

# CUSTOMER ADVISORY COMMITTEE

October 5, 2022





# Central Florida Commuter Rail Commission

## Customer Advisory Committee

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**Date:** October 5, 2022  
**Time:** 5:00 p.m.  
**Location:** LYNX Central Station  
2<sup>nd</sup> Floor Open Space Room  
455 North Garland Avenue  
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. Chairman Remarks – James Grzesik**
- IV. Action Items**
  - a. Meeting Minutes Approval: October 9, 2020 – June 30, 2022
    - i. 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.
    - ii. Approval on 2023 Meetings
- V. Public Comments**



# Central Florida Commuter Rail Commission

## Customer Advisory Committee

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### **VI. Discussion Items**

- 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**

- a. Transition Update – Alan Danaher

### **VIII. Sunshine Corridor**

- a. Update – Brian Stanger

### **IX. Committee Member Comments**

### **IX. Next Meeting - Proposed**

- a. Next Meeting – PROPOSED January 5, 2023, 5:00 p.m. LYNX Admin. Building, 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](mailto:roger.masten@dot.state.fl.us) at least three business days prior to the event.*



# Central Florida Commuter Rail Commission

## Customer Advisory Committee

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### **Supporting Materials for Agenda Item IV:**

#### **Meeting Minutes Approval: October 1, 2020 – June 30, 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>

June 30, 2022 CAC Minutes - <https://stgcorpsunrail.wpengine.com/wp-content/uploads/2022/06/CAC-Meeting-Materials-June-30-2022.pdf>



# Customer Advisory Committee

June 30, 2022

5:00 p.m.

LYNX Central Station

2<sup>nd</sup> Floor Multi-Purpose Room

**Attendees:** Chair James Grzesik, Member Dorothy O'Brien, Member Luis Nieves-Ruiz, Member J. Gordon Spears, Member Steven Rosario, Charles M. Heffinger, Nadia Hernandez, Mike Carman, Bruce Detweiler, Ralf Heseler, Bill Land, Linda Nesbitt, Mark Calvert, Michelle Kendall, and Alan Danaher.

## Minutes

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

**Pledge of Allegiance**

**Announcements:** Chairman's Remarks

- Welcomed all to the first in-person meeting since January 9, 2020. Mr. Grzesik introduced himself as the Chair to all new members.
- Shared upcoming plans for Phase 2 North (P2N) expansion, a new Fare Collection System and Brightline coming to Central Florida. CFCRC Meetings are now being held monthly due to the ongoing projects mentioned.
- Brightline will go from OIA to Tampa with discussions currently happening to utilize the CFRC/SunRail tracks and with plans for CFRC/SunRail to utilize their tracks. I-Drive and Universal Studios is also supporting plans for this new mega expansion project generally known as the "Sunshine Corridor". This would make room for tracks running through a section of SR528 to Tampa. In addition, there is a proposal to build an Orange County Convention Center station in which Universal has offered to pay for. This station would support the up-and-coming Epic Universe Park with an expected 14,000 employees, tourists, and local community.
- Mayor Demings also has expansion ideas and with the proposed penny sales tax that will be put on the ballot in November for Orange County, this revenue would assist with funding such types of projects in the future.
- CAC re-elections will occur following the CFCRC Board elections next year

**Action Item:**

- Quorum was not met. No action items taken.

**Public Comment:**

- No public comments were made.

**Agency Update:**

**Presenter:** 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
  - After briefly describing this promotion, Mr. Heffinger invited Mark Calvert from Evolve to speak on it.
    - Ridership objective was 25% over last year, despite work-from-home unknowns. Because of that, leisure market became a bigger target. 1,000 riders participated in first few weeks group sales have also been heavily pushed for this.
- Northern Expansion
  - Groundbreaking plans are in progress, as soon as logistics are finalized, notifications will be made to the public
  - Dedicated trolley to Downtown DeLand is under discussion, with the goal to mimic the similar trolley service to what is already provided (via grant monies) to/from downtown Sanford as an option for the local stakeholders to develop and one that FDOT could support.
  - 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 60+ 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 comparison to the current value of gas prices
  - E-blast, website banners, social media, commuter rider stories, blog posts
  - Billboard support along I-4 corridor coming soon
- Simply IOA Corporate 5K Partnership
  - 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
- Ridership and Performance
  - The total monthly riders for January-May 2022 experienced a 39% increase over the same months in 2021.
    - Mr. Spears spoke up, expressing the point that the increase between 2021 and 2022 shouldn't be highlighted as much as the difference between 2019 and 2022, and that he would like to see that data.
    - Agreeing with him, Mr. Heffinger promised to have that data at the next meeting.
  - March 2022 – May 2022
    - Goal = 95%    Actual = 96.9%    Contract = 99.16%
    - On time 54 days out of 65 operating days and running 2,600 trains
  - PTC Success
    - January – May 2022 Active Operating Percentage:
      - SunRail            99.9%
      - CSX                99.7 %
      - AMTRAK           99.3%
  - Boardings by Station, March – May 2022
    - Highest stations were LYNX, Winter Park, Kissimmee, Poinciana
  - IOS Station Parking utilization percentages for all lots were below 30% for March-May, with Maitland, DeBary, and Longwood utilizing the most (by percentage).
  - Southern Expansion station parking utilization percentages for the same period were over 40%, with Kissimmee ranging between 80 and 100% for parking at the existing Amtrak station. It should be noted that this does not include those riders that choose to park at the Kissimmee Parking Garage located across the tracks from the station .
  - Revenue Incidents for March-May included two for SunRail; one between Sanford and Lake Mary and one between Longwood and Altamonte Springs; and two for Amtrak at Orange County.
- FY 21/22 Operating Budget Update
  - Year-to-date (May 31, 2022) expenditures are \$68,084,293 out of the year-to-date budget of \$76,957,013 and annual budget of \$83,498,560
  - Year-to-date (March 31, 2022) revenue is \$30,449,763
- Upon asking if there were questions, Mr. Gordon Spears expressed his concern over the location of the future DeLand site relative to downtown DeLand, that asking riders to change modes multiple times cuts potential ridership drastically. He asked about the availability of the rail spur that would get the train closer to downtown, saying DOT once had the option to purchase it.
  - Mr. Heffinger confirmed that DOT could purchase that service spur, but the cost to get it up to standards would be “more than the cost of operating the shuttle every 30 minutes for 100 years.” The option, he said, does remain to purchase it.
- Mr. Spears commented positively on the ratio of operating revenue to costs, saying that our revenue covering more than half of the costs is extremely good compared to other rail transit systems in the country. Further, he made the point that *no* transportation project, whether airports, highways, rail, or shipping ports, pays for itself, which is important to remember and to reiterate to the public as comments are made that SunRail doesn't pay for itself.
  - As a response and as a conclusion, Mr. Heffinger reminded everyone that Transit Oriented Developments (TOD) are another benefit to rail transit, producing revenue and increased property values along the rail corridor.

#### **LYNX Bus Connectivity:**

Presenter: Bruce Detweiler

- Mr. Bruce Detweiler introduced himself as the Interim Director of Planning for LYNX.
- Lynx Connectivity
  - FY 2021 saw a 27% decrease in ridership compared to FY 2020

<ul style="list-style-type: none"> <li>○ FY 2022, so far, is showing a 24% increase in ridership compared to FY 2021</li> <li>○ For the Feeder Bus Routes for Phase 2 South, there are significant increases in FY 2022 over FY 2021.</li> </ul>	
<b>Votran Bus Connectivity:</b> <ul style="list-style-type: none"> <li>• Mr. Ralf Heseler introduced himself as Senior Planner for Votran.</li> <li>• Votran Connectivity <ul style="list-style-type: none"> <li>○ Through May of this fiscal year, our average daily ridership is about 30/day.</li> <li>○ Compared to the same period of last year, this is a 3% decrease.</li> </ul> </li> </ul>	<b>Presenter:</b> Ralf Heseler
<b>Transition Consultant Update:</b> <ul style="list-style-type: none"> <li>• Transition Study Process – Current Status <ul style="list-style-type: none"> <li>○ Currently, they are in the process of finalizing the Transition Analysis Report, along with the Financial Memorandum. Upon completion, the Transition Plan Report will be generated. <ul style="list-style-type: none"> <li>▪ Seven topical areas include: Lessons Learned, Contract &amp; Agreements, Staffing, Committees, Financial Assessment, Operational Assessment, and Governance Analysis</li> </ul> </li> </ul> </li> <li>• Transitioning Contracts <ul style="list-style-type: none"> <li>○ Three primary operating contracts in place: Amtrak Vehicle Heavy Maintenance, Herzog Signal Maintenance, and Alstom Rail Operations. All have been extended to mid-2024 and the recommendation is to extend them three more years into 2027 to allow for smoother transition.</li> <li>○ Additionally, it is the recommendation to have third party legal staff to help manage work effort regarding contract dates.</li> </ul> </li> <li>• Committee Recommendations <ul style="list-style-type: none"> <li>○ Maintain existing Technical Advisory Committee (TAC) and Customer Advisory Committee (CAC) per Interlocal Agreements</li> <li>○ After transition, may want to establish new committees, such as Oversight Committee, Finance and Audit Committee, and Risk Management Committee, to advise Commission on specialized governance and oversight matters.</li> </ul> </li> <li>• Fare System Assessment <ul style="list-style-type: none"> <li>○ The recommendation is to hire independent third-party oversight to monitor implementation of new fare system which is anticipated to be implemented in 2023.</li> <li>○ Project risks should be monitored: <ul style="list-style-type: none"> <li>▪ New team collaboration</li> <li>▪ Project schedule should enable proper project management and oversight</li> <li>▪ Transition to new fare system will be complex</li> <li>▪ Operations &amp; Maintenance (O&amp;M) services not fully defined</li> <li>▪ Monitor Risk Register to ensure proper identification of risks</li> </ul> </li> </ul> </li> <li>• Operational Analysis <ul style="list-style-type: none"> <li>○ SunRail infrastructure is in a State of Good Repair (SGR).</li> <li>○ A review of the past 3 years of Federal Railroad Administration (FRA) inspection findings and/or violations have not shown any systemic issues.</li> <li>○ The FRA is confident in and comfortable with the SunRail operation. Minimal updates to plans will be required.</li> <li>○ Recommendation: Prior to transition, conduct review to ensure SunRail maintenance and Capital Improvement Program (CIP) has progressed and not deferred.</li> </ul> </li> <li>• Three Potential Governance Options <ul style="list-style-type: none"> <li>○ Option 1: CFCRC recruits comprehensive, in-house staff to provide all management, administration, and operating functions. This is the most expensive option.</li> <li>○ Option 2: CFCRC recruits in-house staff to provide management and administration functions while contracting out all operating services, like current FDOT organization. This is the second most expensive option.</li> <li>○ Option 3: CFCRC recruits no staff and contracts all functions (management, administration, and operations) to another agency, most likely LYNX, which may subcontract operating functions as indicated in Option 2. This is the least expensive option.</li> <li>○ Three additional slides were presented providing more detailed information on each of the three options.</li> </ul> </li> <li>• Four Types of Cost Allocations Per Agreements <ul style="list-style-type: none"> <li>○ Insurance—maintain liability insurance with a deductible or self-insured amount <ul style="list-style-type: none"> <li>▪ Costs include insurance broker and self-retention fund</li> <li>▪ FDOT carries \$10M self-retention fund</li> <li>▪ \$322M liability insurance to comply with federal cap</li> <li>▪ Insurance costs allocated by percentage share of Local Operating Support</li> </ul> </li> <li>○ Local Operating Support/Share—Local Funding Partners responsible for share of system operating costs.</li> </ul> </li> </ul>	<b>Presenter:</b> Alan Danaher

