

CUSTOMER ADVISORY COMMITTEE

JANUARY 6, 2022





Central Florida Commuter Rail Commission

Customer Advisory Committee

Date: January 6, 2022
Time: 5:00 p.m.
Location: FDOT/GoToWebinar Host

PLEASE SILENCE CELL PHONES

- I. Call to Order and Pledge of Allegiance**
- II. Confirmation of Quorum**
- III. Chairman Remarks – James Grzesik**
- IV. Information Items**
 - a. September 30, 2021, Meeting Minutes Posted Online
- V. Public Comments**
- VI. Discussion Items (*Agency Update Slide*)**
 - a. Agency Update – Charles M. Heffinger, Jr., P.E. FDOT/SunRail, Chief Operating Officer
 - b. Bus Connectivity
 - i. LYNX – Bruce Detweiler, Interim Director of Planning & Development
 - ii. Votran – Ralf Heseler, Senior Planner



Central Florida Commuter Rail Commission

Customer Advisory Committee

VII. Transition Consultant Update

- a. Transition Update – Mike DePallo

VIII. Committee Member Comments

IX. Next Meeting - Proposed

- a. Next Meeting – March 31, 2022, 5:00 p.m. Location TBD (Webinar Platform TBD)

XII. 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 Roger Masten, FDOT/SunRail Title VI Coordinator 801 SunRail Dr. Sanford, FL 32771, or by phone at 321-257-7161, or by email at roger.masten@dot.state.fl.us at least three business days prior to the event.

Customer Advisory Committee

September 30, 2021

5:00 p.m.

GoToWebinar Hosted by FDOT

LYNX Central Station

2nd Floor Multi-Purpose Room

Attendees: Member Clark Quackenbush, Member Joseph Hinely, Member Marianna Epright, Member J. Gordon Spears, Member Luis Nieves-Ruiz, Member Ed Richter, Charles M. Heffinger, Nadia Hernandez, Mike Carman, Sandra Gutierrez, Patricia Ruffino, Bruce Detweiler, Ralf Heseler, George Gault, Bill Land, Linda Nesbitt, Regina Cargill, and Alan Danaher.

Minutes

Virtual Meeting called to order by SunRail Chief Operating Officer, Charles M. Heffinger at 5:00 P.M.

Pledge of Allegiance

Announcements: Chairman's Remarks

- This meeting being held virtually and will be a workshop style meeting, and therefore, no action items/minutes approval will be handled.
 - July 1, 2021, Meeting minutes available online.
- Proposed 2022 meeting schedule:
 - January 6th, March 31st, June 30th, and September 29th

Action Item:

- No action items taken.

Public Comment:

- No Public comments were made.

Agency Update:

Presenter: Charles M. Heffinger Jr., P.E.

- Back by Popular Demand - Partnership with UCF, Valencia Downtown & FAMU College of Law
- Try SunRail during a limited trial period
- Co-branded marketing with colleges:
 - Student & faculty newsletters
 - Digital signage throughout campus
 - Tabling events for sign up and giveaways
 - Social media push on FB, IG and TW
 - After promotion, SunCard is ready to load!
- Partnership with Orlando OCSC
 - SunRail is partnering with the Orlando OCSC. They will be paying for eight trains running southbound. Fans ride free to and from Church Street Station, a short walk to the stadium, with proof of a match ticket.
 -
- Rail Safety Week
 - September 20 – 24, new videos and billboards were posted to send a bold and direct message to the public.
 - Coordinated enforcement with 147 vehicles stopped, 60 citations issued, and 104 warnings given to people for stopping on the train tracks, among other violations, by the local Sheriff Department.
- Exciting reaction videography, new railway media training, and promoting community partnerships was also introduced. DeLand Phase 2 North:
 - Delivery will be split between two contracts; the Civil contract, to include putting down rail, building a retention pond, and a station with parking lot in DeLand.
 - December 3, 2021 is the opening of bids for contractors who submitted letters of interest.
 - The Signals contract includes the wayside signals, grade crossing warning systems, and

communications. A contractor will be selected to do the signal work on January 20, 2022.

- **New SunRail Merchandise**
 - There has been good feedback regarding the new SunRail merchandise. A successful pop-up shop took place at Winter Park on September 22nd and more holiday promotions will be coming soon. The goal is to have a platform to sell the merchandise online in the near future.
- **Group Rides Are Back:**
 - Group rides are happening again. A ticket for the entire group can be purchased in advance which will save a lot of time instead of having each person buy their own ticket.
 - Advance fare payment & ticket-free travel at [SunRail.com/tickets-suncards/group-travel-pass](https://www.sunrail.com/tickets-suncards/group-travel-pass).
 - TSA has extended the mask mandate for onboard travel until January 18, 2022. The mask does not have to be worn at the station, but it is required on the train. Refusing to wear one inside the train is a Federal offense and the passenger will be escorted off by the police, if the passenger does not comply.
 - Safety cleaning protocols are still in place including security on board the trains.
- **On-Time Performance (OTP) Average**
 - Actual OTP for the months June through August 2021 was down to 96.1%. Contractual OTP was 99.2% doing their part. The goal is 95%.
 - Among other situations that affected the actual OTP, there was an incident where a train hit a forklift. The damage was estimated to be \$40k for the train. A signal arm and foundation were broken which will be about a \$500k repair.
- **Positive Train Control (PTC) Success**
 - Year to Date PTC Active Operating Percentage:
 - SunRail – 99.5%
 - CSX – 99.1%
 - Amtrak – 98.6%
 - CSX and Amtrak are global operating railroads. For small transit systems, SunRail is the leading agency in the nation regarding PTC success.
- **Boarding by Station**
 - Lynx is the busiest station followed by Winter Park, Kissimmee, Meadow Woods, and DeBary Stations.
- **Parking**
 - Kissimmee was almost at capacity in June. Poinciana, Meadow Woods, and Tupperware have been around 40% more capacity from June to August.
- **Incidents**
 - SunRail had two incidents on July 14th where a trespasser was fatally hit in downtown Orlando, and another crossing strike near Colonial Drive that happened 7 days later. There was another debris strike incident in August. Amtrak and CSX had three additional incidents.
- **Mr. Luis Nieves-Ruiz from Orange County had some comments he wanted to discuss regarding the July 14th incident.**
 - Mr. Nieves-Ruiz mentioned he didn't want to interrupt the flow of the meeting. . Mr. Heffinger provided his phone number to Luis they could talk afterwards.

LYNX Bus Connectivity:

Presenter: Bruce Detweiler

- Ridership was down 21% in August. This could be attributed to LYNX not charging fares to ride during August 2020 as part of the pandemic response. Charges for fares started again in September 2020.
- Winter Park, Sanford and Advent Health continue to be the busiest stations for connectivity.
- Ridership is down about 3% for the SunRail Phase 2 Bus Feeder Routes.
- A question was presented about the reason for the lack of data on the slide for LYNX, Church Street, and Kissimmee Stations, which typically are high transfer stations.
 - Mr. Bruce Detweiler explained that those locations do have high number of transfers, however, since they are considered transit hubs, and there is high activity of transfers to other LYNX bus routes, it is difficult to account for the number of transfers going over to SunRail.
- A question was presented regarding the LYNX Feeder Bus Route that connects to Advent Health (#125 and #102) not showing on the slide.
 - Mr. Bruce Detweiler explained that the slide shows the routes that were implemented in the Phase 2 alignment, the extension to Poinciana. The data for Advent Health would be reflected on the previous slide.

Votran Bus Connectivity:

Presenter: Ralf Heseler

- Mr. Ralf Heseler introduced himself as Senior Planner for Votran.

- Votran's numbers have increased by 36% from the last reporting period of this year and 19.5% from the same period last year.
- The parking lots are about a quarter full, but many people are coming in by bus.

Transition Consultant Update:

Presenter: Alan Danaher

- Mr. Alan Danaher introduced himself as the Deputy Project Manager for WSP.
- Transition Study Process
 - A flow chart was presented showing status in the process for tasks, deliverables, and agency involvement.
 - WSP published the Existing Conditions Report and are now proceeding into the Transition Analysis phase of the project.
 - They are working on a Transition Analysis Report and Risk Assessment Report that will be available in October.
- WSP talked about the 7 components of the Transition Analysis Framework. It starts with lessons learned from all the commuter rails systems in North America (31 systems in total) and ends with the agency analysis.
- Lessons Learned - After reviewing all the commuter systems in North America, they are working on a Commuter Rail Services Guidebook that will emphasize in contracting.
- Contract Compliance Assessment looks into existing operating contracts, the ability of the Commission to take over the operating contracts and re-letting of operating contract for transition.
- There are 4 major categories of agreements which include: existing railroad, existing interlocal, feeder bus, and Phase 1 and 2 South FFGAs.
 - WSP will be working together with LYNX and Votran on a future service configuration associated with the transition.
- Staffing - There was a thorough interview process with the SunRail staff and created a Staffing Plan Analysis.
- Committee Structure – They will evaluate whether committees should be transitioned or discontinued, creating new ones, and making changes to procedural policies.
- Financial Assessment – There are 5 components to the financial analysis: Validation of SunRail's Financial Condition, Investigation of Revenue Options, Review of Existing Financial Procedures, Benchmarking Analysis, and the Financial Analysis Technical Memo.
- The Operational Assessment underway has 4 components: State of Good Repair Documentation, Operating Rules Assessment, Operational Issues with FRA, and Outstanding FFGA Items.
- WSP has initiated a Governance Analysis and has identified 3 basic options related to governance while working with the Steering Group: (1) CFCRC manages and operates SunRail, (2) CFCRC manages and contracts operation and maintenance, and (3) another agency assumes control (i.e., LYNX, Brightline, CFX).
- Follow up to Risk Assessment Workshop – 25 risks were identified and divided into 5 categories. A web survey was created using this data to complete a risk register. This will help the recommendations to reduce the risk during the transition.
 - Risks to avoid include an organizational structure not being in place, having a financial management and accounting system that is well defined, mid-life overhaul and major maintenance funding needs, and finding staff with rail-specific experience.
- The next steps for the Risk Assessment will be the closeout for the initial Risk Assessment that occurred in September, monitoring risks during the Transition Plan Development, and the Risk Register for Transition Implementation.
 - Schedule:
 - October 2021 – Risk Assessment Report
 - December 2021 – Financial Analysis Memorandum
 - December 2021 – Transition Analysis Report
 - April 2022 (Draft) – July 2022 (Final) – Transition Plan
 - August/September 2022 – Final Policy Board Briefings
- Mr. Clark Quackenbush asked if the study was strictly about the transition plan.
 - Mr. Alan Danaher responded that initially, WSP was selected to do the SunRail transition plan. WSP has executed an on-call contract with Seminole County through 2028, that would provide the opportunity to work with FDOT, the Local Funding Partners, and other agencies to implement the transition and assist the new entity operating the system in its initial years.

- Mr. Luis Nieves-Ruiz asked if the report WSP is working on is available for the public to review.
 - Mr. Alan Danaher responded that the Existing Conditions Report has been reviewed and finalized. He will coordinate with Tawny Olore for its accessibility to the Committee members. The Risk Assessment Report needs to be finalized after review from the Steering Group. He assumes all the reports will be available to the public for their review.

