



CUSTOMER ADVISORY COMMITTEE

September 21, 2017

TITLE VI



This meeting, project, or study is being conducted without regard to race, color, national origin, age, sex, religion, disability or family status. Persons wishing to express their concerns relative to FDOT compliance with Title VI may do so by contacting:

JESSICA OTTAVIANO

FDOT District Five PIO

719 South Woodland Boulevard

DeLand, Florida 32720

Jessica.Ottaviano@dot.state.fl.us

JACQUELINE PARAMORE

State Title VI Coordinator

605 Suwannee Street, Mail Station 65

Tallahassee, Florida 32399-0450

All inquiries or complaints will be handled according to FDOT procedure and in a prompt and courteous manner.



AGENDA



- Action Items
- Chairman's Reports
- Public Comments
- Agency Update
- Discussion Items
- Committee Member Comments
- Next Meeting Date
- Adjournment



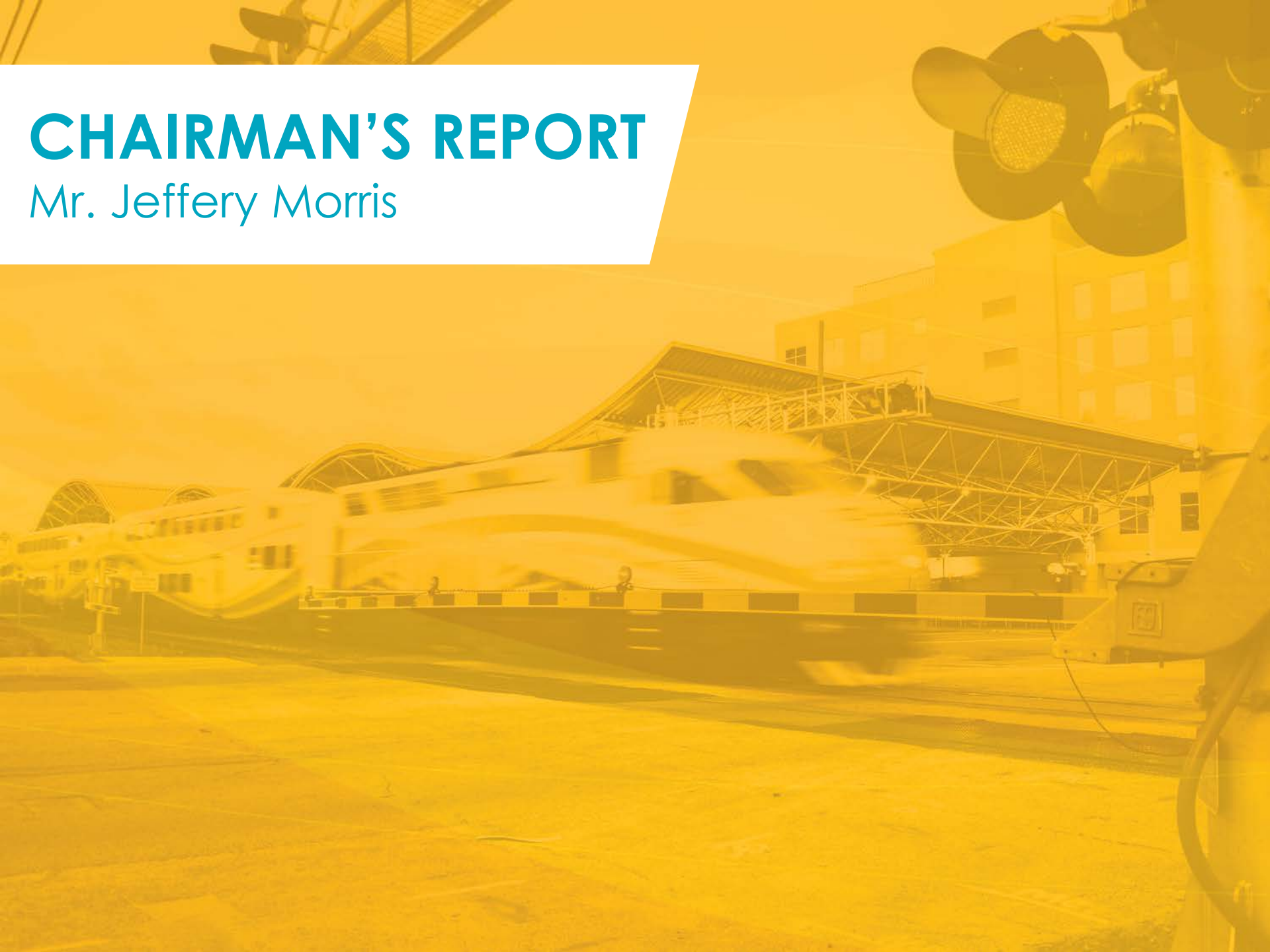
ACTION ITEMS



Adoption of meeting
minutes from *May 9, 2017*

CHAIRMAN'S REPORT

Mr. Jeffery Morris



PUBLIC COMMENTS



AGENCY UPDATE

Ms. Nicola Liquori



QUARTERLY HIGHLIGHTS

Hurricane Recovery



- Corridor Assessment (61 miles)
- Track
- Rolling Stock (locomotives, cabs and coaches)
- Dispatch/Control Center
- Signals
- Crossing Gates
- Freight Traffic
- Test Train
- Passenger Traffic

QUARTERLY HIGHLIGHTS

Text Alerts

Currently Over 1,100 Users



Choo-Choo to the Zoo



- Program concluded 8/31
- Hundreds of additional leisure riders
- Shuttle from Sanford will evolve in coming months



