – 1/19/05	CUTR reimbursed
Doug Jamison, Planning Division	Europe	Study of Vehicle Automation Systems for Improved Operations Performance	1/22 – 1/29/05	Grant paid by FTA
Robin Lewis, Finance	St. Petersburg, FL	Ceridian Payroll Training	1/24 – 1/28/05	\$2,344.56
Linda Watson , Executive	Tallahassee, FL	Legislative-Fly in & FPTA Board meeting	1/25 – 1/26/05	\$288.77
Gail Stewart, Transit Operations	Pompano Beach, FL	2005 Florida State Rodeo Planning Mtg.	1/26 – 1/27/05	\$190.00
Linda Watson, Executive	Sarasota, FL	APTA General Manager's 2005 Seminar	1/30 – 2/2/05	\$1,232.00
TOTAL				\$6,209.40

Information Item N: Federal Lobbyist's Activity Report

To: LYNX Board Of Directors

From: Linda Watson
EXECUTIVE DIRECTOR
Carol Frahn
(Technical Contact)

Phone: 407.841.2279 ext: 3017

Item Name: Federal Lobbyist's December Activity Report

Date: 1/27/2005

Fort Lauderdale
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Orlando
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MEMORANDUM

TO: Linda Watson

FROM: Rick Spees
Jane Sargent

DATE: January 7, 2005

SUBJECT: December Activity Report

In December, Congress was in session for only a few days to complete action on a few pieces of outstanding legislation and then adjourned for the year. As a result, our efforts focused on non-legislative matters.

I. Orlando Meeting

We traveled to Orlando to meet with you, the Lynx government relations staff and the Lynx Board Chairman by phone. At that meeting we discussed what happened in 2004 and began our discussion about the agenda for 2005. We also attended a reception with you and Chairman Mercer with then Senator-elect Martinez. As you know, in 2004 Mr. Martinez was a partner in our firm.

II. Potential Discretionary Bus Monies

During our meetings we discussed the disappointing fact that Lynx did not receive a Congressional earmark for buses as part of the Fiscal Year 2005 Transportation bill. However, we decided to ask the delegation to contact the Federal Transit Administration to see if there are any unobligated balances in the FTA bus account from prior years that could be given to Lynx as a discretionary grant.. This is a long shot, but we agreed that it does not hurt to ask. We have been pursuing these discretionary funds since our return to Washington.

III. Section 115

Late in December, FDOT raised a huge potential problem regarding Lynx's Fiscal Year 2004 bus earmark. As you know, in the FY 2004 bill, Congress created a separate pot of transportation money to pay for a number of earmarks out of unobligated state highway monies. The money for the BRT project and the Lynx bus earmark were included in this section of the bill.

Lynx has now received indications that FDOT will fund the earmark, as directed, but will fund it out of money Lynx would otherwise receive from FDOT.

We believe this ruling by FDOT is also incorrect, or certainly not keeping with the spirit of the law. We are prepared to take this issue to the Congressional delegation in January.

IV. Transit and Highway Reauthorization

When Congress adjourned in December all unfinished bills died, including the multi-year surface transportation bill. While as a matter of national policy, this was unfortunate, it may ultimately be to the advantage of Lynx. Lynx now has the opportunity to request a project designation in the new version of the bill. We will be working with Lynx in January to prepare a request.