

January 16, 2025

To: PROSPECTIVE BIDDERS AND ALL OTHERS CONCERNED

From: Leticia Figueroa, Sr. Procurement Analyst

Subject: RFP-604918-25/PCD – Term Contract for Micro-Transit Services for Seminole County

Due Date: January 22, 2025 @ 2:00 PM

ADDENDUM #1

The information included in this Addendum revises, clarifies, or supplements the specifications and other provisions of the contract documents and is considered part and parcel to the RFP/BID Package.

Modifications

The due date has been extended to **Wednesday, February 5, 2025 @ 2:00 PM.**

Clarification

Please see the Copy of November 12, 2024, BCC Work Session on “Lynx – Future Transit,” Presentation Material Slides, included as Exhibit A to this Addendum 1.

Questions

1. Does the Agency have its own fleet which can be used for this project? If yes, how many vehicles?
Response: Refer to scope for more information. No, the County does not own vehicles that can be used for this project.
2. Can the Agency specify the number of vehicles required to run the service?
Response: Refer to scope for more information. County expects Proposers to recommend number of vehicles to run the service.
3. How many service zones does the Agency anticipate in the beginning of the Service?
Response: Refer to scope for more information. The County is open to Proposer feedback on best practice for micro-transit zone development from 1 to multiple zones.
4. Can the Agency specify the type of vehicle(s) required for this project, e.g., hybrid, EV, wheelchair accessible?
Response: Refer to scope for more information. The type of vehicle (hybrid, EV) is not specified; however, vehicles must be wheelchair accessible and include bike storage racks among other requirements.
5. Will the Agency provide charging facility if electric vehicles are required for this project?
Response: Electric vehicles are not required for this service, however if your proposal includes the use of EVs and desires the County to provide charging facilities, then the Proposer should specify facility requirements.

6. Is there any existing storage facility which the vendor can use to store the service vehicles?

Response: Proposers should specify facility requirements so the County can evaluate them as part of the proposal.

7. Does the Agency anticipate expansion of the service hours mentioned in the RFP? If yes, to what hours?

Response: The County may increase or reduce service hours as needed. Proposer shall submit proposed schedules and hours with associated costs in their submitted proposals.

8. How many days of on-site training is the Agency expecting the vendor to provide for this project?

Response: The Proposer shall provide all technical training and support for personnel and ensure personnel are trained to proficiency on safely operating vehicles and equipment and on properly assisting riders with disabilities.

9. Does the Agency require a white-labelled mobile application?

Response: Proposers are not required to provide the white-labelled mobile application.

10. Are there any integrations required for this project?

Response: See scope for software requirements. County is not aware of any required integrations.

11. Are there any hardware requirements (MDT units) for his project? If yes, is the Agency willing to purchase the MDTs from the Vendors?

Response: County is not aware of any MDT hardware requirements.

12. Can the Agency provide the bond based on first year project budget?

Response: Seminole County will accept a letter of credit or bonding capacity in the amount of the first year of their bid from a surety company instead of a bid bond.

13. Can the vendor include the price proposal with the technical response?

Response: Price proposals are expected for all options proposed.

14. Can the vendor share its own pricing format along with the Agency's pricing format with the proposal?

Response: Yes.

15. Can the Agency provide additional case studies as appendix in addition to the response proposal?

Response: There are no additional case studies.

16. Does the vendor need to include the forms with the technical proposal or separately?

Response: Forms may be provided with the technical proposal or separately.

17. Given the proximity of the response submission deadline, could the Agency extend the submission date to allow Vendors to provide more responsive and informed proposals?

Response: Seminole County will extend the RFP deadline by two weeks.

18. Will any consideration be given to new startup companies?

Response: Firm experience is one of the evaluation criteria, however there is no specified minimum years of business establishment required.

19. Can the vendor include confidential and proprietary information in the proposal?

Response: Yes, the vendor may include confidential/proprietary information in the proposal. If the vendor confidential information includes trade secrets, or personal information that should not be disclosed to the public, vendor must state CONFIDENTIAL on the documents.

20. Do you have a preference between corner-to-corner, curb-to-curb, or door-to-door service models?

Response: We would like to explore all options. Our preference will be based partially on costs and benefits. If there are no cost implications, then we would prefer door-to-door.

21. Are there any particular demographics (e.g., elderly, low-income residents) you want the micro-transit service to target?

Response: There is no particular targeted demographic. These services should be available and attractive to all County residents and should encourage current paratransit and transportation disadvantaged customers to switch to the new micro-transit service.

22. What is the preferred service schedule/Hours of Operation? If a specific schedule is not determined, is there a target weekly, monthly or annual number of service hours?

Response: Per the Scope of Services, Proposers should expand as appropriate for full proposal(s) clarification and consideration:

- Number of zones proposed. One (1) or more service zones are acceptable.
- Complete annual calendar of hours and days of service.
- Average customer pickup time not to exceed 30 minutes on average.

23. Is this service intended to supplement or support specific existing services or fixed routes, if so, please share which ones and any relevant information like existing and target ridership?

Response: Service is meant to reduce existing Fixed Route Bus service. Proposer to provide recommendation of what current LYNX fixed route services can be deleted for savings due to the provision of a new service. There will need to be connectivity with adjacent County's Fixed Route system.

24. Are there any specific requirements when sourcing and configuring vehicles?

Response: Refer to scope for more information. There are no specific sourcing requirements, however certain designated Vehicles must be wheelchair accessible and include bike storage racks among other requirements.

25. What are the designated or proposed service areas geographic boundaries?

Response: Refer to scope for more information. The proposed project involves developing and implementing a new micro-transit (public transportation) service county-wide, excluding the rural boundary area, and potentially other portions of Seminole County depending on feasibility. The County is open to Proposer feedback on best practice for micro-transit zone development from 1 to multiple zones.

26. What level of integration with existing systems (LYNX, SunRail) is expected?

Response: Expected to provide services that include connectivity to all SunRail stops during periods of SunRail operations. Service shall also include connectivity to at least one stop for any LYNX Fixed Route that exist within the County.

27. To clarify, should the SWOT analysis and the development of a comprehensive 3-year marketing plan be included as part of the actual proposal, or are these intended to be offered as a service after selection?

Response: The Proposer shall acknowledge that a SWOT analysis and Marketing Plan will be provided, however they can be submitted after services selection.

28. To more appropriately prepare a proposal and secure a bid bond, we respectfully request a one-week extension for the deadline of this RFP.

Response: Seminole County will extend the RFP deadline by two weeks.

29. Is it possible to exclude the requirement coverage for the United States Longshoremen and Harbor Workers Compensation Act?

Response: The proposed draft agreement specifies this coverage is required “where appropriate.” If the services rendered do not require the coverage based on the United States Longshoremen and Harbor Workers Compensation Act, coverage will not be required.

30. Is it possible to require contractors to provide a certificate of exemption if they have a LLC.

Response: See section 16(d)(1)(D) of the draft agreement. Exemptions to the County’s workers’ compensation insurance requirements are determined on a case-by-case basis.

31. Respectfully What are your concerns regarding the requirement of the Longshoremen and Harbor workers compensation coverage?

Response: The proposed draft agreement specifies this coverage is required “where appropriate.” If the services rendered do not require the coverage based on the United States Longshoremen and Harbor Workers Compensation Act, coverage will not be required.

32. Would the County accept a bid bond for 5% of the first contract year amount instead of 5% of the total for the six-year period?

Response: Seminole County will accept a letter of credit or bonding capacity in the amount of the first year of their bid from a surety company instead of a bid bond.

33. Would the County be open to accepting a letter of credit, good guy letter, or surety bondability letter in lieu of a bid security?

Response: Seminole County will accept a letter of credit or bonding capacity in the amount of the first year of their bid from a surety company instead of a bid bond.

34. Can you please confirm if SOC 2 compliance is a requirement for vendors and underlying hosting platforms?

Response: Yes, SOC 2 compliance is required. Proposers are responsible to ensure that all data is secure, and the hosting platform is compliant with all federal and local requirements.

35. Can you please confirm if WCAG 2.1aa compliance is a requirement for vendors and underlying hosting platforms?

Response: Yes, WCAG 2.1aa compliance is required. Proposers are responsible to ensure that their hosting platform is compliant with all federal and local requirements.

36. Is TCAT open to exploring TNCs to provide additional services/capacity?

Response: This question is not clear. This RFP is focused on finding a company to provide Micro-Transit services for the County.

37. Is the County open to negotiating final contractual terms and conditions with the successful/winning vendor?

Response: Final terms may be considered for negotiation.

38. What is the peak number of active vehicles that will be utilized for this service?

Response: Vendor should recommend the peak number of vehicles needed to meet the scope requirement that the average customer pickup time not to exceed 30 minutes on average.

39. What is Lynx's involvement with this project?

Response: LYNX will not be involved with this project. Micro-Transit Service shall include connectivity to at least one stop for any LYNX Fixed Route that exist within the County.

40. Is Seminole County open to multi providers?

Response: Seminole County will select one vendor for the award agreement.

41. Is Seminole County open to software and operations being provided by multiple vendors?

Response: Seminole County will select one vendor for the award agreement.

42. Could you confirm the total number of drivers and vehicles currently utilized for each of the Lynx Routes listed in Attachment C? Additionally, please specify the vehicle types and seating capacities used to serve each route.

Response: LYNX is a separate agency from Seminole County. Please contact LYNX directly with questions about vehicles they utilize.

43. What are the peak service hours for each Lynx Route in Attachment C, and how many vehicles operate during those peak periods on each route?

Response: We don't have information on peak service hours, but it is expected that normal commuting times on weekday mornings and evenings are the busiest. Watch the November 12, 2024 BCC Work Session on "Lynx - Future Transit" beginning on or about the 0:44:47 time mark: <https://www.seminolecountyfl.gov/videos/bcc-am-session-11-12-2024.stml>. A copy of the presentation materials covered in this meeting are being provided as an addendum.

44. Could you provide the current driver schedules for the Lynx Routes listed in Attachment C?

Response: The scheduled service hours for each route in Attachment C can be found here:

<https://www.golynx.com/maps-schedules/routes-schedules.stml>

45. Are the current Lynx operators unionized, and will the selected contractor be required to use union drivers? If so, could you share the current collective bargaining agreement?

Response: LYNX is a separate agency from Seminole County. Unionized drivers are not a requirement of this RFP.

46. Is there a preference for the selected vendor to utilize electric vehicles if they are cost-effective?

Response: Refer to scope for more information. The type of vehicle, including hybrid or electric is not specified, however vehicles must be wheelchair accessible and include bike storage racks among other requirements.

47. Will the County provide an operating facility and/or parking and storage for the vehicles?

Response: Proposers should specify facility requirements so the County can evaluate them as part of the proposal.

48. Are bidders required to operate all the services listed in Attachment C, or can they propose to operate selected services based on cost-effectiveness and efficiency?

Response: Please see Scope of Work.

49. Will all drivers employed by the selected contractor need to be W-2 employees?

Response: Drivers will not be employees of the County. Drivers must meet the requirement of the RFP.