QUARTERLY HIGHLIGHTS

Pulse Special Service

3,761 Riders
This Day



Social Media



Over 29,000 Followers



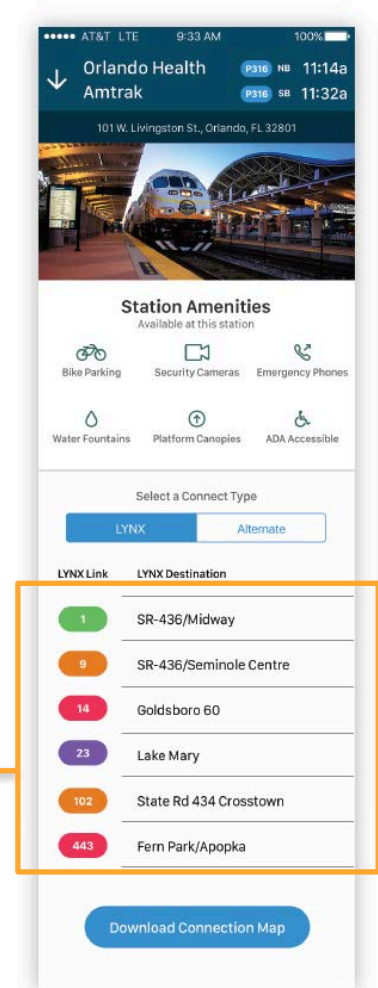
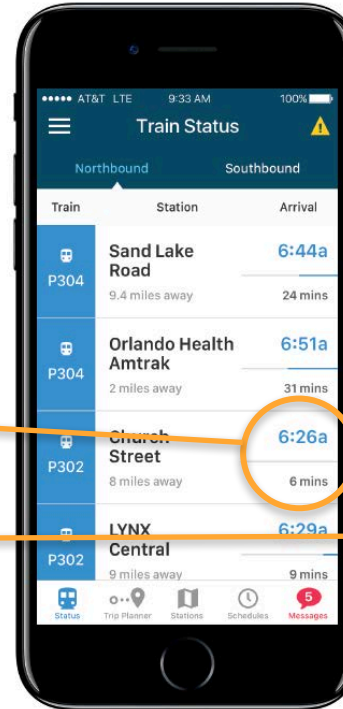
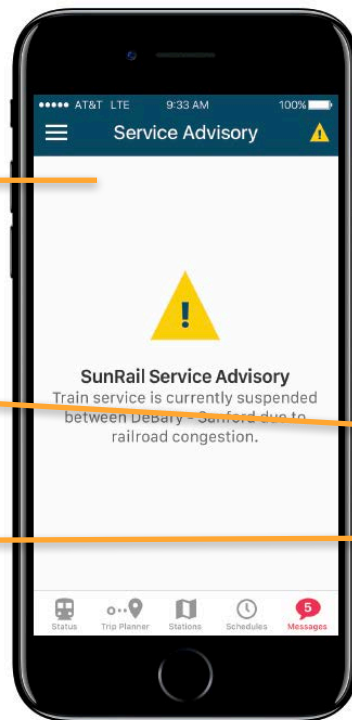
QUARTERLY HIGHLIGHTS

APP Development

SunRail
Service
Advisory

Geo-Targeted
Real-Time Train
Arrival Info

Connectivity
Options &
Status



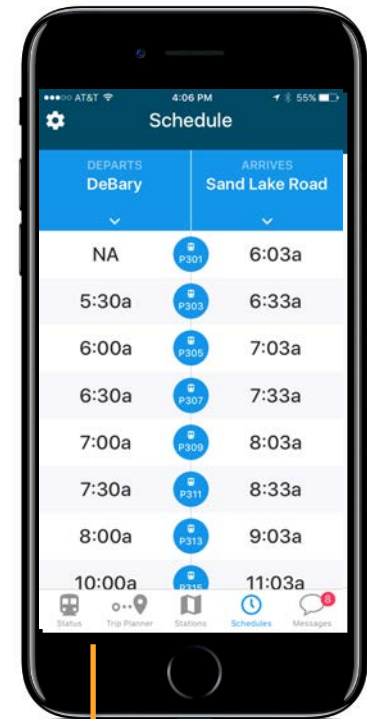
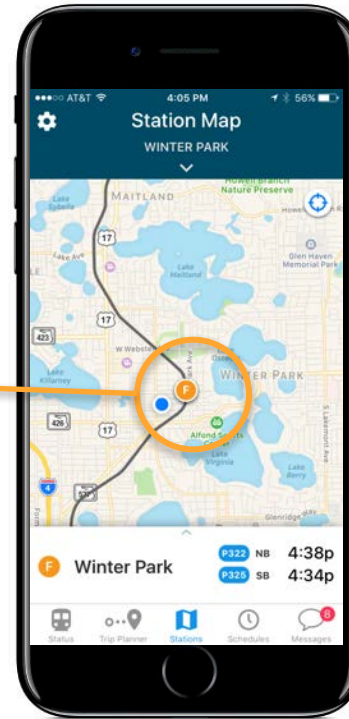
QUARTERLY HIGHLIGHTS

APP Development

Mobile-Friendly
SunCard
Account
Management

Location
Services

Convenient
Schedule
Display



MARKETING & BUSINESS DEVELOPMENT

Extended Service



**RIDE
SUNRAIL**
TO THE ORLANDO CITY GAME
WEDNESDAY, SEPT. 27

Extended Service Hours After the Game.



MARKETING & BUSINESS DEVELOPMENT

Train to Plane



MARKETING & BUSINESS DEVELOPMENT

Rider Stories



SUNRAIL STORIES

Heather & the "Train Ladies"



