

Attendees: Chairman Jeffery Morris, Jose Jordan, Karla Keeney, Nicola Liquori, Elliott Shepherd, Regina Marini Cargill, Steve Olson

Minutes

Meeting called to order by CAC Chairman Jeffery Morris at 5:00 P.M.	
Action Item:	
<ul style="list-style-type: none"> • A majority of the members shall constitute a quorum. A quorum was met for this meeting. • Adoption of meeting minutes from January 25, 2017. 	
Introduction:	Presenter: Nicola Liquori
<ul style="list-style-type: none"> • Introduction of Elliott Shepherd, Chief Operating Officer <ul style="list-style-type: none"> ○ Began with SunRail on May 5, 2017 with three decades of experience in the public and private sector with freight and passenger rail. Mr. Shepherd was most recently with the Federal Railroad Administration. 	
Agenda Item: Chairman's Report	Presenter: Jeffery Morris
<ul style="list-style-type: none"> • Last CFCRC Meeting was held on April 19, 2017. <ul style="list-style-type: none"> ○ Suggested increasing the meeting schedule in consideration of this Committee members' terms. ○ Asked that this Committee be charged with points of interest that the Commission would like Committee feedback. ○ Ms. Liquori noted the Commission was provided the Committee's discussion on the fare collection system, the performance, and the ticket vending machines. She noted SunRail is continuing to work with the Vendor and since the ticket stock was replaced, there has been a significant improvement in the performance of the machines. Commissioner Janer asked the CAC to advise what their experience has been and provide some feedback. ○ Commissioner Dallari asked for a time comparison between a commute utilizing I-4 and a commute on SunRail. The SunRail marketing team is looking at this. ○ Mayor Jacobs noted that it is not just the time savings but also the quality of the ride. She asked whether the CAC is willing to act as a focus group and provide what the quality difference is in his/her commute. 	
Public Comments:	
<ul style="list-style-type: none"> • Joanne Counelis requested 24 hour train and bus service, 365 days, including holidays and weekends. • Nathan Selikoff stated he would like SunRail to focus on opening the transit data to ensure they are providing real-time data in QTFS format so riders will know where the train is and what the schedule is. This should be a priority. The benefit would be increased awareness and ridership. • David Porter discussed the schedule and frequency of service. Those that have the ability to fund should attend this Committee's meetings and engage in dialogue. He asked that the Committee approve a resolution to request the Governor and Secretary of FDOT to attend the next meeting. • David Bottomley stated he rode SunRail from the Sand Lake Station to the meeting. The message board was blank and messages need to be on both sides. The Ambassadors at the station are great. 	
Agenda Item: Discussion Items	Presenter: Jeffery Morris
<ul style="list-style-type: none"> • Seminole County Commissioner, Mr. Dallari, is the new Chairman of the CFCRC. 	

- Would like to see a reduction in presentation slides in order for the Committee to have more discussion time.

Agency Update:

Presenter: Nicola Liquori

- Quarterly Highlights
 - Launched new Text Alerts
 - Text SunRail at 31996
 - Launched new Train Alerts
 - Launched Art is Moving
 - Service was provided Sunday, March 5 to Orlando City inaugural game and ridership was 2,847.
 - Service was provided Saturday, March 18 for a number of Central Florida events and ridership was 12,842.
 - SunRail began a Safety Billboard Campaign “Keep Your Tail Off The Rail”.
 - On Time Performance
 - On-time average at 99% year-to-date
 - Average Daily Ridership
 - March and December are strong months, historically.
 - April and May are weaker. Looking at summer programs to capture ridership.
 - Fare Collection.
 - 47.4% are using paper tickets either one-way or round-trip
 - 31.8% are using weekly or monthly passes
 - 20.0% are using prepaid
 - Corridor Projects
 - Quiet Zones
 - Gate Installation will qualify 44 grade crossings as “Quiet Zones”
 - Locals are responsible for qualifying for Quiet Zone status.
 - The project will be getting under way in the next few months.
 - Safety Enhancements
 - 57 existing rail – highway & pedestrian crossing locations in Phase 1.
 - Work to begin in late May.
 - Phase 2 South
 - Mid-2018 for go-live revenue service.
 - DeBary Parking Lot Expansion
 - Anticipate opening in the next couple of weeks
 - Kissimmee Parking Garage
 - Ribbon cutting was held for the nearly 400-space parking facility
 - Partnership with the City of Kissimmee, Osceola County, and the Department of Transportation

Agenda Item: Business Development

Presenters: Steve Olson

- New Initiative
 - Field Trips on SunRail
 - Orlando Science Center
 - Central Florida Zoo
 - Orlando International Airport
 - Approximately 20,000 employees
 - Marketing team is exploring opportunities to connect with OIA employees
 - Hospital Campaign
 - Florida Hospital Employee Orientations
 - “SunCard a Better Way To Go” sign up for 30 day pass to introduce service at no cost

Agenda Item: Marketing

Presenters: Steve Olson

- App Development
 - Service Advisory
 - Real-Time train arrival
 - Connectivity options and status
 - Collaboration with LYNX

- Text Alerts
 - 520 riders have signed up

Motion was made by the Chair to defer the consideration of sharing the real-time data to the Technical Advisory Committee (TAC) in order for them look at the provided materials. Motion was Seconded. Motion passed unanimously.

