



# CENTRAL FLORIDA COMMUTER RAIL COMMISSION

October 31, 2019



## Central Florida Commuter Rail Commission

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**Date:** October 31, 2019  
**Time:** 10:00 a.m.  
**Location:** MetroPlan Orlando  
250 S. Orange Avenue, Suite 200  
Orlando, Florida 32801

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### ***PLEASE SILENCE CELL PHONES***

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- I. Call to Order and Pledge of Allegiance**
  - II. Confirmation of Quorum**
  - III. Approvals**
    - A. August 29, 2019 CFCRC Board Meeting Minutes
    - B. Proposed 2020 Meeting Schedule
  - IV. Announcements/ Recognition**
    - A. Commission Chairman –Mayor Buddy Dyer
    - B. SunRail Chief Executive Officer –FDOT District 5 Secretary, Mike Shannon, P.E.
  - V. Public Comments**

Citizens who would like to speak under public comments shall submit a request form to SunRail Administrative Assistant, Nadia Hernandez prior to meeting. Speaker Request Cards are available at the door. Each speaker is limited to three minutes.
  - VI. Reports**
    - A. SunRail Customer Advisory Committee (CAC) Update –James Grzesik, Chair
    - B. SunRail Technical Advisory Committee (TAC) Update –Tawny Olore, Chair
    - C. Agency Update – Secretary Shannon
      - i. Marketing Update
      - ii. Hurricane Dorian Update
      - iii. Safety
      - iv. Fare Policy
      - v. Operating Budget
-



## Central Florida Commuter Rail Commission

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### Reports Cont.

- vi. Positive Train Control (PTC) Update
- vii. Quiet Zone Update
- D. LYNX update –Tomika Monterville
- E. Votran update –Frank Alvarez

### VII. Action Items

### VIII. Information Items

- A. Operational Performance
- B. On-Time Performance
- C. Customer Service

### IX. Other Business

- A. Next Meeting – January 30, 2019 10:00 a.m. MetroPlan Orlando

### X. Adjournment

*Public participation is solicited without regard to race, color, national origin, age, sex, religion, disability or family status. Persons who require accommodations under the Americans with Disabilities Act or persons who require translation services (free of charge) should contact Mr. Roger Masten, FDOT/SunRail Title VI Coordinator, 801 SunRail Drive, Sanford, FL 32771, or by phone at 321-257-7161, or by email at [roger.masten@dot.state.fl.us](mailto:roger.masten@dot.state.fl.us) at least three business days prior to the event.*

# PLEDGE OF ALLEGIANCE

(Please stand)

I pledge allegiance to  
the flag of the United  
States of America,  
and to the Republic  
for which it stands,  
one nation under  
God, indivisible,  
with liberty and  
justice for all.



# TITLE VI

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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:

**ROGER MASTEN**

SunRail Title VI Coordinator  
801 SunRail Drive  
Sanford, Florida 32771  
[Roger.Masten@dot.state.fl.us](mailto:Roger.Masten@dot.state.fl.us)

**JACQUELINE PARAMORE**

State Title VI Coordinator  
605 Suwannee Street, Mail Station 65  
Tallahassee, Florida 32399-0450





# APPROVALS

A. August 29, 2019 CFCRC Meeting Minutes

B. Proposed 2020 Meeting Schedule

- January 30; April 30; July 30; October 29 -

# ANNOUNCEMENTS/RECOGNITION

- A. Commission Chairman – Mayor Buddy Dyer
- B. SunRail Chief Executive Officer – FDOT  
District 5 Secretary, Mike Shannon, P.E.



# PUBLIC COMMENTS





# REPORTS

- A. CUSTOMER ADVISORY COMMITTEE – Mr. James Grzesik, Chair
- B. TECHNICAL ADVISORY COMMITTEE – Ms. Tawny Olore, Chair
- C. AGENCY UPDATE – Secretary Shannon
- D. LYNX UPDATE – Tomika Monterville
- E. VOTRAN UPDATE - Frank Alvarez



# AGENCY UPDATE

Secretary Shannon



# MARKETING UPDATE

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## Increase Ridership

- P341 for this season's Magic games Monday – Friday
- Schedule update
- 2019 goal – 78% complete

## Increase SunCard Usage

- SunCards up 15% from 2018
- Converting Downtown Campus riders

## Promote Connectivity

- Bus wrap on Osceola Parkway Rt 155 in January 2020
- Lime Bike Promotion



# SERVICE ALERTS

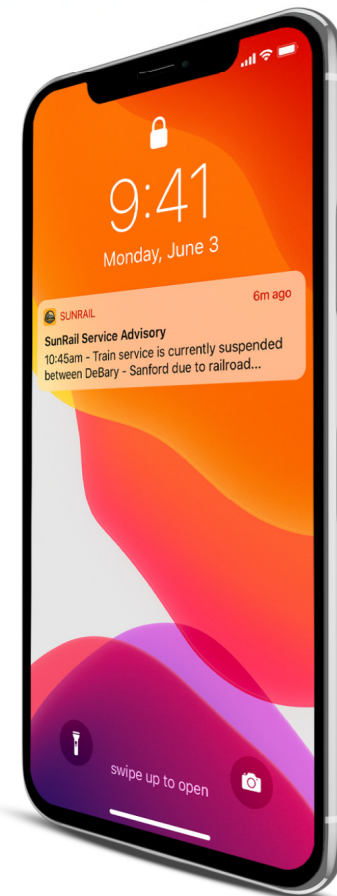
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- FREE service alerts now pushed through App, Twitter & SunRail.com
- Texting service phased out 10/2/19

## Current Database

- App: 14,000 downloads
- Twitter: 17,000 followers

## THE NEW SUNRAIL APP NOW PUSHES SERVICE ALERTS



# HURRICANE DORIAN

## Anticipating the Storm

- Preparing corridor and equipment
- Rider and tenant communication

## Restoring Service

- Inspecting tracks, removing debris, making repairs
- Installing gates and testing signals