Mary



Mike



Natalie

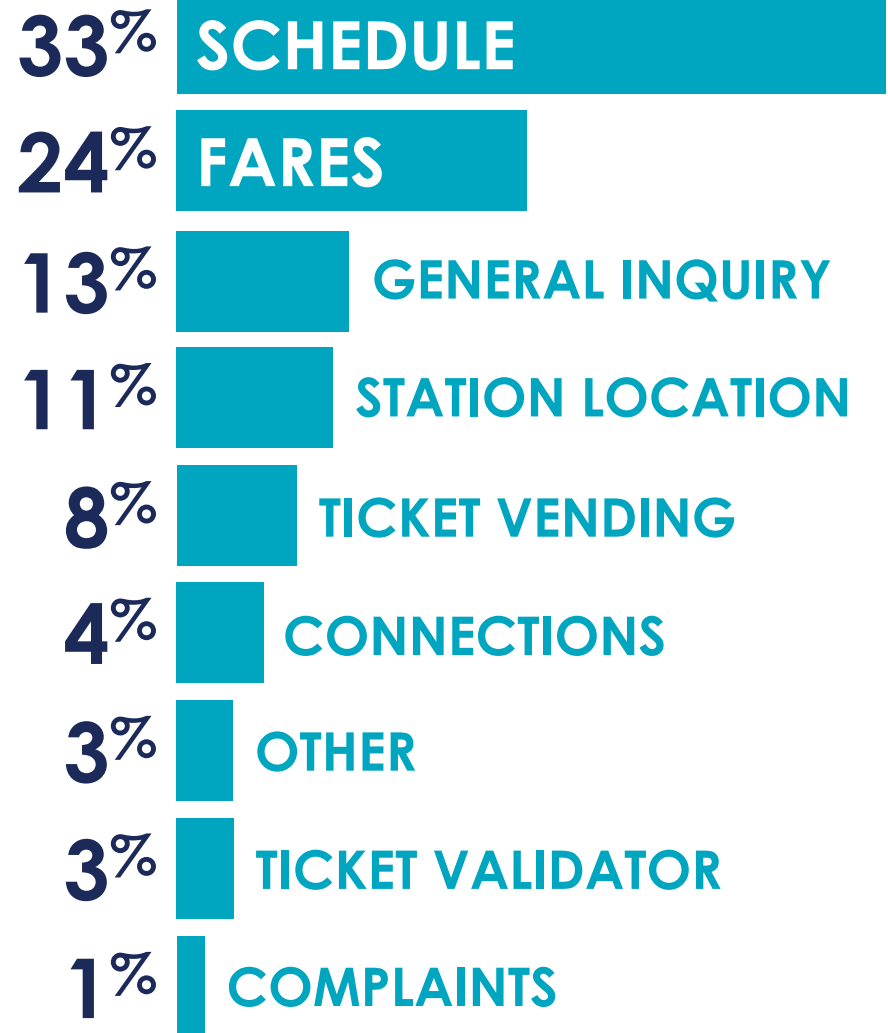


CALL CENTER

CALL CENTER STATS



MAY 1 – JULY 31
4,188 CALLS



TEXT STATS



- Program Launch March 2017
- Currently 1,138 active subscribers
- From 3/1/17 – 8/31/17: 201 texts have been sent to 126,874 people
- Average Customer Service Calls:
 - January – March = 1,604
 - April – August = 1,453

