

CUSTOMER ADVISORY COMMITTEE

JUNE 30, 2022





Central Florida Commuter Rail Commission

Customer Advisory Committee

Date: June 30, 2022

Time: 5:00 p.m.

Location: LYNX Central Station
2nd Floor Open Space Room
455 North Garland Avenue
Orlando, Florida 32801

PLEASE SILENCE CELL PHONES

- I. Call to Order and Pledge of Allegiance**
 - II. Welcome/Confirmation of Quorum**
 - III. Chairman Remarks – James Grzesik**
 - IV. Action Items**
 - a. Meeting Minutes Approval: October 1, 2020 – March 31, 2022**
 - Approval is requested of the CAC virtual workshop meeting minutes. Copies of the minutes were previously provided as part of the respective meeting agendas. List of dates shown on page 3.
 - V. Public Comments**
 - VI. Discussion Items**
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Central Florida Commuter Rail Commission

Customer Advisory Committee

- 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

VII. Transition Consultant Update

- a. Transition Update – Mike DePallo

VIII. Committee Member Comments

IX. Next Meeting - Proposed

- a. Next Meeting – September 29, 5:00 p.m. Location – LYNX Central Station 2nd Floor Open Space Room

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.



Central Florida Commuter Rail Commission

Customer Advisory Committee

Supporting Materials for Agenda Item IV:

Meeting Minutes Approval: October 1, 2020 – March 31, 2022

October 1, 2020 CAC Minutes - <https://corporate.sunrail.com/wp-content/uploads/2020/09/CAC-Meeting-Materials-October-1-2020-1.pdf>

January 7, 2021 CAC Minutes - <https://corporate.sunrail.com/wp-content/uploads/2020/12/CAC-Meeting-Materials-%E2%80%93-January-7-2021.pdf>

April 1, 2021 CAC Minutes - <https://corporate.sunrail.com/wp-content/uploads/2021/03/CAC-Meeting-Materials-April-1-2021.pdf>

July 1, 2021 CAC Minutes - <https://corporate.sunrail.com/wp-content/uploads/2021/06/CAC-Meeting-Materials-July-1-2021.pdf>

September 30, 2021 CAC Minutes - <https://corporate.sunrail.com/wp-content/uploads/2021/09/CAC-Meeting-Materials-September-30-2021.pdf>

January 6, 2022 CAC Minutes - <https://corporate.sunrail.com/wp-content/uploads/2021/12/CAC-Meeting-Materials-January-6-2022-R1.pdf>

March 31, 2022 CAC Minutes - <https://corporate.sunrail.com/wp-content/uploads/2022/03/CAC-Meeting-Materials-March-31-2022-2.pdf>

Customer Advisory Committee

March 31, 2022

5:00 p.m.

GoToWebinar Hosted by FDOT
LYNX Central Station

Attendees: Chair James Grzesik, Member Dorothy O'Brien, Member Luis Nieves-Ruiz, Member J. Gordon Spears, Member Edward Richter, Charles M. Heffinger, Nadia Hernandez, Mike Carman, Sandra Gutierrez, Patricia Ruffino, Myles O'Keefe, Ralf Heseler, George Gault, Bill Land, Linda Nesbitt, Regina Cargill, Michael DePallo, Alan Danaher, and Ron Hartman.

Minutes

Virtual Meeting called to order by CAC Chair James Grzesik at 5:05 P.M.

Pledge of Allegiance

Announcements: Chairman's Remarks

- This meeting being held virtually will be a workshop style meeting, and therefore, no action items/minutes approval will be handled.

Action Item:

- No action items taken.

Agenda Item: Information Items

Presenter: James Grzesik

- January 6, 2022, Meeting Minutes are posted online.

Public Comment:

- No Public comments were made.

Agency Update:

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

- School is Out; Spirit is In
 - President's Day Promotion – Feb. 21, 2022
 - Students and faculty ride free when they wear school merchandise
 - High ridership day – 4,516
- Orlando Magic Train-to-Game
 - Fans ride free to and from home games
 - Later southbound train funded by Orlando Magic
 - Game nights are our top ridership days
- Spring Break Success
 - Later southbound train service all week
 - Friday's Winter Park Art Festival highest ridership since 2/20 (pre-COVID)
 - March 18 = 7,742
 - 28,585 riders for the week, a 49% increase over prior week
- Increase in Ridership
 - 40% increase in riders from Jan-Mar 2021 as compared to Jan-Mar 2022
- DeLand – Phase 2 North
 - NTP issued and expect to start construction by mid-May
 - Bids were opened. Award was protested, then later resolved – Contract was executed
 - Signals – will be working with Herzog to execute an amendment utilizing the existing signal maintenance contract
 - Planning ground-breaking ceremony – More details to come.
- Fare Collection System Status
 - moovel North America was selected to replace current fare collection system
 - Executed Agreement: October 19, 2021
 - Hit the ground running – ordering machines, designing system

<ul style="list-style-type: none"> ○ Expect Go-Live: First Quarter of 2023 • Group Rides are Back! <ul style="list-style-type: none"> ○ Group travel is more fun when SunRail gets you there! ○ Advance fare payment & ticket-free travel at Website ○ Keeping you safe! FRA mask mandate for onboard travel expires on April 18, 2022. • On-Time Performance: Dec 21 – Feb 22 <ul style="list-style-type: none"> ○ Goal = 95% Actual = 96.4% (due to incidents on corridor); Contractual = 99% ○ On-time 50 days ○ Operating 64 days ○ Ran 2,560 trains • Revenue Incidents <ul style="list-style-type: none"> ○ SunRail 12/06/21 (Debris Strike) – 12/30/21 (Trespasser) – 1/26/22 (Collision) – 1/27/22 (Collision) ○ Amtrak 1/02/22 (Collision) – 1/30/22 (Trespasser) ○ CSX 1/25/22 (Collision) – 2/13/22 (Grade Crossing Collision) • Average Daily Ridership <ul style="list-style-type: none"> ○ Dec – 3,329 ○ Jan – 2,988 ○ Feb – 3,500 ○ Mr. Ruiz asked why we did not run a train during the Winter Park Art Festival. <ul style="list-style-type: none"> ▪ Mr. Heffinger responded, due to cost for service with trains and crews, FDOT needs financial partner to cover future events like the Winter Park Art Festival. ○ Mr. Spears stated he remembers when service like this happened in the past it was very successful. <ul style="list-style-type: none"> ▪ Mr. Spears inquired about possibly extending SunRail to Apopka and south towards Lakeland. He would like to hear more about these projects during the next meeting, including Phase 3 study at OIA. ○ Mr. Ruiz would like to see and learn more about the lack of cleanliness at the Winter Park station. There is a foul odor that is becoming problematic. The City of Winter Park is responsible for maintenance at the station and needs to become more engaged. • PTC Success <ul style="list-style-type: none"> ○ Year-to-date Active Operating Percentages: <ul style="list-style-type: none"> ▪ SunRail – 99.8% ▪ CSX – 99.5% ▪ AMTRAK – 99.0% 	
<p>LYNX Bus Connectivity:</p> <ul style="list-style-type: none"> • Compared February 2021 to February 2020, LYNX is experiencing a 47% ridership increase. 	<p>Presenter: Myles O’Keefe</p>
<p>Votran Bus Connectivity:</p> <ul style="list-style-type: none"> • Stated there was an average daily ridership of 31 passengers, showing an increase in upward direction. 	<p>Presenter: Ralf Heseler</p>
<p>Transition Consultant Update:</p> <ul style="list-style-type: none"> • Transition Study Process <ul style="list-style-type: none"> ○ Currently updating Transition Analysis Report including a Financial Memo. • Transition Analysis Framework <ul style="list-style-type: none"> ○ Mr. DePallo reminded everyone about the different elements that comprise the Transition Analysis Report, beginning with lessons learned from other systems and moving through contracts & agreements, staffing, committees, financial and operational assessments, and ending with an agency analysis. • Operating Contracts <ul style="list-style-type: none"> ▪ Most contracts will be reprocured or transferred to the CFCRC by mid-2024, with some spilling over into 2025. • Staffing/Committees <ul style="list-style-type: none"> ○ Completed: Review of existing staffing for Operations and Program Management ○ Completed: Initial meetings with candidate outside agencies to review potential interest ○ Completed: Refined and updated staffing profiles for three options—1 CFCRC (all internal), 2 CFCRC (operations contracted), 3 CFCRC contracts with other agency to operate ○ Ongoing: Completion of agency options and recommendations ○ Completed: Identify and review role, membership, and operation of existing and suggested new SunRail committees 	<p>Presenter: Mike DePallo</p>

- Established Committees are recommended to continue
 - If SunRail continues in a partnership with LYNX, board meetings are suggested to be held monthly in tandem starting 12 months before transition; a companion audit committee is recommended to be established for SunRail
- Potential New Committees
 - SunRail Station Area Advisory Committee (Advisory to CFCRC)
 - SunRail Oversight Committee (Advisory to CFCRC)
 - SunRail Finance and Audit Committee (Advisory to Oversight Committee)
 - SunRail Risk Management Committee (Advisory to Oversight Committee)
- Fare Systems
 - Project Risks:
 - New contractor (moovel) experienced with mobile ticketing but lacks experience with equipment-based system.
 - The moovel group employs a consortium approach in bringing together best-in-class for fare collection equipment system and mobile applications; Flowbird has over 40 years of experience supplying larger and smaller transit fare collection systems.
 - moovel and their equipment subcontractor (Flowbird) must develop interfaces between equipment and back office.
 - Flowbird equipment will be managed by a proven hosted back-office system; Flowbird is the Original Equipment Manufacturer (OEM) supplying high-tech, rugged, battle tested front-end equipment paired with a robust mobile application, all managed by the most flexible and innovative back-end system operating in the cloud.
 - Project schedule has questions to be resolved.
 - SunRail's team worked closely with moovel's team on the schedule and proactively employs a risk mitigation plan. The SunRail team is happy to work with moovel to answer any questions the transition team may have.
 - Operations:
 - moovel's plan to staff O&M services unclear.
 - Alstom will remain the O&M contractor for rail operations. Station equipment will be maintained by a local vendor under contract with moovel.
 - Addition of DeLand station may require additional O&M staff due to distance.
 - Alstom will remain the O&M contractor for rail operations. Station equipment will be maintained by a local vendor under contract with moovel.
 - Business rules and fare policies unchanged since SunRail started service. A thorough review is prudent prior to deploying the new system to consider (for example):
 - Zones vs. distance-based fares
 - Fare capping
 - Price increase
 - Transfers to/from LYNX and Votran
 - Fare media (e.g., migrate Limited Use Media to barcode)
 - : Fare policy is approved by the Legislature. The current fare policy and business rules suit SunRail's needs; fare capping is an option in the agreement with moovel. Current system is zone-based to accommodate the 4 counties. moovel will provide interoperability with LYNX and Votran. moovel intends to utilize barcoded media.
 - Fare inspection and citation policies not fully defined
 - Who will perform inspections?
 - Alstom Conductors validate customer fares onboard per the O&M contract
 - Fare inspection is Alstom's contractual responsibility; SunRail has
 - not requested Alstom to implement citation policies. The functionality for citations is an option with moovel, requiring incorporation with Alstom to follow their agreement, union, and staffing requirements.
 - Will SunRail issue citations? If so:
 - What are the citation policies?
 - Inspectors must be deputized to issue criminal citations
 - Operational considerations include equipment (printer), offender database, adjudication process, collections process
 - Citations are not currently planned to be implemented.