# LET'S GO FOR ZERO

## DISTRACTIONS / COLLISIONS / TRESPASSERS



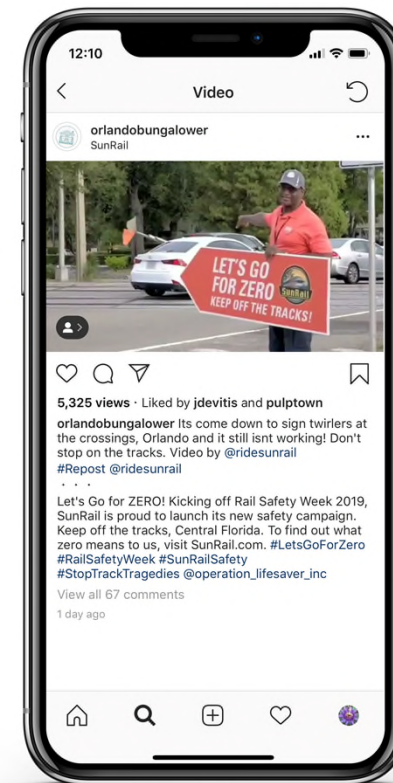
### NEWS COVERAGE



### MARKETING VIDEOS

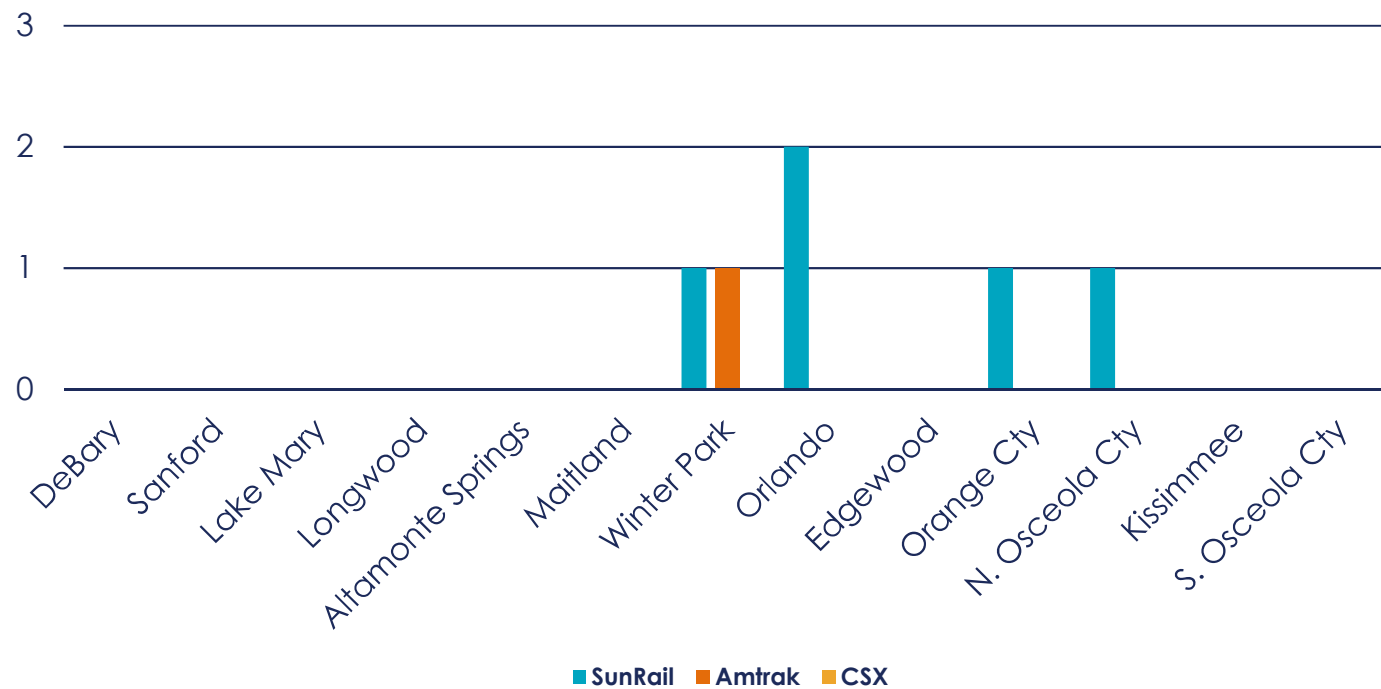


### SOCIAL MEDIA REPOSTS



# GRADE CROSSINGS

Grade Crossing Incidents by  
City/County  
July - September 2019



# FARE POLICY

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- Reminder that all riders need to Tap On & Tap Off
- Assures fare is valid and in compliance with Fare Policy
- Software update captures more accurate rider data
- Riders who do not Tap or ride beyond purchased fare, will receive a red “X” on station ticket validator and on Conductor’s handheld device indicating the SunCard has been hotlisted
- Hotlisted cards must be correctly funded and resolved through Customer Service prior to boarding
- A fare enforcement day with additional personnel checking for proper fares was conducted on October 24





# FY19 OPERATING BUDGET UPDATE

| OPERATING REVENUE                      | ANNUAL<br>BUDGET    | YEAR TO DATE<br>SEPTEMBER 30, 2019 |                    |
|--|---------------------|------------------------------------|--------------------|
|  |                     | BUDGET                             | ACTUAL             |
| Farebox revenue                        | \$3,366,644         | \$841,661                          | \$822,165          |
| CSX usage fees                         | \$3,293,401         | \$823,350                          | \$924,005          |
| Amtrak usage fees                      | \$1,028,530         | \$257,133                          | \$356,289          |
| FCEN usage fees                        | \$25,568            | \$6,392                            | \$7,003            |
| Right-of-way lease revenue             | \$120,066           | \$30,017                           | \$32,788           |
| Ancillary revenue                      | \$336,986           | \$84,247                           | \$84,624           |
| <i>Subtotal - System revenue</i>       | <i>\$8,171,195</i>  | <i>\$2,042,800</i>                 | <i>\$2,226,874</i> |
| FTA §5307 - Urbanized Area Grant Funds | \$10,021,711        | \$2,505,428                        | \$2,505,428        |
| <b>TOTAL OPERATING REVENUE</b>         | <b>\$18,192,906</b> | <b>\$4,548,228</b>                 | <b>\$4,732,302</b> |

NOTE: These numbers are not audited.



