



CUSTOMER ADVISORY COMMITTEE

APRIL 4, 2024





Central Florida Commuter Rail Commission
Customer Advisory Committee

Date: April 4, 2024
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** – Luis Nieves-Ruiz
 - IV. Action Items**
 - a. Meeting Minutes Approval: February 8, 2024
 - V. Public Comments**
 - VI. Discussion Items**
 - a. Agency Update – David Cooke FDOT/SunRail, Rail Administration Manager
 - b. Bus Connectivity
 - i. LYNX – Bruce Detweiler
 - ii. Votran – Jake Lunceford
-



Central Florida Commuter Rail Commission

Customer Advisory Committee

VII. Elections

VIII. Committee Member Comments

IX. Next Meeting

- a. Next Meeting – July 11, 2024, 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

February 8, 2024
5:00 p.m.
Hosted by FDOT
LYNX Central Station

Attendees: Chair Luis Nieves-Ruiz, Member Gordon Spears, Member Cortnie Grno, David Cooke, Brian Stanger, Mike Carman, Sandra Gutierrez, Kim Hymes, Jake Lunceford, Bruce Detweiler

Minutes

Meeting called to order by CAC Chair Luis Nieves-Ruiz at 5:04 PM

Pledge of Allegiance and Confirmation of Quorum

- Quorum was not met.
- September 2023 minutes not approved.

Announcements: Chairman's Remarks

Presenter: Luis Nieves-Ruiz

- Mr. Nieves-Ruiz introduced the newest member of the Customer Advisory Committee, Ms. Cortnie Grno representing Osceola County. He went on to report his experience with the mobile ticketing application. He remarked that when activated, the tickets blinked on the screen indicating there were two hours to use. Overall, easy to use. He mentioned there being reimbursements for the test phase of the application and had not seen it yet.
- Mr. David Cooke explained that the blinking in the mobile ticketing application shows that the ticket is activated. You can purchase your ticket in advance, it shows the conductor that the ticket is active.
- Mr. Nieves-Ruiz said it was convenient and he appreciated the opportunity to use it. He spoke to customers, and he noticed issues with machines at Winter Park, Lynx, and Debarry. One of the ticket machines is not working in Debarry.
- Mr. Cooke clarified the new machines are not activated yet, to still use the old machines.
- Mr. Nieves-Ruiz said that he is hearing the security and ambassadors are doing a really good job. He said he was appointed to join the MetroPlan transportation planning board. He wanted to bring something to the discussion, but there is not a quorum. He has been listening to discussions on the sales tax, and whether citizens are willing to vote for it. He wasn't sure if it was appropriate as a SunRail committee to advocate for the sales tax for additional funding for rail. It may be good topic for a future discussion.

Public Comment:

- No public comments were received.

Agency Update:

Presenter: David Cooke

- One Million Riders
 - On December 7, 2023, SunRail reached over 1 million in ridership. This marks the first time in a calendar year we reached this number since 2019.
 - SunRail celebrated this milestone with a video collage of multiple riders expressing their excitement and appreciation about SunRail and sharing it on all social media platforms.
- Jingle Rail
 - This multi-city partnership for the holiday season promoted taking the train to events along the corridor for the entire month of December.
 - Boosted ridership daily.
 - Promoted different stops along the corridor with holiday themed attractions, food, and

- fun.
 - Ambassadors and Conductors handed out Jingle Rail stickers to kids and adults.
- Special Service Success
 - The Orlando Downtown Development Board sponsored two special services in December, one for Saturday, December 23 and the other for the Pop-Tarts Bowl on Thursday, December 28.
 - Strong turnout with over 7,000 in ridership
 - Top destination stations were Church St and Winter Park
 - There was incredible earned media coverage from local news networks and online publications.
- Boo! On Broadway Success!
 - SunRail joined Kissimmee Main Street on Friday, 10/27.
 - Kissimmee “Station 51” was decorated with a fun alien theme.
 - Over 1,000 families rode SunRail to and from the event.
 - Over 3,000 kids visited SunRail’s booth where they received candy, safety information, and a special “Station 51” sticker.
 - An additional 9 PM northbound train service was sponsored by Nature’s Table
 - Cross promoted with FDOT’s Mobility Week
- Mobility Week 2023
 - Statewide cooperative effort by FDOT and its partner agencies to promote awareness of safe, multimodal transportation choices.
 - 10/27 – 11/3
 - Votran Rider Appreciation 10/31 at DeBary Station
 - Try It Thursday Success 11/2 - boost in ridership with over 600 additional riders.
 - Free service all day in collaboration with LYNX
 - Safety Fair at LYNX Station
- Average Daily Ridership
 - Oct – Dec 2023: 4,442
- On-Time Performance Average: June – August 2023
 - Goal – 95%; Actual 91.7%; Contract 98.8%
- PTC Success through August 31, 2023
 - SunRail 99.9%; CSX 99.8%; Amtrak 99.9%
- Mr. Spears stated that one million riders is a huge accomplishment even though it is an annual number. He asked if that was only fare paying riders or if it included special events.
- Mr. Cooke clarified that while the fare is free for riders that attended the special events, these events are being sponsored and paid for by other entities.
- Mr. Nieves-Ruiz commented that there is a real demand for nighttime and weekend service. I have my employees ask me why it doesn’t go on the weekends? At the time SunRail was being considered, since it was only going to be commuter rail, it was touted as being cheaper if we went with limited service. However, looking at things now and based on the numbers, there is a real demand. There is definitely a demand, it just needs to be determined how it's going to be paid for. We need to be assertive as a region on why we believe in transportation.

LYNX Connectivity:**Presenter:** Bruce Detweiler

Phase 1 Feeder Route Service and Avg Daily Boardings

- October started the new fiscal year, and in that month, we saw a 12% increase in ridership and in November a 16% increase. December isn't shown on the slide, but those numbers showed an increase of 8% from last year.
- Annual ridership for FY24 up 6% when compared to FY23.

Phase 2 South Feeder Bus Routes

- October is showing mostly increases in both fixed route and Neighbor Link. November is showing mostly increases in the fixed route service, but Neighbor Link did show a decrease from last year.
- Moving forward, we will be showing a new reporting category. Last year, Lynx made some service improvements at the Sand Lake Rd Station for routes serving the airport and so we are adding a ridership comparison to track how that is impacting ridership. Using July 2023 as the base, and looking at November, we are showing a 52% increase in trips from the train station to the airport.

Votran Connectivity**Presenter:** Jacob Lunceford

- We are averaging 31 riders per day from the Debary station for this fiscal year October and November. Ended last year about 5.8% higher than the previous fiscal year.
On January 28, we eliminated the route 32 bus that ran to the Debary station that connected Orange City and western Deltona due to low ridership.
- Mr. Spears asked how many riders drove to the station versus taking the bus? Mr. Lunceford responded with 31 per day is how many passengers used the bus to get to the station. This number does not include those passengers that drove to the station and then boarded the train.

Sunshine Corridor – TCAR Study Progress**Presenter:** Brian Stanger

- FDOT Study Process
 - Still in the TCAR process, hoping to wrap up this month to begin the next steps including Project Development and Environment (PD&E), design, right of way, and ultimately construction.
- TCAR Study Components – The Department looks at the following areas through the course of the study:
 - Purpose, Need and Background
 - Public and Stakeholder Engagement
 - Existing Conditions
 - Future Needs and Conditions
 - Alternatives Development
 - Evaluation of Alternatives
- Purpose and Need
 - The Sunshine Corridor provides a premium transportation option to improve mobility, connectivity, and accessibility to major employment centers while stimulating economic development opportunities to support adjacent communities and the rapidly growing Central Florida region.
- Public and Stakeholder Engagement
 - A video was shown recapping the community engagement and media response received as a result of a series of public meetings that were held in December.
 - 330 + people engaged
 - 42 comment forms received
 - 122 public survey respondents

- 185 public meeting participants
- 82 online comments
- Public Open House Overview
 - Meetings were held at three different locations, additionally the meeting was held virtually.
- Survey Result Statistics (20 questions, average time 5 minutes)
 - Of the 122 surveys offered, 90% of respondents were familiar with the Sunshine Corridor Study.
 - Familiarity with SunRail
 - 43% are familiar with SunRail but have never used it.
 - 43% are familiar with SunRail and have used SunRail on occasion, and
 - 11.5% are regular SunRail customers.
 - 50% of the respondents who have ridden SunRail use it primarily for traveling to/from entertainment venues.
 - The biggest takeaway was that 98% of survey respondents support the expansion of SunRail.
- Survey Results
 - Expansion to which locations – respondents indicated their preference by location was:
 - 90.43% Orlando International Airport (OIA)
 - 81.74% Orange County Convention Center (OCCC)
 - 71.30% South International Drive
 - 78.26% Disney Springs
 - 27.83% Other
- CFL Roads Online/Email Comments Overview
 - Overall, comments were supportive of the use and expansion of rail
 - Most comments were specifically supportive of rail expansion to OCCC/I-Drive/Universal with a general preference to the SR 528 alignment, avoiding Hunter’s Creek Community and other residential developments.
 - Many viewed that the corridor and proposed stops would greatly benefit tourists and the local workforce, as well as promote development and benefit the economy.
 - Some expressed that they would like expanded hours/days of service on nights and weekends; and additional stops in residential locations for increased use and access.
- Alternatives Under Consideration
 - Enhanced Local Bus
 - Bus Rapid Transit
 - Commuter Rail (SunRail)
 - Trackless Tram
- Preliminary Screening – Meet Project Purpose & Need
 - Enhanced Local Bus – Does not achieve ‘advanced expansion of SunRail Commuter Rail’, or ‘provides additional multimodal transportation options to alleviate road network’. Moderately achieves ‘improves access and connectivity to employment and activity centers’, and ‘advances local priorities and leverages transportation investments’.
 - Bus Rapid Transit - Does not achieve ‘advanced expansion of SunRail Commuter Rail’, or ‘provides additional multimodal transportation options to alleviate road network’. Moderately achieves ‘advances local priorities and leverages transportation investments’, and achieves ‘improves access and connectivity to employment and activity centers’.
 - Commuter Rail - Achieves all project purposes and needs
 - Trackless Tram – Does not achieve ‘advanced expansion of SunRail Commuter Rail’ or ‘advances local priorities and leverages transportation investments’. Moderately achieves ‘improves access and connectivity to employment and activity centers’ and ‘advances local priorities and leverages transportation investments’.

- Alternatives Evaluation
 - Evaluation Factors
 - Travel Markets/Ridership
 - Operations
 - Infrastructure/Safety
 - Mobility/Connectivity/Equity
 - Land Use/Economic Development
 - Community/Environment
 - Cost
- TCAR Study Next Steps
 - Complete Alternatives Evaluation
 - Refine Ridership Estimates
 - Complete Cost Estimates
 - Complete Assessment of Other Factors
 - Public Comment Follow up
 - Finalize TCAR Study Final Report
 - Share results with Working Group
 - Discussion at future CFCRC Meetings
- Mr. Stanger opened it up for questions and comments.
- Mr. Nieves-Ruiz had a question regarding the survey results. He pointed out how people have responded to the survey, with 50% using SunRail primarily for traveling to/from entertainment venues. This is a newer trend we are now seeing. If you recall at the beginning of the meeting, I mentioned that the primary function was to connect people to/from work. These results now changes the whole scope of the project for how people are using it today vs. going with traditional commuter rail. For the Alternatives under consideration, Mr. Nieves-Ruiz asked if it was a model used as part of a cost benefit analysis?
- Mr. Stanger responded that we do have cost estimates for commuter rail, but the other modes are more high-level cost/benefit analysis, it doesn't include drilled down details yet. For example, like Bus Rapid Transit uses a dedicated lane, therefore you must include costs for right of way in the analysis etc.
- Mr. Nieves-Ruiz referenced the slide 'Alternatives Evaluation' and asked what was used to build the impact analysis?
- Mr. Stanger responded we will do further analysis in the PD&E phase. This is truly, a very high level estimate. As the phases of the project continue, the costs will continue to get refined.
- Mr. Nieves-Ruiz, when people are confused, they don't ask the questions because they don't understand. He has ten years' experience with reports like this and wants to make sure he understands what is going on if people ask him about it. He explained that he works in the building and at 4pm Interstate 4 is packed even after the reconstruction, \$7.6 billion dollars later and there is still stopped traffic to get to SR 408.
- Ms. Grno asked about the connector to the airport and the mainline. She brought up the concern of parking. It is free to park at the SunRail station, would it be cheaper to park in SunRail lot long term, not pay and take the train in?
- Mr. Stanger responded that the idea is riders would park at the stations and ride into the airport.
- Ms. Grno clarified that the concern is more with the SunRail lots being full just for the airport, since riders are not paying to park, what would deter people from doing that.
- Mr. Stanger answered that those details are still being figured out.
- Ms. Grno gave the example that if she parks in Kissimmee for a week for free and rode the train into the airport the SunRail lot could be completely full and daily riders wouldn't be able to park. She also brought up the concern of night and weekend service. Entertainment being a

big factor.

