

CUSTOMER ADVISORY COMMITTEE

January 5, 2023





Central Florida Commuter Rail Commission

Customer Advisory Committee

Date: January 5, 2023
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. Confirmation of Quorum**
 - III. Chairman Remarks – James Grzesik**
 - IV. Action Items**
 - a.** Meeting Minutes Approval: October 5, 2022
 - V. Public Comments**
 - VI. Discussion Items**
 - a.** Agency Update – Charles M. Heffinger, Jr., P.E. FDOT/SunRail, Chief Operating Officer
 - b.** Bus Connectivity
 - i.** LYNX – Bruce Detweiler, Manager of Service Planning
 - ii.** Votran – Ralf Heseler, Senior Planner
-



Central Florida Commuter Rail Commission

Customer Advisory Committee

VII. Transition Consultant

- a. Transition Update –

VIII. Sunshine Corridor

- a. Update –

IX. Election of Officers

X. Committee Member Comments

IX. Next Meeting

- a. Next Meeting – March 30, 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 at least three business days prior to the event.

Customer Advisory Committee

October 05, 2022
5:00 p.m.
Hosted by FDOT
LYNX Central Station

Attendees: Chair James Grzesik, Member Dorothy O'Brien, Member J. Gordon Spears, Member Edward Richter, Member Steven Rosario, Nadia Hernandez, Mike Carman, Sandra Gutierrez, Patricia Ruffino, Bruce Detweiler, Ralf Heseler, George Gault, Bill Land, Linda Nesbitt, Kristalyn Stewart, Alan Danaher, Ron Hartman, and Tawny Olore.

Minutes

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

Pledge of Allegiance and Confirmation of Quorum

Announcements: Chairman's Remarks

- August 4, 2022, CFCRC Board Meeting Recap.
 - SunRail security on board the trains was brought up due to transitioning back to collecting fares and checking tickets following a hiatus due to the COVID-19 protocols. Overall, there was a lengthy discussion about security along the entire corridor to advise the municipalities regarding SunRail security protocols.
 - FDOT conducted a thorough review and met with local law enforcement officials on the matter and discussed how best to handle situations going forward. Improvement from this has been evident.
 - Transition Plan was discussed that included three options to be considered. Cost concerns were made known regarding overall operations and maintenance. The CFCRC Board requested more County-by-County information from the Transition Consultant prior to selecting an option. A formal decision was deferred to the next Board meeting in November.
 - Orange County transportation sales tax vote was discussed which is expected to fund future SunRail and other major transportation initiatives. The vote is scheduled to occur during the upcoming November election.

Action Item:

- Adoption of meeting minutes - Motion to adopt minutes passed unanimously.
- Adoption of the 2023 meeting dates and times - Considering alternate times, the majority preferred evening meetings. Motion to adopt proposed meetings passed unanimously.
 - January 5 at 5:00 p.m.
 - March 30 at 5:00 p.m.
 - June 29 at 5:00 p.m.
 - September 28 at 5:00 p.m.

Public Comment:

- No public comments were made.

Agency Update:

Presenter: Michael Carman

- 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 all staff on the train
 - Coordination with local law enforcement
 - Public outreach through digital channels and station/onboard signage
- Law Enforcement Task Force
 - SunRail staff met with each municipality within the CFRC local law enforcement to collaborate on

safety, increased communication, proper incident response reporting, and available training resources.

- Ongoing training for train crews and ambassadors was discussed. Although on-board security, Harris Security is present, the conductors are essentially in charge of the trains.
- Discussed training that was offered to law enforcement agencies.
- Discussed the seriousness of previous events and what could be done to improve on future events.
- Changes were implemented at the LNYX and Church Street Stations. Harris Security was hired for overnight shifts to keep the transient population down allowing for comfortable and free flow to SunRail riders arriving in the early morning hours. This added security presence is also allowing the cleaning of platforms to be kept up.
- New Promotions
 - Ridership up 39%
 - Community partnerships have been established for upcoming events including:
 - Orlando City Soccer, Orlando Magic, Dr. Phillips, City of Winter Park, City of Kissimmee holiday events, and College Week Success.
 - Mr. Carman discussed the modified train scheduled that was put in place due to the effects from the recent hurricane. Due to the severe flooding on the southern end of the corridor, service was restored from DeBary to Meadow Woods Station only. Beginning Friday morning, service to Tupperware will begin.
 - Service between Kissimmee and Poinciana remains tentative due to the washout areas and extensive track work that is needed to rebuild a safe and secure corridor.
- Rail Safety Week
 - The week of September 19 - September 23, SunRail leveraged the trending modern retro 80's style to deliver an engaging, and shareable Rail Safety Week campaign
 - Social media videos were released with great positive feedback in return
 - Promotion with community partners
 - Collaboration with local law enforcement and Amtrak for "Operation Clear Track"
- Mobility Week
 - The week of October 24 – October 28 statewide initiative to spread awareness on how, where, and why to use public transportation will be unveiled
 - SunRail and LYNX will offer free rides on Tuesday, Oct. 25, to encourage new riders
- Phase 2 North Update
 - 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 civil works contractor is also working in close coordination with the signal design and construction contractor
- 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 phase
 - 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
 - On-Time Performance
 - Above average
 - On-Time 41 Days
 - 65 Operating Days
 - Ran 2,600 Trains
- PTC Success
 - Year to Date PTC Active Operating Percentage:
 - SunRail 99.5%
 - CSX 99.7 %
 - AMTRAK 99.6%
- Average Daily Ridership
 - 2019 ridership ranged between 6600-7000.
 - 2020 ridership went down significantly to about 880 riders due to COVID, then began to increase to 2200 range.
 - 2021 ridership reached the 3200 range.
 - 2022 average is currently 3700 riders a day.
- Boarding By Station
 - Northbound and Southbound to Downtown is the highest.
 - Leisure riders in the midday campaigns are in the works to encourage and increase ridership.

<ul style="list-style-type: none"> • Revenue Incidents by City/County <ul style="list-style-type: none"> ○ Incidents that stopped service: <ul style="list-style-type: none"> ▪ SunRail (6) ▪ CSX (4) ▪ Amtrack (1) • FY 22/23 Operating Budget Update <ul style="list-style-type: none"> ○ Insurance premiums spiked the last two years. ○ Operations and maintenance and PTC costs are the heavy hitters. ○ Revenue from CSX usage fees went up due to increase in freight service. • Questions <ul style="list-style-type: none"> ○ Mr. Spears asked about the ticking system update and if LYNX takes over the SunRail operation, would the new system get integrated. <ul style="list-style-type: none"> ▪ Mr. Carman responded the new ticketing system will be more user friendly with more compatible options for a more seamless transition from train to bus. ○ Mr. Spears asked about the damage from Hurricane Ian and areas that were flooded. <ul style="list-style-type: none"> ▪ Mr. Carman mentioned the amount of flooding was unprecedented. The corridor south of Tupperware was completely under water. On the south end, the culverts were washed out and the signal system was under water. A 7 ½-mile area affected. ▪ Mr. Spears asked if the south end track was built too low at its elevation during Phase 2 South construction. ▪ Mr. Carman said he doesn't know that to be fact but that the torrential waters that came through that area was extremely high. Due to the severe flooding, culverts and track sections with new crossties will need to be replaced before full service can be restored to this area. 	<div> <div>LYNX Bus Connectivity:</div> <div>Presenter: Bruce Detweiler</div> </div> <ul style="list-style-type: none"> • Mr. Bruce Detweiler introduced himself as the Manager of Service Planning for LYNX. • LYNX Connectivity (Through August 2022) <ul style="list-style-type: none"> ○ FY 2021 saw a 27% decrease in ridership compared to FY 2020 ○ FY 2022, so far, is showing a 24% total increase in ridership compared to FY 2021 ○ For the Feeder Bus Routes for Phase 2 South, there are significant increases in FY 2022 over FY 2021, both on fixed route and NeighborLink services. • Mr. Carman thanked LYNX for the bus bridges and cooperation provided between the southern stations. • Mr. Grzesik added the overnight quick response time was appreciated.
<div> <div>Votran Bus Connectivity:</div> <div>Presenter: Ralf Heseler</div> </div> <ul style="list-style-type: none"> • Mr. Ralf Heseler introduced himself as Senior Planner for Votran. • Votran Connectivity <ul style="list-style-type: none"> ○ Through July of this FY, average daily ridership is about 28/day. August had a small uptick but remains steady. 	<div> <div>Transition Consultant Update:</div> <div>Presenter: Alan Danaher</div> </div> <ul style="list-style-type: none"> • Transition Analysis Status <ul style="list-style-type: none"> ○ Report Completion Review <ul style="list-style-type: none"> ▪ Lessons learned nationally in over 31 commuter rail properties ▪ Staffing analysis related to different governance options ▪ Operational assessment regarding the state of good repair ▪ Over 30 contracts and agreements need to be transitioned and timeline extended ▪ Financial assessment with Local Funding Partner costs ▪ Committee structure regarding internal and external meetings ▪ Governance options ○ Three Potential Governance Options <ul style="list-style-type: none"> ▪ Option 1: CFCRC recruits comprehensive, in-house staff to provide all management, administration, and operating functions. Less feasible option. ▪ 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 very little staff and contracts all functions (management, administration, and operations) to existing agency (such as LYNX) which may subcontract operating functions as indicated in Option 2. Most feasible option. ○ The next three slides summarize the three options. <ul style="list-style-type: none"> ▪ Option 1: Commission is governing body; most expensive; requires ~200 employees; high

cost and level of liability

- Option 2: Commission is governing body; second most expensive; requires ~50 employees; medium cost; risk is on operating contractors
- Option 3: Commission is governing body: least expensive; requires ~9 employees; risk on LYNX and contractors.
- Governance Options – Cost Comparison
 - Table shows FY24(Q4) through FY29, and Option 3 is least expensive.
- Governance Decision—CFCRC Board directed to move forward with exploring Option 3 but no specific agency yet
 - Activities necessary for implementation
 - Staffing
 - Financial
 - Admin and support
 - Contract and agreements
 - Capital delivery and Service delivery
 - Operational update
 - Transition implementation program
 - Detailed Transition implementation schedule
- Underway, Completed, and Next Steps
 - Finalized Financial Analysis Memo – July 2022
 - Finalized Transition Analysis Report – July 2022
 - Jurisdiction Board Briefings – June-Sept 2022
 - CFCRC Adoption of Governance Structure – In progress
 - Develop Transition Plan – Sept-Nov 2022
 - CFCRC Adoption of Transition Plan – To be determined
- Questions
 - Mr. Spears asked why the Board delayed the agency decision.
 - Mr. Danaher mentioned that hopefully they see the draft transition plan with a generic option 3 mirroring the LYNX organization at an upcoming Board workshop and then make a decision.
 - Mr. Gzesik mentioned from his appearance at the Board meeting, Volusia County had some concerns since LYNX does not operate in that County thus needing more details. Seminole County wanted more details on rising costs.
 - Mr. Rosario asked what stops the Board from choosing LYNX if there is another entity available.
 - Mr. Danaher responded that with extended reviews on other options there was no other entity out there unless one of the local counties took the leadership role. The logical option would be to have a regional entity to operate and maintain the system.

Agenda Item: Sunshine Corridor Update

Presenter: Brian Stanger

- Mr. Stanger introduced himself as the FDOT District 5 Modal Development Manager
 - Sunshine Corridor Background
 - An expansion of a commuter rail system combined with intercity rail from OIA through the Orange County Convention Center (OCCC) and ending at South International Drive. In 2010, an environmental document conducted by Brightline routing the alignment to SR 417 and ultimately connecting to I-4. There has since been a revision to the corridor alignment where we would come down the OUC spur from OIA to Taft Vineland then make the connection to the west.
- Organization and recent actions items
 - 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 – Key locations of interest.
 - Began Refining the Base Case and Alternatives
 - Developed Assignments Matrix – To keep on task and on schedule.
 - Discussed FTA Feedback from the White Paper
 - Moving Forward
 - Next Steps – Complete the Ridership Study, considering the outputs for high-level costs estimates/Reach consensus on an alternative once Ridership Study is complete
- FTA’s Response Summary
 - The follow up call was September 15th.
 - The same participants from work group were there.
 - Six reps from FTA were in attendance, but only one from a previous call.
 - Conversation focused on Capital Improvement Grants (CIG) project (Shuttle Project), as opposed to the Sunshine Corridor.
 - This clarified the need to regroup and communicate our intentions for the corridor.
 - We received a specific request to provide a formal update on that Shuttle Project.
- Moving forward, key next steps are as follows:
 - Continue to gather inputs from our partners to support the ridership study
 - Conduct the corridor tour
 - Complete the ridership study
 - Wait for FTA’s guidance on potential ways to advance the project
- Remain cautious about:
 - Continue to document official actions
 - Keep technical conversations simple enough for clear understanding of implications
 - Provide enough context for public consumption of documents
- Questions
 - Mr. Spears asked for a map to use as a visual in future presentations. He also questioned if this will be a joint use track with Brightline and SunRail rolling stock with a connection to OIA and the Convention Center. Believes that Brightline will never be a suitable substitute for SunRail to serve our local market. There is a huge need for connectivity between our urban system in place and travel to the airport.
 - Mr. Stanger responded that he would have the map at the next meeting. The map shows the vision of intercity rail and commuter (SunRail) sharing the corridor. The intercity rail will be the FRA portion that could pay for certain items and the commuter rail portion which is FTA that could help in funding.
 - Mr. Spears believes considering the geometry, it would be more efficient to send the train down the Sand Lake Road corridor. He doesn’t know how far off it is from Taft Vineland.
 - Mr. Stanger responded that is the consideration with the shuttle project with FTA and the Capital Improvement Grant Program, considering a direct feed from the north then south. Or do we take that out and consider the larger project and the bits and pieces involved.

Committee Member Comments:

Presenter: James Grzesik

- Mr. Grzesik thanked all the attendees for their support.

Next meeting is scheduled for Thursday, January 5, 2023, at 5:00 p.m.; LYNX Central Station, 2nd Floor Open Space Room

Meeting adjourned at 6:14 p.m.

PLEDGE OF ALLEGIANCE (Please Stand)

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





TITLE VI

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

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WELCOME





CHAIR'S REPORT

JAMES GRZESIK

ACTION ITEMS

ADOPTION OF OCTOBER 5, 2022
MEETING MINUTES





PUBLIC COMMENTS

AGENCY UPDATE

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





HURRICANE RESPONSE

- Two major storms (Ian and Nicole), impacted service days
- Within hours of storm, crews cleared tracks, assessing damage, reinstalling gates
- Hurricane Ian repairs completed in less than 2 weeks
- YTD ridership still 31% higher than 2021





TRAIN TO THE GAME

Back By Popular Demand

- Orlando Magic offering 10:30pm service south from Church St
- 30 weekday home games marketed to ticketholders and riders
- Ride SunRail free with game day ticket

**RIDERSHIP +47%
OVER LAST SEASON**





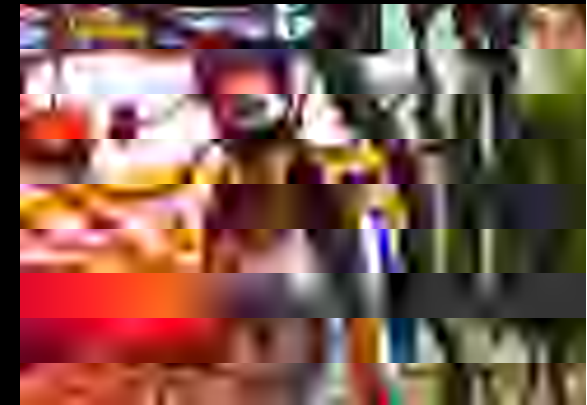
STRANGER TRAINS



RECENT SUCCESS

SunRail partnered with Kissimmee Main Street for Boo! On Broadway, 10/28/22. With extended northbound service at 9pm.

- Over 800 families took SunRail to and from the event
- 3,000 goodie bags with safety information were handed out during the event



FESTIVE FRIDAYS

- Extended southbound service **EVERY** Friday from 11/25 – 12/30
- Promoting local events, dining, and rail safety
- **INCREDIBLE** community partnerships with giveaways and prizes
 - Gift cards from Park Ave and Downtown Kissimmee areas
 - Cure Bowl tickets
 - SunRail promotional items
- Holiday Foodie Tour social media campaign promotes riding SunRail to local restaurants within walking distance of stations



FOLLOW US!



@RideSunRail



SEMINOLE STATE SUNRAIL CONNCECTION

DECEMBER 11, 2022



SEMINOLE STATE LYNX ROUTE

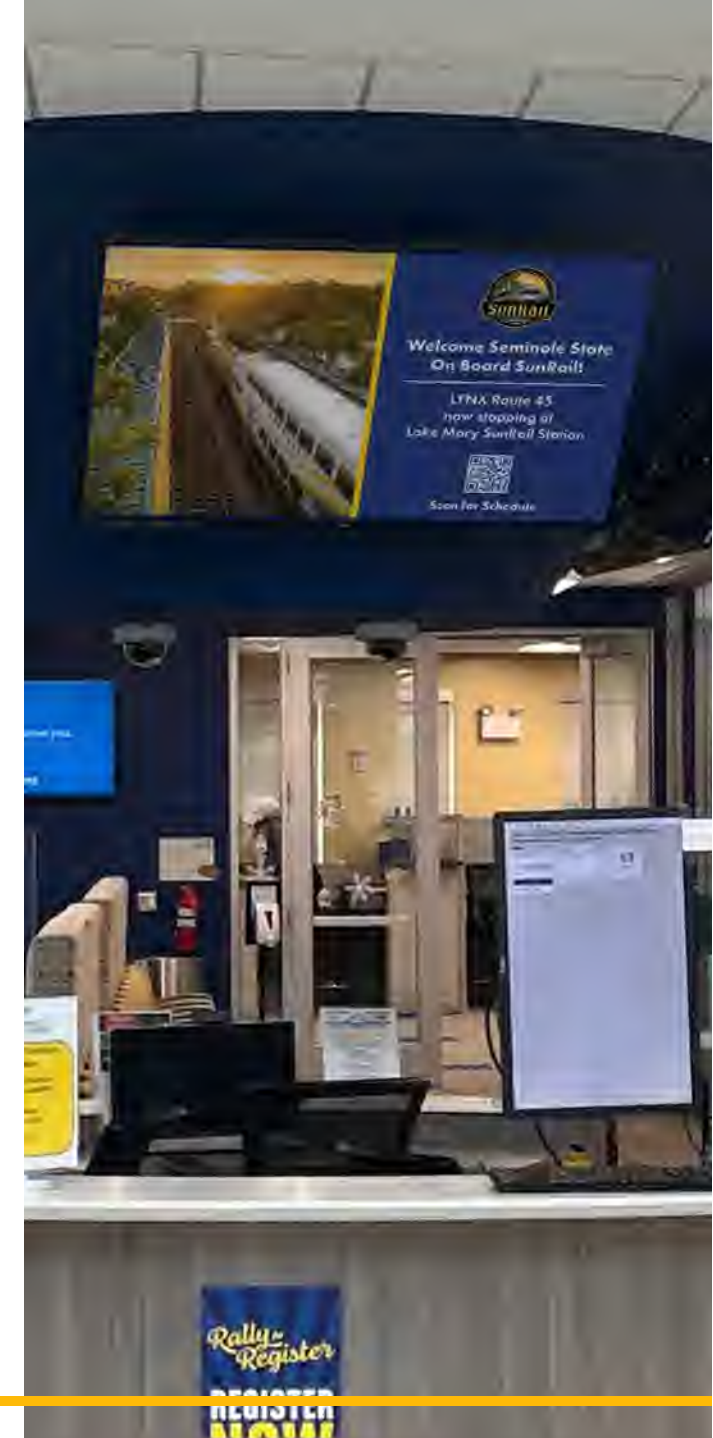
- Banners and directional signage in Seminole State colors to highlight the station and bus stop





SEMINOLE STATE LYNX ROUTE

- Information signs with QR codes to the schedule, will be placed on digital screens throughout the school and at the bus stop in front of student services.