- Transition
 - New SunRail operator may be inexperienced with fare systems and associated operations, customer support, etc.
 - The contract with moovel does not include operations or customer support. These services are performed per agreement with Alstom.
 - New fare system will employ different fare media, requiring:
 - Detailed plan to replace existing SunCards
 - This will be addressed as part of moovel's Data Migration and Transition Plan. We are exploring options to use existing SunCards.
 - Transfer management of existing accounts to new system
 - This will be addressed as part of moovel's Data Migration and Transition Plan.
 - Customer outreach program
 - This will be essential and SunRail plans to use our marketing partner, Evolve, for this initiative.
 - Installation of new system will take time - old and new systems will be operational simultaneously for several weeks.
 - Complex transition / deployment planning scheduled to begin next month
 - Planning is underway
 - Pace of new system installation must be coordinated with new fare media distribution and usage
 - This is included in the planning tasks
 - Independent third-party oversight essential:
 - Fare collection systems highly visible to the public
 - We will use the Marketing Group, Evolve, for public education and awareness.
 - Transitioning SunRail to new operator while also transitioning to new fare system heightens public awareness, complexity, and risk.
 - District resources and Evolve will assist in developing a detailed plan of cross-over outreach on the new fare collection system.
- Refined Governance Organizational Options
 - Option 1 – CFCRC recruits comprehensive, in-house staff to provide all management, administration, and operating functions. Includes an estimated staff of 222.5.
 - Option 2 – CFCRC recruits in-house staff to provide management and administration functions while contracting out all operating services, similar to how FDOT is currently running SunRail. Includes an estimated staff of 52.5.
 - Option 3 – CFCRC recruits no staff and contracts all functions (management, administration, and operations) to another agency (LYNX) which may subcontract operating functions as indicated in Option 2. Includes an estimated staff of nine.
 - CFCRC remains in place as governing body in all options.
- Analysis – Ranking Options
 - A scoring chart was presented that shows how each of the three options fared based on cost, transition time, execution of policy, FRA satisfaction, and risk level
- Financial Analysis
 - Ongoing – Currently being reviewed with Steering Group
 - Workshop on 3/29
 - Components
 - Estimated operating costs – FY 2025 through FY 2029
 - Estimate revenues over same period
 - Fare revenue
 - Rail track usage
 - Advertising
 - Federal grants
 - Operating deficit
 - Local funding share

- Assumption: extend contracts as long as possible to make transition more gradual / easier to manage
 - Extension based on end of funding period (6/30/24)
 - Extension will also give future organization time to reprocure contracts and/or change the model to a bundled approach to save costs
- Operational Analysis
 - A review of the past 3 years of FRA inspection findings and/or violations have not shown any systemic maintenance, operations, or safety issues, and compare favorably with other peer commuter rail systems.
 - Regional FRA safety inspector took no significant exception to SunRail's CFR regulatory compliance.
 - In the 2019 – September 2021 data provided, SunRail did not have a single on-duty employee reportable injury.
 - The Federal Railroad Administration (FRA) is confident in and comfortable with the SunRail operation and has indicated that a change in oversight by another agency would only require minimal updates to existing plans and documentation in-place if there are no changes to the existing contractors.
 - SunRail infrastructure is in a State of Good Repair (SGR)
 - Field reviews and analysis of the current 5-Year Capital Plan (2021-2025) show that FDOT has funded and maintained the CFRC adequately, and any remaining SGR items are scheduled to be completed in first 2-3 years of the current 5-Year Capital Plan.
 - There are no existing Operational or Maintenance issues that would require any modifications to the current Operating Rules or Timetable
 - There were no findings that would indicate that a change to the current Operating Rules or Timetable would be needed as part of the transition.
- Schedule Update
 - Transition Analysis
 - Draft Financial Analysis Memo – March
 - Steering Group Workshop on Memo – March 29
 - Draft Transition Analysis Report – Early April
 - Steering Group Review of Report – Late April
 - Presentation to CFCRC Board – May 5
 - Transition Plan
 - Draft Plan – June
 - Steering Group Review - July
 - Presentation to CFCRC Board and Committees – August
 - Agency Board Briefings – September/October
 - Final Plan - November

Committee Member Comments:

Presenter: James Grzesik

- Mr. Spears stated he believes LYNX is the correct agency identified as possible successor.

Next meeting is scheduled for Thursday, June 30, 2022, at 5:00 p.m., final location - TBD

Meeting adjourned at 6:38 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:

ROGER MASTEN

SunRail Title VI Coordinator

801 SunRail Drive

Sanford, Florida 32771

Roger.Masten@dot.state.fl.us

JACQUELINE PARAMORE

State Title VI Coordinator

605 Suwannee Street, Mail Station 65

Tallahassee, Florida 32399

WELCOME





CHAIR'S REPORT

JAMES GRZESIK

ACTION ITEMS

ADOPTION OF
MEETING MINUTES





PUBLIC COMMENTS

AGENCY UPDATE

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





CHOO-CHOO TO THE ZOO

- Partnership with Central Florida Zoo
- Free trolley service from Sanford Station to and from the Zoo, June 6 – July 29
- Themed trolley graphics
- Earned coverage on all local TV networks & several blogs and publications
- Continued outreach throughout the summer





NORTHERN EXPANSION

- Groundbreaking plans in progress
- Dedicated trolley to Downtown DeLand in discussion
- Logo unveiling in July on SunRail.com and to community partners





ALL ABOARD THE FOODIE TOUR

- Enticing riders to keep it local and try something new
- Highlighting eight stations to showcase restaurants within walking distance
- Social media campaign in July
- Short video format for best engagement





COMMUTER CAMPAIGN

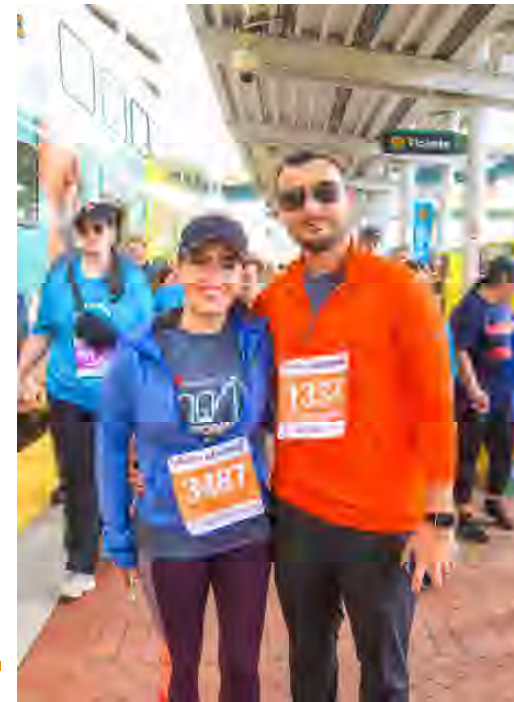
- Joint effort with downtown partners
- Highlight SunRail's value, in view of gas prices
- Eblast, website banners, social media, commuter rider stories, blog posts
- Billboard support along I-4 corridor coming soon





SIMPLY IOA CORPORATE 5K PARTNERSHIP

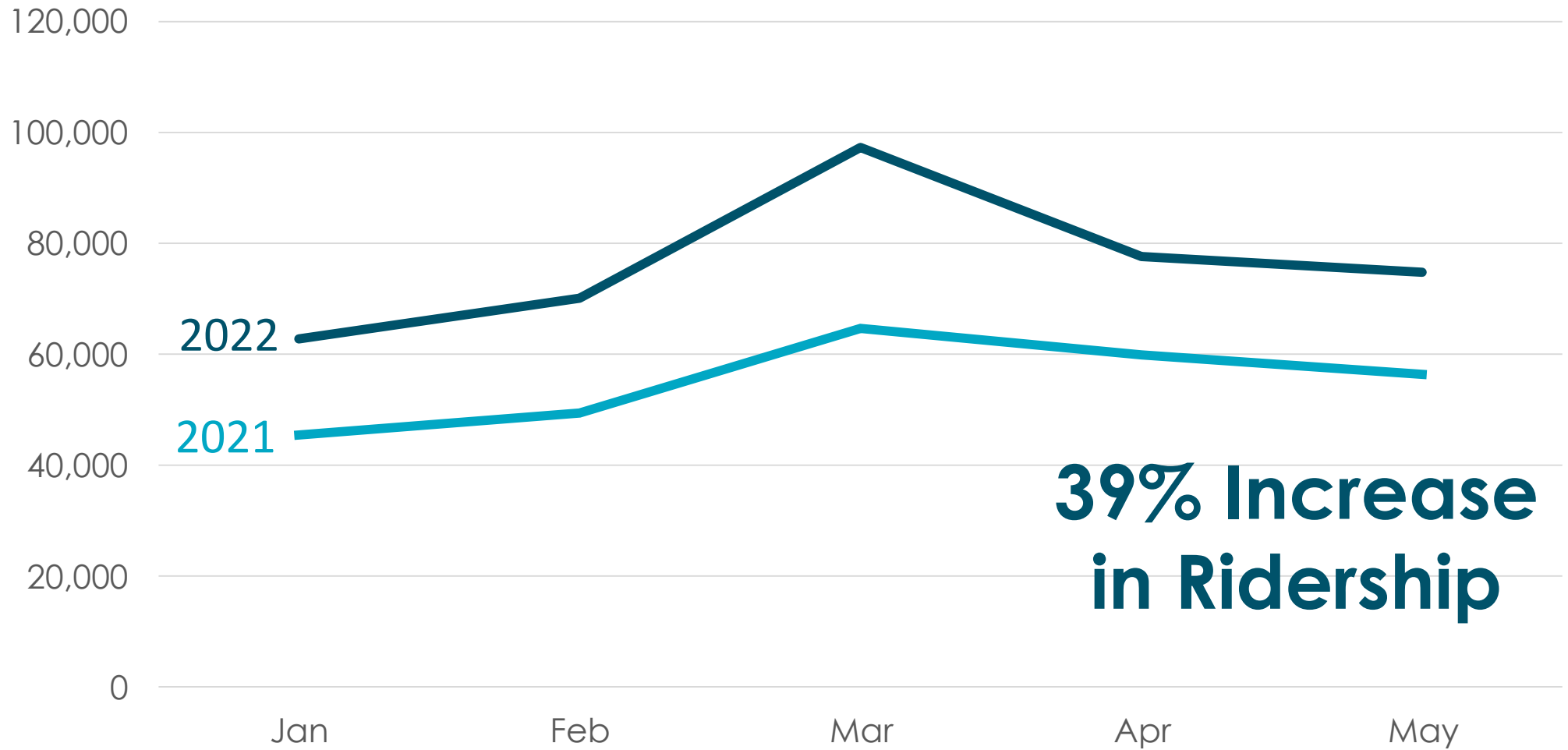
- Highest ridership day in April!
- Bringing back commuters
- Offered free rides to and from Church Street Station for the race at Lake Eola on April 21
- Partnership with Track Shack and ReThink Your Commute



INCREASE IN RIDERSHIP



TOTAL MONTHLY RIDERS
January – May



**39% Increase
in Ridership**

ABOVE AVERAGE

- On-Time 54 Days
- 65 Operating Days
- Ran 2,600 Trains



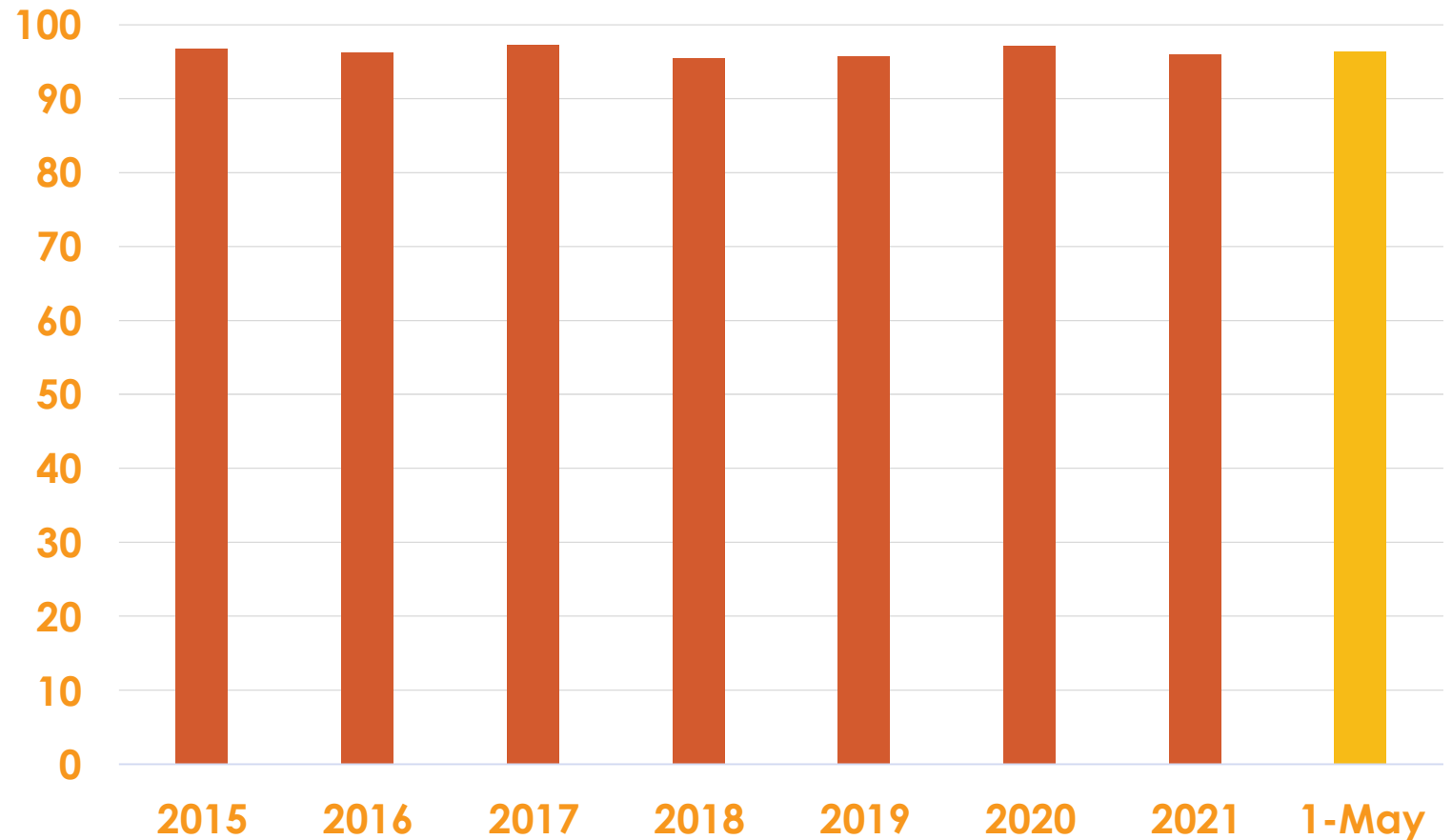
ON-TIME PERFORMANCE AVERAGE

March 2022 – May 2022

Goal = 95%

Actual = 96.9%

Contract = 99.16%



From inception and current month.



