

Central Florida Commuter Rail Commission

MEETING MINUTES

Date: Wednesday, December 2, 2015

Time: 4 p.m.

Location: LYNX Central Station

Second Floor Board Room

455 North Garland Avenue

Orlando, Florida 32801

- Chairman Buddy Dyer called the meeting to order at 4:05 p.m.
- All members were present
 - Commissioner Dallari was present in lieu of Commissioner Henley, representing Seminole County
- FDOT District 5 Secretary Noranne Downs, P.E. provided the agenda review.

ACTION ITEMS

1. The meeting minutes from the September 23, 2015 gathering of the Central Florida Commuter Rail Commission were unanimously approved.

DISCUSSION ITEMS

2. Chairman's Report – Chairman Dyer
 - a. Chairman Dyer briefed board members about the Phase 2 South Full Funding Grant Agreement Ceremony, which was held September 28th at the Kissimmee/Amtrak station. Mayor Dyer thanked Osceola County and the city of Kissimmee for hosting the event.
3. Technical Advisory Committee Update – Claudia Korobkoff, Chairman
 - a. Ms. Korobkoff briefed board members on TAC activities from the November 4th and October 7th meetings.
4. Customer Advisory Committee Update – Jeffery Morris, Chairman
 - a. Mr. Morris briefed board members on CAC activities from the October 20, 2015 meeting, including the committee's recommendation to the CFCRC that it implement additional train service that would run northbound from Sand Lake Road around 3 p.m.
5. Operations Update – Tawny Olore, P.E. and Doug Stencil
 - a. Ridership: Ms. Olore provided ridership numbers through November, and said that overall, the core number of commuters utilizing SunRail appears to be growing at a healthy pace for the last three months. At the request of

board members, she also explained that the Customer Advisory Committee had been briefed on state, federal and local financial resources and agreements associated with adding the additional service requested. Specifically, she said, the CAC was advised that it would require additional funds, additional amendments to interlocal agreements that currently cap operations and maintenance costs, and additional crews to support the committee's additional service request.

- b. **On-Time Performance:** Ms. Olore said that on-time performance dipped slightly in November, but that overall, continues to exceed the 95th percentile, which is an excellent standard for commuter rail operations. Ms. Olore also said that bicycles continue to be a popular last-mile connectivity option for riders; and that the number of persons with disabilities who ride SunRail remains fairly steady.
- c. **Safety/Incidents Report:** Mr. Stencil provided board members with a recap of incidents on the corridor involving Amtrak and freight, as well as SunRail trains.
- d. **TOD Update:** Ms. Olore noted that board members had in their packets monthly scorecards to peruse, including the continued proliferation of Transit-Oriented Development around SunRail station stops. Since 2010, Ms. Olore said, an estimated \$3.2 billion worth of projects have either been completed, are currently under construction, or have been announced within a half mile of SunRail station stops. Ms. Olore also provided board members with photographs of recently opened TOD projects at the Longwood, Lake Mary and LYNX Central Station SunRail stops, and spoke about the planned development that is anticipated to frame the Tupperware Station at Osceola Parkway in Phase 2 South.
- e. Mr. Steve Sherrer, general manager of Votran, and Ms. Andrea Ostrodka of LYNX, provided ridership updates regarding buses that serve SunRail stations, noting that ridership continues to grow.

6. Next Steps Phase 1

- a. **Service modifications** – Ms. Olore said that FDOT is surveying passengers about potential early morning service modifications and would report back to the board at the next meeting.
- b. **Business Development activities** – Mr. Carson Chandler, SunRail Business Development Manager, briefed board members on efforts to grow ridership with a focus on downtown Orlando employers. He said that SunRail is currently working with a multitude of businesses, including Florida Hospital and Orlando Health, to participate in Try the Train Days, whereby employees would be encouraged to try SunRail as an alternate means of commuting to work. He also spoke about a roundtable meeting hosted by Mayor Dyer featuring 30-35 of downtown Orlando's larger businesses. The goal of the meeting, he said, was to encourage business owners and executives to lead by example, and provide employee incentives to utilize SunRail and other modes of transit.

- c. Marketing activities – Mr. Mark Calvert, SunRail Marketing Manager, briefed board members on some new marketing initiatives, including the “Selfies on SunRail campaign” and an onboard customer rewards program pegged to current events (such as a Star Wars Pez giveaway in anticipation of the opening of the new Star Wars movie). He also reported a surge in SunRail social media followers, to nearly 20,000.
 - d. Customer Service – Ms. Marianne Gurnee provided a rundown of Customer Service activities, key performance indicators, and how Customer Service representatives handle service disruptions and delays. Ms. Gurnee also introduced Linda Nesbitt, SunRail’s Customer Service Manager.
7. Phase 2 Activities – Ms. Olore provided an overview of Phase 2 South activities, and said that contractors are expected to be on board by early next year. She also provided a broad overview of the construction timeline for Phase 2 South, which will be finalized once the Design-Build contractor is selected. She said that the Department is working with Volusia County to identify potential federal funding sources to advance Phase 2 North activities.
8. Phase 3 Update – Ms. Olore briefed board members on a study that FDOT is conducting regarding the feasibility of connecting SunRail to Orlando International Airport. That study was approved by the Federal Transit Administration to enter into Project Development, and will include environmental analyses, operating plans, preliminary ridership figures and other federally required criteria when complete.

BOARD MEMBER COMMENTS

1. Commissioner Dallari led board members in a discussion about transitioning SunRail operations and maintenance to the Central Florida Commuter Rail Commission when the FDOT funding period expires in 2021. He urged board members to start planning a governance structure for that eventual transition. Board members agreed to study the issue further before making any final recommendations.

PUBLIC COMMENTS

1. There were no public comments.

ADJOURNMENT

1. The meeting was adjourned at 5 p.m.