# FY19 OPERATING BUDGET UPDATE

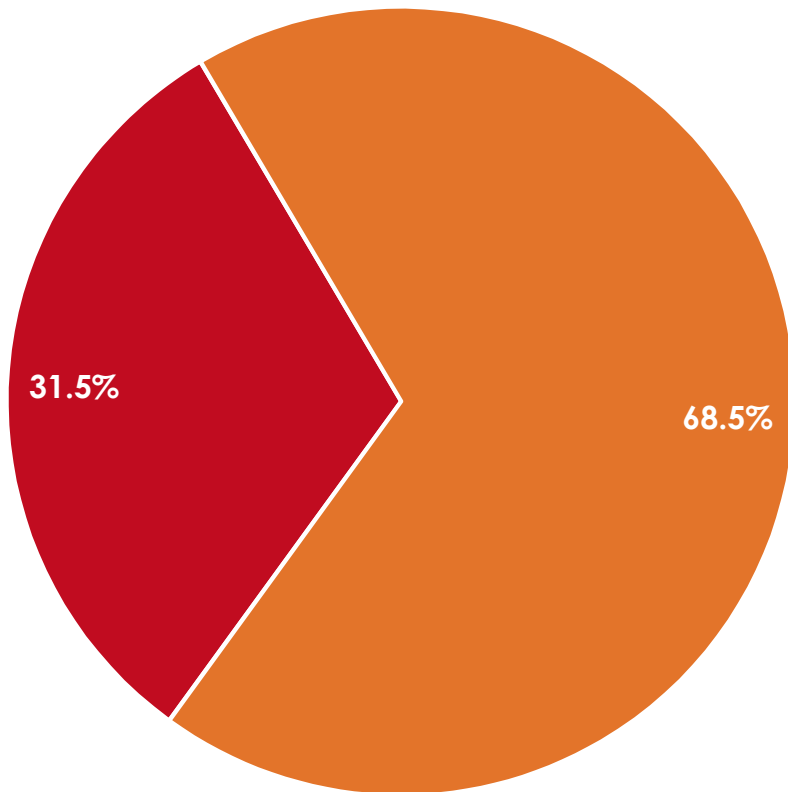
| OPERATING COSTS, CAPITAL MAINTENANCE AND CONSULTANT SUPPORT              | ANNUAL BUDGET       | YEAR TO DATE<br>SEPTEMBER 30, 2019 |                     |
|--|---------------------|------------------------------------|---------------------|
|  |                     | BUDGET                             | ACTUAL              |
| Bombardier - Operations  | \$10,511,193        | \$2,627,798                        | \$2,603,949         |
| Bombardier - Maintenance   | \$16,101,451        | \$4,025,363                        | \$3,980,489         |
| Bombardier - Incentive/Disincentive                                      | \$1,330,632         | \$332,658                          | \$328,142           |
| Conduent - Back-of-the-House Hosting                                     | \$933,325           | \$233,331                          | \$226,535           |
| Conduent - Fare Equipment Maintenance                                    | \$2,214,588         | \$553,647                          | \$573,720           |
| Herzog - Signal Maintenance of Way                                       | \$3,207,374         | \$801,844                          | \$531,689           |
| Green's Energy - Fuel  | \$1,965,924         | \$491,481                          | \$459,355           |
| Gallagher - Insurance  | \$1,900,000         | \$-                                | \$-                 |
| Amtrak - Heavy Vehicle Maintenance                                       | \$1,368,067         | \$342,017                          | \$177,273           |
| Wells Fargo - Banking Services   | \$4,906             | \$1,227                            | \$1,582             |
| Bank of America - Merchant Services (Banking)                            | \$95,408            | \$23,852                           | \$27,167            |
| MidFlorida - Armored Car Service   | \$44,280            | \$11,070                           | \$7,120             |
| AT&T/Verizon - Wi-Fi Service   | \$34,402            | \$8,601                            | \$8,255             |
| Fare Media Smart Card  | \$-                 | \$-                                | \$-                 |
| Limited Use Smart Card   | \$424,620           | \$106,155                          | \$-                 |
| Incomm - Card Distribution & Packaging                                   | \$-                 | \$-                                | \$-                 |
| <i>Subtotal - System operating costs</i>                                 | <i>\$40,136,170</i> | <i>\$9,559,044</i>                 | <i>\$8,925,276</i>  |
| Feeder Bus Expenses  | \$1,978,793         | \$494,698                          | \$245,353           |
| Capital Maintenance  | \$7,188,940         | \$1,797,236                        | \$1,702,854         |
| Consultant Support   | \$8,845,417         | \$2,187,303                        | \$1,422,764         |
| <b>TOTAL OPERATING COSTS, CAPITAL MAINTENANCE AND CONSULTANT SUPPORT</b> | <b>\$58,149,320</b> | <b>\$14,038,281</b>                | <b>\$12,296,247</b> |

NOTE: These numbers are not audited.



# CAPITAL MAINTENANCE

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■ Maintenance ■ Improvements

## **Maintenance** ■

Non-recurring corrective or preventive maintenance or in-kind replacement

## **Improvements** ■

Extend the useful life, increase the value or add new uses



# POSITIVE TRAIN CONTROL (PTC)

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## **PTC Regulatory Requirements for December 31, 2020**

- Revenue Service Demonstration (RSD) began on Test Territory in April 2019 (Sanford to Longwood)
- 40 of 40 daily SunRail trains operating with PTC enabled in the Test Territory
- PTC Testing on entire corridor in progress
- All SunRail trains operating with PTC enabled on entire corridor December 2019
- FRA system certification anticipated for December 2020



# QUIET ZONES

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- City of Edgewood QZ NOE October 9, 2019
- Signal construction work complete at:
  - Seminole County
  - Maitland
  - Winter Park
  - Orange County
- Signal construction work ongoing at City of Orlando
- Civil Upgrades (SSM) pending for Donegan Avenue Kissimmee QZ
- NOE is responsibility of the local jurisdiction
- Safety education outreach is underway