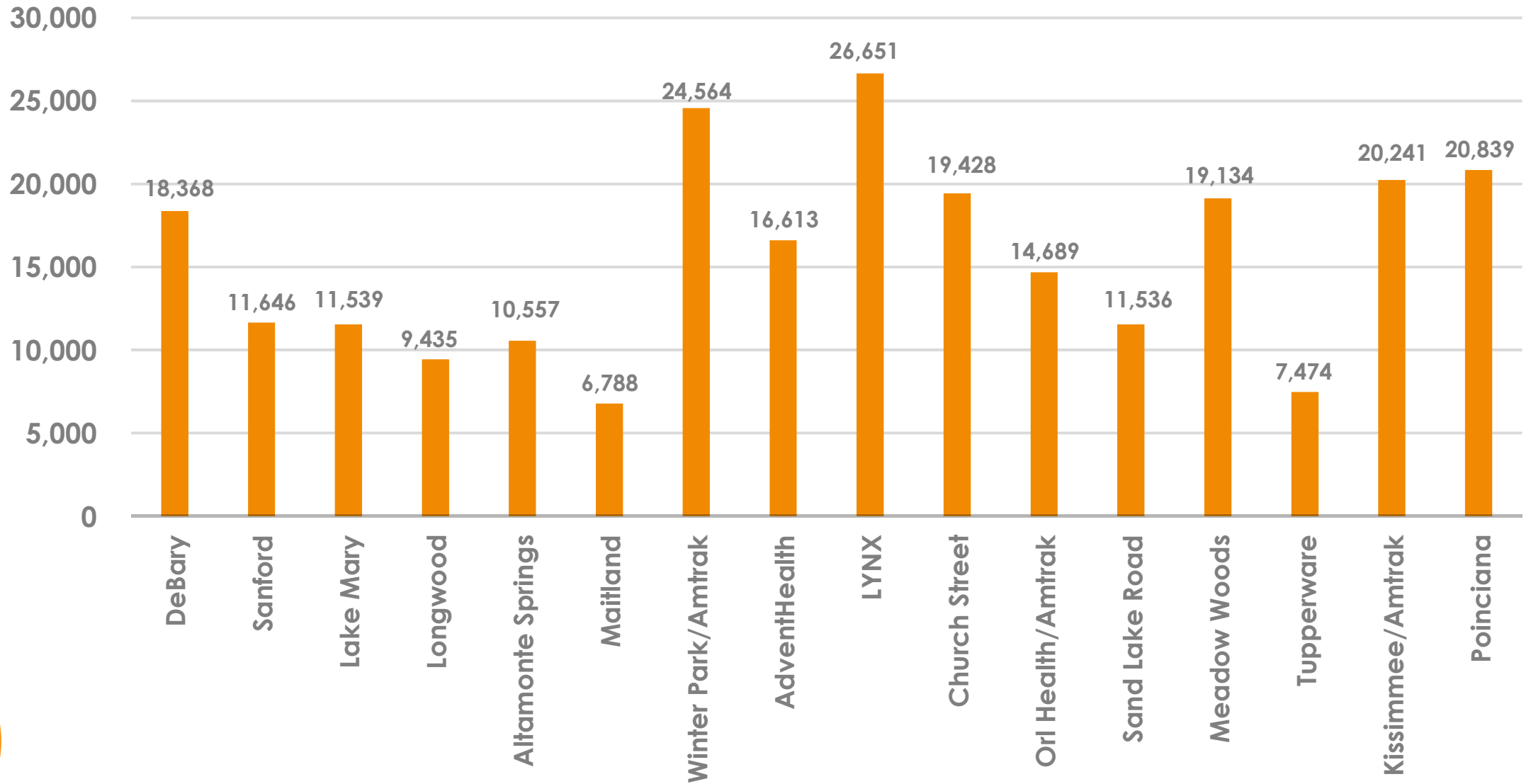
PTC SUCCESS

- January – May 2022
- Active Operating Percentage:
 - SunRail 99.9%
 - CSX 99.7 %
 - AMTRAK 99.3%