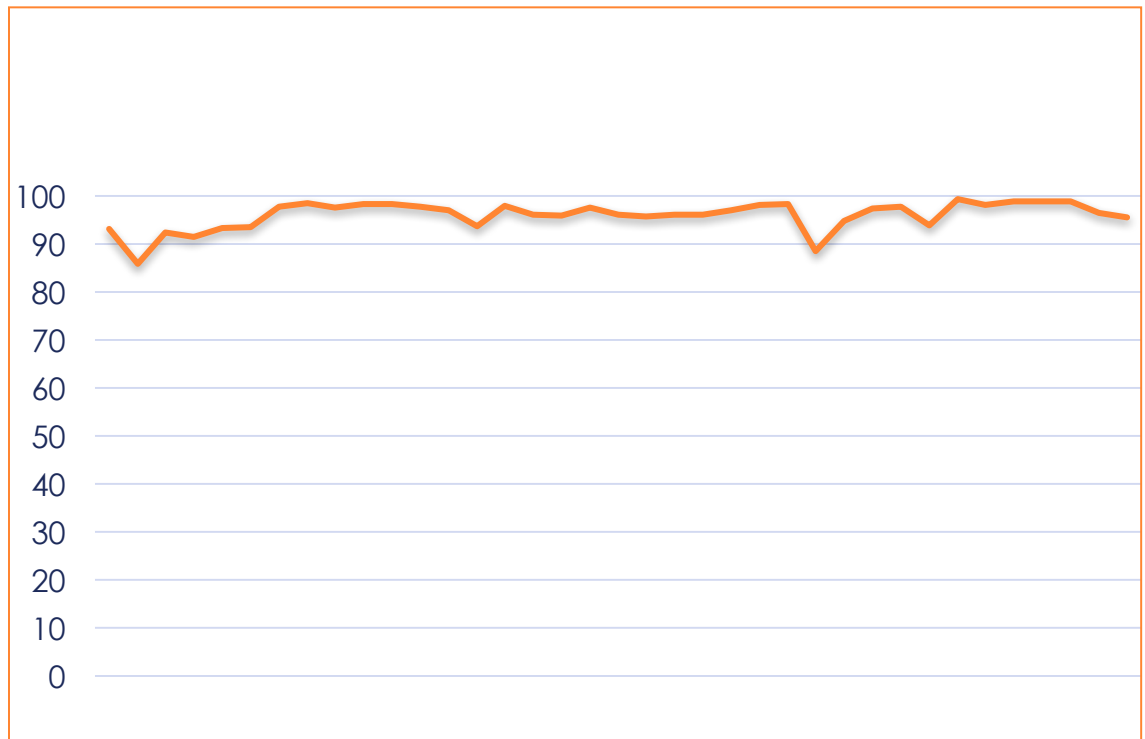
ON-TIME PERFORMANCE

TRAIN ON-TIME
AVERAGE

96%

Goal = 95%

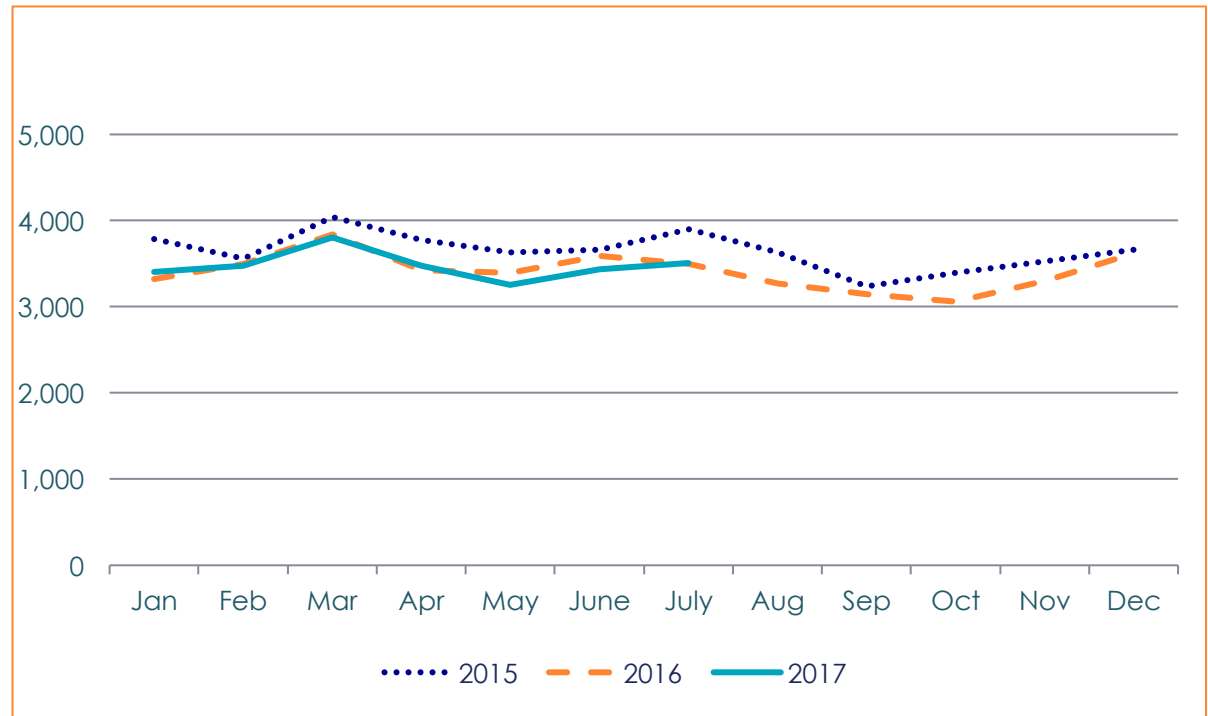
OTP Trends
May 2014 – July 2017



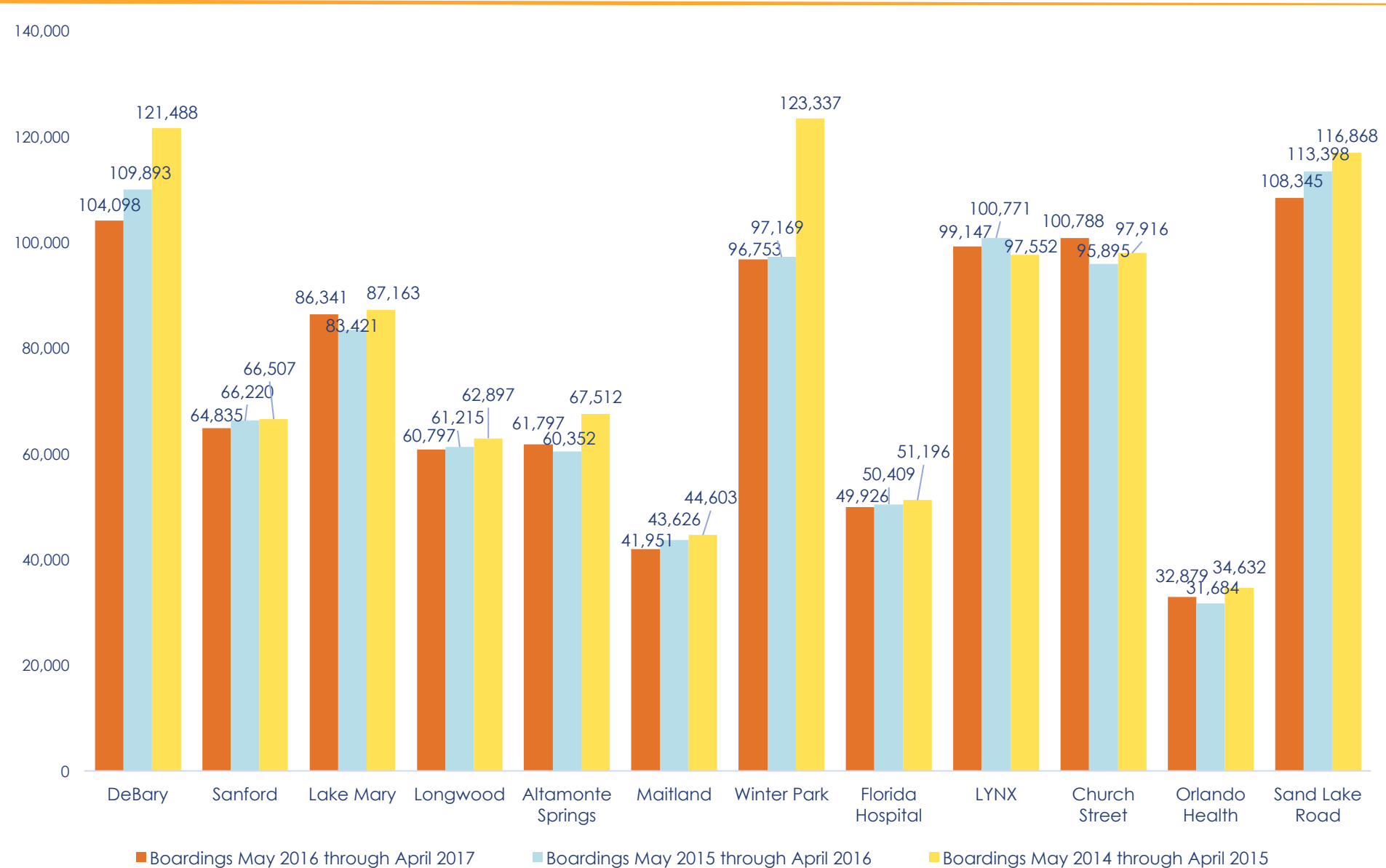
CURRENT RIDERSHIP TRENDS



AVERAGE DAILY RIDERS BY MONTH



BOARDINGS BY STATION

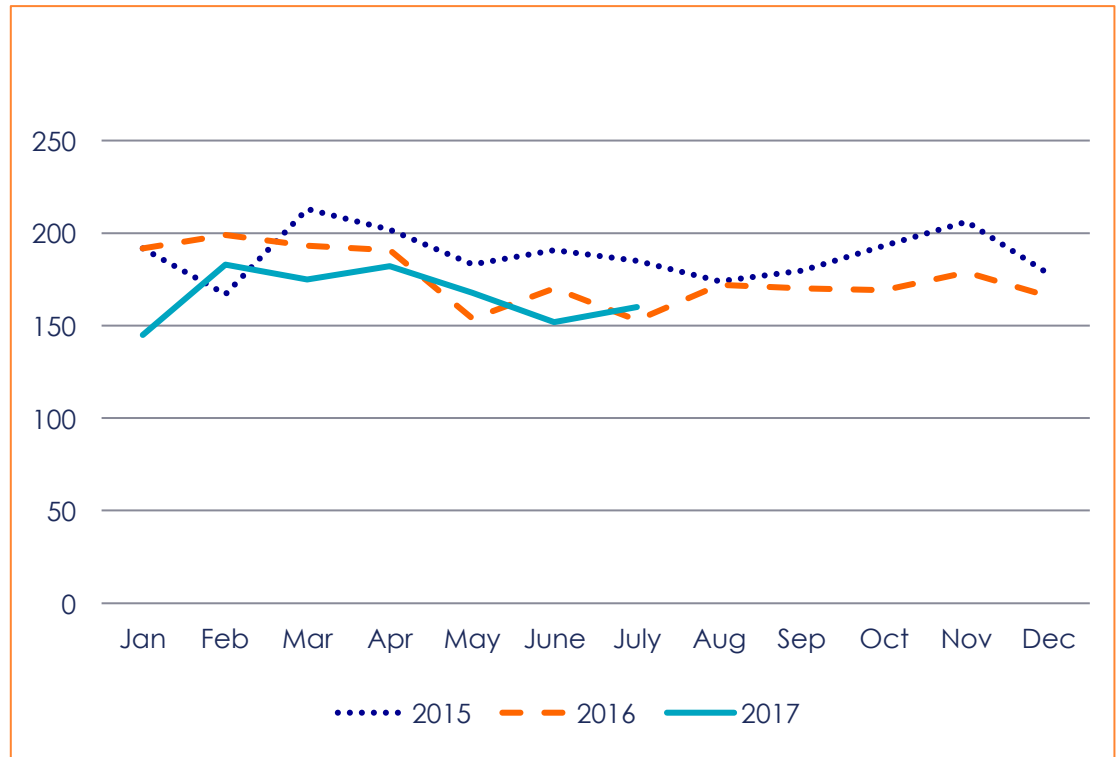


BICYCLE RIDER TRENDS



MAY 168
JUNE 152
JULY 160