50. Would the County allow advertising on the vehicles as a means to reduce or offset operating costs?

Response: Refer to scope for more information. Vehicles shall be wrapped or decaled in a branded design approved by The COUNTY. Other exterior or interior advertising will be allowed as permissible with state and federal regulation and with the approval The COUNTY. The Proposer is encouraged to utilize advertising as means to reduce the service costs to The COUNTY.

51. Is there a Disadvantaged Business Enterprise (DBE) goal or Good Faith Effort requirement for this contract? If so, could you provide the specific requirements or documentation?

Response: No.

52. Due to smaller required capital expenditures in operating a microtransit service, bid bonds are commonly not required within microtransit solicitations. Would the county reconsider removing this requirement from the RFP?

Response: Seminole County will accept a letter of credit or bonding capacity in the amount of the first year of their bid from a surety company instead of a bid bond.

53. In order to ensure all bidders, have sufficient time to review responses to the questions submitted, as well as conduct the necessary data analysis for crafting their respective operating approaches, we respectfully request a two-week extension to the current bid submission deadline. This extension will enable all interested parties to submit fully informed, accurate, and competitive proposals.

Response: Seminole County will extend the RFP deadline by two weeks.

Failure to acknowledge receipt of this addendum on the submittal may result in disqualification of your bid response

Seminole County Transit Services Update

November 12, 2024

Agenda

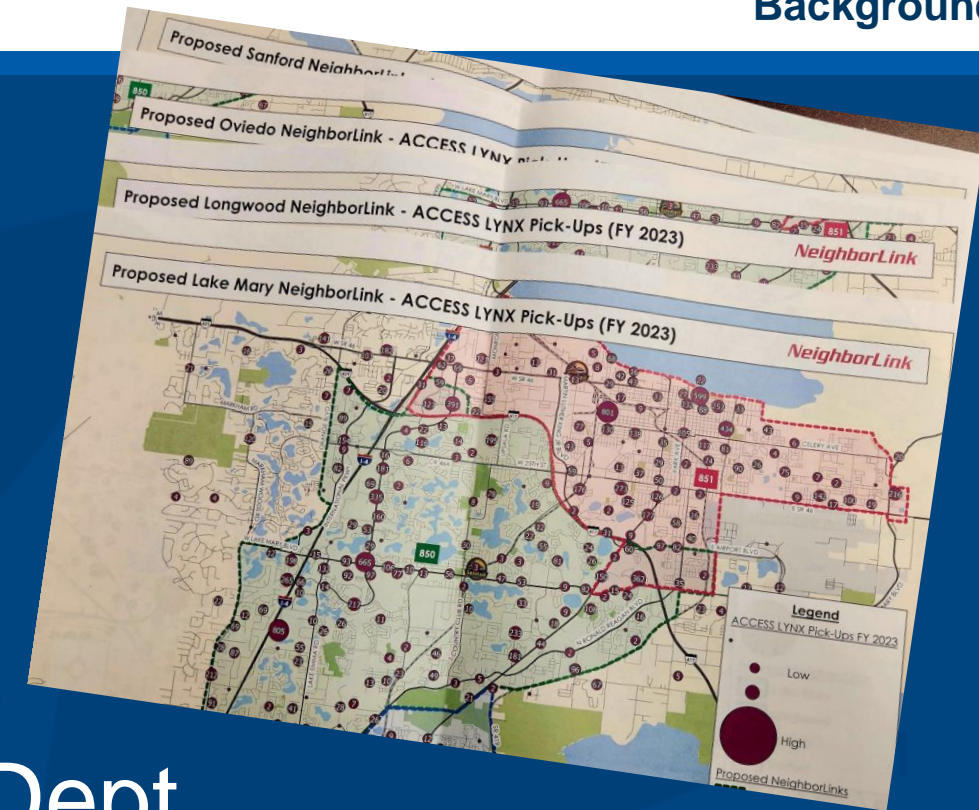
- Purpose
- Transit Options
- Current System Overview
- LYNX Proposed Restructuring
- Next Steps / Options
- Staff Recommendation

Purpose

- Request from the Board at the June 18th Budget Worksession to review current transit model and look for more effective and cost-efficient options.

Steps Taken By Staff

- Board Direction
- Meetings with Volusia County
- Meetings with LYNX Planning Dept
- Discussions with Private Micro-Transit Providers



Option 1

Maintain Status Quo

SM

Background

- **Regional Transit Partnership (LYNX)**
 - Joined around 1992
 - LYNX Board Makeup per Florida Statutes

FS 343.63 There is created a body politic and corporate, an agency of the state, known as the Central Florida Regional Transportation Authority. The governing board shall consist of five voting members: (a) the chairs of the county commissions of Seminole, Orange, and Osceola Counties, or other designated member of the commission. (b) The mayor of Orlando, or a designated member of the City Council. (c) The Secretary of Transportation shall appoint the district secretary, or designee, who shall be a voting member.

Background

- **Funding Partner Shares**
 - Orange/Orlando (76%)
 - Osceola (12%)
 - Seminole (12%)

**Approximate percentages based upon FY25 Funding Model*

LYNX

Current Services in Seminole County

- 11 Fixed Route Bus Links
- 2 Neighborlink Zones
- ParaTransit / Transportation Disadvantaged Service



LYNX Funding Partner Obligation

Cost History

	FY20	FY21	FY22	FY23	FY24	FY25
LYNX TOTAL BUDGET	\$ 148.4M	\$ 157.5M	\$ 175.0M	\$ 177.3M	\$ 192.4M	\$ 208.1M
SYSTEM REVENUES	\$ 77.0M	\$ 62.8M	\$ 59.6M	\$ 65.7M	\$ 67.5M	\$ 77.8M
FUNDING PARTNER OBLIGATION	\$ 71.4M	\$ 94.7M	\$ 115.4M	\$ 111.6M	\$ 124.9M	\$ 130.3M

Budget Stabilization Subsidy began in FY21

Excludes SunRail Feeder Routes

LYNX Funding Partner Obligation

FY25 Total System Cost

\$208M **FY25 Operating Budget**

- \$78M Revenues
- \$130M Funding Partner Obligation
- (\$24M) Use of Partner Reserves (Budget Stabilization)
- **\$106M** FY25 Net Partner Funding Agreements

LYNX Funding Partner Obligation

FY25 Seminole County Cost

- \$16M Operating Contribution
- (\$3M) Budget Stabilization Subsidy
- **\$13.1M** FY25 Net Operating Contribution
- \$0.4 Capital Contribution
- \$0.5 SunRail Feeder Routes
- **\$14M** FY25 Funding Agreement Amount

Partner Funding

	FY2025	FY2026	FY2027	FY2028	FY2029	FY2030
Scenario #3 with reserve FY25 Partner contribution total increasing by 15.5%						
Total Partner Contribution	106,250,401	122,719,213	141,740,691	152,149,601	161,373,013	169,776,344
% Increase of Contribution	15.50%	15.50%	15.50%	7.34%	6.06%	5.21%
Usage of Budget Stabilization	(25,529,555)	(15,697,770)	(3,879,116)	0	0	-
Stabilization "reserves held"	6,500,000	6,500,000	6,500,000	6,500,000	6,500,000	6,500,000
Est. Ending Balance of Budget Stabilization Fund	19,583,178	3,885,408	6,293	6,293	6,293	6,293

Option 2

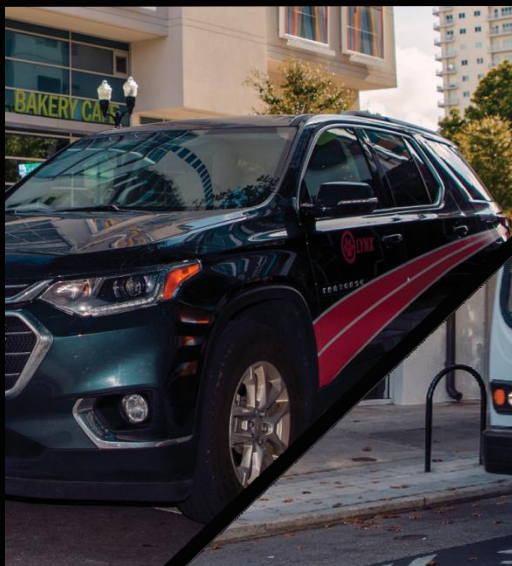
LYNX Proposed Changes



Exhibit A



Seminole County Restructuring



Agenda

- Project Goals
- Existing Seminole County LYNX Service
- Ridership Metrics
- Proposed Service Improvements
- Demographic Analysis
- Costs Metrics
- Neighborlink/On-Demand Options
- Next Steps
- Questions

Exhibit A



Goals

Exhibit A

- Expand access to transit by providing appropriate service types to existing and new areas of coverage
- Restructure bus service to focus on areas of higher demand and major corridors
- Introduce new and expanded Neighborlink zones featuring true on-demand service
- Discontinue or restructure low performing bus routes
- Reduce the overall costs of delivering transit service in Seminole County



Existing Service

Exhibit A

- 11 fixed-routes providing service along several corridors in Seminole County
- 2 Neighborlink Zones (Sanford and Oviedo)
- FY 24 Fixed Route Average Weekday Ridership was 6,644
- FY 24 Seminole County annual ridership was 2.1 million