- Mr. Nieves-Ruiz asked if there is a drilled down study on all of this to share with the committee?
- Mr. Stanger let him know that when it is moved into the next phase, there will be a more in-depth report with much more detailed analysis.
- Mr. Spears gave comments about the locations of the venues and the proximity to the Sunshine Corridor, the stakeholders are not restricted to those areas but include those who use the entire system. He uses the system living by Ivanhoe, he uses the train and the Lynx 111 to the airport. Many people don't know that's an option. He doesn't feel that the real group of stakeholders were reached out to. Another concern is referring to the map as a subway map. He made the point that the Sunshine Corridor and the SunRail corridor run parallel for a substantial distance and there isn't a single station identified. It's agreed that it will improve efficacy with a transfer station, but it is unfortunate that it wasn't thought about when they were designing the system or picking Right of Way. Why couldn't they take the corridor up to Sand Lake Rd? There may have been technical reasons, but he never saw an analysis. Why can't we use existing infrastructure such as the Sand Lake Rd station as the transfer station? There are a lot of parallel tracks there that are used by freight. Further south, where the SunRail corridor and Sunshine Corridor meet, that's where a transfer station would have to be. That is how other commuter rail systems are done, like in Munich, and it works well. He feels that having the transfer station is necessary for efficiency. If you have a scheme that you must go to an existing station and then a dedicated train to Terminal C, then it becomes inefficient. You will have to have two trains using the same track to get it done, same thing from Kissimmee to the airport. Replicating rolling stock is unnecessary because it's not leveraging existing stations. For that reason, it's important to have frequent enough service on the Sunshine Corridor. He understands perhaps the reasons why the Sand Lake Rd station was not chosen. He is in support of frequent service, service that matches the existing north to south line and a transfer station around the Taft area. The presentation that was given was for someone that is new to this, not for people who know about the corridor. He was looking for more drilled down information not the glossy high-level picture. He feels we missed the opportunity to make it more efficient. Should have considered airport connectivity at the time. He concluded that he does support the transfer station.

Election of Officers

- Mr. Nieves Ruiz confirmed there is no quorum, and an election cannot take place. He does not mind serving again as Chair when it is determined, but we are still missing a Vice Chair.

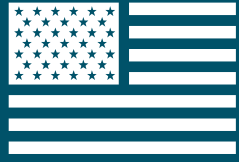
Committee Member Comments

- Mr. Nieves-Ruiz brought up the penny sales tax and we are here because we believe in the train and believe in transit. He gets frustrated when he sees the discussions that are being seen as short term instead of long term effects.
- Mr. Spears commented on the penny sales tax. We were having a conversation before the meeting, but he feels it is worth putting on record. He believes the sales tax failed last time because it wasn't tied to a specific project so people could vote accordingly. It had no hard detail about how the money would be spent. He fears the money would be spent on highway projects that he won't use and doesn't support, and he feels a lot of people are like that. Would be more successful if it was spent ½ cent for highways and ½ cent for pedestrian and other transit modes. If SunRail can have specific projects, like Sunshine Corridor, night, and weekend service. These things would convince the public to vote yes to raise taxes. He commented on the mobile app, the infrastructure wasn't really set up yet. Even though everyone knew about it, he commented on the use of it while being limited. He recalled being told he would be reimbursed, he had \$6.00 still on the app that eventually disappeared.
- Mr. Cooke asked Mr. Spears if he had contacted Customer Service? Mr. Cooke replied that if it was during beta or live testing, then it should have been reimbursed.

- Mr. Spears said he didn't check his account and hasn't called Customer Service. Since Mr. Detweiler is present, he also wanted to talk about the Lynx bus tracker app. The app has essentially doubled the usefulness of the Lynx system and has eliminated waiting times. However, if this app is offline, then it is extremely inefficient. He wanted to stress how important the bus tracker app is. He chooses to use the bus and doesn't want to wait. There is talk about rolling SunRail and Lynx into the same agency, so hopefully the app being offline is just a temporary thing.
- Mr. Detweiler gave insight into the app being down and is an important part of the system. It was turned off, but they are working on an internal tracker app that is hopefully going to be rolled out in the next couple of months. In the interim, there are third party apps that do work well.
- Mr. Spears asked if they accessed the same bus system?
- Mr. Detweiler confirmed yes, they are tracking the buses successfully and they use the same GTFS feed that Lynx uses for their bus tracker app.
- Mr. Spears asked if Lynx could let the public know about the third-party apps. Feels this should be a priority. Everyone uses the app, and it needs to be a high priority because it actually works.
- Mr. Detweiler replied that Lynx did communicate to the public that their app was being turned off and would be replaced in the coming months.
- Ms. Grno commented that the penny sales tax doesn't really apply to her in Osceola County. She asked who makes decisions on where and how the money is spent? Is it just Orange County paying for the Sunshine Corridor to the airport or are all the counties contributing?
- Mr. Cooke confirmed the sales tax is a county driven initiative. He said the Sunshine Corridor funding is still being discussed among the partners and hasn't been determined yet.
- Mr. Spears asked if it was a public/private partnership with Brightline?
- Mr. Cooke said this is still in discussion.
- Mr. Nieves Ruiz explained that the penny sales tax was determined using three buckets – one was for roads, one for transit, and another for other improvements. The Orange County Commission will decide how the money is spent.

Next meeting is scheduled for Thursday, April 4, 2024, at 5:00 p.m. at LYNX Central Station Admin. Building, 2nd Floor, Open Space.

Meeting adjourned at 5:57 pm.



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:

Esta reunión, proyecto o estudio se lleva a cabo sin distinción de raza, color, origen nacional, edad, sexo, religión, discapacidad o estado familiar. Las personas que deseen expresar sus inquietudes relativas al cumplimiento del Título VI por parte del FDOT pueden hacerlo comunicándose con:

Reyinyon, pwojè, oswa etid sa a ap fèt san konsiderasyon ras, koulè, orijin nasyonal, laj, sèks, relijyon, andikap oswa sityasyon fanmi an. Moun ki vle eksprime enkyetid yo konsènan konfòmite FDOT ak Tit VI ka fè sa lè yo kontakte:

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WELCOME



CHAIR'S REPORT

LUIS NIEVES-RUIZ



APPROVAL

ADOPTION OF FEBRUARY 8, 2024, MEETING MINUTES



PUBLIC COMMENTS



AGENCY UPDATE

DAVID COOKE

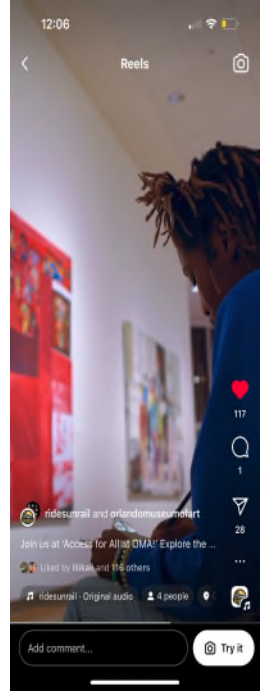
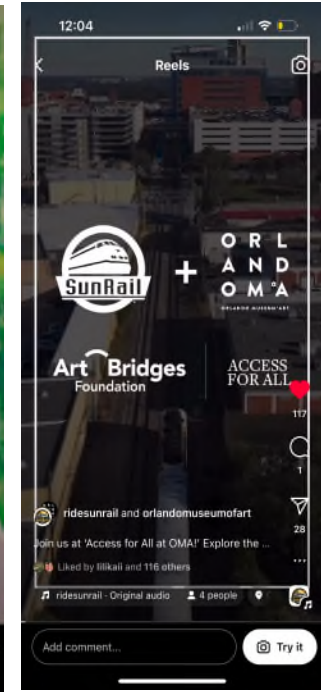
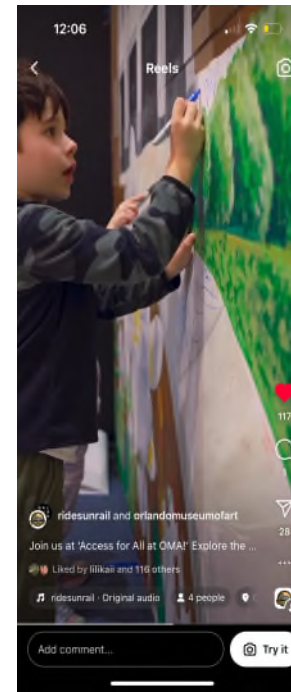
FDOT/SUNRAIL, RAIL ADMINISTRATION MANAGER



ORLANDO MUSEUM OF ART: ACCESS FOR ALL

SunRail and the Orlando Museum of Art have partnered to promote 'Access for All' – a day of free museum admission every third Thursday of the month through 2024.

- This event features live entertainment and a different theme every month.
- The goal is to encourage the SunRail riders and families to experience culture, exhibits, and creativity at the museum.





Spring into March

March was an incredible month for seasonal events and destinations along the corridor.

- More than 30 events and destinations near stations
- Choo Choo to Zoo back by popular demand March 15 – March 22, with over 800 riders
- Spring Breaks spanned three weeks for Orange, Osceola, Seminole, and Volusia counties