PHASE 2 NORTH EXPANSION TO DELAND

- Station Construction begins in Q1 of 2023
- Groundbreaking event development underway
- Public Outreach progresses in regards to construction and traffic alerts
- DeLand Stakeholder planning and engagement continues
- Revenue Service beginning late Spring 2024





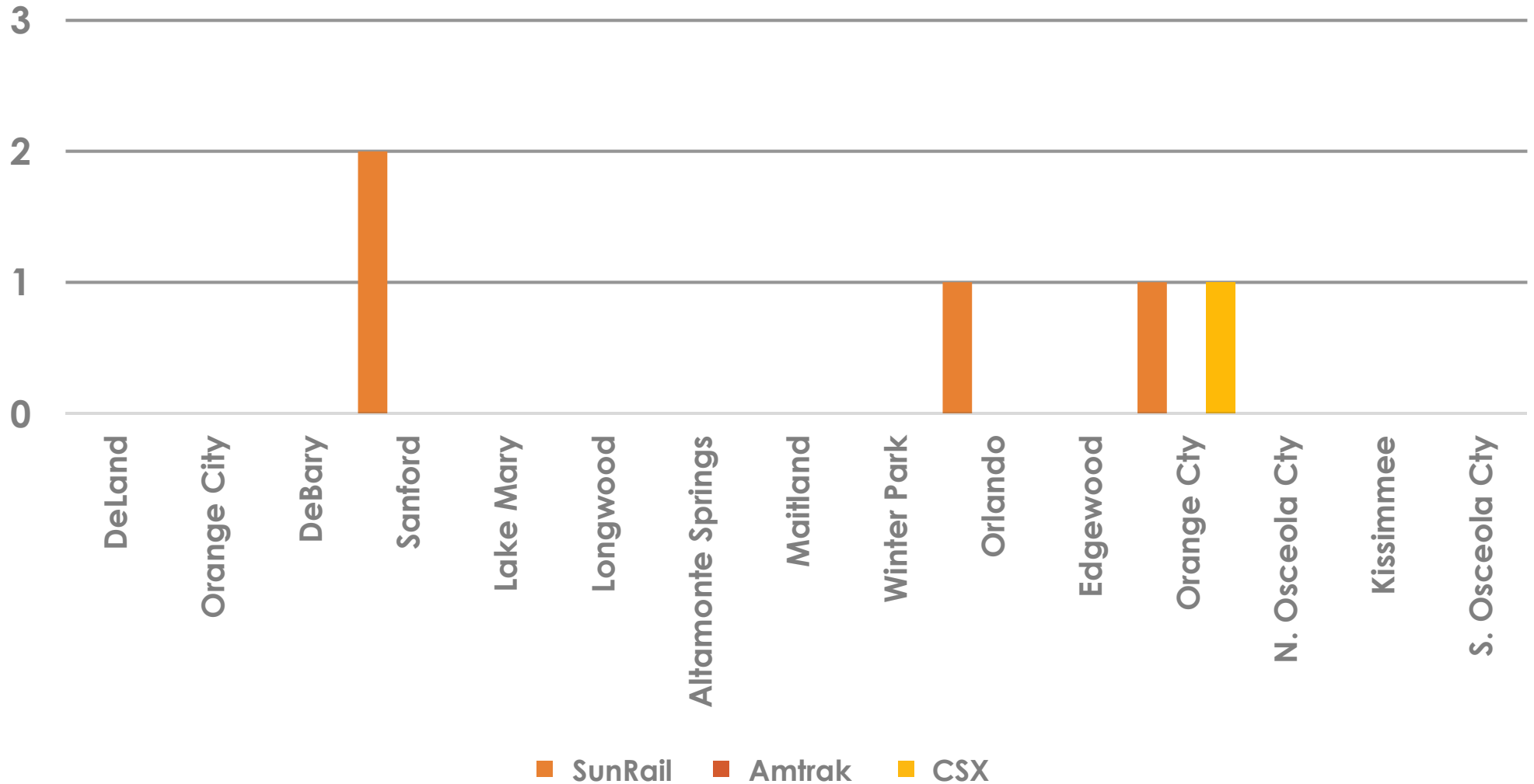
PTC SUCCESS

- Year to Date* PTC Active Operating Percentage:
 - SunRail 99.8%
 - CSX 99.8 %
 - AMTRAK 99.6%

*Through November 2022

REVENUE INCIDENTS BY CITY/COUNTY

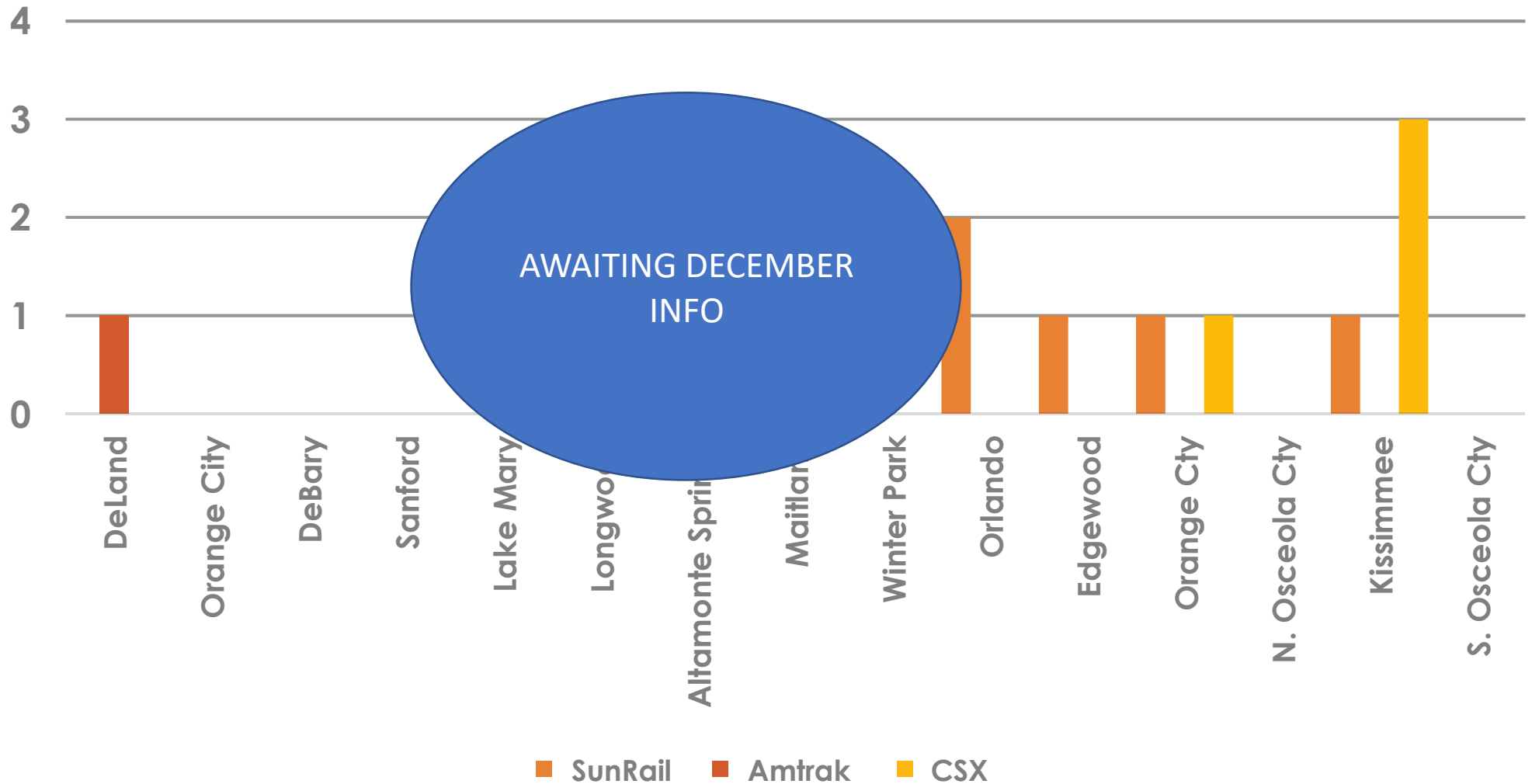
September 2022 – November 2022



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

TOTAL OPERATING COSTS, CAPITAL MAINTENANCE AND CONSULTANT SUPPORT
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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

\$ 80,705,000

YEAR TO DATE NOVEMBER 30, 2022	
BUDGET	ACTUAL
\$ 4,477,083	\$ 4,405,565
\$ 6,772,917	\$ 6,735,668
\$ 562,500	\$ 454,713
\$ 379,167	\$ 377,560
\$ 870,833	\$ 1,030,217
\$ 1,458,333	\$ 1,844,336
\$ 1,458,333	\$ 1,333,798
\$ 5,000,000	\$ 3,850,920
\$ 875,000	\$ 591,736
\$ 2,083	\$ 1,543
\$ 31,250	\$ 26,660
\$ 12,500	\$ 8,580
\$ 16,667	\$ 5,550
\$ 4,167	\$ -
\$ 125,000	\$ -
\$ 3,958,333	\$ 3,904,513
\$ 916,667	\$ 1,143,349
\$ 26,920,833	\$ 25,714,709

\$ 625,000	\$ 813,307
\$ 3,706,250	\$ 4,526,005
\$ 5,083,333	\$ 4,213,377

\$ 36,335,417	\$ 35,267,398
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FY 22/23 OPERATING BUDGET UPDATE



OPERATING COSTS, CAPITAL MAINTENANCE AND CONSULTANT SUPPORT	ANNUAL BUDGET	YEAR TO DATE AUGUST 31, 2022	
		BUDGET	ACTUAL
Bombardier - Operations	\$ 10,745,000	\$ 1,790,833	\$ 1,762,226
Bombardier - Maintenance	\$ 16,255,000	\$ 2,709,167	\$ 2,702,868
Bombardier - Incentive/Disincentive	\$ 1,350,000	\$ 225,000	\$ 162,567
Conduent - Back-of-the-House Hosting	\$ 910,000	\$ 151,667	\$ 75,512
Conduent - Fare Equipment Maintenance	\$ 2,090,000	\$ 348,333	\$ 514,040
Herzog - Signal Maintenance of Way	\$ 3,500,000	\$ 583,333	\$ 892,362
Green's Energy - Fuel	3,500,000	\$ 583,333	\$ 602,607
Gallagher - Insurance	5,000,000	\$ 833,333	\$ -
Amtrak - Heavy Vehicle Maintenance	500,000	\$ 350,000	\$ 210,928
Wells Fargo - Banking Services	5,000	\$ 833	\$ 588
Bank of America - Merchant Services	5,000	\$ 12,500	\$ 12,061
MidFlorida - Armored Car Service	30,000	\$ 5,000	\$ 2,040
AT&T/Verizon - Wi-Fi Service	40,000	\$ 6,667	\$ 5,550
Fare Media Smart Card	10,000	\$ 1,667	\$ -
Limited Use Smart Card	\$ 300,000	\$ 50,000	\$ -
PTC O&M Costs	\$ 9,500,000	\$ 1,583,333	\$ 1,572,500
BTNA – COVID Decontamination Services	\$ 2,200,000	\$ 366,667	\$ 592,623
OPERATING COSTS SUBTOTAL	\$ 57,610,000	\$ 9,601,667	\$ 9,108,472
Feeder Bus Expenses	\$ 2,000,000	\$ 333,333	\$ 428,004
Capital Maintenance	\$ 8,895,000	\$ 1,482,500	\$ 3,094,331
Consultant Support	\$ 12,200,000	\$ 2,033,333	\$ 1,650,058
TOTAL OPERATING COSTS, CAPITAL MAINTENANCE AND CONSULTANT SUPPORT	\$ 80,705,000	\$ 13,450,833	\$ 14,280,864

AWAITING DECEMBER
INFO

FY 22/23 OPERATING BUDGET UPDATE



OPERATING REVENUE	ANNUAL BUDGET	YEAR TO DATE NOVEMBER 30, 2022	
		BUDGET	ACTUAL
Farebox revenue	\$ 2,200,000	\$ 916,667	\$ 800,216
CSX usage fees	\$ 3,850,000	\$ 1,604,167	\$ 1,691,495
Amtrak usage fees	\$ 956,000	\$ 398,333	\$ 414,489
FCEN usage fees	\$ 21,500	\$ 8,958	\$ 11,854
Right-of-way lease revenue	\$ 125,000	\$ 52,083	\$ 69,670
Ancillary revenue	\$ 235,000	\$ 97,917	\$ 186,424
<i>Subtotal - System revenue</i>	<i>\$ 7,387,500</i>	<i>\$ 3,078,125</i>	<i>\$ 3,174,147</i>
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
TOTAL OPERATING REVENUE	\$ 41,415,869	\$ 37,106,494	\$ 37,202,516

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	850,000	\$ 641,667	\$ 909,372
Amtrak usage fees	00	\$ 159,333	\$ 191,338
FCEN usage fees		\$ 3,583	\$ 6,256
Right-of-way lease revenue		\$ 20,833	\$ 31,865
Ancillary revenue	0	\$ 39,167	\$ 21,323
<i>Subtotal - System revenue</i>	<i>2,500</i>	\$ 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
TOTAL OPERATING REVENUE	\$ 41,415,869	\$ 35,259,619	\$ 35,564,570

AWAITING DECEMBER
INFO





LYNX CONNECTIVITY

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

SUNRAIL STATION	Fiscal Year 2022												ANNUAL DAILY AVERAGE
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	
<i>Days of Operation</i>	21	21	23	21	20	23	21	21	22	21	23	21	258
Sanford	233	237	258	225	259	246	289	261	258	268	252	272	255
Lake Mary	61	59	63	64	63	70	59	71	77	79	73	81	68
Longwood	60	63	58	53	53	61	65	61	58	62	71	74	62
Altamonte Springs	108	100	92	103	109	123	105	132	123	142	148	138	119
Maitland	12	13	14	15	13	19	21	17	17	19	16	15	16
Winter Park	233	236	260	231	240	256	225	234	256	268	276	301	251
AdventHealth	285	270	288	243	286	313	324	347	321	305	298	308	299
LYNX Central Station													-
Church Street Station													-
Orlando Health/Amtrak	24	19	25	25	23	24	25	28	26	33	29	18	25
Sand Lake Road	157	181	167	150	162	183	192	183	184	183	184	181	176
Meadow Woods	92	86	81	49	104	100	99	110	115	103	111	123	98
Tupperware	12	14	12	17	16	17	14	16	18	17	14	17	15
Kissimmee Intermodal													-
Poinciana	6	4	4	6	5	8	5	6	6	6	7	6	6
Total - All Stations	1,283	1,282	1,322	1,181	1,333	1,420	1,423	1,466	1,459	1,485	1,479	1,534	1,389
Percent change from FY 21 to FY 22	47%	8%	15%	5%	30%	26%	40%	31%	49%	45%	29%	25%	28%



LYNX CONNECTIVITY

LYNX Fixed-Route Average Daily Boardings & Alightings by SunRail Station Area													
SUNRAIL STATION	Fiscal Year 2023												ANNUAL DAILY AVERAGE
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	
<i>Days of Operation</i>	21												21
Sanford	284												284
Lake Mary	73												73
Longwood	73												73
Altamonte Springs	157												157
Maitland	11												11
Winter Park	295												295
Florida Hospital/Health Village	314												314
LYNX Central Station													-
Church Street Station													-
Orlando Health/Amtrak	19												19
Sand Lake Road	167												167
Meadow Woods	143												143
Tupperware	16												16
Kissimmee Intermodal													-
Poinciana	3												3
Total - All Stations	1,555												1,555
Percent change from FY 22 to FY 23	21%												21%

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	October		Change	% Change
	FY22	FY23		
18	17,577	20,479	2,902	17%
418	3,560	4,256	696	20%
155	610	641	31	5%
306	1,475	1,996	521	35%
604	128	253	125	98%
631*	365	N/A	N/A	N/A
632*	111	N/A	N/A	N/A
831*	17,577	20,479	2,902	17%

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



VOTRAN CONNECTIVITY

November 2022

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	21	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	20	256
Total Monthly Ridership	670	684	709	678	570	694	583	585	594	562	672	370	7,371
Avg Daily Ridership	32	33	31	32	29	30	28	28	27	28	29	19	29
Activity at DeBary Station	Fiscal year 2023												Annual Daily Average
	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	
Days of Operation	21	20											41
Total Monthly Ridership	752	662											1,414
Avg Daily Ridership	36	33											34

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





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	1,388	1,150	1,115	1,115	135	926	892	851	889	11,142
Avg Daily Ridership	65	48	74	63	57	51	51	7	42	39	41	42	43
AWAITING DECEMBER INFO													
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	21	21	21	21	21	21	22	22	22	21	232
Total Monthly Ridership	827	616	664	664	664	664	664	788	800	1,049	1,120	896	9,094
Avg Daily Ridership	38	31	30	31	31	31	31	34	36	48	51	43	36
AWAITING DECEMBER INFO													
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	21	236
Total Monthly Ridership	670	684	709	678	570	694	583	585	594	562	672	672	7,001
Avg Daily Ridership	32	33	31	32	29	30	28	28	27	28	29	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.



