



CUSTOMER ADVISORY COMMITTEE

FEBRUARY 6, 2025





Central Florida Commuter Rail Commission
Customer Advisory Committee

Date: February 6, 2025
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: October 3, 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
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Central Florida Commuter Rail Commission

Customer Advisory Committee

VII. Committee Member Comments

VIII. Next Meeting

- a. Next Meeting – April 3, 2025, 5:00 p.m. LYNX Admin. Building, Open Space Room

IX. 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 3, 2024
5:00 p.m.
Hosted by FDOT
LYNX Central Station

Attendees: Chair Luis Nieves-Ruiz, Member Dorothy O'Brien, Member Gordon Spears, David Cooke, Brian Stanger, Mike Carman, Sandra Gutierrez, Kim Hymes, Jake Lunceford, Bruce Detweiler, Eric Ulberg, Marcelo Iglesias

Minutes

Meeting called to order by CAC Chair Luis Nieves-Ruiz at 5:05 p.m.

Pledge of Allegiance

Did not have a quorum.

Announcements: Chairman's Remarks

Presenter: Luis Nieves-Ruiz

- Moved to Committee Member Comments.

Meeting Minutes:

- Did not have a quorum and could not approve the meeting minutes.

Public Comment:

- No public comments were received.
- **An email was sent to Chair Luis Nieves-Ruiz:** My name is Denise Deacon and I reside in Deltona. When I discovered the DeLand station was operating, I began to explore what was now accessible in other cities without the need for a car. The shopping, the restaurants, the Doctor Phillips Center, but most importantly, access to the Orlando airport. We all know the stress of driving to and from the airport. I told many friends and fellow riders on the SunRail and found broad support for the SunRail to operate on Saturdays and Sundays during the upcoming holiday season. The opinions I heard most were easier access to the airport during the big travel period. People want to spend time with the family without having to drive and people want to attend activities and explore holiday shopping in other cities and so on. New options and opportunities will become available during the holiday season for families, for seniors, and for those with access to all transportation means. I'm suggesting SunRail operate for three weekends during December 14th through the 29th. I hope you will give this request or serious consideration. Thank you for your time.
- **Chair Luis Nieves-Ruiz:** The demand for SunRail weekend service has increased compared to previously taking the train for leisure activities and commuter rail. Does this become part of the record that the CFCRC will have access to? Not sure if it's something that I should bring up at the next meeting since it didn't come from this committee. It came from a Deltona resident. I know they have discussions regarding weekend service. The issue has been how to find ways to pay it. We want to make sure Denise Deacon's voice is heard.
- **Chair Luis Nieves-Ruiz:** I did receive communication from one of my employees who started taking the DeLand station train. It's weird she must wait about 20 minutes for the DeLand train before the quarter time and the actual when the train leaves. She's been debating between DeBary and DeLand; not sure exactly what the issue is.
- **David Cooke:** If you are in DeLand, you are to have to be there earlier because of the trip time.
- **Luis Nieves-Ruiz:** She comes from Deltona, so it's more convenient, but she said the train took longer to depart than it did in DeBary. I wasn't sure if this was a trial period, or if it was her

not being familiar with it.

- **Mike Carman:** We had to change the schedule and add DeLand onto it. We must deadhead the trains further, so they leave the yard further, so they get up to DeLand and they sit for probably 20 minutes. It's on time departure; they can't leave early. They must leave on time with the schedule.
- **Luis Nieves-Ruiz:** We must ask these questions. When we encounter residents, customers, or potential customers, there are certain things we must explain to them. For years, I've been taking the train from the same station for years. So, I know how my train works. I know that we're very excited about the new expansion to DeLand, and I want to make sure that it's working the way it is supposed to work.

Agency Update:

Presenter: David Cooke

- Saturday Service Success!
 - SunRail provided special Saturday service for the Little League World Series Celebration on August 31st.
 - Service was provided free to riders courtesy of Seminole County and the City of Lake Mary.
 - Ran four stations from Sanford to Altamonte Springs in a limited period running 12 trains that day.
 - Nearly 2,400 riders enjoyed the day's festivities, bringing business and excitement to the community.
- College Week Excitement! September 16th – 20th
 - SunRail launched College Week to encourage ridership to nine area campuses.
 - This campaign offered FREE rides with a valid college ID.
 - Preliminary numbers show a considerable boost in ridership allowing new connections for faculty, staff, and students throughout Central Florida.
- This is Rail Safety Week!
 - SunRail along with FDOT will champion safety education in our communities during Rail Safety Week.
 - It's interesting and innovative that the team work through to come up with a way of looking at the different types of potential riders and the conflicts that they may have with being distracted around the tracks. Being in a rush to get on the train and not paying attention, maybe to some of the things they should. It's really clever. It's on our website, and I hope everyone takes time to go out and look at it.
 - Education and enforcement days at grade crossings with local police and sheriff's offices.
 - Public outreach events.
 - Media engagement to boost awareness.
- Average Daily Ridership – August – 4,504
- On Time Ridership – June through August – 88.7%
 - It had come down a little bit due to the work in the Kissimmee area on the south end on a month-to-month basis. We are hoping to see that come back up and go above 90% as we move forward.
- On-Time Performance – August 2024 – Goal = 95%; Actual = 87.16%; Contract = 98.86%
 - Above Average – On Time 5 Days; 22 Operating Days; Ran 880 Trains

LYNX Connectivity:

Presenter: Bruce Detweiler

- We are reporting on three months – June, July and August.
- June ridership is 13% higher than last year, with July at 19% and August at 15%. For the total year, we're looking at a 12% increase in ridership when we compared to last year.
- For August, this is the Phase 2 routes. We're comparing fixed routes and neighbor link. We see a 5% decrease in fixed routes total for the all the routes and a 2% increase in neighbor link service.
- We have the Sand Lake Road to airport corridor with improvements we made to that several months ago. When we compare that ridership in the corridor to last year, we're seeing a 96% increase in ridership for August.

Votran Connectivity

Presenter: Jacob Lunceford

- For our Votran buses at the DeBary SunRail station, we're averaging about 26 riders per day year to date through August. That is still slightly below the last two years.
- I would like to remind everyone we do try to meet all the trains with our schedule, but due to other bus connections along the lines and traffic conditions that can delay the buses, there are times we may not make it to the DeBary station quite on time and riders may end up missing their connection. We are working on some schedule adjustments that will hopefully be approved soon and can be implemented early next year to alleviate those issues.
- On our VoRide service, the DeBary station saw a slight increase in over the last few months. Still only about one per day that's using VoRide tour from the DeBary station, and that's likely because of the bus service that we provide there. The algorithm directs people to the bus whenever possible. Over at the DeLand station, we saw 23 riders in the first month use VoRide. We hope to see that continue.
- Our new service that we were mentioning earlier is the DeLand SunRail circulator from downtown DeLand to the DeLand SunRail station. It started when the station opened and runs daily from 12:30 PM to 7:45 PM. In the month of August there were 289 riders on that route, just under 20 per day.
- **Gordon Spears:** What you were presenting was the on demand fixed route (circulator) that goes to the DeLand station in addition to the on demand VoRide. Does the fixed route run starting in the afternoon, making it useless for commuters?
- **Jacob Lunceford:** It's funded by the City of DeLand, and they were looking to target the tourist crowd.
- **Gordon Spears:** I noticed you had over 5,000 for one of the months, and I think that was the first month ever we achieved that on the total ridership. I think we might have had some that got to 5,000, but that one was well above 5,000. I think from what I saw on that chart, it looked like it represented the highest ridership in that month (not the current month).
- **David Cooke:** I think it's been running between 4,500 to 5,000 or close to 5,000 a day.
- **Gordon Spears:** How does that compare to the projections SunRail made as far as our ridership is concerned? I know that we suffered a huge setback with the pandemic, but are the current indicators going in the right direction or how do we stack up with the projections versus the actual ridership?
- **David Cooke:** I think it's up. It follows the trend line just based on seasonality, I would say. Overall, it stayed up so it's averaging. You can kind of see the same trend, but it's staying above the previous years. I think we're getting a lot of people returning to the office as well. We're still getting a lot more leisure riders coming downtown into other areas. The DeBary platform at 11:30 a.m. or 12:30 p.m. has quite a few riders.
- **Chair Luis Nieves-Ruiz:** I had to take the 3:36 p.m. Winter Park train at least twice the last two weeks. I was surprised how many people were riding at that time going to downtown. School lets out around 3:00 p.m. There's no real commuter, but all the trains feel like it's a morning train.
- **David Cooke:** I think part of it too is our outreach TOD's and with the website. Is really kind of identifying things to do and what's close to stations. I think it's been helping with that ridership, and understanding if I if I ride this train, I can go and drive to Dr. Phillips, Winter Park, or to the Museum of Art. There're different venues that people can visit that show up on our website and I think that helps generate some of that interest, especially in the midday windows.
- **Gordon Spears:** When you presented the information about the Sand Lake Road to Airport Connector, I think it is a 96% increase. That is extraordinary. What were the major improvements that resulted in a 96% increase in ridership?
- **Bruce Detweiler:** We took one of our routes (Link 111) and gave it a new look and a new name. It is now Link 311 and it's more of a limited stop route. It also was extended out to Disney, and we increased the frequency on that route as well. Every 30 minutes for the old route used to run hourly during off peak hours and then on the weekends. With that route added in there and then improvements that we made on Link 42 routes previously. We staggered the schedule so that a bus would be leaving the station going to the airport approximately every 15 minutes from 5:00 a.m. until 10:00 p.m. When you get to the station now, you should not have to wait any longer

than 15 minutes for a bus to come to take you to the airport. That's a vast improvement from what we had where during midday you would have a bus once an hour, and then during the peaks every half hour.

- **Gordon Spears:** That would be a huge improvement because waiting for that connecting bus was always the drawback to using it. I still think it's better than driving or taking an Uber, but any improvements to the frequency of service is great.
- **Chair Luis Nieves-Ruiz:** Did any of the SunRail routes get a boost for that new Orange County investment program?
- **Bruce Detweiler:** We did have a few routes that do connect to SunRail, like Link 42, but most of the improvements that we made with the Accelerator Transportation Safety Program (ATSP) were weekend improvements. On Sundays, we took hourly routes and made them half hour. Link 311 was one of the ATSP routes where we use that to boost the frequency up to 30 minutes, seven days a week. We have some other routes tied to the Pine Hills Transfer Center. They'll be opening in January.
- **Dorothy O'Brien:** Is there some particular reason why the train does not run more frequently, in the middle of the day, so people who work in Orlando but have a meeting in Winter Park could use the train as an alternative versus driving their vehicle? It becomes cumbersome if you have the meeting in Winter Park and you need to get back downtown and you must wait for an excruciatingly long period of time for the next train or you're walking up to the train station and your train is pulling away and then you have got to wait another. I have had a couple of people say they've had meetings in Kissimmee, at the courthouse, or at Winter Park and it would be nice to use SunRail but it's not conducive because of the irregularity of the trains during the midday period.
- **David Cooke:** When SunRail originally started, it was in the commuter windows in the morning and evenings, and then they added that additional service to for the midday windows, and since then we've kind of held those schedules because of adding trains and the cost of adding crews and equipment. You hear it a lot that people want more service, and they would ride it more if they had additional trains running. It's going to take going back through the CFCRC and the funding commitment to do that. It was started as a commuter train to get people to work in the mornings and back home in the evenings and then midday because we did have quite a few that wanted to leave at half a day. That's why those midday windows opened.
- **Luis Nieves-Ruiz:** Do we know how many extra trains rides it will take to cover the afternoon, one or two?
- **Mike Carman:** Haven't really looked at it lately. The contract with the State is 30-minute headways in the morning and 90-minutes during the midday window. That's the actual contractual times with the State. To get a couple more trains out there, I'd have to have Alstom look at the request and see what it would cost them, i.e. extra crews. Engineers and conductors can only work so many hours in a day, so many hours in a week, and so many hours in a month. It would take adding a couple of crews.
- **Luis Nieves-Ruiz:** The other issue will be that we're sharing with Amtrak and CSX, and I know that they come at specific times too.
- **Mike Carman:** It doesn't play into it. They come now at 10:00 a.m. and 3:00 p.m. We still run service. It wouldn't be that much difference. We have double track that we're finishing up at Kissimmee now. We only have a limited amount of single track and it's all on the North End. There's no more from the South end of the corridor.