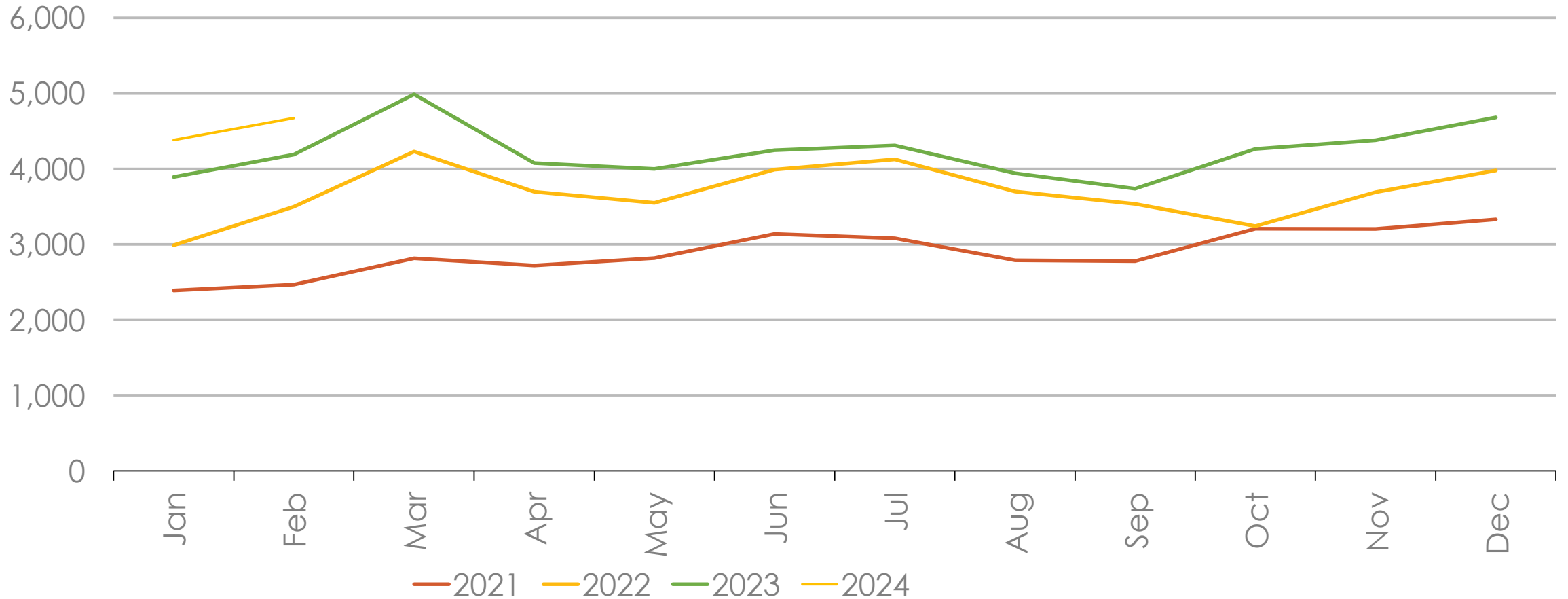


**NORTHERN
EXPANSION**



AVERAGE DAILY RIDERSHIP

JAN - FEB AVERAGE - 4,526





ON-TIME PERFORMANCE AVERAGE

January - February 2024

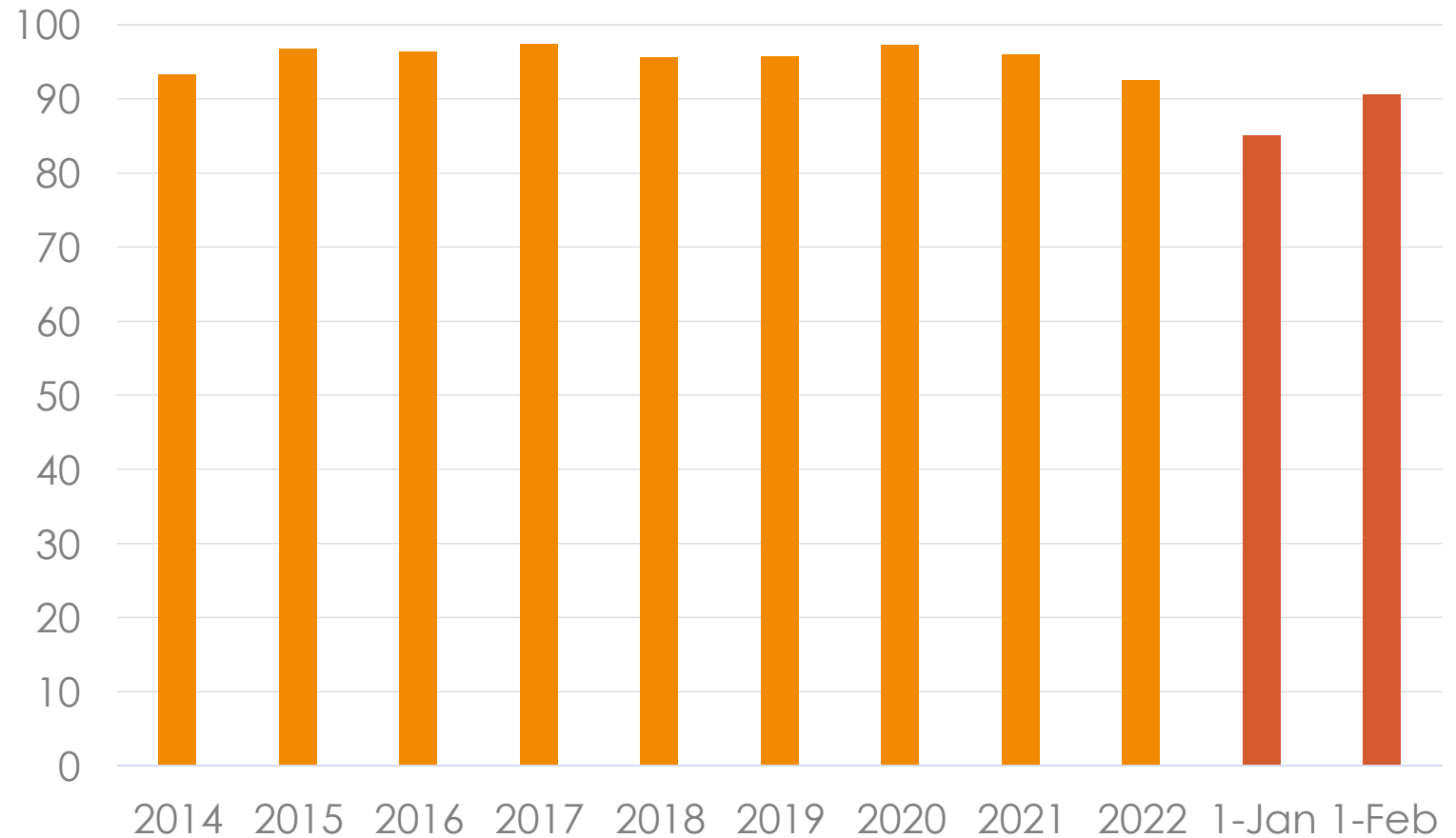
Goal = 95%

Actual = 87.92%

Contract = 99.02%

ABOVE AVERAGE

- On-Time 14 Days
- 43 Operating Days
- Ran 1,720 Trains





SUNSHINE CORRIDOR UPDATE



LYNX CONNECTIVITY

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

SUNRAIL STATION	Fiscal Year 2024												ANNUAL DAILY AVERAGE
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	
<i>Days of Operation</i>	22	21	21	22	21								21
Sanford	302	301	272	302	303								296
Lake Mary	75	76	72	80	84								77
Longwood	77	69	59	73	80								72
Altamonte Springs	133	130	143	133	129								134
Maitland	16	17	22	18	15								18
Winter Park	379	379	370	359	397								377
AdventHealth	309	290	267	300	309								295
LYNX Central Station													
Church Street Station													
Orlando Health/Amtrak	27	29	26	21	25								26
Sand Lake Road	284	311	338	319	381								327
Meadow Woods	119	106	92	107	121								109
Tupperware	14	14	12	14	13								13
Kissimmee Intermodal													
Poinciana	7	9	4	6	8								7
Total - All Stations	1,742	1,731	1,677	1,732	1,865								1,749
Percent change from FY 22 to FY 23	12%	16%	8%	6%									8%





LYNX CONNECTIVITY

LYNX Feeder Bus Route Analysis (Phase II Routes)

LINK	January		Change	% Change
	FY23	FY24		
18	20,741	20,848	107	1%
418	5,076	4,947	(129)	-3%
155	662	571	(91)	-14%
306	1,716	2,382	666	39%
604*	339	360	21	6%
831*	821	740	(81)	-10%

* NeighborLink Ridership reporting is recorded from the farebox beginning October 2023.

LYNX Sand Lake SunRail to Airport Average Daily Ridership

LINK	Average Daily Boardings		Change	% Change
	Jan-23	Jan-24		
11,42,111	32	72	40	125%





LYNX CONNECTIVITY

LYNX Feeder Bus Route Analysis (Phase II Routes)

LINK	February		Change	% Change
	FY23	FY24		
18	20,356	21,551	1,195	6%
418	5,683	5,138	(545)	-10%
155	704	666	(38)	-5%
306	1,698	2,088	390	23%
604*	325	390	65	20%
831*	794	731	(63)	-8%

* NeighborLink Ridership reporting is recorded from the farebox beginning October 2023.

LYNX Sand Lake SunRail to Airport Average Daily Ridership

LINK	November		Change	% Change
	Feb-23	Feb-24		
11,42,111	34	79	45	132%





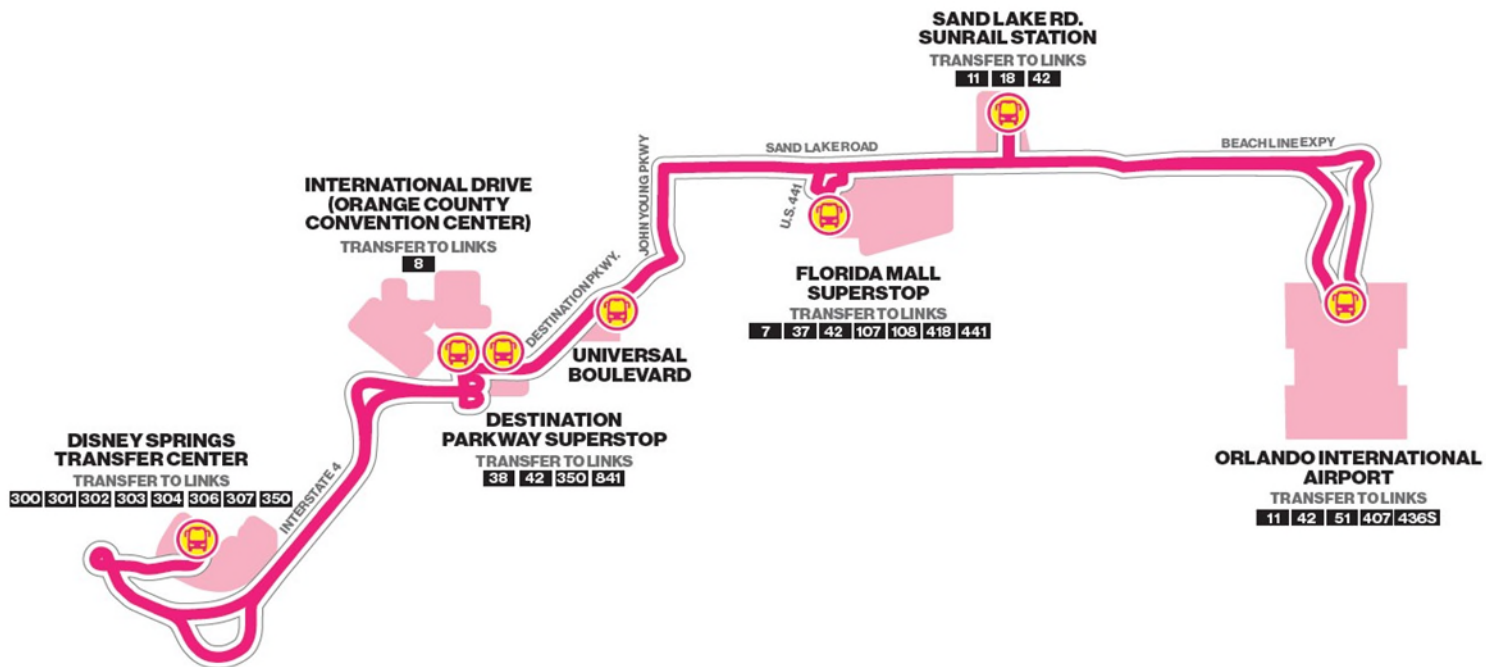
Train-to-Plane Improvements



Highlights

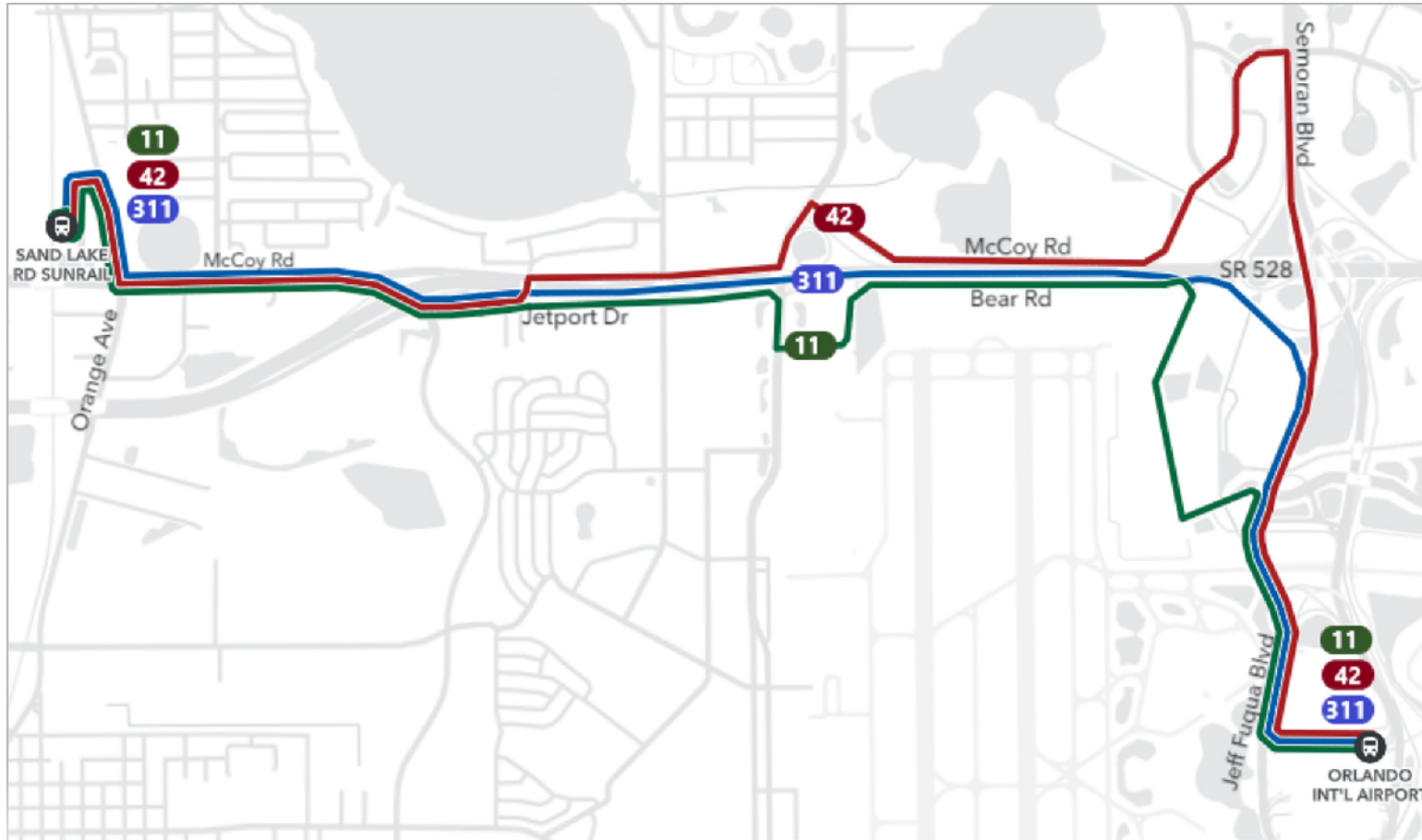
- Current Link 111 discontinued (branded as the “Train-to-Plane” connection)
- NEW Link 311 service replaces Link 111
- New destinations accessible from Sand Lake Road SunRail station and Orlando Int’l Airport
- Increased frequency and improved connections