TRANSITION UPDATE

ALAN DANAHER



Project Status Update

January 5, 2023

5:00 pm

Customer Advisory
Committee
Meeting

SunRail

Transition Plan

Consulting

Services



Meeting Agenda



Major Transition Plan Recommendations
& Transition Schedule



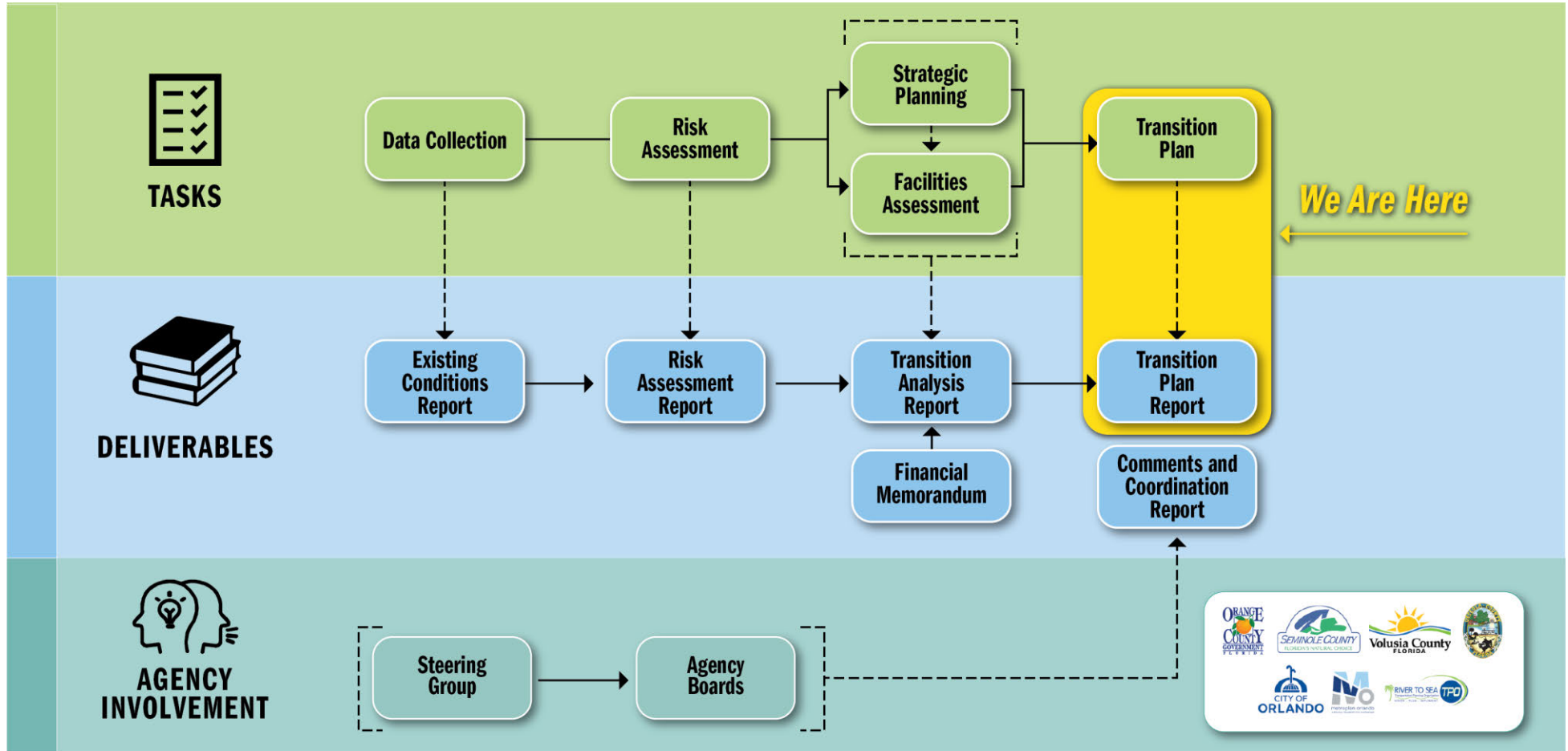
Steering Group Comments



Discuss Next Steps and Timeline



Transition Study Process – Current Status



Introduction

Transition Analysis Summary



Transition Plan Structure

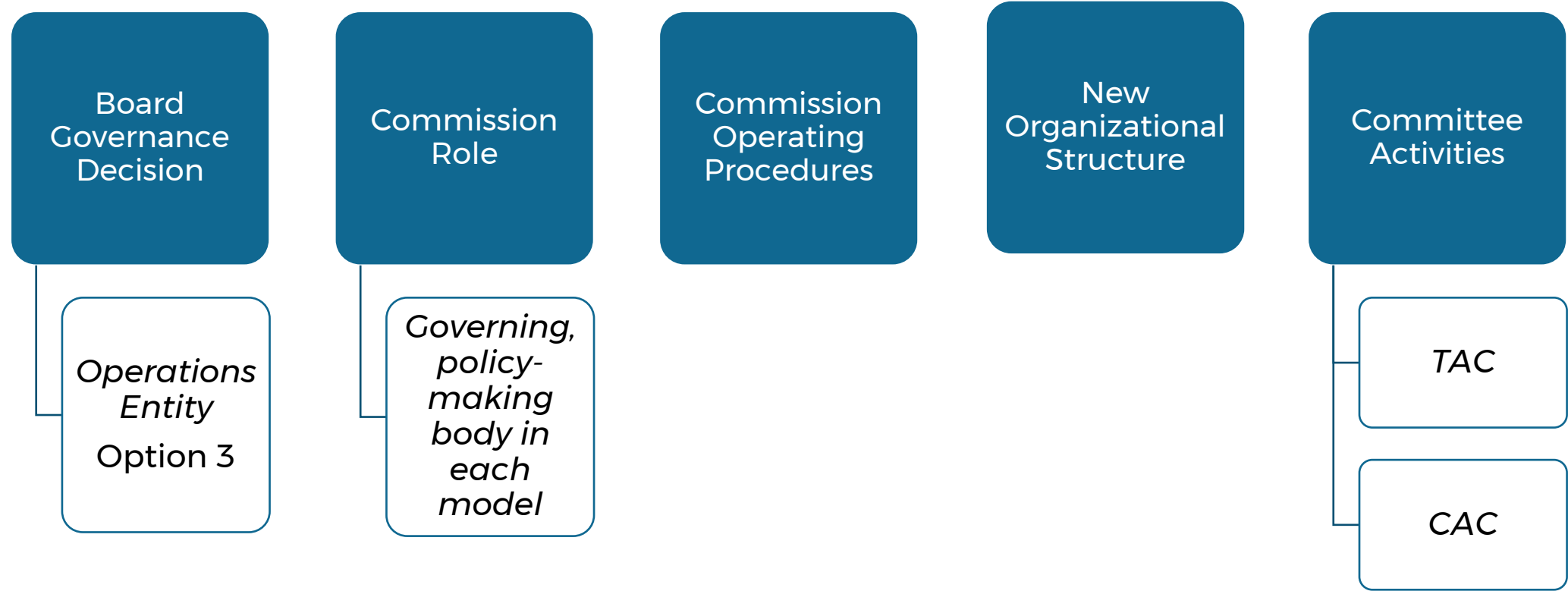
- *Overall framework*
- *Selected model at time of transition*
- *Transition Implementation Process – Steps to selected model*



Transition Plan Organization



Governance



Governance

If Option 3 is selected, SunRail will be contracted to another agency.

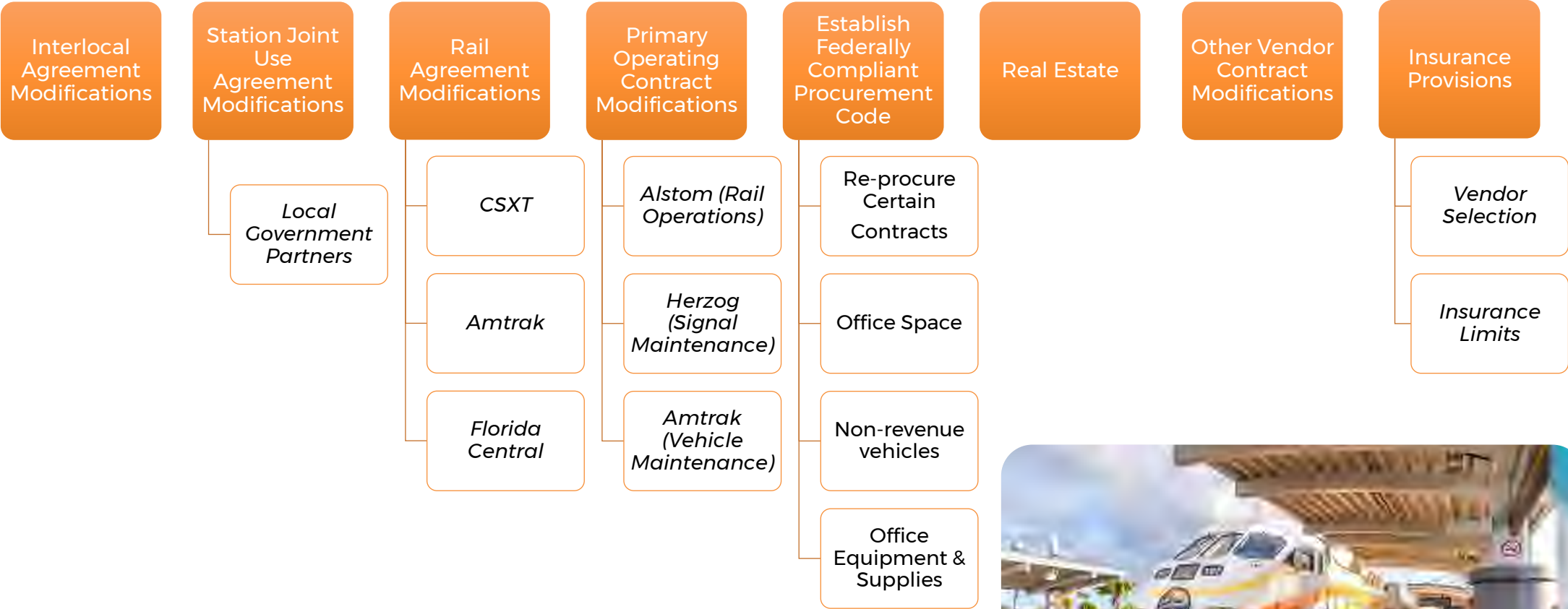
Key functions will be managed by that agency within its existing structure. In this case, many of the actions called for in the plan, will be completed by that agency on behalf of the commission.

Some examples:

- Adoption of a contract administration system and implementation of a procurement policy.
- Creation of a risk management program.



Agreements, Contracts and Procurement



Financial



Local Funding Partner Participation

- Overview
- Estimated revenue sources
- Operating support
- Capital maintenance

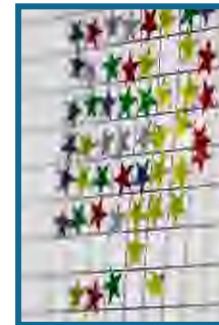


Establish Compliant Accounting System

- Establish payables/receivables function



Establish Budget Function



Secure FTA Designated Grantee Status

- Create grant management function/process



Create Monitoring/Reporting/Audit Process

- Financial systems
- Grant funding



Funding Partner Share Update Process

Resolution of Cost Responsibility

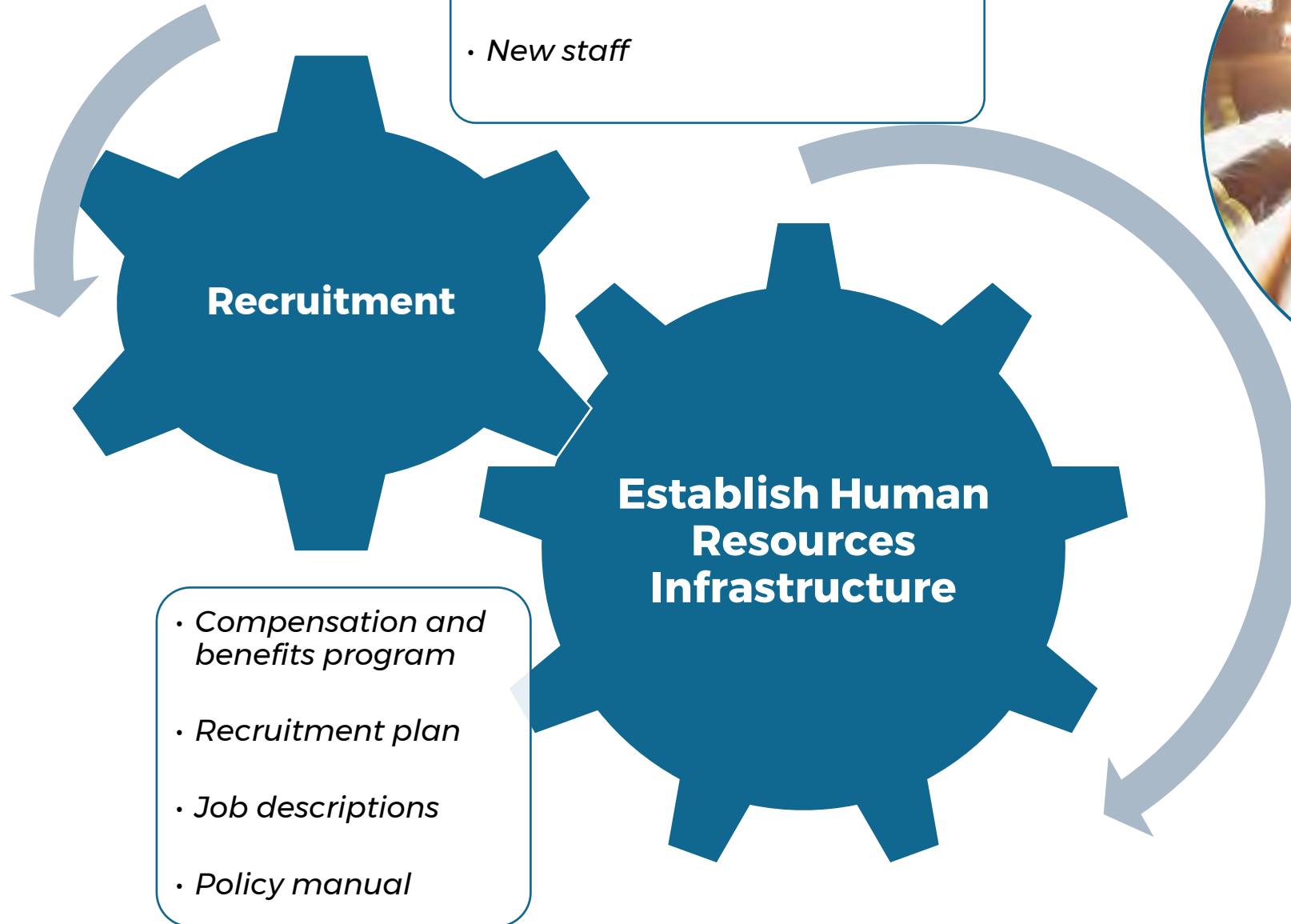
- PTC Operations & Maintenance
- ROW/Fiber Leases

Monitoring of Operating & Maintenance Costs on Annual Basis

Updated Funding Partner Share Calculation (during transition based on ridership parameters)



Staffing



Information Technology

Create IT Policies

*Procure
hardware and
software*

**Establish Document
Management and
Control Protocols**

**Develop Commission
Support**



Capital Delivery

1

Fare System Acceptance

*Develop evaluation
criteria*

*Independent review of
new fare system
before acceptance*

2

Update Other State of Good Repair Assessment for System Acceptance

3

Update and Adopt 5-Year Capital Improvement Program from FDOT

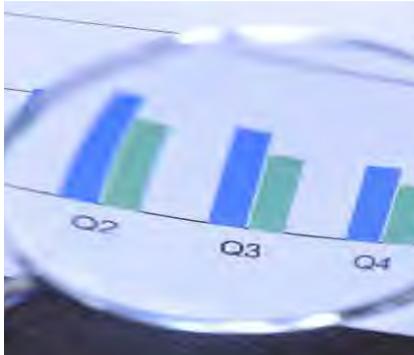
4

Input from State of Good Repair assessment



Service Delivery

Establish Reporting Systems Performance Metrics & Goals



Monitor Feeder Bus Provisions



- *LYNX*
- *Votran*

Customer Service



*Communications
platform*

Marketing



*Potential new
strategies*



Risk Management Program

Entity coverage

Broker selection and policy
procurement

Establishment of a Self-Insurance
Fund

Integration with Risk Management
Department of new Operating Entity



Transition Implementation Program

Early Action Items

1st Year

2nd Year

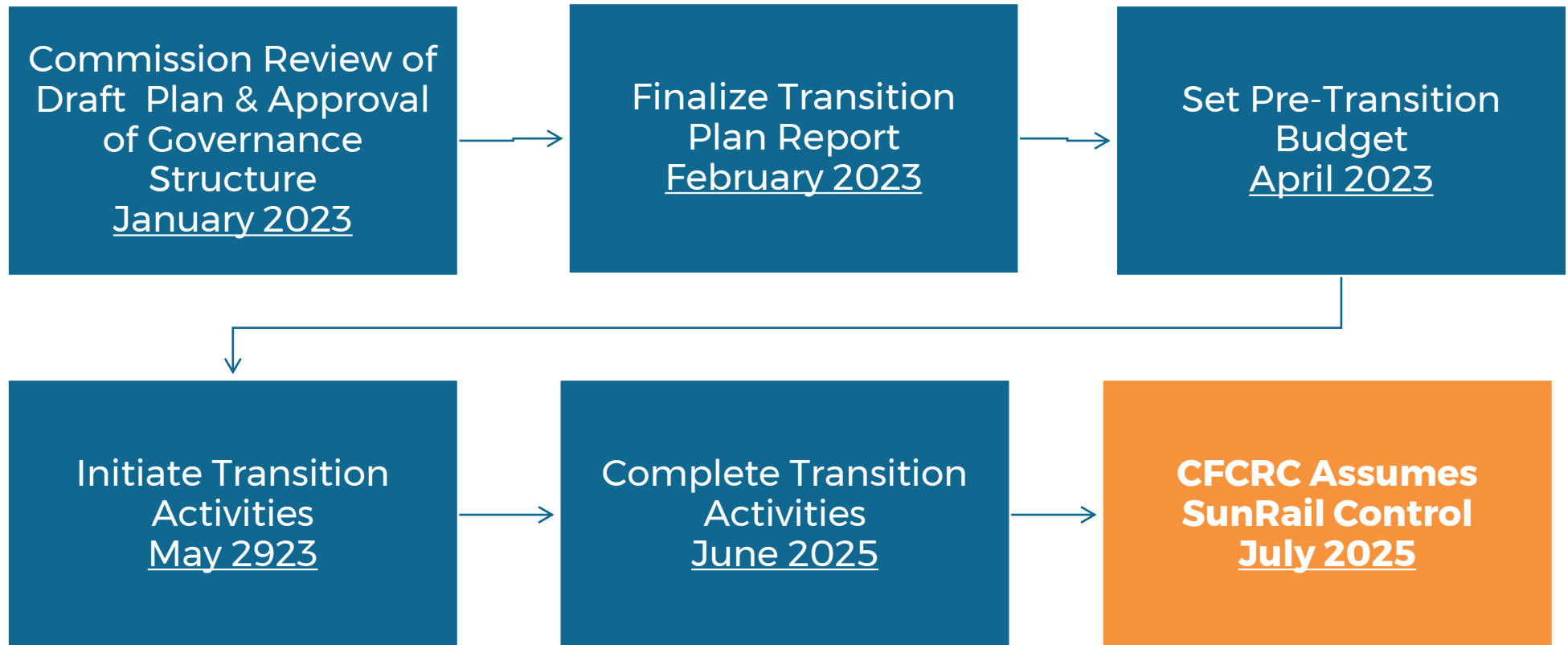
Transition date

July 1, 2025

13 months after current estimate of Phase 2 North completion



Proposed Next Steps



Discussion/Questions



SUNSHINE CORRIDOR UPDATE

ELECTION OF OFFICERS





COMMITTEE MEMBER COMMENTS

THANK YOU

NEXT MEETING:

March 30, 2023

LYNX Central Station

2nd Floor

Administration Building



SUPPORTING CHARTS AND DATA



ABOVE AVERAGE

- On-Time 22 Days
- 56 Operating Days
- Ran 2,240 Trains



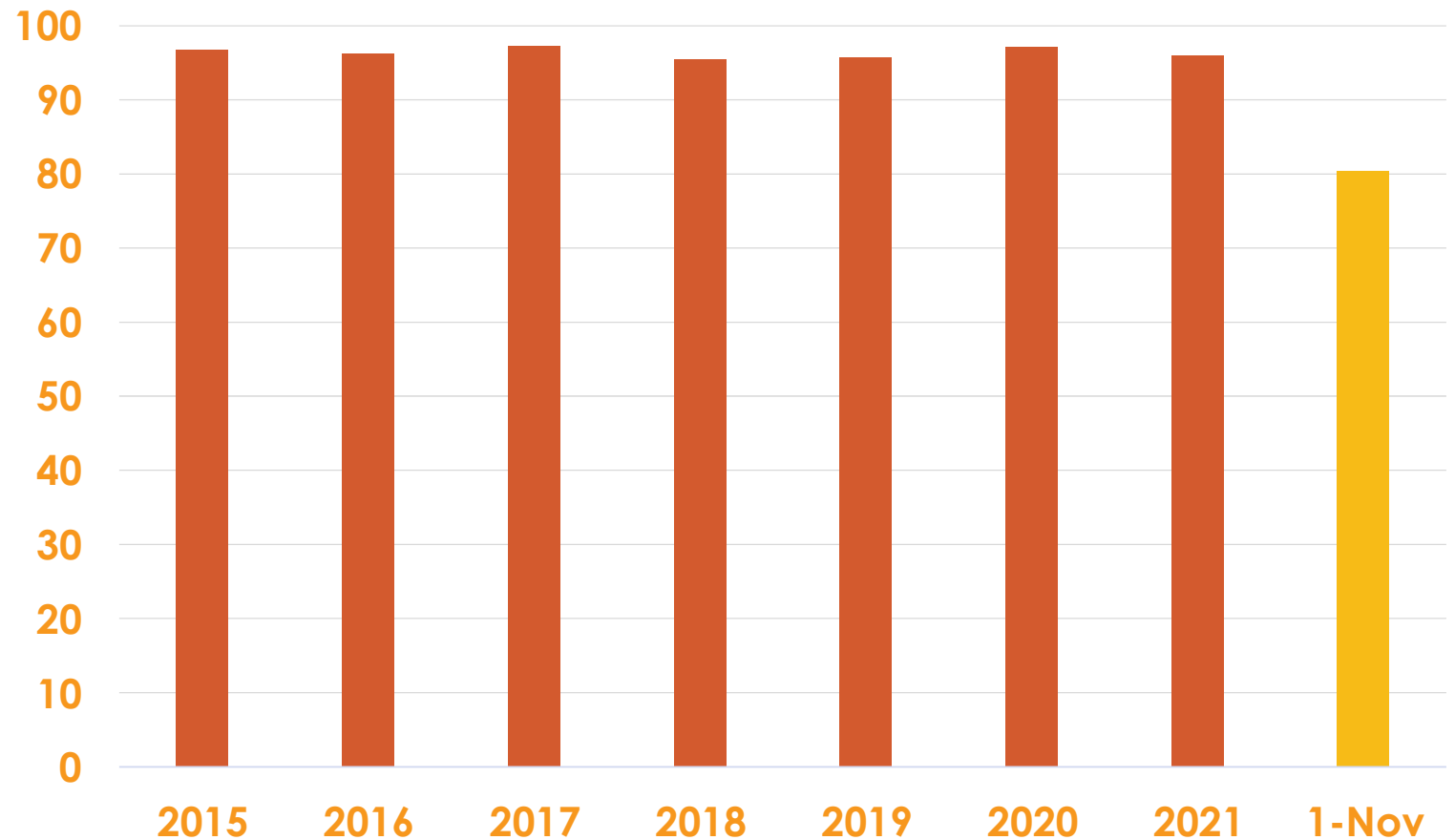
ON-TIME PERFORMANCE AVERAGE

September 2022 – November 2022

Goal = 95%

Actual = 86.4%

Contract = 98.6%

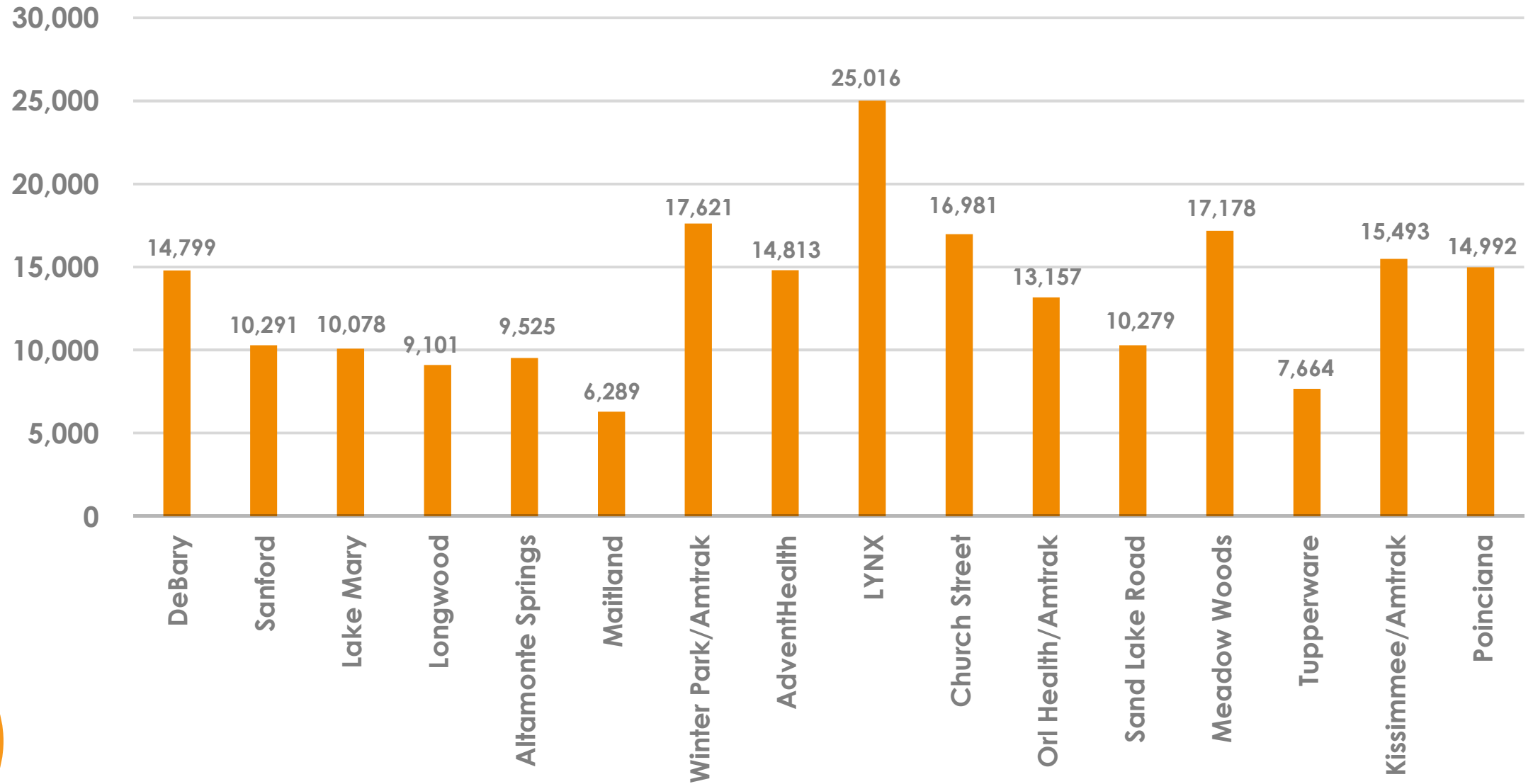


From inception and current month.