Agenda Item: Bus Connectivity

Presenter: Edward Johnson

- LYNX
 - Pleased that for the past three months the boardings are up at the stations by almost 9% over the same period last year.
 - As ridership is compared to the previous three months, boarding are up almost 5%.
 - Ridership as a whole is down almost 6% to 7%.

Discussion ensued regarding connectivity. Mr. Johnson reported that LYNX is working with their operators to hold at the stations for a couple of minutes if they are aware the train is coming. A longer wait would throw off the timing of the route. There has been discussion with SunRail about dispatch communication. When a non-substantial train delay is known, we can work together to make adjustments.

The Committee discussed the occasions that a Bus Bridge was utilized and the importance of more effectively communicating this to the riders.

Agenda Item: Bus Connectivity

Presenter: Heather Blanck

- Votran
 - The last few months have leveled off between 43 and 46 passengers per day.

Agenda Item: Discussion Items

Presenter: Jeffery Morris

- Request from Commission
 - Commissioner Janer's request for feedback regarding the fare collection performance.
 - Committee Member, Karla Kenney provided that the Longwood TVU on the southbound side is still down and no notification is on the machine.
 - Ms. Liquori notes there is a wiring issue at the platform that affects the TVU.
 - Commissioner Dallari's request for a time comparison.
 - Committee member, Jose Jordan, noted that his personal commute is faster to drive. The issue is with downtown parking; therefore, when you park and walk ½ mile to downtown and that time is added to the drive time, there is a five minute difference between driving and riding SunRail. The overall experience is better taking SunRail.
 - Karla Kenney, Committee Member, stated that she comes from Longwood. Her commute is approximately 10 minutes faster to drive. She then walks from the Church Street Station to Lake Eola. While the driving commute is faster, the quality of the SunRail ride reduces stress.
 - Committee Chair, Jeffery Morris, provided his commute is somewhat longer on SunRail but most riders take SunRail to reduce the frustration of the I-4 drive and to by-pass tolls.
 - Mayor Jacobs request for quality of commute.
 - Jeffery Morris noted that requested information was included in the Committee members' responses to Commissioner Dallari's request.
- Schedule
 - Ms. Liquori stated this is a request that we are working on to find some potential solution. With Phase 2 South being a little more than a year away, our current schedule will need to be modified to incorporate Phase 2 South, so it will be an opportunity to look at other changes. Part of that process is data gathering, so we have current information to evaluate schedule times.

Motion was made by the Chair to increase the trains to include two more morning and afternoon trains during peak, fill in the daytime service gaps to a period of one hour or less.

Under discussion, Karla Kenney, suggested SunRail work with Solar Bears and Orlando Magic to send a survey to season ticket holders to determine their interest in utilizing SunRail to and from games. The current schedule requires leaving games before they are over to take SunRail home.

Motion was amended to include investigating Solar Bears and Orlando Magic season ticket holders to ascertain their interest in running special event service. The Amended Motion was Seconded. The Motion passed unanimously.

- Follow-up on South Street crosswalk issue
 - The Committee previously recommended a crosswalk between Church and South streets which is probably more of a City of Orlando issue rather than a SunRail issue and would like the concern addressed with the City. There are two potential locations. There is a good example of the type of crosswalk at the corner of Court and Central which has a yield sign and crosswalk where the vehicles are supposed to stop. Considering crosswalks are in other locations within the City, there shouldn't be an issue to have them near SunRail stations.

Motion was made to present the South Street crosswalk request to the City of Orlando at the next Commuter Rail Commission meeting. Motion was Seconded. The Motion passed unanimously.

Committee Comments:

- *Mr. Morris- David Porter made a reference to inviting Governor Scott and the DOT Secretary to these meetings. I do not know whether our communication with another entity is within the purview of what our Committee can do. As a Committee within Florida, there is an open invitation. I am not sure the Committee can extend an invitation as an action item.*
- *Ms. Keeney noted that Platform announcements are coming on as she is boarding the train that the train will be arriving in one minute. It is significantly better. The over-head display is nice saying how many minutes before the train comes.*
- *Mr. Jordan agreed with Ms. Keeney. It is a good idea but anything that can be done to correct the timing would make it better. It is a great method of communicating with passengers on the platform.*
- *Ms. Keeney noted that there are two vacancies on the Committee. She asked how vacancies are advertised so that riders know there is a forum for them to come and express their views and opinions.*
 - *Ms. Liquori pointed out that the local funding partners have a responsibility to identify a person to appoint to the Committee. We can reach out to the Governing Board to ask how to best address this.*
 - *Mr. Morris thanked Ms. Keeney for bringing up the topic. The last time there was a change in appointments there was a delay with the funding partners in appointing their representatives. **He suggested a recommendation to the funding partners to appoint their representatives.***
 - *Mr. Morris stated that Mr. Jordan agreed to serve a third term. He asked Ms. Keeney if she would and she agreed to serve another term as well.*
 - *Mr. Morris suggested that at the next meeting we should poll the rest of the members to determine their willingness to continue to serve.*
 - *Ms. Keeney asked if they desired to place a notification on SunRail website of vacancies.*
 - *Ms. Liquori provided the funding partners have a number of ways to accomplish filling vacancies.*

Next meeting is tentatively scheduled for August 8, 2017 at 5:00 p.m. at LYNX Central Station

Meeting adjourned at 6:08 P.M.