- System Operating Costs include operation and maintenance costs, fuel, banking, ticketing, consultant support, and 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
    - The last Funding Determination Year
    - Farebox Revenue credited to each Local Funding Partner
  - Local Operating Share Methodology
    - Step 1: Operating Costs – Operations Revenue = Operating deficit
    - Step 2: Operating deficit x Embarking & disembarking share = Local operating support
      - Volusia 9.58%
      - Seminole 18.32%
      - Orlando 33.23%
      - Orange 23.18%
      - Osceola 15.68%
  - Local Operating Share Allocation
    - This slide presented shows the total and peak embarkings/disembarkings annually, along with the share percentages of each Local Funding Partner based on those numbers.
- Capital Plan Funding—Local Funding Partner responsible for share of capital projects for the system
  - The Five-Year Capital Plan will address:
    - Station upgrades
    - Infrastructure upgrades
    - Vehicle overhauls, etc.
  - Allocation based on track miles in each jurisdiction
- Station Maintenance Costs—maintenance and housekeeping costs
  - Joint Use Agreements entered with Local Funding Partner prior to Phase I 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
  - Local Funding Partner have been assuming station maintenance costs since beginning of SunRail operations
  - Station Maintenance Costs not included in Financial Assessment
- Revenue
  - The CFCRC 2021 revenue was \$15,521,712, with less than 10% coming from fare box collections, and the great majority coming from the FTA funding.
- Total Cost Comparison of Three Governance Options
  - The costs for 5.25 fiscal years (FY24 Q4-FY29) was presented
  - FY27 shows a spike in costs, which is the year the Commission would absorb the Operations and Maintenance contracts
- Local Funding Partner Allocations for each Option
  - This chart shows the costs net of all revenues for each Local Funding Partner for each of the FYs through 2029.
- 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
  - Mr. Grzesik commented that these proposed next steps (above) are the reason that the CFCRC is now meeting more frequent, because there is a lot of activity and decision making to take place.
    - Mr. Danaher responded that by the next CAC meeting 9/29, the Board will have decided on the governance scenario, with the intent of adoption at the November CFCRC meeting.
  - Mr. Heffinger commented that Governance Option 3 is essentially what FDOT is doing now, but with LYNX becoming the entity that absorbs all the functions such as HR, procurement, legal and assumes the contracts.
    - Alan Danaher mentioned conversations with LYNX continue to happen, especially pertaining to Option 3.

- Mr. Spears responded with his idea that LYNX is the correct entity to assume responsibility of SunRail, and that the other two options, CFX and Brightline, are not good fits at all. The reason being that they don't have the same mission as LYNX, that is, providing public transportation as an alternate to driving.
  - Mr. Danaher reminded everyone that neither CFX nor Brightline have expressed interest in taking over, and that LYNX is, in fact, the best option. There are challenges, however, especially related to LYNX operating SunRail, but not operating buses in Volusia County.
- Mr. Spears expressed the additional opinion that LYNX is the best option from an operations standpoint, who would be better to synchronize the train/bus schedules for maximum efficiency.
- Mr. Spears continued by asking Mr. Heffinger if FDOT is transferring all SunRail related ROW, rail, rolling stock assets to the local entity that will be running it.
  - In response, Mr. Heffinger said FDOT will own the assets, but will lease the corridor to CFCRC to operate those assets.
- Luis Nieves-Ruiz commented that if the Orange County penny sales tax passes, it's still less than 10% of the local funding share.
  - Mr. Danaher reminded everyone that there is not anything in the contract regarding how the Local Funding Partners are to generate funds, only the amount for which they would be responsible. It would be up to them to identify their final strategy.
- Mr. Spears inserted one more comment, this one about recreational ridership. The two things, he said, that are essential to that are "nights and weekends." As a follow up, Dorothy O'Brian asked how ridership is in the later hours.
  - Mr. Heffinger mentioned all the different ways Evolve is attempting to engage the recreational rider, including Magic games and other Amway events, Dr. Phillips Center shows, Orlando City games, Solar Bear games, etc. It is his contention also that the increase in ridership this year compared to last year would not have been as much (20-25% instead of 39%) if it were not for their marketing outreach efforts.
- Dorothy O'Brian asked if there have been any surveys done in the developments around the stations to see how many are using SunRail for commuting or recreational purposes.
  - Mr. Calvert of Evolve explained digital surveys have been conducted to gauge potential leisure rider interest in a number of activities including museums, restaurants, attractions and destination stations (such as Winter Park, Kissimmee and downtown Orlando.) The surveys demonstrated a keen interest during the summer months and has been supported by the high "non-commuting" train ridership figures. Both the Lake Mary and Longwood station showed higher levels of engagement based on the immediate proximity to residential complexes.
    - Mr. Heffinger addressed the problem with looking at only percentages by comparing Kissimmee parking lots with DeBary. Kissimmee is 100%, but only has 28 spots. DeBary is around 20% but has 483 spots.
  - Dorothy O'Brian commented about the need for more future thinking regarding younger riders.
    - Mr. Calvert shared that soon a marketing campaign will target Longwood, Lake Mary, all apartment complexes directed to students regarding the ease of travel. Looking towards the future with progressive ideas.
    - Mr. Heffinger added there has been extended security hours downtown for those college students.
      - In response, Ms. O'Brian shared of her experience of seeing train security on their phones and not paying full attention, especially one guard who sits and talks to the same group of riders every day.
        - Mr. Heffinger first shared that he would like to be contacted directly if/when this is witnessed, and then informed everyone of the federal law that exists forbidding conductors to be on their phone.
  - Luis Ruiz-Nieves commended a member of the cleaning staff who found a lost item and returned it personally to the owner.
    - Mr. Heffinger said that anyone can report good customer service via the website, that those stories are great to hear.

**Committee Member Comments:**

- No additional comments.

**Presenter:** James Grzesik

Next meeting is scheduled for Thursday, September 29, 2022, at 5:00 p.m.; LYNX Central Station, 2<sup>nd</sup> Floor Open Space Room.

**Meeting adjourned at 6:34 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](mailto: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
- 2023 MEETING DATES AND TIME



# 2023 Meeting Dates:



**January 05 – Time (TBD)**

**March 30 – Time (TBD)**

**June 29– Time (TBD)**

**September 28– Time (TBD)**



# PUBLIC COMMENTS

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# AGENCY UPDATE

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







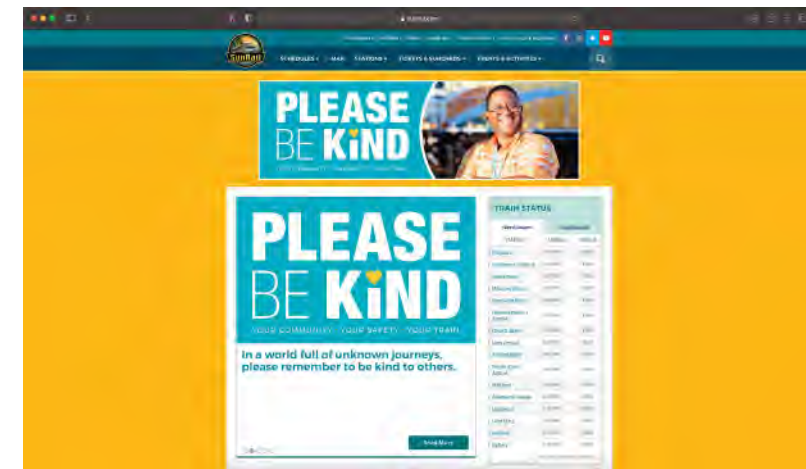
# NEW BE KIND CAMPAIGN

New communication program to increase safety by promoting kindest regard for crews, Ambassadors, and fellow riders. Multiple elements include:

- Additional de-escalation training for staff
- Coordination with local law enforcement
- Public outreach through digital channels and station/onboard signage

# PLEASE BE **Ki**ND

YOUR COMMUNITY • YOUR SAFETY • YOUR TRAIN





# LAW ENFORCEMENT TASK FORCE

- SunRail met with multiple local law enforcement agencies on 8/29/22 to collaborate on safety, incident response, and available training resources.







# NEW PROMOTIONS

- **RIDERSHIP UP 39%**
- Community partnerships for upcoming events include:
  - Orlando City
  - Orlando Magic
  - Dr. Phillips Center
  - City of Winter Park
  - City of Kissimmee
- College Week Success





# RAIL SAFETY WEEK 2022

## 9/19 – 9/23

- Leveraged the trending modern retro 80's style to deliver an engaging, and shareable Rail Safety Week campaign
- Social media videos
- Promotion with community partners
- Collaboration with local law enforcement and Amtrak for Operation Clear Track







# MOBILITY WEEK 2022

- Mobility Week is Oct. 24 – Oct. 28
- Statewide initiative to spread awareness on how, where, and why to use public transportation
- SunRail and LYNX will offer free rides on Tuesday, Oct. 25, to encourage new riders





## PHASE 2 NORTH

- Currently in design and material procurement phases (survey and geotechnical field investigations)
- Project is on schedule, and anticipated to be completed by Summer 2024
- Design-build is also in coordination with the signal design and construction work







# FARE COLLECTION

Sunrail's Fare collection procurement team is working collaboratively with the moovel team to ensure delivery of a more robust system.