BOARDINGS BY STATION



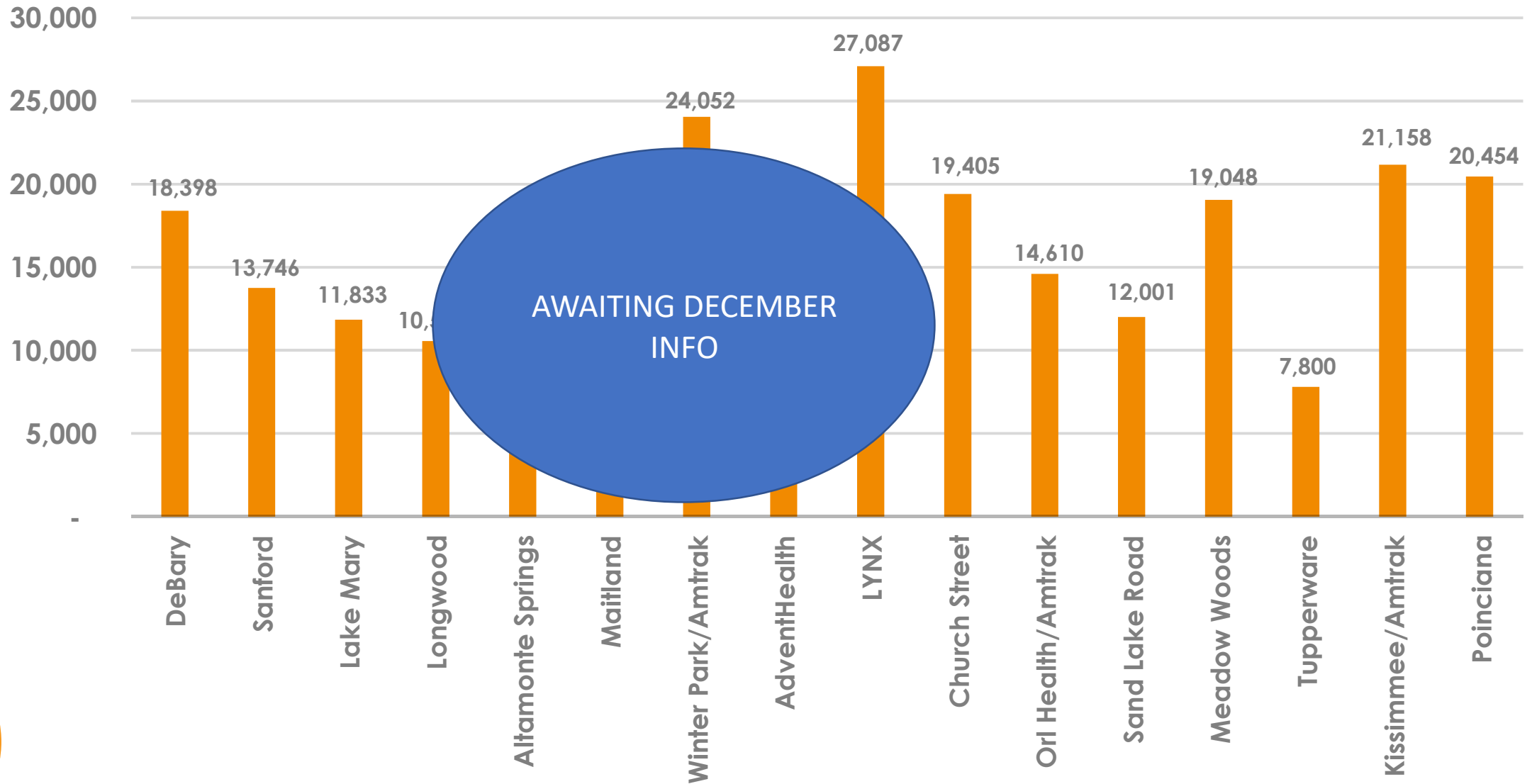
Ridership September - November 2022



BOARDINGS BY STATION

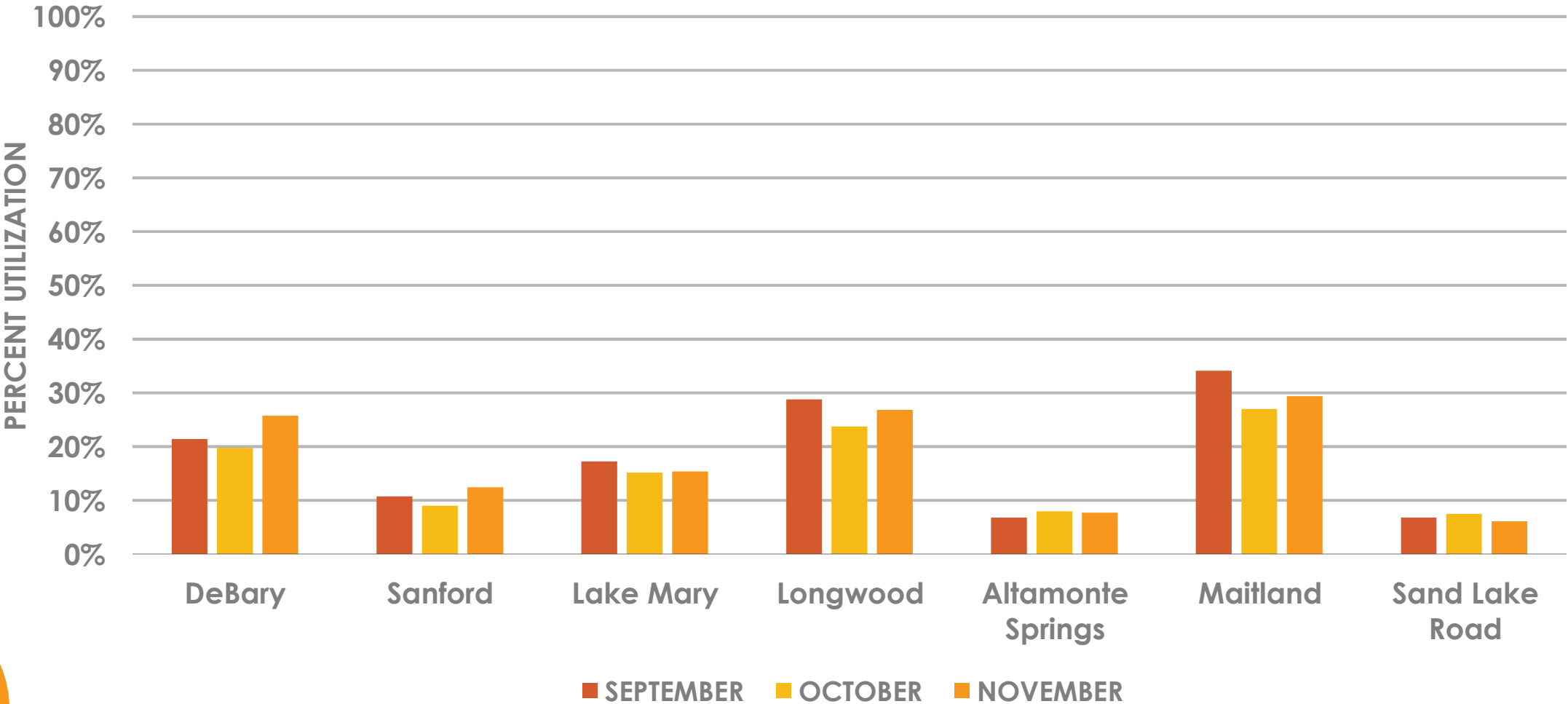


Ridership June – August 2022



IOS STATION PARKING

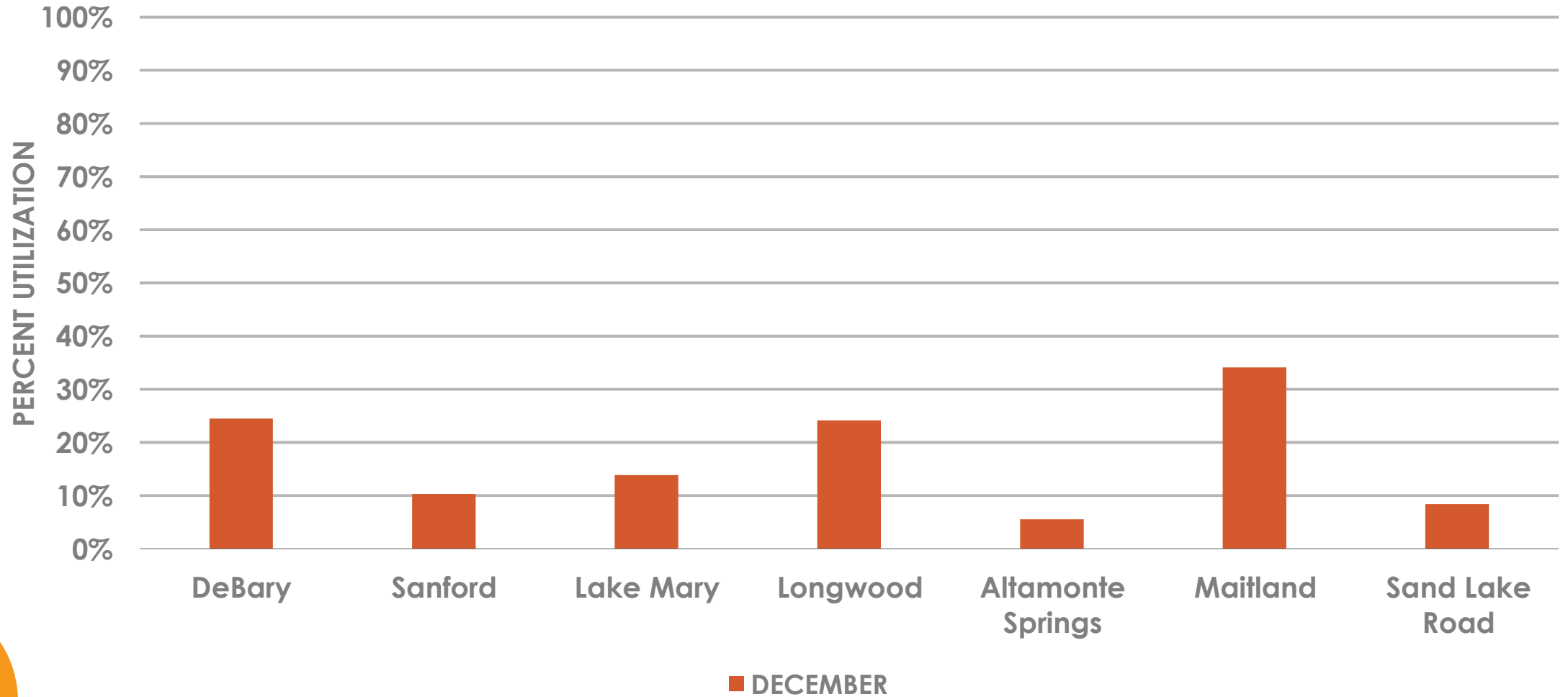
September 2022 – November 2022



IOS STATION PARKING

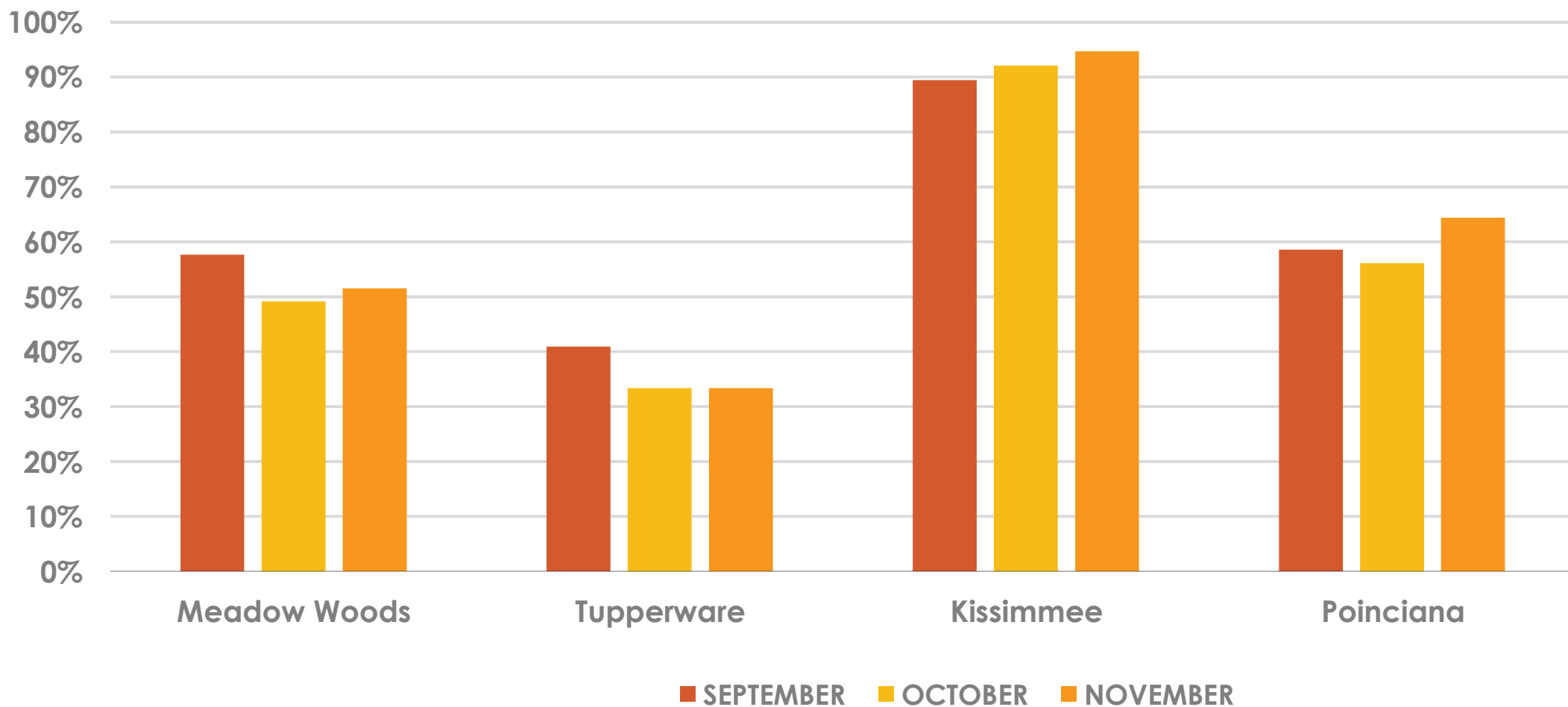


December 2022

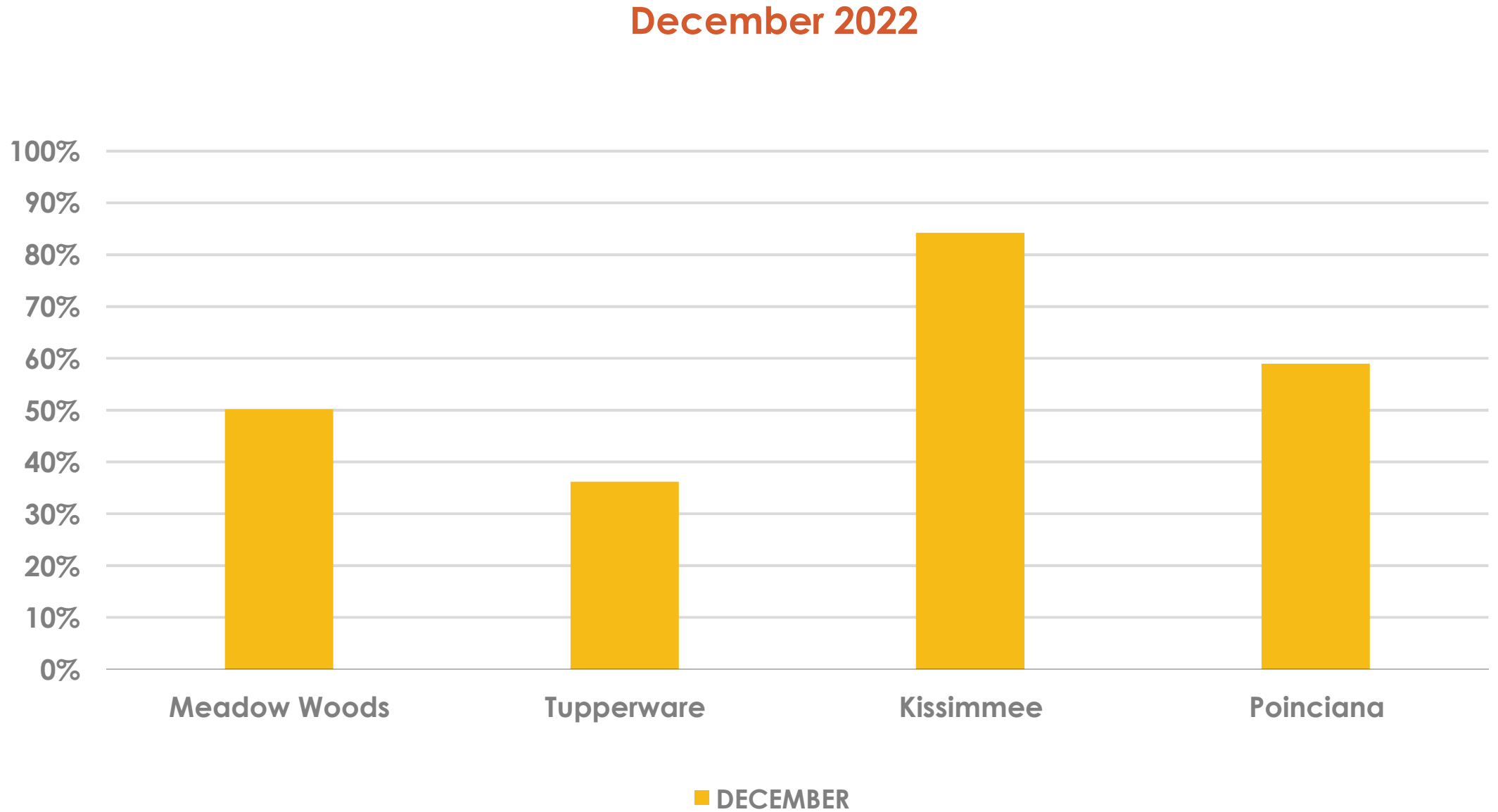


SOUTHERN EXPANSION STATION PARKING

September 2022 – November 2022

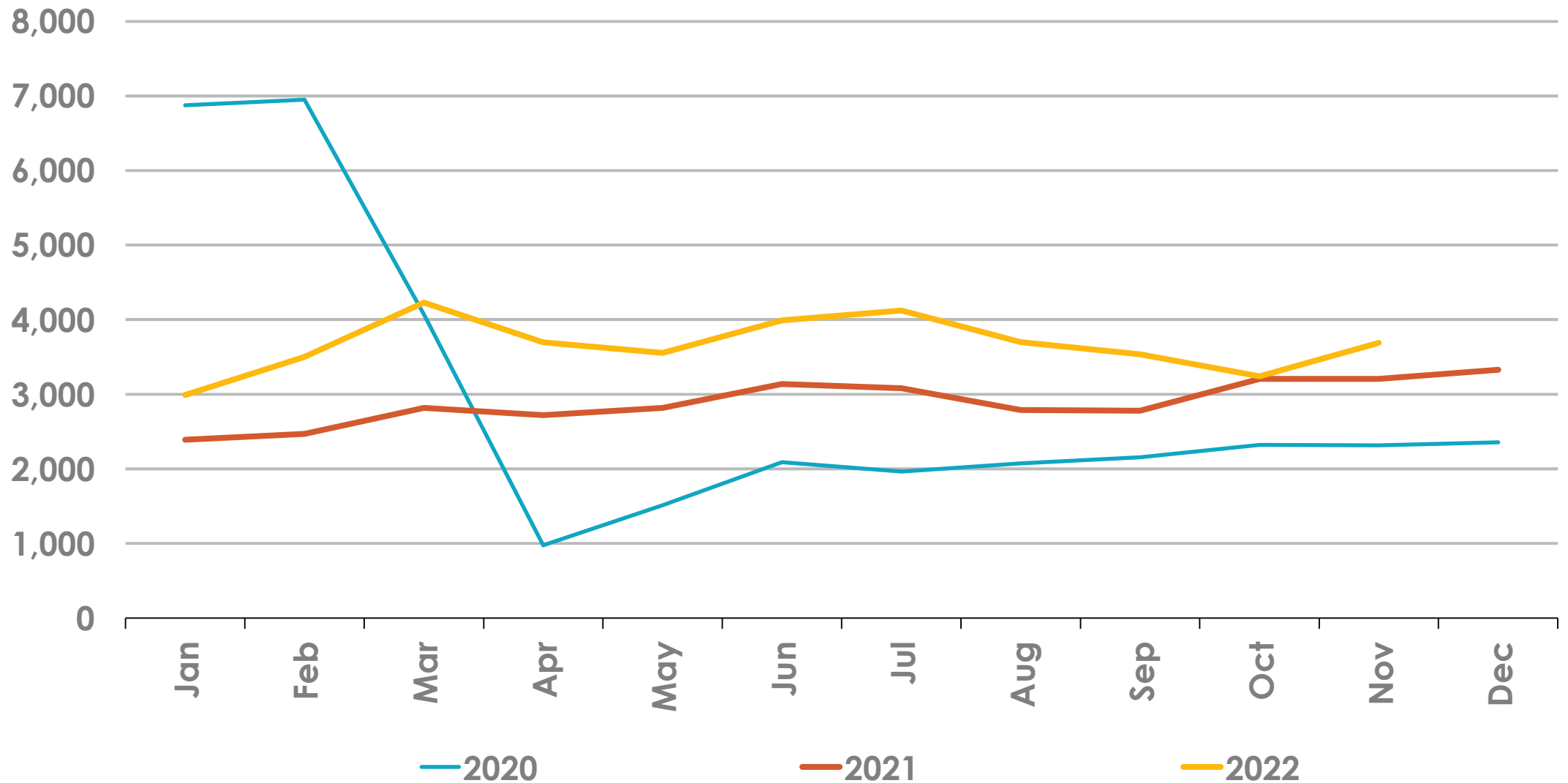


SOUTHERN EXPANSION STATION PARKING



AVERAGE DAILY RIDERSHIP

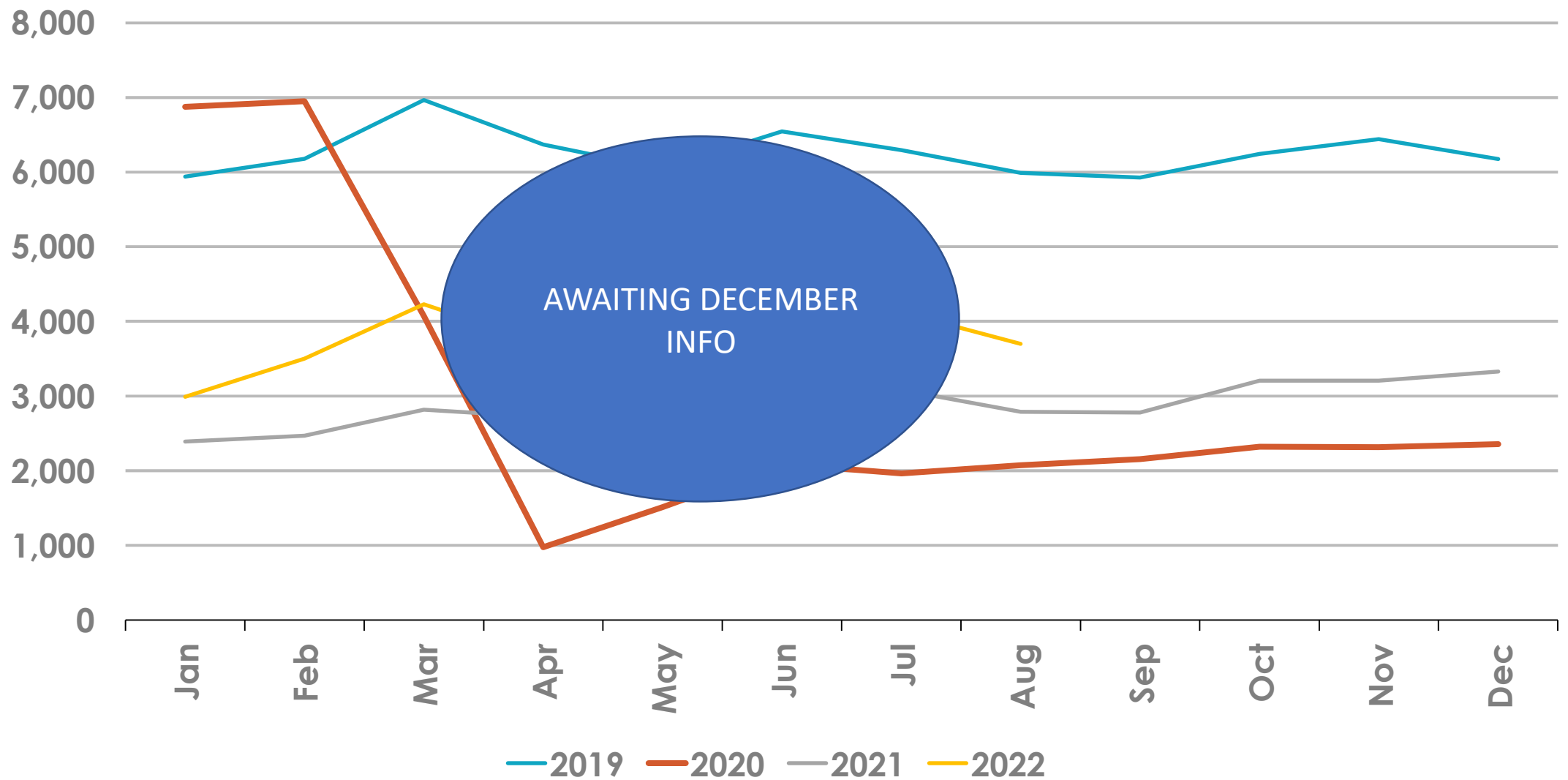
Sep – 3,536 | Oct – 3,240 | Nov – 3,691



AVERAGE DAILY RIDERSHIP