# LYNX CONNECTIONS

LYNX Fixed-Route Average Daily Boardings & Alightings by SunRail Station Area

| SUNRAIL STATION       | Fiscal Year 2019 |       |       |       |       |       |       |       |       |       |       |       | ANNUAL DAILY AVG |
|-----------------------|------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|------------------|
|                       | Oct              | Nov   | Dec   | Jan   | Feb   | Mar   | Apr   | May   | Jun   | Jul   | Aug   | Sep   |                  |
| Sanford               | 151              | 336   | 339   | 100   | 302   | 358   | 390   | 412   | 409   | 461   | 374   | 449   | 340              |
| Lake Mary             | 58               | 15    | 62    | 80    | 74    | 116   | 124   | 117   | 98    | 105   | 116   | 96    | 88               |
| Longwood              | 40               | 51    | 73    | 53    | 54    | 90    | 102   | 82    | 72    | 119   | 136   | 68    | 78               |
| Altamonte Springs     | 225              | 195   | 192   | 205   | 240   | 171   | 38    | 230   | 91    | 191   | 166   | 223   | 181              |
| Maitland              | 27               | 30    | 29    | 12    | 18    | 18    | 26    | 22    | 28    | 24    | 36    | 12    | 24               |
| Winter Park/Amtrak    | 212              | 273   | 286   | 187   | 206   | 269   | 255   | 316   | 310   | 338   | 501   | 303   | 288              |
| AdventHealth          | 359              | 399   | 380   | 314   | 327   | 266   | 322   | 326   | 362   | 337   | 448   | 326   | 347              |
| LYNX Central Station  |                  |       |       |       |       |       |       |       |       |       |       |       | -                |
| Church Street Station |                  |       |       |       |       |       |       |       |       |       |       |       | -                |
| Orlando Health/Amtrak | 27               | 34    | 28    | 35    | 26    | 35    | 27    | 22    | 10    | 17    | 27    | 12    | 25               |
| Sand Lake Road        | 248              | 255   | 209   | 193   | 201   | 62    | 54    | 78    | 86    | 86    | 72    | 134   | 140              |
| Meadow Woods          | 130              | 120   | 116   | 120   | 115   | 63    | 107   | 167   | 103   | 80    | 128   | 112   | 113              |
| Tupperware            | 23               | 18    | 9     | N/A   | N/A   | N/A   | N/A   | N/A   | 4     | 40    | 42    | 16    | 22               |
| Kissimmee Intermodal  |                  |       |       |       |       |       |       |       |       |       |       |       | -                |
| Poinciana             | 3                | 6     | 5     | 6     | N/A   | 3     | 1     | N/A   | N/A   | 4     | 4     | 1     | 4                |
| Total - All Stations  | 1,503            | 1,732 | 1,728 | 1,305 | 1,563 | 1,451 | 1,446 | 1,772 | 1,573 | 1,802 | 2,050 | 1,752 | 1,650            |

# VOTRAN CONNECTIONS

## August 2019

**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.**

### Fiscal Year 2017

| DeBary Station      | Oct<br>16 | Nov<br>16 | Dec<br>16 | Jan<br>17 | Feb<br>17 | Mar<br>17 | Apr<br>17 | May<br>17 | Jun<br>17 | Jul<br>17 | Aug<br>17 | Sep<br>17 | Annual<br>Daily<br>Average |
|---------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|----------------------------|
| Days of operation   | 21        | 21        | 22        | 22        | 20        | 23        | 20        | 22        | 22        | 20        | 23        | 13        | 249                        |
| Avg Daily Ridership | 54        | 48        | 68        | 69        | 43        | 46        | 47        | 50        | 58        | 67        | 83        | 80        | 59                         |

**Note: Hurricane Irma in 2017 interrupted SunRail from September 11 to September 19.**

### Fiscal Year 2018

| DeBary Station      | Oct<br>17 | Nov<br>17 | Dec<br>17 | Jan<br>18 | Feb<br>18 | Mar<br>18 | Apr<br>18 | May<br>18 | Jun<br>18 | Jul<br>18 | Aug<br>18 | Sep<br>18 | Annual<br>Daily<br>Average |
|---------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|----------------------------|
| Days of operation   | 22        | 21        | 20        | 22        | 20        | 22        | 21        | 22        | 21        | 21        | 23        | 19        | 254                        |
| Avg Daily Ridership | 96        | 76        | 79        | 63        | 62        | 69        | 69        | 67        | 61        | 72        | 79        | 72        | 72                         |

### Fiscal Year 2019

| DeBary Station      | Oct<br>18 | Nov<br>18 | Dec<br>18 | Jan<br>19 | Feb<br>19 | Mar<br>19 | Apr<br>19 | May<br>19 | Jun<br>19 | Jul<br>19 | Aug<br>19 | Sep<br>19 | Annual<br>Daily<br>Average |
|---------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|----------------------------|
| Days of operation   | 23        | 21        | 20        | 22        | 20        | 21        | 22        | 22        | 20        | 22        | 22        | 19        | 254                        |
| Avg Daily Ridership | 98        | 66        | 85        | 89        | 64        | 76        | 66        | 61        | 59        | 57        | 69        | 63        | 71                         |

No SunRail service on Thanksgiving, Christmas, New Year's Day Independence Day, Labor Day, Memorial Day, and Martin Luther King Jr. Day.

Note: Hurricane Dorian in 2019 interrupted SunRail & Votran from September 2 to September 4.