Existing Service

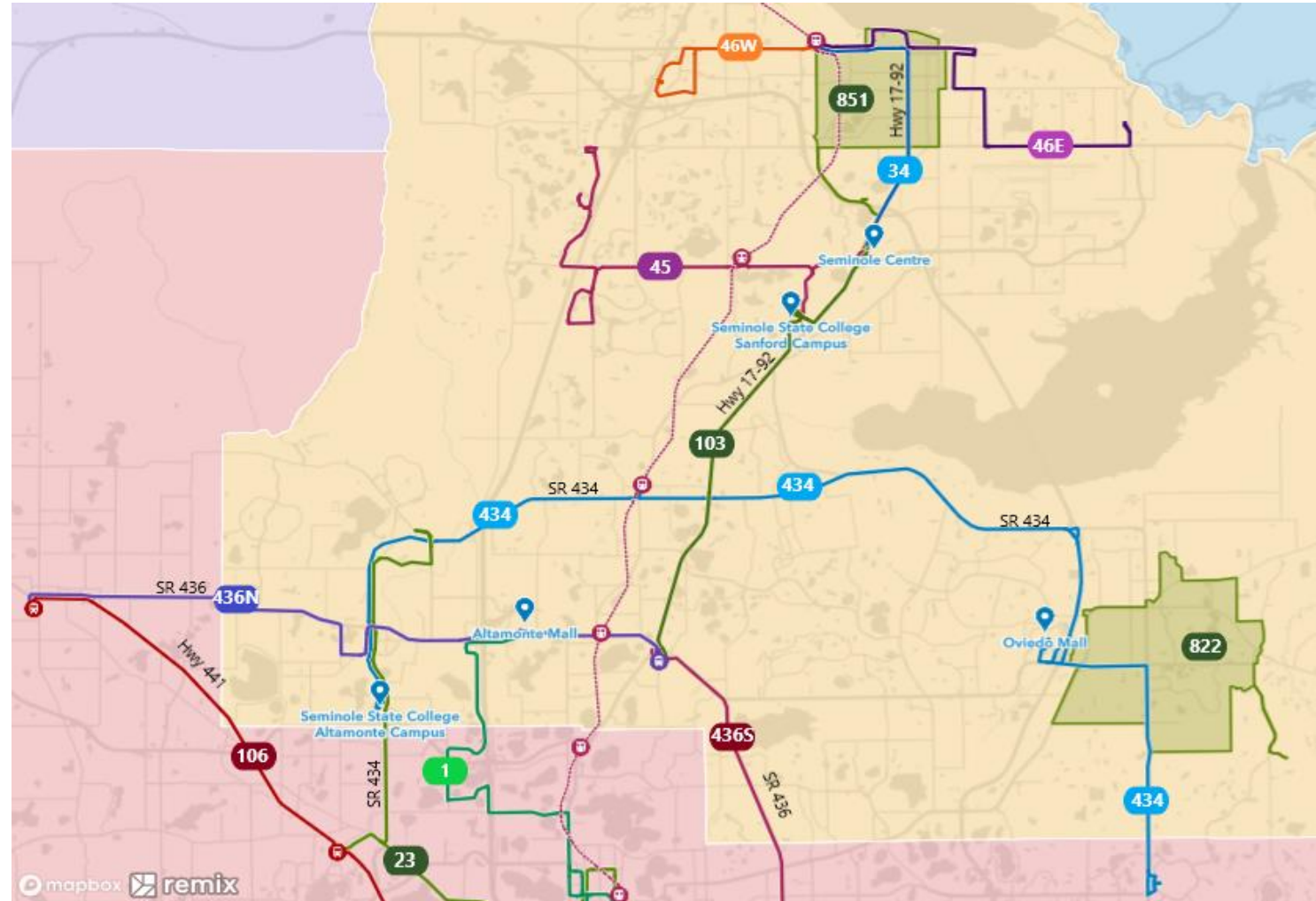
Exhibit A

Fixed Route:

- Link 1 – Winter Park/Maitland/Altamonte Springs
- Link 23 – Winter Park/Rosemont/Springs Plaza
- Link 34 – North Hwy 17-92/Sanford
- Link 45 – Lake Mary
- Link 46E – East First St./Downtown Sanford
- Link 46W – West S.R. 46/Seminole Towne Center
- Link 103 – North Hwy 17-92/Seminole Centre
- Link 106 – North Hwy 441/Orange Blossom Trail
- Link 434 – S.R. 434
- Link 436N – S.R. 436/Fernwood/Apopka
- Link 436S – S.R. 436/Fernwood/Orlando Int'l Airport

NeighborLink:

- NeighborLink 822 – Oviedo
- NeighborLink 851 – Sanford



Existing Service

Exhibit A

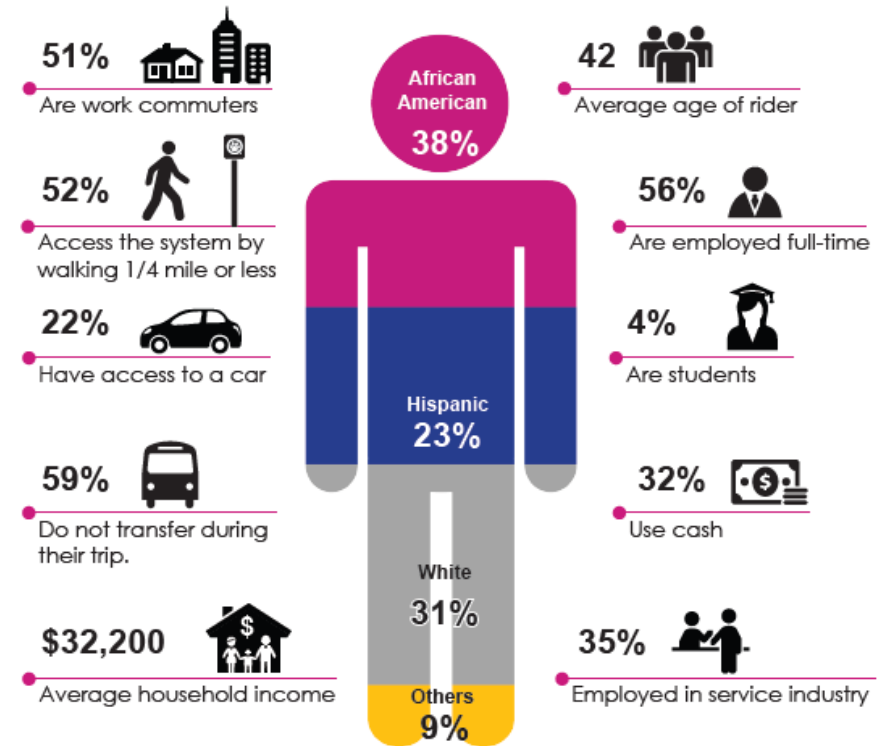
LYNX Typical Rider Profile for Seminole County:

- Highly diverse ridership
- Over 50% of trips are for work
- 35% of riders are employed in the service industry
- Over 50% access LYNX by walking to a stop
- 56% of riders are employed full time
- Only 22% had access to a vehicle

CENTRAL FLORIDA TRANSIT (LYNX AND SUNRAIL)

2023 ORIGIN AND DESTINATION SURVEY

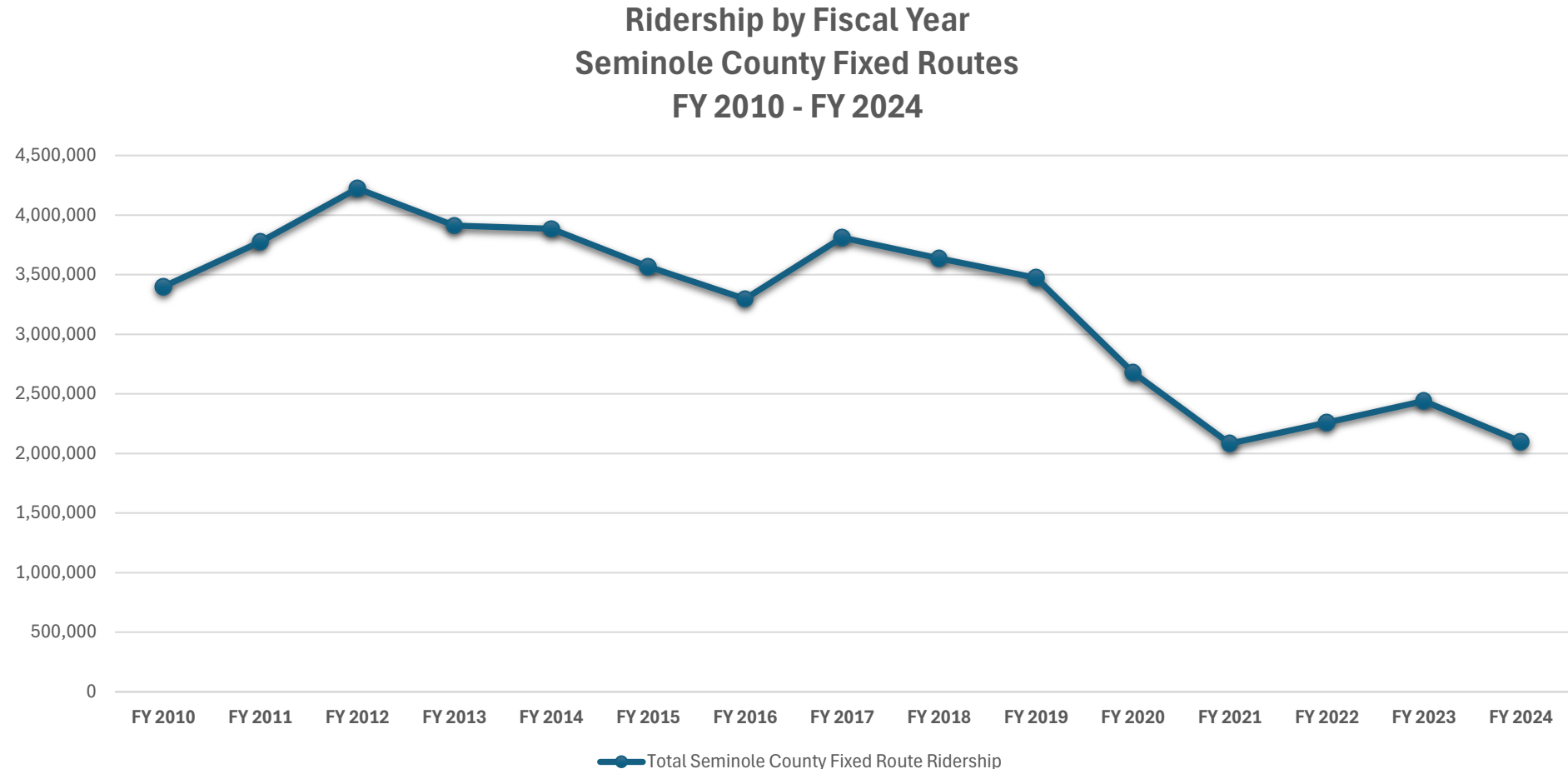
Travel Characteristics | Demographics Seminole County Residents