Committee Member Comments:

- Member Luis Nieves-Ruiz spoke about his experience during July 14th while trying to take the train from the LYNX station. He believes there might have been an accident that caused rides to get cancelled and resulted in about 60 people waiting at the station and a delay of 1.5 hours. They were told to board three different trains and were later told to get off. He expressed frustration as he felt they were misinformed, and communication was broken down. He has been utilizing train service to commute for five years and finds that what happened was unacceptable. He wants SunRail to be successful and thinks feedback is important.
 - Mr. Mike Carman affirmed that they would look into what happened that day (July 14th passenger strike at Church Street) to see ways they can improve, ensure communications are clear and hopefully prevent it from happening again.
- Ms. Marianna Epright was in another similar situation on July 16th during an Amtrak accident. She agrees that there must be better communication and transparency as opposed to what seemed like secrecy in these situations that affects trains and riders.
 - Mr. Mike Carman explained that when something happens, they try to avoid the riders from getting false information. They need to get accurate information about the incident before they can communicate specifics to the staff and public.
- Mr. Luis Nieves-Ruiz asked about the communication flow following an incident.
 - Mike Carman responded stating the entire fleet is listening on the radio. When incidents occur, there are many factors taken into consideration. One being time and mentioned the train crews do go on hours of service and can only work a specific amount of time per day and so on.
 - Efforts to inform riders better will be made for future incidents.
- Mr. Hinely mentioned that there was a flyer shared at the LYNX station regarding cleanliness. It said to contact Mayor Buddy Dyer if there were issues with the cleanliness of the Station and provided his phone number and email.
 - Mr. Charles M. Heffinger requested the flyer to be sent to him and said he would bring it to the attention of Buddy Dyer's staff and LYNX security. Added, cleaning of the stations is the responsibility of the municipalities.
- Member asked when there will be service on weekends and nights, when will the train go to the airport, and if LYNX and SunRail connections could be better coordinated and optimized.
 - Mr. Charles M. Heffinger responded that regarding nights, they are contemplating adding runs for the Magic games and are considering options to add more trains. Running the train on the weekends would cost \$180K – \$200K per day. They have considered having a minimal route and schedule to lessen the costs of running the trains on the weekends.
 - FDOT is also refreshing a study from 2018 to see the possibilities of a partnership with another agency to have shuttles running from the airport to different stations. Brightline might be a possibility as well.
 - Member Gordon Spears?? commented that Brightline services are still not known. He does not think its trains will be frequent enough to be a functional commuter rail system and the routes are not good for people that live in Orlando to get to the airport. He talked about the rail system in Miami not stopping at any of the major points of interest in the city and reiterated the importance of SunRail taking to the main places of interest. He expressed that as a member of the board, it is his responsibility to share this feedback in hopes of it bringing up areas of improvement, since he loves SunRail and wants it to be successful.
 - Mr. Heffinger commended the positiveness of the conversation. He reiterated the importance of talking about situations so they can work on resolving them and prevent future ones.
- Member Clark Quackenbush from Kissimmee mentioned he benefits from riding northbound to Sanford. He thanked everyone for the hard work. He reaffirmed that people have reached out to him, as a member of the board, inquiring about service during weekends. He asked if bringing more people to voice their wish of having service on weekends would help the agency receive the funding.
 - Mr. Heffinger responded an informative positive conversation with the Commissioner is a good way to

plant seeds to bring possible changes to the radar. Options have been considered including making fares higher during the weekend to cover the costs.

Next meeting is scheduled for Thursday, January 6, 2022, at 5:00 p.m., LYNX Central Station, 455 North Garland Avenue Orlando, Florida 32801

Meeting adjourned at 6:09 p.m.

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

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:

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Tallahassee, Florida 32399

WELCOME





CHAIR'S REPORT

JAMES GRZESIK

INFORMATION ITEMS

SEPTEMBER 30, 2021 MEETING
MINUTES POSTED ONLINE





PUBLIC COMMENTS

AGENCY UPDATE

CHARLES M. HEFFINGER, JR., P.E.





SPECIAL SERVICE ON MLK DAY

- **By popular demand!**
Regular service is running
January 17, 2022
- Great opportunity to support local communities
- Spread the word by sharing on social media
- Regular fares apply





GROUP RIDES BUILD RIDERSHIP

- FUN group travel is building ridership and popularity
- Schools, tour groups, special needs organizations, seniors
- NEW and EXCITING group ride program in development for 2022





MOBILITY WEEK 2021

- SunRail celebrated this statewide initiative October 29 – November 5
- FREEky Friday 10/29: Highest ridership day in 2021 at 4,614
- Try it Tuesday 11/2: SunRail merchandise giveaway to encourage commuters to try the train





BLACK FRIDAY SALE

- Thanksgiving week had highest ridership numbers for November
- Black Friday BOGO promoted purchase a ticket and bring a companion for FREE
- Destination ideas supported local businesses promoted on social media



Black Friday Sale!

ONE DAY ONLY! 11/26

B  **GO**

Buy Your Ride and Your Friend Rides FREE!



CELEBRATING WITH SUNRAIL

- We hope you enjoyed festive train graphics, “Traindeer Games” and special fan merchandise during the month of December

Thank you for riding!





NATIONAL GRANT WINNER

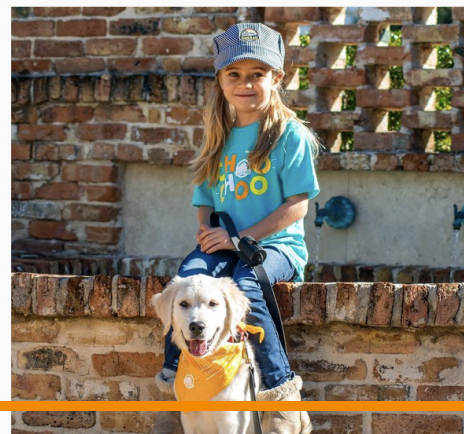
- SunRail awarded Operation Lifesaver Safety Education Grant for \$20,000
- Innovative and inclusive special needs safety education program launching early 2022, “Safety is for Everyone”





ARE YOU FOLLOWING US?

- Influencers, local news anchors, and popular bloggers follow us!
- Train trivia, fun train trips, community happenings near stations, safety tips, and more
- Join in the fun!
 - Follow us on Facebook, Instagram and Twitter
 - Tag us @RideSunRail



**Here's
what our
riders are
posting
about us!**

CAPITAL PROJECTS

Work on the Lake Monroe Drawbridge (LMDB) in-progress

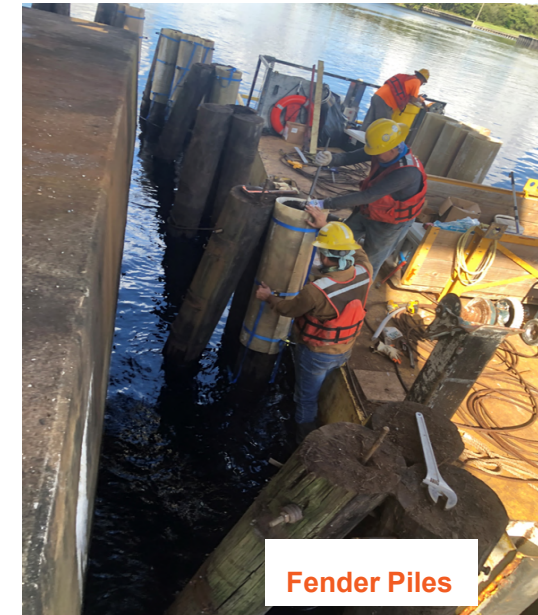
- 3-Phase Power Installation near completion at LMDB to provide reliable power supply for the lift span drive controls and motors, upgrades to signal house, connections to bridge tender house



CAPITAL PROJECTS

Completed/in-progress work on the Lake Monroe Drawbridge

- Completed
 - Pile cutoffs & debris removal
 - Lightning protection
 - Tender House walkways
- In-progress:
 - Waler removal & fender pile repairs



OTHER CAPITAL PROJECTS

Completed at MP 809.7 bridge

- Installed new handrail west side, new walkway east side

Upcoming at MP 784.3 CFRC bridge over US 17/92 first Q 2022

- Install new trainman walkways on both sides and structural repairs



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Completed at MP 809.7 bridge

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Upcoming at MP 784.3 CFRC bridge over US 17/92 first Q 2022

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ABOVE AVERAGE

- On-Time 50 Days
- 63 Operating Days
- Ran 2,520 Trains



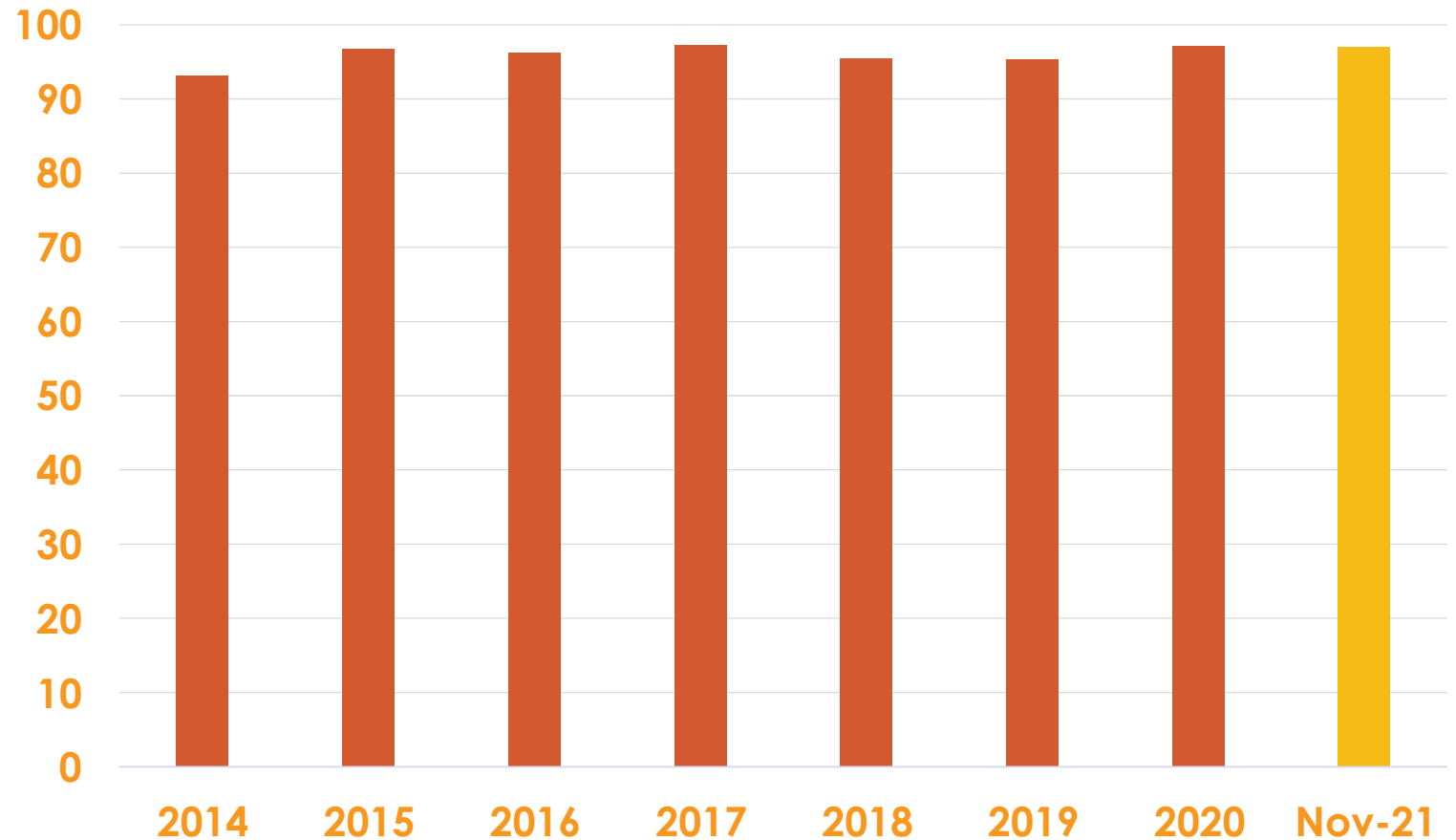
ON-TIME PERFORMANCE AVERAGE

September 2021 – November 2021

Goal = 95%

Actual = 96.1%

Contract = 99.2%



From inception and current month.

