



CUSTOMER ADVISORY COMMITTEE

APRIL 3, 2025





Central Florida Commuter Rail Commission

Customer Advisory Committee

Date: April 3, 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: February 6, 2025
- 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. Committee Member Comments

VIII. Next Meeting

- a. Next Meeting – July 10, 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

February 6, 2025
5:00 p.m.
Hosted by FDOT
LYNX Central Station

Attendees: Chair Luis Nieves-Ruiz, Carlos Perez, Paul Satchfield, Eric Ulberg, David Cooke, Mike Carman, Sandra Gutierrez, Kim Hymes, Jake Lunceford, Bruce Detweiler, Linda Nesbitt, Bill Land, Mark Calvert

Minutes

Meeting called to order by CAC Chair Luis Nieves-Ruiz at 5:02 PM

Pledge of Allegiance

Confirmation of quorum.

Announcements: Chairman's Remarks

Presenter: Luis Nieves-Ruiz

- New members introduced themselves:
 - Carlos Perez Rivera: As a new member of the CAC, he's an avid SunRail rider that travels on the train from work to home. He works at the AdventHealth Orlando Hospital.
 - Eric Ulberg: He has been riding SunRail since opening day and travels from Altamonte Springs to Sanford.
 - Paul Satchfield: He is new to the committee, and this is his first meeting. He boards the train in DeBary and takes it to Kissimmee four days a week. He has been doing that for a couple of years.
- **David Cooke:** We have a new member also, Anne Thomas representing the city of Orlando. She emailed that she was a new member of the committee but was unable to attend tonight's meeting.
- **Luis Nieves-Ruiz:** How is the federal freeze affecting the system, if at all?
- **David Cooke:** I have not seen or heard anything to affect the system to date.
- **Luis Nieves-Ruiz:** We receive FTA grants, right?
- **David Cooke:** Correct. There are different types of grants. There are the formula grants which we get through the split letter with LYNX. Those are formula grants, not discretionary grants. Some of that federal discussion was related to discretionary grants.
- **Luis Nieves-Ruiz:** I have about \$2,000,000 in grants that is now basically on stop motion. If we're going to get into these situations again, how is this going to affect the system in the future?

Meeting Minutes:

- Approval of the October 3, 2024, meeting minutes approved unanimously.

Public Comment:

- No public comments were received.

Agency Update:**Presenter:** David Cooke

- Ridership Goal Reached!
 - 2024 Ridership = 1,216,297
 - Monthly Average = 101,349
 - Increase Over 2023 = +12%
 - Busiest Station = LYNX Central followed by Winter Park
- Rider Surveys – Your Voice Counts
 - Focus Areas
 - Survey 1 – 10/24 – City of Orlando and Orange County
 - Survey 2 – 1/25 – Seminole and Volusia Counties
 - Survey 3 – 2/25 – Osceola County and Orlando International Airport
 - Topics Include:
 - Work from home or return to the office 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 number 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.
- People with tickets can ride for free on those nights, and so that's typically just weeknights. Ridership increases based on who they are playing.
- 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
- On Time Performance – November/December 2024 – Goals=95%; Actual=89.70%; Contract=98.42%.
- Above Average – On-Time 17 Days – 41 Operating Days – Ran 1,680 Trains
- Average Daily Ridership – November/December 2024 – 5,146
- We're coming into the spring season months, as you can see on the graphs, we typically see ridership increase. Weather's good and a lot of tourists are visiting the area. That trend line is staying up above the previous year. Good recovery from COVID return to work policies is also helping ridership. Daily riders have seen that increase in ridership on the trains.
- I'm going to ask Mark Calvert to speak to our ridership and growth projections and what we're doing this year. He gave this presentation at last month's Commission meeting. I wanted to keep you up to date with what's going on with that ridership.

Presenter: Mark Calvert, Evolve/SunRail Marketing Communications

- I work with Evolve and like yourself, I've been here since day one. It's been a tremendous ride.
- As you can see from the previous slides, we do have a lot of fun getting people connected to the system. I've been doing this since 2014, and we've never had such an ambitious, aggressive and successful year as 2024.
- A couple of the highlights:
 - We had more than 100,000 riders per month average.
 - We opened the DeLand station. I was out there yesterday, and it gets prettier every day.
 - It doesn't get the deserved fanfare, but we upgraded the entire air ticketing system, which is so much more than just the hardware that you see there, but the whole back end was a

Herculean task that David Cook and Tricia Rufino really spearheaded and did an incredible job.