Committee Member Comments

- **Chair Luis Nieves-Ruiz:** About a month ago my train had just stopped; it had just malfunctioned completely. It was very smooth how we were moved to another train and the train switched to the other track and ran perfectly. We had to wait a couple more minutes, but people were able to transfer with no issue. What has been happening lately, and I discussed this with the board members, is the communications between the train and the app and the text are not talking to each other. At least two times in the past couple of months the train is delayed, but we don't know when it's delayed. The app tells you your next train is going to come half an hour later, but the train arrives 15 minutes before that. My concern is our stations are not enclosed stations. The only one that's partially enclosed is Winter Park. You have people waiting in heat and in

rain. There was no ambassador, and the security staff tried their best to help, but they had no information.

- **Dorothy O'Brien:** The bottom line is you get differing messages from the different platforms. You get one message that tells you 60 minutes on your app. You get another message at the overhead speaker when you get to the platform and then if an ambassador is there, they have another message. If it's a 15-minute delay, no big deal. One time it said 75 to 80 minutes. I started to make other plans and as I'm meeting someone at somewhere else to go get a ride, I see my train going down the tracks.
- **Chair Luis Nieves-Ruiz:** It happened to me too a couple of weeks ago. I think it was a malfunction and the train was late. I decided to leave my house early. I am walking to the station, and I see the train coming back, and knew it was the older train because the 9:36 is not coming. That train was not in the app notifying it's coming, but it will say your next train is going to be at 10:00 because it was a delay. If I had decided to just sit in my house and just wait, I will have been mixed up on which train was coming. I don't know if there's a way, we can improve that communication within the platforms. As a commuter, it can get difficult. I had like meetings where I had to drive and then just basically come back to get the train later. It helps to have those three platforms.
- **David Cooke:** Has it been consistent?
- **Chair Luis Nieves-Ruiz:** It has happened a couple of times.
- **Dorothy O'Brien:** Any time there is a large mechanical delay or incident on the train line. You get very wide messages where one will say 60 minutes, another will say 15 minutes, and something entirely different. There was one time I specifically remember where a tree fell across the tracks. That night they were saying a very extensive two delay on a Friday night. I decide I'm going to get a ride with somebody; in the meantime, I'm hearing other time frames. As we're pulling away, here comes our train that was supposed to be two hours late.
- **Chair Luis Nieves-Ruiz:** The situation with Hurricane Helene was interesting, there wasn't going to be a train on Thursday. It took a while to decide we would have a train on Friday. We didn't want to suspend service for two like the previous hurricane. We would like to see better communication, especially between the platforms. It's something that again we have a great system. The transition I mentioned was very smooth and everything worked perfectly. The issues with the apps are confusing.
- **Mike Carman:** The decisions that are made from the dispatch center are like that. Those trains were in the right place at the right time to make the swap. You left and this train started back up. So, what do you do with it now? You run it. Instead of 303 you were on the 305 running as the 303. It gets messed up like that a lot of times because of the decisions that are made. When something happens and the police are involved, that's tough because it can be one hour, it can be five hours, and we don't know until they say we're done. At that time, we can start running our trains again and we really don't have any heads up we can tell you what trains moving in 20 minutes. We just don't get those heads up. Mechanical issues happen. We do the best to go ahead and try to run the trains. They are going to be out of sync, so that doesn't get to the website or the app as quickly as your train's already moving.
- **Chair Luis Nieves-Ruiz:** Is there a way it can be improved?
- **Mike Carman:** We can always improve. It's just a matter of the situation.
- **Chair Luis Nieves-Ruiz:** Dispatch is like the Central office. Where is that one located?
- **Mike Carman:** Sanford.
- **Chair Luis Nieves-Ruiz:** They'll get the message if there's a delay. How does that delay get in the app, through dispatch or another vendor?
- **Linda Nesbitt (call center and customer service manager):** When there is a delay or any kind of interruption. Notify the dispatch center and then they tell customer service. We get that information out. We do our best to get the most accurate information out quickly as possible. A lot of time we don't have all the information. So, if any time that a train is stopped, we're going to project out how long that delay is and if they keep it stable. Now for the apps, there is a gap on how long it takes for one speed to be pushed out and is received. There shouldn't be so much inconsistency on the platform with crossings there because the distance. That is where something we can improve to see what's what is being played on a platform is the same.
- **Chair Luis Nieves-Ruiz:** This has happened recently on multiple occasions.

- **Mike Carman:** Do you happen to remember a date?
- **Dorothy O'Brien:** The day before yesterday.
- **Linda Nesbitt:** There's the app that sends out the alert. There are the announcements that were coming out on the platform that are saying providers and P316. There's the top down that's coming down.
- **Chair Luis Nieves-Ruiz:** I will say the app.
- **Gordon Spears:** I have noticed it's the information on the app. On the platform, the one recommendation that I would make is to increase the time in between the announcements. A lot of people are sitting there and didn't pay attention to the first one. In between platforms primarily you said that the announcement usually they are 15-20 min apart. I'd shorten that time for the next announcement.
- **Linda Nesbitt:** It's not the countdown thing. The next train is coming five minutes before.
- **Chair Luis Nieves-Ruiz:** The Winter Park station is very good with the countdown. At the LYNX station it is more difficult. I don't remember hearing any count down.
- **Dorothy O'Brien:** The funny thing is that the countdown I do remember is one time they said four minutes, the next time they said two minutes, and then the next time they said six minutes. It was like it went from short to long, back to short again. Was very strange. The other aspect of that is there's been a couple occasions where we had to flip platforms because of something going on with the trains. On more than one occasion when that's happened, they tell us to go over to the other platform and then they're like no come back over to this platform. There's some disconnect in the communication.
- **Linda Nesbitt:** The decision to move over again is maybe there's Amtrak coming through there to be any several reasons why. Now we are going to stay on the correct platform. The one thing I will say that is very important about delays is always remember that they're subject to change. They can get longer or can be extended. We're going to do our best to protect the integrity of the schedule and get the trains moving as quickly as possible so they can change. All delay times, please look at them as only estimates. If it did change where it said its two minutes, then four minutes, then it goes back up and maybe it was we were on the move and we had to slow down or stop again. I will take all this back to our dispatchers, and we'll do what we can to make sure we're filling in those gaps. I appreciate your comments. We do want to make sure that the communication is clear, because we know how important it is for our customers to make that decision. Should I wait it out or do I need to decide? We don't want anybody out there stranded or stepping away and then thinking, I have 30 minutes, and they had three minutes.
- **Mike Carman:** Linda mentioned something that's very important. That first transmission is usually a guess because we're already 15 or 20 minutes into the event. So, we're going to be delayed 30 minutes. Now it's running. We're not delayed 30 minutes; we're delayed 15 minutes. The first one is always going to be an estimate because we don't know.
- **Dorothy O'Brien:** I think most people understand that it's just that there have been multiple times where you're getting different messages from different people. It seems like they should be more in line. I'm not trying to be unreasonable. We all know that accidents happen, incidents that's beyond the train and everybody's control. But as I said, you know, 2-hour delay versus a 15-minute delay makes a difference in how you make your next move.
- **Mike Carman:** Social media today you've got people on the trains that are watching something that the other trains don't know about. That information we don't relay to a lot of the other trains just because the incident itself. They're looking at social media, well, this just happened and why didn't you tell us about? It's not something that we don't transmit to people at the time because we don't know the incident, what fully happened, and how many things are going on.
- **Chair Luis Nieves-Ruiz:** If anything happens, the dispatch will not send it right away. They will wait a couple of minutes before they make an assessment and give an announcement.
- **Mike Carman:** Positive train control out on the main line goes down. They must make a phone call to reset everything. Dispatch doesn't know what's going on yet, so we're not going to put out anything yet because we don't know. It may start right back up and they're not down anytime. It may take 10 or 15 minutes.
- **Chair Luis Nieves-Ruiz:** So, does the conductor not contact dispatcher at that moment?
- **Mike Carman:** Yes, they do, but there's not anything that we know yet. We may not be delayed, and they get right back up. The schedule's made to make up a minute or two here or there. It's

not made up to make 30 minutes up or 10 minutes up, but if we're only down a couple minutes and something happens, we may not even put anything out; then something happens and it's already 20 minutes into it. There's constant communication between dispatcher and the crews. The dispatchers run the railroad. If a train stops, by our rules, they must communicate with the dispatcher that they're stopped on the main line.

Next meeting is scheduled for Thursday, February 6, 2025, at 5:00 p.m. at LYNX Central Station Admin. Building, 2nd Floor, Open Space.

Meeting adjourned at 5:47 p.m.



W E L C O M E





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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CHAIR'S REPORT

LUIS NIEVES-RUIZ





APPROVAL

ADOPTION OF OCTOBER 3, 2024 MEETING MINUTES





PUBLIC COMMENTS





AGENCY UPDATE

DAVID COOKE





RIDERSHIP GOAL REACHED!

THANK YOU FOR A WONDERFUL 2024!!

- ✓ 2024 Ridership 1,216,297
- ✓ Monthly Average 101,349
- ✓ Increase Over 2023 +12%
- ✓ Busiest Station LYNX Central





RIDER SURVEYS - YOUR VOICE COUNTS

SunRail is conducting three rider surveys.

Focus Areas

- | | |
|-------------------------|--|
| Survey 1 - 10/24 | City of Orlando &
Orange County |
| Survey 2 - 1/25 | Seminole & Volusia Counties |
| Survey 3 - 2/25 | Osceola County &
Orlando Int. Airport |

Topics Include

- Work from home frequency
- Adoption Mobile Ticketing App
- Why they choose to ride SunRail





TRAIN TO THE GAME EXCITEMENT!

Train to The Game promotion has been a tremendous success and is continuing to grow in popularity.

There is a significant ridership boost on game nights with numbers consistently over 5,000 and several home games remaining.

Extended southbound service from Church Street Station at 11:06 PM is sponsored by the Orlando Magic in addition to the regular 10:30 PM northbound train.

