

Orange County Commission Update

February 2017

Major Emphasis

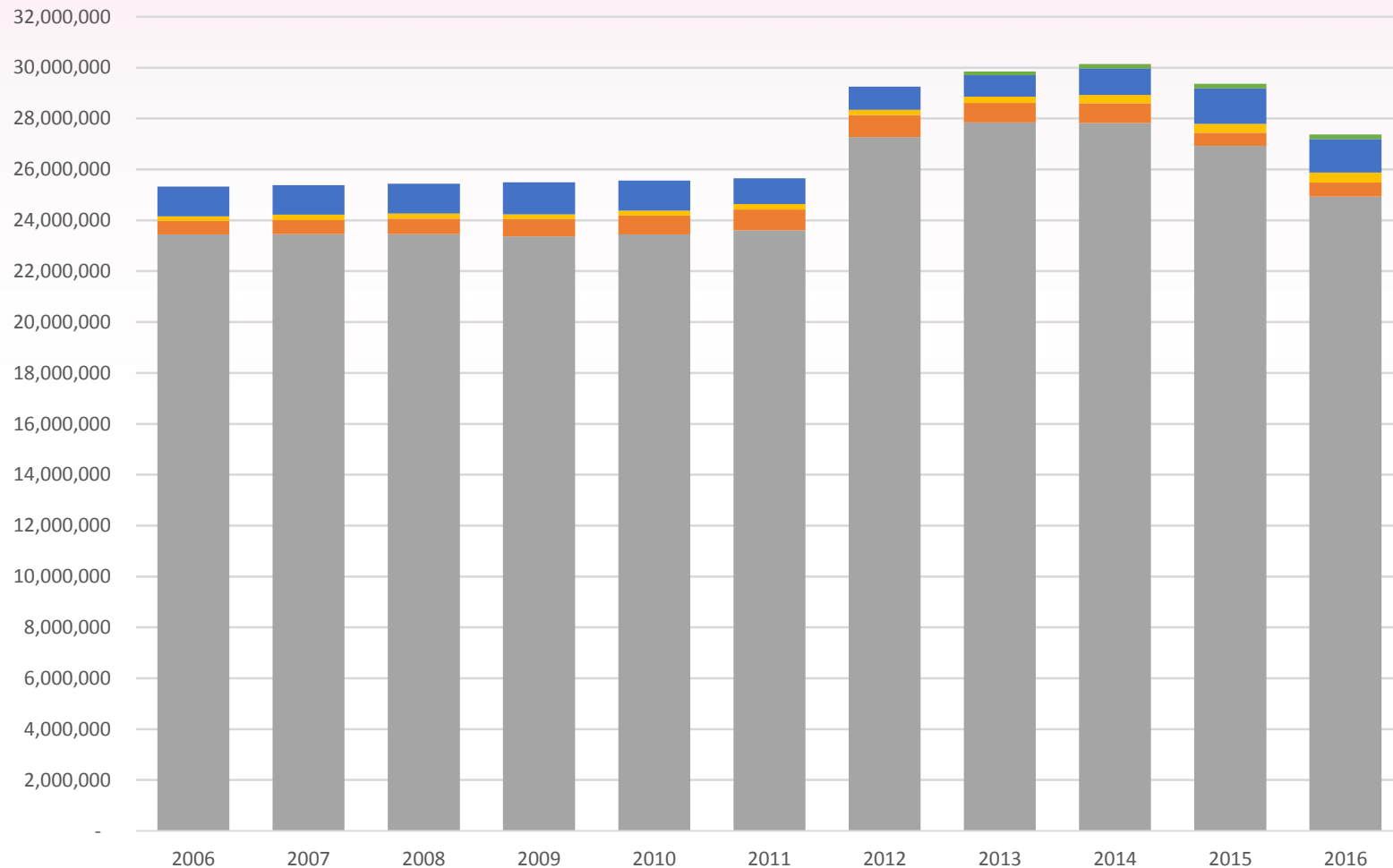


- Enhance Communications
- Improve Service Efficiency
- Establish More Partnerships
- Improve Customer Confidence in System
- Increase Brand Recognition and Community Involvement

Ridership by Mode



LYNX Ridership by Mode and Fiscal Year (Oct-Sep)



Source: National Transit Database

■ Fixed-Route ■ Access LYNX ■ VanPool ■ LYMMO ■ NeighborLink

Note: NeighborLink reported as Fixed-Route until 2013.