AVERAGE DAILY RIDERS BY MONTH



ADA RIDER TRENDS

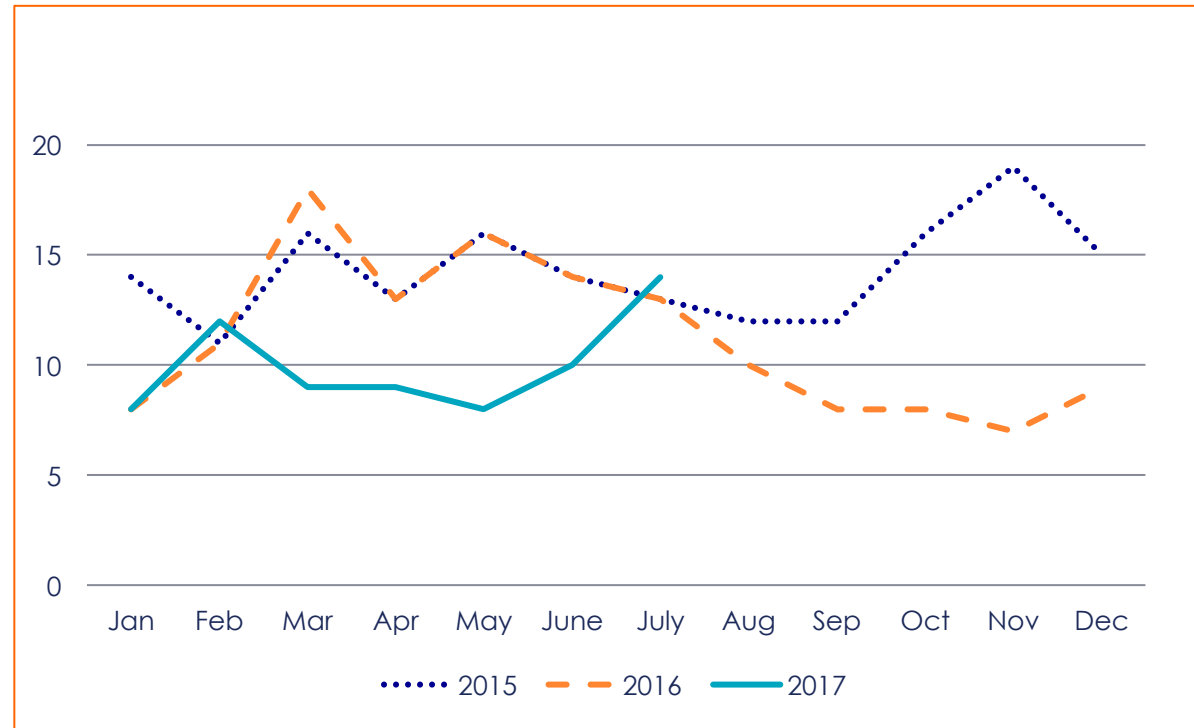


MAY 8

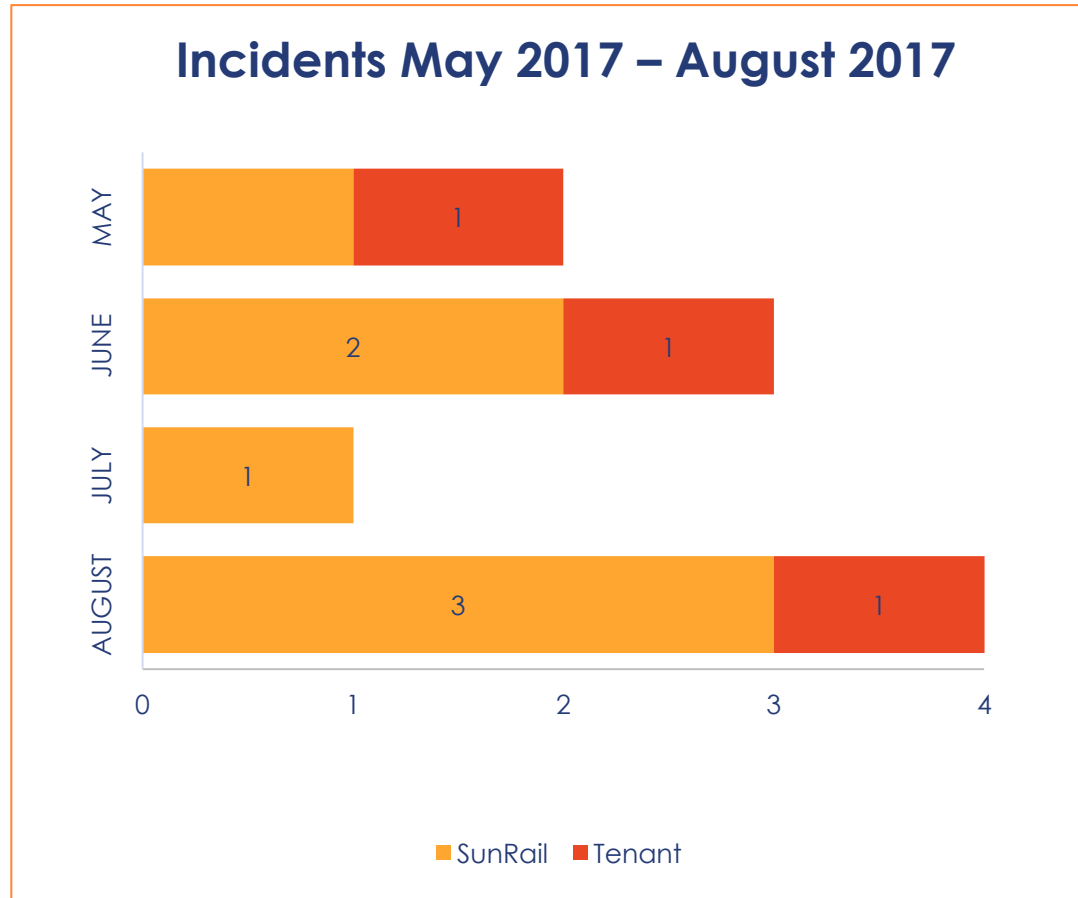
JUNE 10

JULY 14

AVERAGE DAILY RIDERS BY MONTH



SAFETY & SECURITY



SAFETY OUTREACH

Door-to-Door



On-Board Presentations

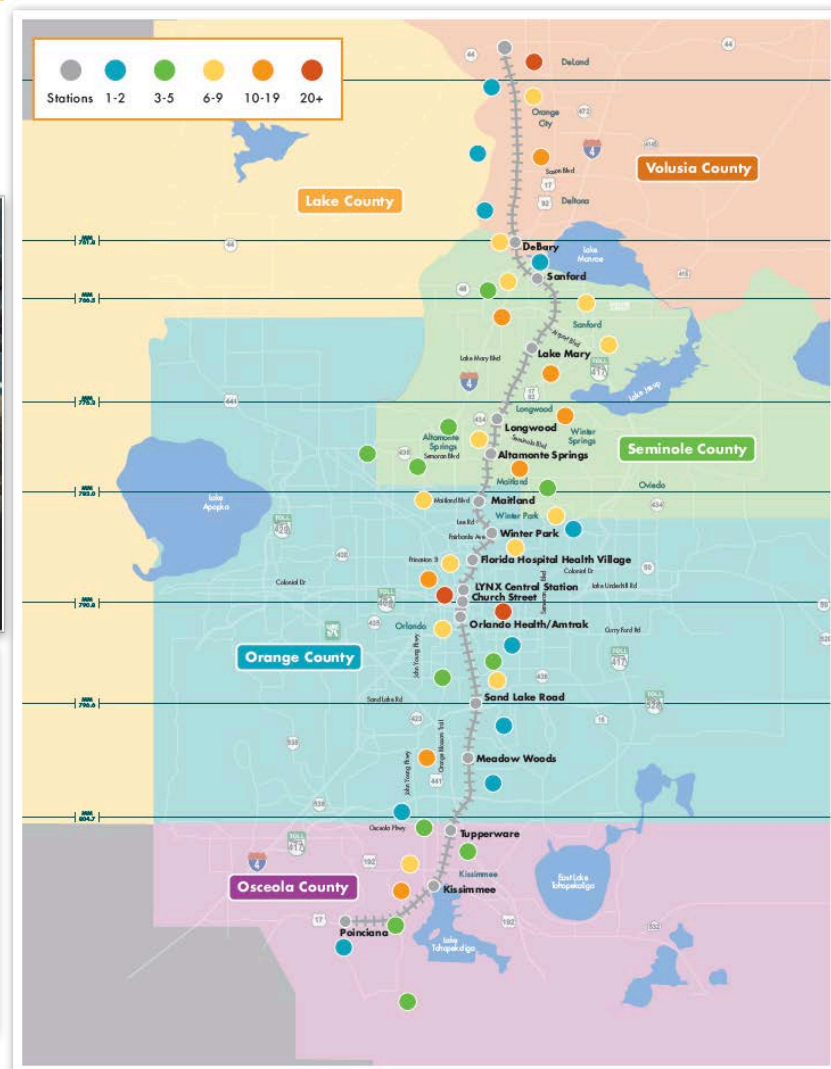


Seminole County School Bus Driver Training

In-School Presentations



Presentations Delivered

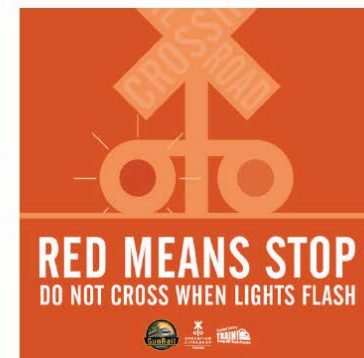
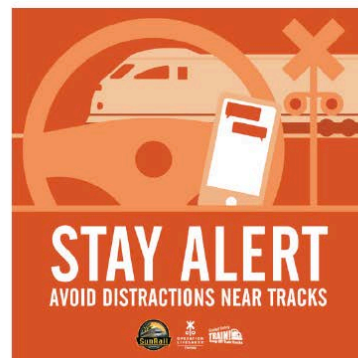


SAFETY OUTREACH

Current Campaign

- Social Media
- Direct Mail
- Billboards
- Door-to-Door
- Special Events
- Schools
- Bus Drivers
- Community Groups
- Commercial Drivers
- Law Enforcement

Please share today!



TRAIN SAFETY AWARENESS WEEK

September 24 - 30



We need your help!

