

Central Florida Commuter Rail Commission
Technical Advisory Committee

Meeting Minutes

Date: Wednesday, June 4, 2014
Time: 1:30 p.m.
Location: Florida Department of Transportation
Orlando Urban Office
133 South Semoran Boulevard
Orlando, Florida 32807

- Call to order – TAC Chairman, Jim Harrison, called the meeting to order at 1:35 p.m.
- Pledge of Allegiance
 1. Confirmation of Quorum
 2. Members in attendance:
 - Mary Moskowitz, Osceola County
 - John Angiulli, Volusia County
 - Brett Blackadar, Seminole County
 - John Omana, City of Lake Mary
 - Sheryl Bower for Jon Williams, City of Longwood
 - John Sember, City of Altamonte Springs
 - Jim Harrison, Orange County
 - Rick Lemke, City of Maitland
 - Don Marcotte, City of Winter Park
 - Claudia Korobkoff for F.J. Flynn, City of Orlando
 - James Arsenaault, City of Kissimmee
 - Andrea Ostrodka, LYNX
 - Steve Sherrer, VOTRAN
 - Russell Gibson, City of Sanford
 - Gary Huttman, MetroPlan Orlando
 - Lois Bollenback, Volusia TPO
 - Dale Arrington, City of DeLand
 3. Members not in attendance:
 - Rick Dwyer, City of DeBary
- Agenda Review – Tawny Olore, P.E.
 - Ms. Olore provided the Agenda Review.

ACTION ITEMS

- Adoption of Minutes from Wednesday, March 12, 2014.
 - a. A motion to adopt the meeting minutes was made by Mr. Huttman and seconded by Mr. Arsenaault. The meeting minutes were adopted unanimously.

DISCUSSION ITEMS

1. Chairman's Report – Jim Harrison, Orange County
Chairman Harrison discussed the fact that SunRail was now in revenue service and that the Grand Opening had taken place. Chairman Harrison stated that the Central Florida Commuter Rail Commission will hold its next meeting on July 21, 2014.

2. Project Updates – Tawny Olore, P.E.

a. Operations

i. Free Service Period

Ms. Olore thanked the TAC for giving the team a reprieve from having meetings while FDOT prepared for the start of revenue service. Ms. Olore then showed a video that highlighted the Grand Opening and start of service. Ms. Olore noted that SunRail was delivered to Central Florida on-time and on budget. Ms. Olore stated that before she briefed the TAC on Opening Day statistics she wanted to let everyone know that Don Marcotte advised her of another great accomplishment – the old Amtrak building in Winter Park was torn down to make way for the new one, which celebrated its opening on March 3. She then showed some pictures of the building being torn down.

ii. Revenue Service Period

Ms. Olore stated that free service started on May 1, that the opening year ridership forecast is 4,300 boardings. Ms. Olore reviewed Opening Day statistics and showed graphs on ridership. She stated that FDOT added an extra car on the train to accommodate overflow crowds. She stated that FDOT had ordered the Phase 2 cars, so was able to run three car train sets when required. Ms. Olore stated that 34 trains were being run, but many times 36 cars were on the track. She noted that FDOT still couldn't keep up with the demand. She stated that every spare person on staff was out there trying to load people and get them on and off trains. Ms. Olore stated that FDOT has ambassadors on each platform and also riding the trains.

iii. Performance Indicators

Ms. Olore discussed on-time performance and noted that the average was 93%, which she said was very good. During the free service period, May 1 – May 19, FDOT was averaging just 34% on-time performance, so things have improved significantly since revenue service began. Mr. Gibson asked about the factors that affect performance levels. Ms. Olore responded that there are a number of factors, including things like a car stuck on the track, a signal problem, and signal issues at the crossing gates, particularly when it rains. To put it in perspective, Ms. Olore said a train is considered late when it is 5 minutes and 59 seconds off the scheduled arrival/departure time.

She stated that within FDOT's contracts with Bombardier, Amtrak and Herzog, there are incentives for on-time performance. Ms. Olore stated that there were liquidated damages for missed trips, safety and reliability feature defects. So, she explained, when Bombardier cancels a train, they pay a certain amount to FDOT, which is deducted from invoices. Safety and reliability feature defects, Ms. Olore noted, are items such as an inoperable toilet or event recorders that are not working.

In terms of disincentives, Ms. Olore stated that there were also disincentives in the Bombardier contract for dirty cars, a defective announcement system, etc. Ms. Olore stated that the same goes for the signal contractor Herzog. In terms of trains being late, Ms. Olore stated that if there are a lot of activation failures, signals not

working properly and maintainers need to be dispatched, that requires conductors to stop and flag trains, which affects on-time performance. She stated that there are a lot of different measures in the contracts to make sure on-time performance, the comfort, and the ease of using the system is maintained. Those are tracked by oversight staff on a monthly basis. Ms. Olore told the TAC that specific information regarding the different contracts is available on the SunRail website. Mr. Huttman asked for a report to Metroplan Orlando, and Ms. Olore said that she will work through FDOT to provide information that was presented to the TAC.

b. Ridership

Ms. Olore began the update by noting that the Ticket Vending Machines (TVMS) debuted on station platforms the week before on May 12, and were open for service. Ms. Olore reviewed charts showing ridership, revenue and boardings at each station. She also reviewed ADA and bicycle boardings. Ms. Olore then discussed parking lot usage. She stated that FDOT has been monitoring the parking lots and found that some of the stations are running at about 50% capacity. She noted that the parking lots were built for a 20-year forecast. Ms. Olore stated that DeBary was the exception and that FDOT was monitoring usage at that station very closely.