Fare Collection System Update

- FDOT issued Task Work Order #1 in November
- First milestone submittal package in December
 - Complete Project Schedule
 - Complete Project Management Plan
- Non-disclosure Agreements (NDA's) executed
 - NIC (credit card processor) and Conduent
 - Initial coordination meetings completed
 - Mission-critical items identified
- January 2022 Targets
 - Address mission-critical items
 - Evaluation of 1st milestone submittal package
 - Evaluation of mobile app early rollout



PTC SUCCESS

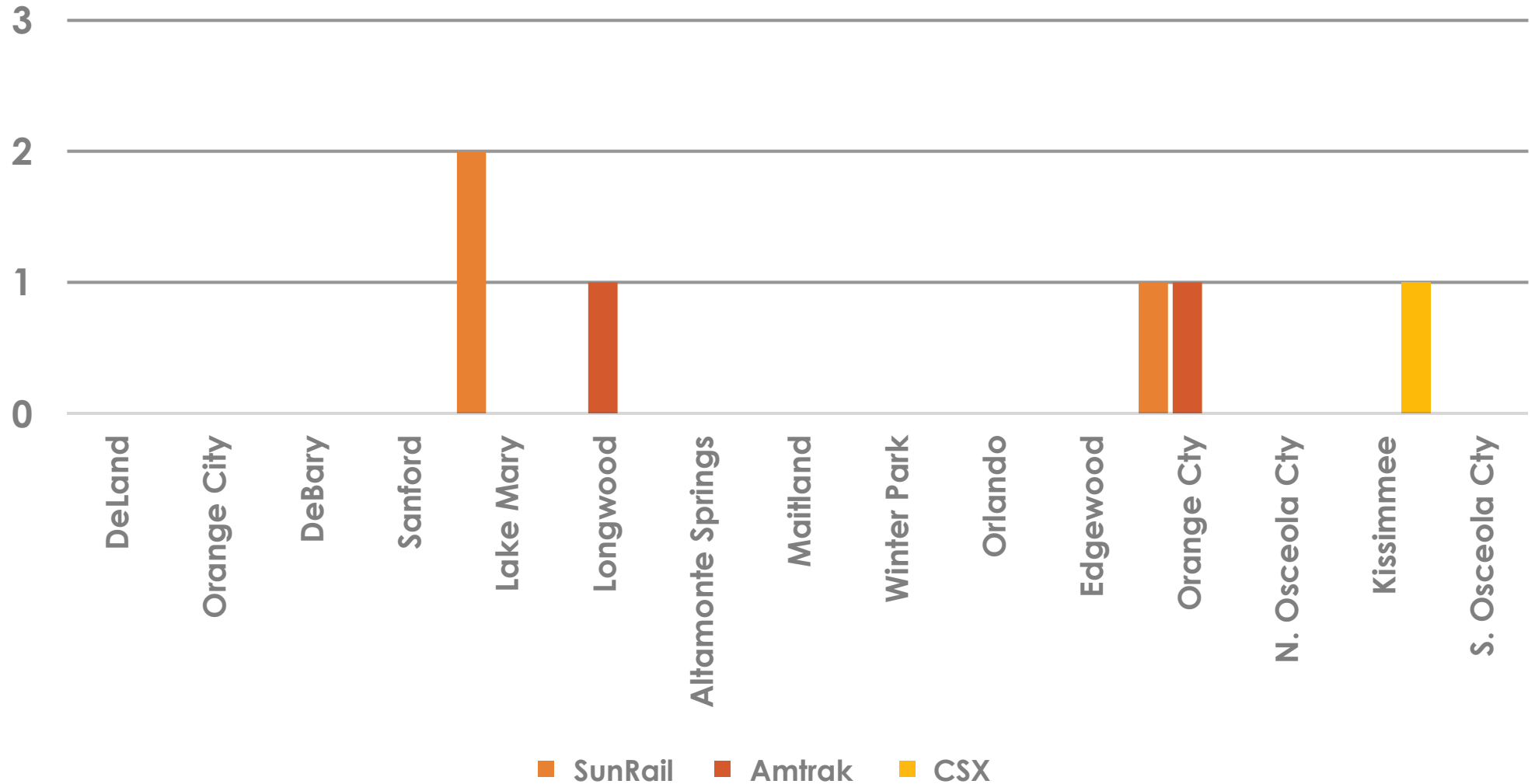
- Year to Date* PTC Active Operating Percentage:
 - SunRail 99.5%
 - CSX 99.3 %
 - AMTRAK 98.4%

* Through December 3, 2021

REVENUE INCIDENTS BY CITY/COUNTY



September 2021 – November 2021



FY 21/22 OPERATING BUDGET UPDATE



OPERATING COSTS, CAPITAL MAINTENANCE AND CONSULTANT SUPPORT
Bombardier - Operations
Bombardier - Maintenance
Bombardier - Incentive/Disincentive
Conduent - Back-of-the-House Hosting
Conduent - Fare Equipment Maintenance
Herzog - Signal Maintenance of Way
Green's Energy - Fuel
Gallagher - Insurance
Amtrak - Heavy Vehicle Maintenance
Wells Fargo - Banking Services
Bank of America - Merchant Services (Banking)
MidFlorida - Armored Car Service
AT&T/Verizon - Wi-Fi Service
Fare Media Smart Card
Limited Use Smart Card
PTC O&M Costs
BTNA – COVID Decontamination Services
OPERATING COSTS SUBTOTAL

Feeder Bus Expenses
Capital Maintenance
Consultant Support

TOTAL OPERATING COSTS, CAPITAL MAINTENANCE AND CONSULTANT SUPPORT
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ANNUAL BUDGET
\$ 10,745,000
\$ 16,255,000
\$ 1,350,000
\$ 1,000,000
\$ 2,200,000
\$ 3,500,000
\$ 2,500,000
\$ 5,000,000
\$ 2,136,000
\$ 6,000
\$ 100,000
\$ 30,000
\$ 40,000
\$ 10,000
\$ 300,000
\$ 10,000,000
\$ 3,506,560
\$ 58,678,560

\$ 2,000,000
\$ 10,620,000
\$ 12,200,000

\$ 83,498,560

YEAR TO DATE NOVEMBER 30, 2021	
BUDGET	ACTUAL
\$ 4,477,083	\$ 4,405,565
\$ 6,772,917	\$ 6,694,279
\$ 562,500	\$ 494,774
\$ 416,667	\$ 308,548
\$ 916,667	\$ 1,860,878
\$ 1,458,333	\$ 1,463,567
\$ 1,041,667	\$ 922,560
\$ 5,000,000	\$ 3,842,500
\$ 890,000	\$ 688,803
\$ 2,500	\$ 1,492
\$ 41,667	\$ 20,675
\$ 12,500	\$ 7,920
\$ 16,667	\$ 13,871
\$ 4,167	\$ -
\$ 125,000	\$ -
\$ 4,166,667	\$ 3,885,318
\$ 1,461,067	\$ 1,587,207
\$ 27,366,067	\$ 26,197,957

\$ 833,333	\$ 522,320
\$ 4,425,000	\$ 2,202,427
\$ 5,083,333	\$ 3,989,443

\$ 37,707,733	\$ 32,912,147
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FY 21/22 OPERATING BUDGET UPDATE



OPERATING REVENUE	ANNUAL BUDGET	YEAR TO DATE NOVEMBER 30, 2021	
		BUDGET	ACTUAL
Farebox revenue	\$ 2,308,100	\$ 961,708	\$ 681,128
CSX usage fees	\$ 3,698,671	\$ 1,541,113	\$ 1,811,400
Amtrak usage fees	\$ 1,012,971	\$ 422,071	\$ 413,905
FCEN usage fees	\$ 28,416	\$ 11,840	\$ 13,590
Right-of-way lease revenue	\$ 123,442	\$ 51,434	\$ 50,892
Ancillary revenue	\$ 444,792	\$ 185,330	\$ 176,638
<i>Subtotal - System revenue</i>	<i>\$ 7,616,391</i>	<i>\$ 3,173,496</i>	<i>\$ 3,147,553</i>
FTA §5307 - Urbanized Area Grant Funds	\$ 20,218,060	\$ 20,218,060	\$ 20,218,060
CRRSAA Grant Funds	\$ 3,506,560	\$ 3,506,560	\$ 3,506,560
TOTAL OPERATING REVENUE	\$ 31,341,011	\$ 26,898,116	\$ 26,872,173



LYNX CONNECTIVITY

LYNX Fixed-Route Average Daily Boardings & Alightings by SunRail Station Area													
SUNRAIL STATION	Fiscal Year 2021												ANNUAL DAILY AVERAGE
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	
<i>Days of Operation</i>	22	19	22	19	20	23	22	20	22	22	22	23	256
Sanford	112	279	266	219	211	228	146	271	256	196	173	222	215
Lake Mary	42	49	56	49	51	57	74	64	51	51	60	65	56
Longwood	39	57	50	65	62	66	69	66	40	51	51	53	56
Altamonte Springs	40	101	80	112	30	55	13	38	37	81	111	108	67
Maitland	15	12	14	12	11	10	15	14	12	10	15	10	13
Winter Park	201	227	255	236	234	241	227	226	168	216	227	217	223
Florida Hospital/Health Village	246	255	248	245	265	260	280	210	261	181	282	275	251
LYNX Central Station													-
Church Street Station													-
Orlando Health/Amtrak	17	20	20	12	13	17	18	17	21	18	17	18	17
Sand Lake Road	71	87	73	79	82	112	91	111	84	148	151	146	103
Meadow Woods	77	80	76	80	55	65	71	85	38	53	49	96	69
Tupperware	7	11	11	10	10	12	8	10	6	12	10	12	10
Kissimmee Intermodal													-
Poinciana	4	4	3	3	5	4	5	5	2	5	4	6	4
Total - All Stations	871	1,182	1,152	1,122	1,029	1,127	1,017	1,117	976	1,022	1,150	1,228	1,083
Percent change from FY 20 to FY 21	-54%	-32%	-19%	-30%	-45%	-34.3%	733.6%	34.6%	10.3%	4.7%	-21.2%	-7%	-27%

N/A – Ridership was not collected due to bus not having Automatic Passenger Counter (APC); as of August 2020 all LYNX vehicles are equipped with APC's.

*Due to COVID-19, Orange & Osceola Counties instituted a stay-at-home order on March 26 and bus service was reduced on March 30, 2020. This caused a drop in ridership.

**Bus service was re-instated on May 11, 2020.

**Bus service was not provided to this station during the reduced schedule that took place on March 30 and ended on May 9, 2020.





LYNX CONNECTIVITY

LYNX Fixed-Route Average Daily Boardings & Alightings by SunRail Station Area													
SUNRAIL STATION	Fiscal Year 2022												ANNUAL DAILY AVERAGE
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	
<i>Days of Operation</i>	21	21											42
Sanford	233	237											235
Lake Mary	61	59											60
Longwood	60	63											62
Altamonte Springs	108	100											104
Maitland	12	13											13
Winter Park	233	236											235
AdventHealth	285	270											278
LYNX Central Station													-
Church Street Station													-
Orlando Health/Amtrak	24	19											22
Sand Lake Road	157	181											169
Meadow Woods	92	86											89
Tupperware	12	14											13
Kissimmee Intermodal													-
Poinciana	6	4											5
Total - All Stations	1,283	1,282	-	-	-	-	-	-	-	-	-	-	1,283
Percent change from FY 21 to FY 22	47%	8%											18%

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LYNX CONNECTIVITY

LYNX Feeder Bus Route Analysis (Phase II Routes)

LINK	November		Change	% Change
	FY21	FY22		
18	14,528	17,414	2,886	20%
418	2,783	3,760	977	35%
155	360	726	366	102%
306	982	1,378	396	40%
604	127	18	(109)	-86%
631	263	161	(102)	-39%
632	193	94	(99)	-51%
709	811	855	44	5%



VOTRAN CONNECTIVITY

November 2021

Activity at DeBary Station	Fiscal year 2020												Annual Daily Average
	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	
Days of Operation	23	20	21	22	20	22	22	20	22	23	21	21	257
Total Monthly Ridership	1,493	964	1,563	1,389	1,036	889	115	135	926	892	851	889	11,142
Avg Daily Ridership	65	48	74	63	52	40	5	7	42	39	41	42	43
Activity at DeBary Station	Fiscal year 2021												Annual Daily Average
	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	
Days of Operation	22	20	22	20	20	20	22	20	22	22	22		232
Total Monthly Ridership	827	616	664	478	561	542	753	788	800	1,049	1,120	896	9,094
Avg Daily Ridership	38	31	30	24	28	27	34	39	36	48	51	43	36
Activity at DeBary Station	Fiscal year 2022												Annual Daily Average
	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	
Days of Operation	21	21											
Total Monthly Ridership	670	684											
Avg Daily Ridership	32	33											

NOTES: April and May of 2020 ridership decreased due to COVID-19, May 2020 ridership was not accurately counted due to fare suspension.