SunRail Connectivity

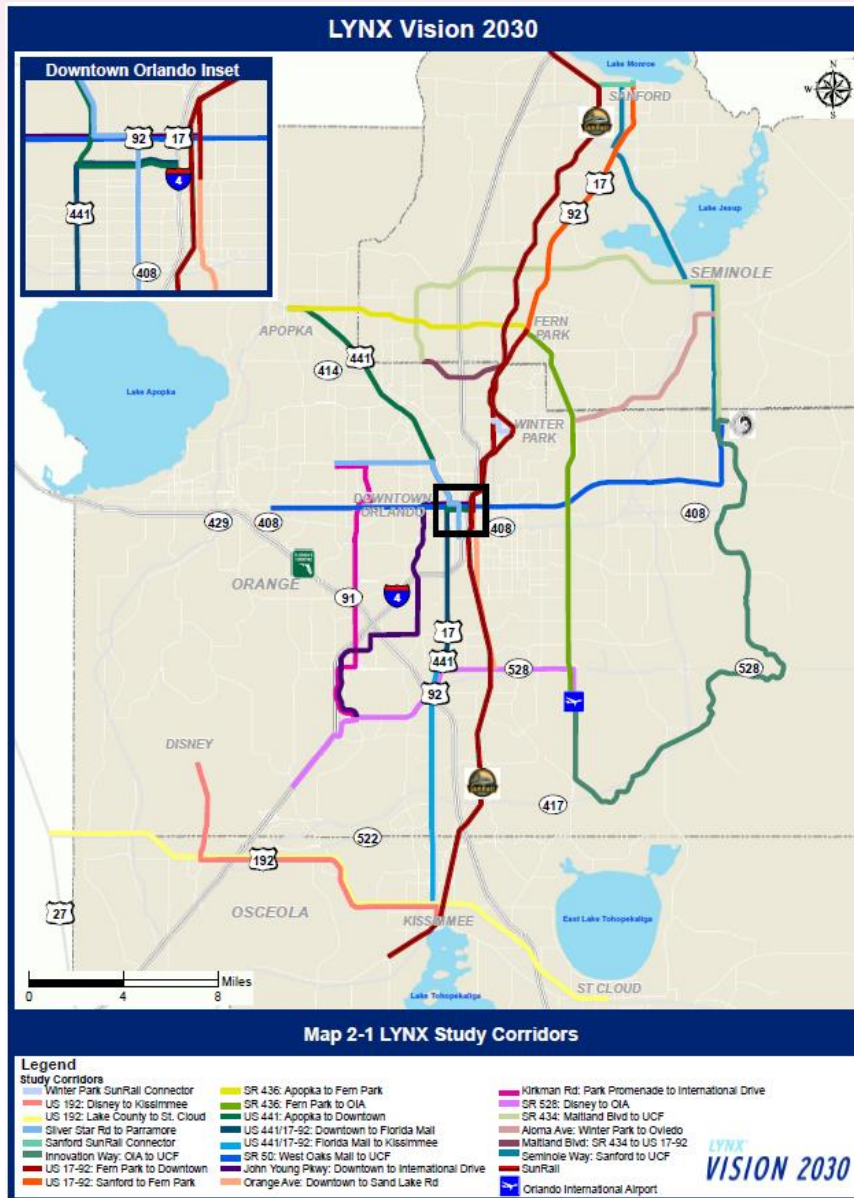


Fixed-Route Optimization

- SunRail Feeder Bus Connectivity
 - Phase 1: Reevaluate
 - Phase 2: New & existing bus services
 - Phase 3: Under review
- Scheduling Analysis: Improve staffing levels
- Route Segment Analysis
 - On-time performance
 - Connections
 - Productivity
- System-wide onboard Origin & Destination Survey