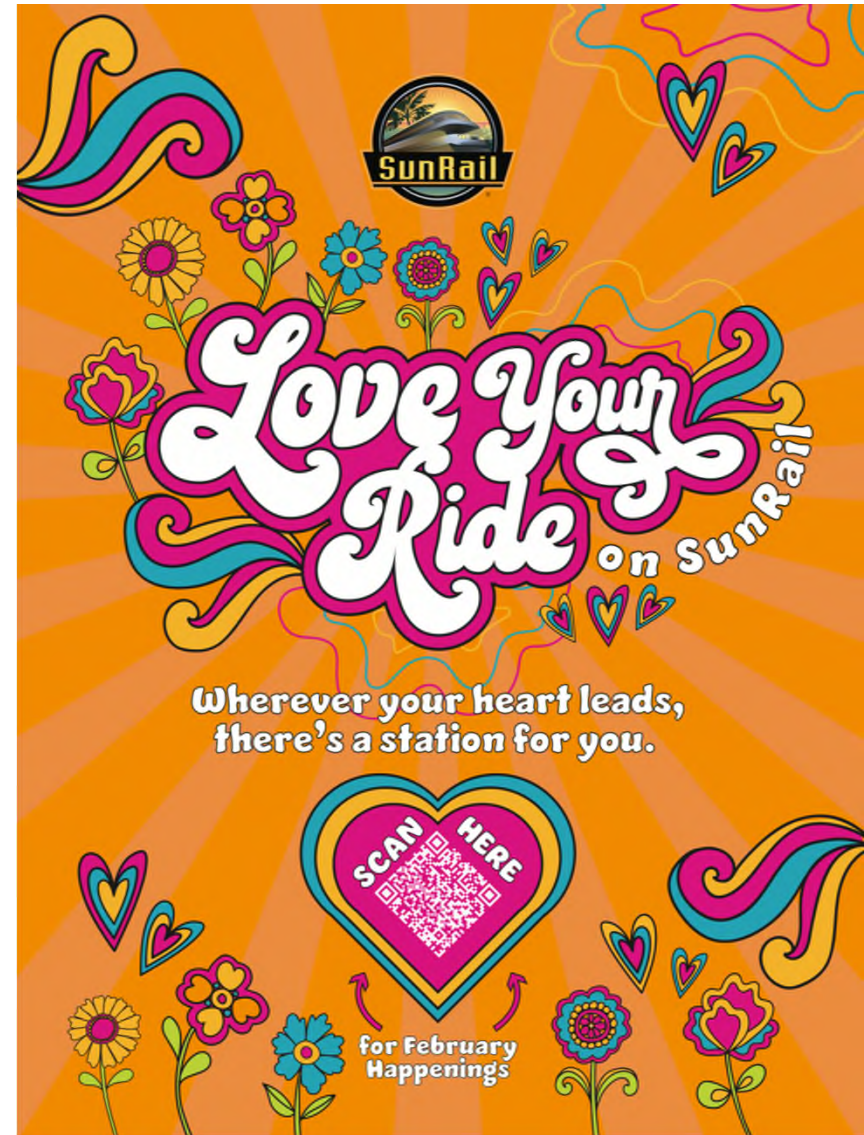




LOVE YOUR RIDE!

SunRail is promoting all the ways to 'Love Your Ride' this February with different Station Destination ideas and themed categories to bring a little something for everyone.

- Romantics
- Adventurers
- Friends
- Foodies
- Families
- And more...





ON-TIME PERFORMANCE

NOVEMBER – DECEMBER 2024

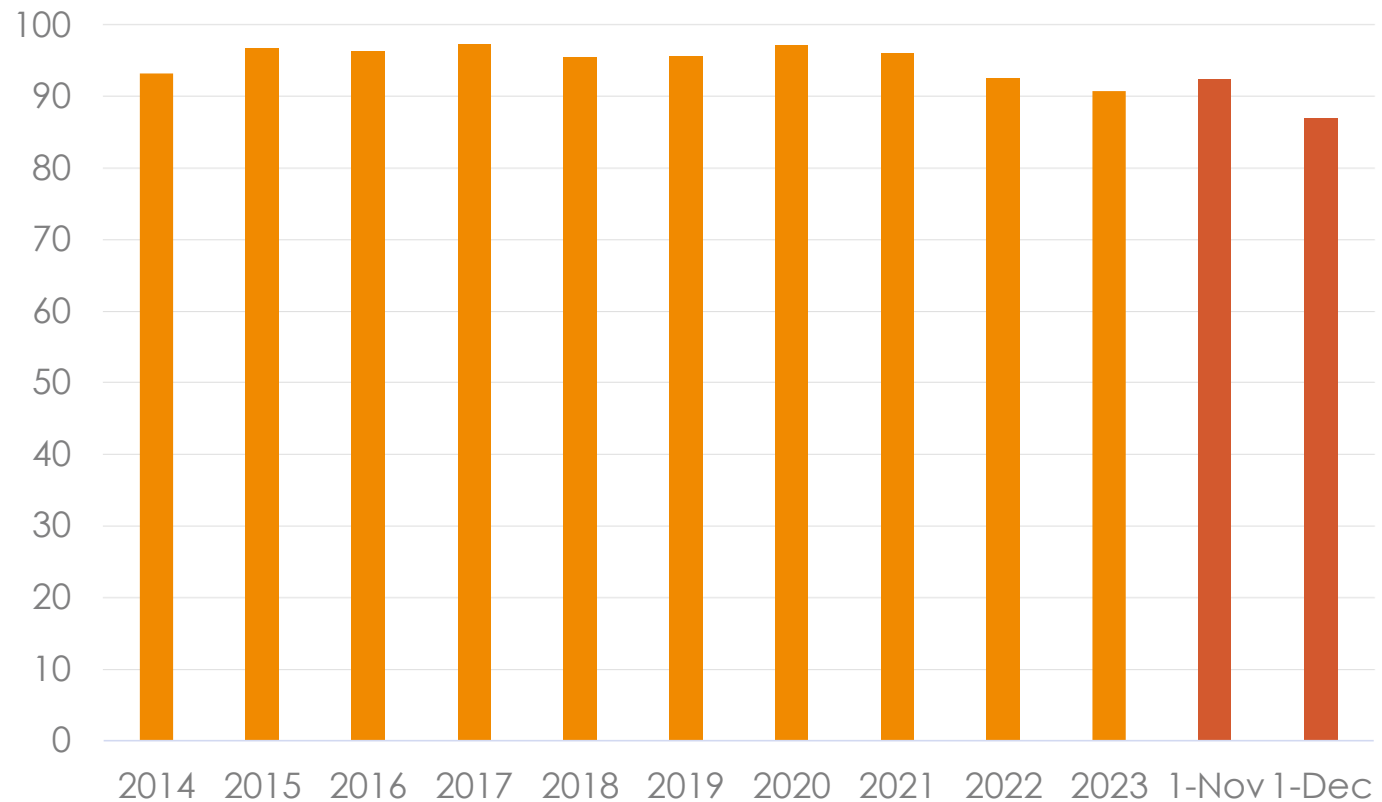
GOAL = 95%

ACTUAL = 89.70%

CONTRACT = 98.42%

ABOVE AVERAGE

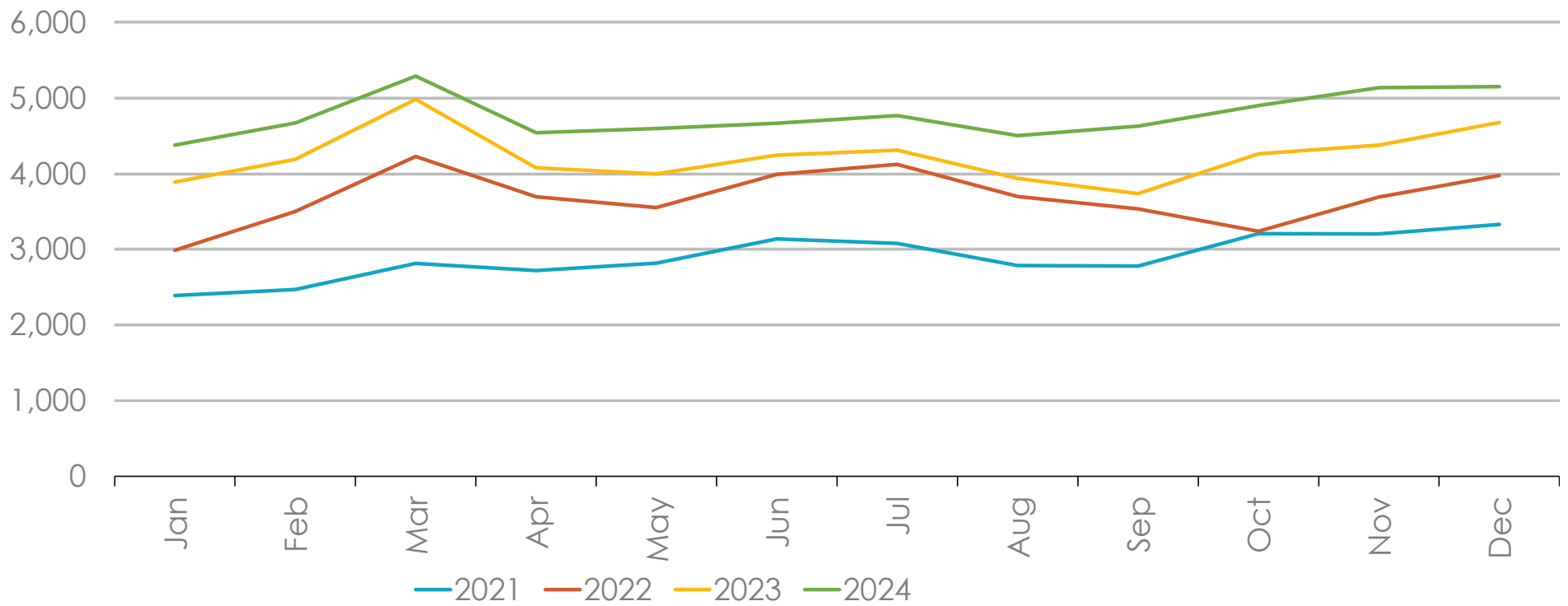
- On-Time 17 Days
- 41 Operating Days
- Ran 1,680 Trains





AVERAGE DAILY RIDERSHIP

Nov - Dec 2024 Average – 5,146

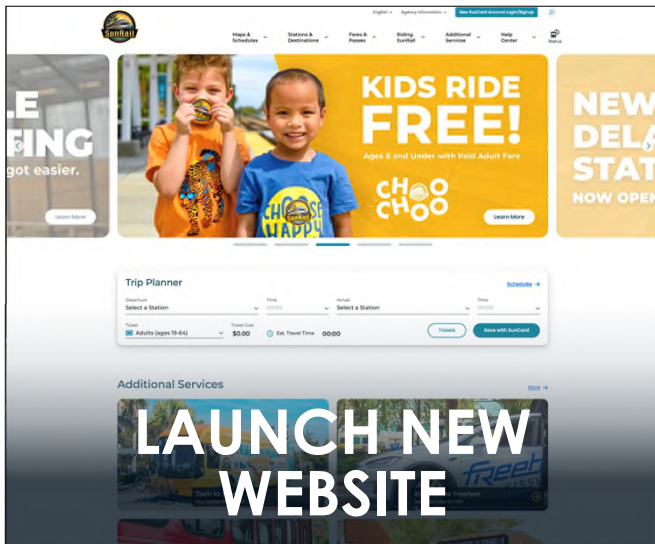




RIDERSHIP AND GROWTH

MARK CALVERT, EVOLVE







**28 SPECIAL SERVICE
EVENTS**



**65 GROUP RIDES
SOLD**



**21 SAFETY CORRIDOR
BANNERS INSTALLED**



**OVER 70K SM
FOLLOWERS**



**ACTIVATE CONVERSION
CAMPAIGN**



**14 RIDERSHIP
CAMPAIGNS LAUNCHED**



**NEW RIDERSHIP
RECORD**



**EXPAND SPECIAL
SERVICE PARTNERS**



**INCREASE MOBILE
TICKET USAGE TO 60%**

2025 MARKETING OBJECTIVES



REACH 100 GROUP RIDES

EXPAND RAIL SAFETY WEEK EXPOSURE



EXPLORE WITH SUNRAIL ALL SUMMER LONG!

