

Central Florida Commuter Rail Commission Meeting

March 2, 2016

9:30 a.m.

Metroplan Orlando
250 South Orange Avenue
Orlando, Florida 32801

Attendees: Chairman Buddy Dyer, Mayor Teresa Jacobs, Commissioner Viviana Janer, and Council Member Pat Patterson

Minutes

Meeting was called to order by Chairman Buddy Dyer	
Pledge of Allegiance, Confirmation of Quorum, and Agenda Review	
Action Items: <ul style="list-style-type: none">• Adoption of meeting minutes from December 2, 2015; Motion to adopt minutes passed unanimously.• Adoption of Central Florida Commuter Rail Commission Resolution 001-2016<ul style="list-style-type: none">○ Due to Commissioner Henley's absence and Chairman Patterson's first attendance, the Commission agreed to postpone adoption of the resolution○ Chairman Dyer discussed setting up a Task Force (including funding partners, transportation entities, and support staff) to sort through issues for recommendation and consideration.• Election of Officers<ul style="list-style-type: none">○ Chairman Janer motioned to move forward with the re-election of the same officers; Chairman Jacobs 2nd the Motion. Mayor Dyer – Chairman; Commissioner Henley – Vice Chairman; Chairman Janer – Secretary. Motion passed unanimously.	
Agenda Item: Chairman's Report	Presenter: Buddy Dyer
<ul style="list-style-type: none">• Chairman Dyer requested a presentation on SunRail's "history" so that all can be brought up to speed. Request was fulfilled.	
Agenda Item: Technical Advisory Committee Update	Presenter: Claudia Korobkoff
<ul style="list-style-type: none">• Update from February 3, 2016• Reviewed 2014 Summary• Discussed venue change to accommodate additional potential public attendees• Reviewed Phase 2 South updates, Phase 3 summary, and Phase 2 North still in need of funding	
Agenda Item: Customer Advisory Committee Update	Presenter: Jeffery Morris
<ul style="list-style-type: none">• Update from February 19, 2016• Election of Officers<ul style="list-style-type: none">○ 1-year term for committee expires in April○ Needs action taken• Same recommendations:<ul style="list-style-type: none">○ 1st Meeting<ul style="list-style-type: none">▪ Service gaps○ 2nd Meeting<ul style="list-style-type: none">▪ Safety Issues<ul style="list-style-type: none">▫ Crosswalk on South Street between the two platforms at Church Street (Chairman Dyer is looking into issue)▪ Graffiti along the corridor<ul style="list-style-type: none">▫ North Orange Ave. and Winter Park▪ Add 9:00 a.m. and 3:00 p.m. trains to schedule○ 3rd Meeting<ul style="list-style-type: none">▪ Continuing Neighborhood Link in Maitland	

- Add texting service regarding delays
 - Add 9:00 a.m. and 3:00 p.m. trains to schedule
 - Add Twitter account regarding only service disruptions
 - Relocation of meetings (2 morning, 2 evening)
- Commending LYNX for accommodating CAC meetings
- Chairman Jacobs requested looking into mobile app
- Recap from Tawny Olore regarding above statements
 - Texting
 - Service will require a fee
 - Customer Service will need to take additional steps
 - Tweets are sent out (9k followers; 20k for all SunRail social media)
 - SunRail App
 - Need to build for several platforms
 - It will take money from budget to market
 - Current mobile site functions just like an app with less maintenance
 - Graffiti issue will be presented at Metroplan Municipal Advisory Committee Meeting on March 3rd
 - Church Street Connection – proposal of the developer from Lincoln Properties was approved; attorneys drafting Agreement
 - Additional train service
 - Budget and InterLocal Agreement issues
 - No issue with Neighborhood Link in Maitland; it was funded for another year.

Agenda Item: Operations Update

Presenter: Tawny Olore and Miguel Torres

- Ridership
 - Upward trend until January 2016
 - Bad weather
 - 2015 Holidays
 - During 1-year Pilot Program of late night train, average of 27 southbound riders and 20 northbound
 - Average with new schedule is 57 southbound riders and 54 northbound
 - Pilot for 6 months
- On-Time Performance (OTP)
 - 2016 decreased vs 2015
 - Bad weather in January and February
 - Car stuck on track incidents led to suspended service
 - New safety rules for crews
 - Bicycle boardings
 - Steady average
 - Need for bikes on trains as an important part of last mile connectivity
 - Prototype racks – elevates cyclist from holding bikes
 - ADA boardings
 - Continues to increase; decline in January 2016
 - Mini high and ADA ramps are available at each station
- Safety/Incidents Report
 - Downward trend
 - 5 incidents in November 2015 with only 1 being SunRail
 - 3 incidents in December 2015 (1 was SunRail)
 - 4 in January 2016 (3 were SunRail)
 - 0 in February 2016
 - 11 out of 20 SunRail incidents for the year 2015
 - There are 127 grade crossings
 - Local PD are helping at crossings
 - Downward trends for Longwood, Maitland, and Orlando
- Feeder Bus Service
 - LYNX – Andrea Ostrodka
 - Steady average daily boardings
 - January 2016 declined due to bad weather