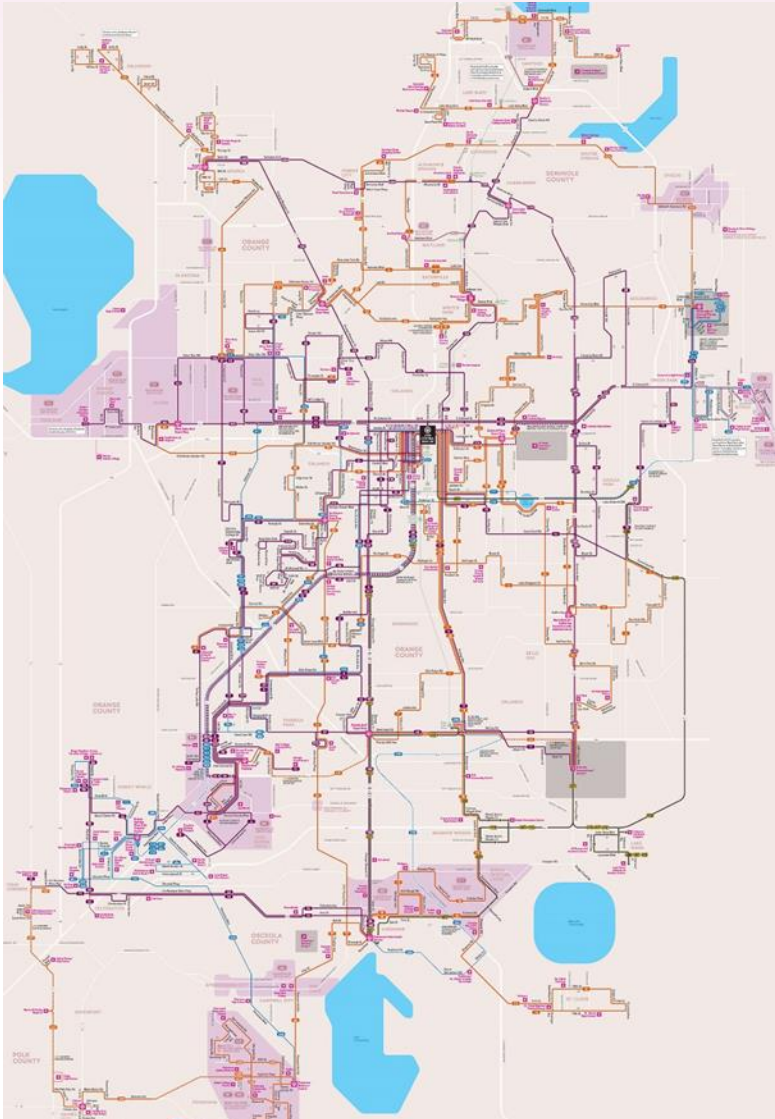


Vision 2030 Plan



- Completed in Oct. 2011
- Examined 22 corridors
 - 4 added during study
- Determined potential transit modal improvements along each corridor
- Modes Considered
 - Local Bus, Express Bus, BRT Streetcar, Light Rail and Commuter Rail
- Estimated costs and identified potential revenue sources to realize vision

Route Optimization



- Analyze performance of entire fixed route system
- Vehicle assignments and Load Factor Analysis