New Route – Link 311 – Disney/OIA/Destination Pkwy Express



- Operate as a limited-stop service
 - Link 311 – OIA Destination Pkwy/Disney Express
- Operates daily from 5 a.m. – 11:05 p.m.
- 30-minute frequency
- Limited stops only at:
 - Disney Springs Transfer Center
 - Destination Pkwy @I-Drive (*Orange County Convention Center*)
 - Destination Parkway Superstop
 - Destination Parkway @Universal Blvd.
 - Florida Mall Superstop
 - Sand Lake Road SunRail Station
 - Orlando International Airport

SunRail Connection Improvement



- Weekdays:
 - Sand Lake Station to OIA approximately every 15 minutes (Links 42 & 311) from 5:30 a.m. – 10:45 p.m.
- Weekends:
 - Link 11 extended into station ALL trips
 - Link 42 frequency increase to every 30 minutes on Sunday
 - Link 311 new service every 30 minutes



VOTRAN CONNECTIVITY

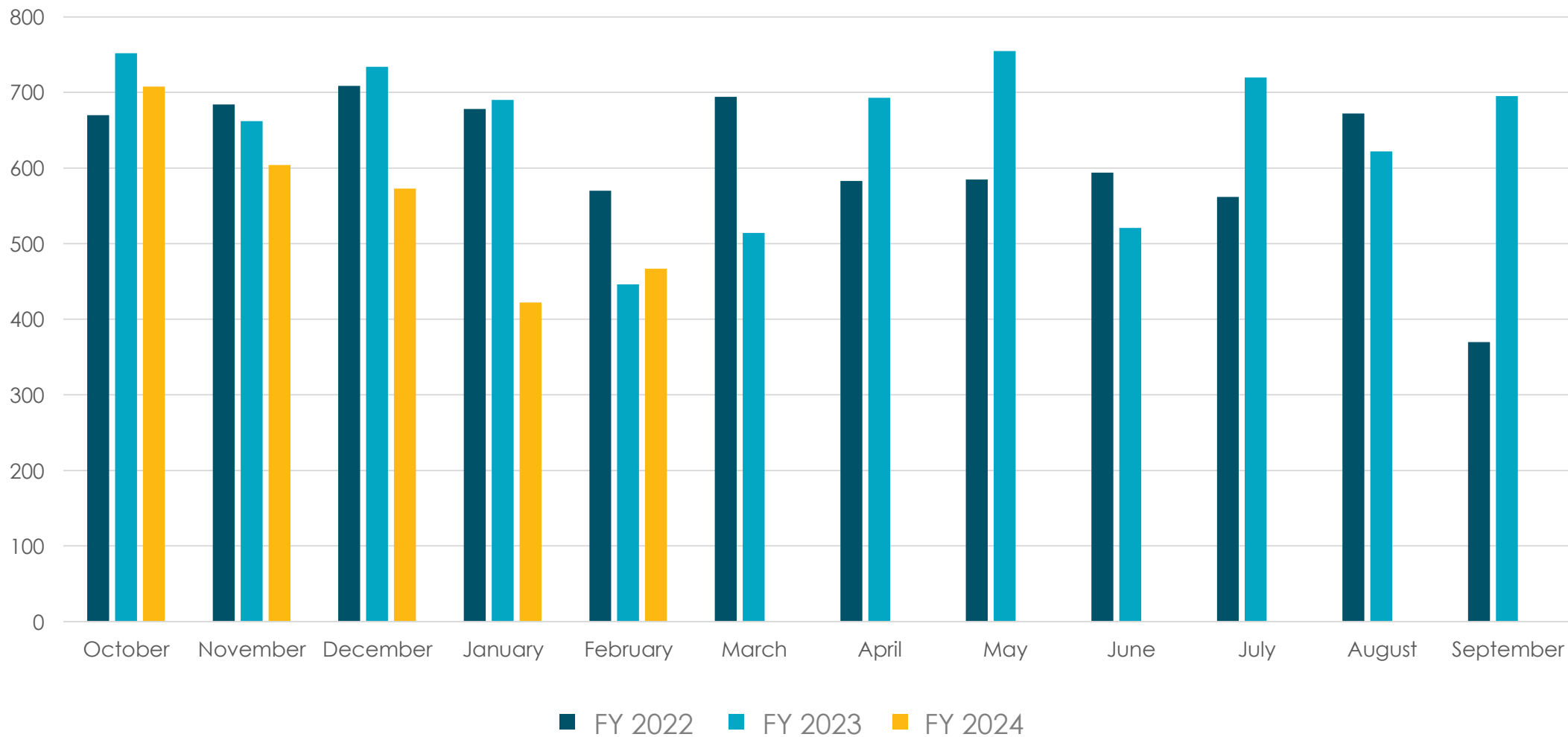
Activity at DeBary Station	Fiscal year 2022												Annual Daily Average
	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	
Days of Operation	21	21	23	21	20	23	21	21	22	20	23	20	256
Total Monthly Ridership	670	684	709	678	570	694	583	585	594	562	672	370	7,371
Avg 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	22	22	20	23	20	22	22	20	23	20	255
Total Monthly Ridership	752	662	734	690	446	514	693	755	521	720	622	695	7,804
Avg Daily Ridership	36	33	33	31	22	22	35	34	24	36	27	35	31

Activity at DeBary Station	Fiscal year 2024												Annual Daily Average
	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24								
Days of Operation	22	21	20	22	21								106
Total Monthly Ridership	708	604	573	422	467								2,774
Avg Daily Ridership	32	29	29	19	22								26



VOTRAN SUNRAIL CONNECTIVITY



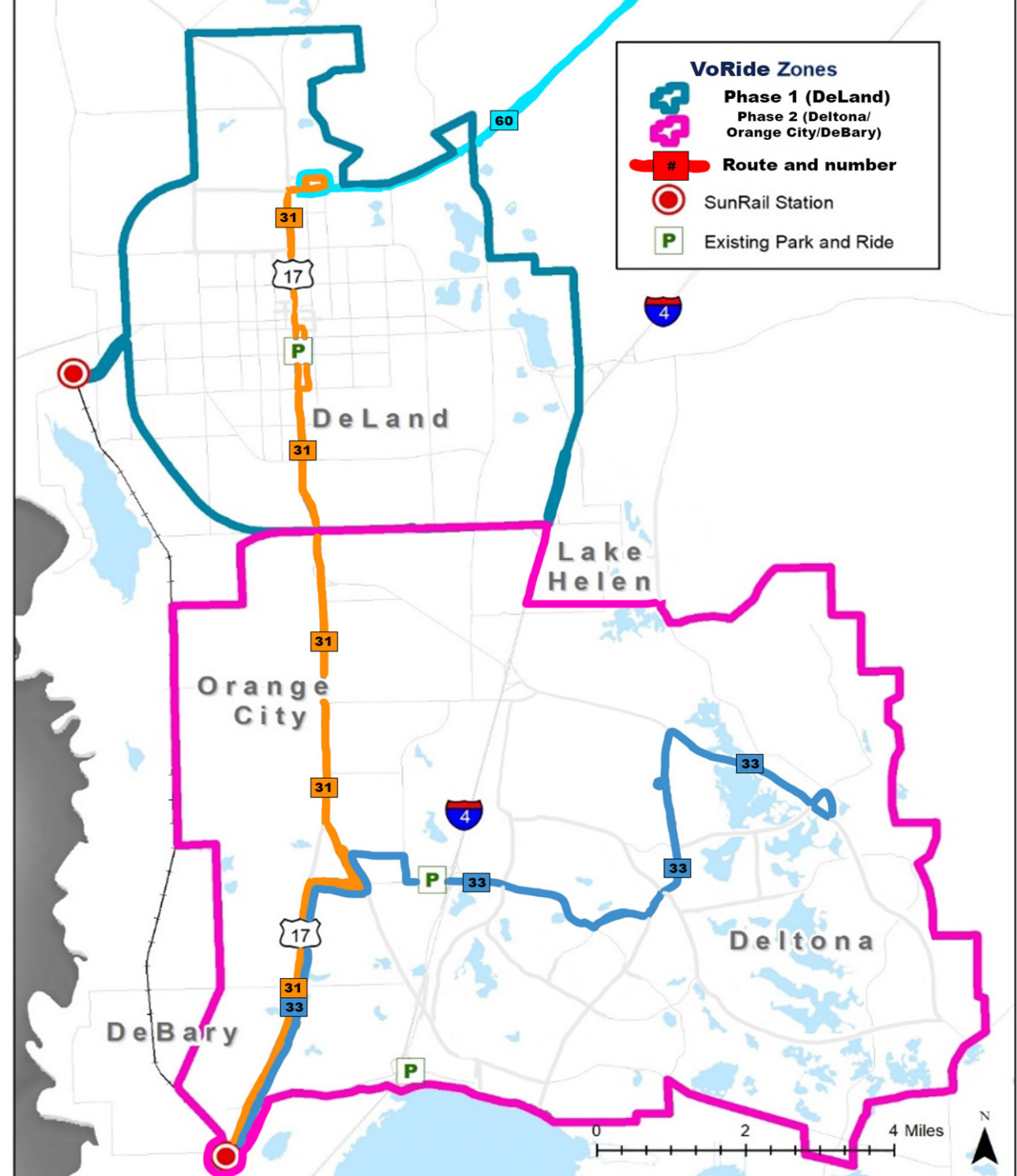
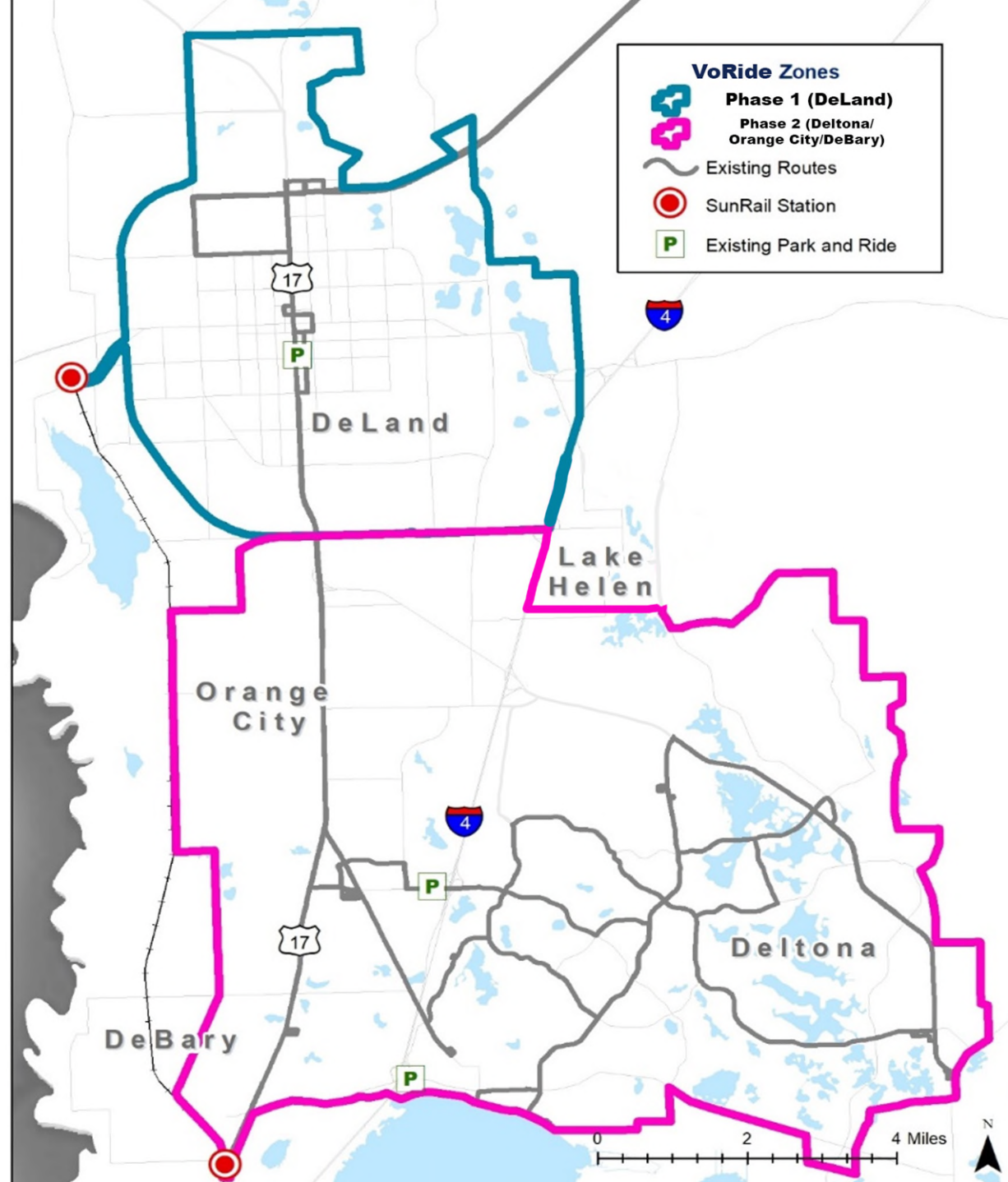