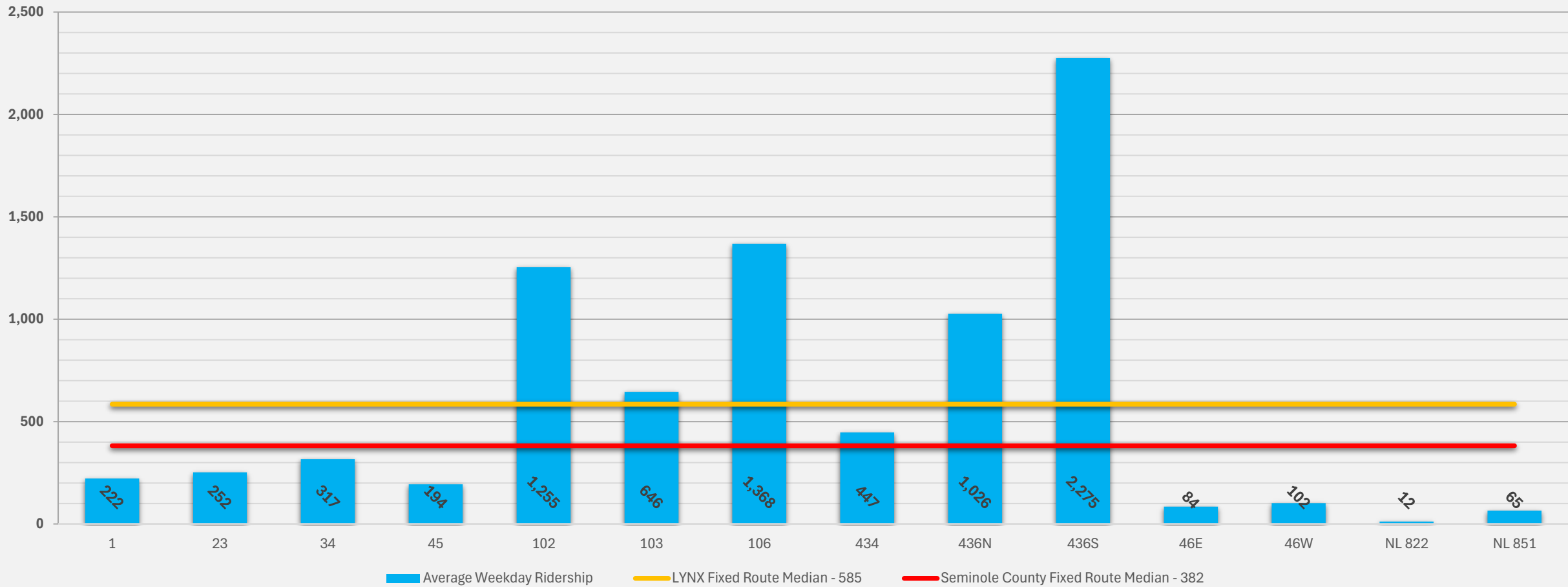
Ridership Metrics

Exhibit A

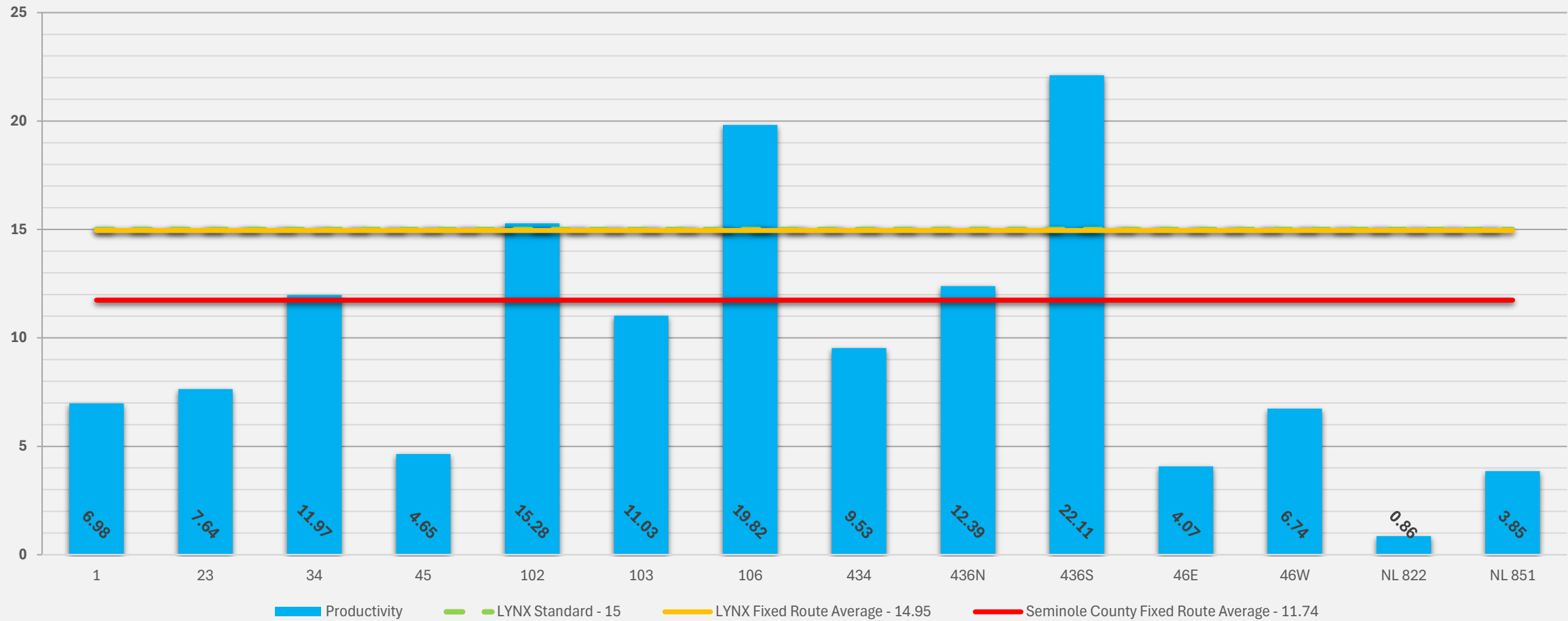
- Fixed Route Historical Annual Ridership has trended down since 2012.
- Ridership peaked in FY 2012 – 4.2 million trips in Seminole County
- Upward trend since 2020
- LYNX overall ridership has recovered to about 80% of 2019 ridership levels



LYNX Average Weekday Ridership by Route - Seminole County
Fiscal Year 2024
October 2023 - September 2024



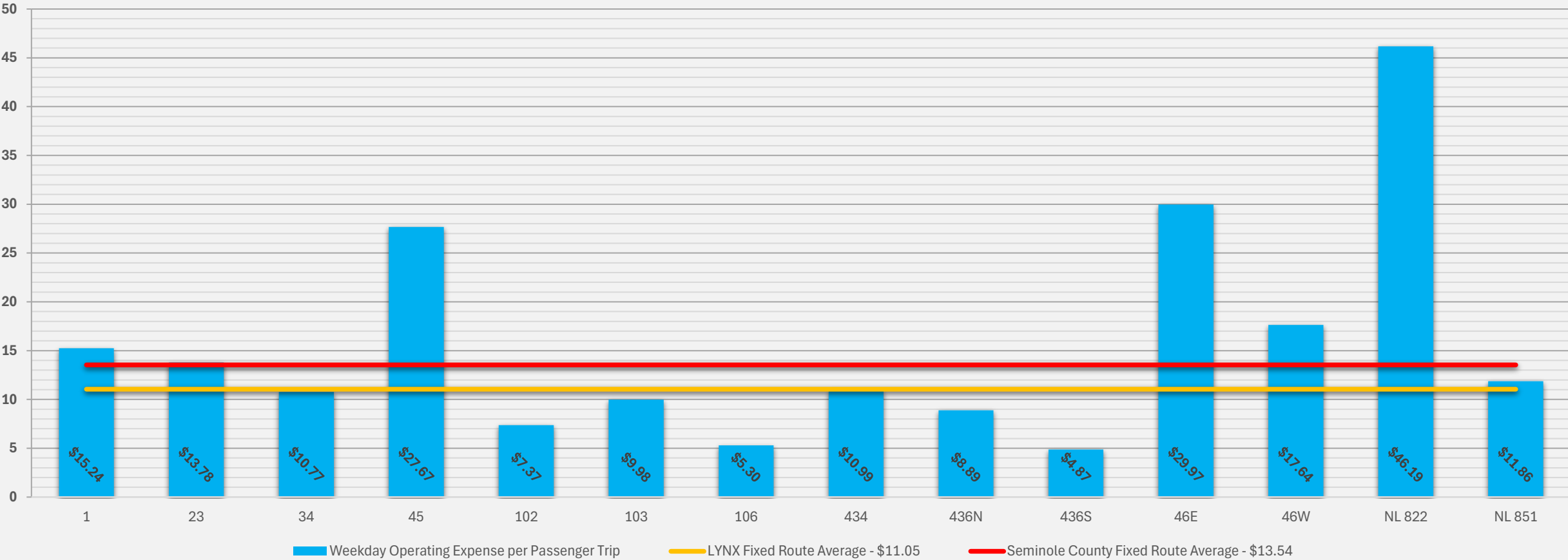
LYNX Productivity by Route - Seminole County
Fiscal Year 2024
October 2023 - September 2024



Ridership Metrics

Exhibit A

LYNX Average Weekday Operating Expense per Passenger Trip - Seminole County
Fiscal Year 2024
October 2023 - September 2024



Proposed Service Improvements – Fixed Route

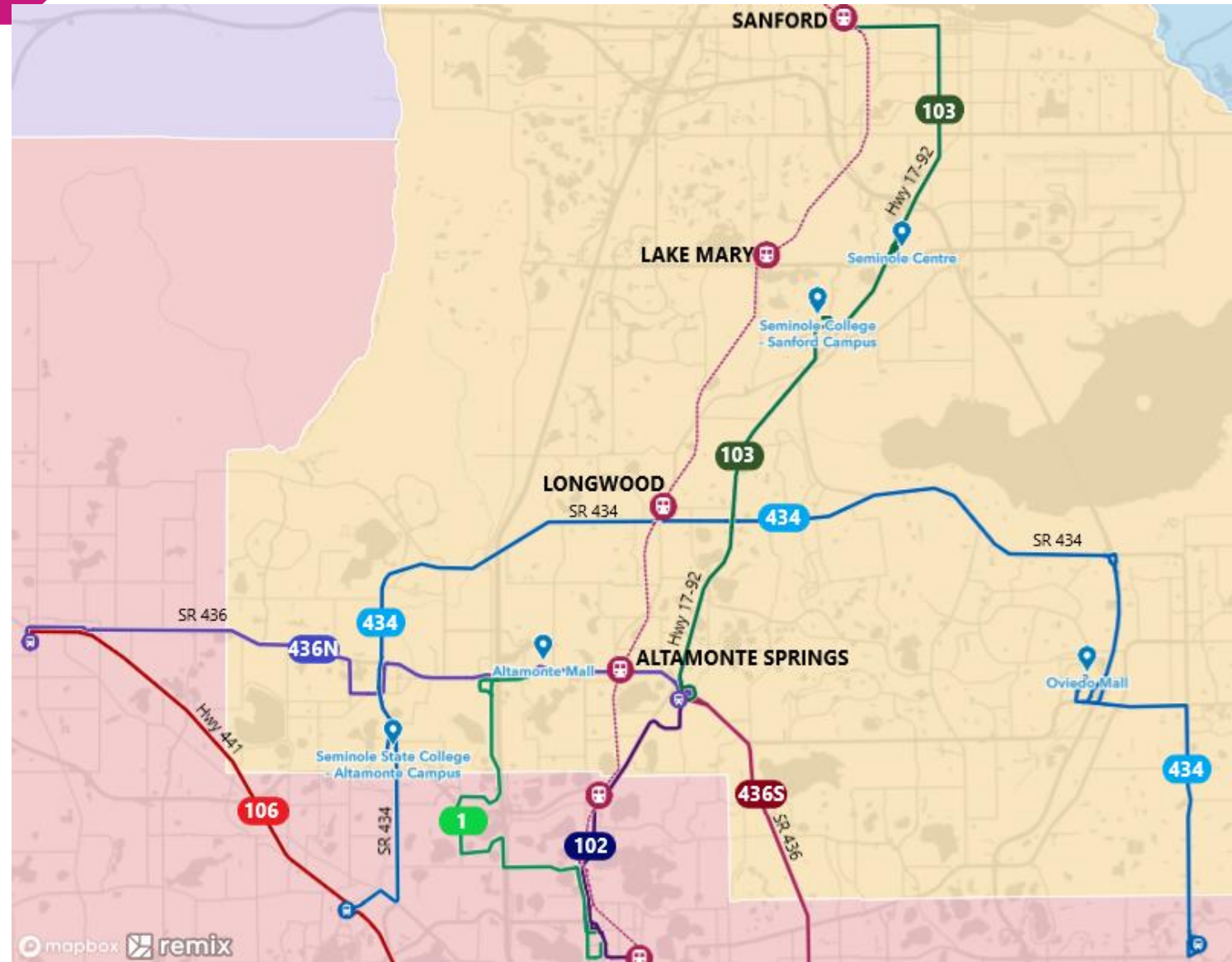
Exhibit A

- Maintain Service on Key Corridors:
 - Combine current Links 34 & 103 into one route, operating on Hwy 17-92 from Sanford SunRail Station to Fern Park
 - Combine current Links 23 and 434 into one route, operating on S.R. 434 from UCF Superstop to Rosemont Superstop (*note: Link 23 would operate between Rosemont Superstop and Winter Park*)
 - Frequency adjustments to Link 436N on weekday evenings and Saturday
 - No changes to current Links 1, 106, and 436S
- Discontinue Lake Mary and Sanford secondary routes
 - Links 45, 46E, 46W discontinued and replaced by NeighborLink On-Demand Service
- Adjust span of service on several routes to match ridership demand
 - Links 103 & 434