- Mobile ticketing has been a game changer. We activated mobile ticketing and educated people. The app is downloaded for free, but in 2024 we were able to switch over from their plastic SunCard. A LUM or Limited Use Media ticket switched over to digital mobile ticketing.
- We were able to launch a new customer website that really took advantage of not only the advanced ticketing system, but also tied in nicely with mobile ticketing promoting it.
- We had 28 special service events. Special service events are anything that we are partnering with somebody. Remember, FDOT does not pay for any extra service. That's never public dollars; that's always private funding. This can range from when Seminole County paid for weekend service to promote their Little League team winning the World Series, which was phenomenal. Our Orlando Magic would be another; the Magic paid for that extra train. The City of Orlando when we have special service running on a Saturday. So, 28 of those special events for 12 months is a lot.
- We had 65 group rides. This can range anywhere from 10 to 200 people. We've had operas and a wedding on board. One of the things that makes me so proud is in this particular picture you see mostly kids. The job Alstom does is second to none. Bill Land oversees our ambassadors and the security. Between his job, Linda's job and everybody at Alstom, we have the most family friendly form of transportation in the southeast hands down. Everybody feels very safe, confident and it's so affordable. We have so much interest in group rides.
- We never take for granted or overlook safety along the corridor. You can see one of our bungalows, that metal buildings, right next to grade crossings. We wrapped 21 of those bungalows with different messages ranging from emergency (don't call 911) to addressing mental health issues to a simple message of "stay off the tracks" when the gates are down. We have 21 safety wraps installed along the corridor.
- Over 70,000 social media followers. We are twice what our friends at Tri-Rail are in South Florida. We have a very engaging, fun and relevant social media team who do a wonderful job getting information out there.
- Our conversion campaign – You have a SunCard with value on that SunCard, but you never registered that SunCard. We know about it and we are trying to get in contact with you. Maybe you moved out of state, and you lost a SunCard. There is a set value on there and it's our job to make sure that value is used by the customers that ride the train every day. That is a tricky one, but the initiative was very successful and it's one of those evergreen campaigns that we'll keep doing.
- We also had 14 ridership campaigns launched. Since we lost what the typical commuter profile of five days of work going in the morning come home at night, how many of you can work remotely? On average, two out of five days, Monday and Friday are remote workdays. That's 40% of the ridership. How are we going to make that up? We must give people reasons to ride. We see spikes in our leisure ridership times, our later ridership times, and we are promoting so much more to Central Florida.
- 2025 Marketing Objectives:
 - Our ridership record was 1.2 last year and 1.4 is our objective in 2025. How are we going to get there? We think we'll have a 75,000-ridership lift from in DeLand. We're also looking at an additional 125,000 riders this year over last year through different marketing initiatives, regional growth, and expanding our partnerships.
 - Expand special service partners. Pictured on the slide is the IOA Corporate 5K. We partner with Track Shack. It's a great event. We promote through several different channels. If you haven't run that 5K, come down and enjoy. It is phenomenal and we have wonderful excitement. These are the audiences we should be going after.
 - We did 16 ridership campaigns last year. We're going to bump that to a minimum of 20.
 - We're going to look to increase our mobile ticket usage to 60%. We believe we're in the first version. We are looking at developing later versions, but right now you can't use the benefit of a one free transfer on your mobile ticket. That's why we think there's a ceiling, because so many people rely on that benefit. That's something we are going to be working towards.
 - We did 65 group rides and we're targeting 100.
 - We've got one of the most creative and aggressive safety teams. We've always come up with

these award-winning Rail Safety Week campaigns. Secretary Tyler says why limit ourselves to just one. We need to be front and center with these things. These are very important issues throughout the year and we're going to be expanding that campaign.