Volusia County's Mobility on Demand Service

What is Mobility on Demand?

- An integrated and connected multi-modal network of safe, affordable, and reliable transportation options that are available and accessible to all travelers.
- How it helps our system?
 - Cost effective.
 - Provides coverage to low demand areas and reallocates resources to high demand areas.
 - Staffing relief.
 - Better service to the public.





Current Service Options in West Volusia: Fixed Route

- Runs along major corridors throughout West Volusia, with three circulator routes in Deltona.
- Two feeder routes to the DeBary SunRail Station.
- Service - generally 5:30 a.m. to 8 p.m. / Monday through Saturday.
- Frequency - every 30 - 120 min.
- Fare - \$1.75.



West Volusia Paratransit Service Options

- Service for ADA and Transportation Disadvantaged populations.
- Door-to-door service.
- Hours mimic the Fixed-Route hours for ADA and 6 a.m. – 7 p.m. for TD.
- Trips must be scheduled at least the day prior to travel.
- Fare: \$3.00.



VoRide Implementation

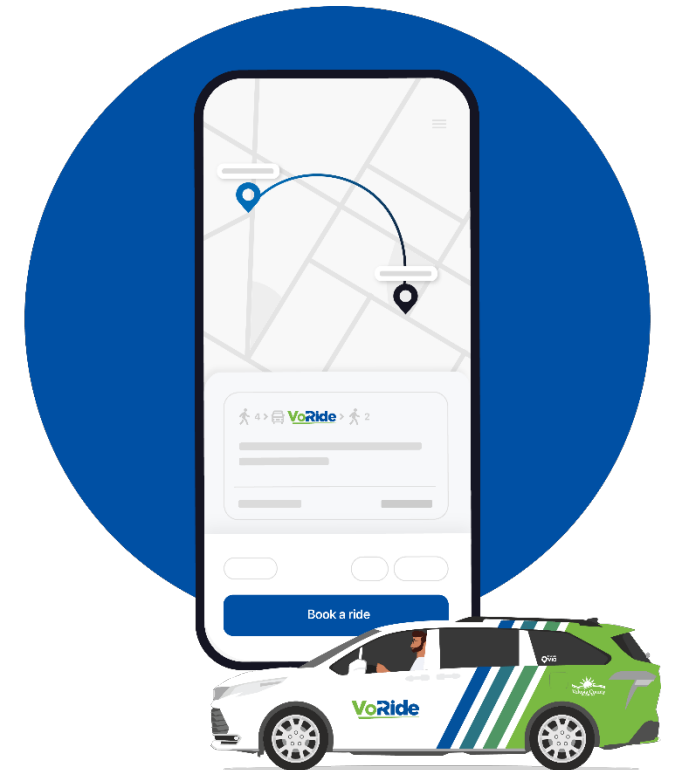
- Launched December 5, 2023.
- DeLand Zone first.
- No route changes initially.
- Deltona/Orange City/DeBary Zone to be implemented in Spring 2024.
- Fares - \$2.00 with free transfer to and from Fixed Route System.
- Service Hours - 6 a.m. - 9 p.m., Monday-Friday and 7 a.m.-7 p.m. Saturday.



How does it Work?

- Schedule trips via app or by phone call.
- System routes a nearby vehicle to pickup the customer.
- Riders may share the vehicle with other riders.
- System is continually monitoring for ride requests and routing vehicle as efficiently as possible.
- Requests can be fulfilled within 30 minutes.

VoRide



Ridership & Stats



- Current as of February 19, 2024:

- 6,876 total riders.
- Average ridership of 129/day.
- 58.1% of riders are picked up between one minute before their estimated time and one minute after their estimated time.
- Average ride duration is about 9 minutes.
- Average ride distance is about three miles.
- 1,848 accounts created.
- 16.7% of trips were rated at the conclusion of the trip.
- 4.8 out of 5 star average rating.



What Changes will occur in the future?

West Volusia Fixed-Route Changes

- Changes planned for June 30.
- Routes 20, 21, 22, and 23 will be eliminated as part of the VoRide implementation plan.
- Routes 31 and 33 will see increased service hours.
 - Currently, these routes only run morning and afternoon peak hours on weekdays as commuter service to/from DeBary SunRail Station.



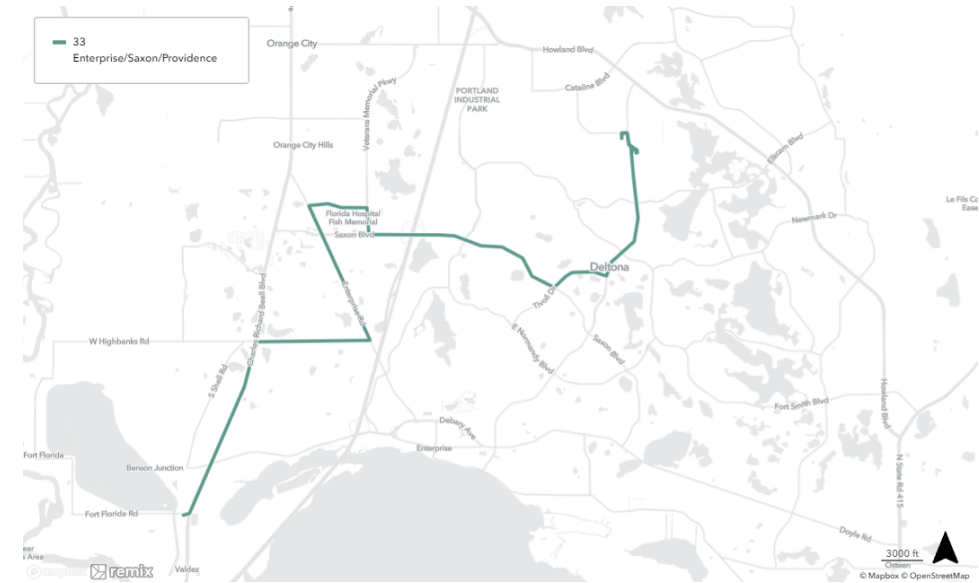
Route 31 – US HWY 17/92

- Serves US HWY 17/92 from DeLand to DeBary SunRail Station.
 - Will run 4:30 a.m. to 9 p.m. weekdays and 6:30 a.m. to 7:45 p.m. Saturdays.
 - Frequency - every 30 minutes from about 4:30 to 9 a.m. and 3:30 to 9 p.m. weekdays.
 - Frequency - every 60 minutes from about 9 a.m. to 3:30 p.m. weekdays and all day Saturdays.
- (the two weekday frequencies are confusing?)



Route 33 – Orange City Crosstown/Deltona

- Serves portions of Providence Blvd., Saxon Blvd., Enterprise Rd., and US HWY 17/92 from the Deltona Regional Library to DeBary SunRail Station.
- Does not serve DeBary or DeBary SunRail Station on Saturdays.
- Will run from 4:18 a.m. – 8:20 p.m. weekdays and 6:15 a.m. – 6:40 p.m. Saturdays.
- Frequency every 60 minutes at all times.



VoRide/Votran Transfers

- Transfer Locations:
 - Amelia Superstop - north DeLand (Routes 31 & 60).
 - Thomas C. Kelly County Admin Complex - Downtown DeLand (Route 31).
 - DeLand ITF - south DeLand (Route 31).
 - Market Place Transfer Center (Routes 31 & 33).
 - DeBary SunRail Station/connection available to SunRail (Routes 31 & 33) .
 - Deltona City Hall - weekdays (Route 33).
 - Deltona Library (Route 33).





Questions? Thank you!