TRANSITION UPDATE

Mike DePallo



Project Status Update

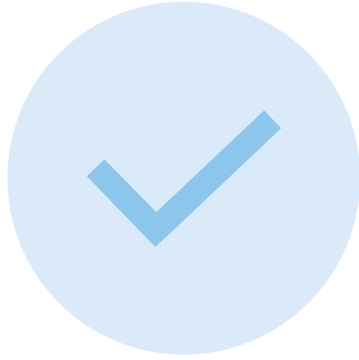
January 6, 2021
5:00 pm

Customer Advisory
Committee
Meeting

SunRail Transition Plan Consulting Services



Today's Discussion Items



UPDATE ON TRANSITION
ANALYSIS



REVIEW OTHER AGENCY
ANALYSIS & STAFFING
PROFILES

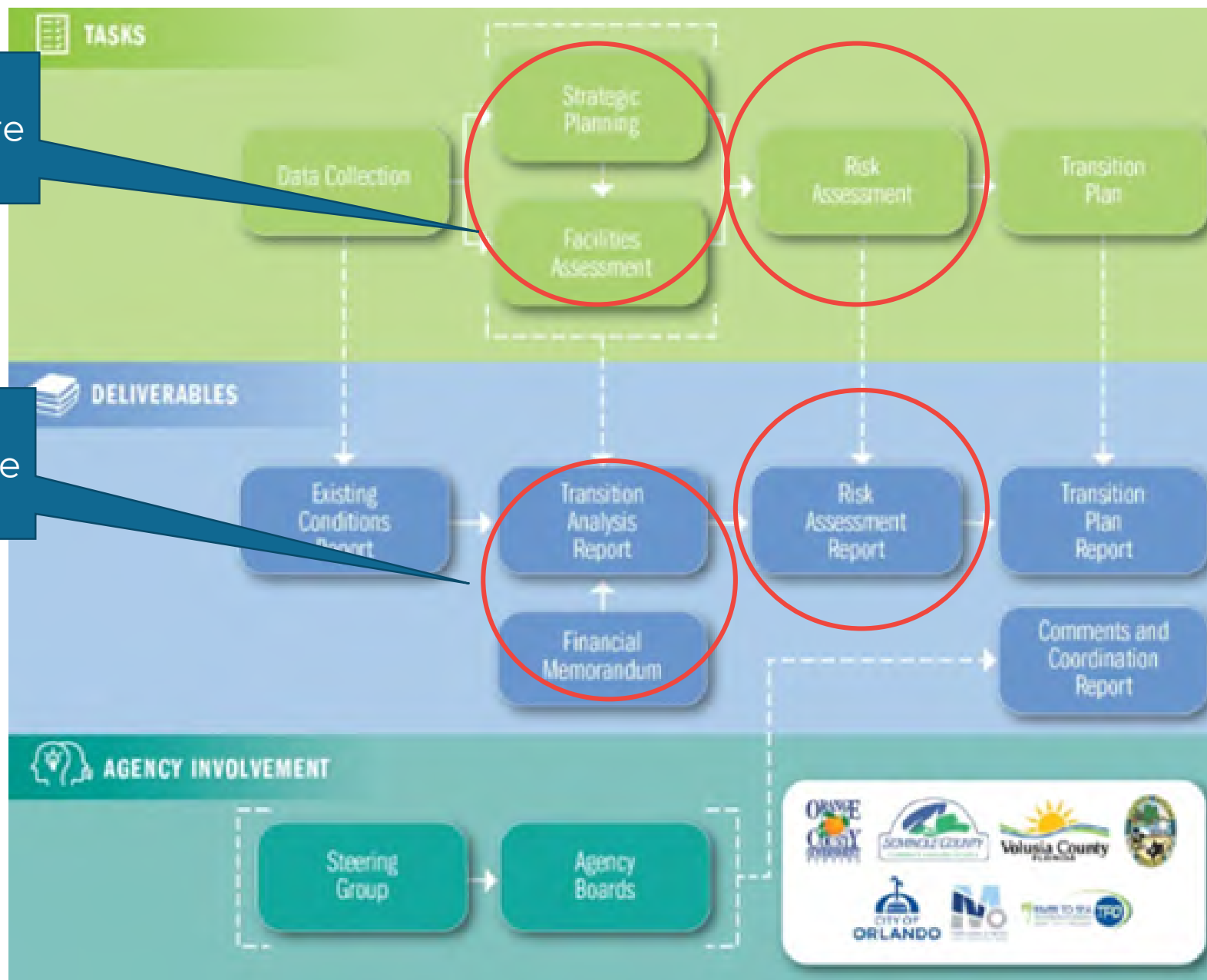


SCHEDULE UPDATE

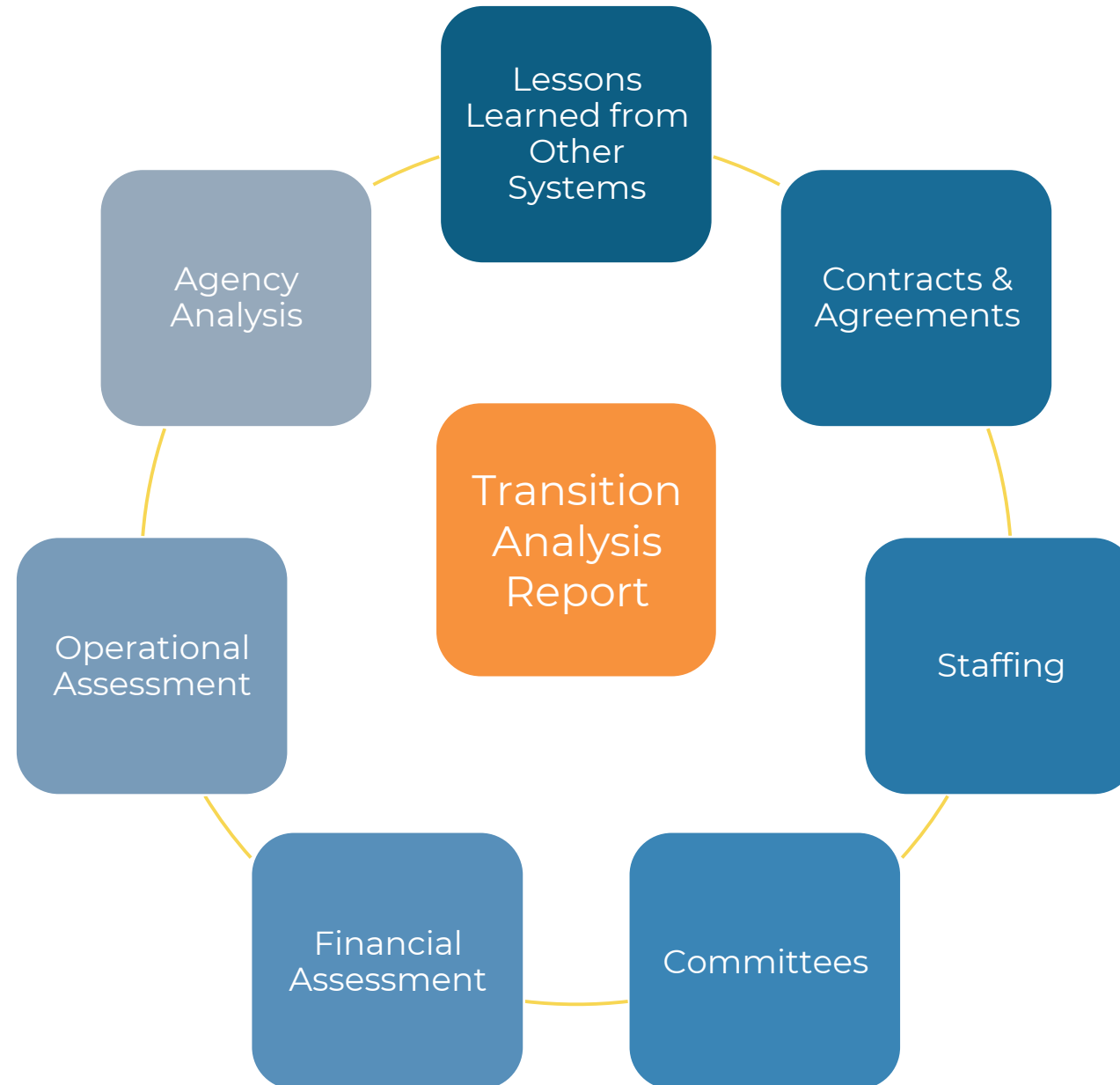
Transition Study Process – Current Status

We are here

We are here



Transition Analysis Framework



Lessons Learned from Other Commuter Rail Models and Transition

- Most commuter rail operations involving multiple jurisdictions designate a single entity to be in charge; single POC.
- Many agencies either started or transitioned from existing commuter rail operations (rather than starting from scratch).
- Public track ownership offers flexibility for non-legacy commuter rail agencies; easier to expand and change service.
- Transit agency operation/governance makes sense due to funding sources; FTA and FRA familiarity, credibility.
- Many agencies have shifted governance structures after service initiation.
- When existing commuter rail integrated into another agency, carefully consider culture blend and staff cohesion.
- Budgets need to be firmly established and provisions made for sharing of unanticipated costs among sponsoring agencies or jurisdictions.



Contracts/Agreements Analysis

Operating Contracts – Updates

- 1) FDOT has extended most operating contracts to mid-2024 or later.
- 2) If the FDOT Funding Period ends in 2024, some critical contracts should be either re-procured by FDOT prior to transition or CFCRC should commence procurement a minimum of one year prior.
- 3) Scope of operating contracts are being reviewed for the potential to bundle certain work packages under fewer contracts to ease CFCRC's administrative burden and cost.
- 4) WSP is reviewing several of the contractors' recent monthly reports, on-time performance reports, and test and inspection reports to tease out repetitive failures or weaknesses.
- 5) Conduent contract (fare collection) has been terminated; FDOT has awarded a new contract to moovel; Conduent will maintain the software and hardware and provide hosting through implementation of moovel.
- 6) Several operating contracts are "state participation contracts" – can CFCRC participate in such contracts?



Contracts/Agreements Analysis

Interlocal Agreements - Updates

- 1) Current intergovernmental agreements do not address the transfer of lease revenues and may need to be amended if FDOT agrees to transfer such funds to CFCRC
- 2) CSX sale post-closing documents obtained and under review
 - Survey of corridor
 - Deed
 - Joint Use Agreement



Staffing/Committees Analysis

STAFFING

- **Completed:** Reviewed existing staffing for Operations and Program Management
- **Completed:** Initial meetings with candidate outside agencies to review potential interest
- **Ongoing:** Development of staffing profiles for three options—1 CFCRC all internal), 2 CFCRC (operations contracted), 3 CFCRC contracts with other agency to operate
- **Ongoing:** Follow up meetings with candidate outside agencies to review staffing they could offer to support SunRail

COMMITTEES

- **Completed:** Identified and reviewed role, membership, and operation of existing SunRail committees.
- **Ongoing:** Determining which committees and functions should continue after transition, and if new committees or functions are necessary. Variance based on governance scenarios will be highlighted.



Financial Analysis

Completed: Overview of existing procedures to obtain revenue, NTD reporting, and considerations for the transition of the Fare System

Ongoing: Finalizing the operating scenarios and costs of the staffing positions to be included in the 5-year budget in coordination with the Governance team

- Assigning costs and benefits to the finalized staffing options for the three potential operating scenarios.

Upcoming: Revising the financial analysis model and incorporating results from the governance scenarios

- Working with internal team members to incorporate major cost items anticipated in the future SunRail operations (i.e. major overhauls for rolling stock).
- Identifying items that will be excluded in the analysis.



Fare System Analysis

Ongoing: Review current fare collection environment, systems, devices and processes

- Current software system
- Hardware components
- Business practices
- Fare structure/tariffs
- Effectiveness of fare enforcement program
- Reviewed conformed moovel contract (Complete)
- Periodic project status meetings with moovel (Commenced)

Upcoming: Overview of new fare system contract (DBOM)

- Identify schedule and implementation risks
- moovel contract options assessments
- Input to Transition Plan

Future: During Transition Period

- Concept of Operations
- Fare policy and Title VI analysis
- Implementation support



Operational Analysis

Completed: Assessment of State of Good Repair (SOGR)

- Compared field site reviews with SunRail's Transit Asset Management (TAM) data and 5-Yr. Capital Plan.
- Determined CFRC is in SOGR, although some items in later years of 5-Yr. Capital Plan should be moved up to occur before transition.

Completed: Operating Rules Review and Assessment

- Reviewed Operating Rules and determined only minor administrative changes would be needed to existing Operating Rules for transition.