Proposed Service – Fixed Route

Exhibit A

- Link 1 – Winter Park/Maitland/Altamonte Springs
- Link 102 – Orange Ave./South U.S. 17-92
- Link 103 – North Hwy 17-92/Sanford
- Link 106 – North Hwy 441/Orange Blossom Trail
- Link 434 – S.R. 434
- Link 436N – S.R. 436/Fernwood/Apopka
- Link 436S – S.R. 436/Fernwood/Orlando Int'l Airport



Proposed Service – Fixed Route

Exhibit A

Link	Hours of Service	Weekday (peak)	Weekday (midday)	Weekday (evening)	Span of Service	Saturday	Span of Service	Sunday
1	6:15am – 9:55pm	60	60	60	6:25am – 9:25pm	60	No Service	No Service
102	4:30am – 12:15am	20	20	60	4:45am – 11:15pm	30-60	5:15am–10:30pm	30
103	6:15am – 9:35pm	30	30	60	6:05am – 9:25pm	30	6:10am – 8 pm	60
106	4:25am – 12:20am	30	30	60	4:45am – 11:25pm	30-60	4:45am – 9:30pm	60
434	5:05am – 9:10pm	60	60	No Service	6:20am – 8:55pm	60	No Service	No Service
436N	4:20am – 12:10am	30	30	60	4:30am – 12:45am	30-60	6:55am – 9:35pm	60
436S	4am – 12:40am	30	30	30	4am – 12:40am	30	5:35am – 1:15am	60

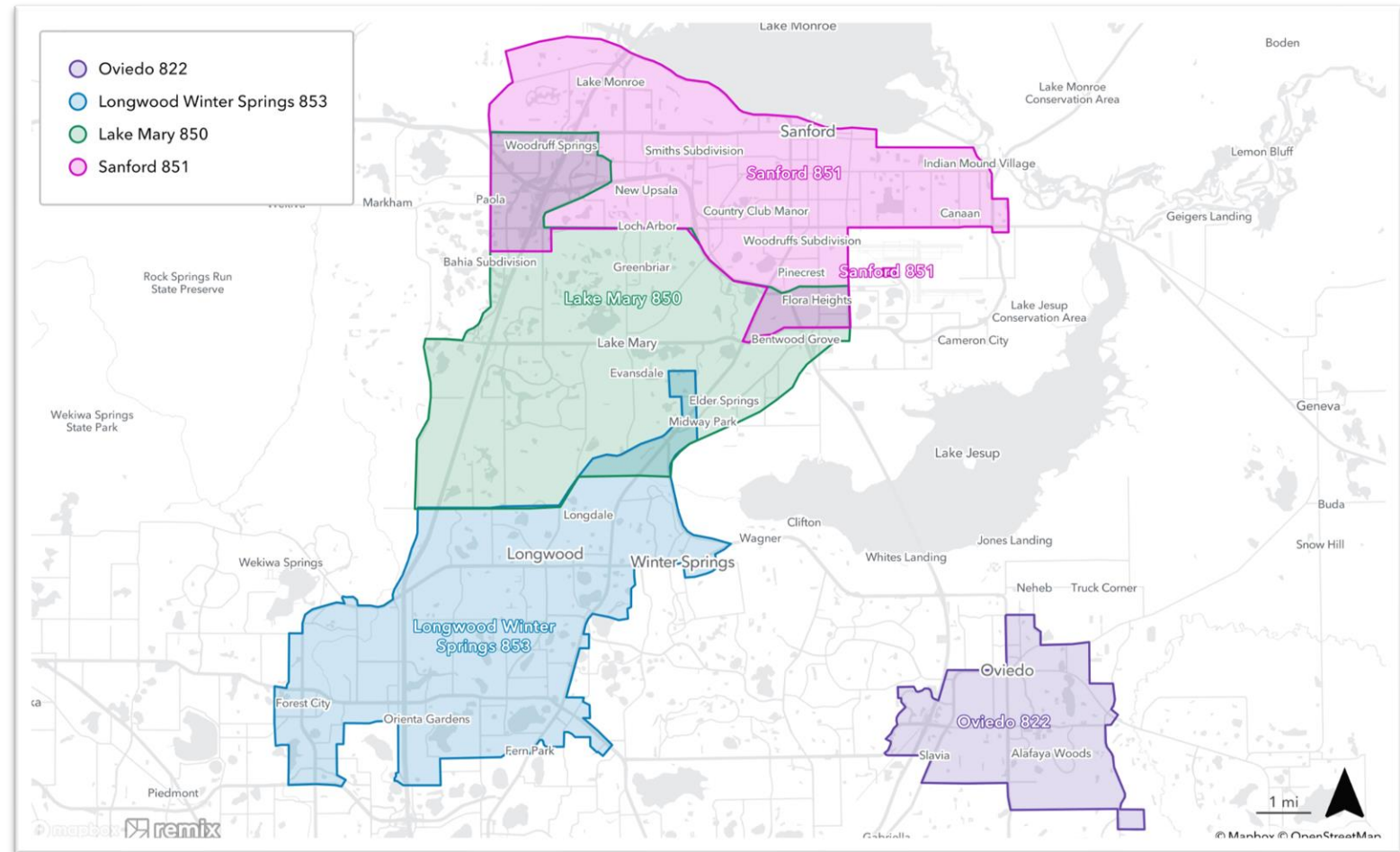
NeighborLink

- NeighborLink will fill gaps where low performing fixed-route services mostly in Sanford and Lake Mary will be discontinued
- Existing zones will be realigned and new NeighborLink zones will provide transit accessibility to more areas in Seminole County and offer new connections
- Focus on creating a community service that would accommodate everyday travel needs (ex. commuting, shopping, school, etc.)
- Provide true on-demand service with smaller vehicles and 30 minute or less wait times. Utilizing the latest technologies

Proposed Service - NeighborLink

Exhibit A

- NeighborLink 822 – Oviedo:
9.6 sq miles
23,500 population
- NeighborLink 850 – Lake Mary:
30 sq miles
population 69,000
- NeighborLink 851 – Sanford:
26 sq miles
population 58,400
- NeighborLink 853 – Longwood/
Winter Springs/ Altamonte Springs:
26 sq miles
population 90,600



Proposed Service - NeighborLink

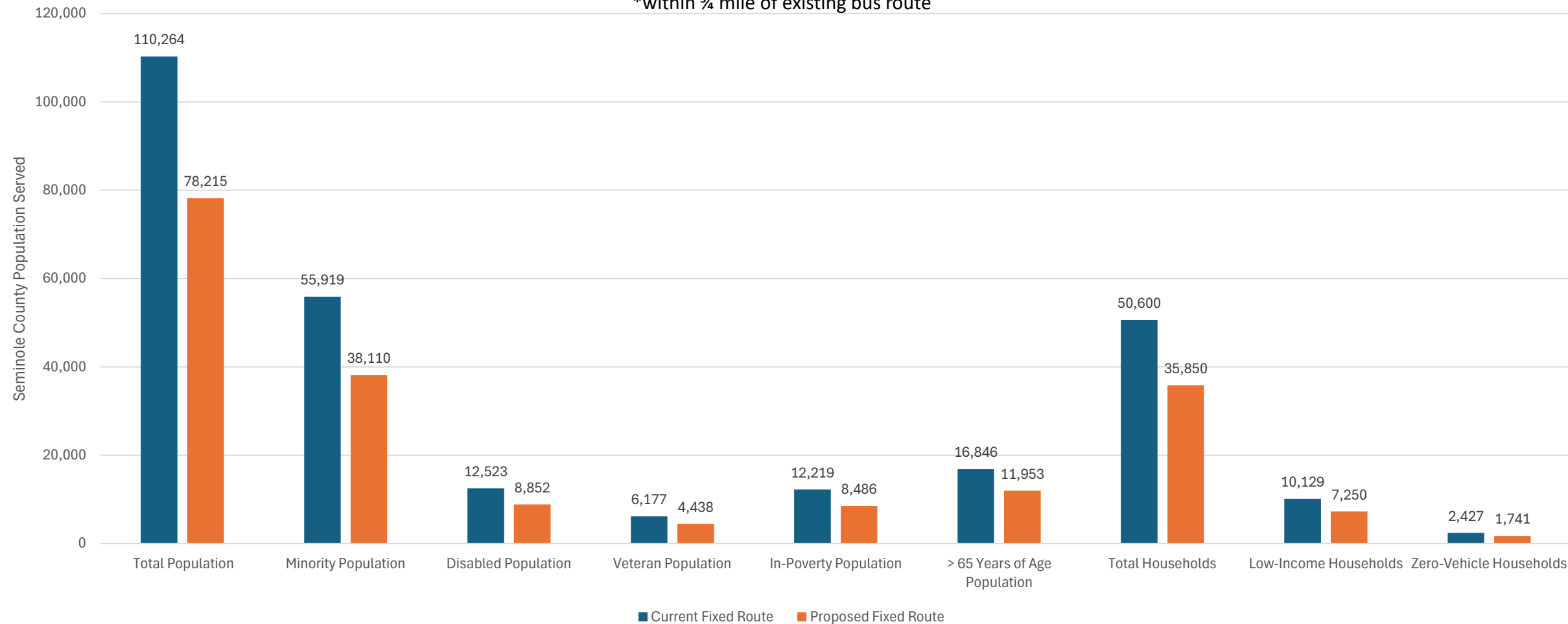
Exhibit A

Link	Weekday Hours of Service	# of Vehicles	Estimated Wait Time	Saturday Hours of Service	# of Vehicles	Sunday Hours of Service	# of Vehicles
822	6am – 7pm	1	30 min.	N/A	0	No Service	No Service
850	5am – 9pm	2	30 min.	7am – 9pm	2	No Service	No Service
851	5am – 9:30pm	2	30 min.	7am – 9pm	2	No Service	No Service
853	5am – 9pm	2	30 min.	7am – 9pm	2	No Service	No Service