BOARDINGS BY STATION



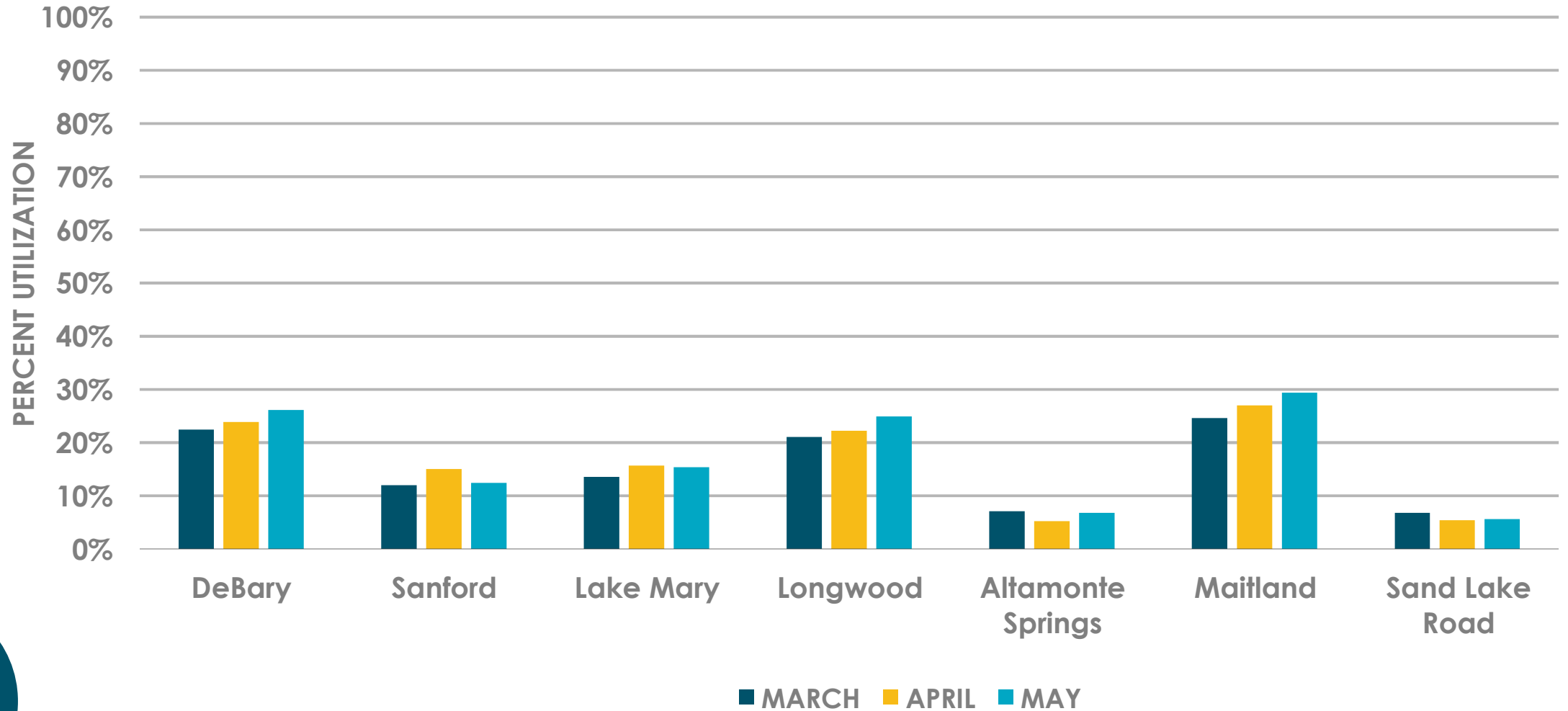
Ridership March – May 2022



IOS STATION PARKING



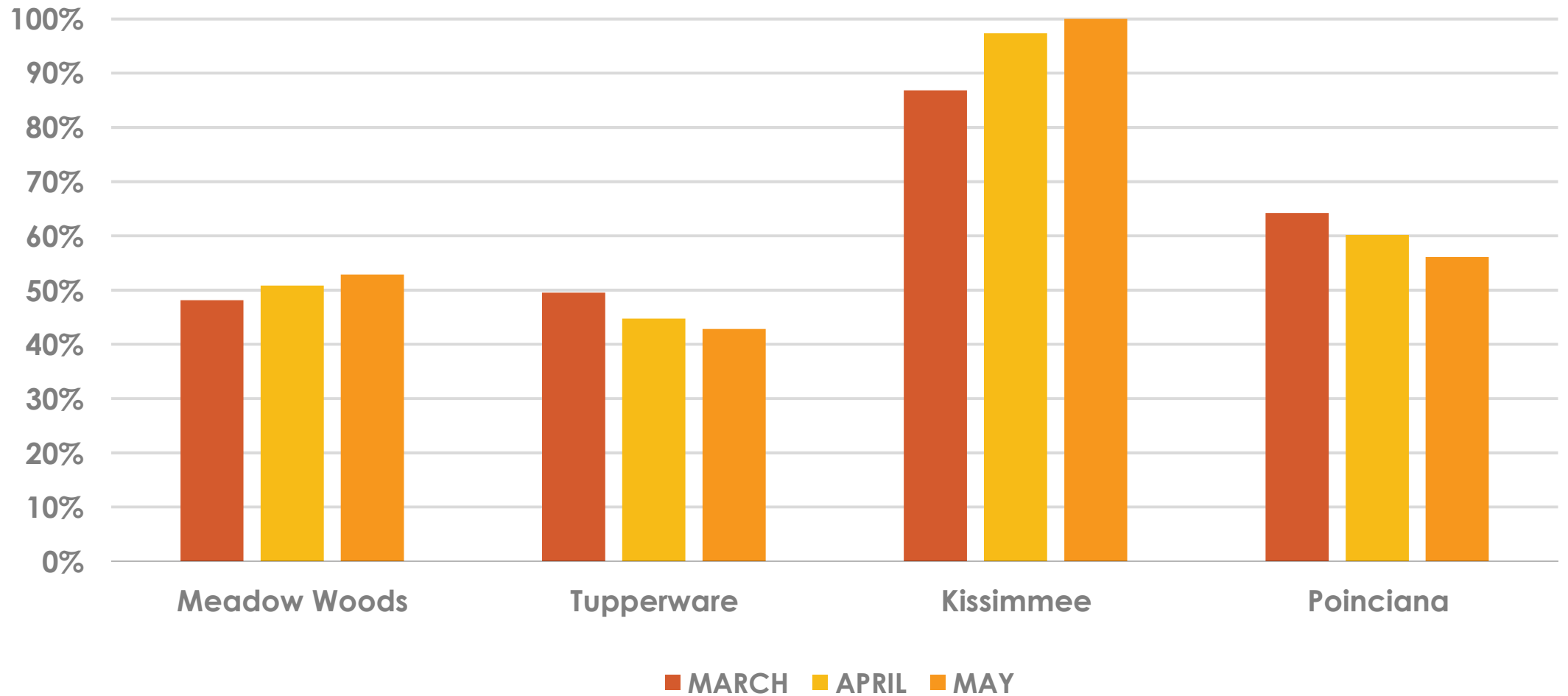
March 2022 – May 2022



SOUTHERN EXPANSION STATION PARKING



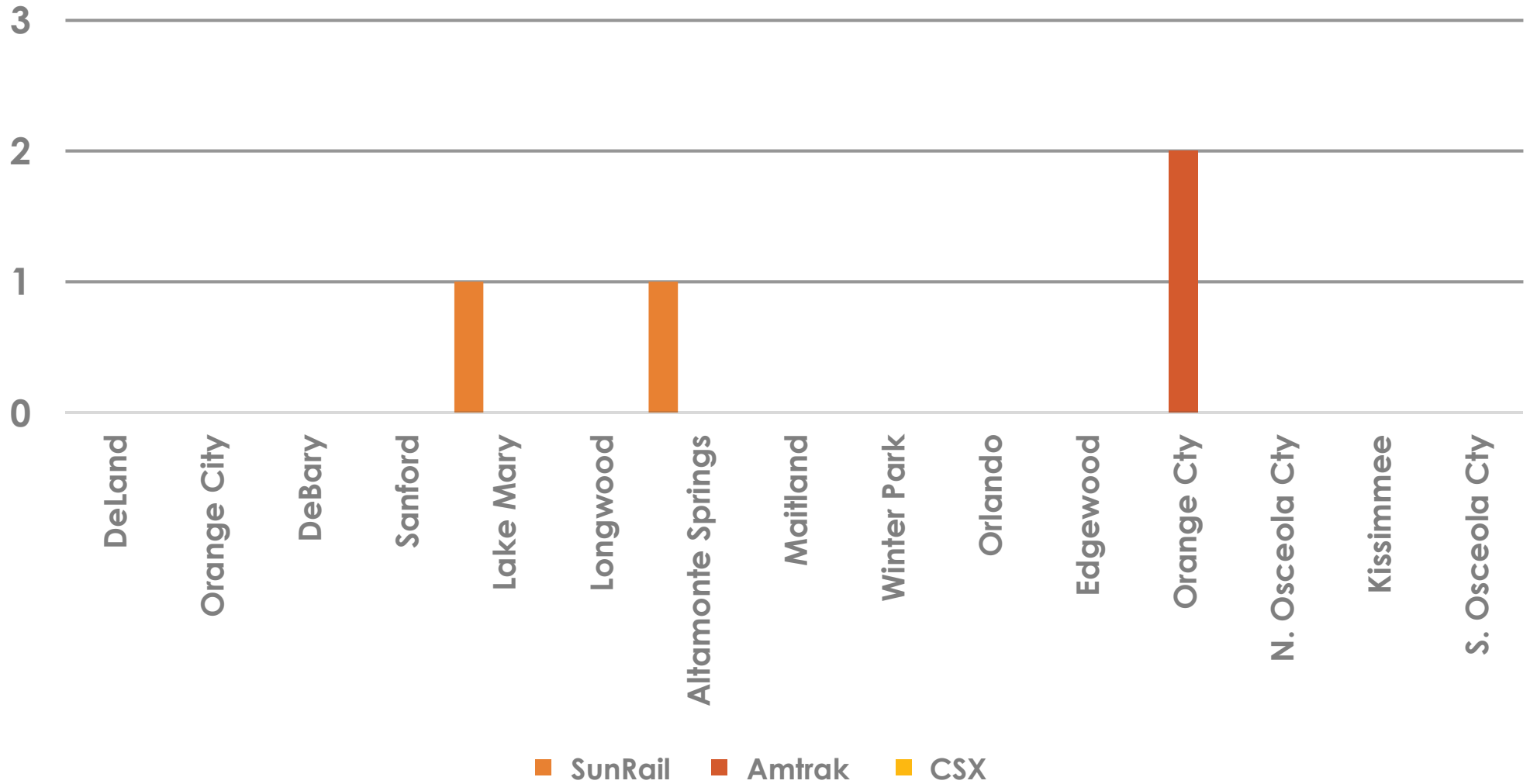
March 2022 – May 2022



REVENUE INCIDENTS BY CITY/COUNTY



March 2022 – May 2022



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
<i>OPERATING COSTS SUBTOTAL</i>

Feeder Bus Expenses
Capital Maintenance
Consultant Support

**TOTAL OPERATING COSTS, CAPITAL MAINTENANCE AND
CONSULTANT SUPPORT**

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 MAY 31, 2022	
BUDGET	ACTUAL
\$ 9,849,583	\$ 9,692,243
\$ 14,900,417	\$ 14,857,593
\$ 1,237,500	\$ 1,127,198
\$ 916,667	\$ 761,620
\$ 2,016,667	\$ 3,669,284
\$ 3,208,333	\$ 2,977,262
\$ 2,291,667	\$ 2,422,627
\$ 5,000,000	\$ 3,842,500
\$ 1,958,000	\$ 1,559,014
\$ 5,500	\$ 3,284
\$ 91,667	\$ 45,772
\$ 27,500	\$ 17,820
\$ 36,667	\$ 30,515
\$ 9,167	\$ -
\$ 275,000	\$ -
\$ 9,166,667	\$ 9,014,840
\$ 3,214,347	\$ 3,450,174
\$ 54,205,347	\$ 53,471,747

\$ 1,833,333	\$ 1,376,036
\$ 9,735,000	\$ 3,850,200
\$ 11,183,333	\$ 9,386,310

\$ 76,957,013 \$ 68,084,293

FY 21/22 OPERATING BUDGET UPDATE

OPERATING REVENUE	ANNUAL BUDGET	YEAR TO DATE MARCH 31, 2022	
		BUDGET	ACTUAL
Farebox revenue	\$ 2,308,100	\$ 2,115,758	\$ 1,691,202
CSX usage fees	\$ 3,698,671	\$ 3,390,448	\$ 3,700,053
Amtrak usage fees	\$ 1,012,971	\$ 928,557	\$ 846,240
FCEN usage fees	\$ 28,416	\$ 26,048	\$ 20,677
Right-of-way lease revenue	\$ 123,442	\$ 113,155	\$ 91,783
Ancillary revenue	\$ 444,792	\$ 407,726	\$ 375,189
<i>Subtotal - System revenue</i>	<i>\$ 7,616,391</i>	<i>\$ 6,981,692</i>	<i>\$ 6,725,143</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	\$ 30,706,312	\$ 30,449,763



THANK YOU





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	
Days of Operation	21	21	23	21	20	23	21	21					171
Sanford	233	237	258	225	259	246	289	261					251
Lake Mary	61	59	63	64	63	70	59	71					64
Longwood	60	63	58	53	53	61	65	61					59
Altamonte Springs	108	100	92	103	109	123	105	132					109
Maitland	12	13	14	15	13	19	21	17					16
Winter Park	233	236	260	231	240	256	225	234					239
AdventHealth	285	270	288	243	286	313	324	347					295
LYNX Central Station													-
Church Street Station													-
Orlando Health/Amtrak	24	19	25	25	23	24	25	28					24
Sand Lake Road	157	181	167	150	162	183	192	183					172
Meadow Woods	92	86	81	49	104	100	99	110					90
Tupperware	12	14	12	17	16	17	14	16					15
Kissimmee Intermodal													-
Poinciana	6	4	4	6	5	8	5	6					6
Total - All Stations	1,283	1,282	1,322	1,181	1,333	1,420	1,423	1,466	-	-	-	-	1,339
Percent change from FY 21 to FY 22	47%	8%	15%	5%	30%	26%	40%	31%					24%

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 Feeder Bus Route Analysis (Phase II Routes)

LINK	May		Change	% Change
	FY21	FY22		
18	15,052	18,554	3,502	23%
418	3,607	5,193	1,586	44%
155	446	821	375	84%
306	1,344	1,849	505	38%
604	125	179	54	43%
631	398	N/A	N/A	N/A
632	175	N/A	N/A	N/A
709	802	1,174	372	46%
831*	N/A	495	(78)	-14%

* - 631 and 632 were combined to form 831 in April 2022.



VOTRAN CONNECTIVITY

March – May 2022

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	23	21	20	23	21	21					171
Total Monthly Ridership	670	684	709	678	570	694	583	585					5,173
Avg Daily Ridership	32	33	31	32	29	30	28	28					30

NOTES:

April and May of 2020 ridership decreased due to COVID-19, May 2020 ridership was not accurately counted due to fare suspension.
YTD: 1.07% decrease from same period last year for total monthly ridership



DISCUSSION ITEMS

TRANSITION UPDATE
MIKE DEPALLO



**Customer Advisory
Committee
Presentation**

June 30, 2022

SunRail
Transition Plan
Consulting
Services

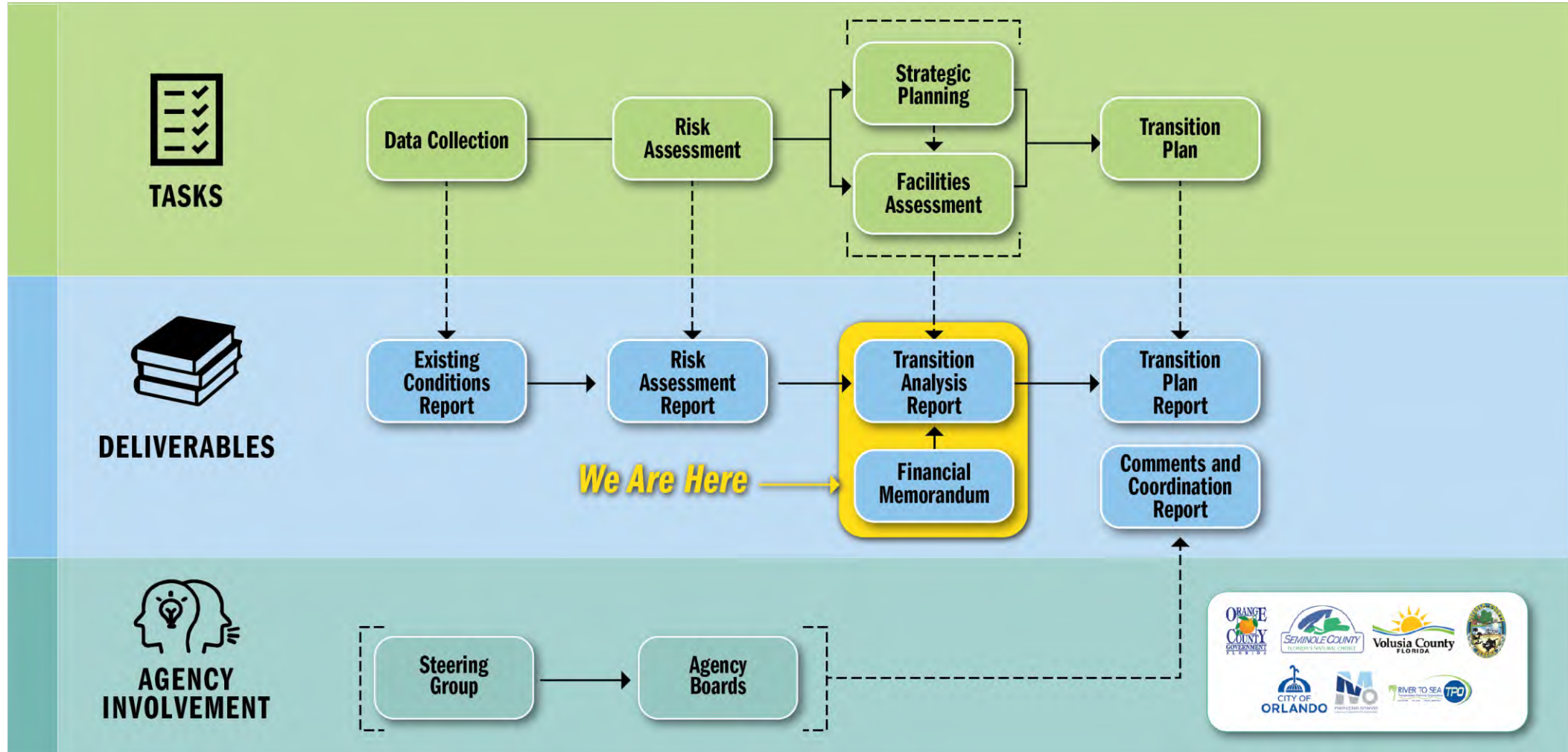


Purpose

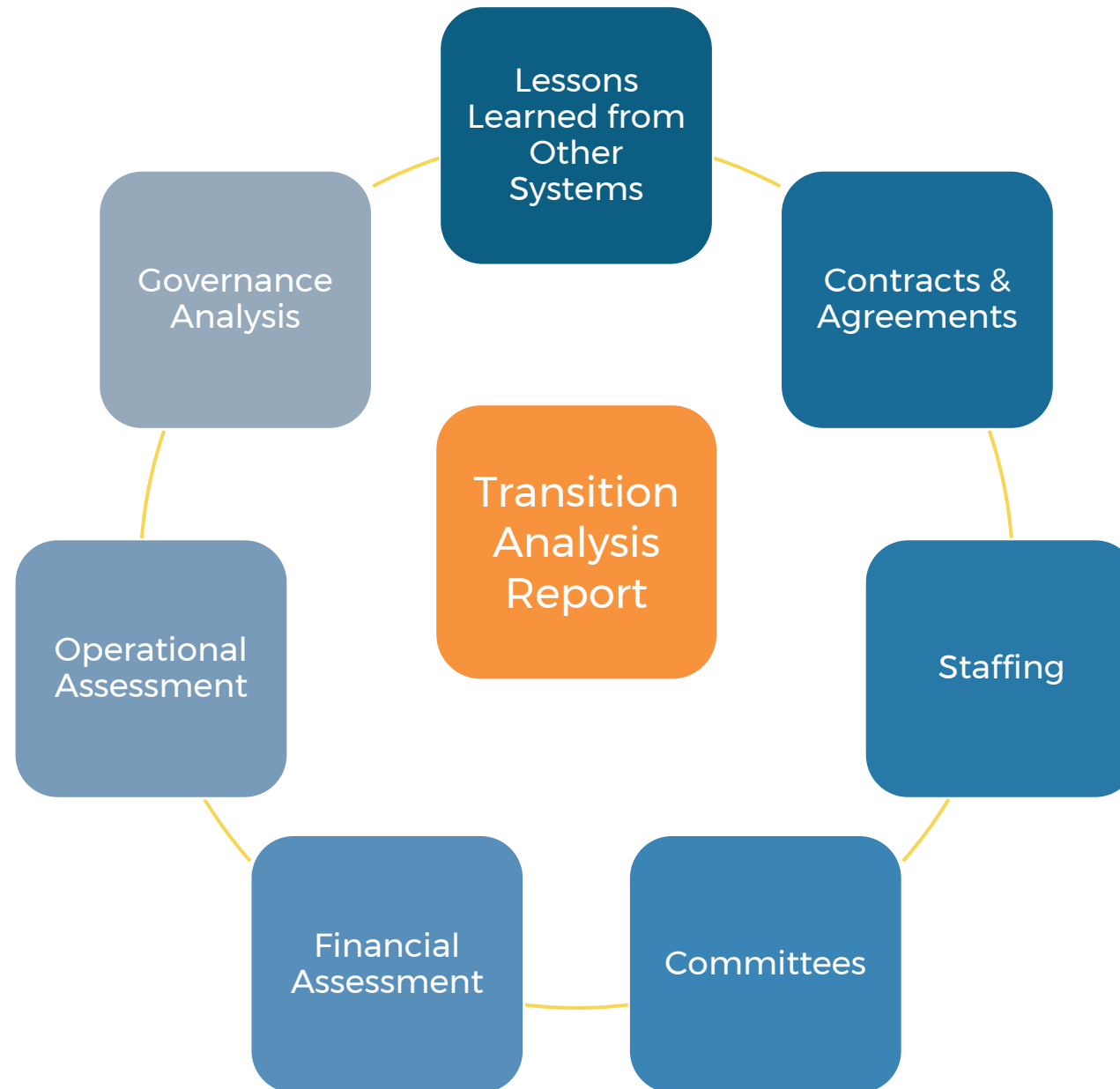
- Provide major conclusions from aspects of the SunRail Transition Analysis
- Provide an update on Financial Analysis for three Governance Options
- Discuss Next Steps and Timeline