Completed: Operational Issues with FRA

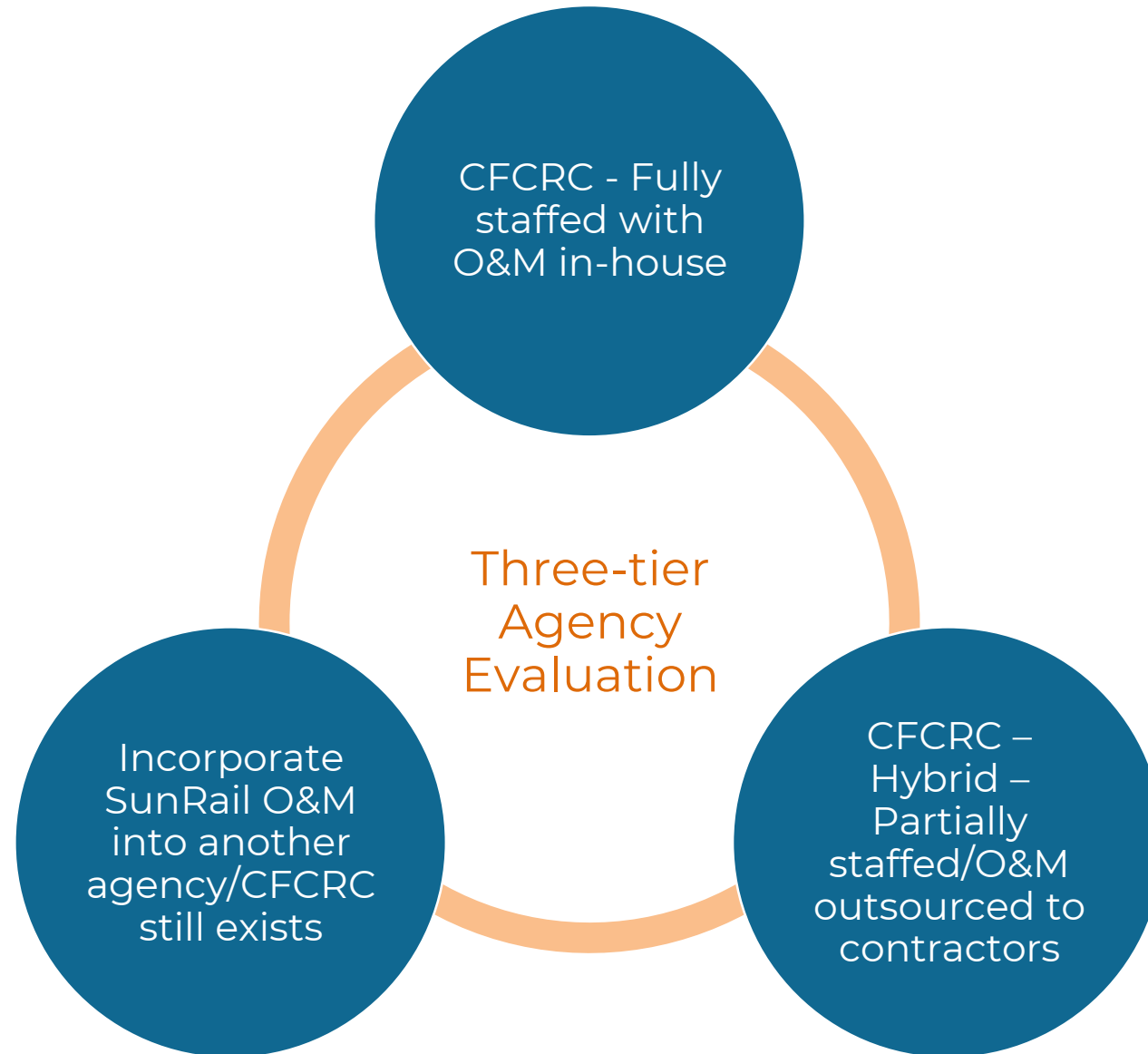
- Reviewed last 2 ½ years of FRA inspections/violations and found no systemic deficiencies with appropriate contractor compliance.
- SunRail has no Reportable Injuries over the previous 2 ½ years.
- SunRail compares favorably with peer agencies in regards to FRA inspections/violations.

Completed: FRA New Starts Requirements

- Reviewed FRA New Starts Master List and determined that as long as the existing maintenance and operations contractors remain in-place during the transition, only minor documentation to FRA is necessary due to transition.



Three Agency Options are Being Evaluated



Other Agency Evaluation Criteria

Criteria		
	Categories	Representative Criteria
	Legal	<ul style="list-style-type: none">• Authority to operate in all jurisdictions• Procurement capacity• Civil rights rules compliance
	Governance	<ul style="list-style-type: none">• Local office• Perceived political feasibility
	Financial	<ul style="list-style-type: none">• Financial capacity• Ability to receive state and local grants
	Organization	<ul style="list-style-type: none">• Technical capacity• Rail system safety expertise• Railroad engineering expertise• Capital program• Treasury function to manage revenue• Customer service experience• Federal Railroad Administration experience• Service contract oversight



Other Agency Initial Ranking

Weighting of Criteria				
	1 point	Lower than average importance in comparison to other criteria		
	2 points	Average importance in comparison to other criteria		
	3 points	Higher than average weighting in comparison to other criteria		
Application of Consolidated Weighting from Five Funders (Osceola, Orange, Volusia, Seminole, City of Orlando)				
NOTE: Points were given if agency currently meets criteria or could meet it through recruiting appropriate expertise.		CFX	Brightline	LYNX
		47.8	49.4	52.4



Key Pros and Cons for Candidate Agencies

CFX	Brightline	LYNX
Key arguments in favor/pros		
<ul style="list-style-type: none"> • Strong financial capacity • Likely ability to bring on rail expertise • Engineering expertise • Customer service strength • Revenue management expertise 	<ul style="list-style-type: none"> • Can operate in all SunRail jurisdictions • Runs full-service passenger rail service with in-house staff • Strong marketing capability • Experience with FRA regulation 	<ul style="list-style-type: none"> • FTA experience and FTA grant recipient • Likely ability to bring on rail expertise • Back-office functions mirror SunRail organization • Experience overseeing out-sourced service contracts
Key arguments against/cons		
<ul style="list-style-type: none"> • May need legislative change to operate outside current boundaries • No FTA experience including grant rules compliance • No rail or transit experience; will have to build from scratch 	<ul style="list-style-type: none"> • Cannot be FTA grant recipient • No experience managing out-sourced service contracts • Not a public agency. CFCRC would need to hire staff to oversee public money. 	<ul style="list-style-type: none"> • No rail experience; will have to build from scratch • Familiarity with and known quantity in corridor jurisdictions



Staffing Profiles

Option		Assumptions	Est. Positions	Comments
1	CFCRC-All direct hires	<ul style="list-style-type: none"> CFCRC is operating entity All positions (including operations) filled with CFCRC positions 	187.5	
2	CFCRC-Operations contracted	<ul style="list-style-type: none"> CFCRC is operating entity Ops positions contracted out per current FDOT arrangements 	51.5	Could be reduced to 36 with contracting 15.5 administrative positions
3	CFCRC-All functions contracted to existing organization (LYNX)	<ul style="list-style-type: none"> CFCRC is policy board only All functions contracted to existing organization which contracts out operations Based on LYNX analysis 	24	Based on analysis of LYNX org chart; requires further discussion; Existing LYNX positions take on corresponding SunRail responsibilities; Additional positions likely required to handle additional work



Governance Analysis Follow Up

1. Continued Meetings with Other Agencies to Further Review Interest and Staffing
2. Selection of Other Agency to Compare with Two Commission Options
3. Refined Governance Alternatives Analysis
4. Recommendation on Governance Structure



Schedule Update

Financial Analysis Memorandum – January 2022

Transition Analysis Report – January 2022

Draft Transition Plan – May 2022

Final Policy Board Briefings – July/Sept 2022

Final Transition Plan – Fall 2022



Thank you!

wsp.com





COMMITTEE MEMBER COMMENTS

NEXT MEETING:

March 31, 2022

5:00 PM

Location TBD



THANK YOU

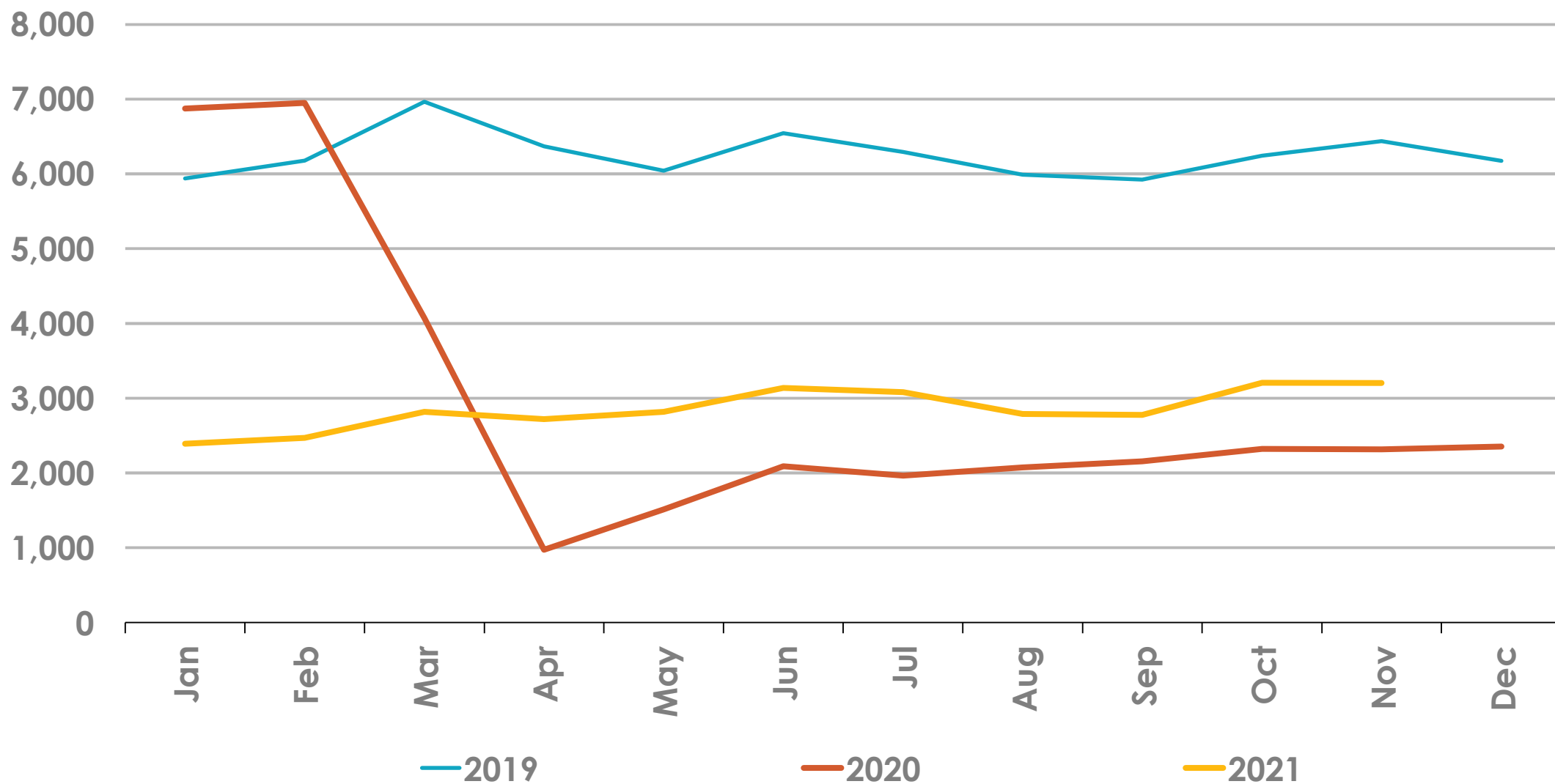


SUPPORTING CHARTS AND DATA



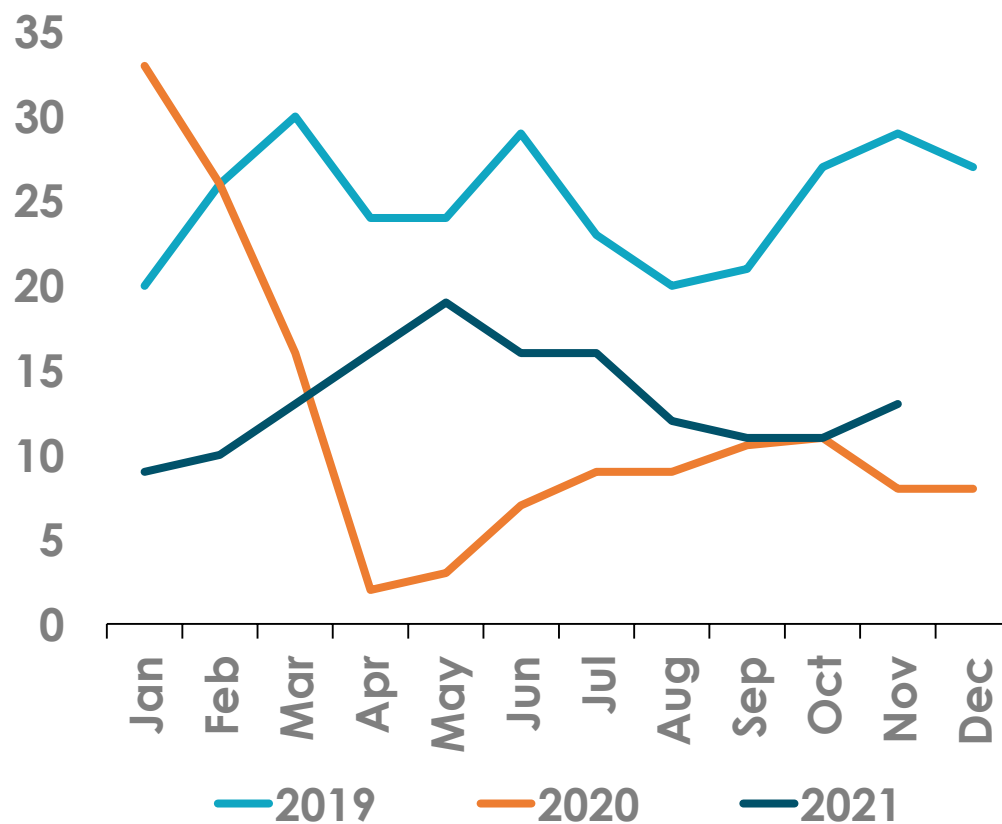
AVERAGE DAILY RIDERSHIP

Sep – 2,778 | Oct – 3,207 | Nov – 3,204



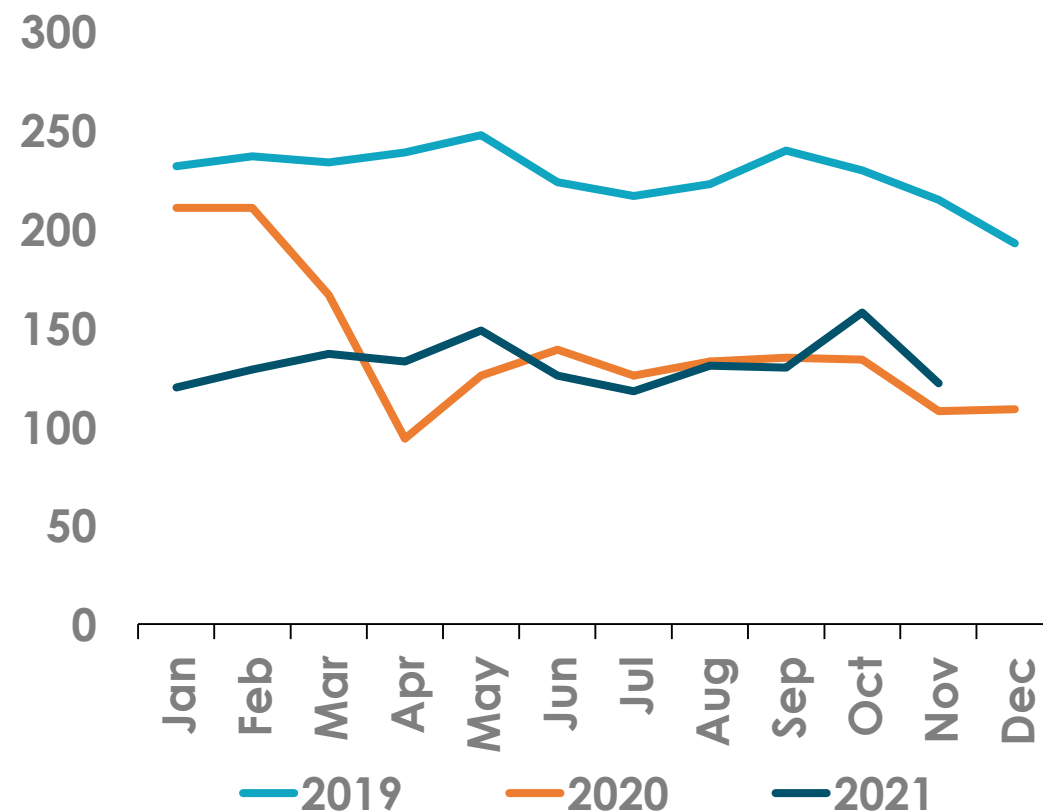
ADA

Sep - Nov Average: 12



BICYCLE

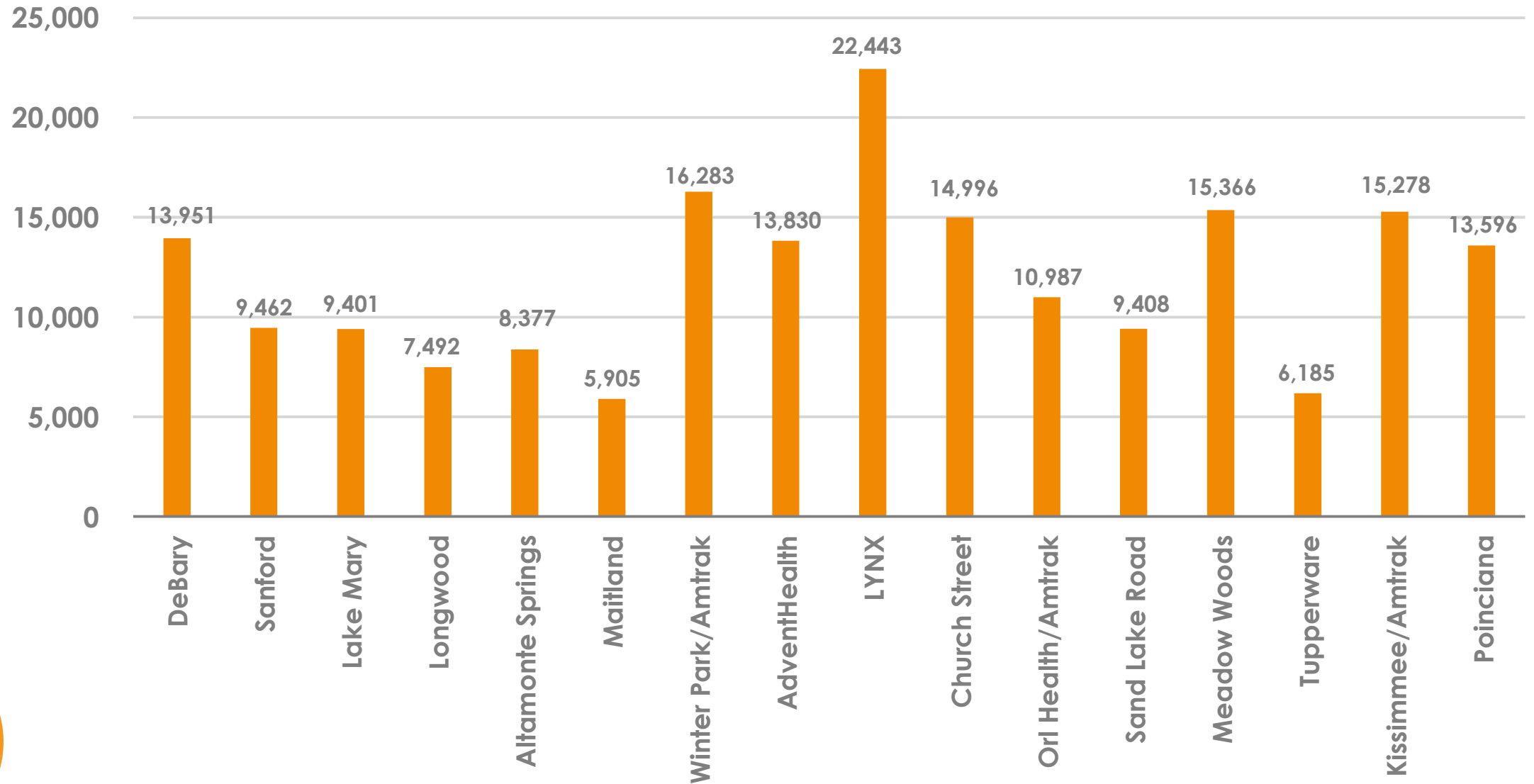
Sep - Nov Average: 137



BOARDINGS BY STATION



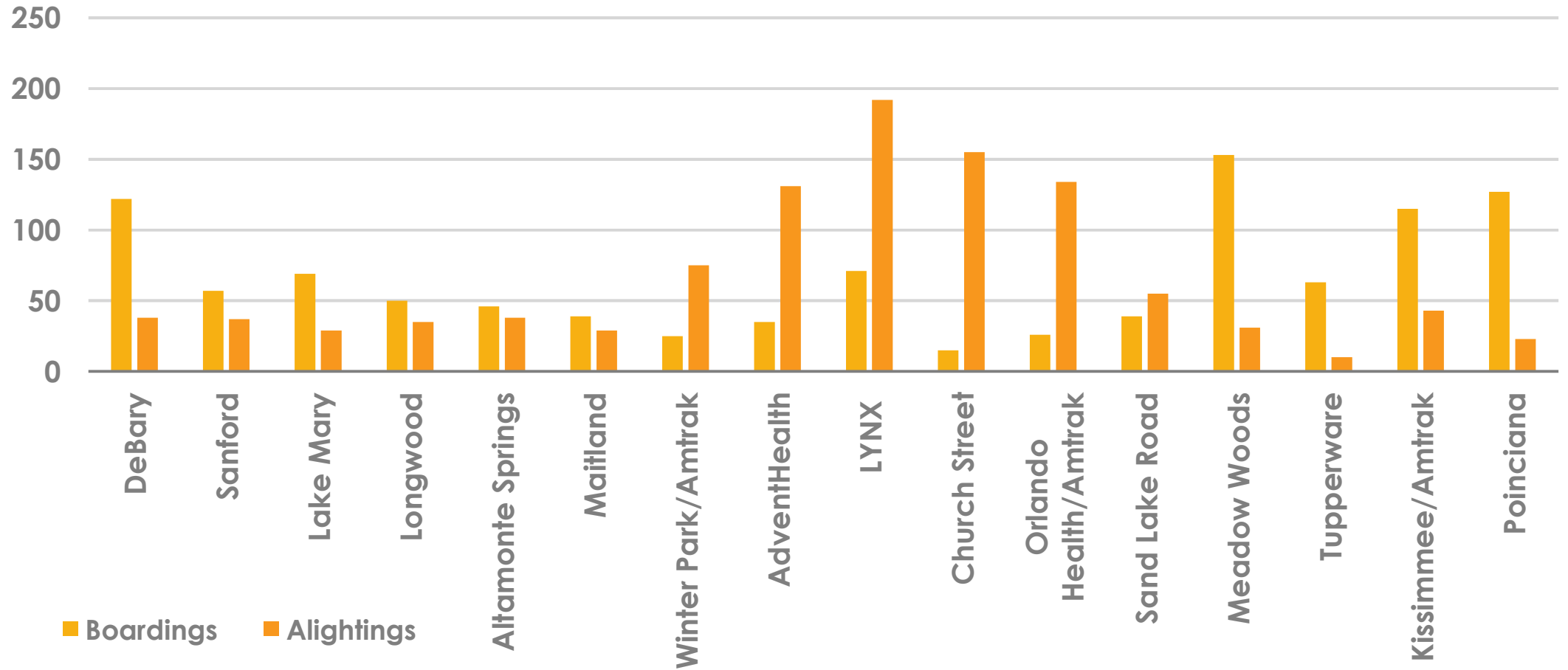