EXCEED 85K SM FOLLOWERS

LAUNCH NEW TOD WEBSITE

SEE YOU ONBOARD



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	22	22	20	22	22	19	21
Sanford	302	301	272	302	303	304	300	311	289	305	289	304	299
Lake Mary	75	76	72	80	84	75	77	83	85	75	92	85	80
Longwood	77	69	59	73	80	76	69	69	71	68	81	76	72
Altamonte Springs	133	130	143	133	129	144	143	150	137	136	161	134	139
Maitland	16	17	22	18	15	18	15	15	15	18	20	15	17
Winter Park/Amtrak	379	379	370	359	397	379	380	422	352	373	385	369	379
AdventHealth	309	290	267	300	309	307	298	308	273	298	347	303	301
LYNX Central Station													
Church Street Station													
Orlando Health/Amtrak	27	29	26	21	25	29	29	23	20	19	32	38	27
Sand Lake Road	284	311	338	319	381	388	373	411	414	409	397	407	369
Meadow Woods	119	106	92	107	121	102	113	111	98	101	89	109	106
Tupperware	14	14	12	14	13	19	17	17	18	12	14	16	15
Kissimmee Intermodal													
Poinciana	7	9	4	6	8	6	7	7	5	4	12	7	7
Total - All Stations	1,742	1,731	1,677	1,732	1,865	1,847	1,821	1,927	1,777	1,818	1,919	1,863	1,810
Percent change from FY 23 to FY 24	12%	16%	8%	6%	8%	9%	9%	20%	13%	19%	15%	10%	12%



LYNX CONNECTIVITY

LYNX Feeder Bus Route Analysis (Phase II Routes)

LINK	September		Change	% Change
	FY23	FY24		
18	19,999	19,029	(970)	-5%
418	3,981	5,731	1,750	44%
155	645	742	97	15%
306	2,373	2,536	163	7%
604*	185	218	33	18%
831*	802	756	(46)	-6%

* 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
	Sep-23	Sep-24		
11,42,111	56	90	34	61%



LYNX CONNECTIVITY

LYNX Feeder Bus Route Analysis (Phase II Routes)

LINK	October		Change	% Change
	FY24	FY25		
18	22,246	20,056	(2,190)	-10%
418	4,529	6,526	1,997	44%
155	693	798	105	15%
306	2,570	1,978	(592)	-23%
604*	118	212	94	80%
831*	803	881	78	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
	Oct-24	Oct-25		
11,42,111/311	60	95	35	58%



LYNX CONNECTIVITY

LYNX Feeder Bus Route Analysis (Phase II Routes)

LINK	November		Change	% Change
	FY24	FY25		
18	20,584	20,354	(230)	-1%
418	4,384	6,043	1,659	38%
155	620	604	(16)	-3%
306	2,079	1,909	(170)	-8%
604*	190	284	94	49%
831*	604	790	186	31%

* 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
	Nov-24	Nov-25		
11,42,111/311	66	107	41	62%



LYNX CONNECTIVITY

LYNX Feeder Bus Route Analysis (Phase II Routes)

LINK	December		Change	% Change
	FY24	FY25		
18	19,625	18,914	(711)	-4%
418	4,407	4,892	485	11%
155	598	536	(62)	-10%
306	2,216	2,033	(183)	-8%
604*	256	198	(58)	-23%
831*	662	869	207	31%

* 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
	Dec-24	Dec-25		
11,42,111/311	74	107	33	45%



VOTRAN CONNECTIVITY

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

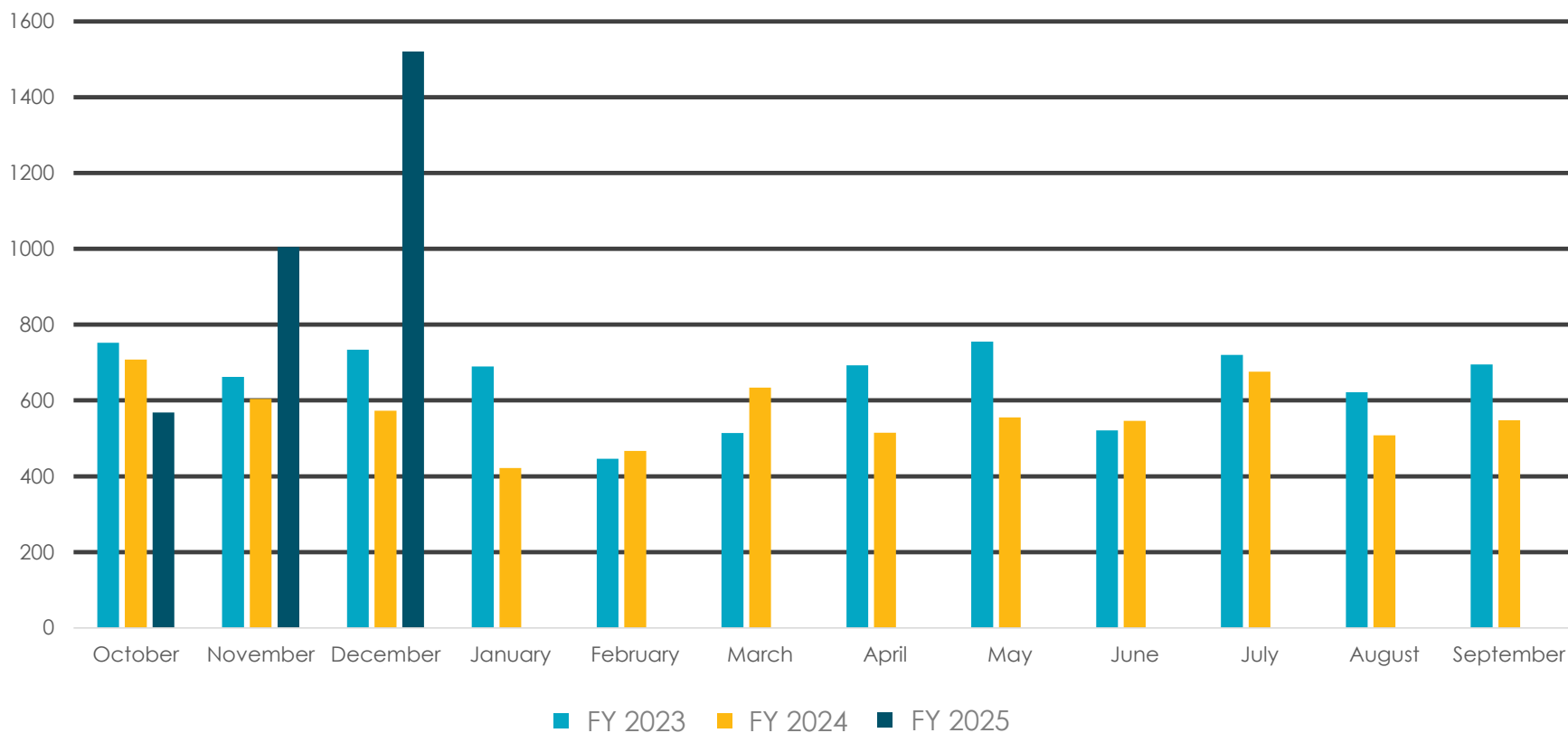
Activity at DeBary Station	Fiscal year 2024												Annual Daily Average
	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	
Days of Operation	22	21	20	22	21	21	22	22	20	22	22	20	255
Total Monthly Ridership	708	604	573	422	467	634	515	555	546	676	508	548	6,756
Avg Daily Ridership	32	29	29	19	22	30	23	25	27	31	23	27	26

Activity at DeBary Station	Fiscal year 2025												Annual Daily Average
	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	
Days of Operation	22	20	21										63
Total Monthly Ridership	568	1,005	1,521										3,094
Avg Daily Ridership	26	50	72										49

Note: SunRail service was suspended 10/8/24 through 10/11/24 due to Hurricane Milton and Votran Service was suspended 10/10/24.
 YTD: 19.7% decrease compared to same period last year



VOTRAN CONNECTIVITY





VORIDE - SUNRAIL CONNECTIVITY

VoRide On-Demand Service - Average Daily Boardings & Alightings
at Volusia County Stations

Activity at Stations	Fiscal year 2024												Annual Daily Average
	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	
Days of Operation	0	0	0	0	0	0	22	22	20	22	22	20	128
Total Monthly Ridership- DeBary	-	-	-	-	-	-	15	14	12	9	15	6	71
Total Monthly Ridership- DeLand	-	-	-	-	-	-	-	-	-	-	23	58	81
Total Monthly Ridership- Both Stations	-	-	-	-	-	-	15	14	12	9	38	64	152
Avg Daily Ridership	-	-	-	-	-	-	1	1	1	0	2	3	1

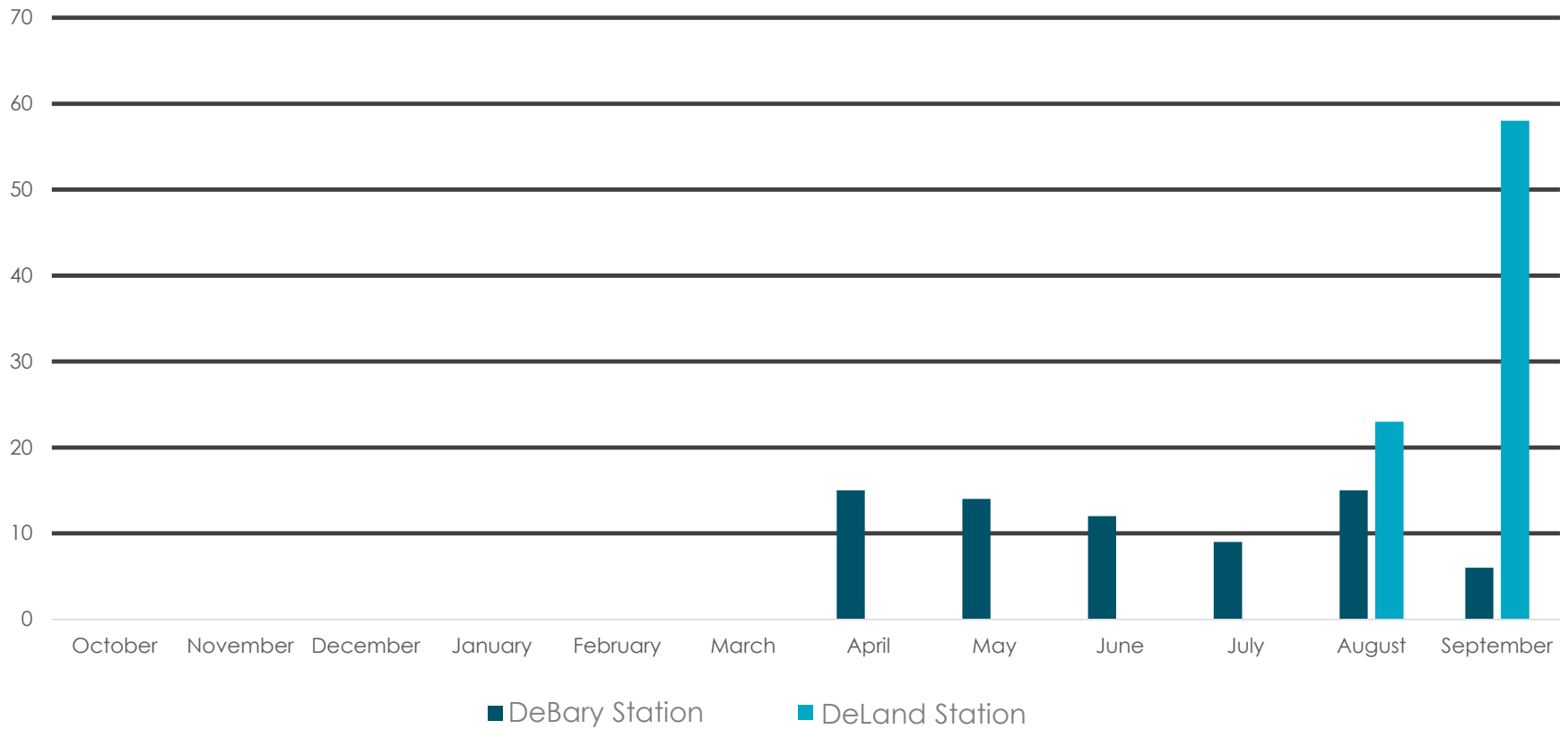
Activity at Stations	Fiscal year 2025												Annual Daily Average
	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	
Days of Operation	22	20	21										6
Total Monthly Ridership - DeBary	11	13	21										45
Total Monthly Ridership - DeLand	93	166	249										508
Total Monthly Ridership - Both Stations	104	179	270										553
Avg Daily Ridership	5	9	13										9

