

Technical Advisory Committee Meeting

June 29, 2016

2:00 p.m.

LYNX Central Station
Second Floor Multi-Purpose Room
455 North Garland Avenue
Orlando, Florida

Attendees

Nicola Liquori, FDOT
Tawny Olore, SunRail
Miguel Torres, FDOT
Ty Garner, FDOT
Tammie Andrews, FDOT
Jim Harrison, Orange County
Bill Wharton (for Jean Jreij), Seminole County
John Anguilli, Volusia County
Mary Moskowitz, Osceola County
Claudia Korobkoff, Orlando
Don Marcotte, Winter Park

Chris Kitner, Longwood
Jordan Smith, Sanford
John Omana, Lake Mary
Randy Schrader, Kissimmee
Edward Johnson, LYNX
Andrea Ostrodka, LYNX
Steve Sherrer, Voltran
Matt Boerger, DeBary
Elizabeth Whitton, MetroPlan Orlando
Vince Wang, River to Sea TPO

Not Present

Alisha Maraviglia, Altamonte Springs
Michael Pleus, DeLand

Noel Cooper, Maitland

Minutes

Meeting was called to order by TAC Chairman, Claudia Korobkoff, at 2:00 p.m.

Pledge of Allegiance

Quorum was met

Agenda Review by Tawny Olore

Welcome new introductions: Edward Johnson (LYNX CEO), Nicola Liquori (SunRail CEO), Elizabeth Whitton (MetroPlan Orlando), and Chris Kitner (City of Longwood)

Action Items:

Presenter: Claudia Korobkoff

- **Adoption of Meeting Minutes:** A motion to adopt the meeting minutes from February 3, 2016 was made by Don Marcotte and seconded by Randy Schrader. The meeting minutes were adopted unanimously. A motion to adopt the meeting minutes from April 6, 2016 was made by Bill Wharton and seconded by Mr. Marcotte. The meeting minutes were adopted unanimously.
- **Election of Officers:** Chairman – Jim Harrison, Orange County; Vice Chairman – Mary Moskowitz, Osceola County; and Secretary – Bill Wharton, Seminole County
 - All nominations passed unanimously.

Agenda Item: Chairman's Report

Presenter: Claudia Korobkoff

- Discussion of Orlando's Pulse Candlelight Vigil
 - SunRail provided service on Sunday, June 19th
- Commission meeting
 - Last meeting was held on May 25, 2016
 - Discussion of creating Task Force and expectations regarding SunRail's transition to the locals (outline provided by City of Orlando)
- CAC Meeting
 - Last meeting was held on June 21, 2016
 - Election of Officers took place
 - Conversation of text service for delays
 - Discussion about train schedule
 - CAC interpretations differs from FDOT
 - CAC to provide their determination of service interpretation in writing
- Possible Future Meeting locations
 - Winter Park, MetroPlan Orlando, Lynx are options available
 - Need to consider optimum meeting times to avoid conflicts with train schedule

Agenda Item: SunRail Operations Update**Presenter: Miguel Torres**

- Ridership
 - Debary, Winter Park, and Sand Lake Stations have highest ons/offers
 - First year included mostly leisure riders; second year converted to daily commuters
- Candlelight Vigils – Special Trains Added
 - Ten trains ran on Sunday, June 19th, 5:00 pm – Midnight, carrying 3,466 passengers at regular fare
 - Two late night trains (1 roundtrip) were added on Friday, June 24th, carrying 67 riders at regular fare
 - Most passengers were first time riders
- On-Time Performance
 - 90% OTP is excellent; SunRail is consistently running at or above 90%
- Bicycle Boardings
 - Trend is consistent with 150-200 boardings per month
- ADA Boardings
 - Average is 16 boardings
- Late Night vs. 1:00 p.m. Train Performance
 - Pilot program for late night train ended; however, the pilot program for the 1:00 pm train has doubled the amount of riders
 - 1:00 p.m. train will continue
- Safety/Incidents Report
 - Incidents lower due to safety outreach education, engineer awareness, and motorists are becoming accustomed to trains on the tracks
 - Good trend from January 2016 through May 2016
 - May and June incidents – vehicles stuck on tracks
 - FRA wants to use the SunRail corridor as a pilot for new safety enhancements
 - 14 incidents in 2014; 11 in 2015; and 5 for 2016
 - Longwood had the highest amount of incidents in 2015