Ms. Olore noted that if parking lot expansions are required, FDOT has to go through environmental permitting, purchase the land, and then build the parking area. She stated that FDOT is going to keep tabs on DeBary to make sure parking is available.

Ms. Olore also gave kudos to Volusia County and VOTRAN. She noted that during the first two and a half weeks of service, FDOT had people parking on 17-92. That parking lot was so full, she said, that VOTRAN started running shuttle buses to a remote area to bring people in, and Volusia County put all that in place, which really helped. TAC member Brett Blackadar asked how the parking at Sand Lake was doing. Ms. Olore responded that Sand Lake is doing pretty well, and is at about 40% capacity. Ms. Olore noted that the rest of the parking lots, with the exception of Winter Park, where FDOT is getting a lot of complaints, do not have parking.

TAC member Don Marcotte noted that Winter Park and Orlando do not have parking. Mr. Marcotte also asked if people were coming from the DeLand area. Ms. Olore responded that when she was riding the trains, she spoke with a gentleman who lives in Port Orange, and works in Winter Park. He now drives from Port Orange to DeBary to get to his job in Winter Park because it saves considerable miles on his car each year. Ms. Olore stated that she also spoke with people from Deltona who were making that crossover on Saxon Boulevard to DeBary, and were not counted in ridership projections.

Dale Arrington commented that people over age 60 are using it to go to Winter Park to eat breakfast or lunch, and just do not want to drive I-4. Ms. Olore noted that she was speaking with an ADA person who was so happy that SunRail was here because now they are able to travel between three counties, something they were never able to do before.

Mr. Gibson asked if LYNX and VOTRAN were monitoring the bus ridership at each of the stations. Ms. Olore stated that FDOT was monitoring the transfers between Sanford and Lake Mary and also Florida Hospital. Chairman Harrison suggested that LYNX and VOTRAN be added to the next meeting agenda to provide information and updates. Steve Sherrer of VOTRAN advised the committee that the busiest bus route is from Deltona. Ms. Olore stated that those first few weeks of service were very hectic. She gave kudos to the project team for working so hard to make sure everything went well. Chairman Harrison commented that he was surprised how many bicycles are being carried on to the trains and

wondered if there was a need to look at changes in those accommodations. Ms. Olore responded that for the first two and a half weeks, there were too many people so there was not sufficient room on the trains for bicycles. Ms. Olore noted that there are a lot of folks using bicycles to get to their place of employment. She stated that one of the biggest complaints FDOT has had is about the straps used on the train. She stated that they are being changed out for Velcro. Gary Huttman asked, as did the Chairman, for future numbers for the buses and scheduling. Mr. Huttman stated that he hears from a lot of the folks who come out of Volusia County at 6:00 a.m. and 6:30 a.m. that they are generally ready to go back north by 4:00 p.m., certainly by 4:30 p.m., so he wanted to know if those kinds of issues will be addressed. He stated that the 4:30 p.m. train is pretty crowded. Ms. Olore advised that a Customer Advisory Committee needs to be formed within the first year of service, per the interlocal agreements to address customer issues. Ms. Olore stated that FDOT can add another car, and has the ability to do that. Ms. Olore commented that FDOT can examine the issue, but would have to weigh how many people would be likely riders and the costs associated with adding more trains.

Mr. Huttman wanted to know how long FDOT will let SunRail service run before they evaluate. Ms. Olore advised that FDOT is already looking at ridership trends. At the hospitals, FDOT does not feel those numbers are as big as they could be and plans are currently in development to boost those numbers. Don Marcotte asked Ms. Olore about the ADA boardings. He has not witnessed any in Winter Park, and wondered if it was pretty good, and if the mini-highs were working okay. Ms. Olore responded there are two options for boarding, either the lifts or the mini-high. The mini-highs are a lot quicker, so they are using both, she said.

Mr. Tom Connelly said he had people asking about Saturday and Sunday service and wondered if there is any projection on that. Ms. Olore noted he would have to ask local government funders about that. Chairman Harrison asked the TAC to remember how hard it was to get here, and when you are talking about expanding service, there are costs associated with that. He noted that at this point, we are still in the proving stages, the analysis stages, and certainly Ms. Olore's numbers are something that we will all be evaluating and considering carefully. Chairman Harrison stated he anticipates the day would come when the community accepts the new role of transit. He stated that going through that funding process is not an overnight thing. He again encouraged everyone to remember how hard it was to get where we are today. He noted that the TAC will continue to look at expansion as Ms. Olore's numbers continue to roll in.

c. Fare Collection Systems

Ms. Olore noted again that the TVMs were rolled out on May 12 and FDOT tried to do a soft opening. There are two issues right now with our TVMs she said. She asked TAC members to remember this is a brand new system that was actually built from scratch in the back of the house, and a new system working for SunRail.