Note, VoRide began service in DeBary on April 8, 2024.

Note: Despite VoRide operating on Saturdays, Days of Operation only includes weekdays as the train only operates weekdays.

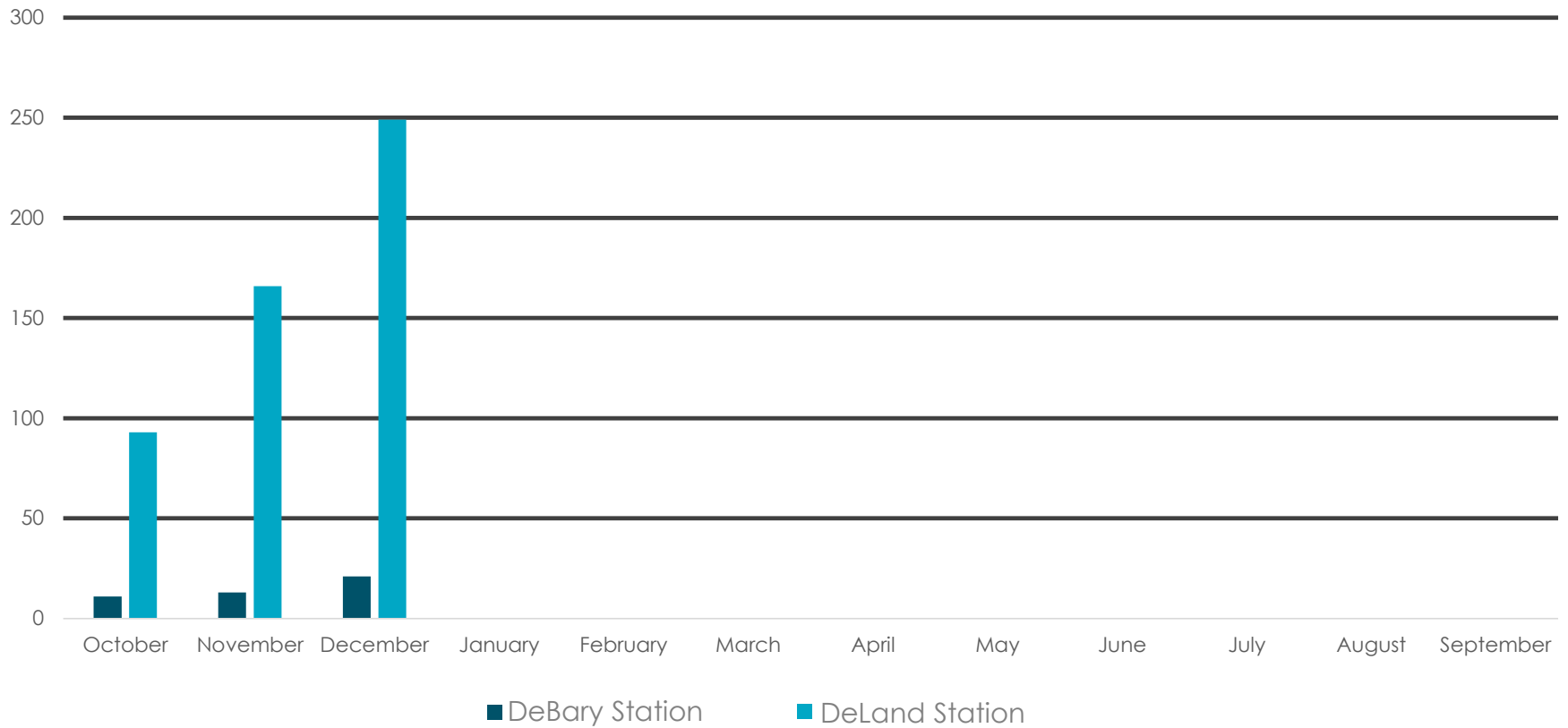


VORIDE - SUNRAIL CONNECTIVITY- FY 2024





VORIDE - SUNRAIL CONNECTIVITY- FY 2025





DELAND SUNRAIL CIRCULATOR CONNECTIVITY

Votran DeLand SunRail Circulator Average Daily Boardings

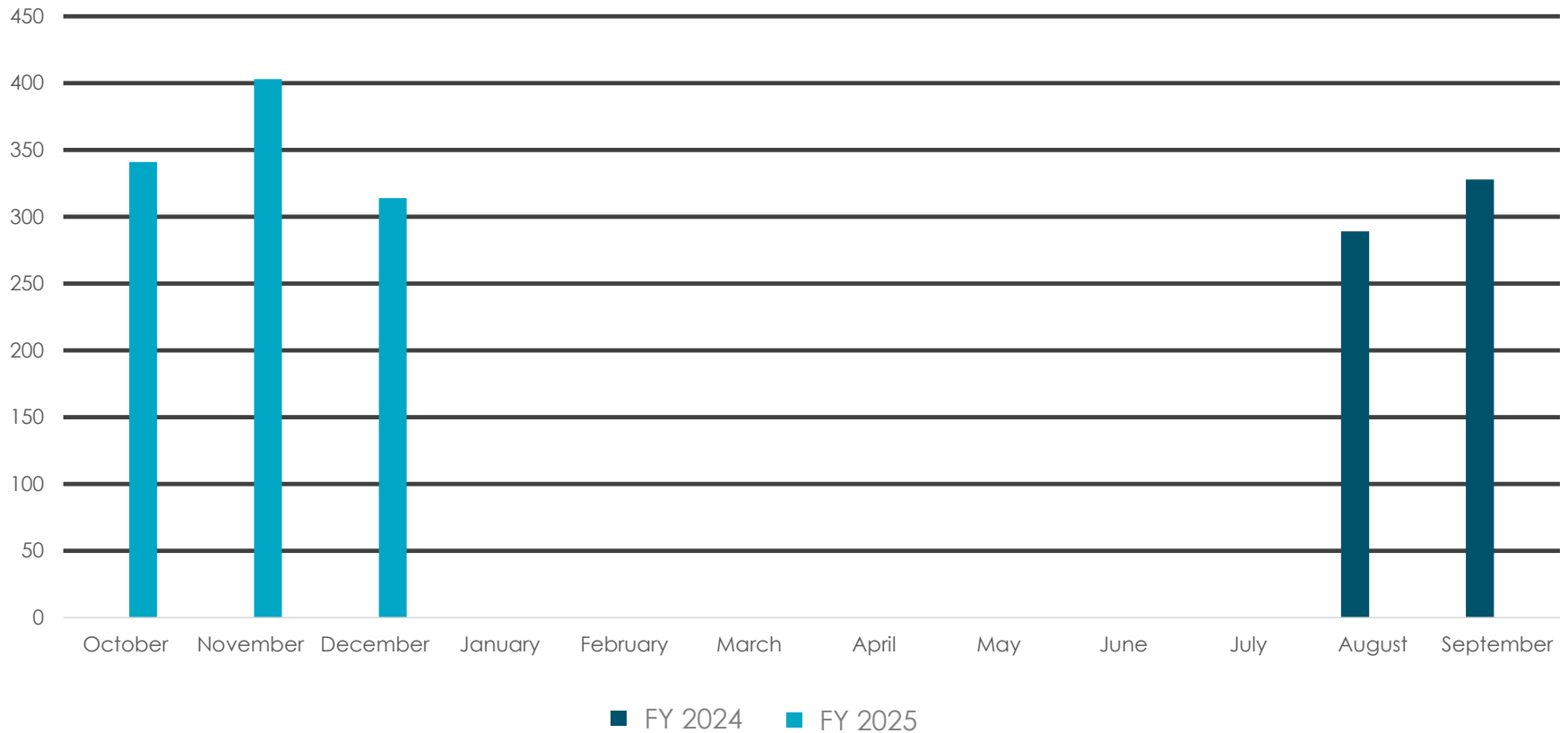
Activity at DeLand Station	Fiscal year 2024												Annual Daily Average
	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	
Days of Operation	0	0	0	0	0	0	22	22	20	22	15	19	34
Total Monthly Ridership	-	-	-	-	-	-	-	-	-	-	289	328	617
Avg Daily Ridership	-	-	-	-	-	-	-	-	-	-	19	17	18

Activity at DeLand Station	Fiscal year 2025												Annual Daily Average
	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	
Days of Operation	21	20	21										62
Total Monthly Ridership	341	403	314										1,058
Avg Daily Ridership	16	20	15										17

Note, service began August 12, 2024, coinciding with the grand opening of the DeLand SunRail Station.



DELAND SUNRAIL CIRCULATOR CONNECTIVITY



Note, service began August 12, 2024, coinciding with the grand opening of the DeLand SunRail Station.