Demographics Analysis – Fixed Route

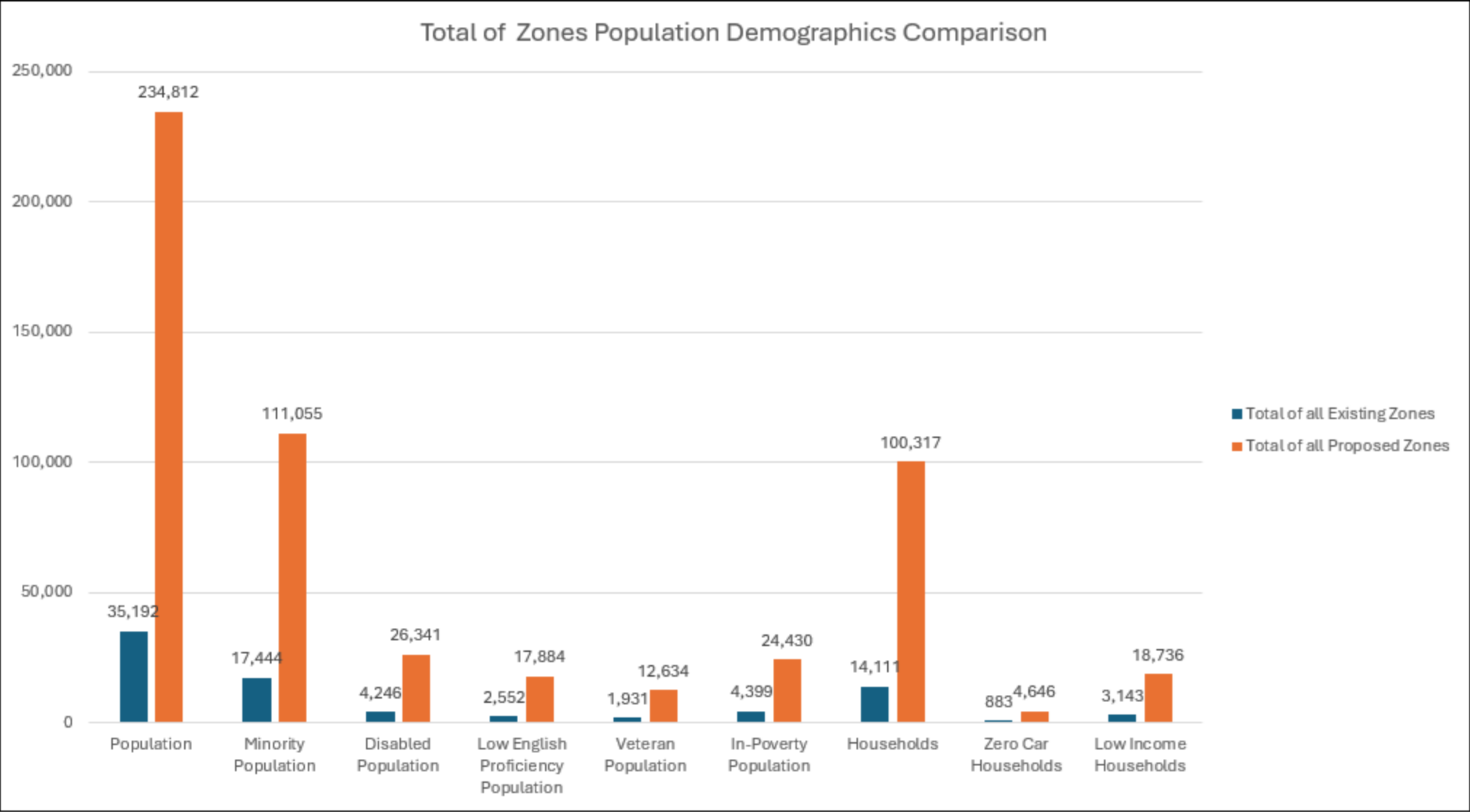
Exhibit A

Seminole County Fixed Route Service Demographics
Current and Proposed
*within ¼ mile of existing bus route



Demographics Analysis – NeighborLink

Exhibit A



Cost Metrics

Exhibit A

Current Costs for LYNX Service FY 25 and Estimated FY 26 Costs

	Current Hours (FY 25)	Current (FY 25 Hourly rate)	Current Cost (FY 25)	Estimated Hours (FY 26)	Estimated (FY 26 Hourly rate*)	Estimated Cost (FY 26)
Fixed Route	114,742	\$105.4204	\$12,096,159	79,382	\$109.6372*	\$8,703,135
On Demand Neighborlink	10,694	\$62.36	\$666,869	19,651	\$64.85*	\$2,289,579
Total	125,436	N/A	\$12,763,028	99,003	N/A	\$10,992,714

- Estimated cost for FY 26 includes adjustments made to fixed route and Neighborlink on-demand services.
- Neighborlink on-demand expanded service is estimated for FY 26 using LYNX in house model as it operates today
- *4% inflation factor was added to FY 25 cost per hour for both fixed route and one-demand service for FY 26 rates
- Total savings from fixed route reductions in FY 26 dollars amounts to \$3,847,166, which could be applied to expanded on-demand service

Neighborlink/Microtransit Options

Exhibit A

Options include:

- Operate in house by LYNX (current mode). This type of service is called Software as a Service model (SaaS). LYNX could use existing software platform to provide service or seek proposals from qualified software vendors such as Sparelabs, RideCo, etc to perform the back-office functions of microtransit. LYNX would own the vehicles, operators, customer service, etc.
- Operate by third party. This type of service is called Transportation as a Service model (TaaS). LYNX would seek proposals from qualified vendors who would offer a turnkey operation. Companies such as Freebee* (City of Kissimmee model) VIA* (Votran model), etc. provide these services. LYNX would act as contract manager of these providers. Currently how AccessLYNX Paratransit is managed.

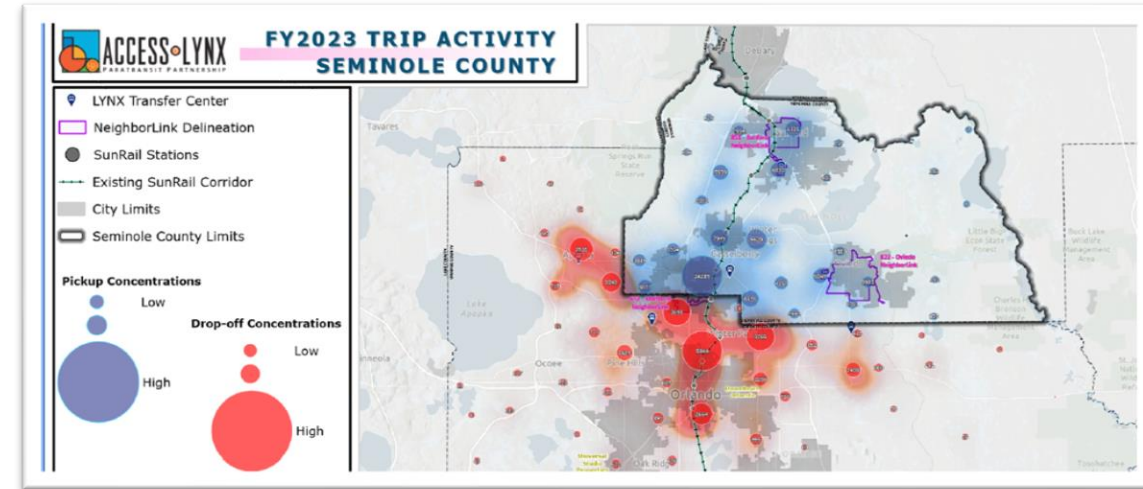
*Third Party as shown above for planning and discussion purposes only.



Paratransit ADA Service

Exhibit A

- LYNX is Central Florida's Regional Community Transportation Coordinator (CTC) service provider for Americans with Disabilities Act (ADA) and Transportation Disadvantaged (TD) persons in Orange, Osceola and Seminole counties.
- LYNX is required by Federal Transit Administration (FTA) to provide complementary ADA paratransit service with $\frac{3}{4}$ miles of a fixed bus route.
- The ADA $\frac{3}{4}$ mile requirement goes away when a fixed route is eliminated
- The cost for one way trip goes from \$4 to \$7 for anyone currently within the $\frac{3}{4}$ mile buffer
- LYNX provided 66,391 ADA trips in FY 23 that originated in Seminole County
- It is estimated 31% of all ADA trips in Seminole County begin and end in the proposed Neighborlink expanded zones. All ADA Paratransit customers are eligible for Access Plus+ card can ride Neighborlink and fixed route for free.



Freebee Pilot

Exhibit A

- LYNX could contract with Freebee to pilot a one-year demonstration in Seminole County
- Piggyback off existing Monroe County Transit contract with Freebee
- Neighborlink will become Neighborlink powered by Freebee
- Door to Door On-Demand Service in a defined geographical area
- 30 minute or less wait time
- Brand new smaller vehicles (electric) includes ADA accessible vans
- Trained/certified drivers
- Easy to use App or call in reservation
- Fare same as fixed route \$2.00 one-way
- FDOT Service Development Grant eligible for new zones



Proposed Timeline

Exhibit A

- Receive Direction from Seminole County BCC – November 12, 2024
- Meet with Local Municipalities within Seminole County - (November - December 2024)
- Initiate Public Involvement - (January through March 2025)
- Present to LYNX Finance Committee and Oversight Committee - (March 2025)
- LYNX Board approval - April 2025
- Procure Third Party vendor for Neighborlink Pilot - (April through August 2025)
- Implement Service Changes - August 2025