- ✓ Law Enforcement Support
- ✓ Community Outreach
- ✓ Variable Message Signs



ROCK THE RAILS

**WRITE YOUR OWN SUNRAIL
TRACK FOR A CHANCE TO WIN!**



REWIRING STATIONS

Issue: Degradation of communication cable impacting fare collection and security systems

Solution: Upgrading and shortening communication cable for at grade and overhead devices: VMS, CCTV, TVM, and TVU

Status: Completed are Altamonte Springs West, Lake Mary East & West, Sand Lake East, Longwood West

- 100% uptime & reliability has been observed of rewired devices
- One platform rewired every other weekend for remaining locations resuming 9/30
- Schedule is evaluated to minimize customer impact and maintain security



PHASE 2 SOUTH

- Construction of grade crossings, ballast, ties and rail continues throughout the corridor
- Shingle Creek Bridge: West bridge open, East bridge removal



MEADOW WOODS STATION

- Working left and right platforms
- Paving on Left Parking



TUPPERWARE STATION

- Working left and right platforms
- Haul in lime rock, balance & grade site



KISSIMMEE STATION



- Paint canopy structure -left of track
- Install underdrain- right of track
- Spreading and compacting subgrade – right parking lot

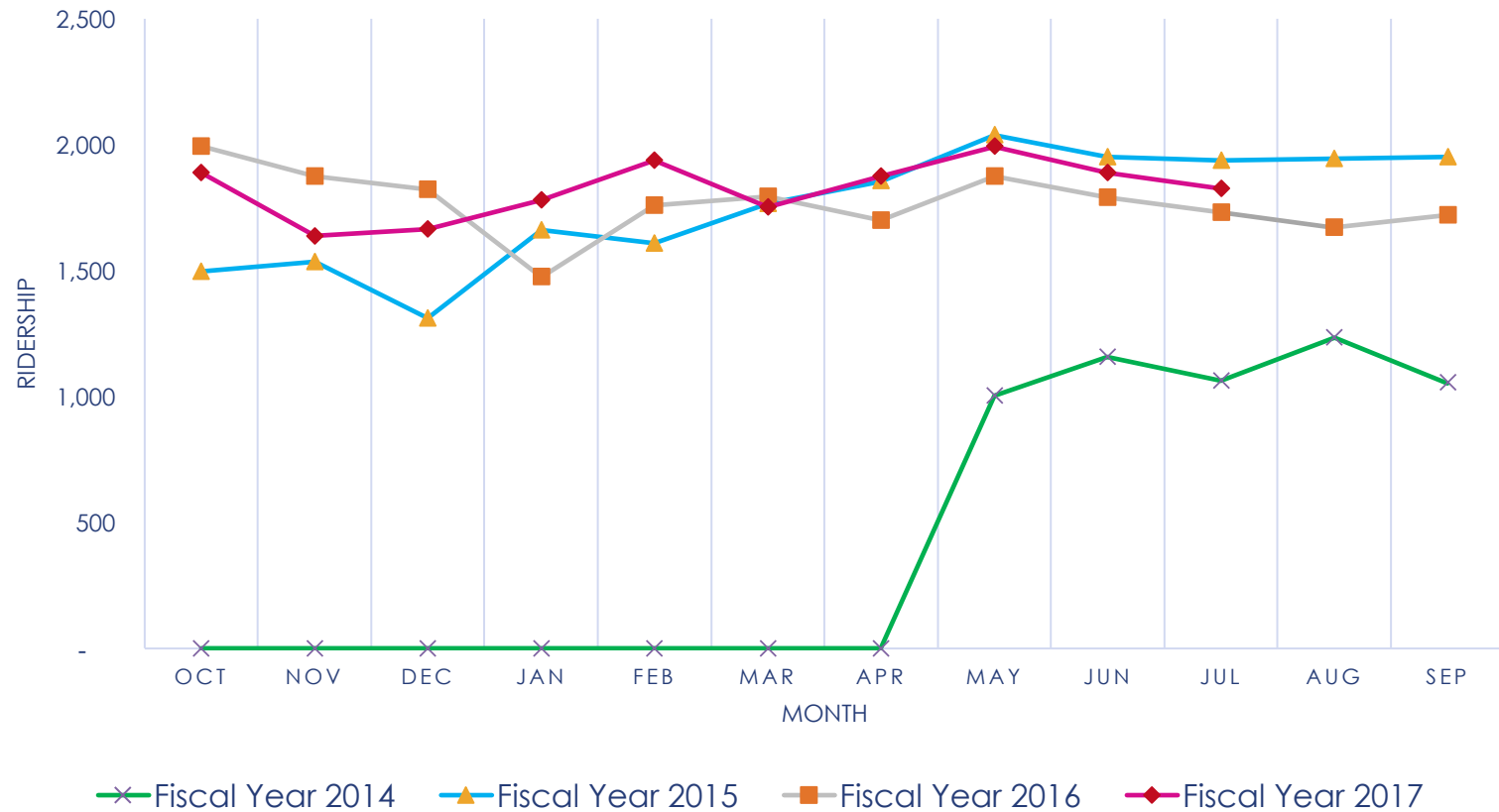
POINCIANA STATION

- Working left and right platforms
- Continue spreading lime rock, compacting and shaping to final grade




LYNX

LYNX SUNRAIL CONNECTIVITY AVERAGE DAILY RIDERSHIP ALL STATIONS BY MONTH AND FISCAL YEAR



LYNX

	Fixed-Route Average Daily Boardings & Alightings by SunRail Station Area																							
	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	
Days of Operation	21	22	20	22	19	21	23	21	21	22	20	22	22	23	21	22	21	21	25	20	22	22	20	
SunRail Stations & Lynx Connections	Ridership Totals																							
Sanford - 34, 46E, 46W, 651	453	493	491	516	374	396	474	407	472	457	366	337	438	515	350	450	473	490	435	427	455	406	466	
Lake Mary - 45	100	87	78	101	69	67	68	71	94	69	97	105	88	113	90	104	58	104	99	112	124	112	105	
Longwood - 434	74	84	68	60	68	69	70	70	50	64	73	70	62	66	64	67	70	69	77	56	57	49	50	
Altamonte Springs - 436N	218	211	188	195	99	168	195	166	193	192	196	173	157	148	191	184	167	200	205	145	167	169	158	
Maitland - 102, 652	32	30	27	20	17	16	20	24	24	16	18	19	18	20	21	15	19	22	18	27	21	24	18	
Winter Park - 1, 9, 23, 102, 443	273	276	273	256	200	214	207	224	237	224	238	223	203	246	225	255	295	288	270	356	346	343	265	
Florida Hospital/Health Village - 102, 125	467	492	464	424	351	485	449	403	482	441	440	440	456	479	390	319	424	458	350	466	446	448	414	
LYNX Central Station																								
Church Street Station																								
Orlando Health/Amtrak - 40	5	7	4	3	5	6	27	18	23	20	26	19	18	28	18	26	19	15	22	21	19	20	29	
Sand Lake Road - 11, 18, 42, 111, 208, 418	328	314	281	246	291	340	283	316	298	306	277	284	279	272	289	246	255	293	276	265	357	319	319	
Total - All Stations	1,950	1,994	1,873	1,821	1,474	1,760	1,793	1,699	1,873	1,789	1,731	1,670	1,719	1,887	1,638	1,666	1,780	1,939	1,752	1,875	1,992	1,890	1,824	