COMMITTEE MEMBER COMMENTS





NEXT MEETING

APRIL 3, 2025, 5:00 PM

LYNX CENTRAL STATION
ADMINISTRATION BUILDING
OPEN SPACE ROOM





S U P P O R T I N G
C H A R T S A N D D A T A

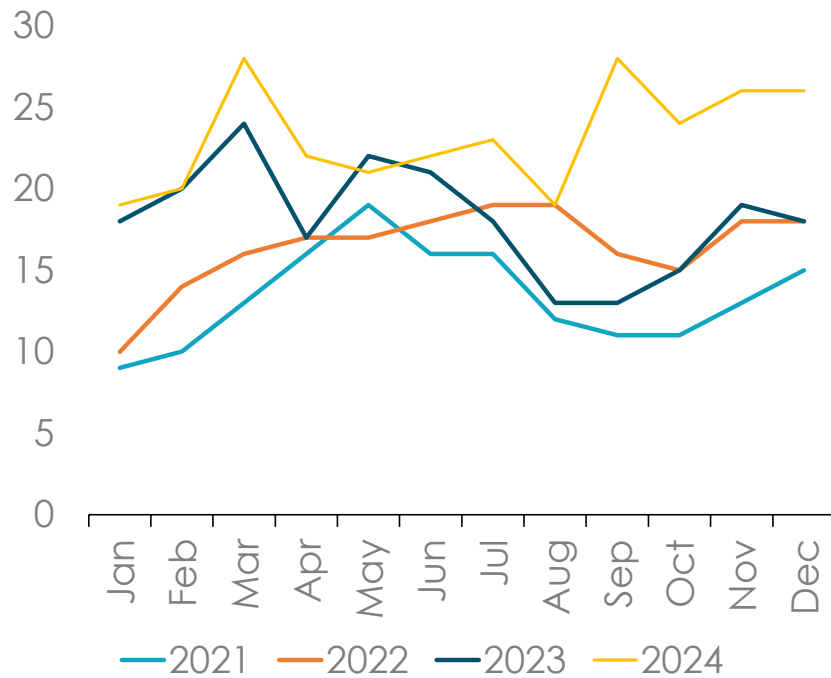




ONBOARD STATS

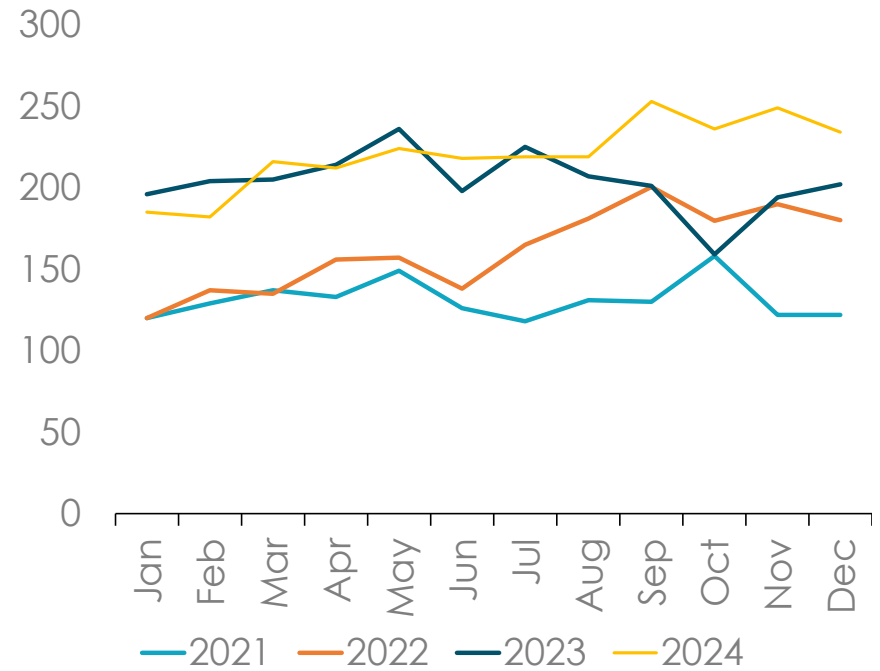
ADA

Sep - Dec '24 Average: 26



BICYCLE

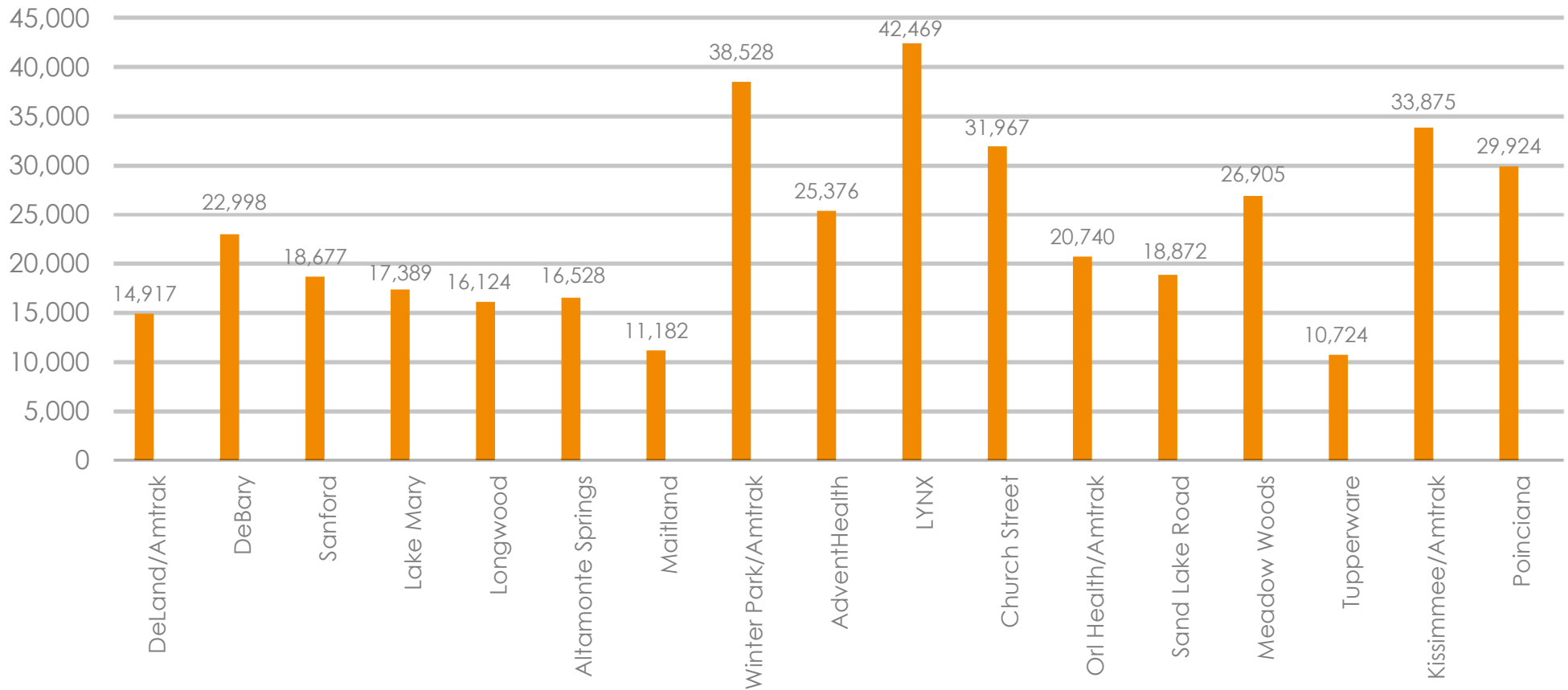
Sep - Dec '24 Average: 243





BOARDING BY STATION

RIDERSHIP SEPTEMBER – DECEMBER 2024

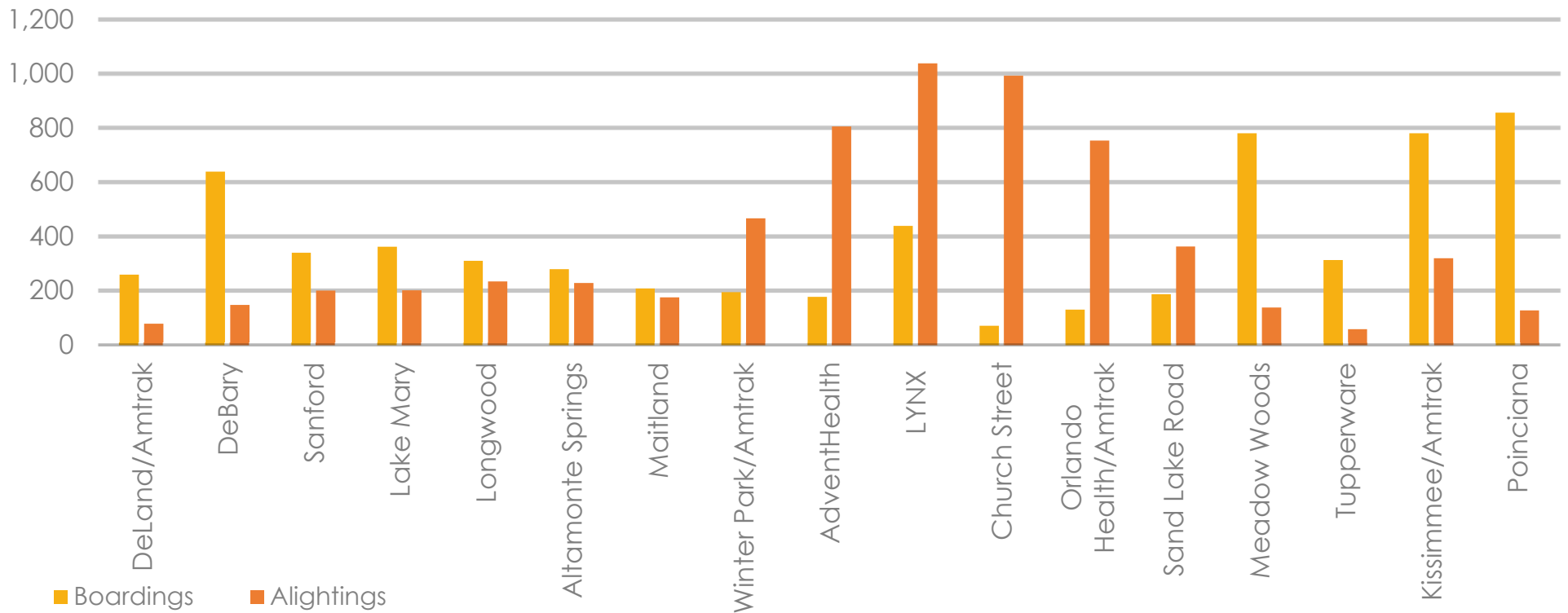