# ACTION ITEMS

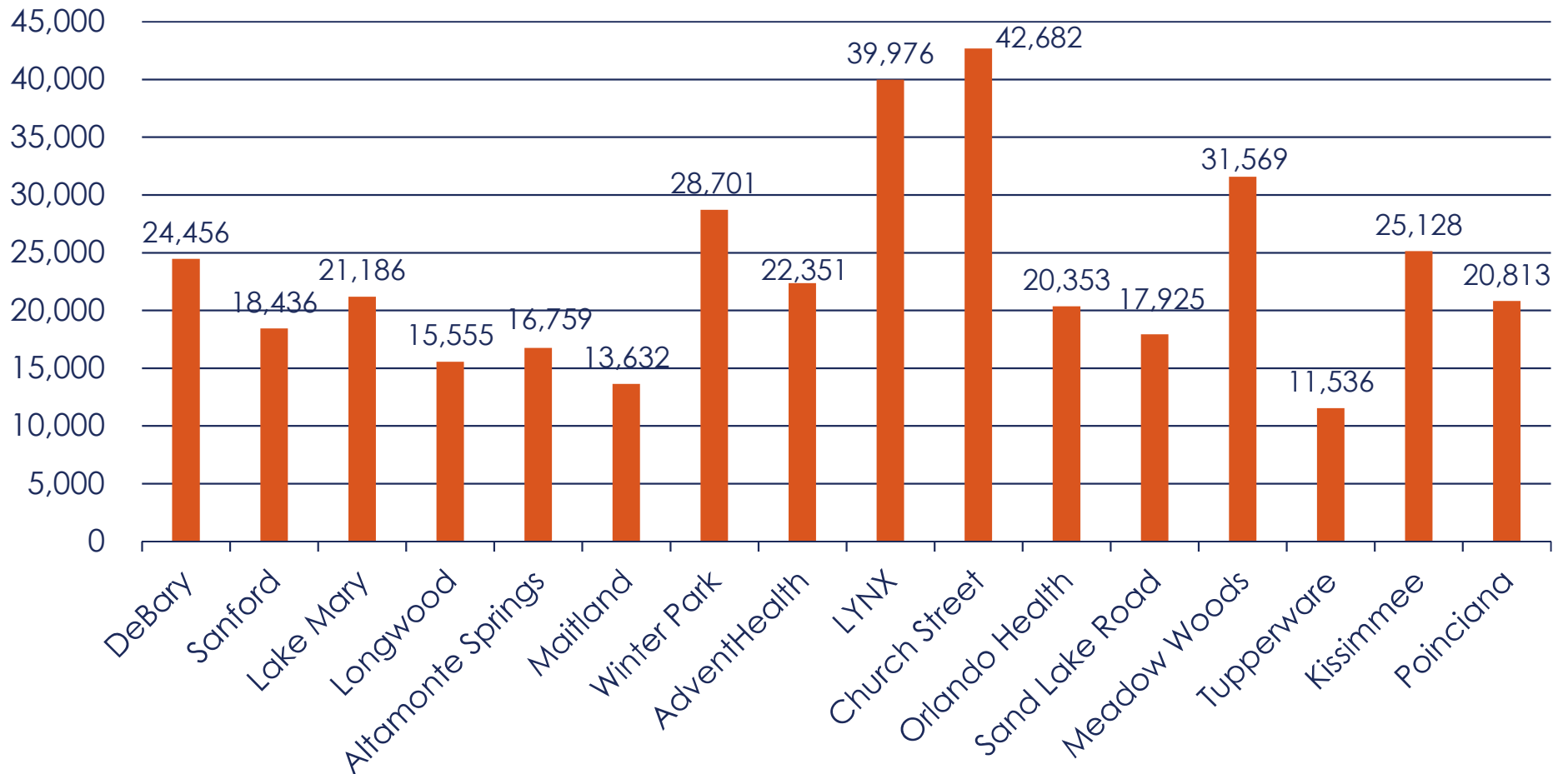


# INFORMATION ITEMS



# OPERATIONAL PERFORMANCE

## BOARDINGS BY STATION



Ridership July 2019 through September 2019



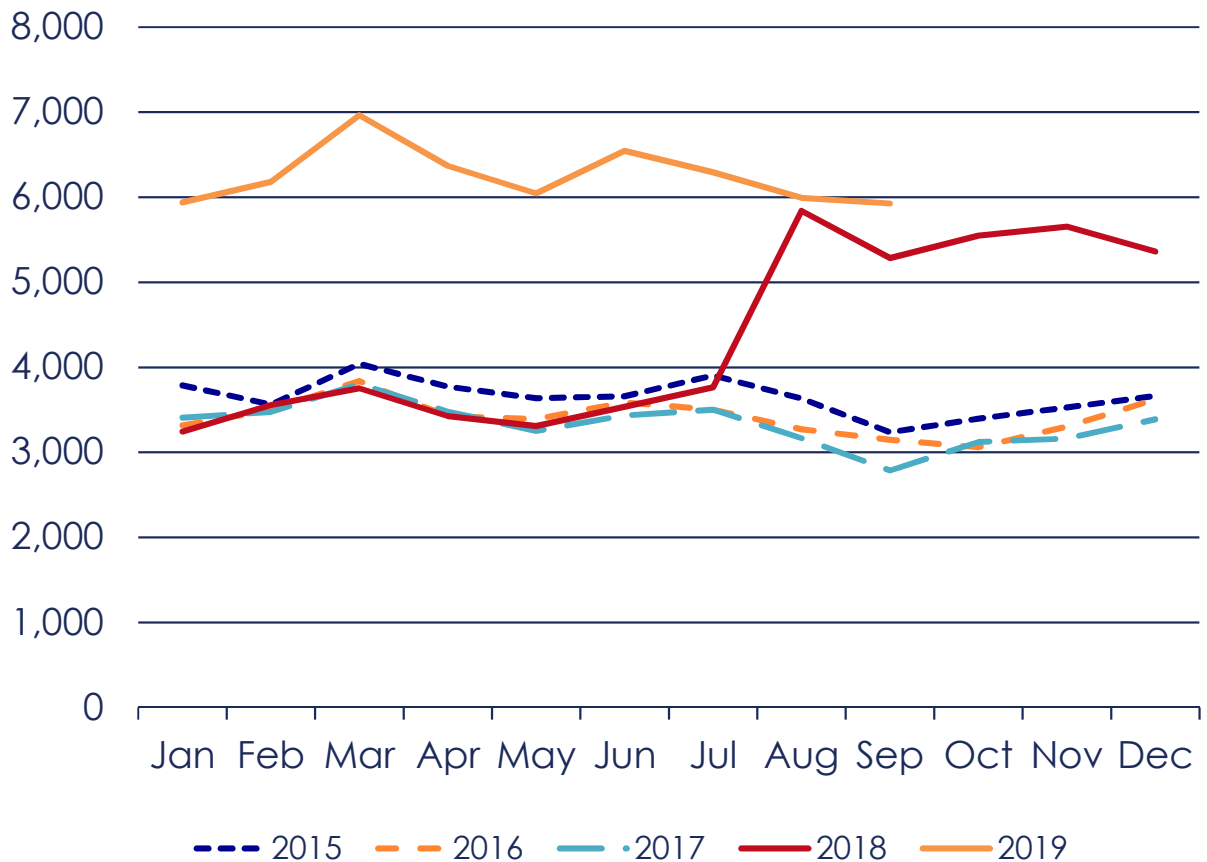
SunRail.com

# OPERATIONAL PERFORMANCE

## AVERAGE DAILY RIDERSHIP

### 2019 AVERAGE DAILY RIDERSHIP BY MONTH

|     |       |
|-----|-------|
| JUL | 6,294 |
| AUG | 5,992 |
| SEP | 5,927 |

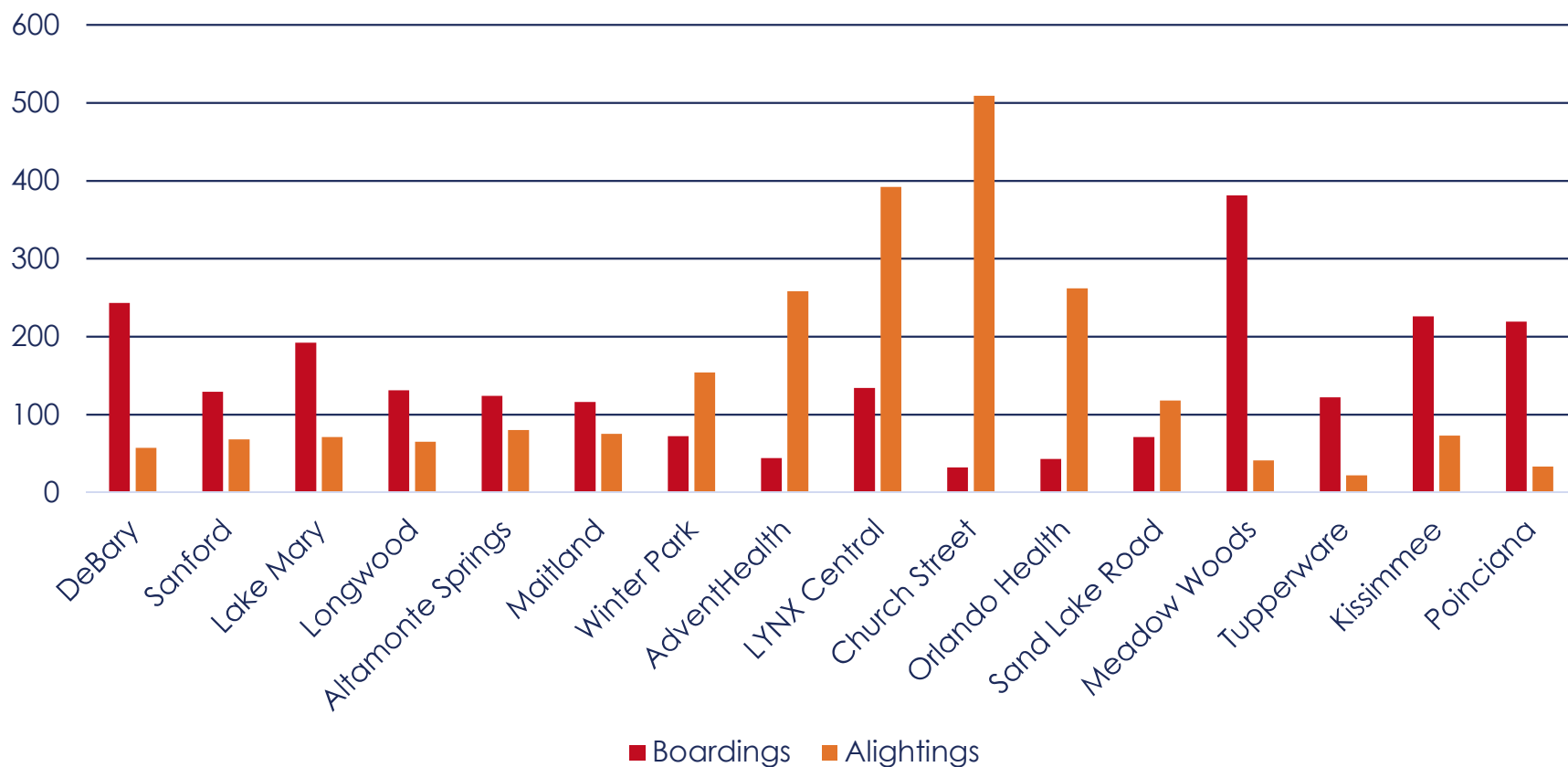


# OPERATIONAL PERFORMANCE

## BOARDINGS & ALIGHTINGS

### AM PEAK

July 1, 2019 – September 30, 2019

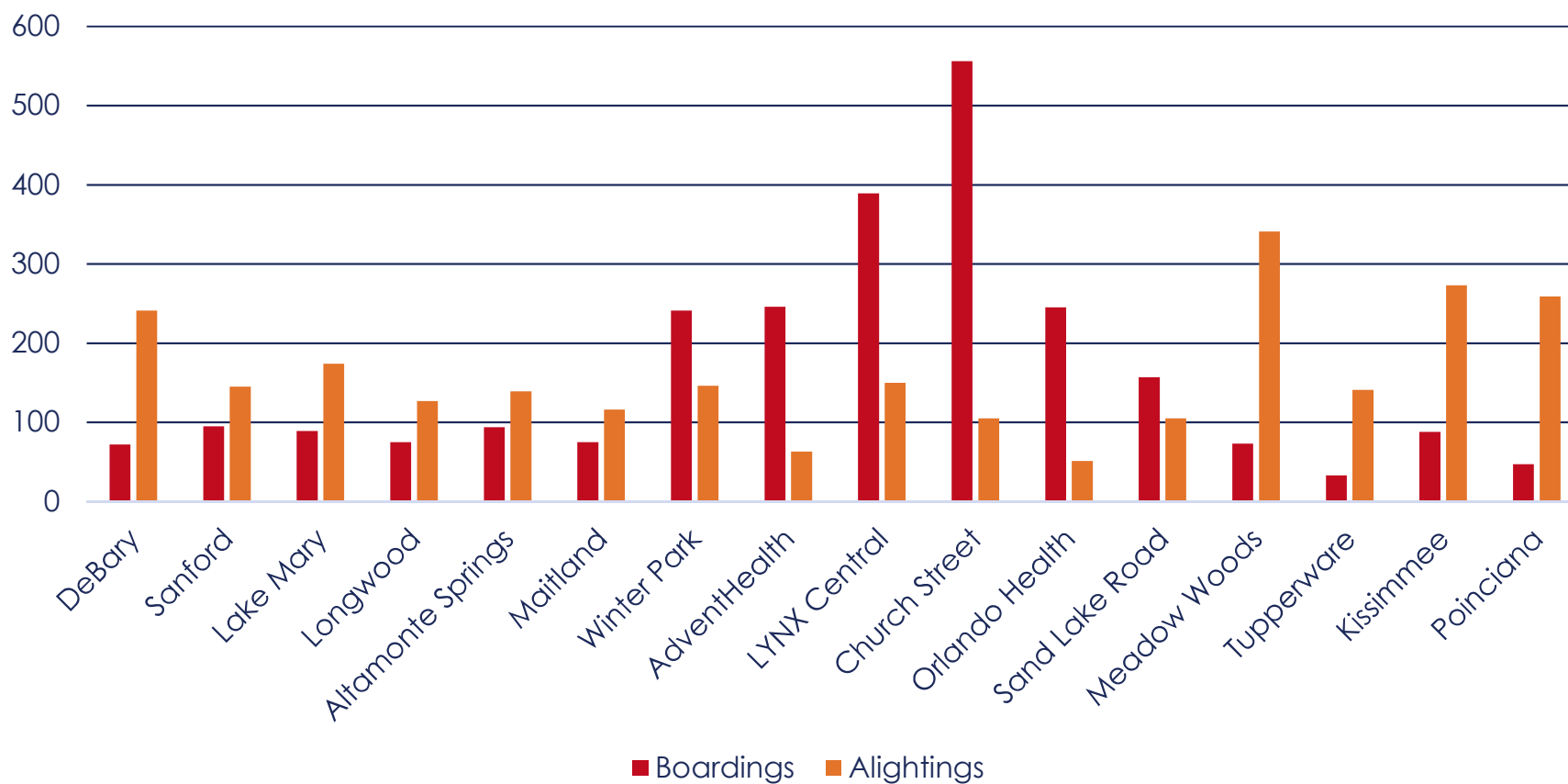