Pine Hills SuperStop



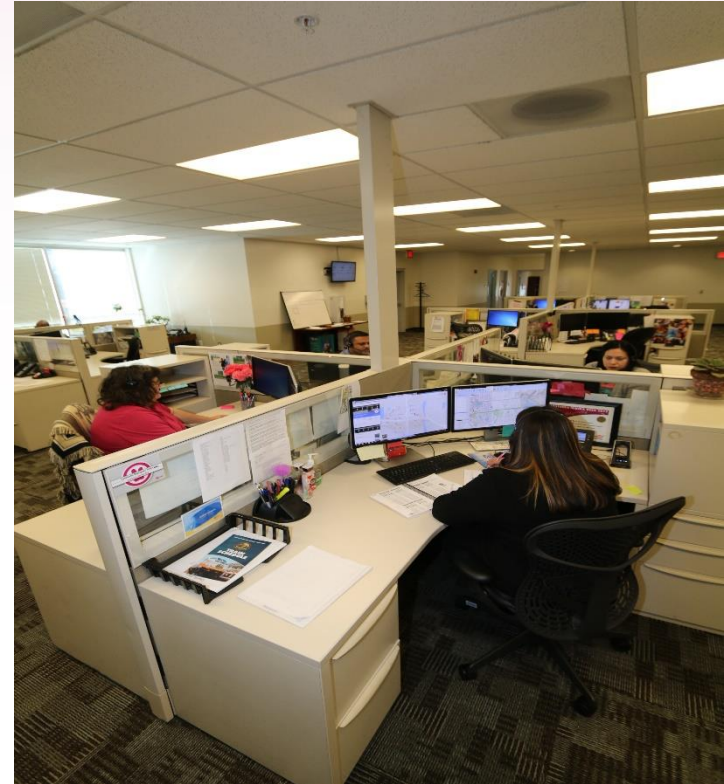
Primary Objectives:

- Relocate existing transfer center to location more conducive to bus transfer activity
- Provide better transportation options for residents and bus passengers
- Support the continued sustainability of the Pine Hills neighborhood



Paratransit - Mobility Management

- Integrated call center
- Cross training employees
- More efficient service provision
- Better time management



Wireless Internet Access on Buses



Purpose: Provide internet access to customers on LYNX buses for their mobile devices.

Pilot: 30 buses, **Completed** October 2016

Full: 270 buses, **Completed** January 10, 2017

Marketing: January 2017

- Social Media
- Website
- Information on buses
- Press release



Real-time Next Vehicle on Fixed Route



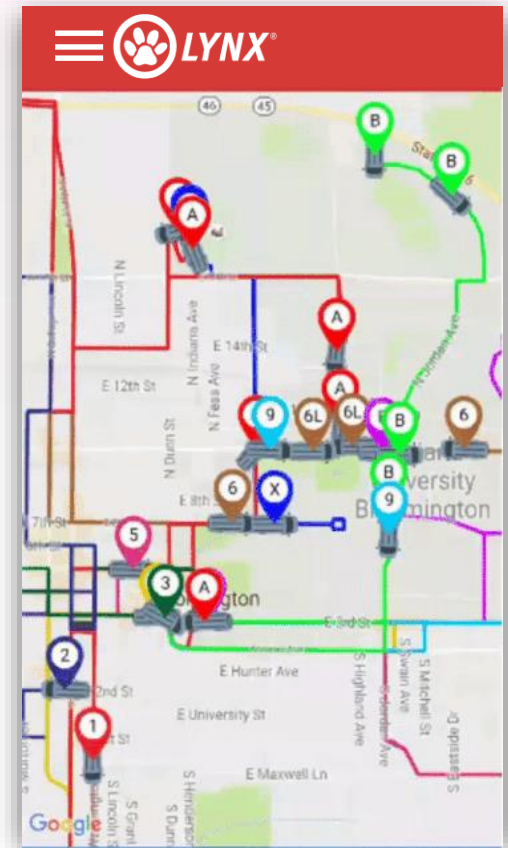
Purpose: Provide real-time location of LYNX fixed route and LYMMO buses to customers on mobile devices.