- The fare collection system team is working through the planning and system design
- Anticipated release of the mobile app will be Q2 2023
- Hardware and software configuration testing is in progress with Flowbird, the ticket vending machine manufacturer
- The final project schedule is under review with moovel



# ABOVE AVERAGE

- On-Time 41 Days
- 65 Operating Days
- Ran 2,600 Trains



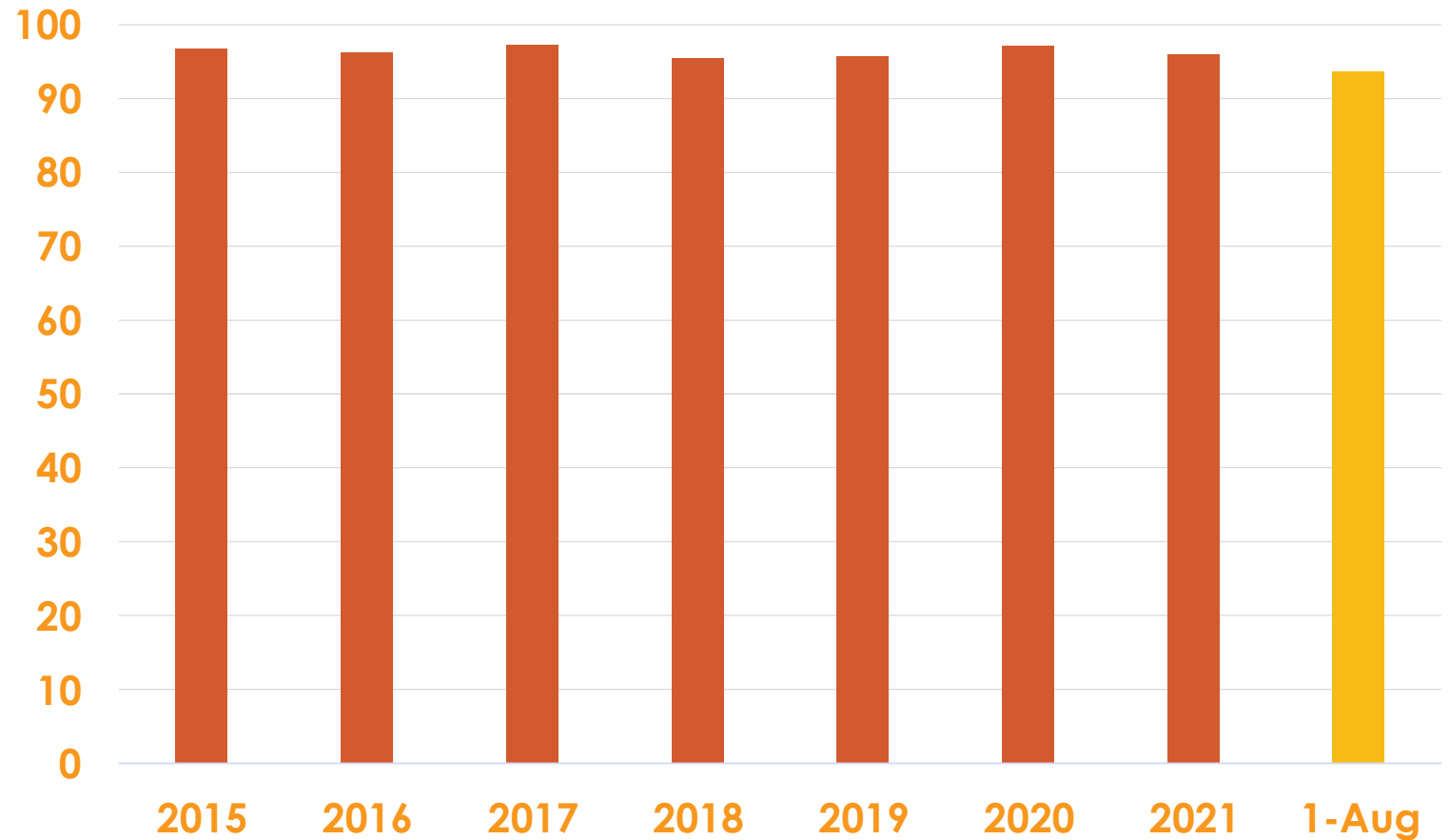
## ON-TIME PERFORMANCE AVERAGE

June 2022 – August 2022

Goal = 95%

Actual = 93.0%

Contract = 98.6%



From inception and current month.



# PTC SUCCESS

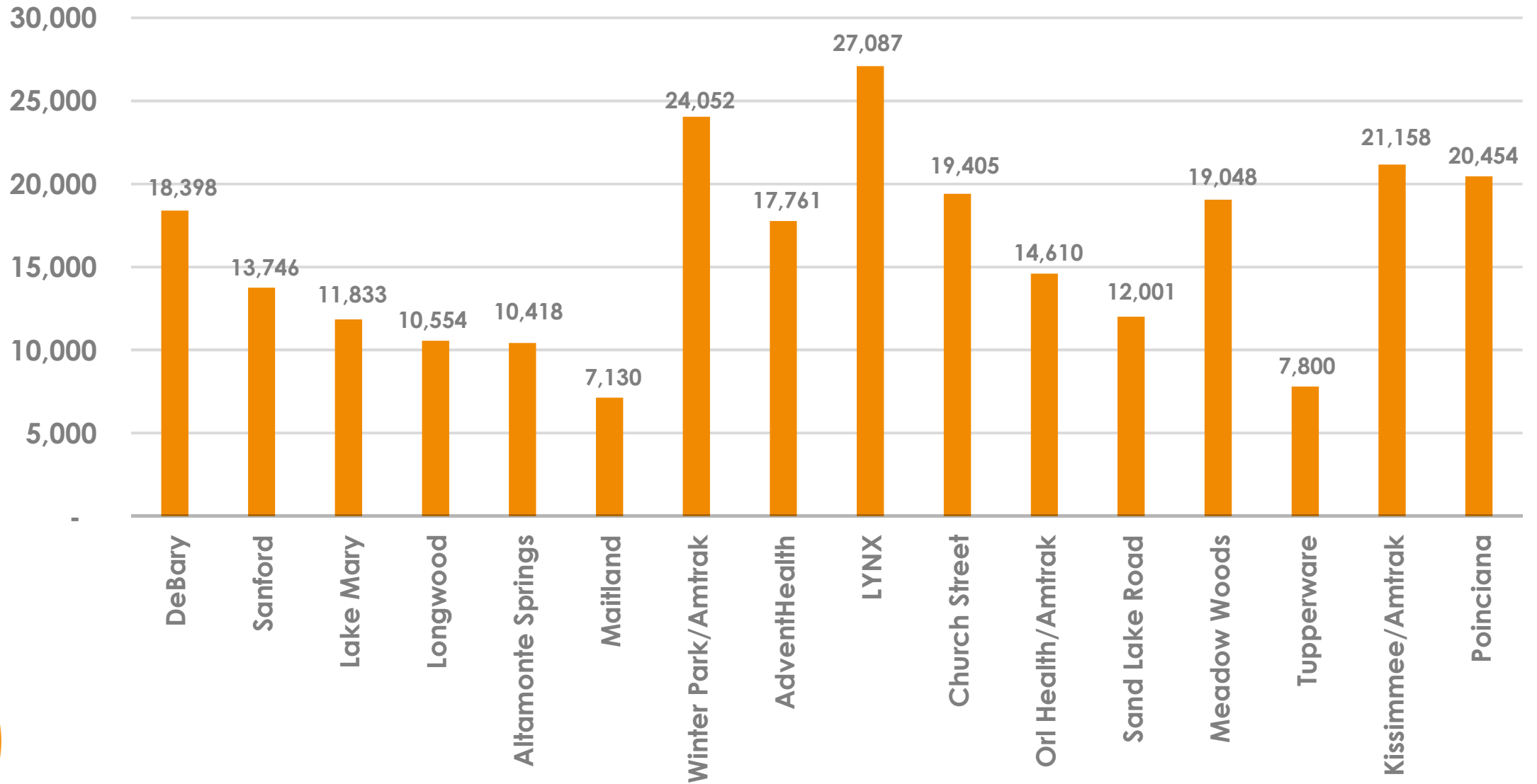
- Year to Date PTC Active Operating Percentage:
  - SunRail 99.5%
  - CSX 99.7 %
  - AMTRAK 99.6%