- We also strongly believe with all the excitement and the natural growth in Central Florida we can exceed our social media followship to 85,000.
- We're going to launch a new Transit Oriented Development (TOD) website. We have conversations all the time that people think SunRail is just what goes on the tracks, and it's so much more. Many of you know the benefit – the tax benefit, the jobs benefit, the development around all the stations. We need to take and share that narrative in a very compelling way to tell the complete story of SunRail so people don't just think it's a train that goes from DeLand to Poinciana.
- **Luis Nieves-Ruiz:** I rode SunRail to attend the Magic game. It was so convenient to leave the game, go to Church Street and catch the train. It was active. There were a lot of people waiting for the train, so we're seeing some success there. I work with the Planning Knights, the urban regional planning chapter for students at UCF. We had an activity in December where we took the train from LYNX to Winter Park. A lot of these young people are really interested in mass transportation, and they listened to me for 25 minutes talking about the train. I think there's a lot of people we could capture. I know we have been talking about TOD for a while. I told the Mayor and the Commissioners if they need some economic numbers, that's a service I can provide. Since I am the chair of this committee, I would be unable to charge a fee since that's a conflict of interest. If there is an interest of looking at the new TOD benefits, we can certainly explore that.
- **Luis Nieves-Ruiz:** Is it the idea right now to just talk about the current TOD developments near the SunRail stations?
- **Mark Calvert:** We can't promote anything that's "to be developed". We can speak to what we have and the value that it has that SunRail brought to the region. That's what makes it a little bit tricky. Fortunately, there's so much development, so we have so much to talk about. If there's something that's being planned, that's another discussion so we couldn't put that out until after the project has been completed and opened.
- **Luis Nieves-Ruiz:** This is public data. If we identify what has already been built, a sum is going to the property appraiser. Looking at the tax value created is available information. If somebody from your staff doesn't know how to do it, let us know. It's not that difficult and it may provide you some much needed information. When you meet with people who are technical or skeptical of transportation, you usually get a better response if you show them numbers. Let's keep the communications open.

LYNX Connectivity:

Presenter: Bruce Detweiler

- We closed out the fiscal year 2024 with a 12% increase in ridership of compared to the previous fiscal year.
- Starting with October in fiscal year 2025, we saw an 8% increase in ridership followed by November with 13% increase and December was a 3% increase.
- The total ridership year to date to 3% higher than the previous fiscal year.
- Our bus feeder route service starting with September, we showed a 4% increase combined for fixed routes and a 1% decrease for Neighbor Link.
- Improvements we made to several bus routes in the Sand Lake Station to airport corridor, we've increased service to every 15 minutes from the train station to the airport to improve connections with SunRail and other bus routes. The improvement made there is showing a result of 61% increase in ridership when compared to the previous year before we made those improvements.
- For October, fixed route was down 2% and Neighbor Link was up 19%, when you take the combination. The Sand Lake corridor was 58% higher compared to the previous year.
- For November, we're looking at a 5% increase on fixed route and a 35% increase on Neighbor Link. The Sand Lake Corridor was 62% higher.
- For December, we saw a 1% decrease on fixed route, a 16% increase on Neighbor Link and the Sand Lake Corridor was 45% higher.