Development: Jan 2017 – Feb, 2017

Go Live “BETA”: Mar 2017

Testing: Mar 2017 – Apr 2017

Final Acceptance: May 2017



Concept based on Bloomington

Real-time on NeighborLink



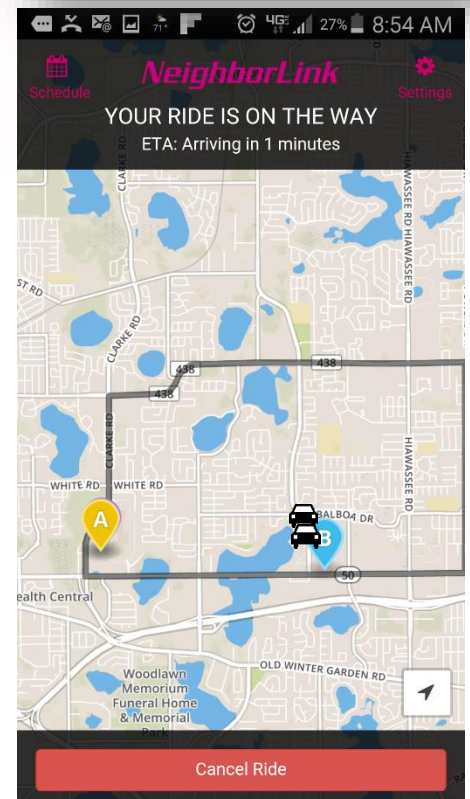
Purpose: Allow customers to make real-time trip requests on NeighborLink and to receive real-time location of vehicle assigned to their trip.

Training: Jan 22, 2017, MV Staff
Jan 25, 2017, LYNX Staff

Soft Launch: Jan 23, 2017 – Feb 4, 2017

Marketing: Mar 2017

Go Live: Mar 2017



Real-time on ACCESSLYNX



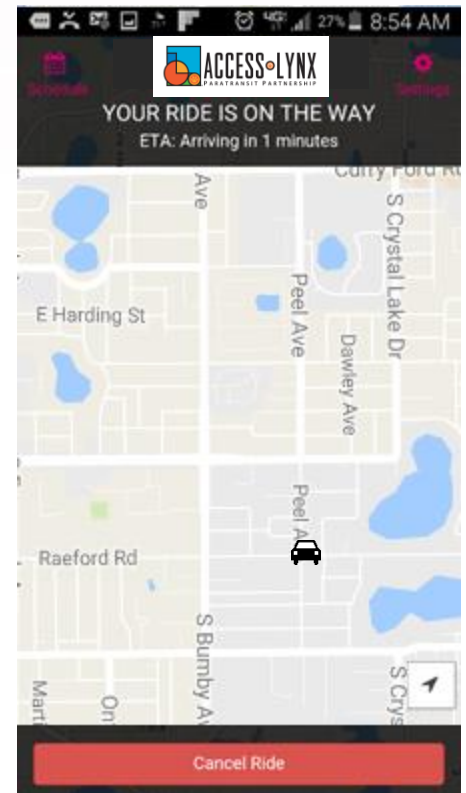
Purpose: Provide real-time location of LYNX vehicle assigned to the customer's trip on mobile devices.

Scope Development: January 2017

Procurement: February 2017

Development: March 2017 – June 2017

Deployment: July 2017



Mobile Fare Payment



Purpose: Allow customers to purchase fare products that can be validated upon boarding.

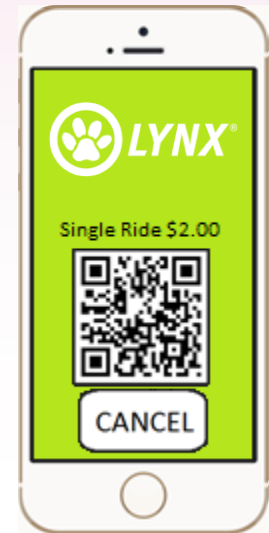
Configuration: Jan, 2017 – Feb, 2017

Pilots*: Feb, 2017 – Apr, 2017

Award of Contract: May 2017

Implementation: June 1, 2017 – Sept 2, 2017

Final Acceptance: Sept, 2017



Conceptual

***Note:** *This project is currently in the procurement process with two competing vendors*

Edward L. Johnson

Chief Executive Officer

Central Florida Regional Transportation Authority

Direct: (407) 254-6017

Cell: (407) 463-6346

Text: (407) 955-1839

Fax: (407) 254-6280

Email: eljohnson@golynx.com

455 N. Garland Avenue

Orlando, FL 32801

www.golynx.com

[@ELJohnsonGoLYNX](#) (Twitter)

[@GoLYNX](#) (Twitter)