Through August 31, 2022

# BOARDINGS BY STATION



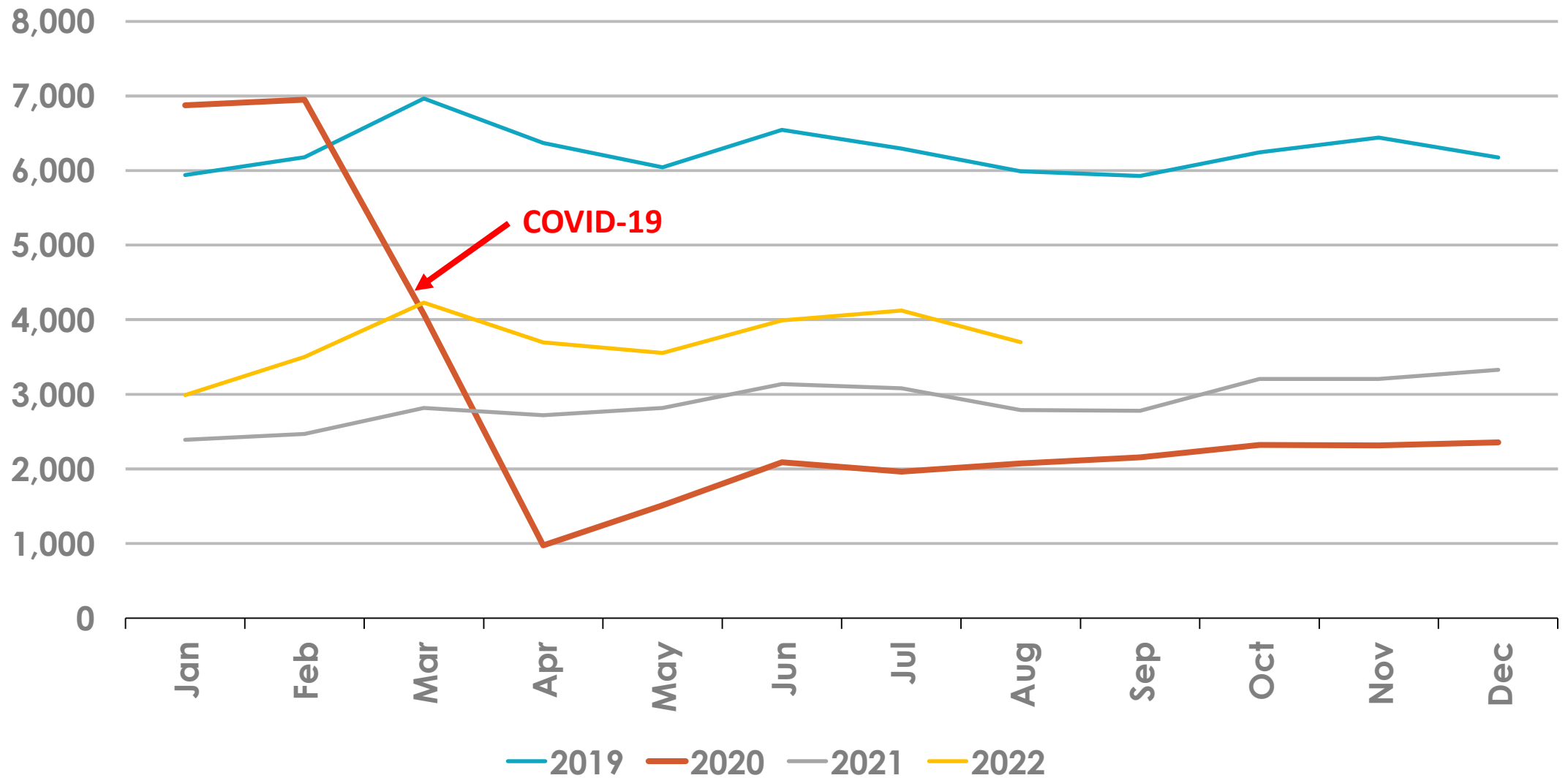
## Ridership June – August 2022





# AVERAGE DAILY RIDERSHIP

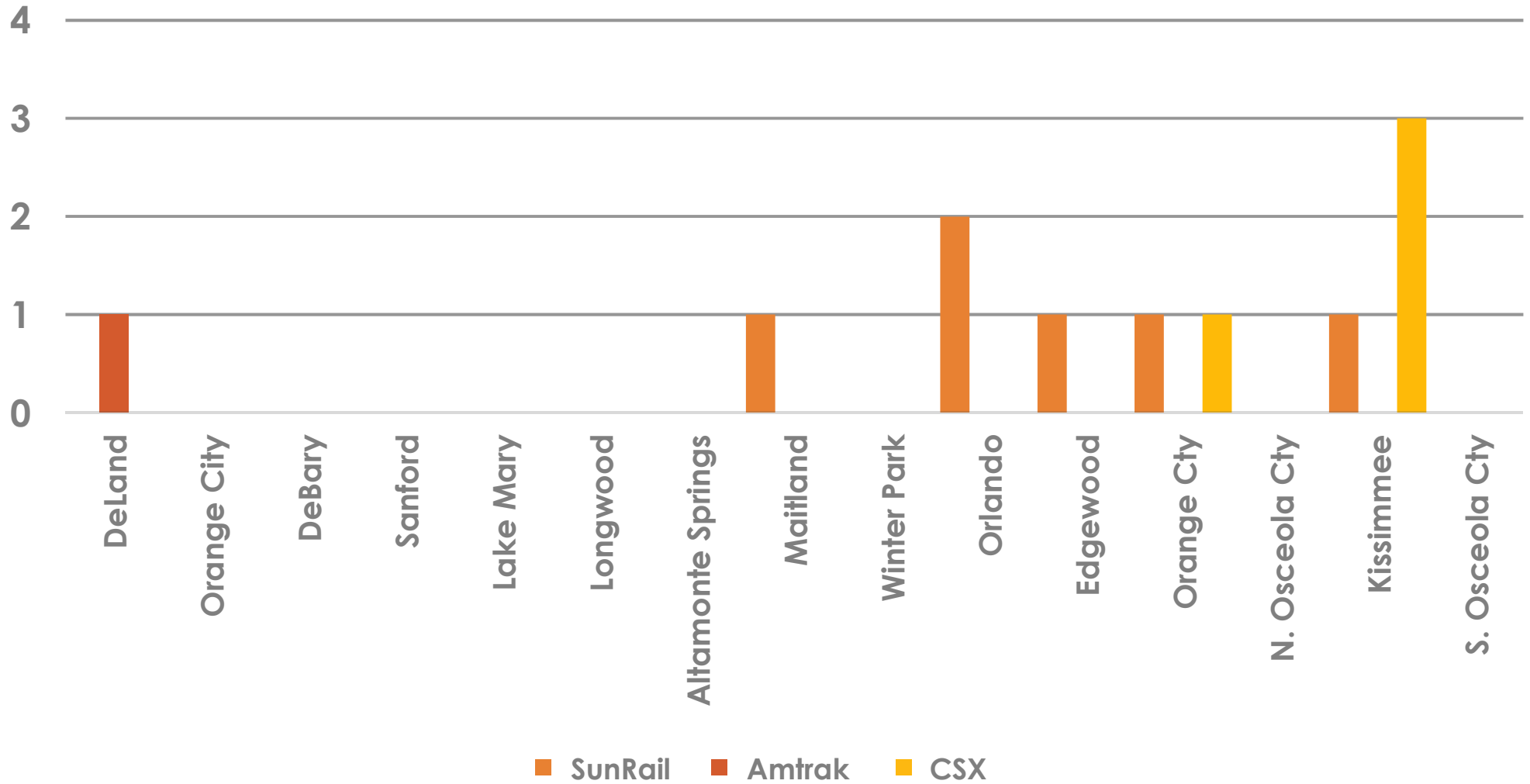
Jun – 3,992 | Jul – 4,125 | Aug – 3,701



# REVENUE INCIDENTS BY CITY/COUNTY



June 2022 – August 2022



# FY 22/23 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

<b>TOTAL OPERATING COSTS, CAPITAL MAINTENANCE AND CONSULTANT SUPPORT</b>
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ANNUAL BUDGET
\$ 10,745,000
\$ 16,255,000
\$ 1,350,000
\$ 910,000
\$ 2,090,000
\$ 3,500,000
\$ 3,500,000
\$ 5,000,000
\$ 2,100,000
\$ 5,000
\$ 75,000
\$ 30,000
\$ 40,000
\$ 10,000
\$ 300,000
\$ 9,500,000
\$ 2,200,000
\$ 57,610,000

\$ 2,000,000
\$ 8,895,000
\$ 12,200,000

<b>\$ 80,705,000</b>
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YEAR TO DATE AUGUST 31, 2022	
BUDGET	ACTUAL
\$ 1,790,833	\$ 1,762,226
\$ 2,709,167	\$ 2,702,868
\$ 225,000	\$ 162,567
\$ 151,667	\$ 75,512
\$ 348,333	\$ 514,040
\$ 583,333	\$ 892,362
\$ 583,333	\$ 602,607
\$ 833,333	\$ -
\$ 350,000	\$ 210,928
\$ 833	\$ 588
\$ 12,500	\$ 12,061
\$ 5,000	\$ 2,040
\$ 6,667	\$ 5,550
\$ 1,667	\$ -
\$ 50,000	\$ -
\$ 1,583,333	\$ 1,572,500
\$ 366,667	\$ 592,623
\$ 9,601,667	\$ 9,108,472

\$ 333,333	\$ 428,004
\$ 1,482,500	\$ 3,094,331
\$ 2,033,333	\$ 1,650,058

<b>\$ 13,450,833</b>	<b>\$ 14,280,864</b>
----------------------	----------------------

# FY 22/23 OPERATING BUDGET UPDATE



OPERATING REVENUE	ANNUAL BUDGET	YEAR TO DATE AUGUST 31, 2022	
		BUDGET	ACTUAL
Farebox revenue	\$ 2,200,000	\$ 366,667	\$ 376,046
CSX usage fees	\$ 3,850,000	\$ 641,667	\$ 909,372
Amtrak usage fees	\$ 956,000	\$ 159,333	\$ 191,338
FCEN usage fees	\$ 21,500	\$ 3,583	\$ 6,256
Right-of-way lease revenue	\$ 125,000	\$ 20,833	\$ 31,865
Ancillary revenue	\$ 235,000	\$ 39,167	\$ 21,323
<i>Subtotal - System revenue</i>	\$ 7,387,500	\$ 1,231,250	\$ 1,536,201
FTA §5307 - Urbanized Area Grant Funds	\$ 20,843,886	\$ 20,843,886	\$ 20,843,886
ARPA Grant Funds	\$ 13,184,483	\$ 13,184,483	\$ 13,184,483
<b>TOTAL OPERATING REVENUE</b>	<b>\$ 41,415,869</b>	<b>\$ 35,259,619</b>	<b>\$ 35,564,570</b>

# FY 22/23 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**

ANNUAL BUDGET
\$ 10,745,000
\$ 16,255,000
\$ 1,350,000
\$ 910,000
\$ 2,090,000
\$ 3,500,000
\$ 3,500,000
\$ 5,000,000
\$ 2,100,000
\$ 5,000
\$ 75,000
\$ 30,000
\$ 40,000
\$ 10,000
\$ 300,000
\$ 9,500,000
\$ 2,200,000
\$ 57,610,000

\$ 2,000,000
\$ 8,895,000
\$ 12,200,000

**\$ 80,705,000**

YEAR TO DATE AUGUST 31, 2022	
BUDGET	ACTUAL
\$ 1,790,833	\$ 1,762,226
\$ 2,709,167	\$ 2,702,868
\$ 225,000	\$ 162,567
\$ 151,667	\$ 75,512
\$ 348,333	\$ 514,040
\$ 583,333	\$ 892,362
\$ 583,333	\$ 602,607
\$ 833,333	\$ -
\$ 350,000	\$ 210,928
\$ 833	\$ 588
\$ 12,500	\$ 12,061
\$ 5,000	\$ 2,040
\$ 6,667	\$ 5,550
\$ 1,667	\$ -
\$ 50,000	\$ -
\$ 1,583,333	\$ 1,572,500
\$ 366,667	\$ 592,623
\$ 9,601,667	\$ 9,108,472

\$ 333,333	\$ 428,004
\$ 1,482,500	\$ 3,094,331
\$ 2,033,333	\$ 1,650,058

**\$ 13,450,833      \$ 14,280,864**

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ARPA Grant Funds	\$ 13,184,483	\$ 13,184,483	\$ 13,184,483
<b>TOTAL OPERATING REVENUE</b>	<b>\$ 41,415,869</b>	<b>\$ 35,259,619</b>	<b>\$ 35,564,570</b>