Votran/VoRide Connectivity

Presenter: Jacob Lunceford

- **Votran:**
 - This year to date for fiscal year 2025, we have just over 3,000 riders who have connected to or from the bus at the DeBary station alone, and that's about 49 people a day.
 - There's a fairly large increase in November and then another slight jump going into December. We did catch a system issue that was inaccurately counting some of our November ridership at the station. Hence, the increase there.
 - December is the first full month after the increase, with 1,500 actual riders.
 - The year-to-date comparison for the full fiscal year is for the period October, November and December is actually 64% increase (on the slide it shows a decrease which is a typo).
- **VoRide:**
 - The DeLand station continues to see more riders using VoRide to get to or from the station. It's a very strong service, especially early on in that station being open. DeBary's still low, but that we believe to be attributed to having multiple bus routes serving that station.
- **DeLand SunRail Circulator:**
 - Our route, that's in partnership with the City of DeLand, operates a free loop into downtown DeLand as a link to the train station. That's been very strong seeing that the DeLand station just opened a few months ago. We're seeing about 15 to 20 riders per day consistently every month. Many of them we found to be visitors coming to visit DeLand for the afternoon, but we also have found there's quite a few commuters who use the service in the afternoon to get back to the train station. Some of them are even reverse commuters. They work in DeLand and are going back to the train to go home in the afternoon.
 - As a result, later this month, we'll be increasing service on that route to operate all day from about 6:00 AM to 8:00 PM. Currently, it operates 12:30 PM to 8:00 PM and is really targeted towards the tourist route/community. Since we do see that there are commuters, we'll be adding the morning service as well. We hope that helps a lot more people come to DeLand to visit and to get be able to get to and from work.
- **Luis Nieves-Ruiz:** Sanford gets really full too. Don't we have a contact with the Sanford CRA to see if they are able to provide us those numbers at least quarterly? The last time I took the train to Sanford during the free service offer on the weekend, I had to run because we were not going to be able to fit in the trolley and there were a lot of people that got left off. I think the only two jurisdictions that offer trolley services are DeLand and Sanford.
- **David Cooke:** Was that for the Little League event for the World Series Champion event?
- **Luis Nieves-Ruiz:** No, it was about two years ago during Thanksgiving weekend. People really like Sanford too. Because they're not a member, we're not really talking to them. DeLand and Sanford are the only locations that have trolleys that we know of, right?
- **David Cooke:** At Kissimmee we have Freebie, which is a little bit different service. Altamonte Springs has something similar. Those are the ones that primarily have a downtown connection.
- **Luis Nieves-Ruiz:** I think it will be interesting to see those numbers and support the good work that is being done; it definitely shows. Sanford is a destination station too. I think Kissimmee just has really good bones already. I can come out of the station and go wherever I want because everything is so close and within walking distance.

Committee Member Comments

- **Carlos Perez Rivera:** I appreciate being here and hearing the reports from all the committee members. I don't know if this is the time to ask questions or not. I've been also a rider since the train began operating. I was at the inaugural ride from the Sand Lake Station (6:00 AM) and I was interviewed by the Orlando Sentinel as a new commuter. Are there any plans to upgrade some of the trains? In other words, some of the seats are not as clean as they used to be. Is there a rotation where and when those seats get cleaned because I've noticed some of them going downhill over the years? I don't know if this is the right forum to ask those questions.
- **David Cooke:** That's a very good question. The short answer is yes, we're getting ready to upgrade the seats on various trains, but when they're out of service. We go in, pull those seats out, and put on the new seats; it will be a similar material. I know that's another question we get is, are you going to vinyl or something like that? We intend to stay with the cloth seats. We have noticed they're getting worn down and that's one of the things we are doing in our capital improvements.
- **Luis Nieves-Ruiz:** I know the trains are clean, so is it the idea to change the fabric or the actual seats at some point?
- **David Cooke:** No, those seats would come out completely is what I understood and then they would replace the seats themselves and then restore/reupholster. It will be a completely new, not just a refurbishment on the train. The trains will be rotated and taken out of service while they do that. You won't see them all swapped out at once.
- **Luis Nieves-Ruiz:** My first experience with taking the Metro in DC was plastic. When I saw we had cloth here, I thought what are we going to do in five years or so when they all get worn down?
- **David Cooke:** MARTA's seats are hard plastic as well.
- **Carlos Perez Rivera:** My other comment was about the plans of expansion in the community as we continue to grow. I work at AdventHealth Orlando Hospital on Rollins and we continue to expand. There are plans to open another tower in the future at the hospital, and then there's no plans for additional parking. I've been talking to the leaders there to see how we can incentivize more of our employees, because we get a discount through AdventHealth, so that we can encourage more staff members to take the train because parking is an issue now and it will be a bigger issue in the future.
- **David Cooke:** I think Orlando Health brings some of their workers in on a golf cart.
- **Mark Calvert:** One of the most popular recent social media questions we have is when is a Chick-fil-A going to be opened at Advent Health? Because it's right next to the station.
- **Carlos Perez Rivera:** It's located next to the Starbucks, and it is fully open as of last Wednesday.
- **Paul Satchfield:** I've pooled some of my fellow riders since I see the same people everyday. The Wi-Fi is so much better now than it was two years ago. Two years ago, I just had to use my phone for a hotspot. The Wi-Fi was not good, but now it's consistent. Kudos to that. The mobile app is a godsend. There was a mad rush to get to that box to have to tap on and off and it was crazy.
 - Couple of things that I've heard from people is trying to have the train stop in the same spot every day because depending on the engineer it can be quite a distance. We love it when they spot up because you know exactly where those doors are going to be. When you get more crowded, I think it will become a bigger deal. I saw this when I went to Zion over the winter. They have a bus circulator. I went to get on the bus and there was a white line. That's right where they stopped the front of the bus. Buses and trains, I understand the physics, but it made it very easy to line up to get on because they're processing a lot of people through that.
 - Several people see the ambassadors and the security staff sitting in the shady seats at the stations. You've got customers coming up, and they're sitting there. It's not all stations and not all the time, but it does happen. Those benches should really be for the customers only. I've heard that from several people at different spots. It's not just one station or another station, it's all over the system.
 - On the old website, you could go back in your order history all the way to the beginning. Since the new website, Jeff (a rider) can only go back maybe ten weeks. They do a