Transition Study Process – Current Status



Transition Analysis Framework



Transitioning Contracts

Primary Operating Contracts To Be Assigned

Amtrak Vehicle Heavy Maintenance

Execute assignment & extension of term by June 30, 2024

Herzog Signal Maintenance

Execute assignment by June 30, 2024

Alstom Rail Operations

Execute assignment & assumption by May 4, 2024

Other Contracts

Green's Energy
Wabtec
AT&T
moovel

Wells Fargo
MidFlorida
American Express
HNTB/Jacobs GEC

Insurance Contractor
Bank of America
Verizon

**Various Due dates for assuming contracts or
reprocuring contracts**

Recommendation: Work with FDOT on contract dates. May want to have third party legal staff to help manage work effort.



Committee Recommendations

Maintain Existing Technical Advisory Committee (TAC), Customer Advisory Committee (CAC) per Interlocal Agreements

After transition may want to establish new Committees to advise Commission on specialized governance and oversight matters such as:

Oversight
Committee

Finance and
Audit
Committee

Risk
Management
Committee



Fare System Assessment



Operational Analysis

- SunRail infrastructure is in a State of Good Repair (SGR).
- A review of the past 3 years of Federal Railroad Administration (FRA) inspection findings and/or violations have not shown any systemic issues.
- The FRA is confident in and comfortable with the SunRail operation. Minimal updates to plans.
- **Recommendation:** Prior to transition, conduct review to ensure SunRail maintenance and CIP has progressed and not deferred.

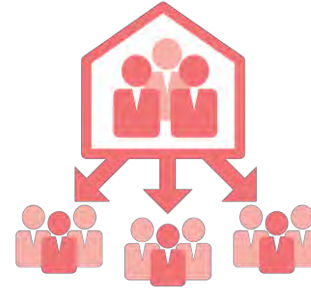


Three Potential Governance Options



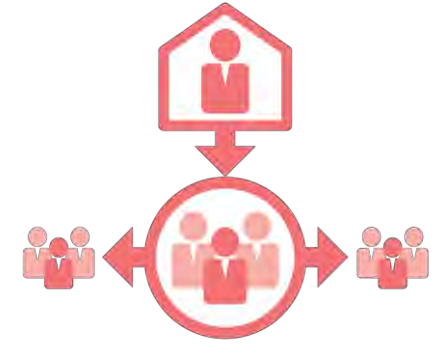
Option 1

CFCRC recruits comprehensive, in-house staff to provide all management, administration, and operating functions.



Option 2

CFCRC recruits in-house staff to provide management and administration functions while contracting out all operating services, like current FDOT organization.



Option 3

CFCRC recruits no staff and contracts all functions (management, administration, and operations) to another agency which may subcontract operating functions as indicated in Option 2.

Option 1 – Commission hires all staff as direct employees



Commission serves as Board/governing body.



Most expensive.



Creates new agency; must develop administrative processes – HR, procurement, etc.



Requires approximately 200 employees.



Requires rental/purchase of office space.



Highest level of liability without contractors to share risk.



Efficient execution of policy, decision-making, actions.



High cost, long interval to recruit in FL market.



Potential FRA concern over new operating team.



Option 2 – Commission hires leadership, administrative staff while all operating personnel provided through contracts



Commission serves as Board/governing body.



Second most expensive.



Creates new agency; must develop administrative processes – HR, procurement, etc.



Requires approximately 50 employees. (15 contract?)



Requires rental/purchase of office space.



Sheds risk from Commission to operating contractors.



Efficient execution of policy, decision-making, actions.



Medium cost and time to recruit in FL market.



Likely FRA confidence with continuing contractors.

Option 3 – Commission contracts entire organization/operating to existing agency - LYNX



Commission serves as Board/governing body.



Least expensive option all years.



Leverages experience, assets, services of existing agency.



Requires approximately 9 additional LYNX employees.



Utilizes existing LYNX office space.



Sheds risk from Commission to LYNX, contractors.



Commission policy and decision-making execution through LYNX CEO.



Requires agreement between Commission and LYNX.



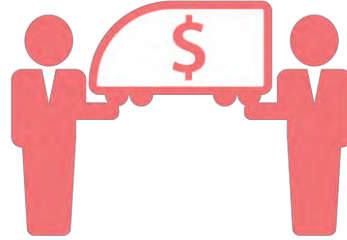
SunRail and LYNX's reputations are connected.



Likely FRA confidence with continuing contractors.



Four Types of Cost Allocations Per Agreements



Insurance

Maintain liability insurance with a deductible or self-insured amount

Local Operating Support

LFP responsible for share of system operating costs

Capital Plan Funding

LFP responsible for share of capital projects for the system

Station Maintenance Costs

Maintenance and housekeeping costs

Insurance Costs

Costs include:

- Insurance Broker
- Self Retention Fund

FDOT carries:

- \$10 million self retention fund
- \$322 million liability insurance to comply with Federal cap

Insurance costs
allocated by
percentage share
of Local Operating
Support



Local Operating Share

System Operating Costs

- Operation and Maintenance Costs
- Fuel
- Banking
- Ticketing
- Consultant Support
- Feeder Bus

Allocated based on:

- The shares of total “embarkings and disembarkings”
- And the shares of peak hour “embarkings and disembarkings”
- Averaged for each jurisdiction
- During the last Funding Determination Year
- Farebox Revenue credited to each LFP



Local Operating Share Methodology

Step 1	Operating Costs	—	Revenue for Operations	=	Operating Deficit
Step 2	Operating Deficit	×	Embarking & Disembarking Share	=	Local Operating Support
			Volusia 9.58%		Volusia \$
			Seminole 18.32%		Seminole \$
			Orlando 33.23%		Orlando \$
			Orange 23.18%		Orange \$
			Osceola 15.68%		Osceola \$

Notes: 1. DeLand average embarking share is assumed to be 200 embarkings/day, assuming 250 commuting days per year.
2. DeLand average disembarking, average peak embarking, and average peak disembarking is estimated based on the proportions observed by DeBary compared to average embarking share.



LOCAL OPERATING SHARE ALLOCATION

(Based on CY 2019 Ridership)

STATION	County	Total Embarkings/ Disembarkings (annual)	Peak Hour Embarkings/ Disembarkings (annual)
DeLand	Volusia	102,030	76,425
DeBary	Volusia	213,866	159,770
Sanford	Seminole	153,030	110,860
Lake Mary	Seminole	173,720	135,680
Longwood	Seminole	128,029	101,805
Altamonte Springs	Seminole	141,908	108,861
Maitland	Orange	112,628	93,496
Winter Park	Orange	265,374	167,456
Florida Hospital	Orlando	189,042	148,126
LYNX	Orlando	330,915	263,782
Church Street	Orlando	362,486	295,294
Orlando Amtrak	Orlando	171,960	143,714
Sand Lake Road	Orange	142,819	108,956
Meadow Woods	Orange	242,617	202,181
Tupperware	Osceola	99,660	79,406
Kissimmee	Osceola	222,025	166,802
Poinciana	Osceola	192,349	142,399
TOTAL		3,244,458	2,505,013



Funding Partner	Share of Total Embarkings & Disembarkings	Share of Peak Hour Embarkings & Disembarkings	Funding Allocation (%) Average of GREEN and ORANGE
Volusia	315,896 (9.74%)	236,195 (9.43%)	9.58%
Seminole	596,687 (18.39%)	457,206 (18.25%)	18.32%
Orlando	1,054,403 (32.50%)	850,916 (33.97%)	33.23%
Orange	763,438 (23.53%)	572,089 (22.84%)	23.18%
Osceola	514,034 (15.84%)	388,607 (15.51%)	15.68%
TOTAL	3,244,458 (100%)	2,505,013 (100%)	100%

1. DeLand average embarking share is assumed to be 200 embarkings/day, assuming 250 commuting days per year.
2. DeLand average disembarking, average peak embarking, and average peak disembarking is estimated based on the proportions observed by DeBary compared to average embarking share.
3. CY 2019 used since Covid disruptions affected March 2020.

Capital Plan Funding

- Five Year Capital Plan
 - Station Upgrades
 - Infrastructure upgrades
 - Vehicle Overhauls, etc.
- Allocated based on track miles in each jurisdiction

Funding Partner	Track Miles	Funding Allocation (%)
Volusia	12.7	21%
Seminole	16.4	27%
Orlando	5.5	9%
Orange	16.3	27%
Osceola	9.6	16%
Total	60.5	100%



Station Maintenance Costs

Joint Use Agreements entered into with LFP prior to Phase 1 and II operations, which delineated costs for:

*Maintenance and
operations of Station
and Station Property*

*Housekeeping and
Appearance of
Station Platform and
Station Property*

*Security at Station
Platform and
Property*



LFP have been assuming station maintenance costs since beginning of SunRail operations



Station Maintenance Costs not included in Financial Assessment



Revenue

REVENUE CATEGORIES	CFCRC 2021 REVENUE
Amtrak Usage	\$792,270
FCEN Usage	\$27,151
CSXT Usage	\$3,198,217
Advertising	\$106,060
LYNX Back Office Share	-
Miscellaneous Reimbursement	\$166,800
Damage Claims	-
ROW Lease	-
Fiber Lines	-
Transition Maintenance	-
Interest	\$132
Advertising - Deposited at DFS	\$158,650
Fare Box Collections - Deposited at DFS	\$1,057,817
Card Fare - Deposited at DFS	\$14,615
FTA 5307 Funding	\$10,000,000
TOTAL	\$15,521,712



