

DRAFT

Central Florida Commuter Rail Commission
Technical Advisory Committee

Meeting Minutes

Date: Wednesday, December 3, 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:
 - Tawny Olore, FDOT
 - Dale Arrington for Michael Pleus, City of DeLand
 - Brett Blackadar, Seminole County
 - Jordan Smith, City of Sanford
 - 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, City of Orlando
 - Mary Moskowitz, Osceola County
 - James Arsenault, City of Kissimmee
 - Andrea Ostrodka, LYNX
 - Gabby Arismendi for Gary Huttman, MetroPlan Orlando
 3. Members not in attendance:
 - John Angiulli, Volusia County
 - Rick Dwyer, City of DeBary
 - Steve Sherrer, VOTRAN
 - Lois Bollenback, River to Sea TPO
 4. Introductions:
None
- Agenda Review – Tawny Olore, P.E.
 5. Ms. Olore provided the Agenda Review.

ACTION ITEMS

- Adoption of minutes from Wednesday, October 1, 2014.
 - a. A motion to adopt the meeting minutes was made by Claudia Korobkoff and seconded by Gabby Arismendi. The meeting minutes were adopted unanimously.

DISCUSSION ITEMS

1. Chairman's Report – Jim Harrison, Orange County
 - a. Chairman Harrison stated the next meeting of the Central Florida Commuter Rail Commission (CFCRC) will be held on January 9, 2015 at MetroPlan Orlando.
 - b. Mr. Harrison stated that the Customer Advisory Committee appointments were due for CFCRC ratification on January 9, 2015. He explained that each jurisdiction must appoint two people that ride at least three times a week and live in their jurisdiction.

2. Project Update – Tawny Olore, P.E.
 - a. Operations

Ms. Olore reviewed the presentation and discussed project updates for Phase 1. Ms. Olore discussed the format of the upcoming financial reporting coming in 2015. She stated that the financial report will be similar to the 2007 original report.

 - i. Ridership

Ms. Olore presented information on ridership for October, 2014 and discussed the trends. Ms. Olore stated that the latest numbers from November 2014 were not available because staff was out of the office. Ms. Olore noted that the ridership on “Black Friday” was high as many area residents were out and about shopping. Information presented to the TAC also included ADA and bicycle boardings. Ms. Olore stated that parking counts are conducted at the stations every Friday and usage has remained fairly consistent. Ms. Olore stated that due to the restart of the ambassador program, ridership numbers are much more accurate. She indicated that the ridership numbers being presented are the conductors' numbers.
 - ii. On-Time Performance

Ms. Olore stated on-time performance is at 92% overall. Ms. Olore led a discussion on the data that was provided.
 - iii. Technology

Ms. Olore stated there were continuing issues with TVMs and TVUs and there have been several meetings with the vendor. Ms. Olore stated that Xerox provided a recovery plan to FDOT to improve ticketing issues. Ms. Olore stated that a recovery plan for the back office is under way. Ms. Olore stated that the machines are getting better and there are several software fixes scheduled in upcoming months.
 - iv. Service Enhancements

Ms. Olore noted the new schedule and a new policy that addresses when a train is over 85% full a third car is added so riders do not have to wait. A white paper is being drafted to consider expanded service on weekdays and weekends concerning what opportunities are available and potential challenges involved. That issue will be discussed at the January 9, 2014 Central Florida Commuter Rail Commission meeting. Cost estimates also were provided concerning special event services.
 - v. Safety/Incident Reports

Ms. Olore discussed the issue of upgrading grade crossings. Ms. Olore stated that the Public Involvement team is conducting safety outreach and is out in the community providing rail safety education to the public. Ms. Olore stated that the SunRail had only one accident for the month of November and that the incidents are trending down as expected.