COMMITTEE MEMBER COMMENTS



ELECTIONS



NEXT MEETING

JULY 11, 2024, 5:00 PM

Lynx Central Station

Administration Building

Open Space Room

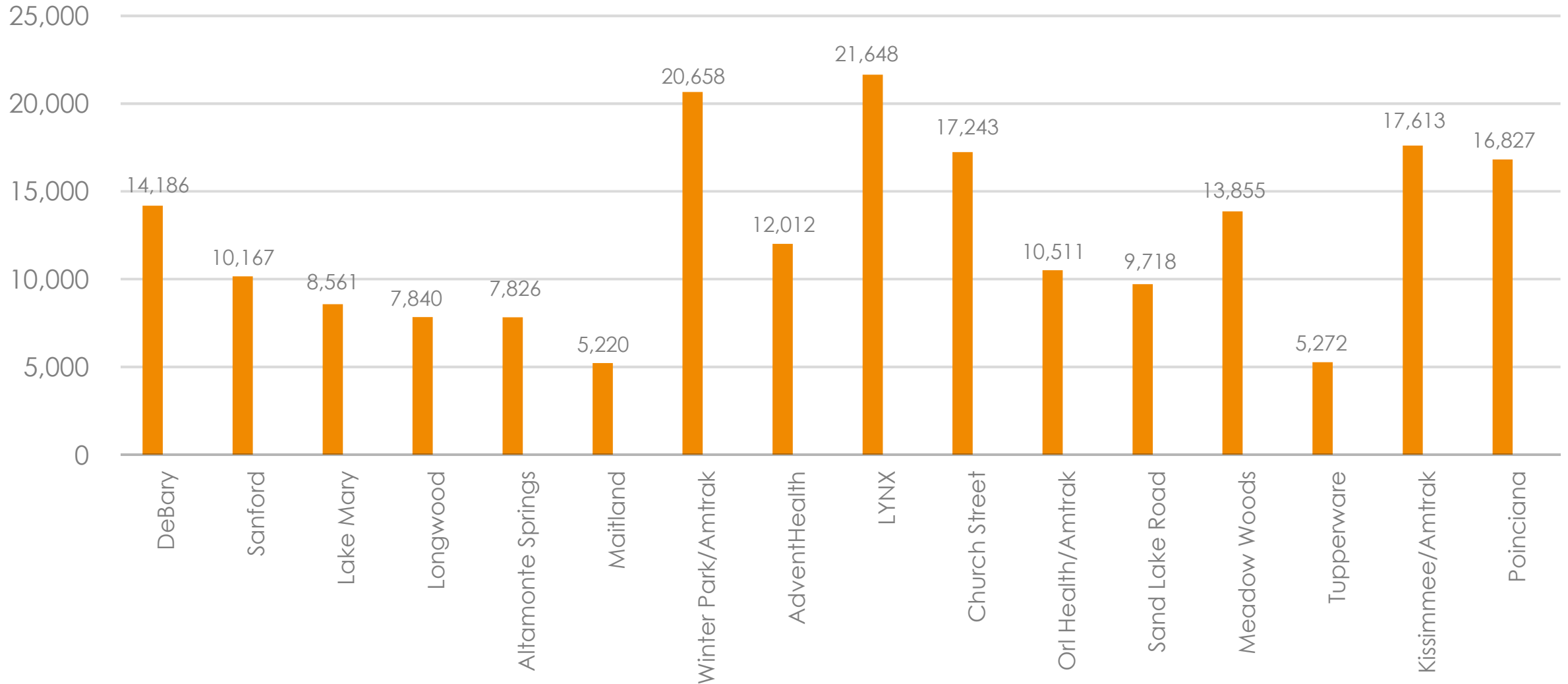


SUPPORTING CHARTS AND DATA



BOARDING BY STATION

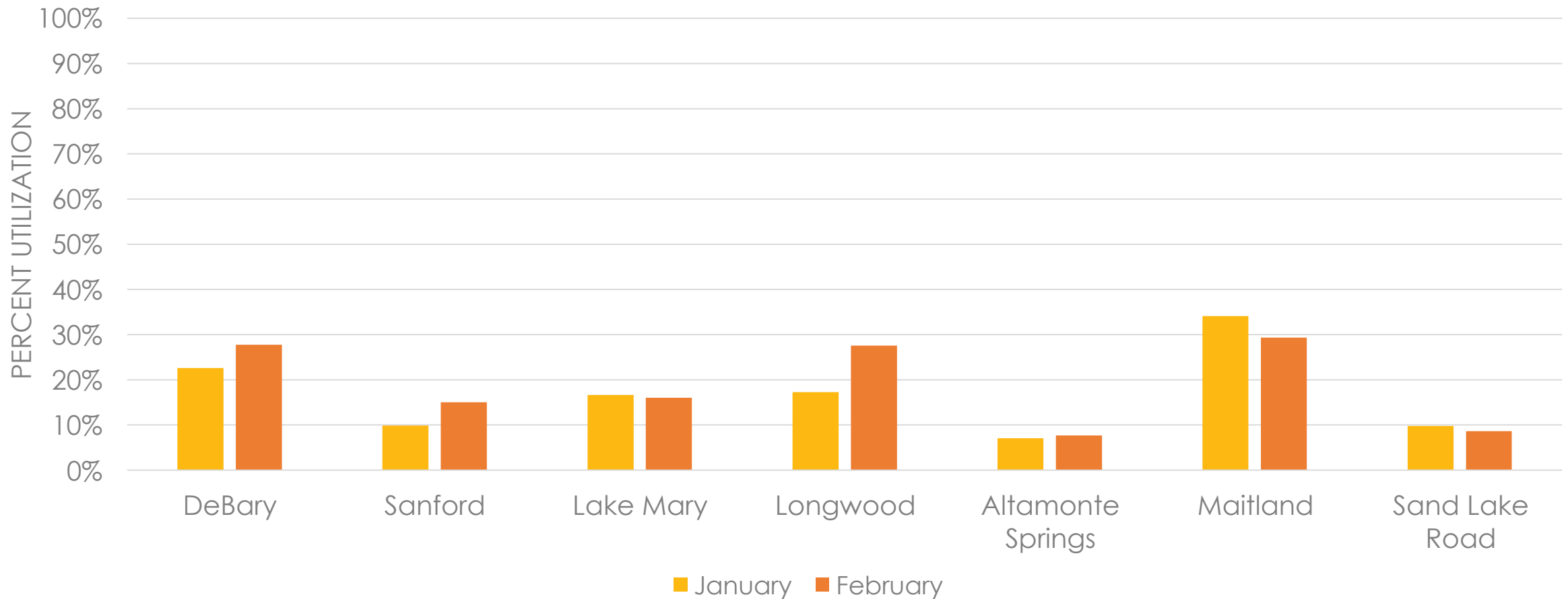
RIDERSHIP JAN - FEB 2024





IOS STATION PARKING

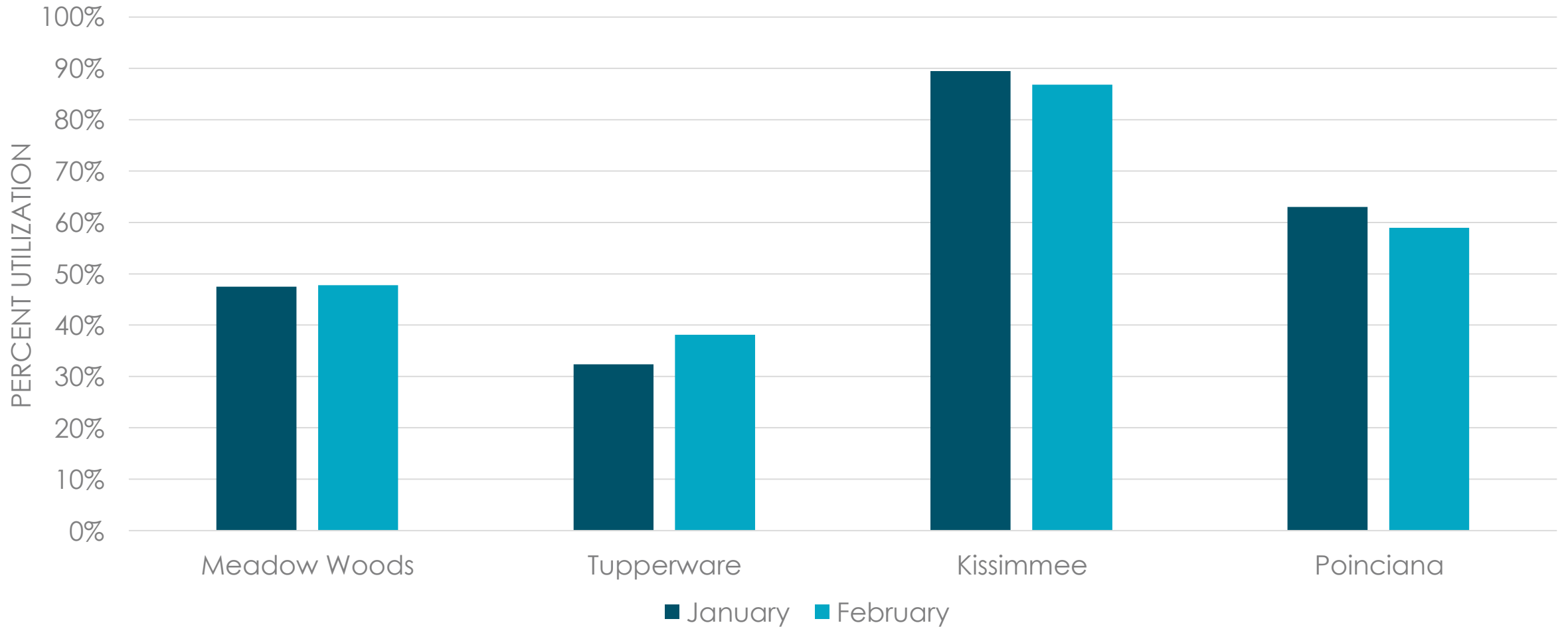
JAN - FEB 2024





SOUTHERN EXPANSION STATION PARKING

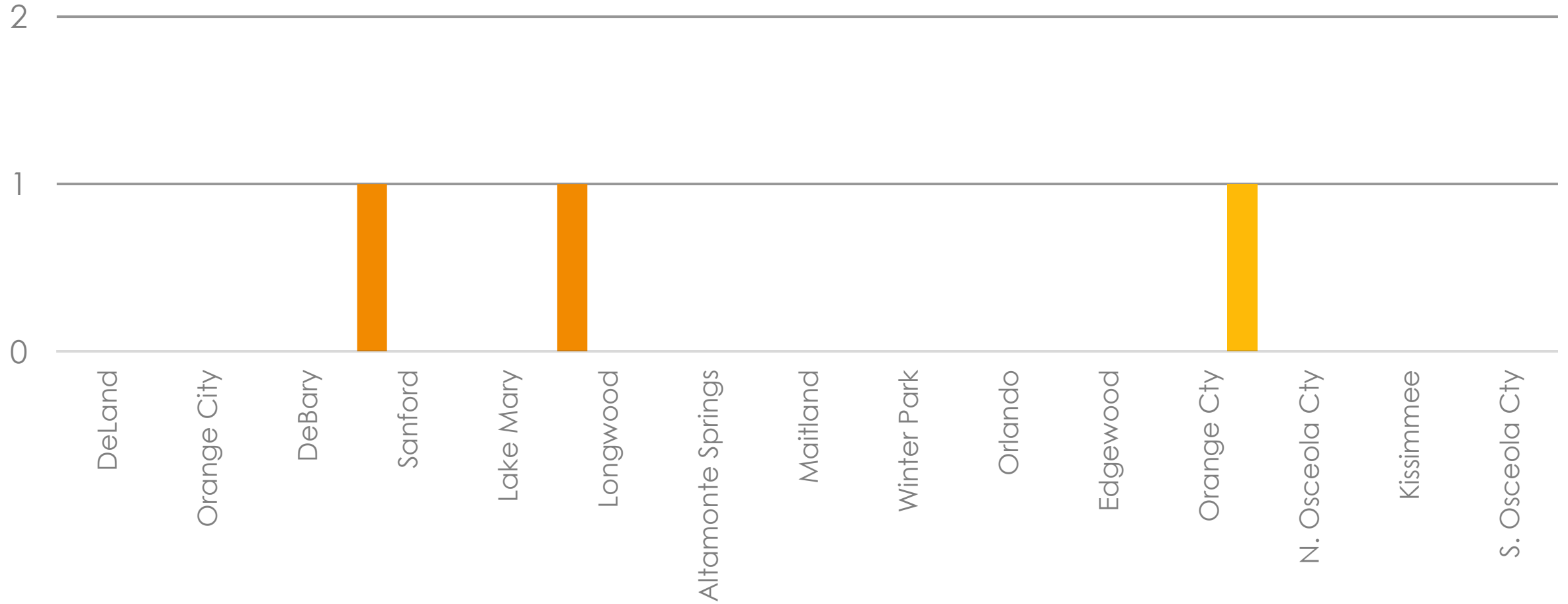
JAN - FEB 202





REVENUE INCIDENTS BY CITY/COUNTY

JAN - FEB 2024



FY 23/24 OPERATING BUDGET UPDATE

OPERATING COSTS, CAPITAL MAINTENANCE AND CONSULTANT SUPPORT
Alstom - Operations
Alstom - Maintenance
Alstom - Incentive/disincentive
Conduent - Hosting, Maintenance, Fare Media
Moovel Fare Collection O&M
Herzog - Signal maintenance of way
WiFi and APC O&M, Cellular for Comms
Fleet Management Witronix O&M
Green's Energy - Fuel
Gallagher - Insurance
Amtrak/Alstom - Heavy vehicle maintenance
Alstom/Herzog Misc Preventive Maintenance
Banking, Merchant, and Armored Car Services
Station and Onboard Security
PTC O&M
OPERATING COSTS SUBTOTAL

ANNUAL BUDGET
\$ 11,245,200
\$ 16,100,000
\$ 1,367,258
\$ 3,000,000
\$ 600,100
\$ 3,500,000
\$ 300,000
\$ 100,000
\$ 3,000,000
\$ 4,000,000
\$ 2,600,000
\$ 4,000,000
\$ 145,000
\$ 1,320,000
\$ 10,000,000
\$ 61,277,558

FISCAL 23/24 YTD January 31, 2024	
BUDGET	ACTUAL
\$ 6,559,700	\$ 6,167,792
\$ 9,391,667	\$ 9,387,880
\$ 797,567	\$ 558,121
\$ 1,750,000	\$ 1,884,781
\$ 350,058	-
\$ 2,041,667	\$ 2,139,973
\$ 175,000	\$ 20,080
\$ 58,333	\$ 50,435
\$ 1,750,000	\$ 1,496,581
\$ 2,333,333	\$ 3,840,582
\$ 1,516,667	\$ 1,104,891
\$ 2,333,333	\$ 129,823
\$ 84,583	\$ 57,877
\$ 770,000	\$ 600,856
\$ 5,833,333	\$ 6,290,747
\$ 35,745,242	\$ 33,730,418