Agenda Item: Construction Activities**Presenter: Tawny Olore**

- Phase 2 South
 - Temporary crossings at Shingle Creek completed
 - Material coming in at Shingle Creek to build pads and access for construction of Shingle Creek Bridge and run around track; two rail trains came in; awaiting one more to come in July 27th containing 1,600 feet of rail
 - Moved into field office located at 2915 Michigan Avenue in Kissimmee
 - Relocating 80 gopher tortoises to Sumter County Wildlife Preserve
 - Clearing and grubbing underway from Poinciana north to Pleasant Hill Rd
 - Station construction starts in early July
 - 3 stations in Osceola County; 1 station in Orange County (Meadow Woods)
 - Meadow Woods Station will be first (mid-July); Tupperware Station will be second (end of July) Tupperware station will have an access road built
 - Construction anticipated to be finished by end of 2017

Agenda Item: Business Development/Marketing Activities**Presenter: Regina Camplin, Carson Chandler**

- Business Development (Mr. Chandler)
 - Working with local jurisdictions to develop annual events calendar
 - 501c “Team SunRail” to build calendar
 - Private sector pay SunRail for extended service by collecting donations through the 501(c) organization from local business groups
 - Try the Train Days
 - City of Lake Mary
 - More than 5,000 tickets distributed
 - Turnout of 1,000 riders
 - Sanford is next
 - 20% who participate become 1st time riders
- Marketing (Ms. Camplin)
 - Behavioral Targeting Campaign
 - Online traffic increased 8%
 - Digital ads appear within a 2 mile radius
 - SunRail Leisure Travel Program
 - Partnership with downtown arts community business and galleries to promote new ways to utilize SunRail
 - Social Media = 22,000 followers
 - Applying stronger Train Tracker Online Program
 - Launched online connectivity links (Lynx, Votran, Uber, Lyft, Juice Bikeshare, Mears and ZipCar)

- Train Safety Awareness Week
 - Occurred during Tropical Storm Colin
 - Media alert issued to 25 news organizations
 - More than 20,000 people witnessed sign waving
 - Nearly 16,600 riders received multiple safety messages
 - Over 200 families visited table with Bike/Walk Central Florida
 - Approximately 25,000 drivers observed variable message boards
 - More than 1 million individuals viewed messages through social media, newsletters, and websites
 - More than 200 pedestrians received safety literature
 - Joint installation of grade crossing at Safety Village (SunRail, FDOT, BTNA, and FCEN)

Agenda Item: Customer Service

Presenters: Linda Nesbitt

- Calls
 - 7,785 calls received between January 1 – June 17, 2016
 - 92-93% of all calls are answered under 3 minutes
 - Breakdown of calls
 - 32% - Train Schedule
 - 23% - Fares
 - 20% - General Inquiries (1st time riders, purchasing tickets, tapping on/off, dwell times)
 - 7% - TVM
 - 6% - Station Locations
 - 5% - Connections
 - 3% - TVU
 - 2% - Non-Emergency
 - 1% - Rules of Conduct
 - 1% - Complaints
- Fare Evasion Enforcement (Fare Policy)
 - You must have a valid ticket
 - Monitoring for compliance in back office
 - Conductors will remove passengers from the train who are not properly ticketed
 - Autoload is an option to avoid issues
 - Trips close out after 90 minutes
 - Looking into installing additional TVUs or relocating current ones

Committee Comments:

- Vince Wang inquired about the status of Phase 2 North and Phase 3. Ms. Olore replied that there isn't any new updates concerning Phase 2 North. In regards to Phase 3, she stated that they are working on the Project Development and Environment (PD&E) Study. In addition, there are data collection efforts and alignments being developed and they are going to start Preliminary Engineering by fall.
- Mr. Marcotte questioned the possibility of transitioning two years early. Ms. Korobkoff replied that they will be working together during the two year period vs a take over.

Public Comments:

- Tom Wolfe asked about the Tupperware Station access road. Ms. Olore stated that the clearing and grubbing will begin at the track side first. A work plan hasn't been received in regards to parking lot.
- Joanne Cornelius requests weekend, holidays, and late night train service.

Next meeting will be held **September 15, 2016** at LYNX Central Station, Second Floor Multi-Purpose Room, 455 N. Garland Avenue, Orlando, Florida