

Central Florida Commuter Rail Commission Meeting

September 29, 2016

10:00 a.m.

Metroplan Orlando
250 South Orange Avenue
Orlando, Florida 32801

Attendees: Chairman Buddy Dyer, Secretary Viviana Janer, Board Member Teresa Jacobs, Commissioner Bob Dallari, and Board 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 May 25, 2016; Motion to adopt minutes passed unanimously.	
Agenda Item: Customer Advisory Committee Update	Presenter: Jeffery Morris
<ul style="list-style-type: none">• N/A	
Agenda Item: Technical Advisory Committee Update	Presenter: Jim Harrison
<ul style="list-style-type: none">• Two Meetings since last CFCRC Meeting<ul style="list-style-type: none">○ June 29, 2016<ul style="list-style-type: none">▪ Pulse Vigil▪ Operations updates▪ Business Development and Marketing▪ Construction status▪ Election of Officers▪ Introduction of SunRail CEO, Nicola Liquori○ September 15, 2016<ul style="list-style-type: none">▪ Operations update▪ Business Development▪ Phase II South and Phase III▪ Task Force – revised “outline”<ul style="list-style-type: none">□ Volusia County comments were received□ TAC is not the right body to oversee transition, possibly a smaller group made up of funding partners	
Agenda Item: Agency Update	Presenter: Nicola Liquori
<ul style="list-style-type: none">• Agency<ul style="list-style-type: none">○ Immediate Areas of Focus<ul style="list-style-type: none">▪ Safety Culture<ul style="list-style-type: none">□ Safety is high priority□ FRA and FTA require culture of safety□ Safety Manager reports directly to Ms. Liquori▪ Positive Train Control (PTC)<ul style="list-style-type: none">□ Monitors and controls train movement□ Federally mandated□ Procurement – cross-functional□ Implementation of certain parts required by December 2018□ \$80million project	

- Phase II
 - Construction – South
 - FTA funds 50% of project
 - FTA Quarterly Meeting will enter into monthly meetings with PMOC
 - Funding – North
 - Locals and State committed to their 25% of the project
 - 50% Federal funds needed (two unsuccessful attempts at grant applications)
 - Driving Ridership
 - Focused as a priority
 - Finding ways to increase the trend
 - Financial Reporting
 - Ms. Liquori will provide a financial reporting package
 - Monthly Ridership
 - Benchmark is 86,000 per month
 - Trend is currently below benchmark
 - Hopes that Saturday service will increase ridership
 - Customer Service
 - Statistics for calls from June 1 through August 31, 2016
 - 5,046 calls
 - 36% of calls were regarding the schedule or public concerns
 - 28% were questions about fares
 - Only 1% were complaints
 - Remaining calls were concerning station locations, TVM or TVU issues, rules of conduct, and general non-emergency questions/comments
 - Preliminary Financial Data
 - Spreadsheet provided of an average of two years of receipts and disbursements
 - System Operating deficit is being evaluated
 - O&M Contracts show a fixed price
 - Software updates in upcoming months will help with fare collection

Agenda Item: Operations Update

Presenter: Miguel Torres

- Ridership
 - First year is generally highest due to public interest in trying the system
 - Trends build in 2-5 years
 - Downward trend due to lower gas prices and car pooling
 - Similar trend with other transits
- On-Time Performance (OTP)
 - Averages mid – high 90s
- Bicycle Boardings
 - Averages 150-200
- ADA Trends
 - Averages 10-20
- Safety and Security
 - February through April and August = zero incidents
 - Downward trend
 - Top causes of incidents: 1. Grade crossings (wrong turns & stuck on tracks) and 2. Objects on tracks
 - Cities with highest incidents are Longwood, Maitland, Winter Park, and Orlando (4 each)
 - Primary focus is grade crossings (10 incidents in 2015 and 5 incidents in 2016)
 - Incidents involving objects are caused by trespassers. Fencing and vegetation can help prevent these incidents.
- Feeder Bus Service
 - LYNX – Edward Johnson
 - Greatest ridership
 - Florida Hospital/Health Village
 - Sanford
 - Sand Lake

- Since beginning of 2016, LYNX averages 1700 passenger boardings
 - Numbers for NeighborLink and paratransit services are not included
- October 2015 to October 2016 – slight decline
 - Decline in ridership is caused by lower gas prices
- VoTran – Steve Sherrer
 - Monday thru Friday service
 - Route 31, 32, and 33 all serve DeBary
 - Slight decrease in boardings
 - Lower gas prices affect ridership

Agenda Item: Project Updates

Presenter: Tawny Olore

- Phase II South
 - Track, drainage, and signal design ongoing
 - Gopher tortoise relocations complete except Taft Yard area (110 relocated)
 - Pile driving at Shingle Creek Bridge ongoing through October
 - In need to be replaced
 - Slow speed to extend life of bridge
 - Clearing and Grubbing continues along rail corridor
 - Utility relocations ongoing
 - Upgrading Kissimmee Siding
 - Clearing work begins at Meadow Woods and Tupperware stations
 - Construction of foundations for signals begin
- Phase II North
 - Construction began on the expansion of the DeBary parking lot; adding 211 spaces
 - Funding
 - 25% Local committed
 - 25% State committed
 - 50% Federal needed
 - Looking to determine the best way to move forward with the next grant application
- Phase III
 - Draft PD&E Documents under review
 - Reviewing Operation Methodology
 - Analyzing SunRail parking lots