vi. Feeder Bus Service

Ms. Olore introduced Andrea Ostrodka from LYNX to review the bus connectivity map and explained that LYNX is currently analyzing the current routes. Ms. Ostrodka stated the month of October is always the month with the highest ridership for the LYNX system. Ms. Ostrodka discussed other connectivity options that are in place at the different stations. Ms. Ostrodka mentioned that the buses use a laser counter to record ridership and it works very well. Ms. Ostrodka explained that the decision has been made to eliminate the Longwood feeder service and the closest bus route will drop the passengers about ¼ of a mile away from the station due to the low ridership of only about five riders a day.

b. Marketing/Business Development/Public Involvement

i. Revenue Service Marketing Plan

Mark Calvert, the Business Development and Marketing Manager, discussed the success of the “Seniors on SunRail” program, and “Divas of SunRail” marketing campaign with a local area spa for pick up and drop of at the Sand Lake Road SunRail Station.

ii. Surveys

Mr. Calvert discussed that surveys are being gathered at the Downtown Orlando Towers, on board SunRail trains and at station platforms. He said the goal is to collect about 600 surveys. Mr. Calvert stated that all advertising space is completely sold out at this time. Mr. Calvert discussed the scorecards in the TAC materials and the positive work being done to promote the project.

iii. Rider Alerts

Mr. Calvert stated that rider alerts are sent out at least several times a day. Mr. Calvert discussed the on-time alerts being done online and on social media.

iv. Shuttle Service

Mr. Calvert discussed connectivity options and the steps taken to increase shuttle service to and from all stations.

v. Train Tracker /Trip Planner

Marianne Gurnee, SunRail Program Management Team, stated that the Train Tracker program is up and running. She explained how the application works and the benefits to the average rider.

vi. Local Notification of Upcoming Events

Ms. Gurnee stated that the project is tweeting out any special events that are along the corridor and coincide with the train schedule. Ms. Gurnee explained that the Customer Service Department is coordinating large group travel, in order to alert operations personnel. Ms. Gurnee stated that at least one manager rides the train every day to get rider feedback and resolve outstanding issues.

3. Phase 2 Activities– Ms. Olore

Ms. Olore stated that she would like to have a meeting with all local funding partners to discuss the maintenance and cleaning of the stations. She stated that there was an incident with some janitorial staff that resulted in the pressure washing and damage of expensive cameras.

a. FTA Coordination

Ms. Olore stated that FDOT is working to get the Full Funding Grant Agreement (FFGA) approved and ready for the next phase of construction. Ms. Olore explained how the project funding works and stated that all of the money is not allocated at the same time in the budget. Ms. Olore stated that the Phase 2 North is being rated and evaluated for inclusion in the President's budget.

b. Station Development

Ms. Olore stated that construction on the Phase 2 South station should start in the next year for completion in 2016/17.

c. Right –of-Way Acquisition

Ms. Olore stated that the Phase 2 right-of-way is being evaluated for any issues before construction.

d. FRA Safety Coordination

Ms. Olore stated that the grade crossings will be evaluated to identify any deficiencies. The assessment letters will be provided to Orange and Osceola counties in the upcoming months.

4. Phase 3 Status

a. Ms. Olore stated that there was no new update on the progress of Phase 3 at this time.

COMMITTEE MEMBER COMMENTS

1. Mr. Marcotte requested the cost versus revenue analysis when available. Mr. Marcotte stated that he has been requesting the upgrade of several grade crossings within his jurisdiction. He stated that he has been sending those to the Bombardier personnel, as well. Ms. Olore stated that she would like to be copied on all of the email requests sent by Mr. Marcotte in this regard and that there was an upcoming procurement scheduled to upgrade many grade crossings.

PUBLIC COMMENTS

1. Joanne Counellis, of Sanford, stated that she is excited and would like to have the SunRail train on weekends, holidays, and nighttime. Ms. Counellis stated that SunRail needed to run 24 hours a day.

NEXT MEETING

1. January 9, 2015 – CFCRC
2. February 4, 2015 – TAC

ADJOURNMENT

1. Meeting adjourned at 2:34 p.m.