

Orlando City Council Workshop
Temporary Council Chambers, 1st Floor City Hall
400 South Orange Avenue
Orlando, Florida 32801
Monday, August 20, 2018
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In attendance:

Mayor Buddy Dyer
Commissioner Jim Gray, District 1
Commissioner Tony Ortiz, District 2 – arrived at 10:18 A.M.
Commissioner Robert F. Stuart, District 3
Commissioner Patty Sheehan, District 4
Chief Assistant City Attorney Kyle Shephard
City Clerk Denise Aldridge
City Clerk Aide Elizabeth Davidson
Police Officers Landon Thomas and Chris Realin, Sergeants-at-Arms

Commissioner Regina I. Hill, District 5 - absent
Commissioner Samuel B. Ings, District 6 - absent

Mayor Dyer called the meeting to order at 10:04 A.M. and introduced the topic as an update on the Lynx bus system. Mayor Dyer introduced Lynx Chief Executive Officer Edward Johnson and invited him to begin his presentation. A copy of the presentation is included as supplemental papers to these minutes. Mr. Johnson began by discussing the five key areas of focus of the company.

- Enhance Communication – communicate with Lynx employees to facilitate Lynx ambassadorship within the community; create a more visible presence in the community; participate in community panel discussions; disseminate information on progress and accomplishments of the company; provide consistent and accurate information to the media.
- Improve Efficiencies – communicate to Lynx employees a fundamental understanding of the business, i.e., know the business, know the numbers and know what those numbers mean; improve paratransit program services by utilizing taxicabs to deliver paratransit services to people with disabilities; increase on-time performance from 80% to 90-93%; improve fixed-route services; refurbish vehicle parts; change in investment strategy to maximize returns.
- Establish Partnerships – provide campus and community transportation to UCF, Valencia College and Seminole State College students; provide emergency services to Orlando Utilities Commission by transporting linemen to and from various locations during the aftermath of Hurricane Irma in 2017; provide temporary fuel service support to Orlando International Airport buses.
- Improve Customer Confidence – implement WiFi technology on all fixed-route buses within 90 days; created four mobile apps: LYNX Bus Tracker, Paw Pass Mobile Fare Payment, NeighborLink Reservation and See & Say Security.

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- Increase Brand Recognition and Community Involvement – managers and upper management are required to serve on two community boards, one of which must be a human service organization.

Mr. Johnson discussed Lynx accomplishments in 2018, including awards from the *Orlando Business Journal* and ATT for technology enhancement; Lynx Bus Operator Melinda Durrell won Bus Operator of the Year in Florida; Lynx Bus Operators and Maintenance Teams compete across the state and nation for the Grand Champion Award; Lynx won the Golden Brick Award for Lyme Line construction; inaugural softball competition between Lynx, City of Orlando, Orange County, Seminole County, and the Florida Department of Transportation, noting that Orlando won the competition.

Mr. Johnson shared Lynx goals for 2019 which include a new Pine Hills Superstop, Lynx Operations Center expansion, purchase of land to construct a new parking facility, design of Southern Operation Facility serving southern Orange County and northern Osceola County, implementation of Lynx Forward fixed-route restructuring, and modification of mobility management and paratransit services.

Mr. Johnson stated this year marks the 25th anniversary of Lynx and shared a video from Lynx employees. Mr. Johnson concluded his presentation by thanking Sustainability Director Chris Castro and OUC for their assistance in applying for a grant for an electric bus on the Downtown Lymmo line, as well as their work on future dedicated bus lane operations on State Road 436.

At 10:22 A.M., the workshop was opened for questions and comments. At 10:30 A.M., the workshop was adjourned.

Mayor Buddy Dyer

City Clerk Denise Aldridge