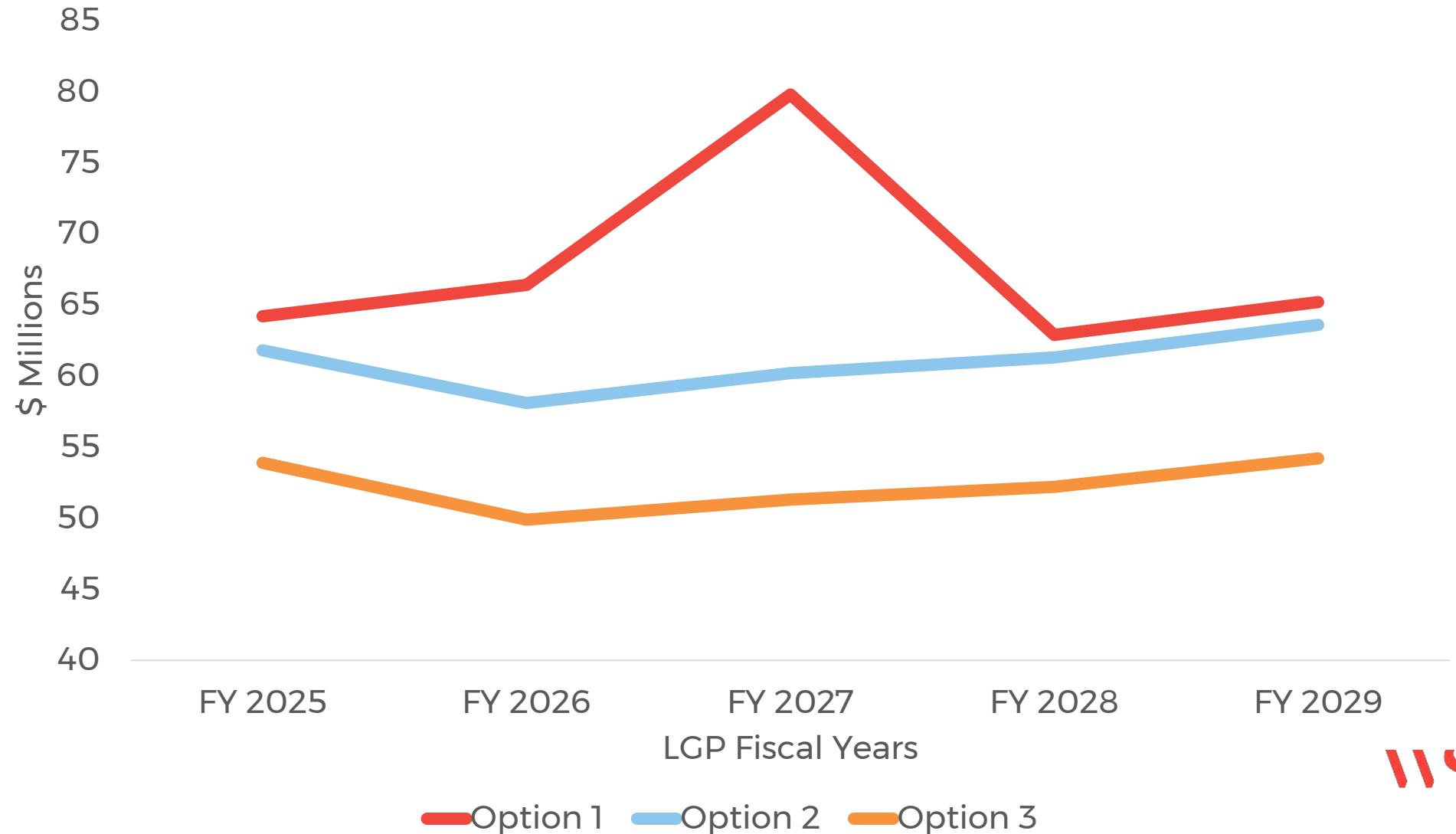
Total Cost Comparison between the Three Governance Options (Updated 6/7/22)

Governance Options	(Q4 only) FY24 Total Costs*	FY25 Total Costs	FY26 Total Costs	FY27 Total Costs	FY28 Total Costs	FY29 Total Costs
Option 1	\$16.4	\$64.2	\$66.4	\$79.8	\$62.9	\$65.2
Option 2	\$15.8	\$61.8	\$58.1	\$60.2	\$61.3	\$63.6
Option 3	\$13.8	\$53.9	\$49.9	\$51.3	\$52.2	\$54.2

*Total costs (net of all revenues) includes operations, capital maintenance, and insurance. LFP Fiscal Year.



Total Cost Comparison between the Three Governance Options (Updated 6/7/22)



LFP Allocations for each Option (Updated – 6/7/22)

Option 1

	Local Government Partner Fiscal Years					
	FY2024	FY2025	FY2026	FY2027	FY2028	FY2029
Costs Net of All Revenues (\$ Millions)						
Volusia	\$1.5 - \$1.8	\$5.7 - \$6.9	\$6 - \$7.3	\$7.4 - \$8.8	\$5.7 - \$6.8	\$5.9 - \$7.1
Seminole	\$2.7 - \$3.3	\$10.7 - \$13	\$11.2 - \$13.5	\$13.6 - \$16.3	\$10.6 - \$12.8	\$11 - \$13.3
Orlando	\$4.8 - \$5.9	\$18.9 - \$23.1	\$19.3 - \$23.6	\$23.1 - \$28.1	\$18.4 - \$22.5	\$19.1 - \$23.3
Orange	\$3.4 - \$4.2	\$13.5 - \$16.4	\$14 - \$17	\$16.9 - \$20.4	\$13.2 - \$16.1	\$13.7 - \$16.7
Osceola	\$2.3 - \$2.8	\$9.1 - \$11.1	\$9.4 - \$11.4	\$11.3 - \$13.7	\$8.9 - \$10.8	\$9.2 - \$11.2

Option 2

Volusia	\$1.4 - \$1.7	\$5.5 - \$6.7	\$5.2 - \$6.3	\$5.4 - \$6.5	\$5.5 - \$6.7	\$5.7 - \$6.9
Seminole	\$2.6 - \$3.2	\$10.3 - \$12.5	\$9.8 - \$11.8	\$10.1 - \$12.3	\$10.3 - \$12.5	\$10.7 - \$13
Orlando	\$4.7 - \$5.7	\$18.2 - \$22.2	\$17 - \$20.8	\$17.6 - \$21.5	\$17.9 - \$21.9	\$18.6 - \$22.7
Orange	\$3.3 - \$4	\$13 - \$15.8	\$12.2 - \$14.8	\$12.7 - \$15.4	\$12.9 - \$15.7	\$13.4 - \$16.2
Osceola	\$2.2 - \$2.7	\$8.7 - \$10.6	\$8.2 - \$10	\$8.5 - \$10.3	\$8.7 - \$10.5	\$9 - \$10.9

Option 3

Volusia	\$1.2 - \$1.5	\$4.8 - \$5.8	\$4.5 - \$5.4	\$4.7 - \$5.6	\$4.7 - \$5.7	\$4.9 - \$5.9
Seminole	\$2.3 - \$2.8	\$9 - \$11	\$8.4 - \$10.2	\$8.7 - \$10.5	\$8.8 - \$10.7	\$9.1 - \$11.1
Orlando	\$4.1 - \$5	\$15.8 - \$19.3	\$14.6 - \$17.8	\$15 - \$18.3	\$15.2 - \$18.6	\$15.8 - \$19.3
Orange	\$2.9 - \$3.5	\$11.3 - \$13.8	\$10.5 - \$12.8	\$10.8 - \$13.1	\$11 - \$13.3	\$11.4 - \$13.8
Osceola	\$2 - \$2.4	\$7.6 - \$9.3	\$7.1 - \$8.6	\$7.3 - \$8.8	\$7.4 - \$9	\$7.7 - \$9.3

*Costs do not include PTC, or ROW lease/fiber line revenues



Proposed Next Steps

- Finalize Financial Analysis Memo – June 2022
- Finalize Transition Analysis Report – June 2022
- Jurisdiction Board Briefings – June/July 2022
- CFCRC Adoption of Governance Structure – August 2022
- Develop a Transition Plan – August - November 2022
- **CFCRC Adoption of Transition Plan – November 2022**



Discussion/Questions

THANK YOU



NEXT MEETING:

September 29, 2022

5:00 PM

LYNX Central Station

2nd Floor Open Space Room

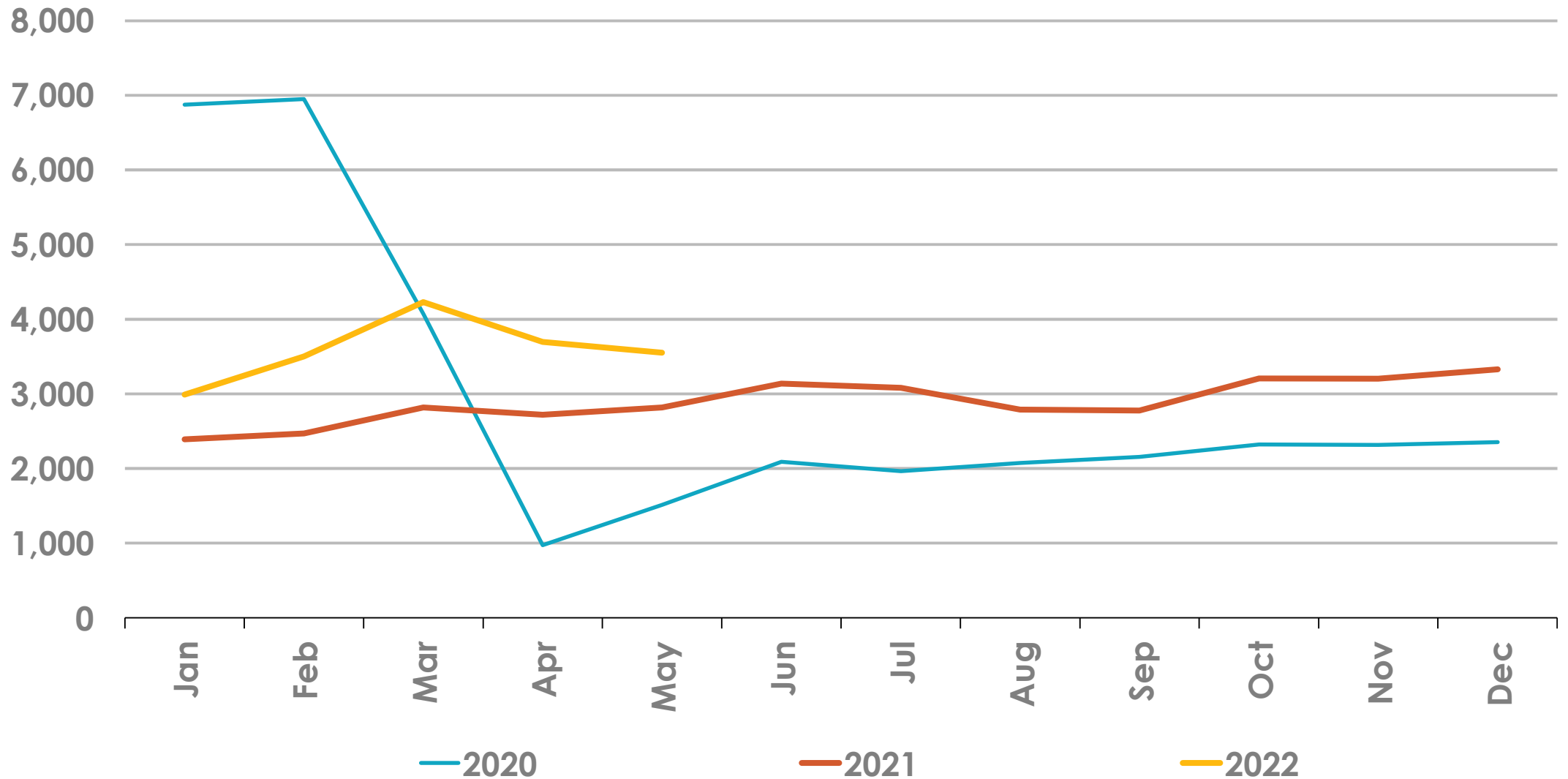


SUPPORTING CHARTS AND DATA



AVERAGE DAILY RIDERSHIP

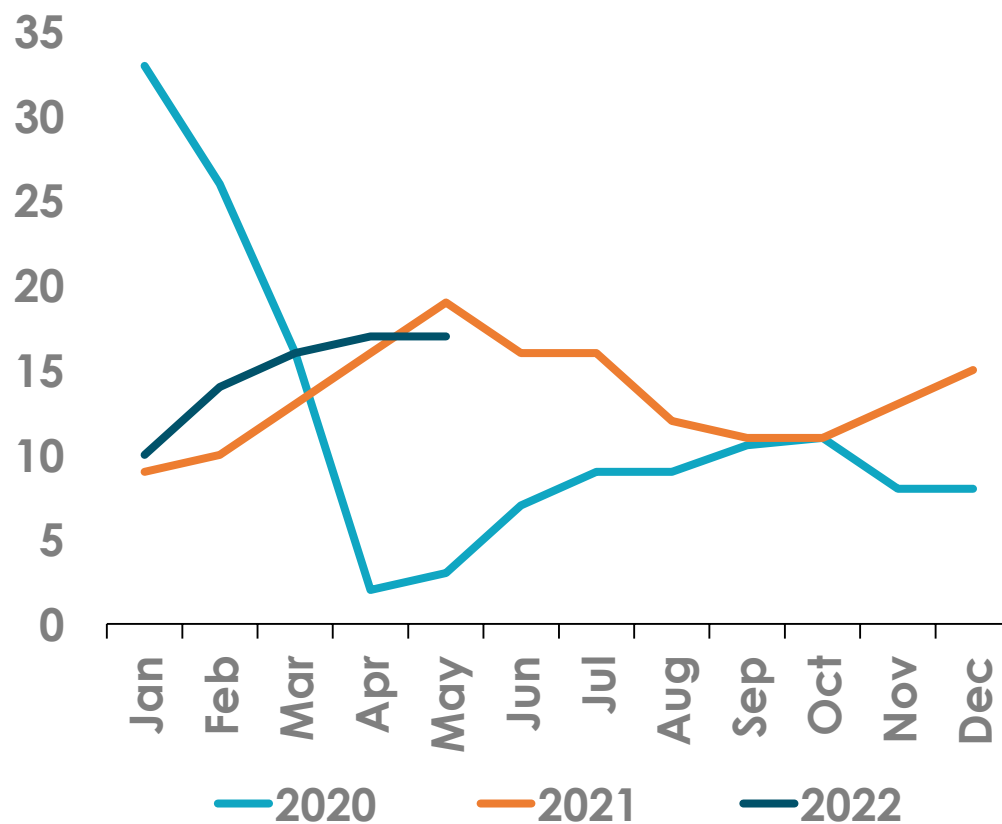
Mar – 4,230 | Apr – 3,696 | May – 3,552





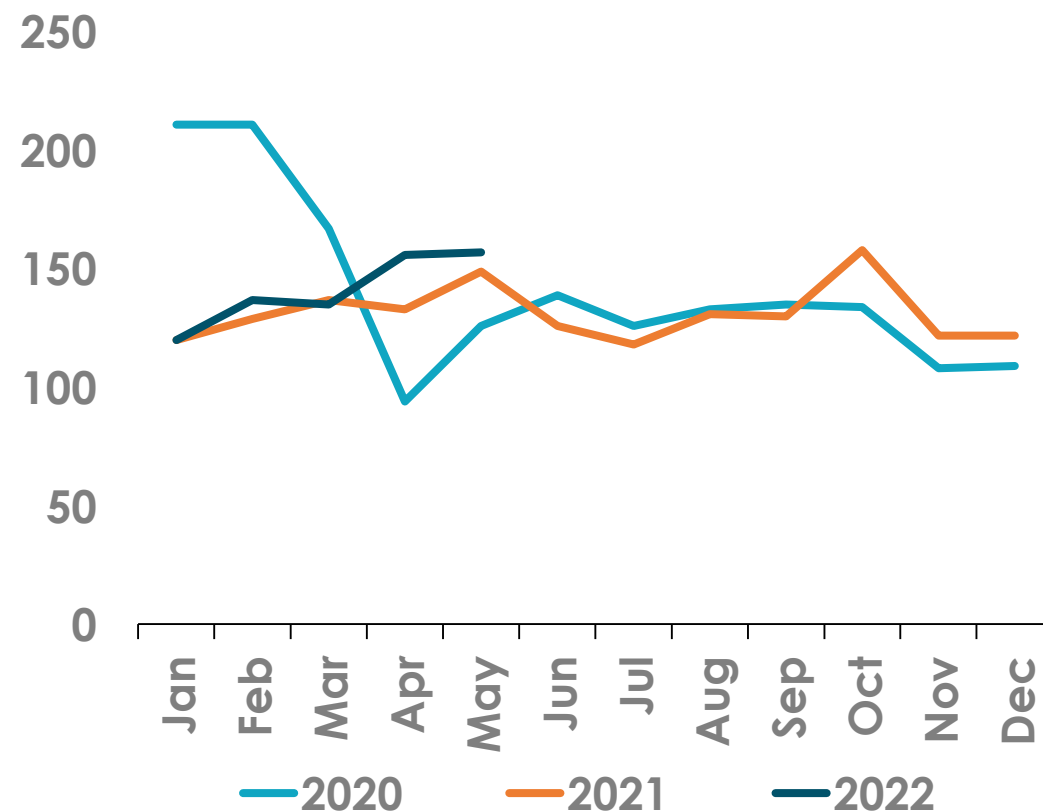
ADA

Mar-May Average: 17



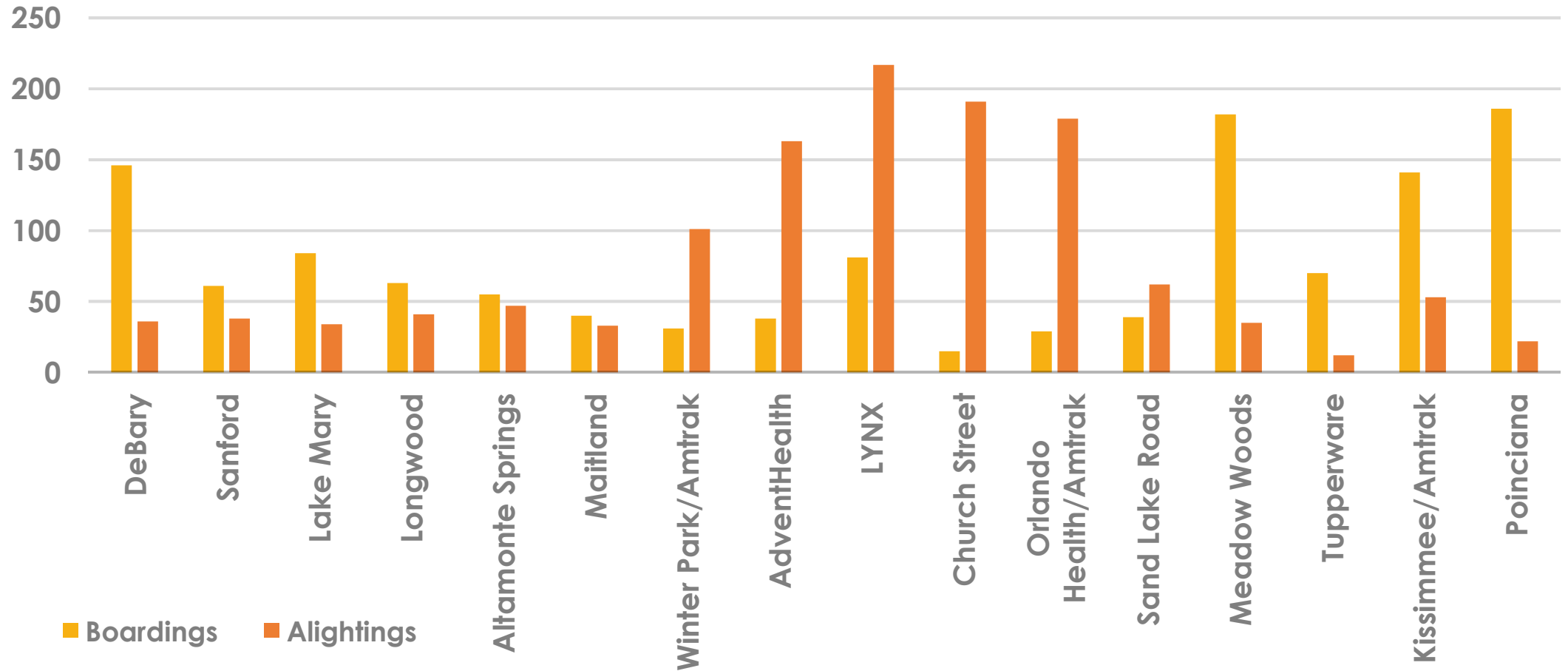
BICYCLE

Mar-May Average: 149



BOARDINGS & ALIGHTINGS

AM PEAK
5:45 AM – 8:45AM (NB from Poinciana)
March – May 2022

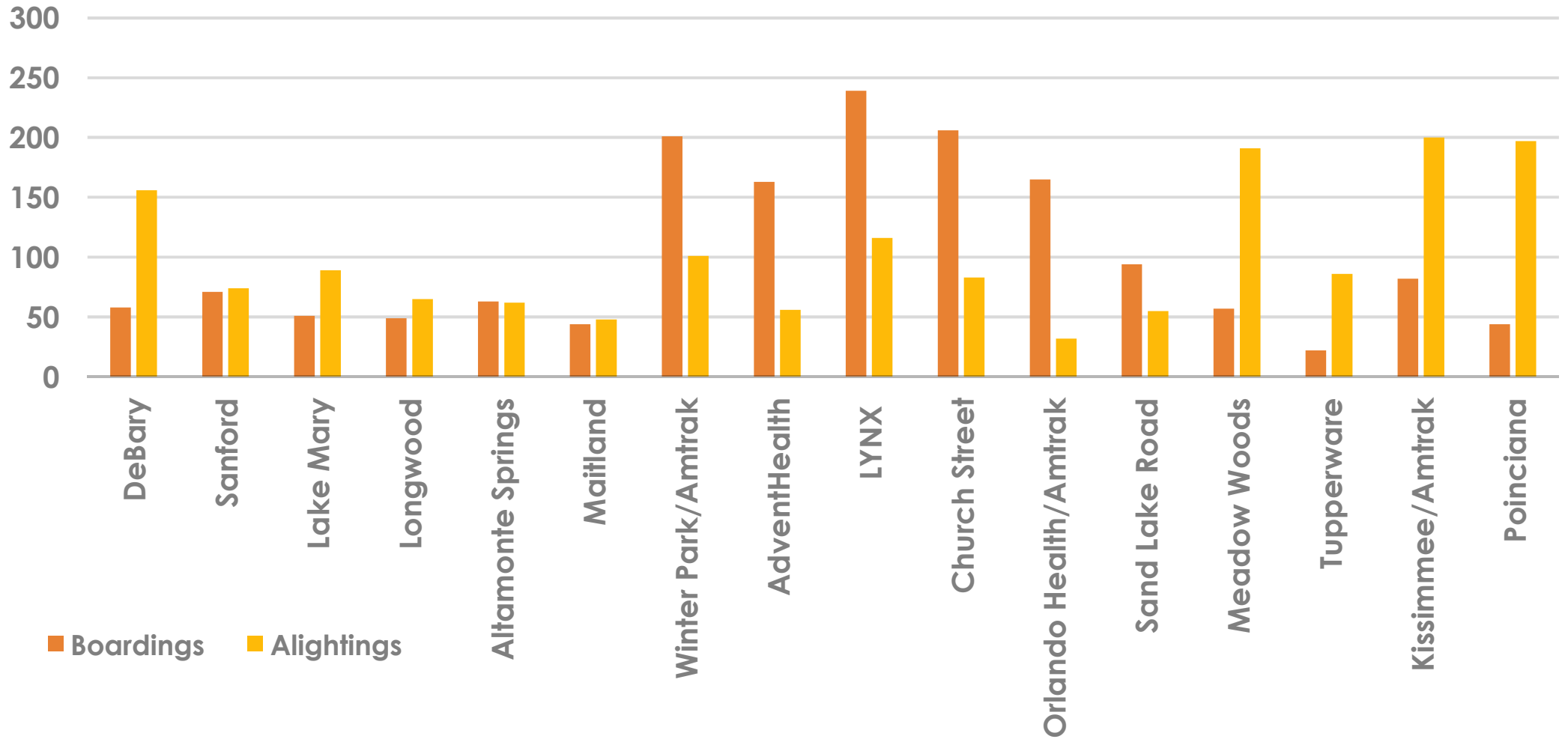


Boardings Alightings



BOARDINGS & ALIGHTINGS

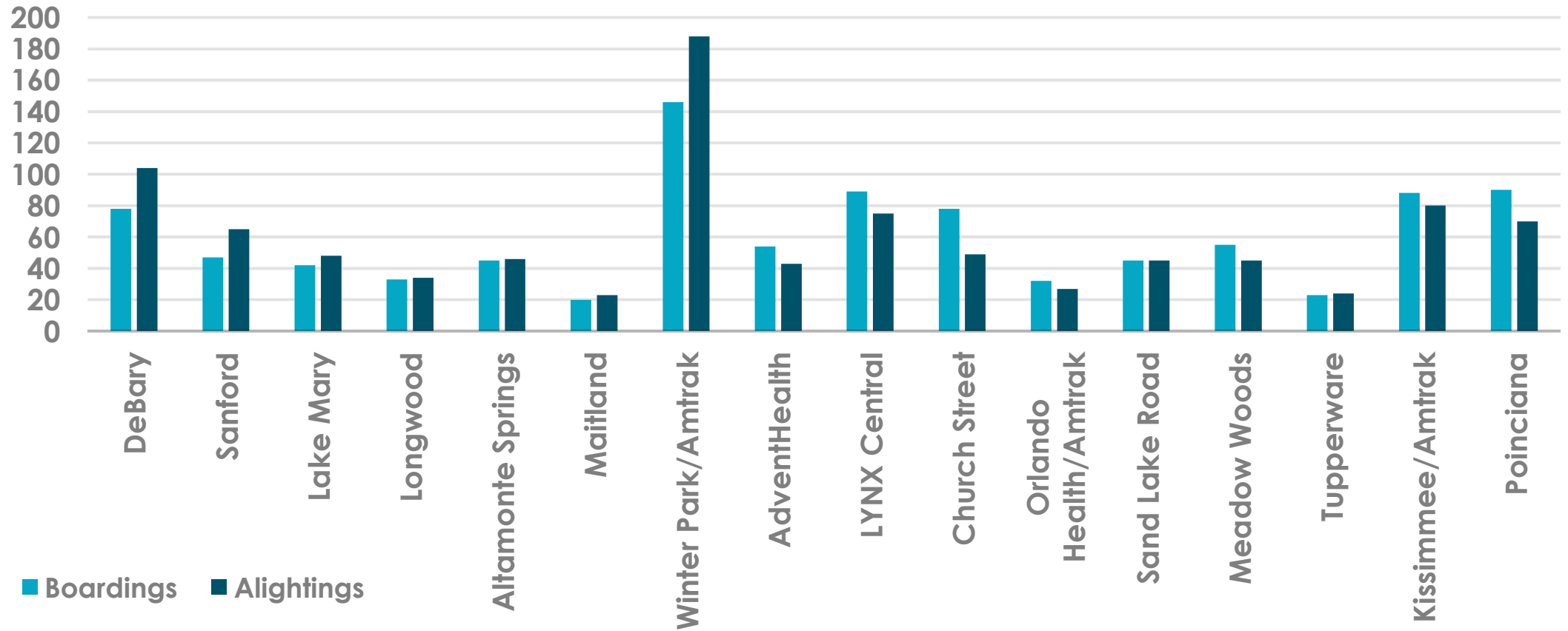
PM PEAK
3:15 PM – 6:25 PM (NB from Poinciana)
March - May 2022