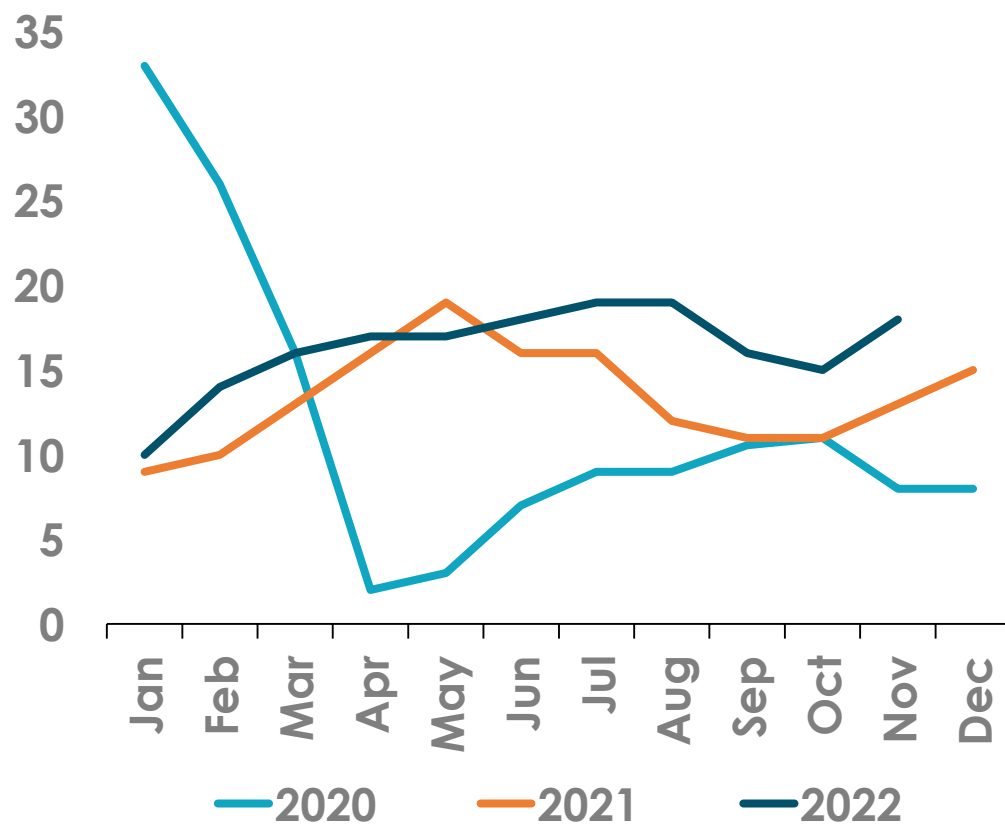
Jun – 3,992 | Jul – 4,125 | Aug – 3,701





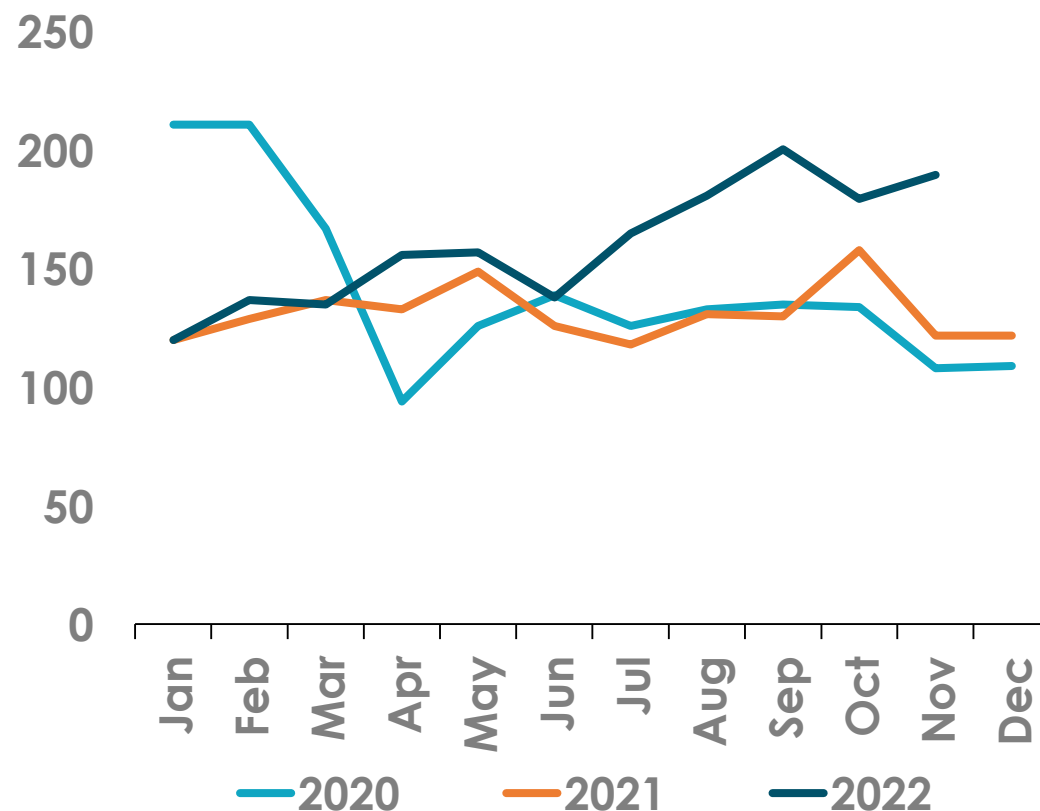
ADA

Sep-Nov Average: 16



BICYCLE

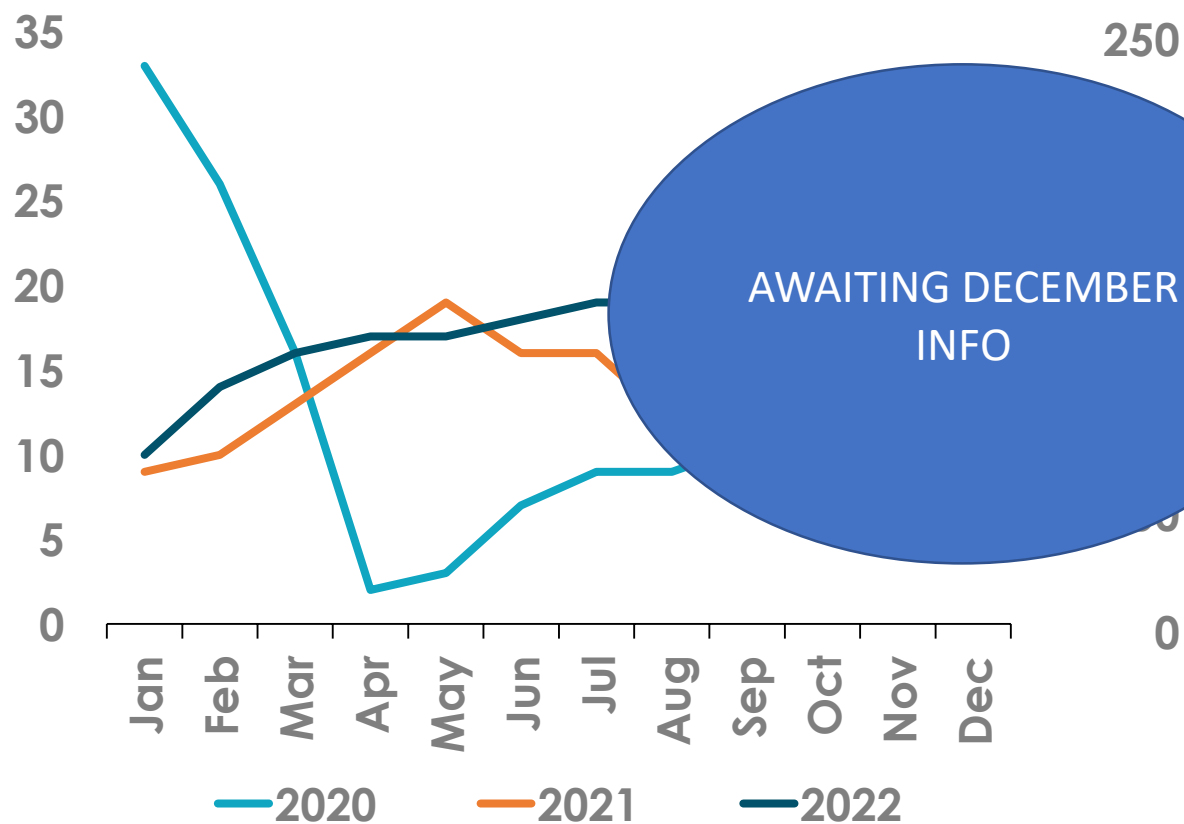
Sep-Nov Average: 189



ONBOARD STATS

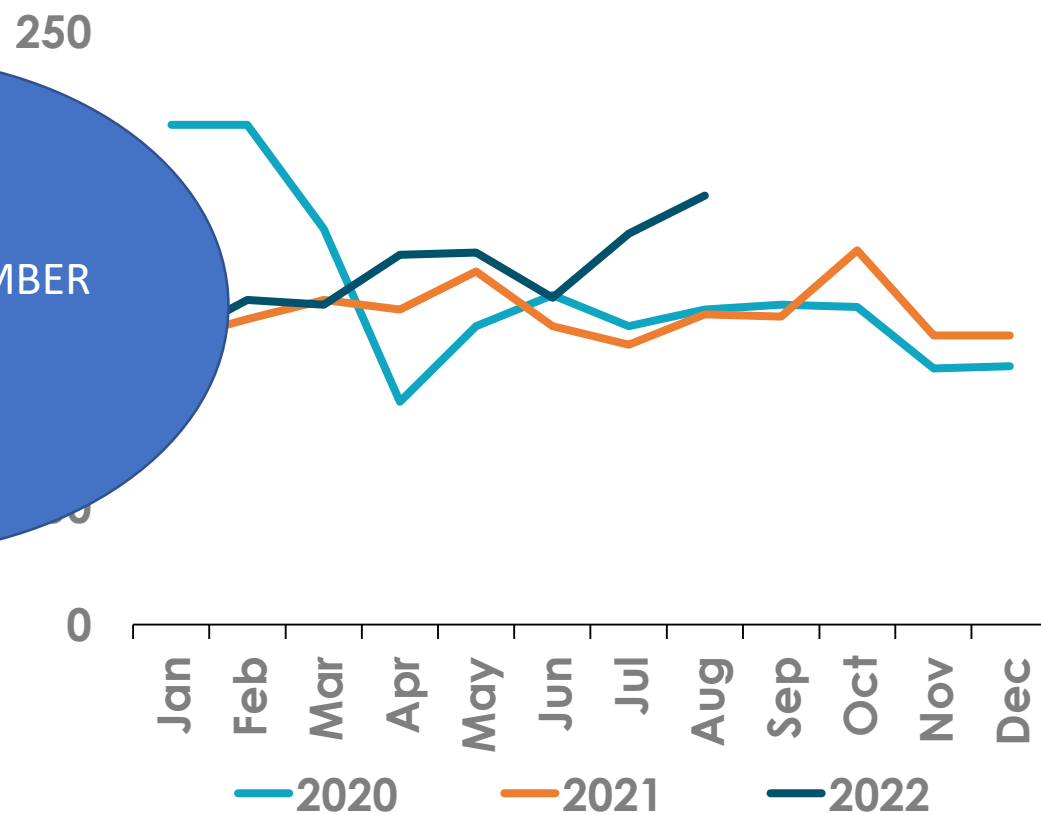
ADA

Jun – Aug Average: 19



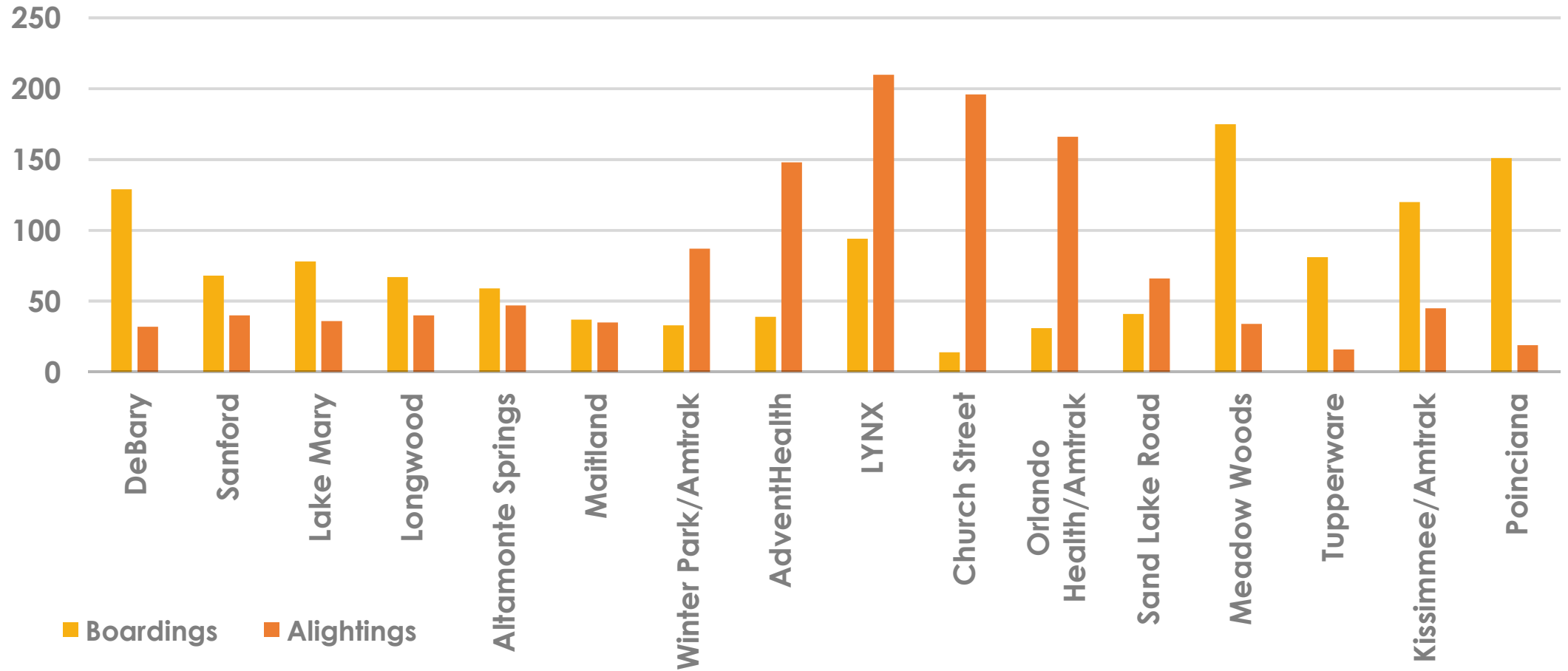
BICYCLE

Jun – Aug Average: 162



BOARDINGS & ALIGHTINGS

AM PEAK
5:45 AM – 8:45AM (NB from Poinciana)
September – November 2022



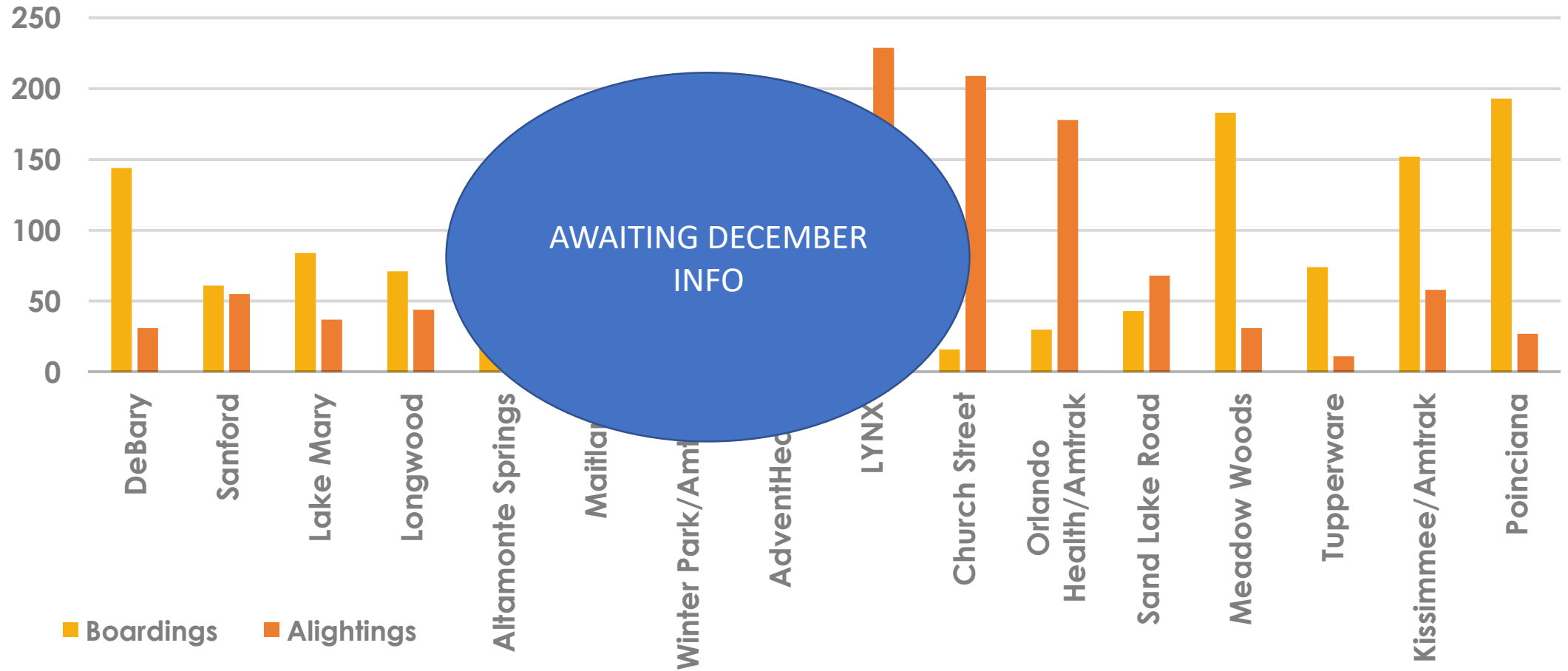
Boardings Alightings



BOARDINGS & ALIGHTINGS



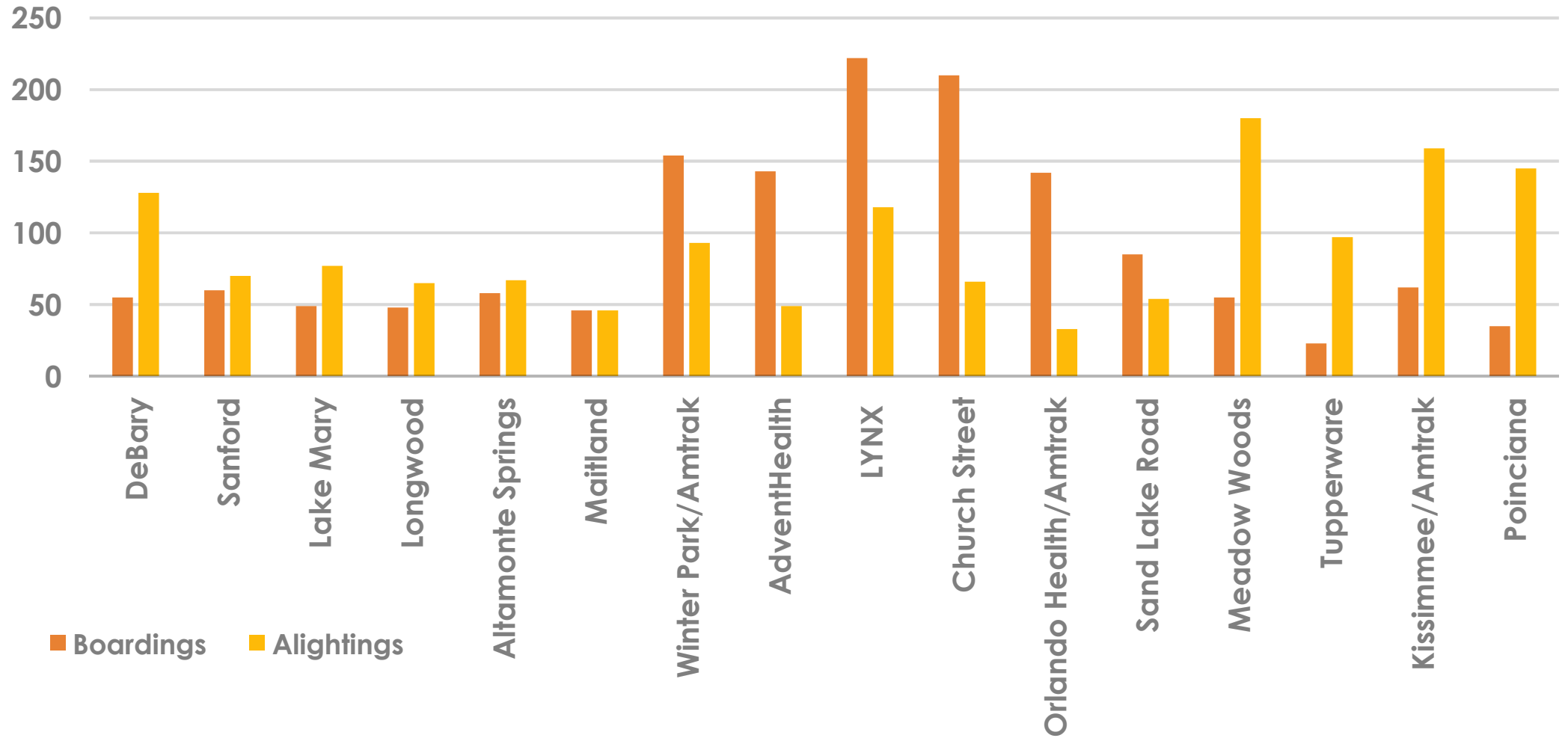
AM PEAK
5:45 AM – 8:45AM (NB from Poinciana)
June – August 2022