# 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>	<b>22</b>	<b>19</b>	<b>22</b>	<b>19</b>	<b>20</b>	<b>23</b>	<b>22</b>	<b>20</b>	<b>22</b>	<b>22</b>	<b>22</b>	<b>23</b>	<b>256</b>
<b>Sanford</b>	112	279	266	219	211	228	146	271	256	196	173	222	<b>215</b>
<b>Lake Mary</b>	42	49	56	49	51	57	74	64	51	51	60	65	<b>56</b>
<b>Longwood</b>	39	57	50	65	62	66	69	66	40	51	51	53	<b>56</b>
<b>Altamonte Springs</b>	40	101	80	112	30	55	13	38	37	81	111	108	<b>67</b>
<b>Maitland</b>	15	12	14	12	11	10	15	14	12	10	15	10	<b>13</b>
<b>Winter Park</b>	201	227	255	236	234	241	227	226	168	216	227	217	<b>223</b>
<b>Florida Hospital/Health Village</b>	246	255	248	245	265	260	280	210	261	181	282	275	<b>251</b>
<b>LYNX Central Station</b>													-
<b>Church Street Station</b>													-
<b>Orlando Health/Amtrak</b>	17	20	20	12	13	17	18	17	21	18	17	18	<b>17</b>
<b>Sand Lake Road</b>	71	87	73	79	82	112	91	111	84	148	151	146	<b>103</b>
<b>Meadow Woods</b>	77	80	76	80	55	65	71	85	38	53	49	96	<b>69</b>
<b>Tupperware</b>	7	11	11	10	10	12	8	10	6	12	10	12	<b>10</b>
<b>Kissimmee Intermodal</b>													-
<b>Poinciana</b>	4	4	3	3	5	4	5	5	2	5	4	6	<b>4</b>
<b>Total - All Stations</b>	<b>871</b>	<b>1,182</b>	<b>1,152</b>	<b>1,122</b>	<b>1,029</b>	<b>1,127</b>	<b>1,017</b>	<b>1,117</b>	<b>976</b>	<b>1,022</b>	<b>1,150</b>	<b>1,228</b>	<b>1,083</b>
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	
<b>Days of Operation</b>	<b>21</b>	<b>21</b>	<b>23</b>	<b>21</b>	<b>20</b>	<b>23</b>	<b>21</b>	<b>21</b>	<b>22</b>	<b>21</b>	<b>23</b>		<b>237</b>
<b>Sanford</b>	233	237	258	225	259	246	289	261	258	268	252		<b>253</b>
<b>Lake Mary</b>	61	59	63	64	63	70	59	71	77	79	73		<b>67</b>
<b>Longwood</b>	60	63	58	53	53	61	65	61	58	62	71		<b>60</b>
<b>Altamonte Springs</b>	108	100	92	103	109	123	105	132	123	142	148		<b>117</b>
<b>Maitland</b>	12	13	14	15	13	19	21	17	17	19	16		<b>16</b>
<b>Winter Park</b>	233	236	260	231	240	256	225	234	256	268	276		<b>247</b>
<b>AdventHealth</b>	285	270	288	243	286	313	324	347	321	305	298		<b>298</b>
<b>LYNX Central Station</b>													-
<b>Church Street Station</b>													-
<b>Orlando Health/Amtrak</b>	24	19	25	25	23	24	25	28	26	33	29		<b>26</b>
<b>Sand Lake Road</b>	157	181	167	150	162	183	192	183	184	183	184		<b>175</b>
<b>Meadow Woods</b>	92	86	81	49	104	100	99	110	115	103	111		<b>95</b>
<b>Tupperware</b>	12	14	12	17	16	17	14	16	18	17	14		<b>15</b>
<b>Kissimmee Intermodal</b>													-
<b>Poinciana</b>	6	4	4	6	5	8	5	6	6	6	7		<b>6</b>
<b>Total - All Stations</b>	<b>1,283</b>	<b>1,282</b>	<b>1,322</b>	<b>1,181</b>	<b>1,333</b>	<b>1,420</b>	<b>1,423</b>	<b>1,466</b>	<b>1,459</b>	<b>1,485</b>	<b>1,479</b>	<b>-</b>	<b>1,339</b>
Percent change from FY 21 to FY 22	47%	8%	15%	5%	30%	26%	40%	31%	49%	45%	29%		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	August		Change	% Change
	FY21	FY22		
18	16,106	20,128	4,022	25%
418	3,714	5,001	1,287	35%
155	558	923	365	65%
306	1,306	1,871	565	43%
604	104	291	187	180%
631*	439	N/A	N/A	N/A
632*	209	N/A	N/A	N/A
709	806	1,444	638	79%
831*	N/A	759	111	25%

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



# VOTRAN CONNECTIVITY

June – August 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	22	20	23		236
Total Monthly Ridership	670	684	709	678	570	694	583	585	594	562	672		7,001
Avg Daily Ridership	32	33	31	32	29	30	28	28	27	28	29		30

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



# DISCUSSION ITEMS

- TRANSITION UPDATE
- SUNSHINE CORRIDOR UPDATE



# TRANSITION UPDATE

Alan Danaher



Customer  
Advisory  
Committee  
Presentation

October 5, 2022

# SunRail

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## Transition Plan

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## Consulting

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## Services





# Agenda

- Project Status Update
- Governance Option Discussion
- Discuss Next Steps and Timeline



# Transition Analysis Status

# Transition Analysis – What's Been Reviewed

Lessons  
Learned  
Nationally

Staffing  
Analysis

Operational  
Assessment

Contracts  
&  
Agreements

Financial  
Assessment

Committee  
Structure

Governance  
Options



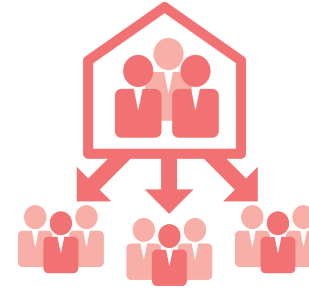
# Governance Discussion

# Three Potential Governance Options



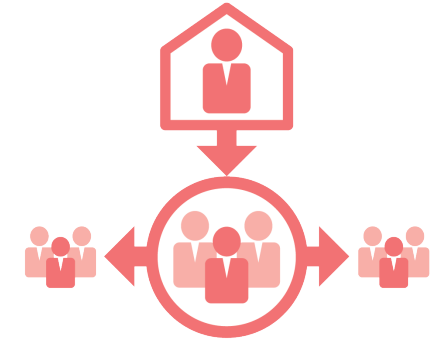
## Option 1

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.



# Governance Options - Cost Comparison

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

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



# Next Steps



# GOVERNANCE DECISION

CFCRC Board approved Option 3 but no specific agency  
yet

## Activities Necessary for Implementation

Staffing

Financial

Administration  
& Support

Contracts  
& Agreements

Capital Delivery

Service Delivery

Operational  
Update

Transition  
Implementatio  
n Program

Transition  
Implementatio  
n Schedule



# Underway, Completed and Next Steps



# Discussion/Questions

# SUNSHINE CORRIDOR UPDATE

Brian Stanger



# **Sunshine Corridor**

## **CAC Update**

### **10.05.2022**





# Organization

Steering Committee Group

Policy Group

Technical Group

# Steering Committee Group

Continued to  
discuss  
impacts of  
Sunshine  
Corridor on  
CFCRC  
members

Reviewed  
Draft  
Resolution  
before CFCRC  
Consideration

# Policy Group

Continued to  
discuss  
impacts of  
Sunshine  
Corridor on  
CFCRC  
members

Developed  
Base Case for  
Ridership  
Study

Discussed FTA  
Feedback from  
the White  
Paper

Reviewed  
Notice of  
Funding  
Opportunity  
for the State-  
Fed  
Partnership  
Grant Program

# Technical Group

Conducted  
Technical  
Tour of  
Corridor

Began  
Refining the  
Base Case  
and  
Alternatives

Developed  
Assignments  
Matrix

Discussed  
FTA  
Feedback  
from the  
White Paper

# Moving Forward

Complete  
Ridership Study

Plan Accordingly  
Considering the  
FTA's Respond to  
the White Paper

Continue to  
Collaborate to  
Develop Cost  
Estimates

Develop  
Consensus on the  
Locally Preferred  
Alternative

# FTA's Response Summary







# Caution

- Continue to document official actions
- Keep technical conversations simple enough for broad understanding of implications
- Provide enough context for public consumption of documents

**THANK YOU**

NEXT MEETING:

January 5, 2023

LYNX Central Station

2nd Floor

Administration Building



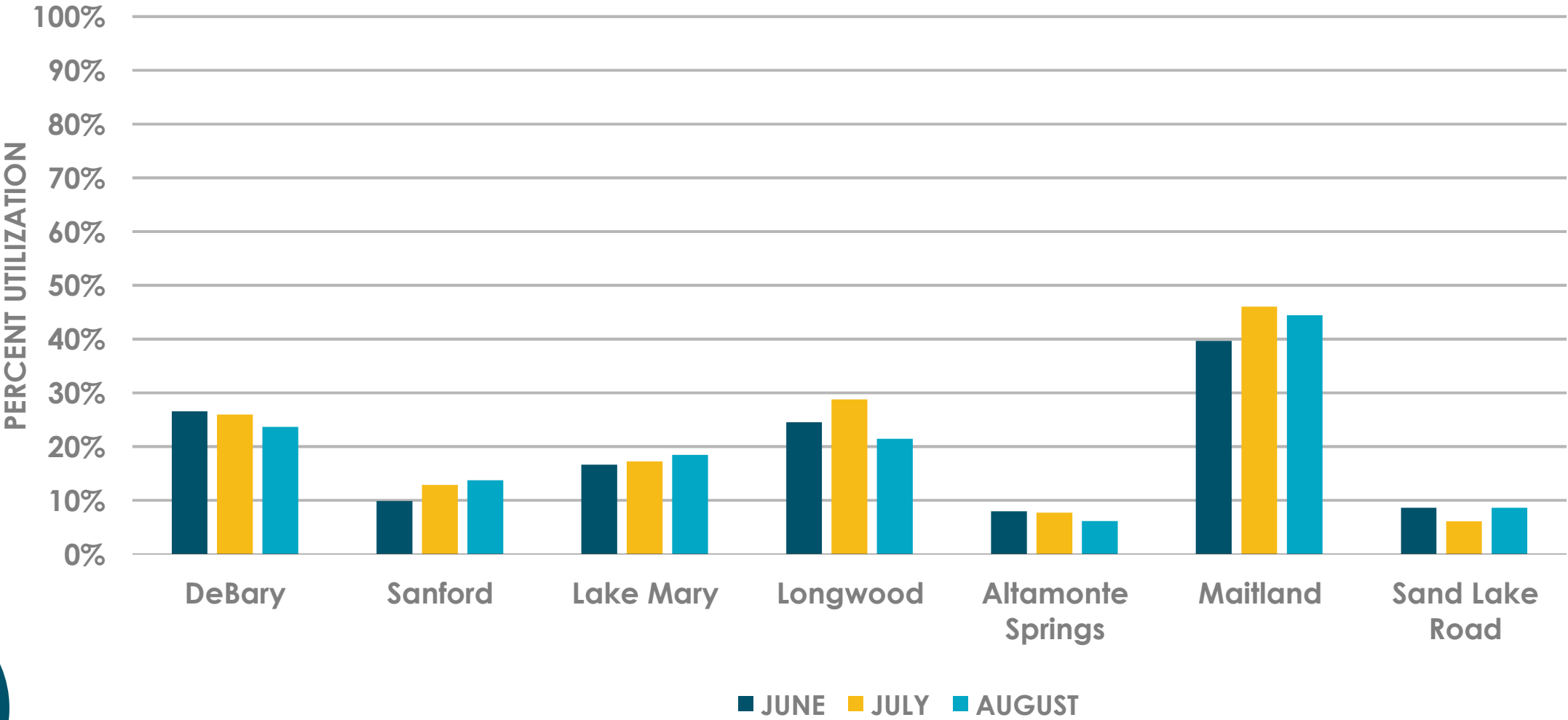
# SUPPORTING CHARTS AND DATA



# IOS STATION PARKING



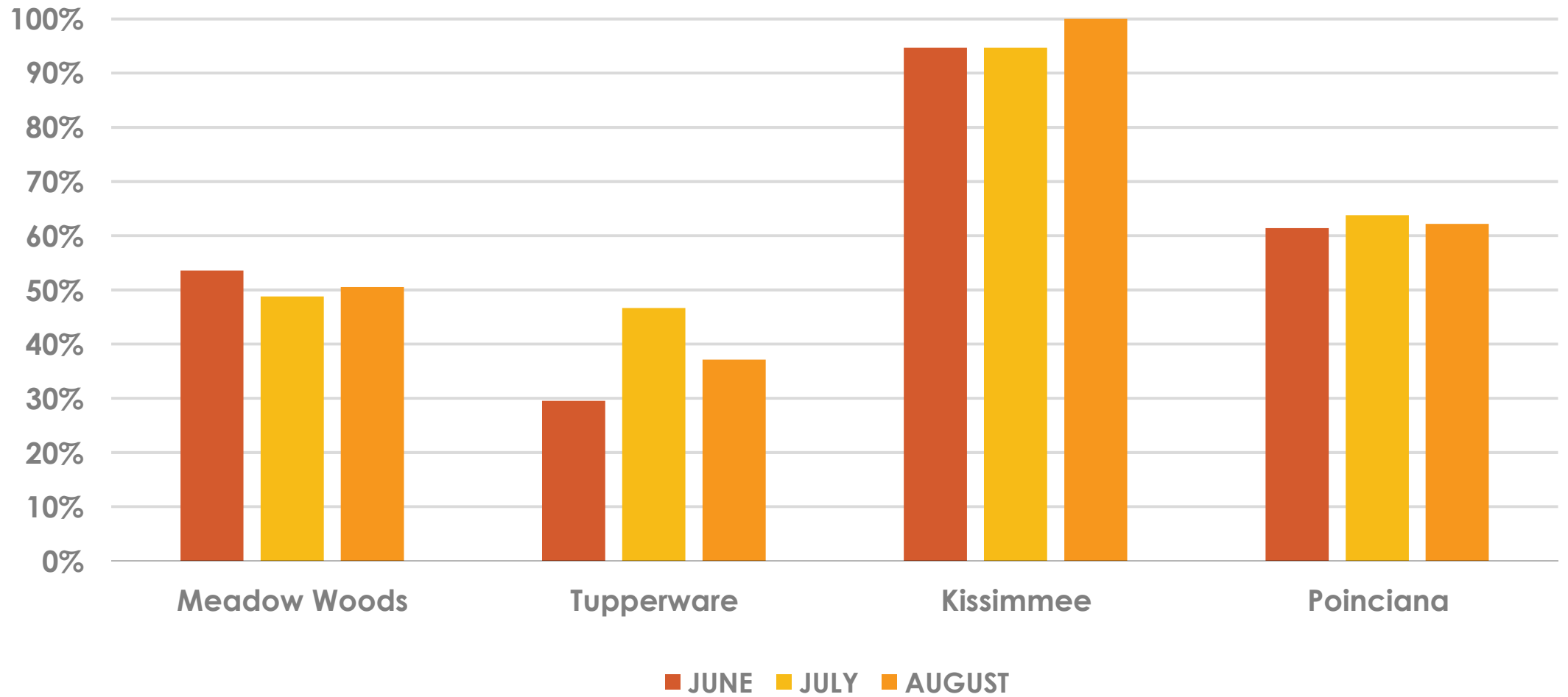
June 2022 – August 2022



# SOUTHERN EXPANSION STATION PARKING

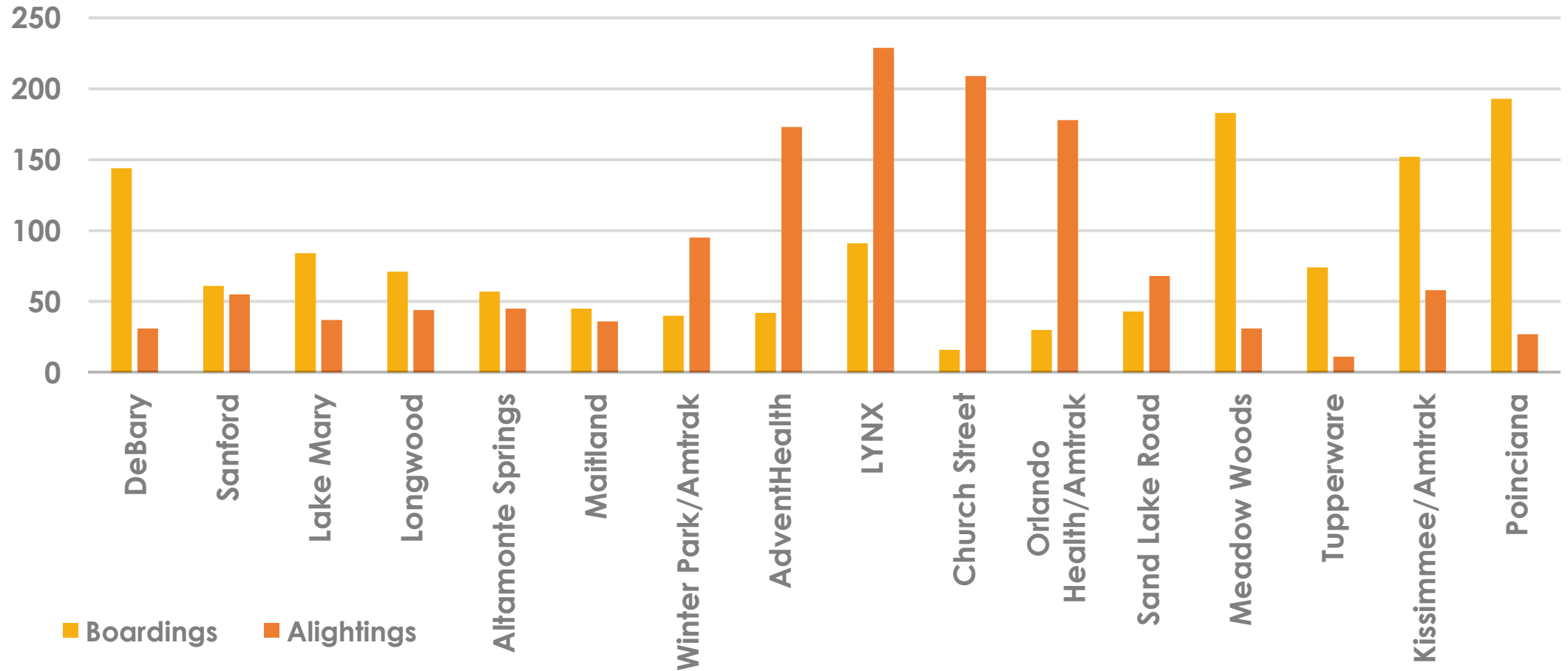


June 2022 – August 2022



# BOARDINGS & ALIGHTINGS

**AM PEAK**  
**5:45 AM – 8:45AM (NB from Poinciana)**  
**June – August 2022**

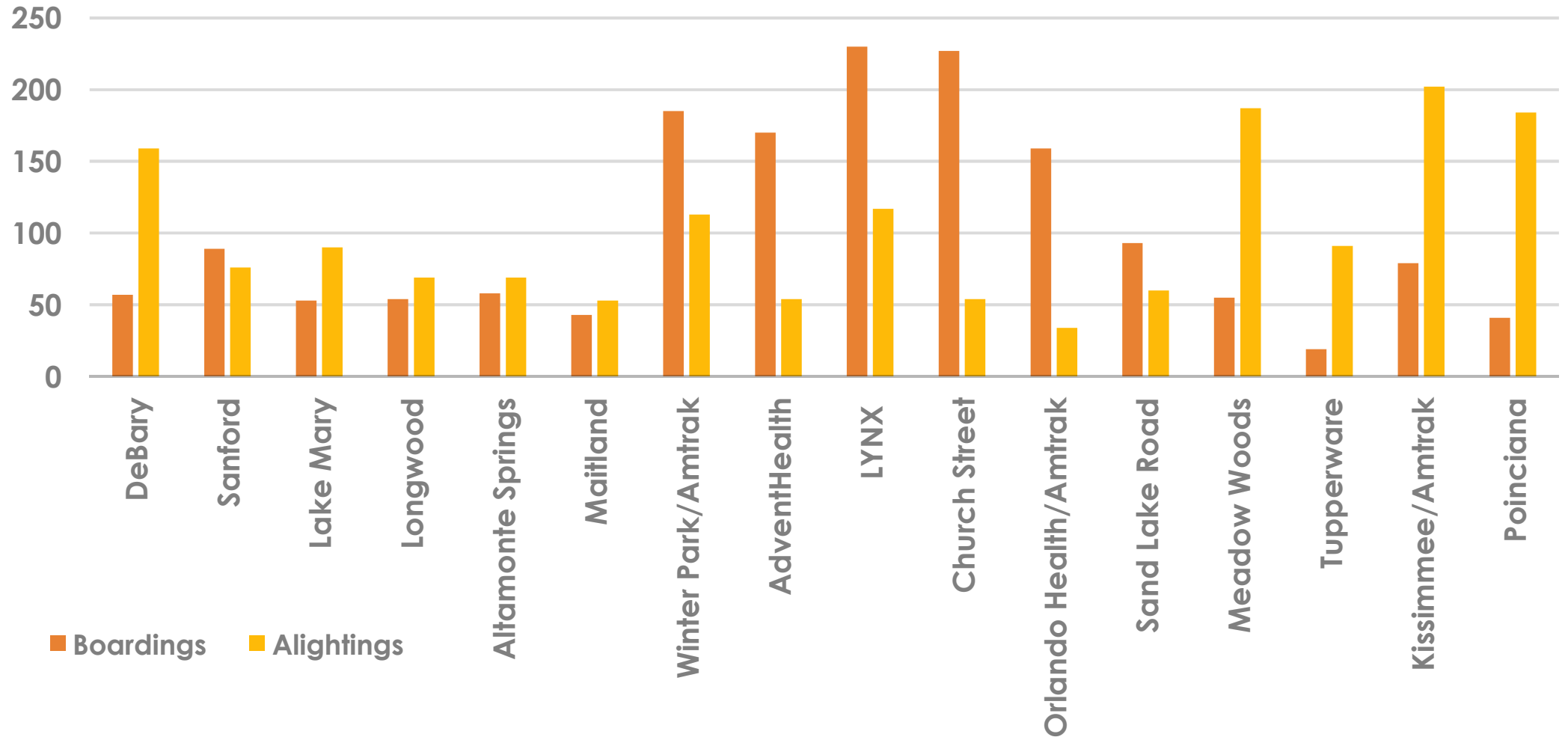




# BOARDINGS & ALIGHTINGS



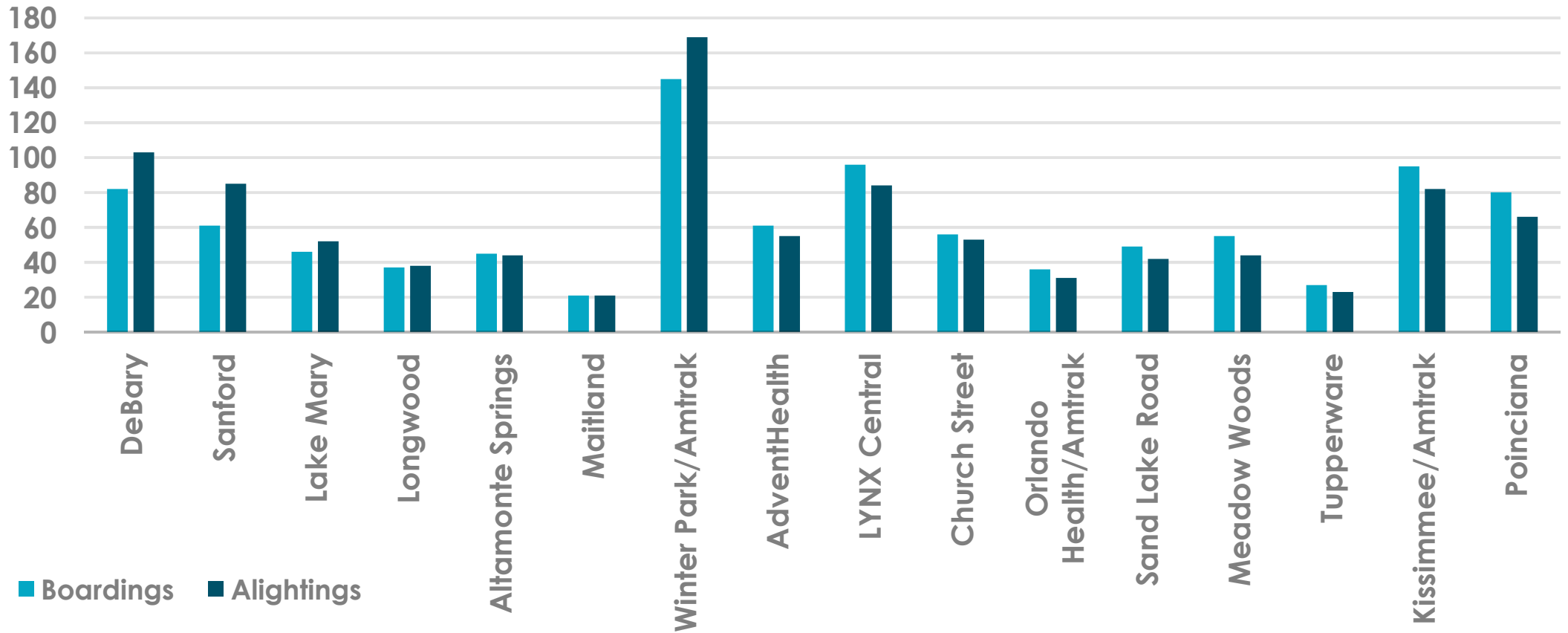
**PM PEAK**  
**3:15 PM – 6:25 PM (NB from Poinciana)**  
**June – August 2022**



# BOARDINGS & ALIGHTINGS



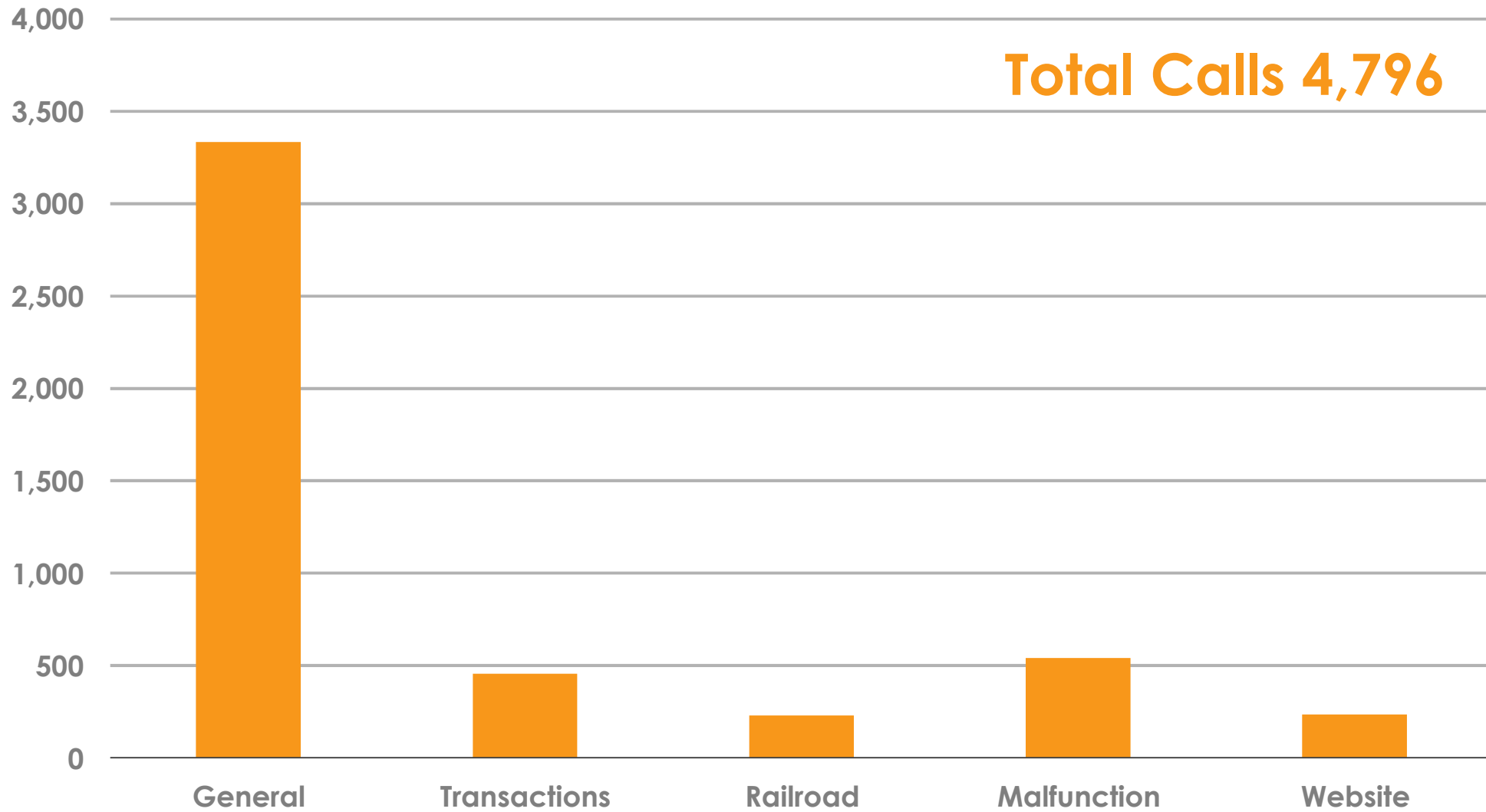
**OFF PEAK**  
**10:45 AM – 2:45 PM; 7:25 PM – 9:55 PM (NB from Poinciana)**  
**June – August 2022**



# CUSTOMER SERVICE CALLS

June – August 2022

Total Calls 4,796





# TRAIN PERFORMANCE DETAIL

June 2022 – August 2022

Train Performance Overview	Trains	Percentage
On-Time	2418	93.0%
Late	176	6.8%
Annulled	6	0.2%
Total Trains Operated	2600	100.0%

Performance Detail	Days	Trains	Percentage
Efficiency Testing	4	4	0.2%
Maintenance of Way	10	12	0.5%
Mechanical	11	20	0.8%
Other	8	28	1.1%
Passengers	16	20	0.8%
Police Activity	7	22	0.8%
Signals & Components	14	38	1.5%
Train Interference	2	2	0.1%
Trespasser/Grade Crossing/Near Misses	8	9	0.3%
Weather	3	26	1.0%
<b>Total (Rounded)</b>		<b>182</b>	<b>7.0%</b>