BOARDINGS & ALIGHTINGS



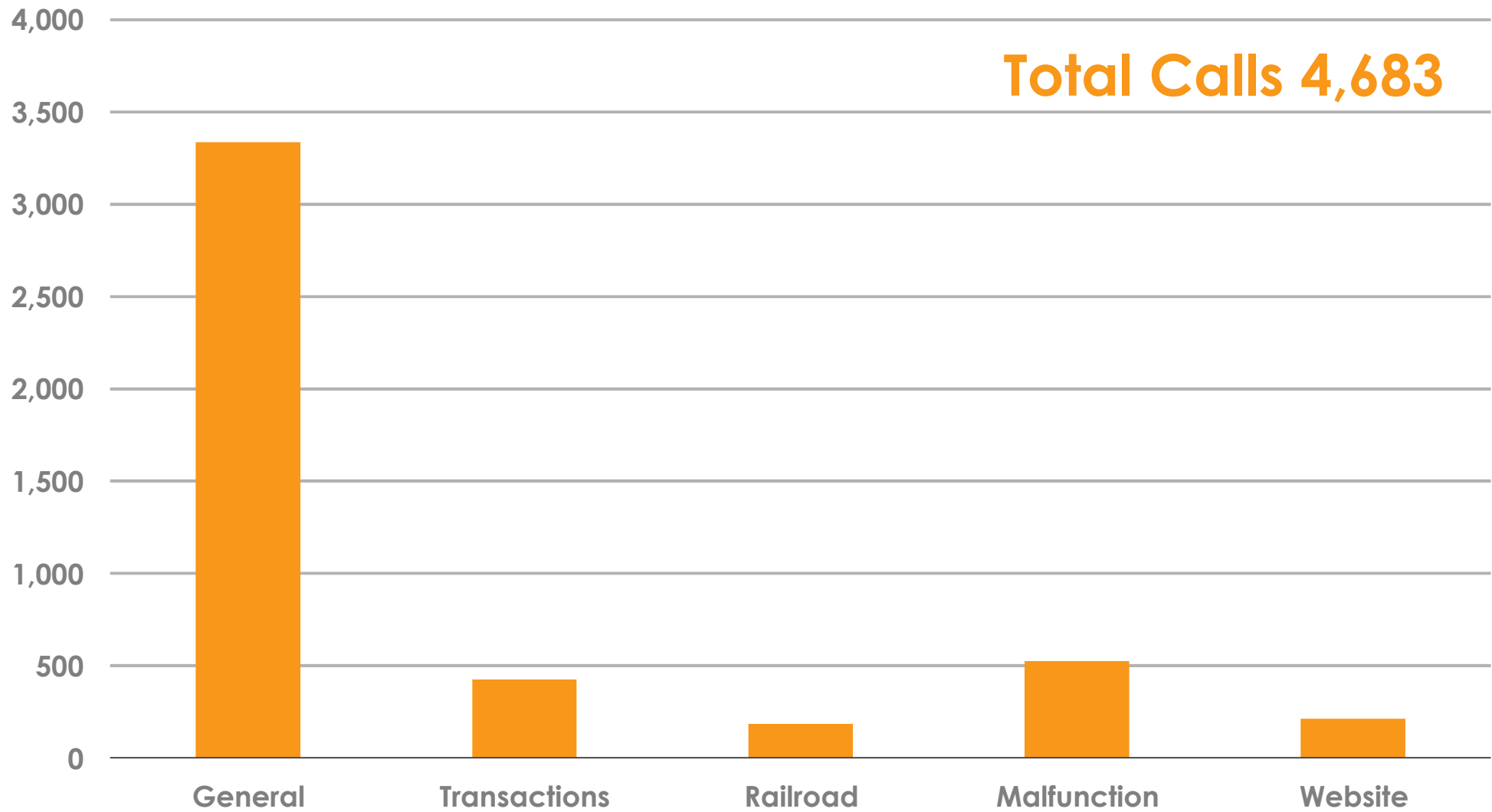
OFF PEAK
10:45 AM – 2:45 PM; 7:25 PM – 9:55 PM (NB from Poinciana)
March - May 2022



CUSTOMER SERVICE CALLS



March – May 2022





TRAIN PERFORMANCE DETAIL

March 2022 – May 2022

Train Performance Overview		Trains	Percentage
On-Time		2518	96.8%
Late		74	2.8%
Annulled		8	0.3%
Total Trains Operated		2600	100.0%
Performance Detail	Days	Trains	Percentage
Maintenance of Way	2	3	0.1%
Mechanical	13	22	0.8%
Other	9	11	0.4%
Passengers	7	7	0.3%
Police Activity	7	17	0.7%
Signals & Components	7	12	0.5%
Trespasser/Grade Crossing/Near Misses	3	7	0.3%
Total (Rounded)		82	3.2%

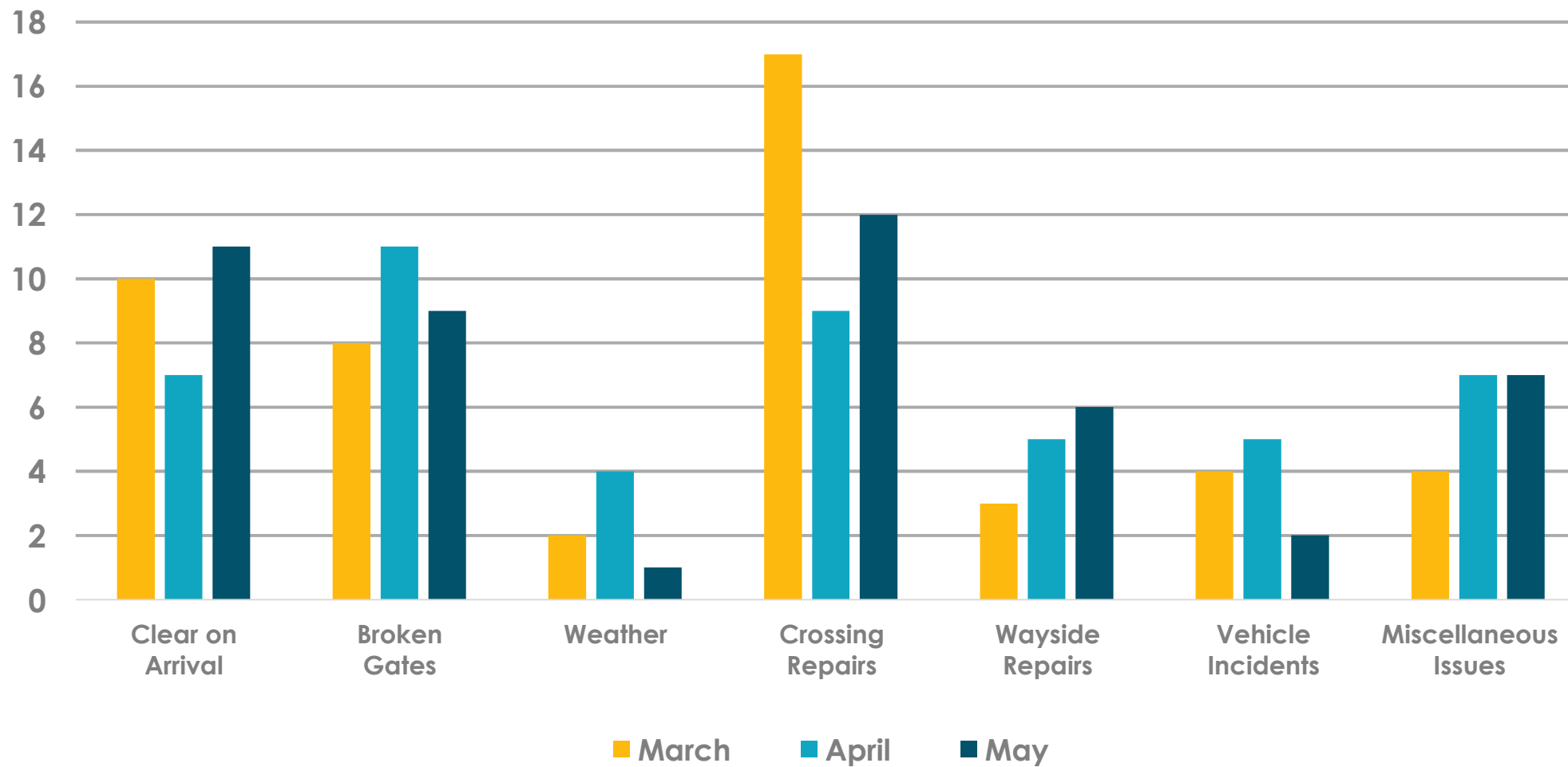
Note: Only categories with a value greater than zero are displayed and rounded to one decimal.



CFRC SIGNAL SYSTEM INCIDENTS



March – May 2022



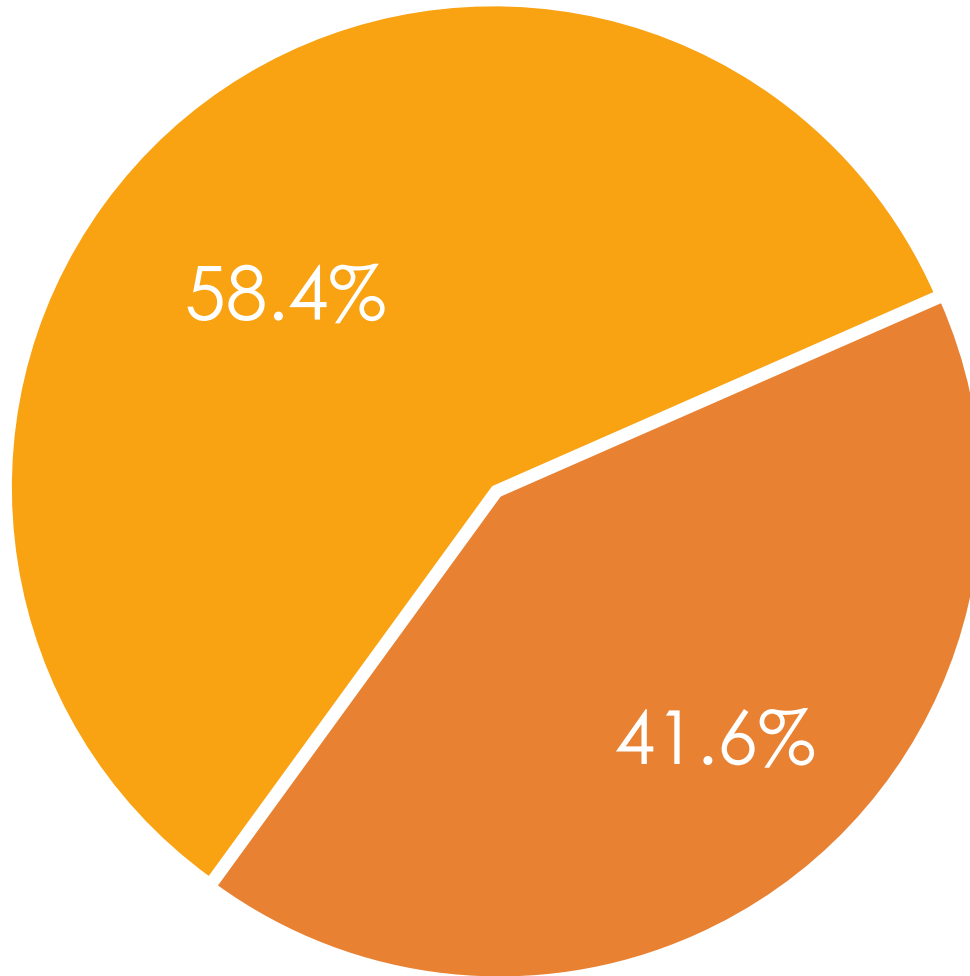


QUIET ZONES

Jurisdiction	Status
Edgewood	Quiet Zone Established
Orange County	Quiet Zone Established - LFA for additional crossings in progress for presenting for Approval
Maitland	Quiet Zone Established
Winter Park	Quiet Zone Established
Seminole County	Installing four-quadrant gates at Merritt St. LFA being presented to June 28 th Board Meeting
City of Orlando	Quiet Zone Established
City of Kissimmee	Quiet Zone Established

Local communities may apply for quiet zones and information is available on the “About” page at SunRail.com





■ 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