Ridership September – November 2021



BOARDINGS & ALIGHTINGS



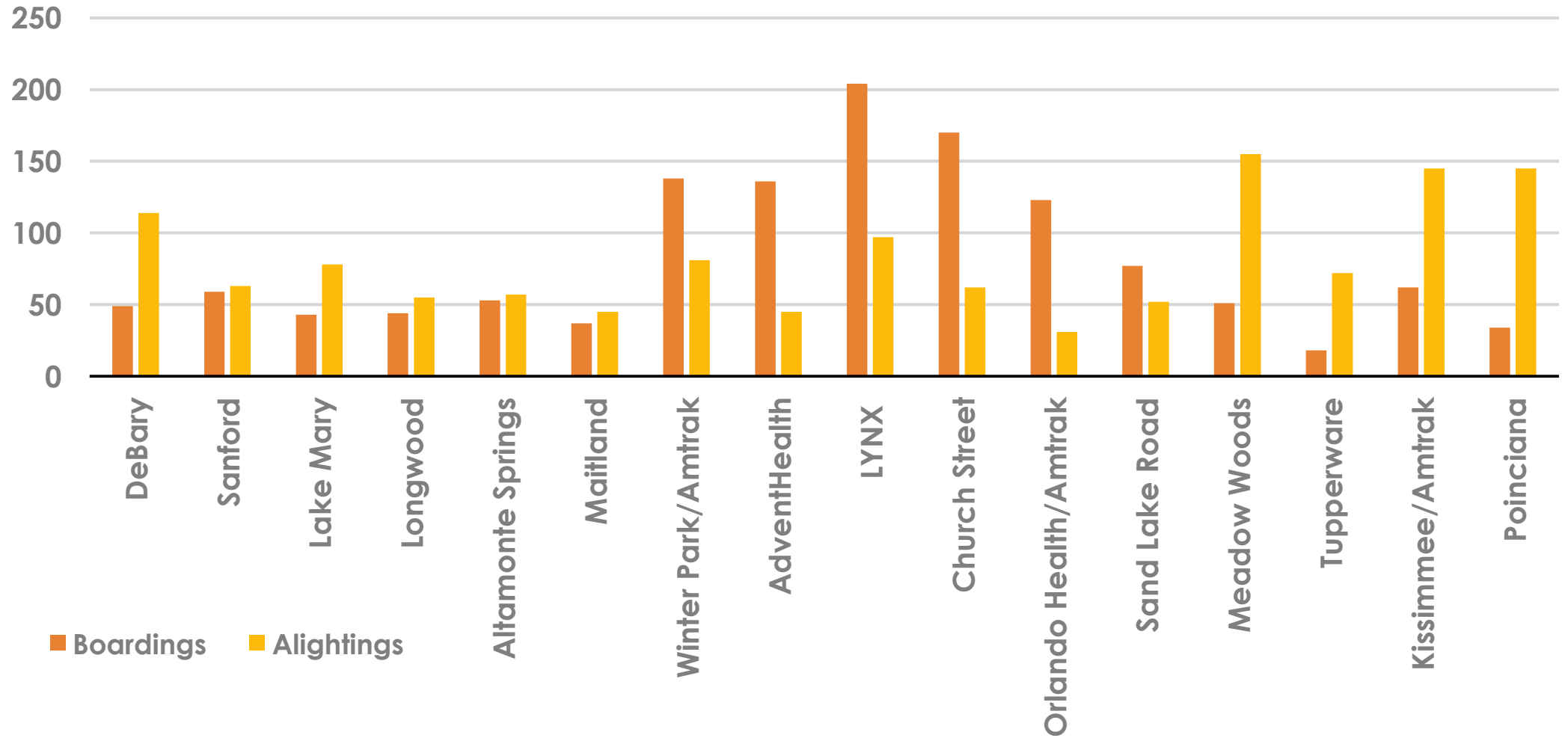
AM PEAK 5:45 AM – 8:45AM (NB from Poinciana) September - November 2021



BOARDINGS & ALIGHTINGS



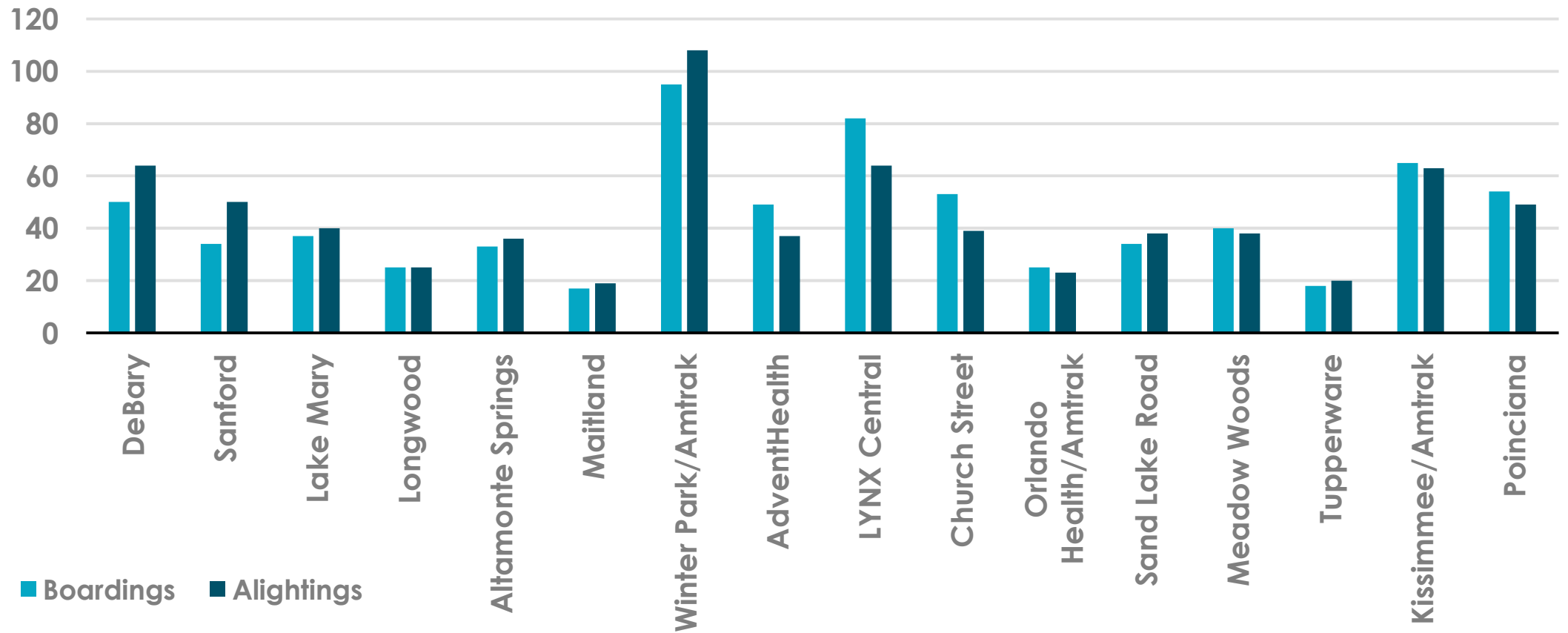
PM PEAK 3:15 PM – 6:25 PM (NB from Poinciana) September - November 2021



BOARDINGS & ALIGHTINGS

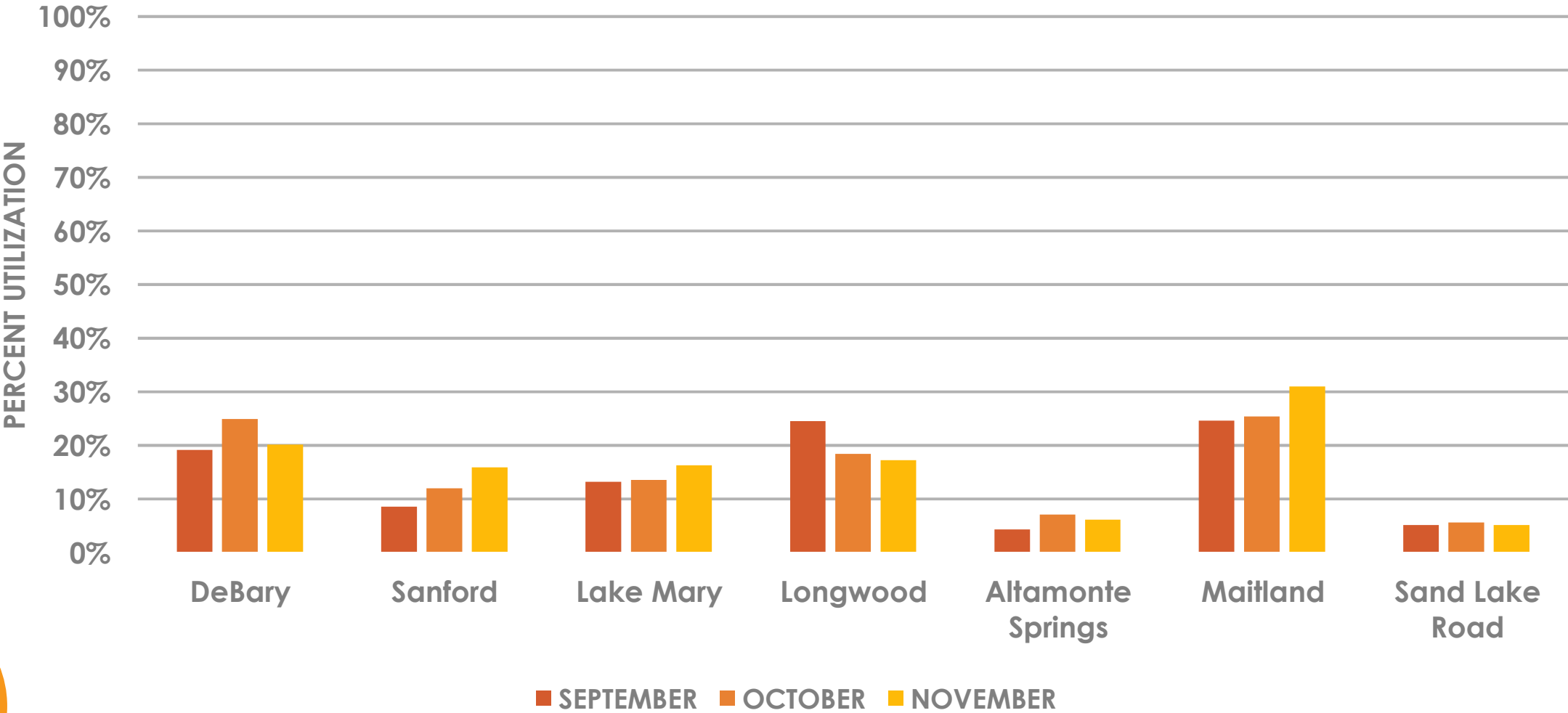


OFF PEAK
10:45 AM – 2:45 PM; 7:25 PM – 9:55 PM (NB from Poinciana)
September - November 2021