Agenda Item: BD, Marketing, Safety Outreach

Presenters: Mark Calvert, Carson Chandler, Regina Cargill

- Marketing (Mr. Calvert)
 - Rider Surveys
 - Onboard Rider and Online Customer Service Surveys were conducted in August
 - 2 week survey online
 - Results help drive marketing messages
 - Need to consistently remind people that SunRail is a good transport to and from work
 - Digital Media Outreach uses geo-targeted Digital Media Program with messaging derived from Rider Survey Results
 - Additional Marketing Initiatives
 - Hospital Sustainability Action Plan Development
 - Tap on / Tap off initiative – onboard/platform campaign
 - Station Destination Outreach Program
 - Ambassador Application Development
 - Submit customer insight in real time
- Business Development (Mr. Chandler)
 - Orlando International Airport
 - Rider growth opportunity
 - Marketing and BD “tag team” effort
 - Sanford to OIA using LYNX as a connect
 - Try the Train
 - Maitland – September 19-23
 - Florida Hospital - September 26-30
 - Dozen Try the Train downtown, Maitland, Sanford, and Altamonte
 - Looking for best ways to communicate to employees

- Saturday Campaign work in progress
 - Funding needed
 - May increase first time riders
 - Two major hospitals are the focus to increase ridership
- Safety Outreach (Ms. Cargill)
 - Active safety outreach to Phase I and Phase II
 - Target close to corridor and across Central Florida
 - In person and onboard
 - Field trips – 50 children onboard for presentations
 - Phase II: Sharing rail safety message with schools, community groups (churches, civic groups), and bus/trucking companies
 - Additional focus on trespass mitigation
 - Messaging not to stop on tracks

Discussion Items:

- Phase II North Completion/Funding
 - Mr. Patterson urges the Phase II North funding to complete before Phase III and parking to support OIA.
 - Chairman Dyer stated Phase III cannot move forward without an agreement from the five Local Funding Partners.
 - Ms. Jacobs suggests that the best next step would be to reach out to Secretary Boxold.
 - All members are committed to support Volusia County.
 - Mr. Patterson stated that if SunRail doesn't move forward then financial obligations need to be modified. Ms. Jacobs responded that DOT will operate and maintain until transition is over, even if tracks aren't operational. Volusia County attorney added that Phase II is between commission and FDOT. Chairman Dyer requested the attorney to draft language stating specifics.
- CFCRC Transition
 - Review of Scope of Work and Timeline for Orderly Transition
 - Consideration of Consultant Team to assist CFCRC with Transition
 - Chairman Dyer proposes to have a designate from each Funding Partner to form a work group and a consulting team to determine the type of scope needed and the timeline
 - Mr. Harrison recommends consultant scope narrow as to identifying the transition tasks and crafting a timeline; Ms. Jacobs supports the recommendation
 - Chairman Dyer requests Ms. Liquori to have FDOT legal speak to Volusia County attorney to see if there is some type of contingency language regarding if Phase II North is not operational at the time FDOT funding ceases to exist then "what happens?"
 - Ms. Liquori noted that the Interlocal governance agreement is between the local funding partners and does not include FDOT.
 - Chairman Dyer suggests that Volusia County attorney, Dan Eckert (present at meeting) draft language to present to other attorneys
 - Consideration of Funding of Consultants
 - Mr. Patterson wants Local Funding Partners to evaluate, not control

Board Member Comments:

- *New staffing:* Mr. Dallari requests briefing of new staff members
- *Public comments:* Ms. Janer requests that the public comments will be heard first during future meetings.
- *Safety Outreach:* Mr. Dallari compliments SunRail for finding sponsors to help Hamilton School visit the Orlando Science Center.
- *Kissimmee crossing:* Ms. Janer expressed her concern with the Kissimmee pedestrian crossing and cars stopping on the track at the Main Street light. She stated safety improvement is needed.
- *Saturday service:* 1. Chairman Dyer requests SunRail to coordinate with VoTran regarding Volusia event schedules. He would also like to know potential costs for VoTran to run service on the Saturdays for events. Mr. Sherrer committed to provide costs to run on Saturdays during operational hours.
2. Chairman Dyer urges SunRail to run December 3rd for the ACC game that was moved from North Carolina and will now be held at Camping World Stadium.
- *Phase II North:* Mr. Patterson voiced his concern of not moving forward. Chairman Dyer reassured that all of the other jurisdictions support Volusia County and are determined to complete the DeLand extension.

- *Communication:* Board Members articulated the value of communication between them and SunRail. Ms. Liquori affirmed understanding and looks forward to working with all to find a solution.

Public Comments:

- Joanne Counelis requested SunRail to extend to DeLand and have weekend, nights, and holiday train service. She also stated she would like the gaps to close.
- Lisa Ford Williams, from DeLand, stated her concerns of Phase II North not moving forward. She commends the SunRail staff for all they do.
- Geof Felton, realtor of DeLand, thanks SunRail for working with the county for Phase II North. He has support letters for future grant applications.
- Wayne Carter, Executive Director of Mainstreet, expresses gratitude to Mr. Patterson for his support. He also stated he is very interested and anxious of Phase II North moving forward.
- Nathan Selikoft, local enthusiast, gave thanks for upcoming scheduled Saturday service days. He asks that the signage at the stations show the arrival time of incoming trains.
- Commissioner John Horan showed appreciation to Mr. Patterson and Mr. Dallari for their support of Phase II North. He also stated he will provide a list of scheduled events.
- Dimitre Guena is curious to know last mile to destination; Chairman Dyer directed him to Mr. Chandler.

Next meeting TBD