There are currently two issues affecting TVM reliability – new quarters actually make them freeze up. That issue should be fixed by the end of this week. The second one is a communication issue. Ms. Olore said that FDOT built a brand new network for the system and the network includes all the cameras, TVMs, cameras, etc. She stated that it is functioning at about 85% to 90%, and what happens is when the brain gets overloaded, it shuts down one device, so that there is where the intermittent loss of communication is occurring.

Chairman Harrison asked if Ms. Olore could give an idea of what percentage or what magnitude the failure is on a daily basis. Ms. Olore said there is a communication failure

on a daily basis. Ms. Olore stated that FDOT has three roving technicians going between DeBary, Sand Lake and LYNX Central to reset the system. Ms. Amy Scales, P.E. of FDOT added that you may get a blip on one machine, but the other five will still be working. Chairman Harrison noted that it was very helpful to know that not all the TVMs go down at once. Ms. Olore added this is where technology is not necessarily your friend. Mr. Gary Huttman asked if the TVUs were the “tap on/tap off” machines, and Ms. Olore confirmed they were. Mr. Huttman noted that people are not happy with that machine. Ms. Olore said she believes there is confusion, too, and it is an education process because basically what happens with the TVU, when you tap it, it just tells you if you have a valid or invalid card. Mr. Huttman said now that the free service is over, what makes a lot of people unhappy is that they have to walk to the far end of the station to tap off and a lot of people are just not doing that. Ms. Olore added that the TVM and TVU machines are the most complicated part of the system, and there are training videos on YouTube to show people how to use them for the ADA and general passengers as well. The Ambassadors are still out there and will be through mid-July.

Ms. Olore stated that the operations team has established the Customer Service Center at the Operations and Controls Center in Sanford. They are taking calls and helping with SunCards. She stated again that within the interlocal agreements, the Customer Service Advisory Committee needs to be formed within the first year of operation and would meet quarterly, and there will be 8 members on the Committee who will be appointed by the funding partners. The members on that committee need to use the system at least three (3) days a week, she said. Ms. Olore stated that the committee will operate in an advisory capacity, similar to the Technical Advisory Committee, to FDOT until year eight of service. Then they will serve in an advisory capacity to the CFCRC. She asked Committee members to start thinking about their appointments so the committee can be established.

Mr. Brett Blackadar asked if the Committee would report to the Technical Advisory Committee (TAC) or the Commission, and Ms. Olore advised that they would report directly to the Commission. Chairman Harrison suggested it would be a good thing perhaps to invite them to the TAC meeting.

- d. Public Involvement, Marketing and Business Development Update – Tawny Olore, P.E.
Ms. Olore noted that the monthly score cards have been updated and are in each TAC member’s packet for review. She noted that the outreach team has spent a great lot of time on the platforms with customers, helping to educate them on the system and helping through the initial days. The team has also been working on shuttle facilitation. She stated that there are four shuttles from the Sanford Station in Seminole County. Russ Gibson said that the City of Sanford is still investigating having the service in Seminole County. Ms. Olore further advised that there are two (2) employer-funded shuttles from Sand Lake Road, to Lockheed Martin and Darden.
- e. Safety and Security Update – Tawny Olore, P.E.
Ms. Olore noted that there were two incidents involving SunRail vehicles. One incident occurred at Longwood, where a trailer did not clear the tracks; the second was a stalled vehicle on the tracks in Maitland. Since that time, she noted, you will see some digital message boards reminding folks to be careful around those railroad tracks, and FDOT has contracted with FHP for crossing enforcement. She noted that this week was National Train Safety Awareness Week, so you will see a lot of advertisements, radio and billboards, that encourage everybody to be careful around those tracks and do not stop on them. We have 34 trains out there, Ms. Olore stated, and we want to make sure people are safe. It is against the law, and as soon as those bells and flashers start, you need to stop.

3. Phase 2 Activities – Tawny Olore, P.E.
 - a. FTA Coordination

Ms. Olore provided a status update regarding coordination with the FTA regarding Phase 2. She noted that coordination is going well and FDOT would continue to keep the TAC informed.
 - b. Station Development

Ms. Olore provided a status update on station development and noted that activities are progressing as planned.

COMMITTEE MEMBER COMMENTS

1. There were no comments of note from the Committee.

PUBLIC COMMENTS

1. There were no comments of note from the Committee.

NEXT MEETING

1. The next TAC meeting was scheduled for Wednesday, August 6, 2014 at 1:30 p.m.

ADJOURNMENT

1. Meeting adjourned at 2:55 p.m.