BOARDINGS & ALIGHTINGS



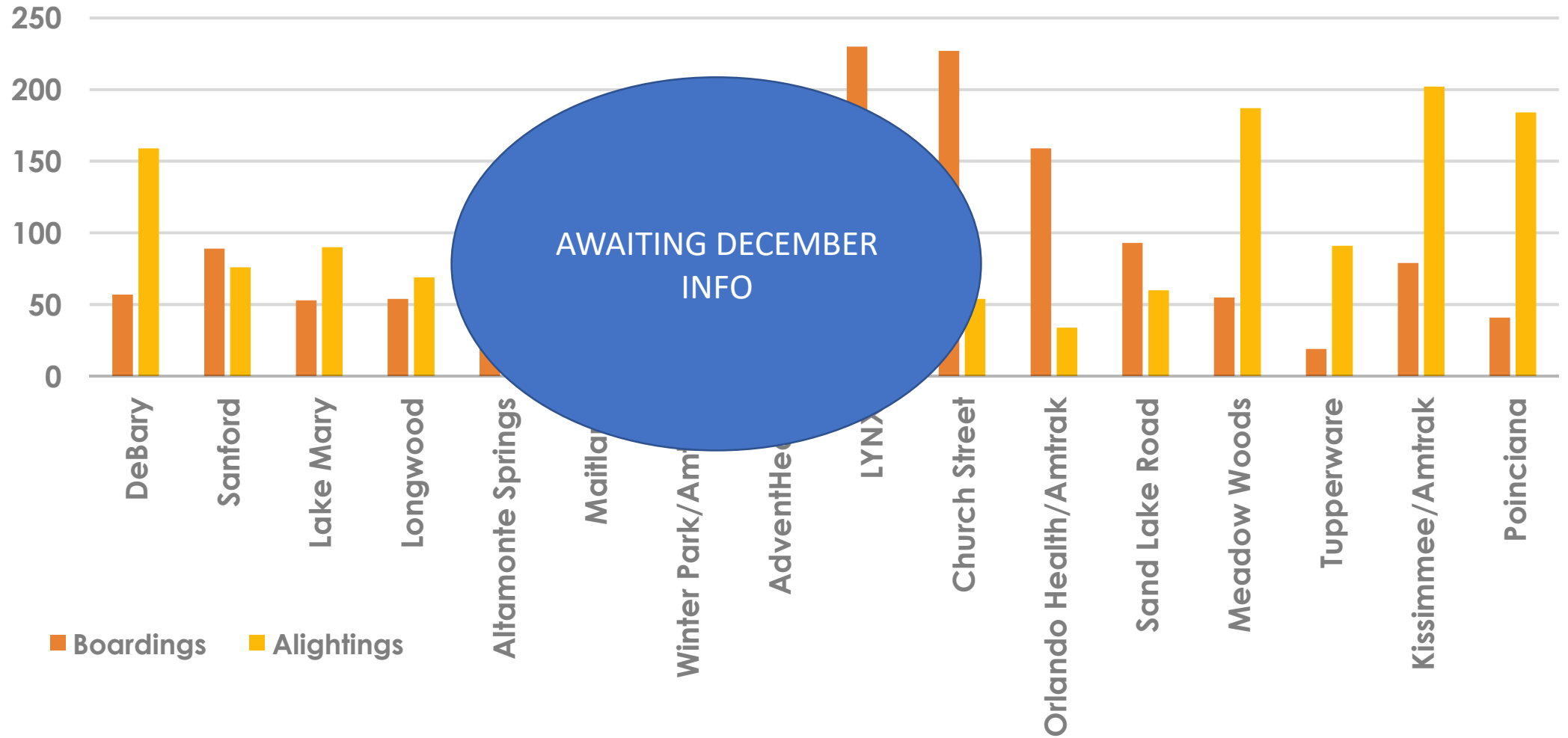
PM PEAK 3:15 PM – 6:25 PM (NB from Poinciana) September – November 2022



BOARDINGS & ALIGHTINGS



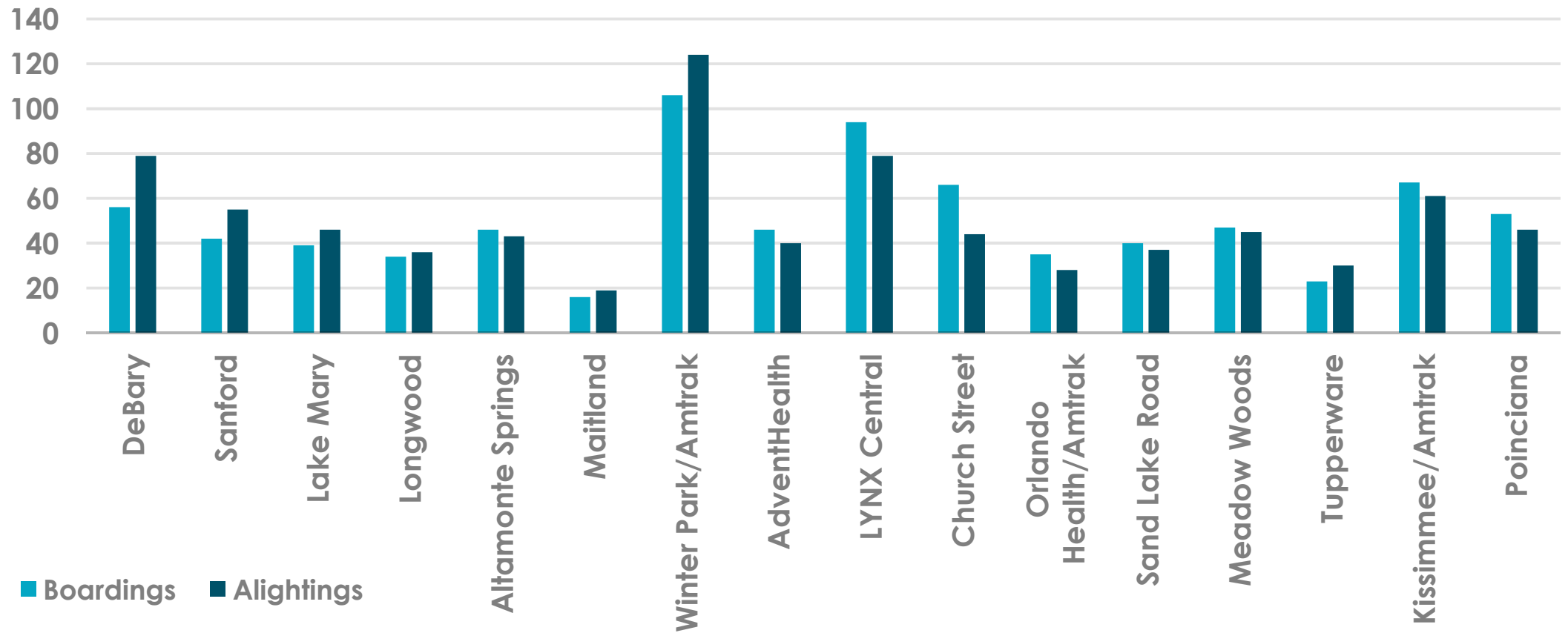
PM PEAK
3:15 PM – 6:25 PM (NB from Poinciana)
June – August 2022



BOARDINGS & ALIGHTINGS



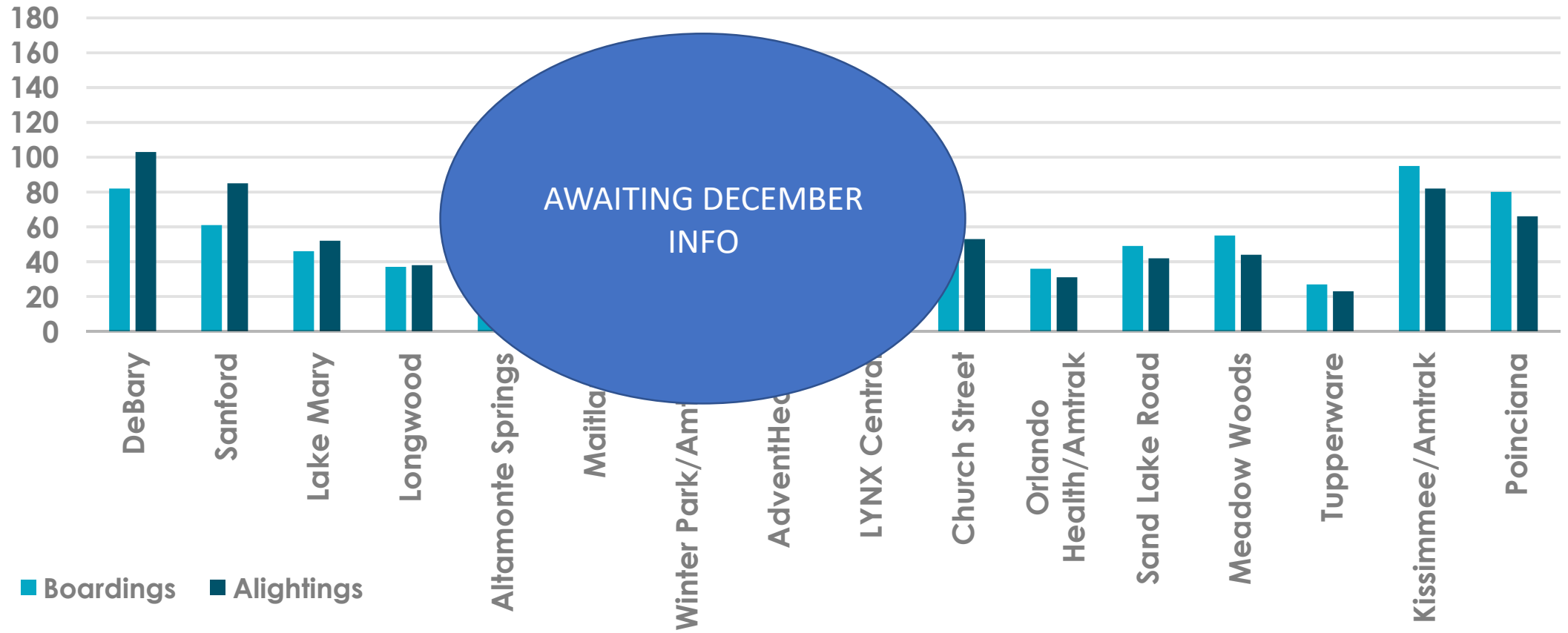
OFF PEAK
10:45 AM – 2:45 PM; 7:25 PM – 9:55 PM (NB from Poinciana)
September - November 2022



BOARDINGS & ALIGHTINGS



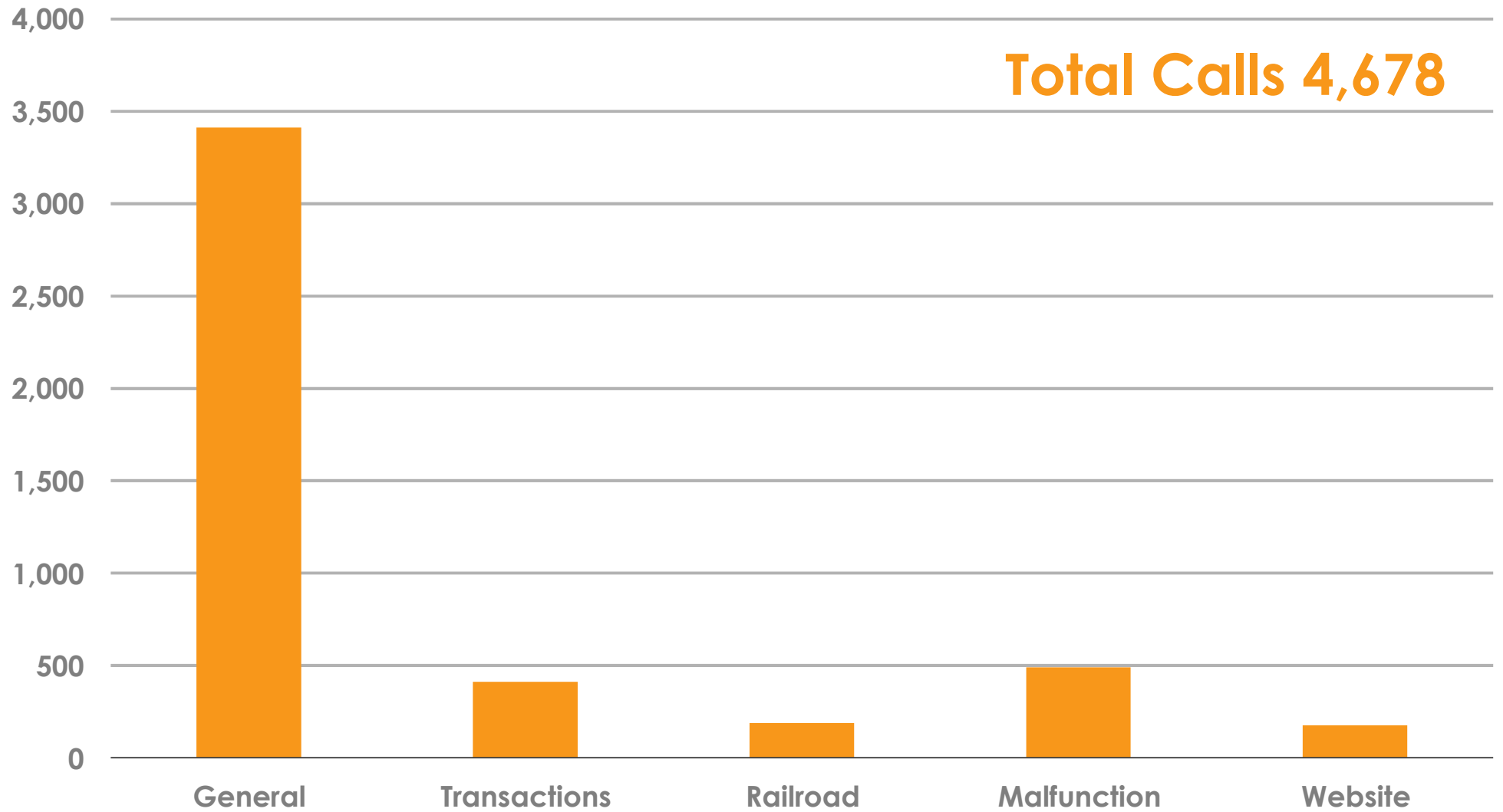
OFF PEAK
10:45 AM – 2:45 PM; 7:25 PM – 9:55 PM (NB from Poinciana)
June – August 2022