Option 3

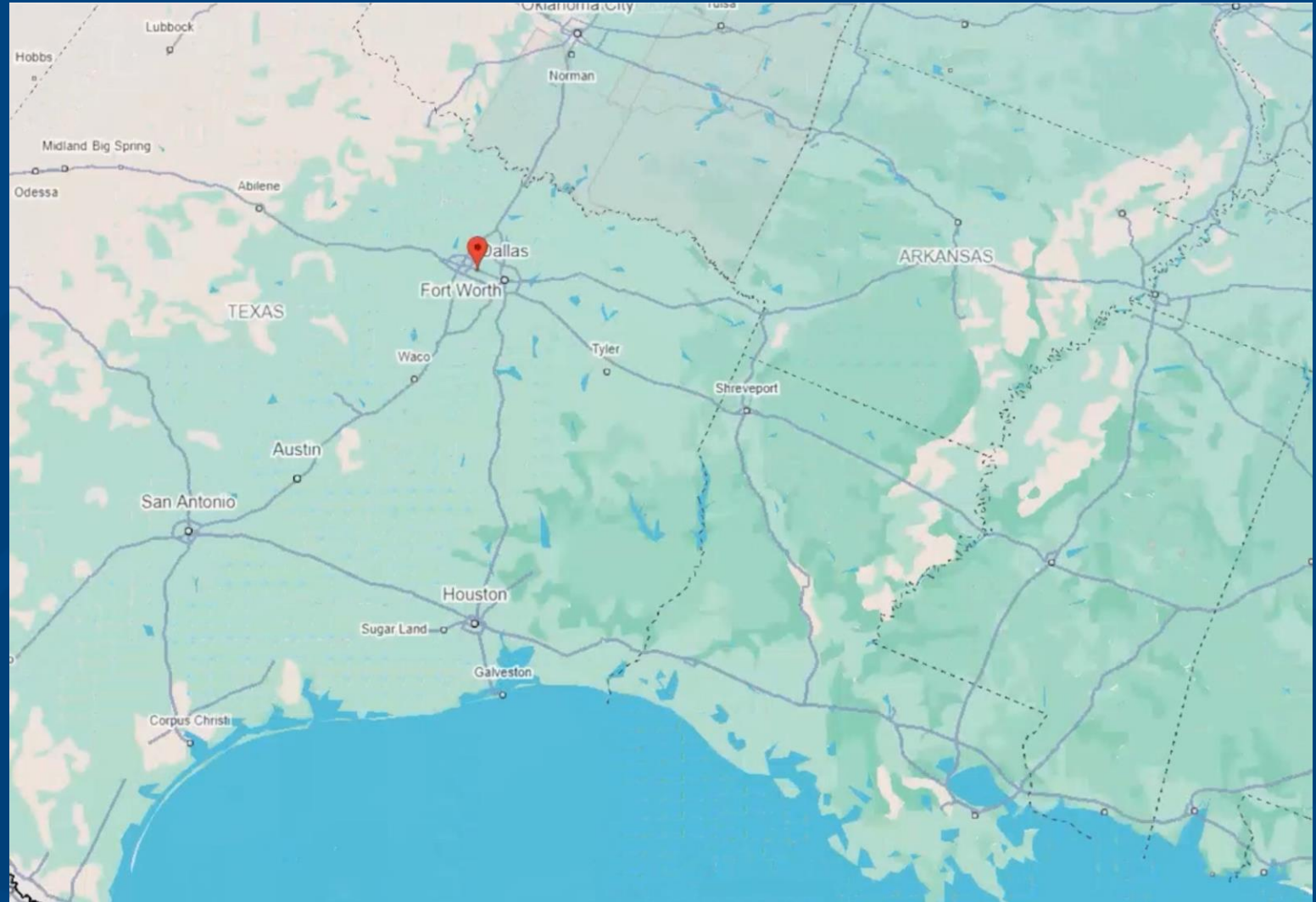
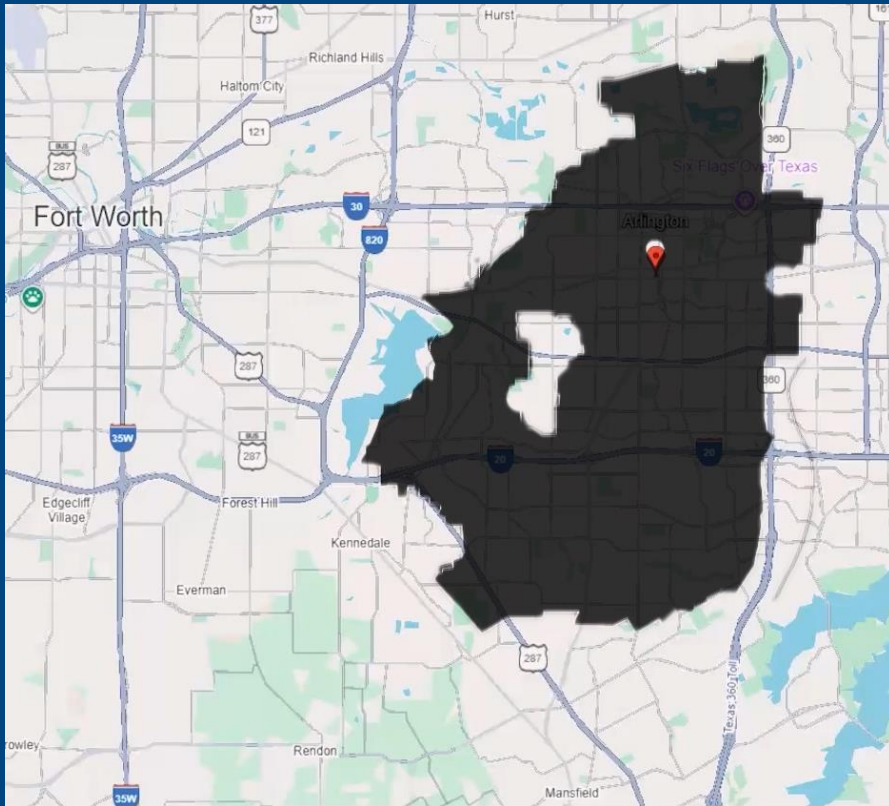
Alternatives Based Upon Additional Investigation

- Arlington, Texas Case Study



Demographics

DEMO	SEMINOLE COUNTY	ARLINGTON, TX
AREA*	160 SQ MILES	100 SQ MILES
POPULATION	489,919	398,431
POPULATION DENSITY*	3,000 PER SQ MILE	4,750 PER SQ MILE
MEDIAN HOUSEHOLD INCOME	\$79,490	\$71,736
BELOW POVERTY LINE	11%	13%
TRAVEL TIME TO WORK	27.2 MINS	26.9 MINS
*EXCLUDING LAKES AND RURAL AREA		



Arlington Texas

- General Public On-Demand Service started in 2017
- Elderly and Person's with Disabled Service
- No Fixed Route Service
- Direct Recipient for Grants
- Not part of a regional transit agency

On Demand Service

- Single Zone
- Corner to Corner Service for General On Demand
- App-based booking with call-in option
- 15 min to 30 min pick up window
- Hours: Mon-Fri 6am to 9pm; Sat 9am to 9pm

On Demand Service

- Fares \$3 to \$5 depending on length
- \$25 weekly pass and \$80 monthly pass options
- Free ride program for low income and students
- 575K rides per year
- 3K to 4K active riders per week
- 75 shuttles owned by the vendor

Connectivity

Riders can connect to adjacent fixed route systems

- 2 Stops connect to Bus Systems
- 1 Stop connects to Commuter Rail System
- These stops are near the edge of the zone

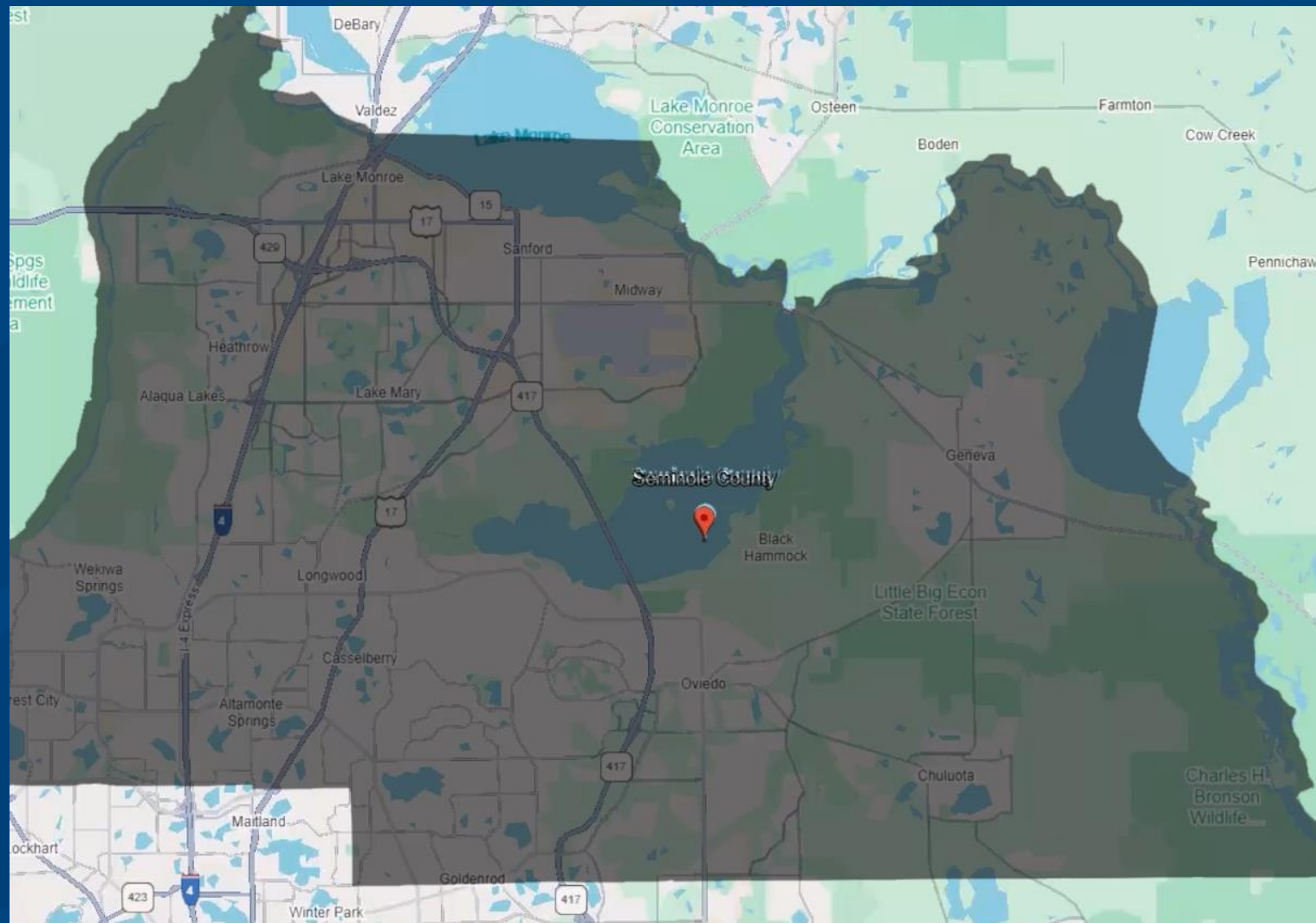
Funding

- \$11M to \$12M On Demand Contract
- \$2M to \$3M Elderly & Low-Income Contract
- (\$6M to \$7M) FTA 5307 Federal Grants
- (\$1M to 2M) CDBG Grants offset low-income rides
- \$6M from General Fund