VOTRAN

VOTRAN SUNRAIL CONNECTIVITY - August 2017

**NOTE: Beginning October 2016 driver keys count only boardings and alightings at DeBary Station.
Fiscal years 2014, 2015, and 2016 data reported boardings along SunRail Routes.**

Votran Ridership For Sun Rail Feeder Routes													
Routes serving DeBary Train Station	Fiscal year 2014												Annual Daily Average
	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	
Days of operation								9	21	22	21	21	94
Avg Daily Ridership								555	79	96	102	110	141

Votran Ridership For Sun Rail Feeder Routes													
Routes serving DeBary Train Station	Fiscal year 2015												Annual Daily Average
	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	
Days of operation	23	19	22	20	20	22	22	20	22	22	21	21	254
Avg Daily Ridership	128	112	121	139	152	153	147	156	142	149	167	174	146

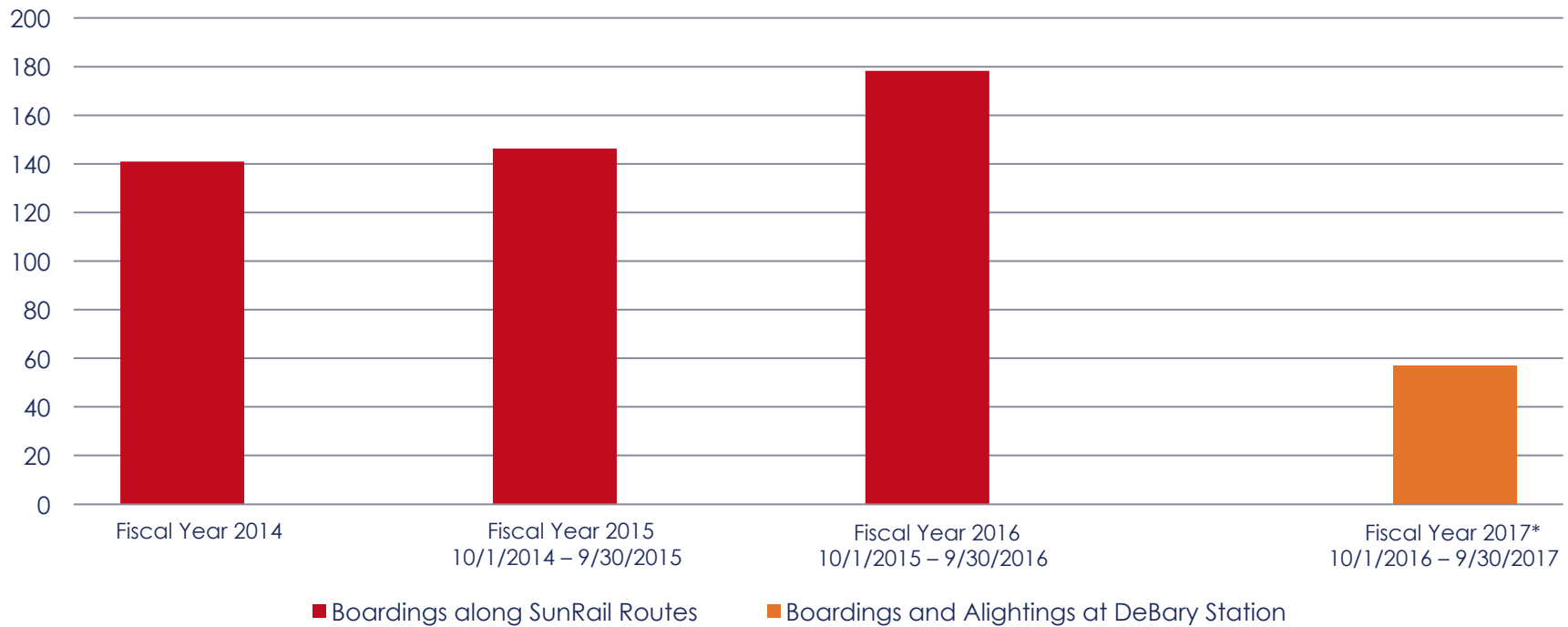
Votran Ridership For Sun Rail Feeder Routes													
Routes serving DeBary Train Station	Fiscal year 2016												Annual Daily Average
	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	
Days of operation	22	20	22	21	21	23	21	21	22	22	22	21	258
Avg Daily Ridership	180	175	189	164	182	189	178	171	180	167	177	194	178

Votran Fixed-Route Average Daily Boardings & Alightings at DeBary Station													
Activity at DeBary Station	Fiscal year 2017												Annual Daily Average
	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	
Days of operation	21	21	22	22	20	23	20	22	22	20	23		236
Avg Daily Ridership	54	48	68	69	43	46	47	50	58	67	83		58



VOTRAN

Votran Average Daily Ridership on SunRail Routes



***NOTE: Beginning October 2016 driver keys count only boardings and alightings at DeBary Station. Fiscal years 2014, 2015, and 2016 data reported boardings along SunRail Routes.**



A photograph of two women sitting at a table, looking at a document. The image is overlaid with a semi-transparent orange filter. The woman on the left is wearing glasses and a light-colored top. The woman on the right is wearing a patterned top. They are both looking at a document on the table. The background shows a window with a view of a building.

COMMITTEE COMMENTS

- Next Meeting: 12/14 @ 5pm
- Adjournment

THANK YOU!

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