Feeder Bus Expenses
Capital Maintenance SOGR
Consultant Support

\$ 1,500,000
\$ 6,600,000
\$ 12,200,000

\$ 750,000	\$ 1,162,852
\$ 3,300,000	\$ 2,221,397
\$ 6,100,000	\$ 5,153,561

TOTAL OPERATING COSTS, CAPITAL MAINTENANCE AND CONSULTANT SUPPORT

\$ 81,577,558

\$ 45,895,242	\$ 42,268,228
----------------------	----------------------



FY 23/24 OPERATING
BUDGET UPDATE



OPERATING REVENUE	ANNUAL BUDGET	FISCAL 23/24 YTD January 31, 2024	
		BUDGET	ACTUAL
Farebox revenue	\$ 2,205,000	\$ 1,286,250	\$ 1,268,891
CSX usage fees	\$ 3,525,648	\$ 2,056,628	\$ 1,974,601
Amtrak usage fees	\$ 988,769	\$ 576,782	\$ 293,349
FCEN usage fees	\$ 20,000	\$ 11,667	\$ 18,719
Right-of-way lease revenue	\$ 125,000	\$ 72,917	\$ 97,034
Ancillary revenue	\$ 298,553	\$ 174,156	\$ 260,577
<i>Subtotal - System revenue</i>	\$ 7,162,970	\$ 4,178,399	\$ 3,913,170
FTA §5307 - Urbanized Area Grant Funds	\$ 27,026,355	\$ 27,026,355	\$ 27,026,355
TOTAL OPERATING REVENUE	\$ 34,189,325	\$ 31,204,754	\$ 30,939,525

FY 23/24 OPERATING BUDGET UPDATE



OPERATING COSTS, CAPITAL MAINTENANCE AND CONSULTANT SUPPORT
Alstom - Operations
Alstom - Maintenance
Alstom - Incentive/disincentive
Conduent - Hosting, Maintenance, Fare Media
Moovel Fare Collection O&M
Herzog - Signal maintenance of way
WiFi and APC O&M, Cellular for Comms
Fleet Management Witronix O&M
Green's Energy - Fuel
Gallagher - Insurance
Amtrak/Alstom - Heavy vehicle maintenance
Alstom/Herzog Misc Preventive Maintenance
Banking, Merchant, and Armored Car Services
Station and Onboard Security
PTC O&M
OPERATING COSTS SUBTOTAL

Feeder Bus Expenses
Capital Maintenance SOGR
Consultant Support

TOTAL OPERATING COSTS, CAPITAL MAINTENANCE AND CONSULTANT SUPPORT
--

ANNUAL BUDGET
\$ 11,245,200
\$ 16,100,000
\$ 1,367,258
\$ 3,000,000
\$ 600,100
\$ 3,500,000
\$ 300,000
\$ 100,000
\$ 3,000,000
\$ 4,000,000
\$ 2,600,000
\$ 4,000,000
\$ 145,000
\$ 1,320,000
\$ 10,000,000
\$ 61,277,558

\$ 1,500,000
\$ 6,600,000
\$ 12,200,000

\$ 81,577,558

FISCAL 23/24 YTD February 29th, 2024	
BUDGET	ACTUAL
\$ 7,496,800	\$ 7,048,905
\$ 10,733,333	\$ 10,727,095
\$ 911,505	\$ 631,534
\$ 2,000,000	\$ 2,154,944
\$ 400,067	-
\$ 2,333,333	\$ 2,488,785
\$ 200,000	\$ 20,080
\$ 66,667	\$ 50,435
\$ 2,000,000	\$ 1,790,749
\$ 3,840,582	\$ 3,840,582
\$ 1,733,333	\$ 1,121,744
\$ 2,666,667	\$ 132,651
\$ 96,667	\$ 66,482
\$ 880,000	\$ 794,037
\$ 6,666,667	\$ 7,124,626
\$ 42,025,621	\$ 37,992,650

\$ 1,000,000	\$ 1,162,852
\$ 4,400,000	\$ 2,359,266
\$ 8,133,333	\$ 5,705,255

\$ 55,558,954	\$ 47,220,023
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FY 23/24 OPERATING
BUDGET UPDATE



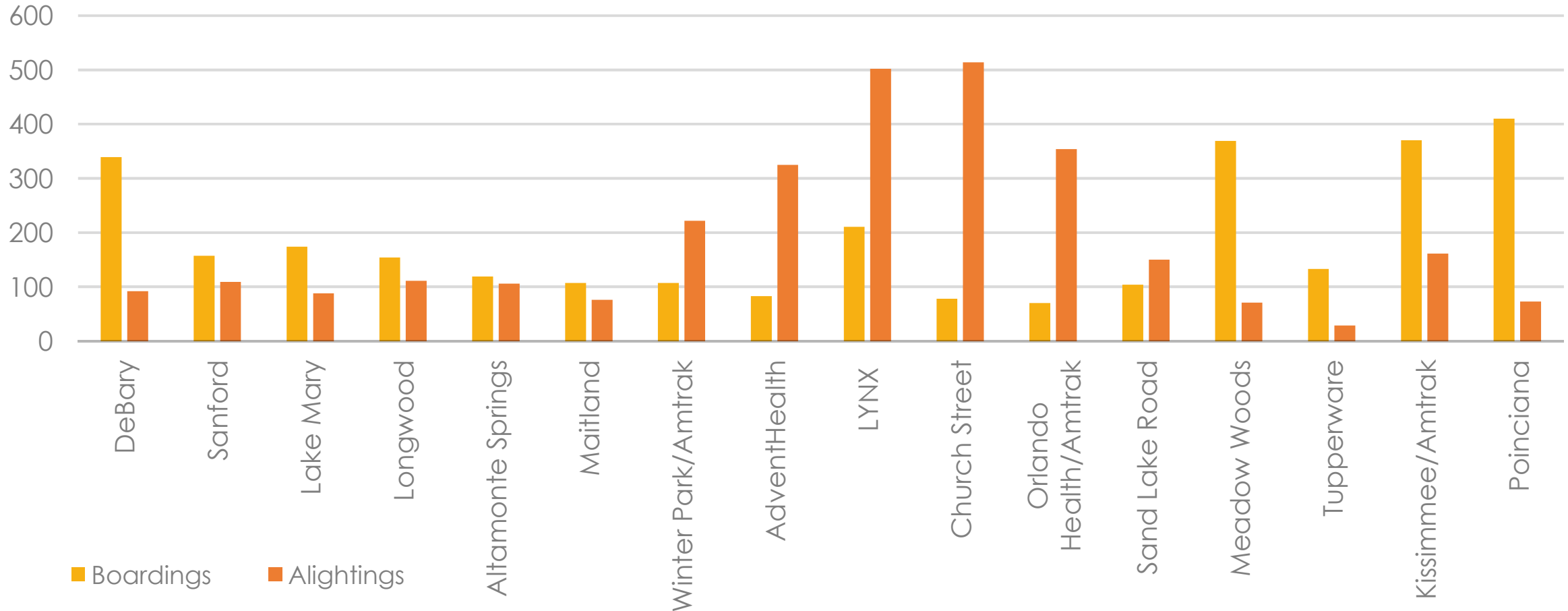
OPERATING REVENUE	ANNUAL BUDGET	FISCAL 23/24 YTD February 29th, 2024	
		BUDGET	ACTUAL
Farebox revenue	\$ 2,205,000	\$ 1,470,000	\$ 1,458,332
CSX usage fees	\$ 3,525,648	\$ 2,350,432	\$ 2,464,345
Amtrak usage fees	\$ 988,769	\$ 659,179	\$ 293,349
FCEN usage fees	\$ 20,000	\$ 13,333	\$ 27,421
Right-of-way lease revenue	\$ 125,000	\$ 83,333	\$ 109,458
Ancillary revenue	\$ 298,553	\$ 199,035	\$ 282,387
<i>Subtotal - System revenue</i>	\$ 7,162,970	\$ 4,775,314	\$ 4,635,291
FTA §5307 - Urbanized Area Grant Funds	\$ 27,026,355	\$ 27,026,355	\$ 27,026,355
TOTAL OPERATING REVENUE	\$ 34,189,325	\$ 31,801,669	\$ 31,661,646



BOARDING & ALIGHTINGS

JAN - FEB 2024

AM PEAK
5:45AM - 8:45AM (NB FROM POINCIANA)

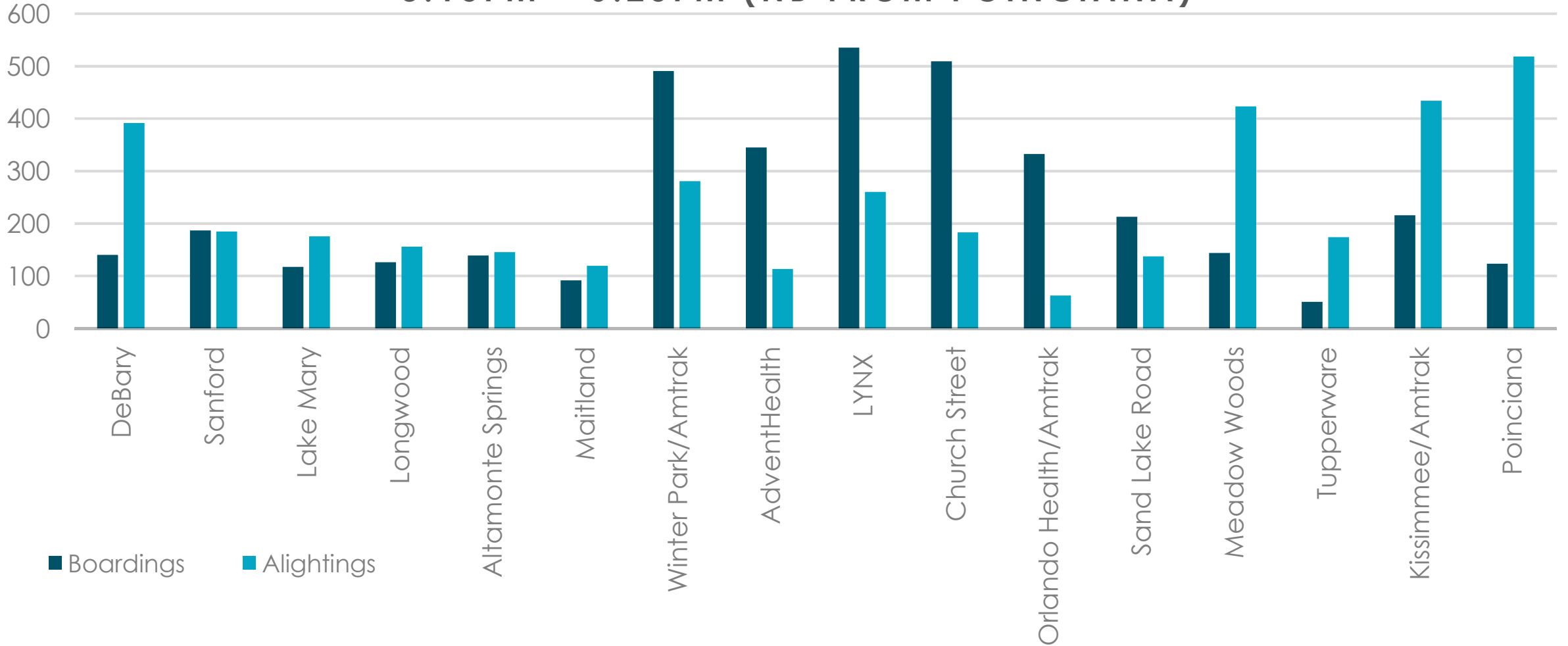




BOARDING & ALIGHTINGS

JAN - FEB 2024

PM PEAK
3:15PM - 6:25PM (NB FROM POINCIANA)