Additional 4 staff members partially dedicated to managing service in house

Seminole County

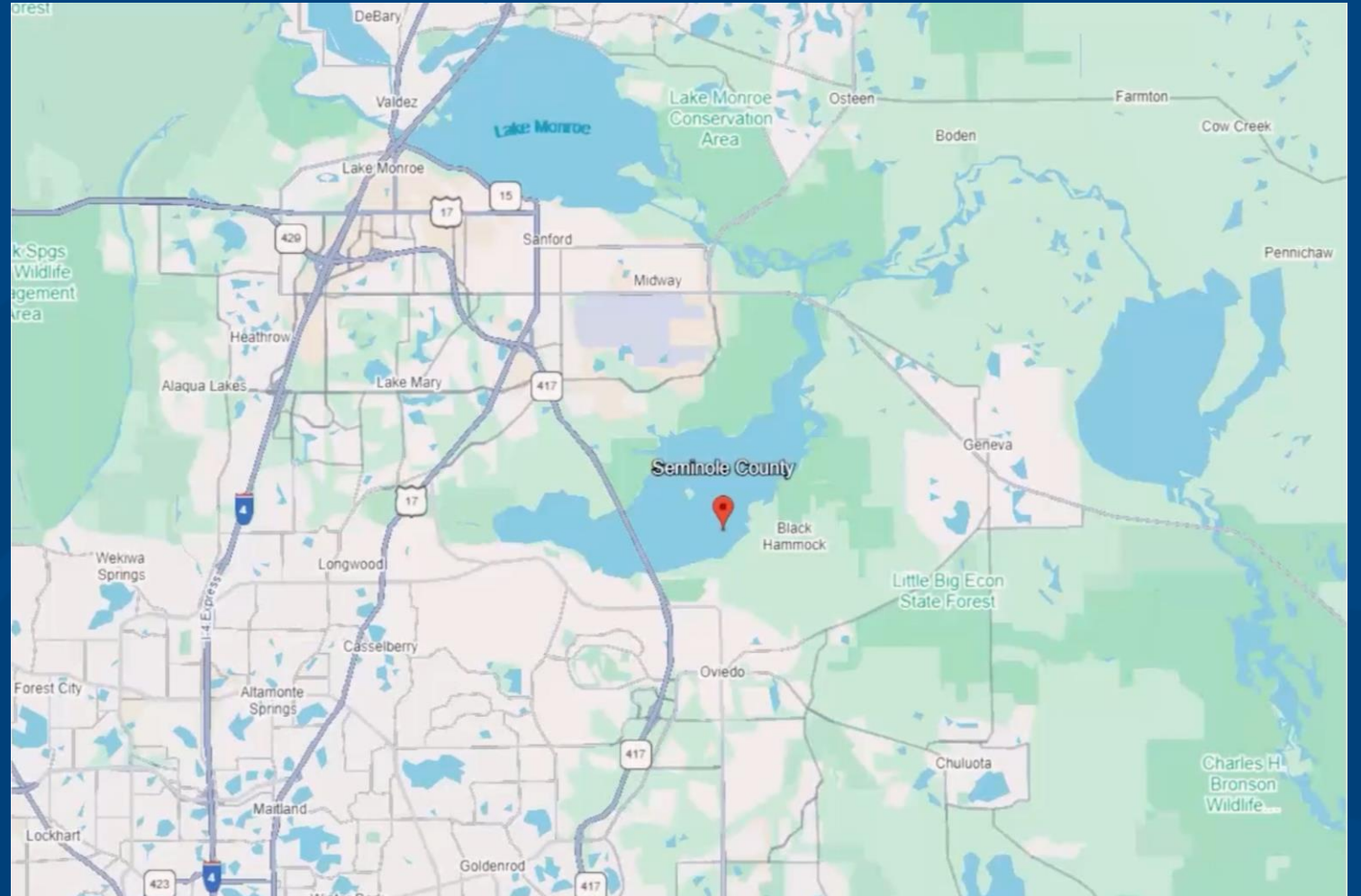
345 Square Miles

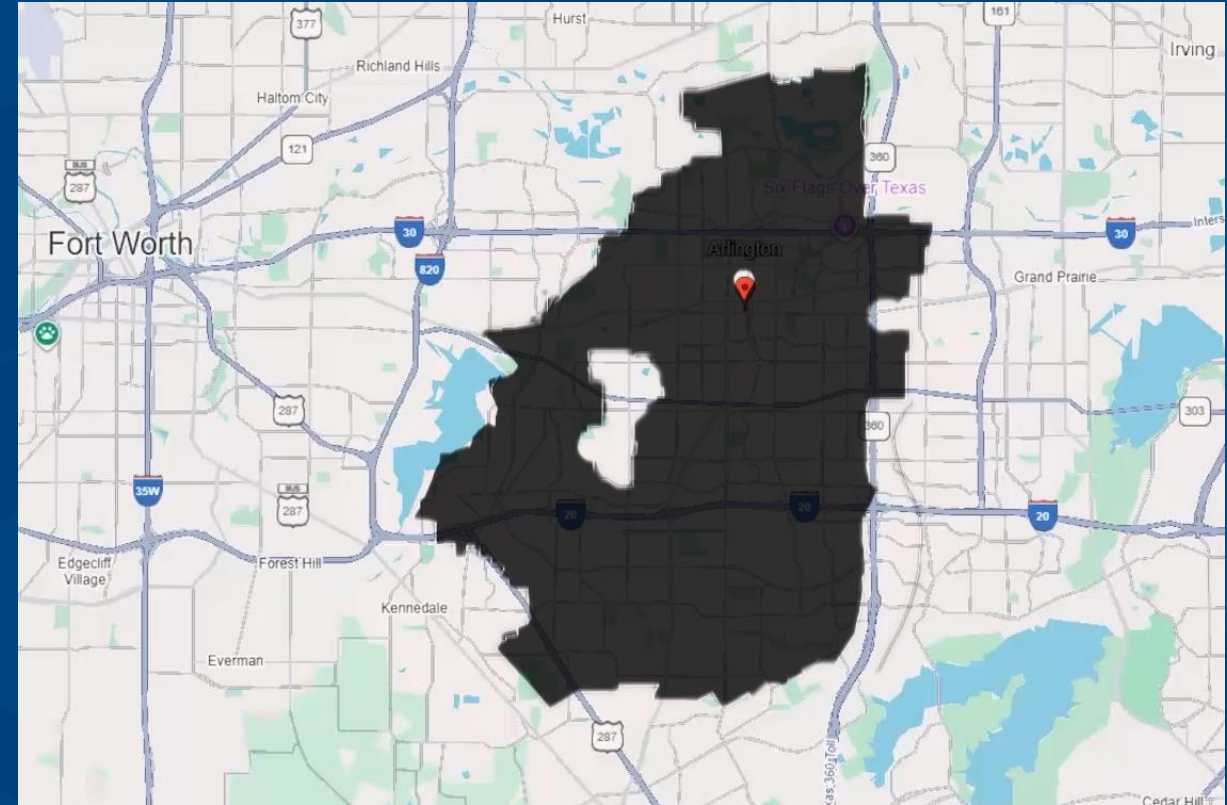
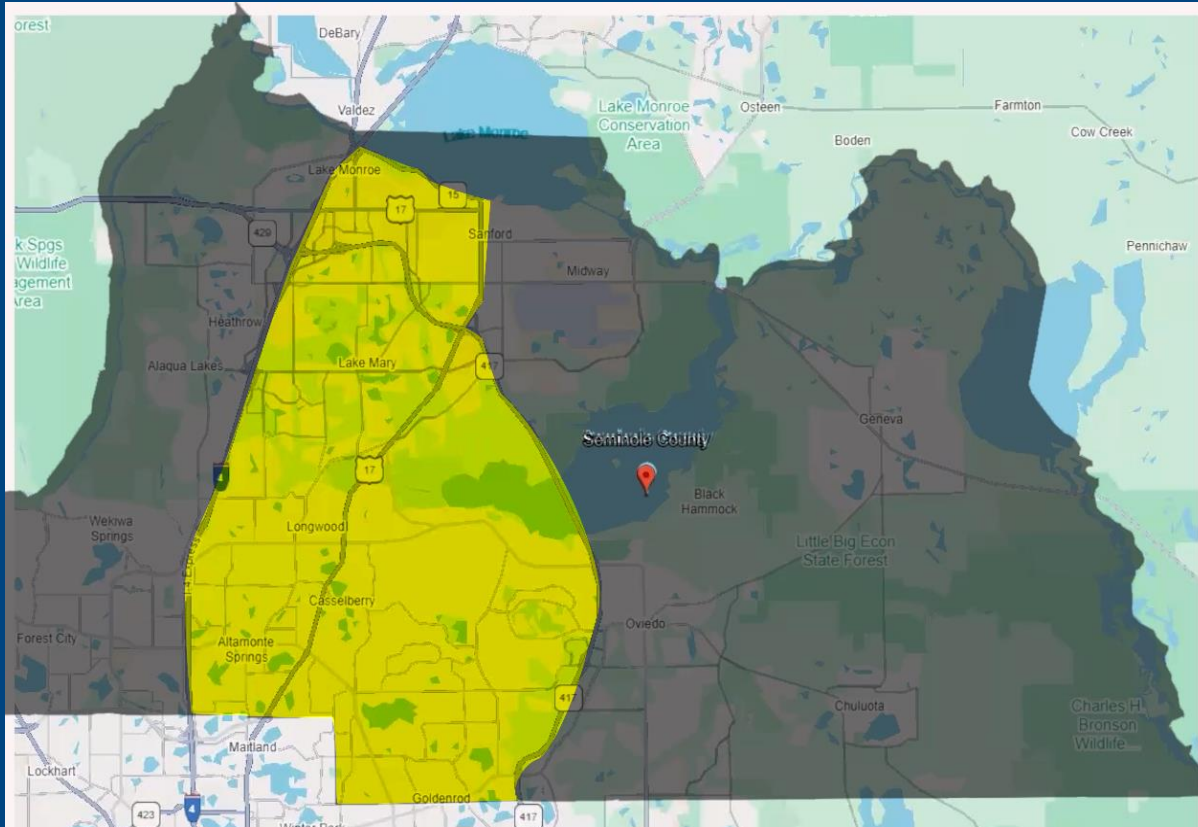


Seminole County

160 Sq Miles excluding Lakes and
Rural Area

Approximately 100 Sq Miles including
Sanford and between I4 & SR 417





Option 3 Variations

Alternative Micro-Transit Providers

- Almost unlimited variations on Zone Options
- Transition Period
- Solicitation to determine pricing and service level options available
- Vehicle ownership options
- Connections to existing Rail and Fixed Route Transit

Next Steps

- Continue Conversations with various regional transit entities about efficient future connectivity or partnerships
- Continue Conversations with Volusia about future connectivity or partnerships
- Identify source and administration of potential grants and other funding options
- Issue Solicitation for Proposals; encourage LYNX to Bid

Timeline

- FY25 Continue existing services
- Dec-Feb Issue Solicitation
- TBD Board Worksession
- TBD Public Engagement
- Oct 2025 Implement Service Changes

Recommendation

Direct Staff to Issue formal Solicitation for Proposals to allow for evaluation of varying options to include costs; the number of potential zones with connectivity to SunRail and adjacent fixed route services; and the obtainment of grants. Invite LYNX to submit a proposal amongst others.

And approve item #21 to execute the LYNX FY25 Service Funding Agreement with the Central Florida Regional Transportation Authority.