- Votran – Ricky Mack
 - Continues to increase
 - No feeder route complaints
- Next Steps Phase 1
 - Service Modifications
 - On-Board passenger survey results (255 compiled)
 - Would not help or hinder
 - Would impact LYNX service
 - No issues with Votran
 - SunRail will not be moving service at this time
 - Business Development Activities (Carson Chandler)
 - Outreach to businesses continues
 - Florida Hospital, Orlando Health, downtown businesses, business towers
 - Surveyed more than 1,000 downtown employees; currently reviewing results
 - Preliminary results from surveys: non-riders are unaware of free parking at suburban stations, unaware of station locations, and non-riders are looking for last mile connectivity
 - Geo-targeting key neighborhoods in Debary, Belle Isle, and Maitland
 - Objective is to increase core commuting ridership
 - Businesses to “Try the Train” on specific days
 - 1-way ticket given to conductor
 - Average increase of 150-400 boardings
 - Marketing Activities (Mark Calvert)
 - Bad weather and lower gas prices affected January 2016 ridership
 - Door-to-door; literature left with map included
 - Spring Campaign coming soon
 - Customer Service Quarterly Synopsis (Marianne Gurnee)
 - 4177 calls received from October 1 - December 31; 75 calls per day average
 - 2-3 calls on hold more than 3 minutes
 - 331 emails received from October 1 - December 31; 5-6 emails per day average
 - Emails are responded to within 72 hours and are archived every 30 days
 - Within a month, Customer Satisfaction Surveys will be available on-board and online regarding station platforms and maintenance, social media, and customer service
- Expansion Update
 - Phase 2 South
 - All contracts are signed and underway; Notice to Proceed is April 1st
 - Groundbreaking Ceremony is April 11th (changed to April 25th) adjacent to the future Tupperware Station
 - Rail and ties are in place
 - Phase 2 North
 - 30% design plans complete for track, signals and communications
 - 30% design plans complete for Deland Station
 - Federal funds TBD; Tiger VIII grant came out last week (debriefing with US DOT and FTA)
 - Debary parking lot expansion contract is scheduled for advertisement in March
 - Adding 211 more parking spaces
 - Construction to begin before end of 2016
 - Phase 3 to OIA
 - Environmental documentation to finish in 1st Quarter 2017
 - Currently doing a technology assessment (finding connection points) – available around late April
 - Looking at mode/technology options: commuter rail, light rail transit, automated people mover, busway

Agenda Item: Longwood Police Department Presentation **Presenter:** Kelly Morrow and Cpl. Ryan Short

- Longwood Community Oriented Policing Services Grant awarded by Homeland Security (\$250k; Longwood matched 25%)
- Focus is on safety, security, education, community partnerships and enforcement
- Longwood officers patrol SunRail stations whenever trains are in operations
 - 2 shifts per day in marked vehicles
 - 5:00 a.m. – 1:00 p.m. and 1:30 p.m. – 10:00 p.m.
- Officers board and may ride the train north and/or southbound (Lake Mary and Altamonte stops)
 - Train vs. car collisions have decreased
 - Ticketing has decreased
- Social media/public awareness campaigns and outreach efforts to citizens and local area businesses
- Uniformed police and EMS ride SunRail free

Board Member Comments:

- Chairman Dyer stated that he and Commissioner Jacobs will be at the State Board of Governors meeting regarding the move of the UCF downtown campus. If move is approved, it should be a great marketing opportunity for SunRail.

Public Comments:

- Joanne Counelis requested better transportation for trains and buses. No more 2 ½ hr gaps. She also requests weekend, holidays, and 24-hour train service.
- Dave Porter stated that all public transit needs to be taken more seriously; proper funding is a major issue. Mr. Porter stated SunRail’s problem is the schedule and Votran’s issue is the gaps.
- Sarah Prawny, co-founder of Orlando Conductor Crawl, would like to offer solutions for late night train and possibly weekend service. Chairman Jacobs would like this to be explored. Chairman Dyer suggested Ms. Prawny meet with Carson Chandler after the meeting.

Next meeting TBD