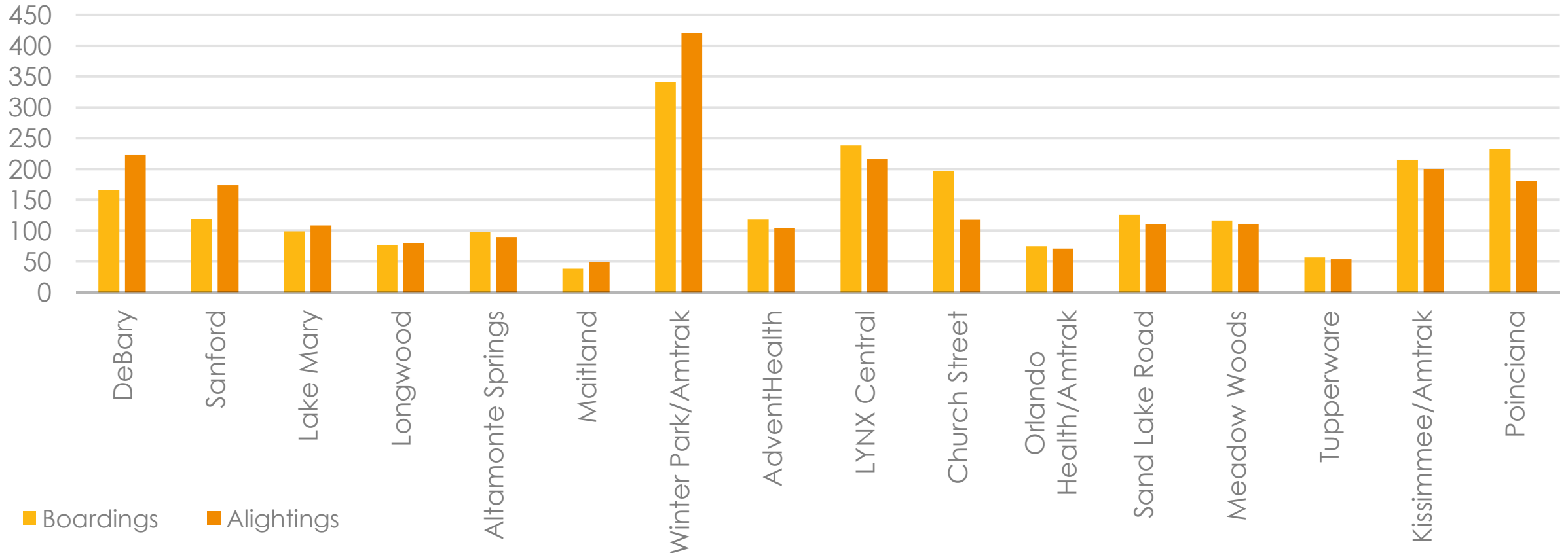




BOARDING & ALIGHTINGS

JAN - FEB 2024

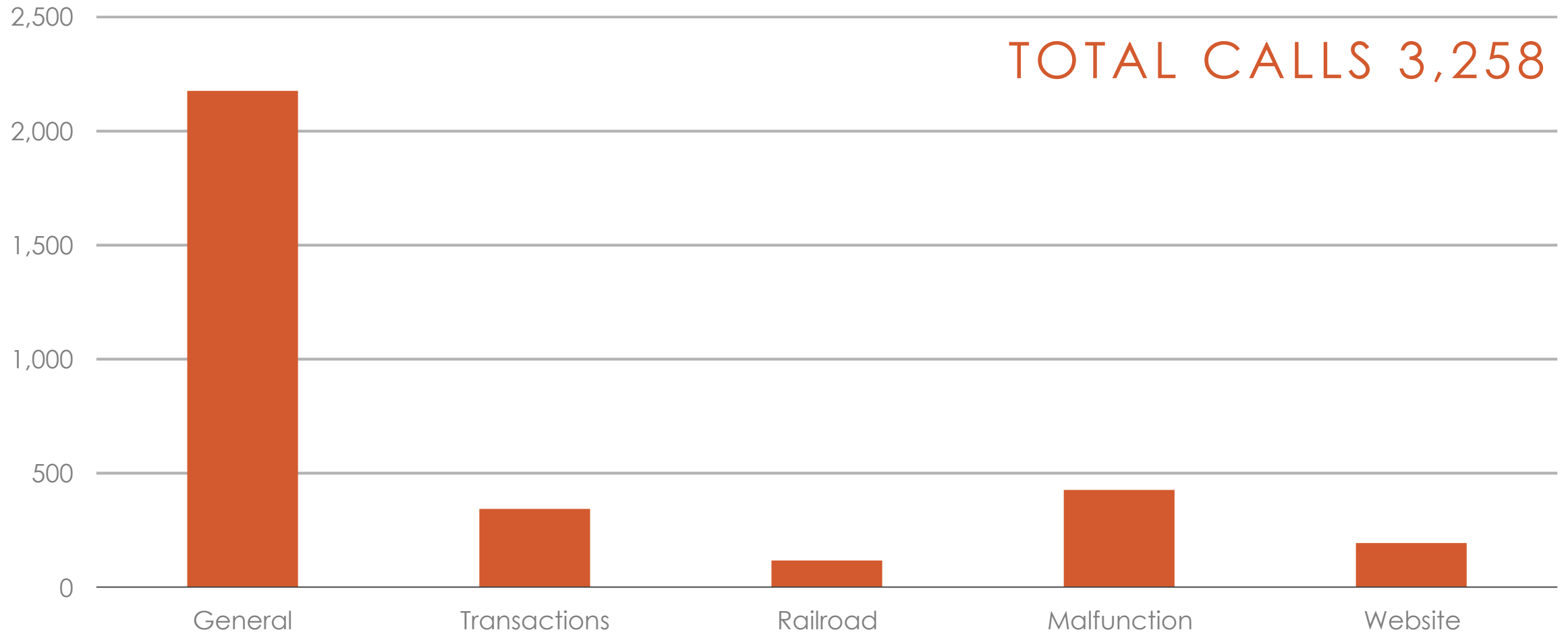
OFF PEAK
10:45AM - 2:45PM; 7:25PM - 9:55PM (NB FROM POINCIANA)





CUSTOMER SERVICE CALLS

JAN - FEB 2024





TRAIN PERFORMANCE DETAIL

JAN - FEB 2024

TRAIN PERFORMANCE OVERVIEW	Trains	Percentage
On-Time	1,511	87.8%
Late	203	11.8%
Annulled	6	0.3%
Total Trains Operated	1,720	100.0%

PERFORMANCE DETAIL	Days	Trains	Percentage
CFRC Rule Compliance	1	1	0.06%
Efficiency Testing	1	1	0.06%
Dispatching	2	2	0.1%
Maintenance of Way	13	26	1.5%
Mechanical	8	11	0.6%
Other	5	13	0.8%
Passengers	12	16	0.9%
Police Activity	2	5	0.3%
Signals & Components	23	101	5.9%
Train Interference	4	5	0.3%
Trespasser/Grade Crossing/Near Misses	9	24	1.4%
Weather	1	5	0.3%
Total (Rounded)		209	12.2%

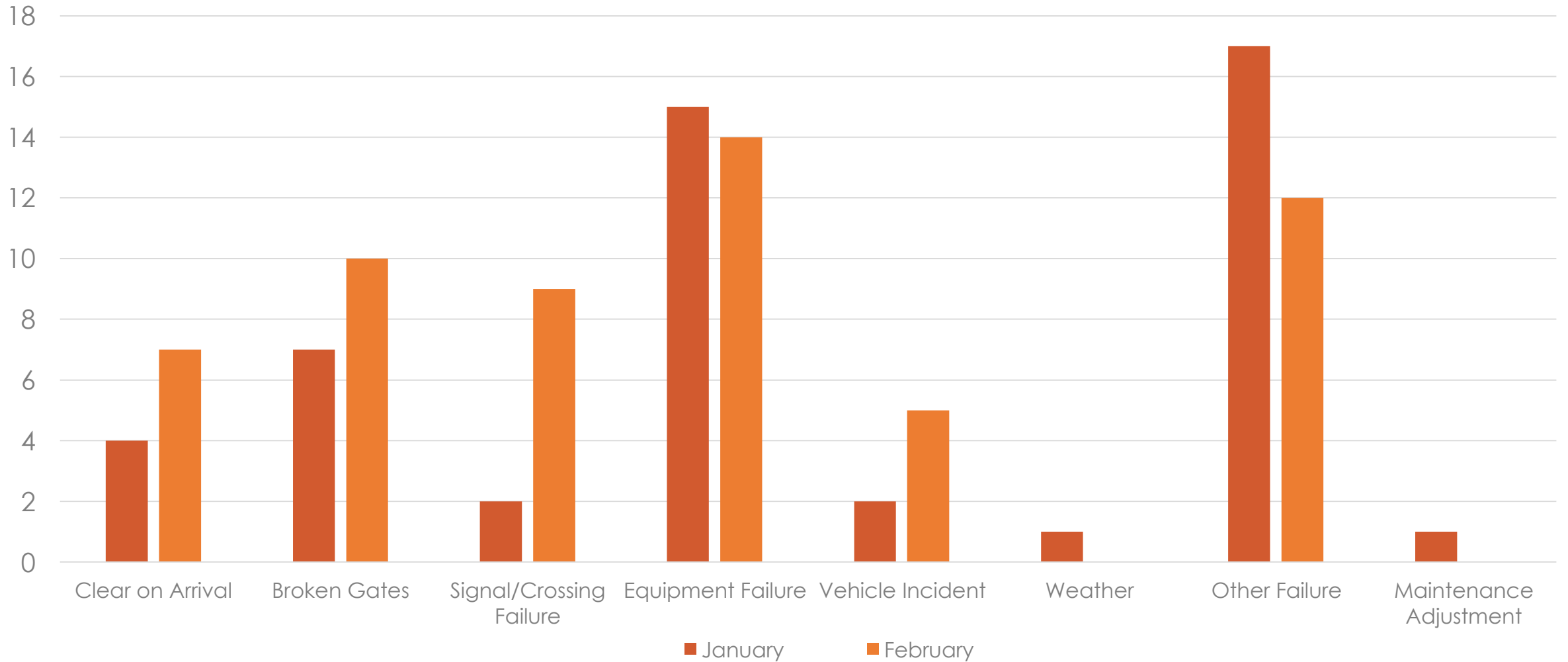
Note: Only categories with a value greater than zero are displayed and rounded to one decimal.





CFRC SIGNAL SYSTEM INCIDENTS

JAN - FEB 2024



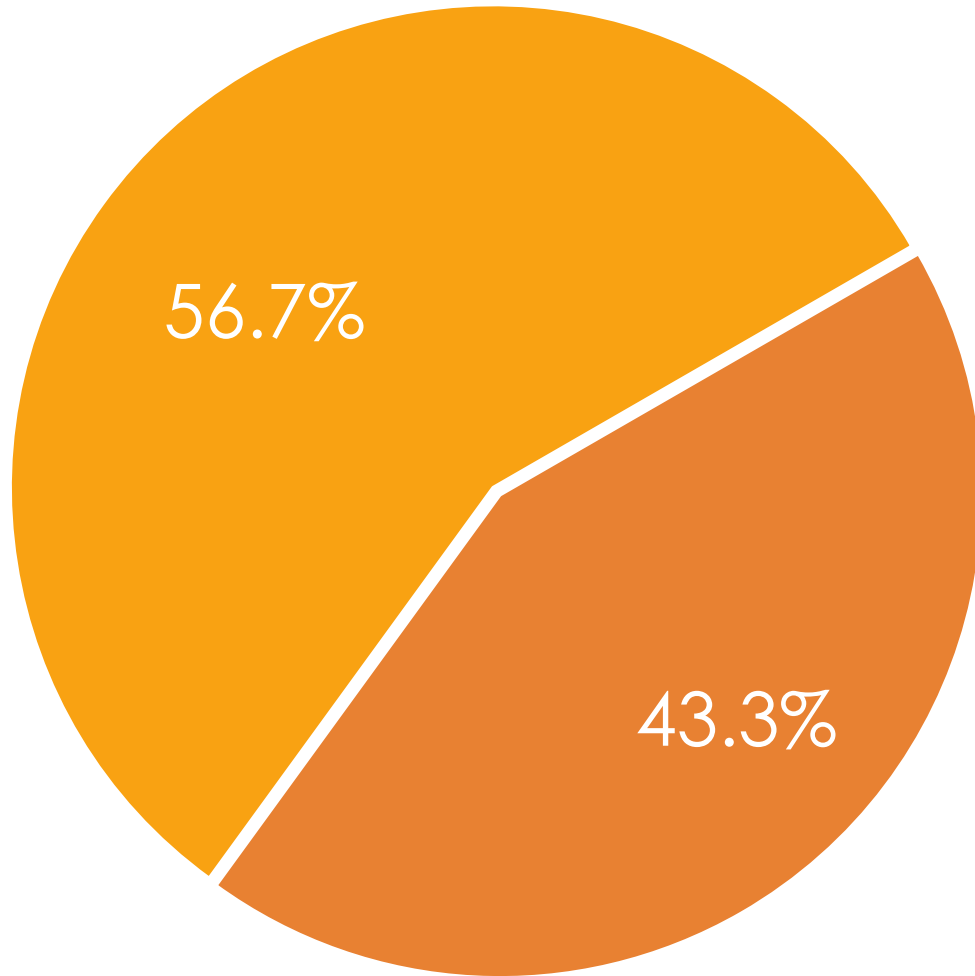


QUIET ZONES

JURISDICTION	STATUS
Edgewood	Quiet Zone Established
Orange County	Quiet Zone Established – Four-quadrant gates at Pine St & 4th St. Are in service As of Sept 17, 2023 – Taft-Vineland Rd in Design – Construction NTP 1-24
Maitland	Quiet Zone Established
Winter Park	Quiet Zone Established
Seminole County	Quiet Zone Established
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](https://www.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