BOARDINGS & ALIGHTINGS

SEPTEMBER – DECEMBER 2024

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

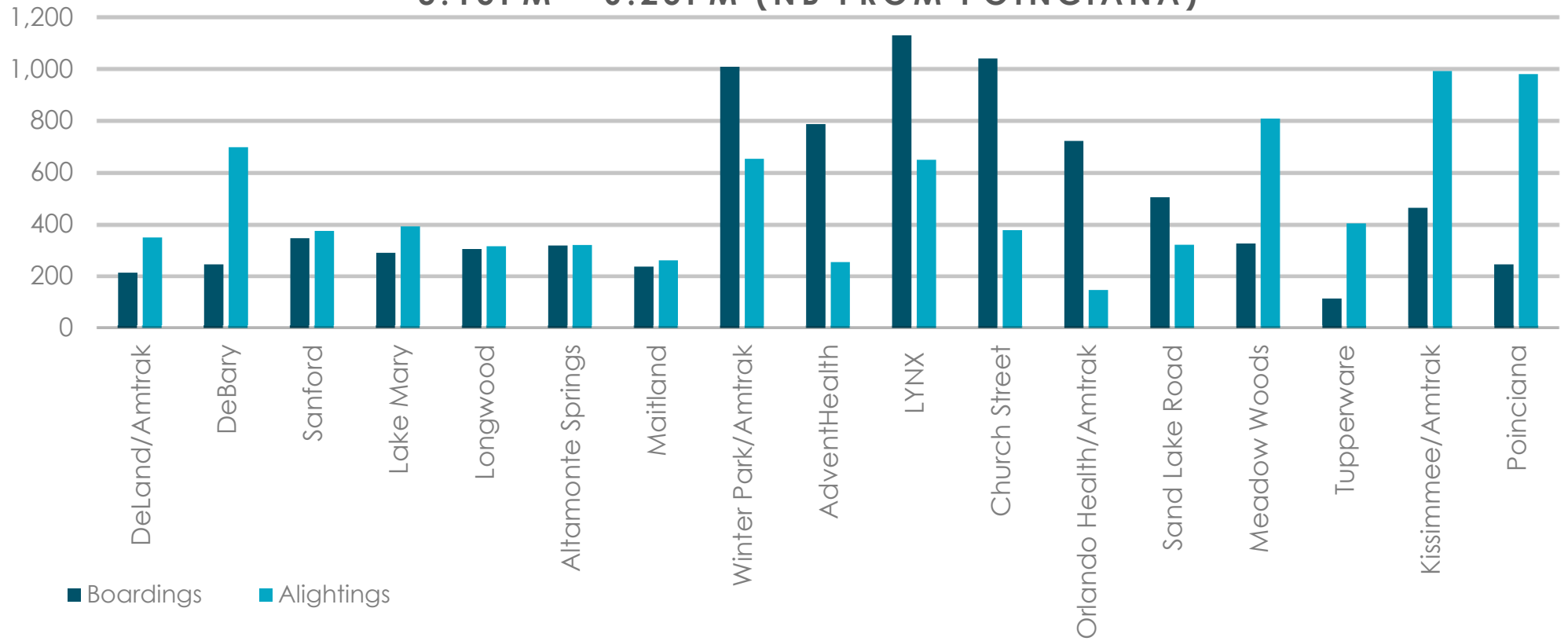




BOARDINGS & ALIGHTINGS

SEPTEMBER – DECEMBER 2024

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

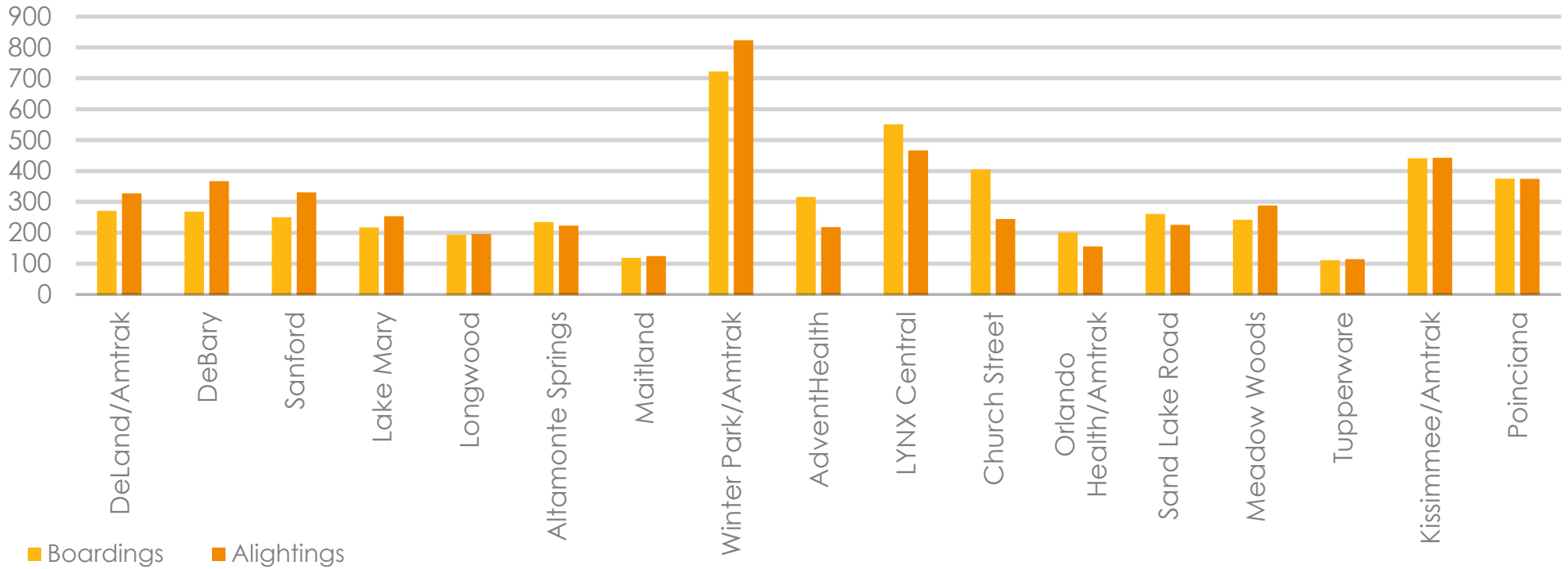




BOARDINGS & ALIGHTINGS

SEPTEMBER – DECEMBER 2024

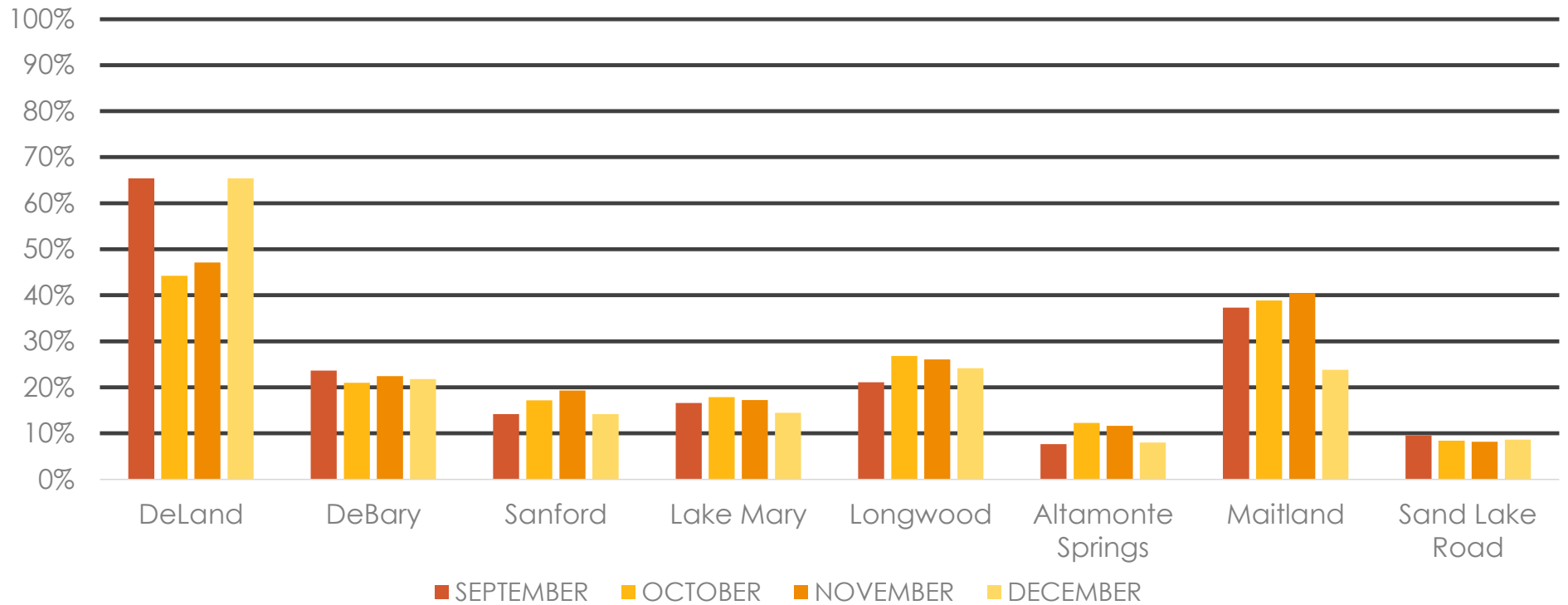
OFF PEAK
10:45AM – 2:45PM; 7:25PM – 9:55PM (NB FROM POINCIANA)