CUSTOMER SERVICE CALLS

Sept – Nov 2022

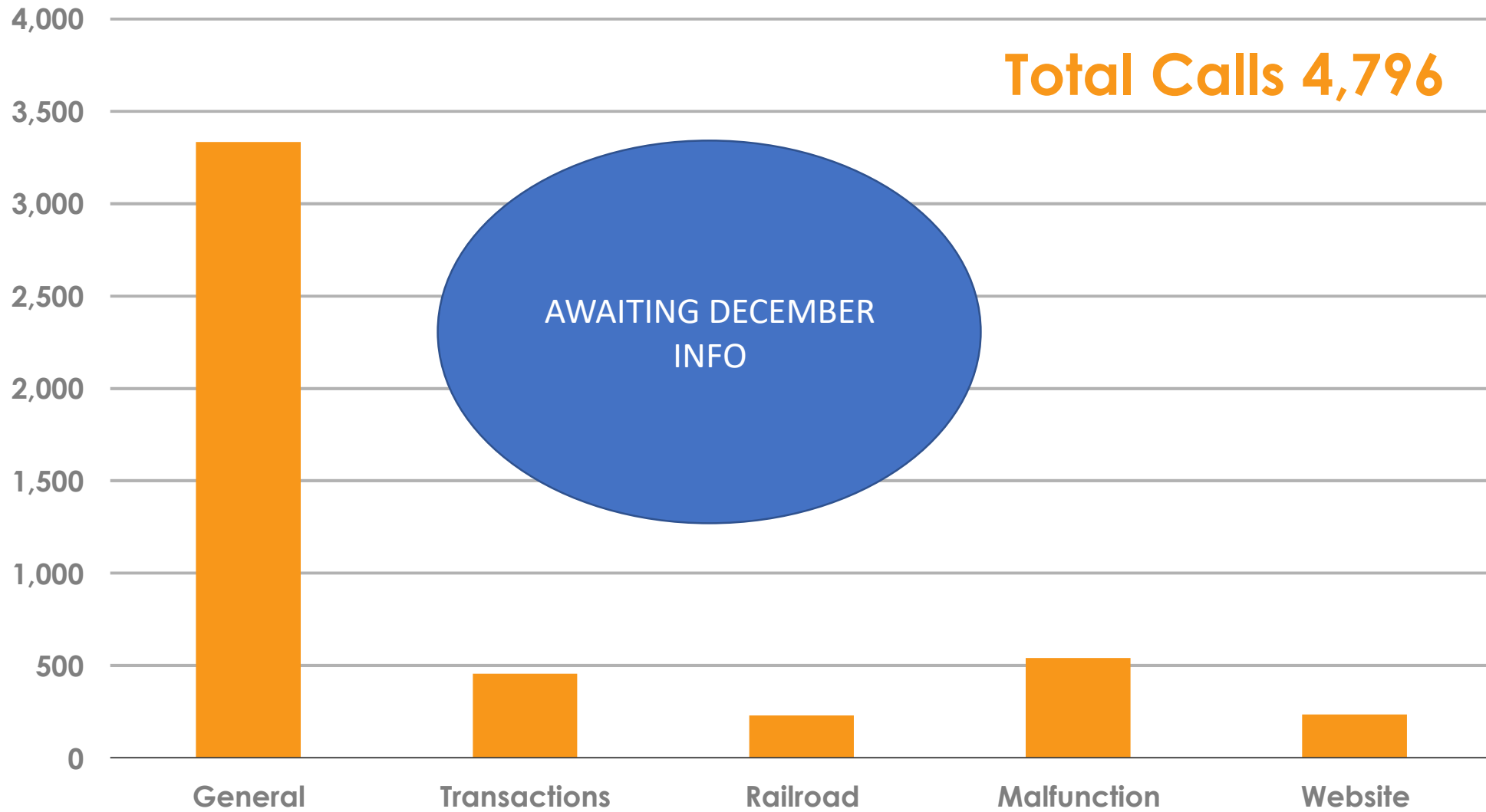
Total Calls 4,678



CUSTOMER SERVICE CALLS

June – August 2022

Total Calls 4,796





TRAIN PERFORMANCE DETAIL

September 2022 – November 2022

Train Performance Overview	Trains	Percentage
On-Time	2049	86.8%
Late	301	12.8%
Annulled	10	0.4%
Total Trains Operated	2360	100.0%

Performance Detail	Days	Trains	Percentage
CFRC Rule Compliance	1	4	0.2%
Dispatching	5	5	0.2%
Efficiency Testing	3	3	0.1%
Maintenance of Way	7	14	0.6%
Mechanical	14	25	1.1%
Other	27	157	6.7%
Passengers	9	16	0.7%
Police Activity	5	8	0.3%
Signals & Components	11	44	1.9%
Train Interference	9	21	0.9%
Trespasser/Grade Crossing/Near Misses	1	9	0.4%
Weather	1	4	0.2%
Total (Rounded)		311	13.2%

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





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	Trains	Percentage
Efficiency Testing	4	0.2%
Maintenance of Way	12	0.5%
Mechanical	20	0.8%
Other	28	1.1%
Passengers	20	0.8%
Police Activity	22	0.8%
Signals & Components	38	1.5%
Train Interference	2	0.1%
Trespasser/Grade Crossing/Near Misses	9	0.3%
Weather	26	1.0%
Total (Rounded)	182	7.0%

AWAITING DECEMBER
INFO

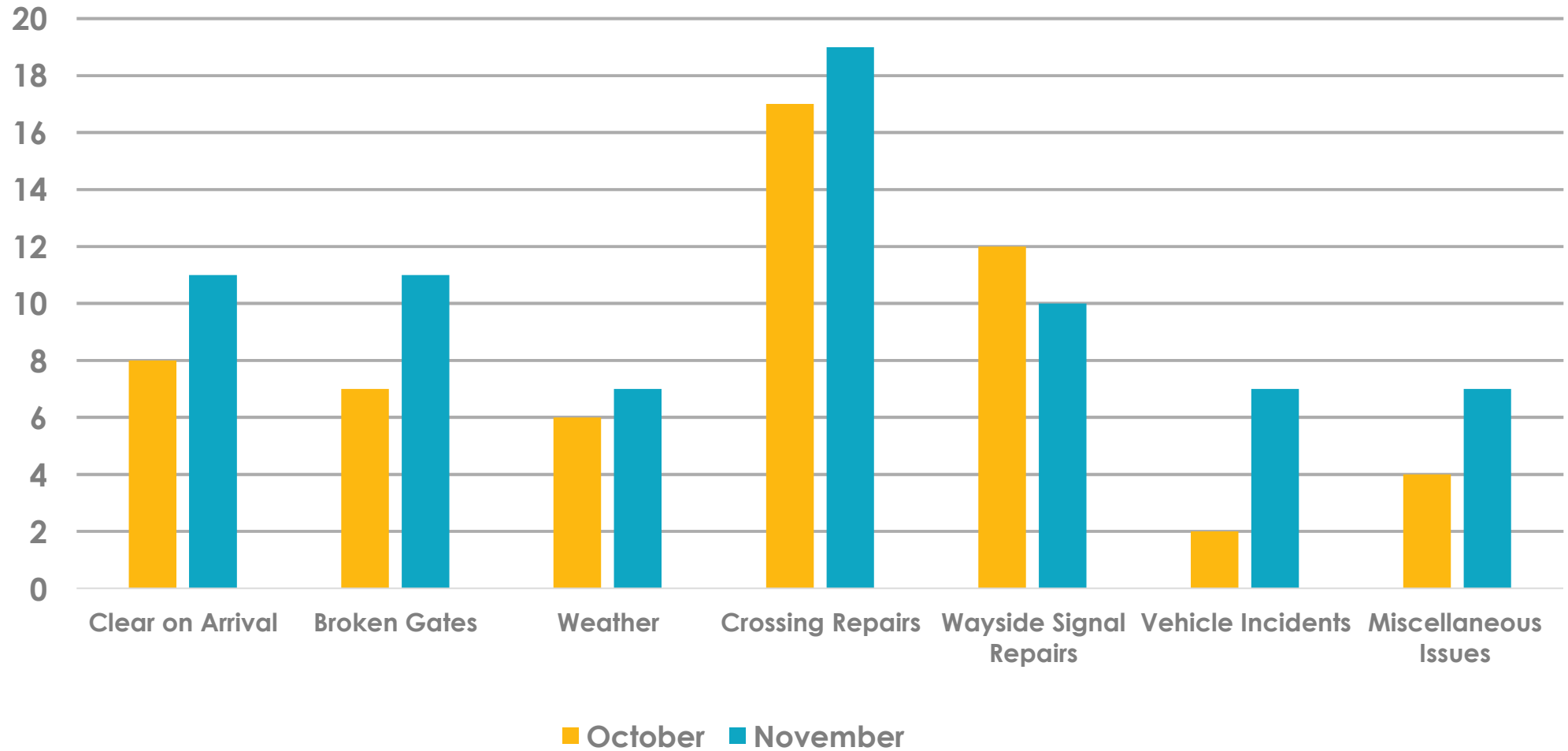
Note: Only categories with a value greater than zero are displayed and rounded to one decimal.



CFRC SIGNAL SYSTEM INCIDENTS



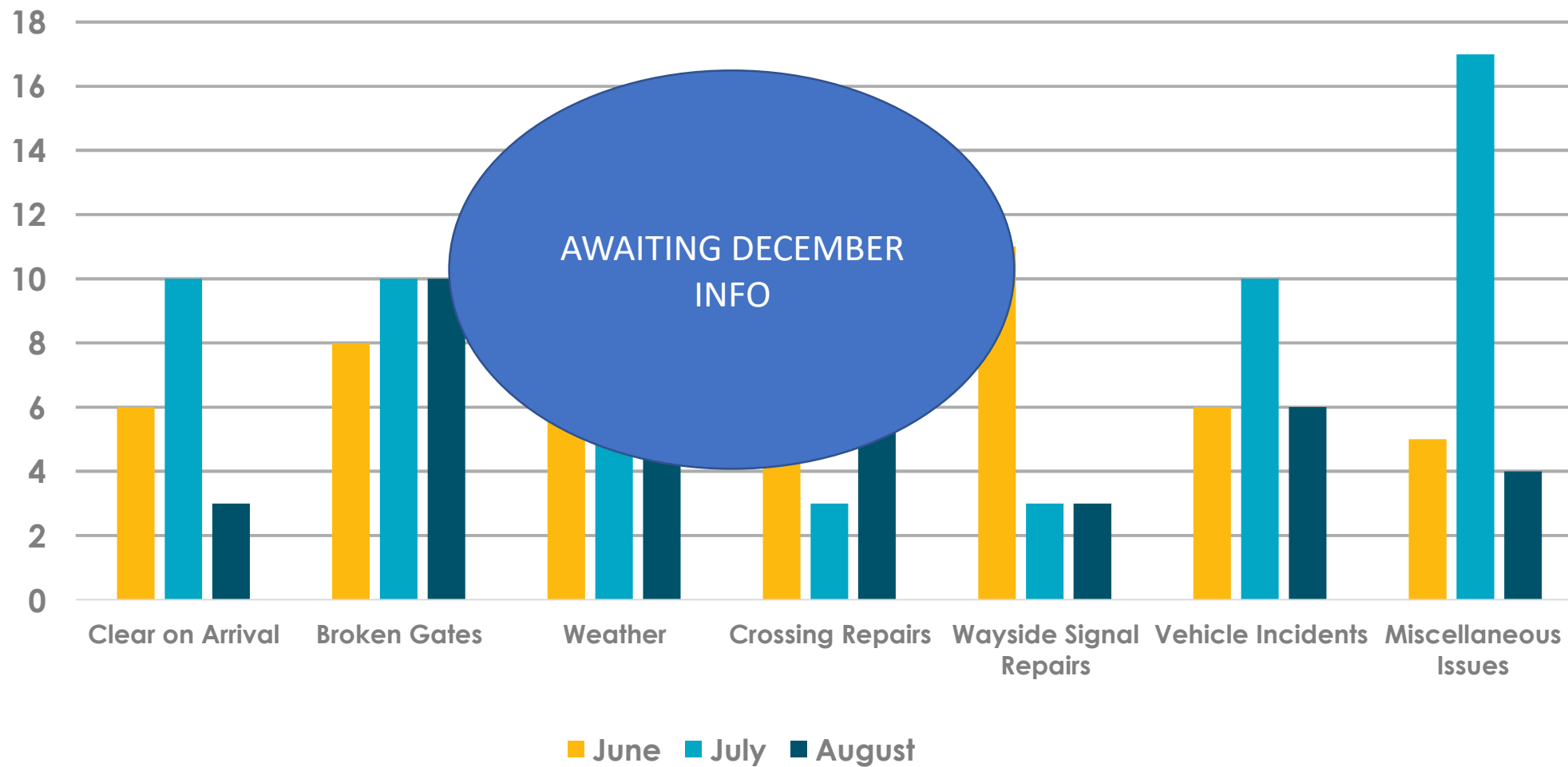
OCTOBER – NOVEMBER 2022



CFRC SIGNAL SYSTEM INCIDENTS



June – August 2022





QUIET ZONES

Jurisdiction	Status
Edgewood	Quiet Zone Established
Orange County	Quiet Zone Established – Four-quadrant gates at Pine St 7 4 th St. – Design and Procurement in Progress
Maitland	Quiet Zone Established
Winter Park	Quiet Zone Established
Seminole County	Four-quadrant gates at Merritt St. complete Seminole County to issue Notice of Establishment (NOE)
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





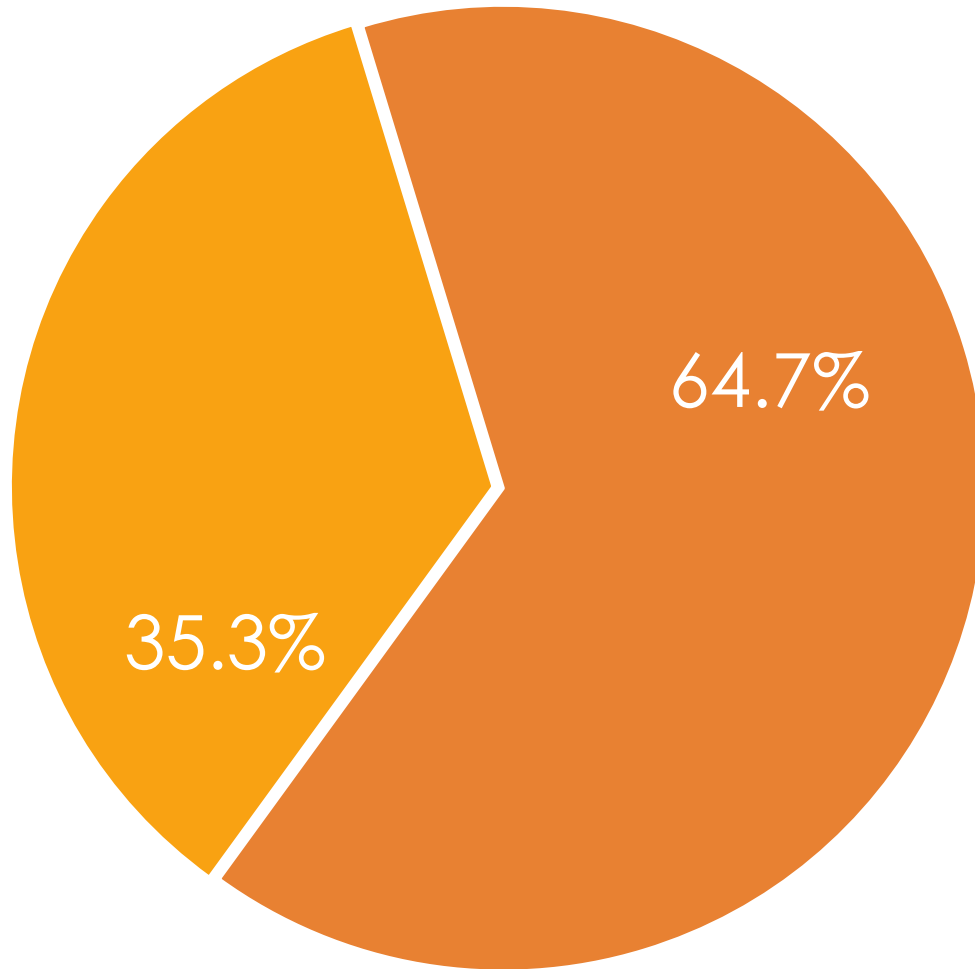
QUIET ZONES

Jurisdiction	Status
Edgewood	Quiet Zone Established
Orange County	Quiet Zone Established. Cost sent to Orange County LFA to be developed
Maitland	Quiet Zone Established
Winter Park	Quiet Zone Established
Seminole County	Installing Quiet Zones 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

AWAITING DECEMBER INFO

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





■ Maintenance ■ Improvements

■ Maintenance

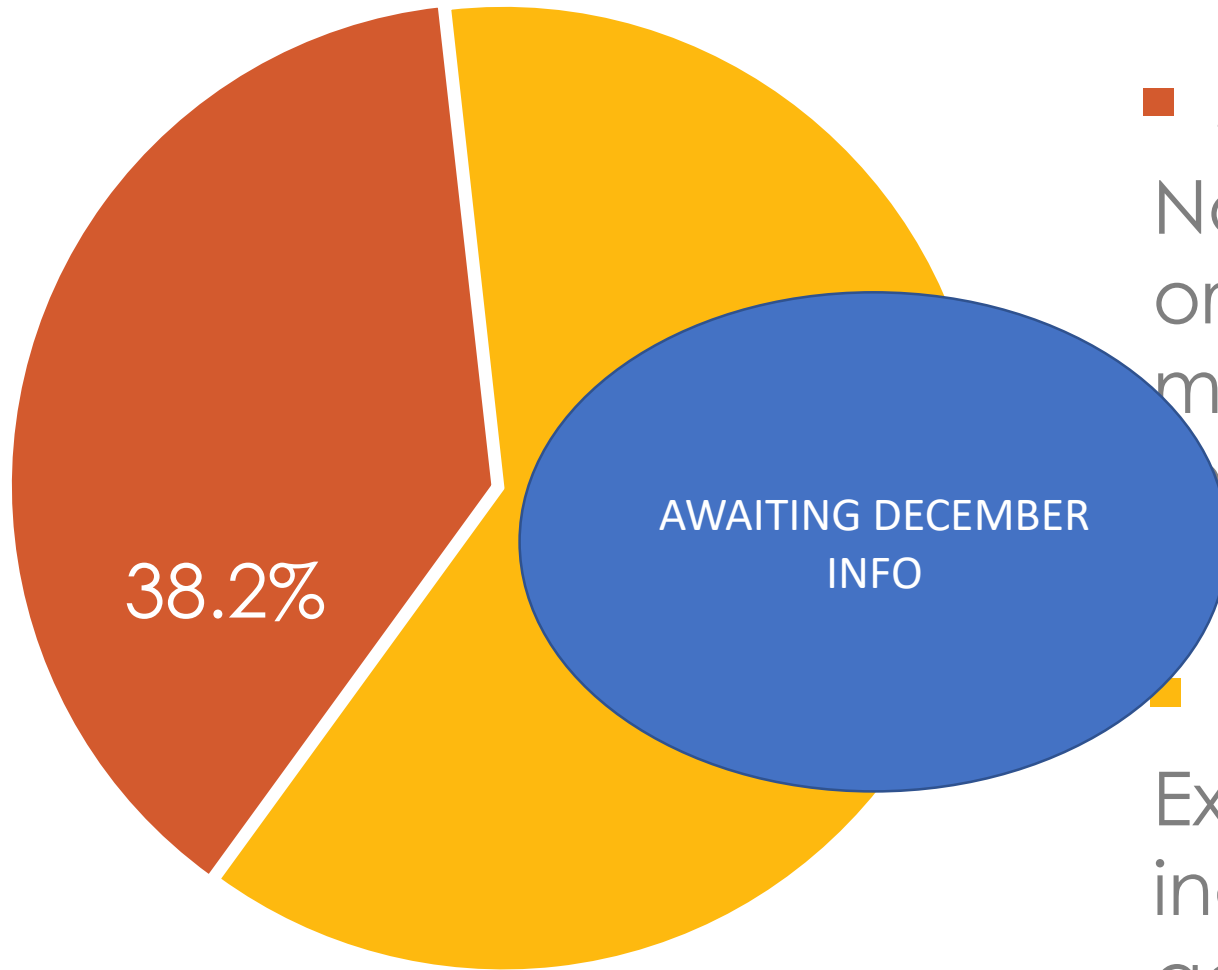
Non-recurring corrective or preventive maintenance or in-kind replacement

■ Improvements

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



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