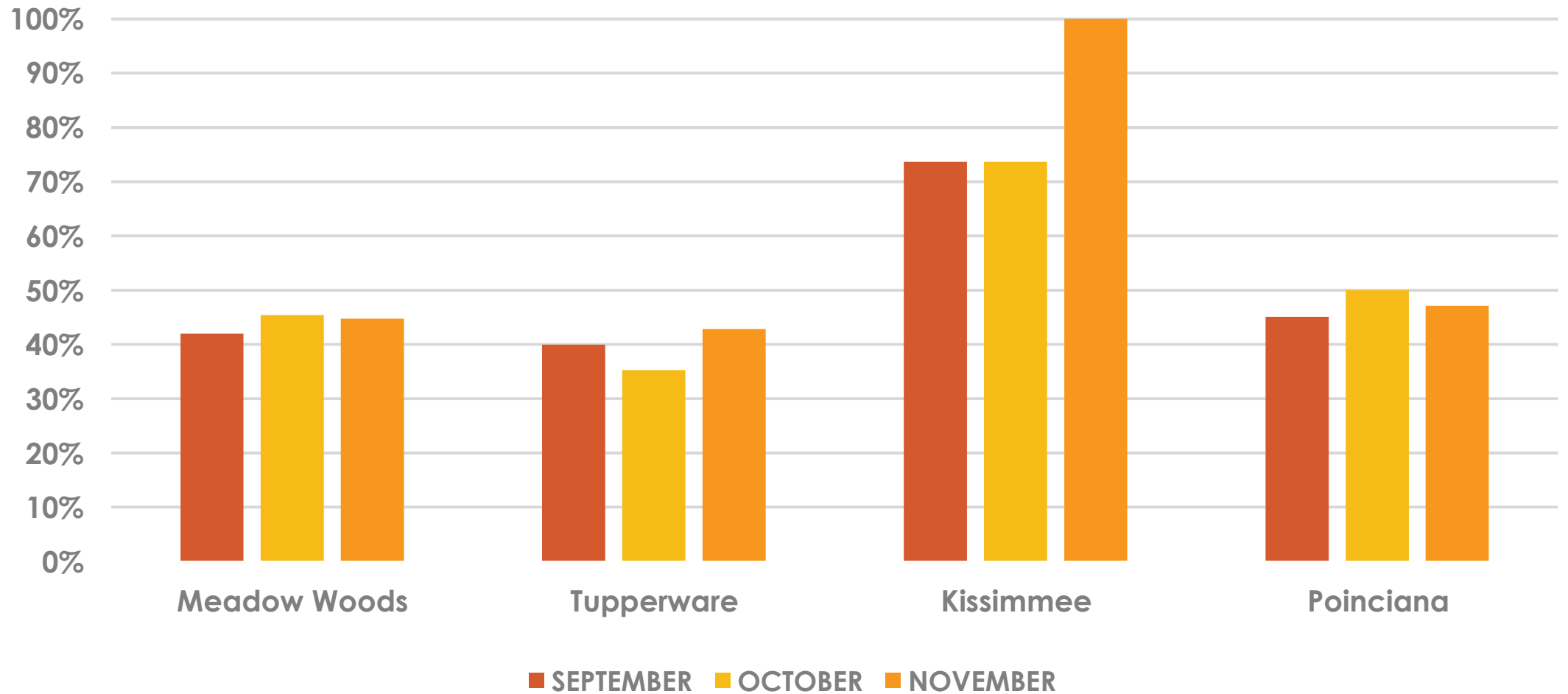


IOS STATION PARKING

September 2021 – November 2021



September 2021 – November 2021



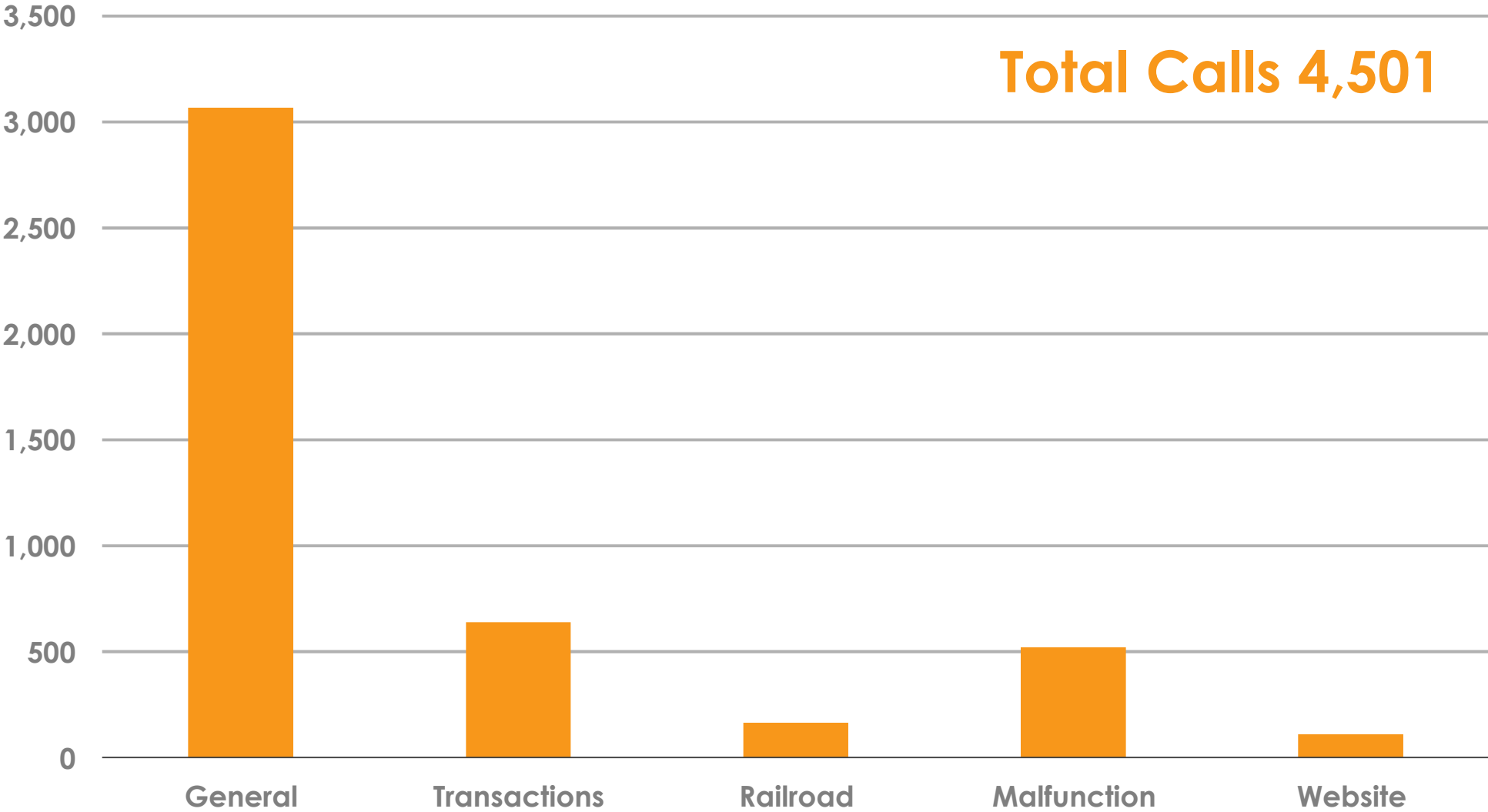
SOUTHERN EXPANSION
STATION PARKING



CUSTOMER SERVICE CALLS



September – November 2021





TRAIN PERFORMANCE DETAIL

September 2021 – November 2021

Train Performance Overview		Trains	Percentage
On-Time		2,387	94.7%
Late		95	3.8%
Annulled		38	1.5%
Total Trains Operated		2,520	100.0%
Performance Detail	Days	Trains	Percentage
Maintenance of Way	2	2	0.1%
Mechanical	6	17	0.7%
Other	8	18	0.7%
Passengers	4	4	0.2%
Police Activity	10	67	2.7%
Signals & Components	10	10	0.4%
Train Interference	4	4	0.2%
Trespasser/Grade Crossing/Near Misses	3	10	0.4%
Total (Rounded)		133	5.3%

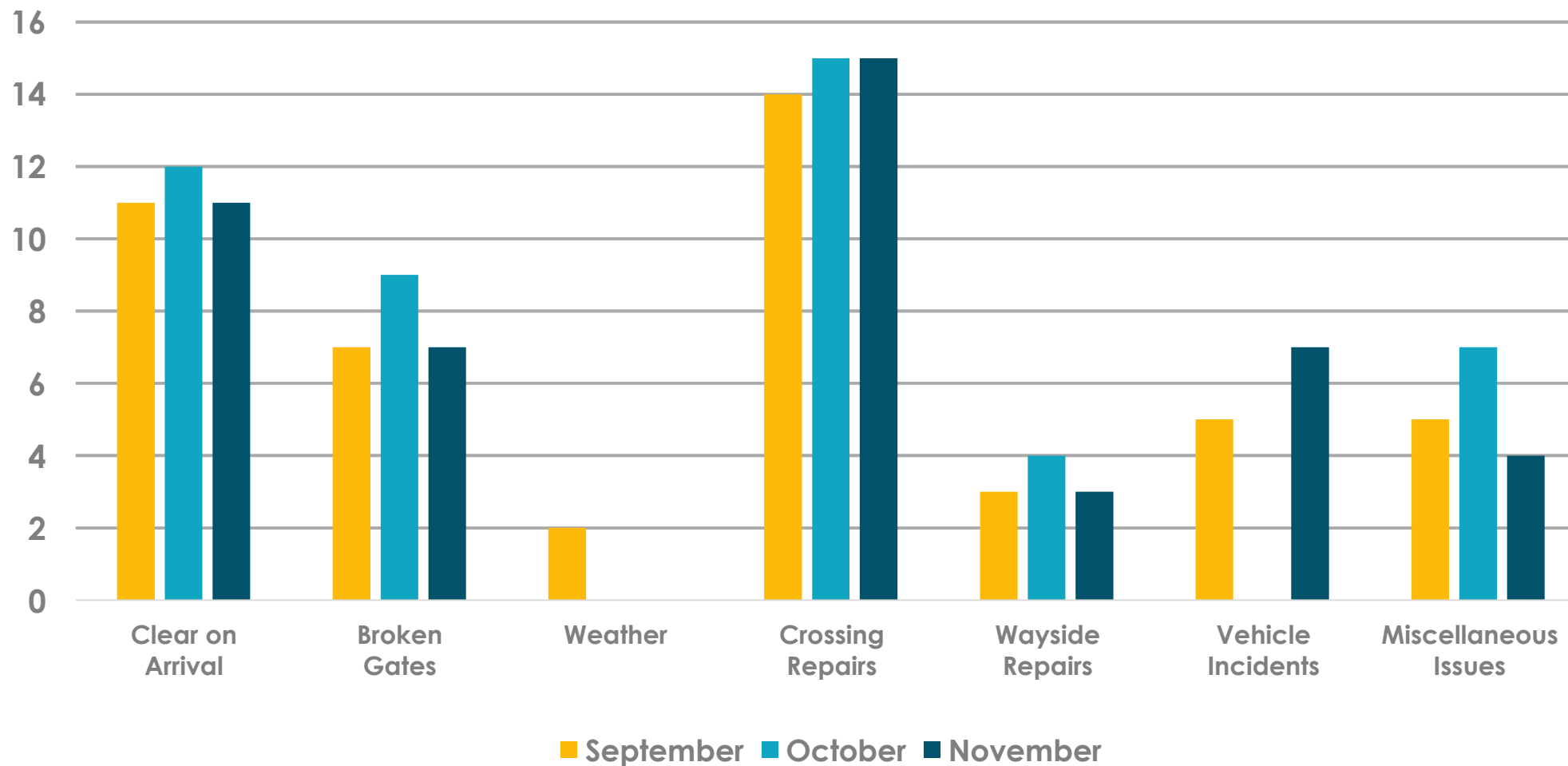
Note: Only categories with a value greater than zero are displayed and rounded to one decimal.



CFRC SIGNAL SYSTEM INCIDENTS



JULY 2021 – SEPTEMBER 2021

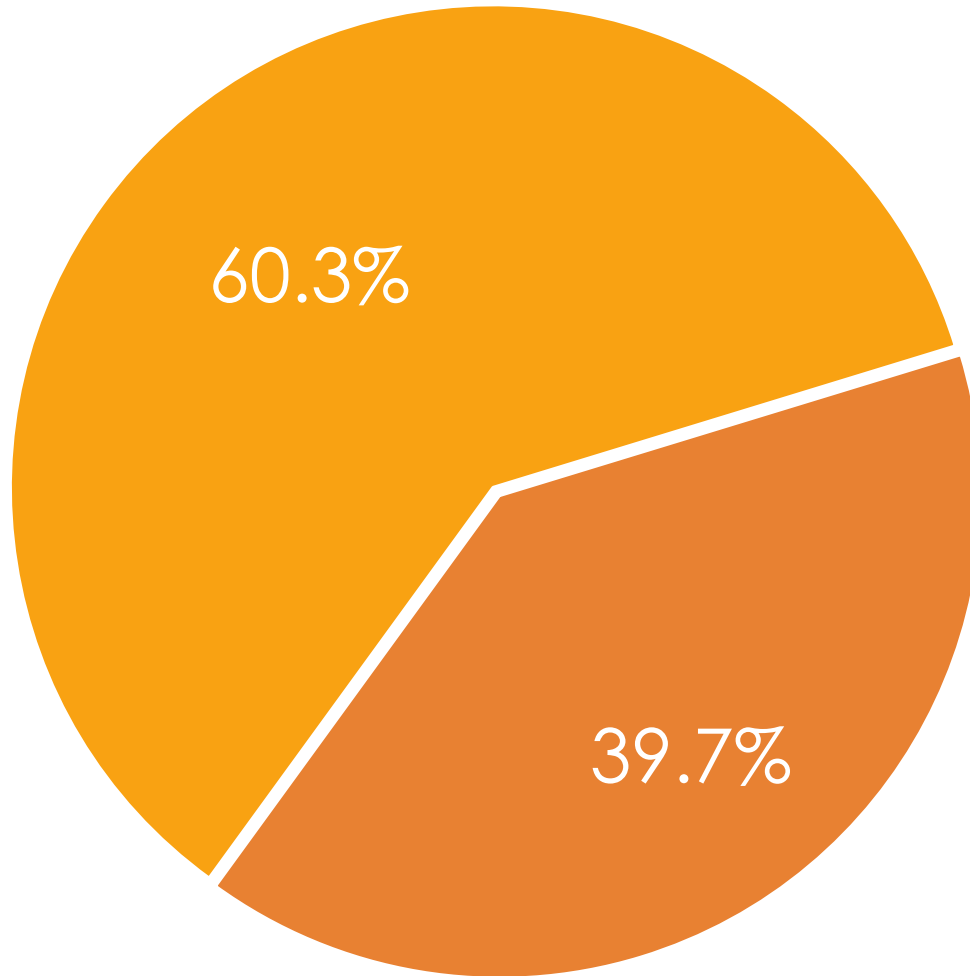




QUIET ZONES

Jurisdiction	Status
Edgewood	Quiet Zone Established
Orange County	Quiet Zone Established – reviewing additional crossings for improvements
Maitland	Quiet Zone Established
Winter Park	Quiet Zone Established
Seminole County	Notice of Establishment (NOE) complete
City of Orlando	South St./Washington St. scheduled for completion 1/10/22 NOE prepared to be sent
City of Kissimmee	Quiet Zone Established





■ 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