IOS STATION PARKING

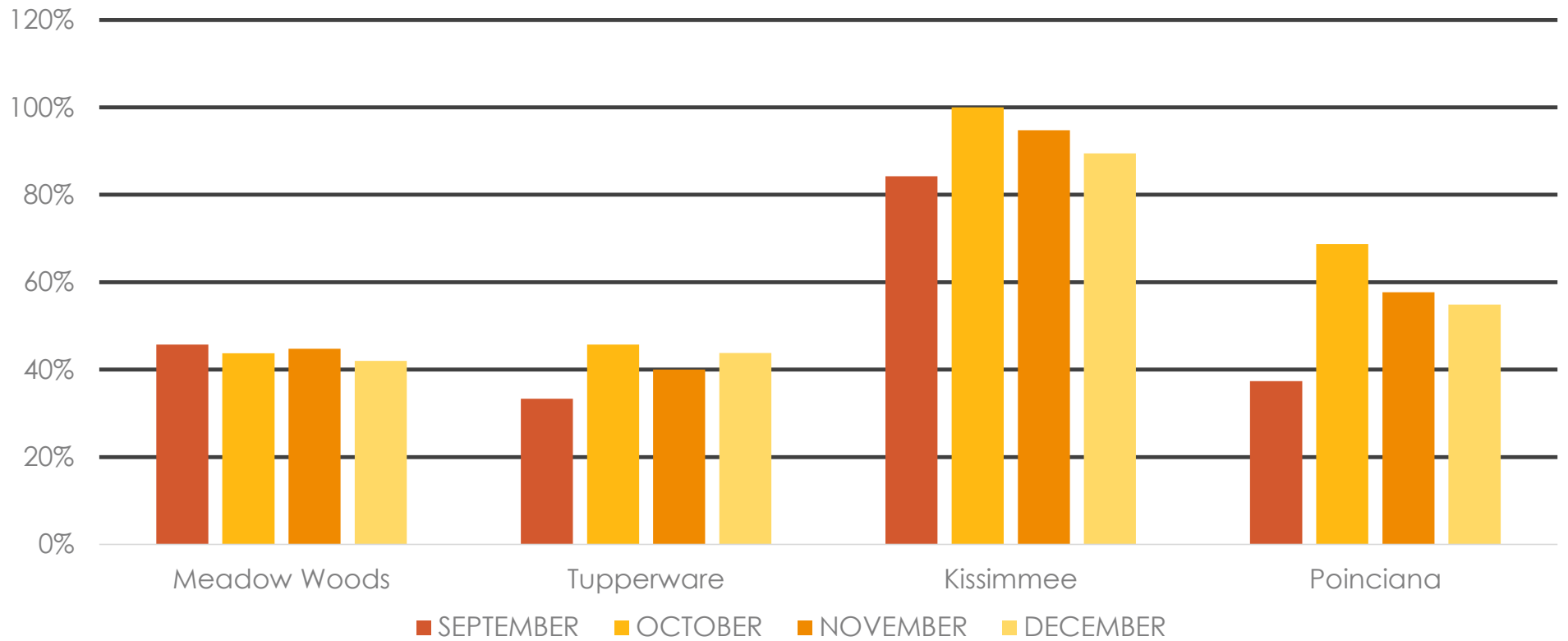
SEPTEMBER – DECEMBER 2024





SOUTHERN EXPANSION STATION PARKING

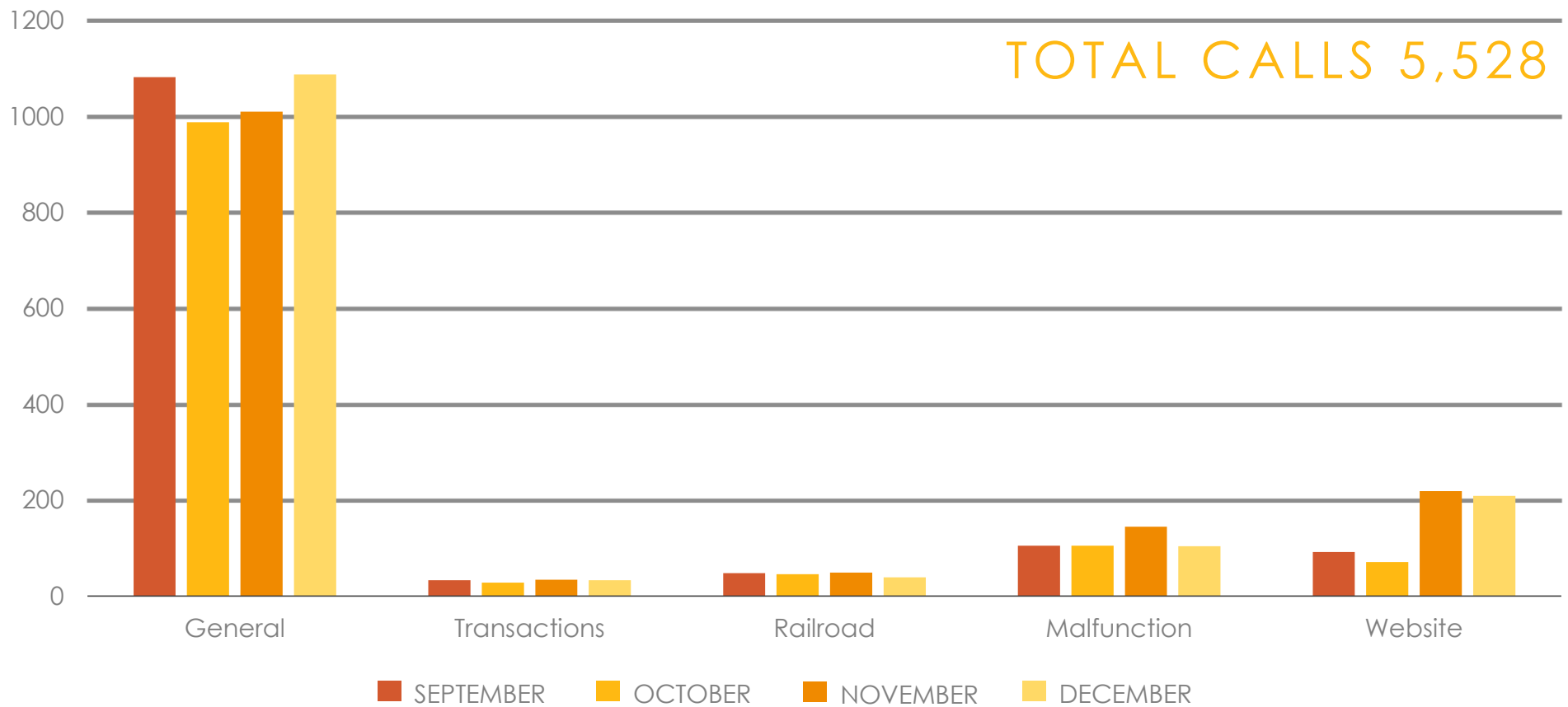
SEPTEMBER – DECEMBER 2024





CUSTOMER SERVICE CALLS

SEPTEMBER – DECEMBER 2024





TRAIN PERFORMANCE DETAIL

SEPTEMBER – DECEMBER 2024

TRAIN PERFORMANCE OVERVIEW	Trains	Percentage
On-Time	2,773	86.7%
Late	399	12.5%
Annulled	28	0.9%
Total Trains Operated	3,200	100.0%

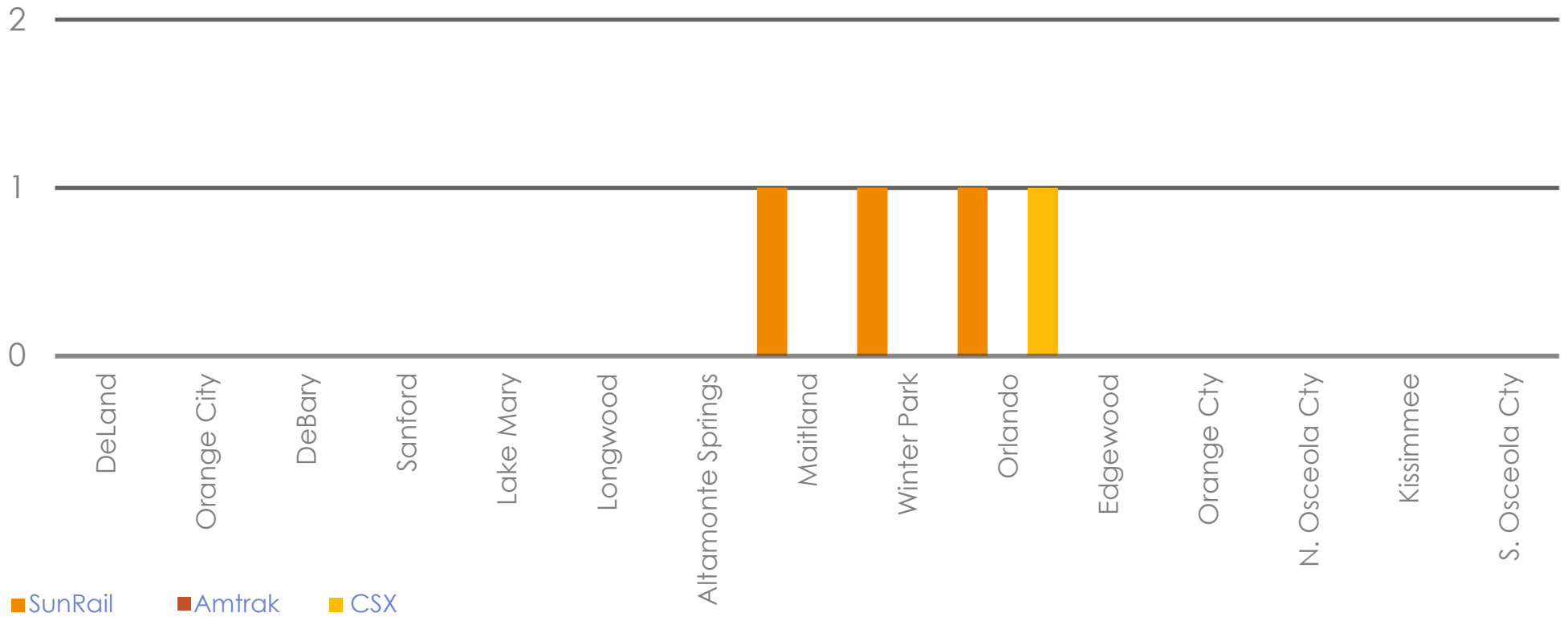
PERFORMANCE DETAIL	Days	Trains	Percentage
Efficiency Testing	1	1	0.03%
Injuries/Illnesses	1	1	0.03%
Maintenance of Way	28	71	2.2%
Mechanical	25	41	1.3%
Other	10	20	0.6%
Passengers	22	35	1.1%
Signals & Components	39	109	3.4%
Train Interference	37	66	2.1%
Trespasser/Grade Crossing/Near Misses	17	62	1.9%
Weather	3	21	0.7%
Total (Rounded)		427	13.3%

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



REVENUE INCIDENTS BY CITY/COUNTY

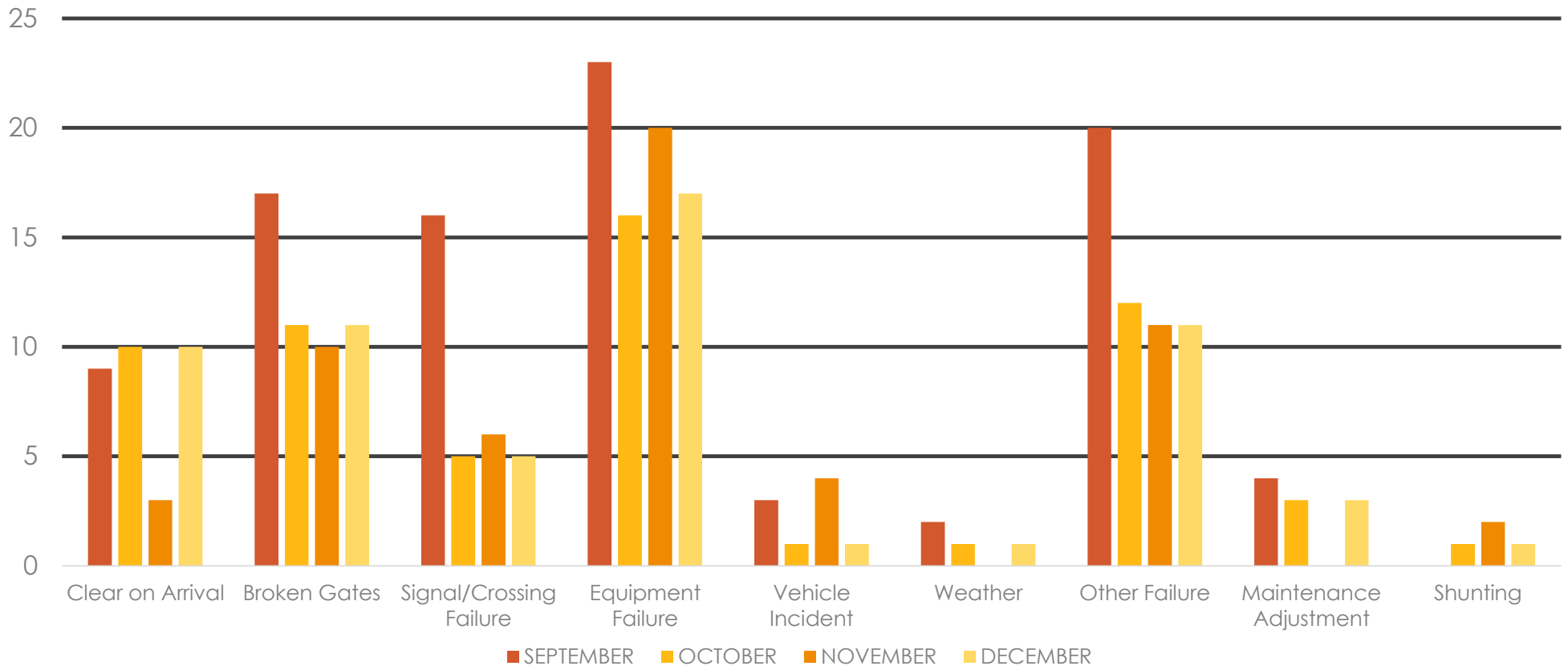
SEPTEMBER – DECEMBER 2024





CFCRC SIGNAL SYSTEM INCIDENTS

SEPTEMBER – DECEMBER 2024





QUIET ZONES

JURISDICTION	STATUS
Edgewood	Quiet Zone Established
Orange County	Quiet Zone Established Additional Quiet Zone Locations – Awaiting Establishment
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
Volusia County	Awaiting Establishment

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