# OPERATIONAL PERFORMANCE

## BOARDINGS & ALIGHTINGS

### PM PEAK

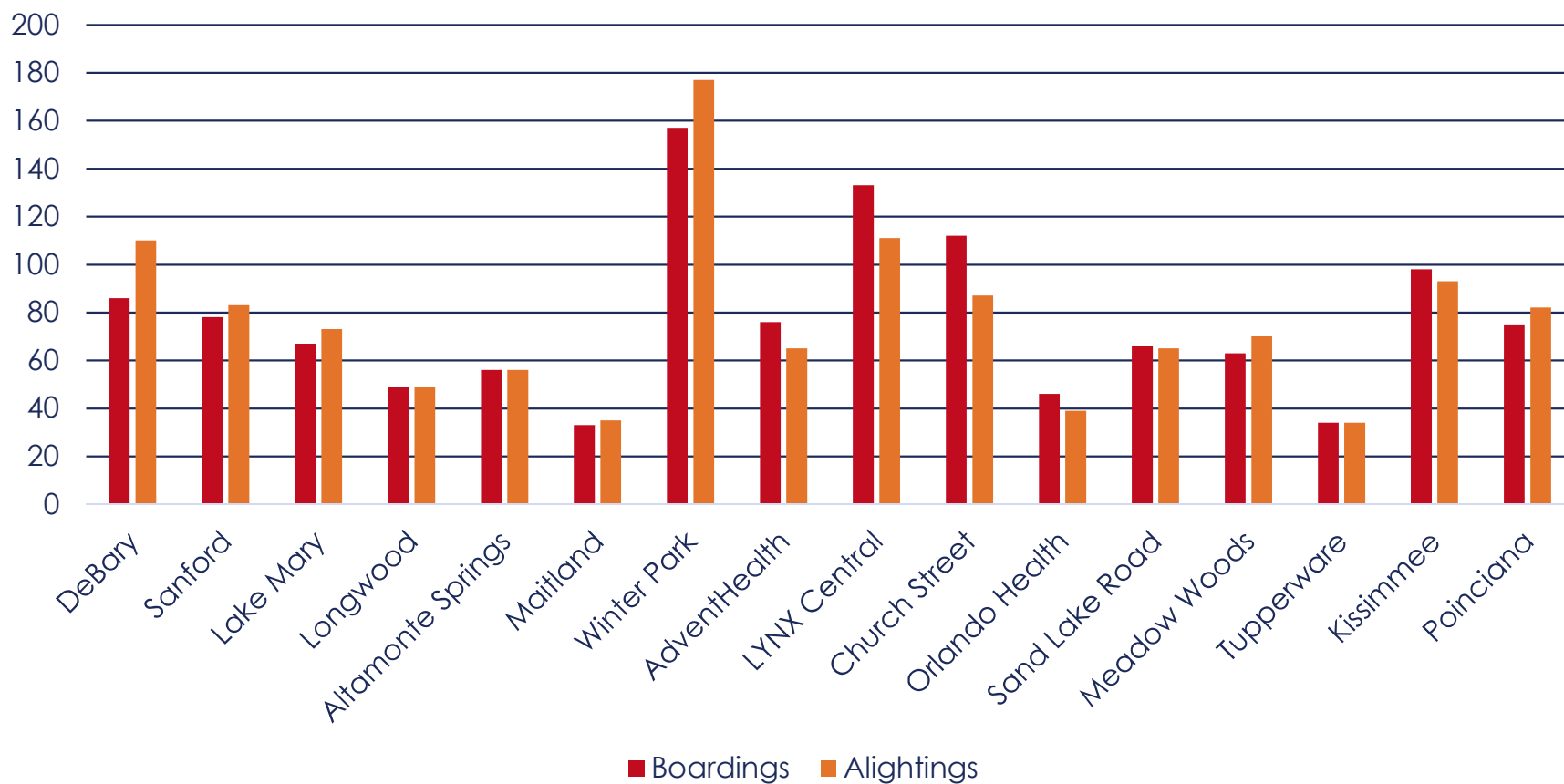
July 1, 2019 – September 30, 2019



# OPERATIONAL PERFORMANCE BOARDINGS & ALIGHTINGS

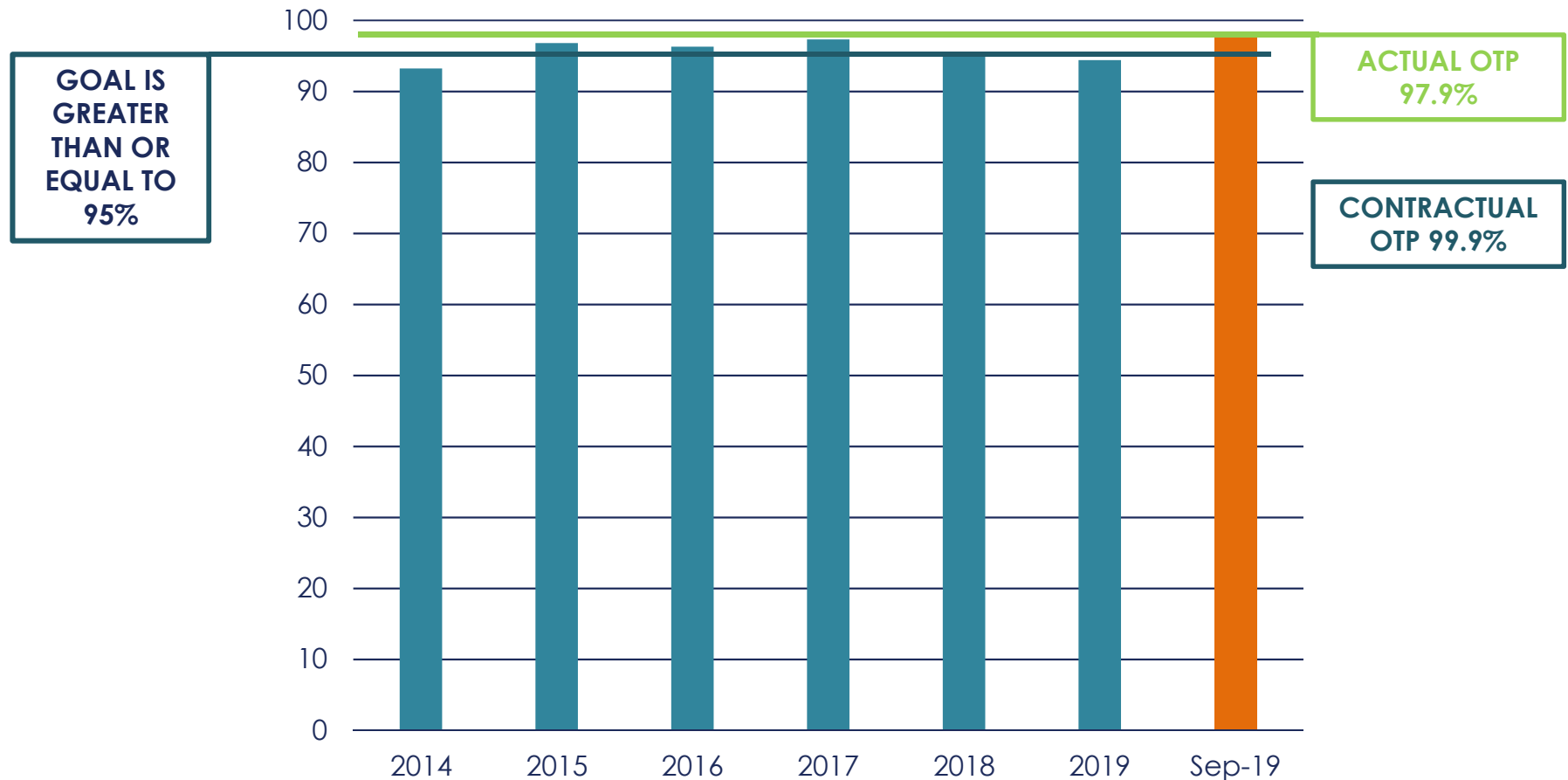
## OFF PEAK

July 1, 2019 – September 30, 2019



# ON-TIME PERFORMANCE AVERAGE

From Inception and Current Month



# ON-TIME PERFORMANCE AVERAGE

## JULY - SEPTEMBER 2019

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### On-Time Performance Average: 97.9%

| Train Performance Overview                 |       |
|--|-------|