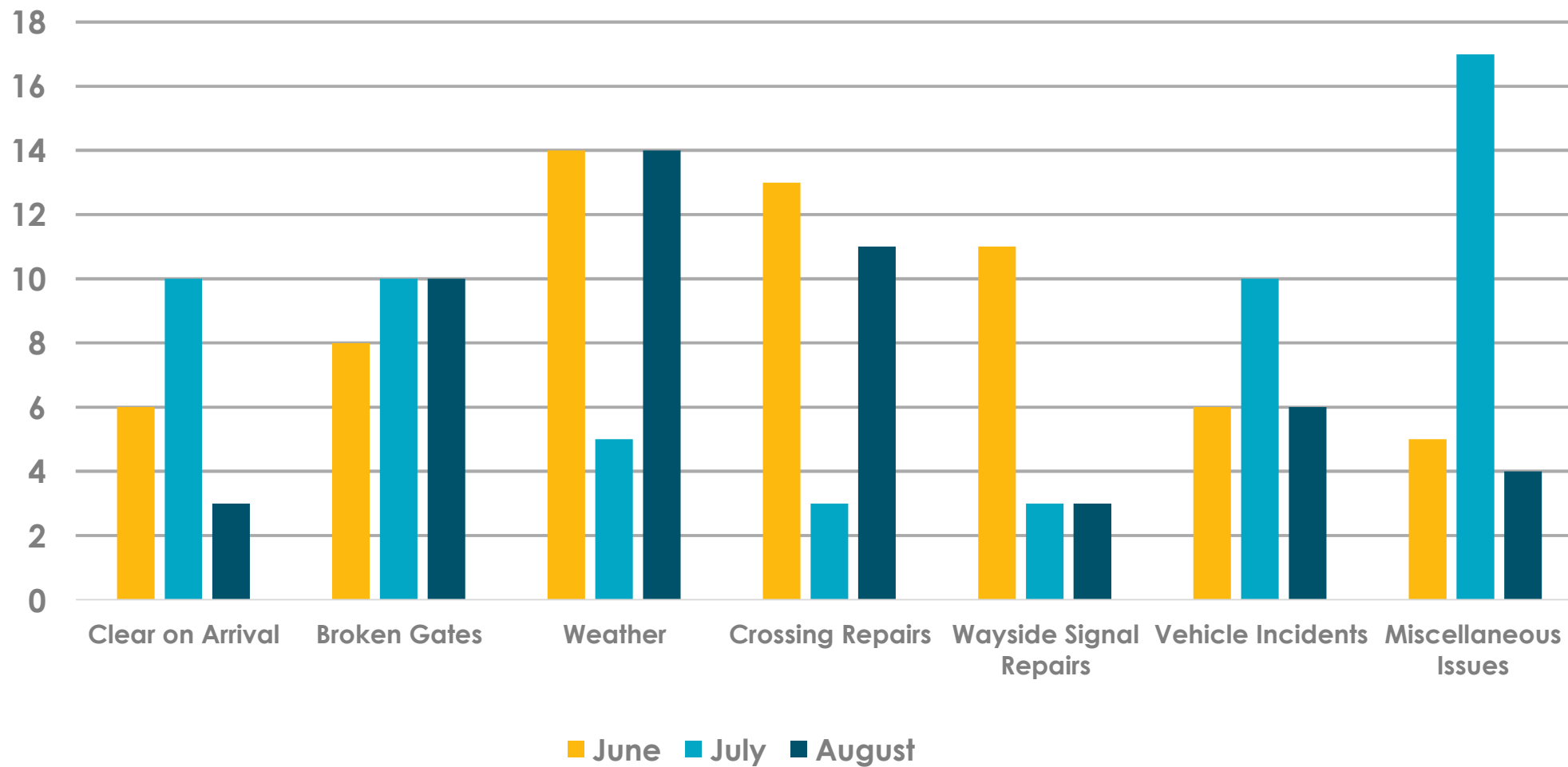
Note: Only categories with a value greater than zero are displayed and rounded to one decimal.



# CFRC SIGNAL SYSTEM INCIDENTS



June – August 2022





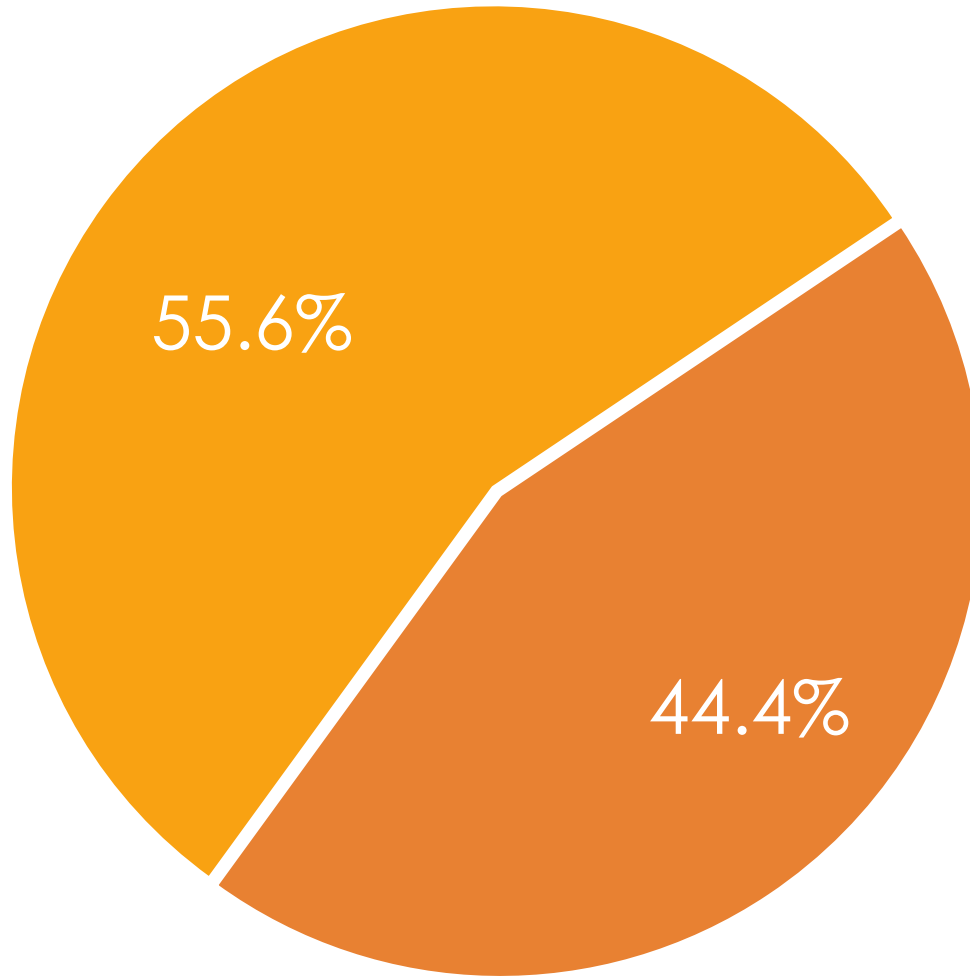
# QUIET ZONES

Jurisdiction	Status
Edgewood	Quiet Zone Established
Orange County	Quiet Zone Established - Final Cost sent to Orange County for budget/approval - LFA to be developed
Maitland	Quiet Zone Established
Winter Park	Quiet Zone Established
Seminole County	Installing four-quadrant gates at Merritt St. LFA Executed – Construction in Progress – approximately 2 months to complete
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](http://SunRail.com)







■ Maintenance ■ Improvements

### ■ Maintenance

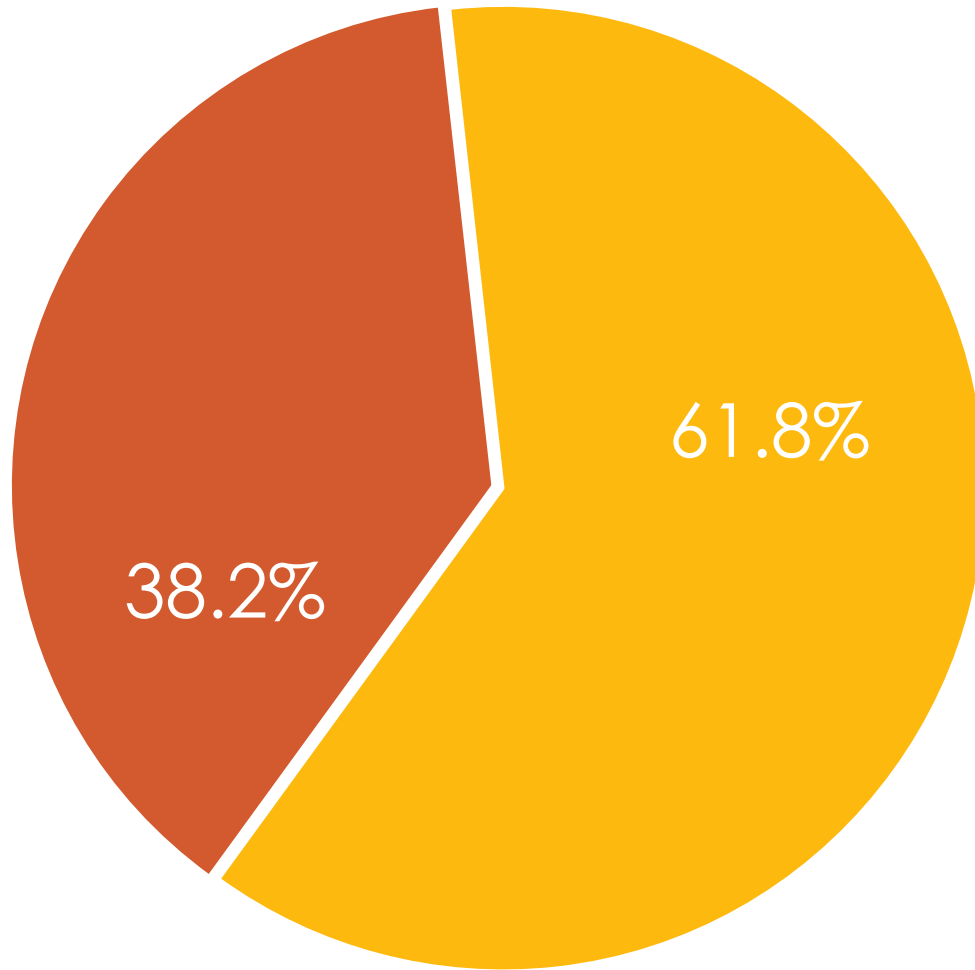
Non-recurring corrective or preventive maintenance or in-kind replacement

### ■ Improvements

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



# FY 22/23 CAPITAL MAINTENANCE



■ 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