| Operating Days: 61                         |       |
| Number of Days Operating 95% and Above: 55 |       |
| On-Time                                    | 2,389 |
| Late                                       | 47    |
| Annulled                                   | 4     |
| Total Trains Operated                      | 2,440 |

| Performance Detail                                 | Percent of Total Trains |
|--|-------------------------|
| Trespasser/Grade Crossing/Near Miss                | 0.6%                    |
| Mechanical   | 0.4%                    |
| Signals & Components                               | 0.4%                    |
| Police Activity                                    | 0.2%                    |
| Passengers   | 0.1%                    |
| Other (tree down, passenger pulled emergency cord) | 0.4%                    |
| Total (rounded)                                    | 2.1%                    |

Note: Only categories with a value greater than .1 are displayed and rounded to one decimal.

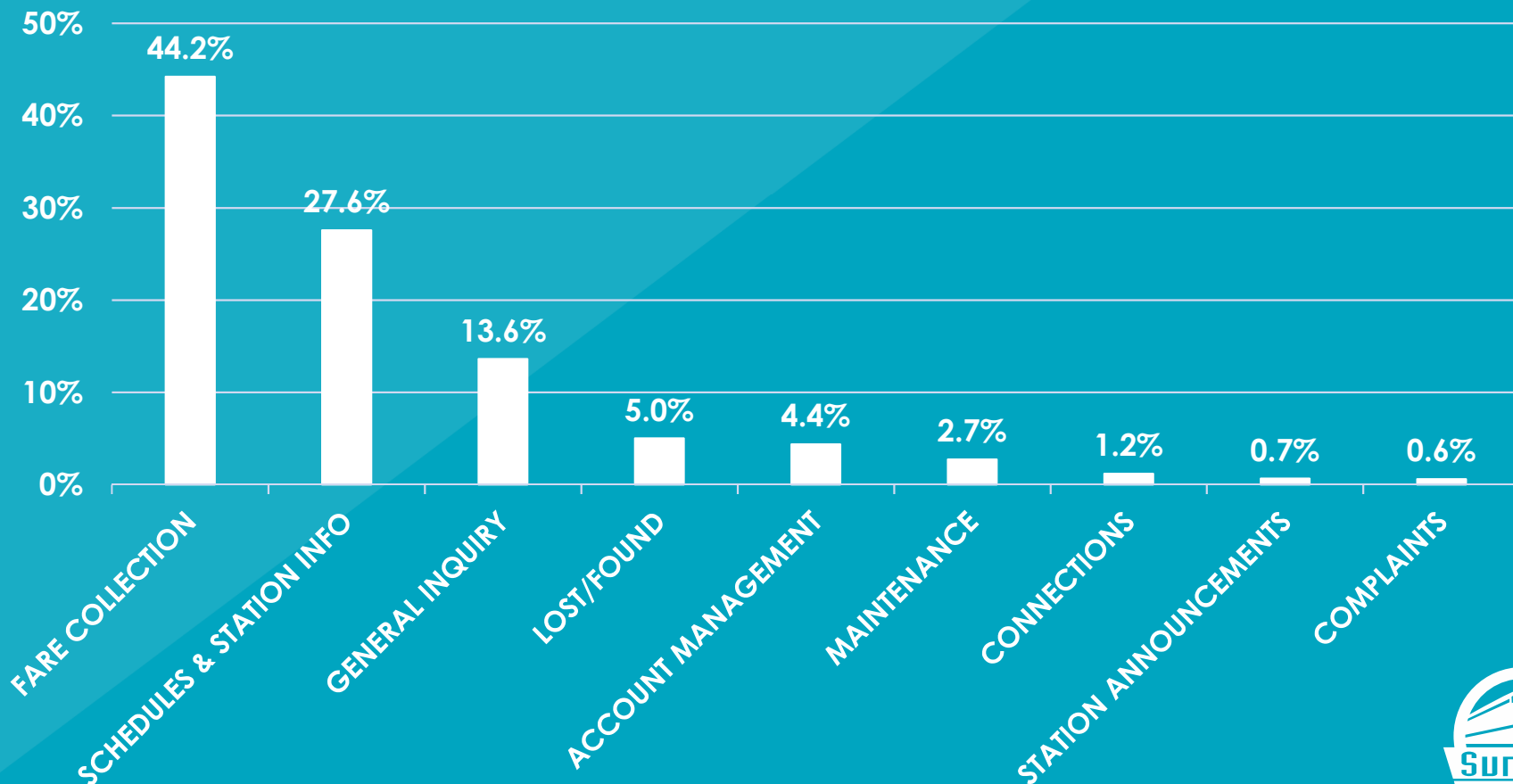




# CUSTOMER SERVICE

Total Calls July – September 2019

7,518



# OTHER BUSINESS





# THANK YOU

   @RideSunRail | [SunRail.com](http://SunRail.com)