reimbursement where he works. Jeff was asking if there's any issues with that? Is he doing something wrong? He walked me through what he was doing and everything appeared fine.

- **David Cooke:** We'll have to check that. I know Linda's taking notes on it as well. She gets all the phone calls that come in through customer service.
- **David Cooke:** It may be related to being on the old system versus the new system. Do you know if he was using the mobile app or using a card?
- **Paul Satchfield:** I think he has the mobile app because he's a daily rider. SunRail is definitely the less stressful way to travel.
- **Carlos Perez Rivera:** Are the safety signs about mental health? I've seen signs somewhere that say, if you feel down and depressed call this number. Is that included in there?
- **Mark Calvert:** There are three key messages, that being one of them. It's very important that we have that phone number listed. If you're stuck on the tracks, please call the number shown because that alerts dispatch immediately as opposed to a 911 call. Even though they're incredibly efficient, it's extra steps. And, the last message is the evergreen - stay off the tracks.
- **David Cooke:** Also, it's important having the crossing numbers there posted with the phone number. Knowing those two items help and that goes directly to dispatch. They'll know exactly where you're at and that way they can notify the trains of any incidents in advance.
- **Carlos Perez Rivera:** I haven't heard of many accidents as in the past, so I don't know if they're occurring less. I was on one of the trains many years ago when we learned, unfortunately, somebody had jumped in front of the train. We were stuck on the train for a while because of that happening. Fortunately, I haven't heard of many of those accidents but I'm sure that they still happen.
- **David Cooke:** The numbers are actually down slightly on that, which is a good thing. You're right. That's why those mental health numbers are listed on the signs there, because certainly trespassers, essentially suicide, everyone's sensitive to it. Our last campaign, we brought it up with the effects it has not just on the families of the affected, but also on the train crews and the people on board the train. It's a traumatic event.
- **Luis Nieves-Ruiz:** We were notified last January that the East Central Florida Regional Planning Council was the winner of the Ride, Roll and Stroll Challenge, which is sponsored by the Florida Ride, Roll and Stroll Challenge team which is Agile Mile Inc. Part of that is because we ride SunRail. Every year, if you work for a company, you can go and enroll your company into the program and track your number of walking and public transportation trips. We won the small organization category, and it was because we had several employees that ride SunRail and even some ride from long distances.

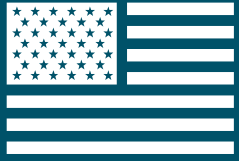
Next meeting is scheduled for Thursday, April 3, 2025, at 5:00 p.m. at LYNX Central Station Admin. Building, 2nd Floor, Open Space.

Meeting adjourned at 5:44 PM



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 FEBRUARY 6, 2025 MEETING MINUTES





PUBLIC COMMENTS





AGENCY UPDATE

DAVID COOKE





PRESIDENTS' DAY SUCCESS!

SunRail heavily marketed normal service on Presidents' Day, Monday February 17, encouraging riders to visit family-friendly destinations during their day off from school.

This effort led to one of the highest ridership days in recent years at nearly 7,000 riders for a 44% increase over 2024.



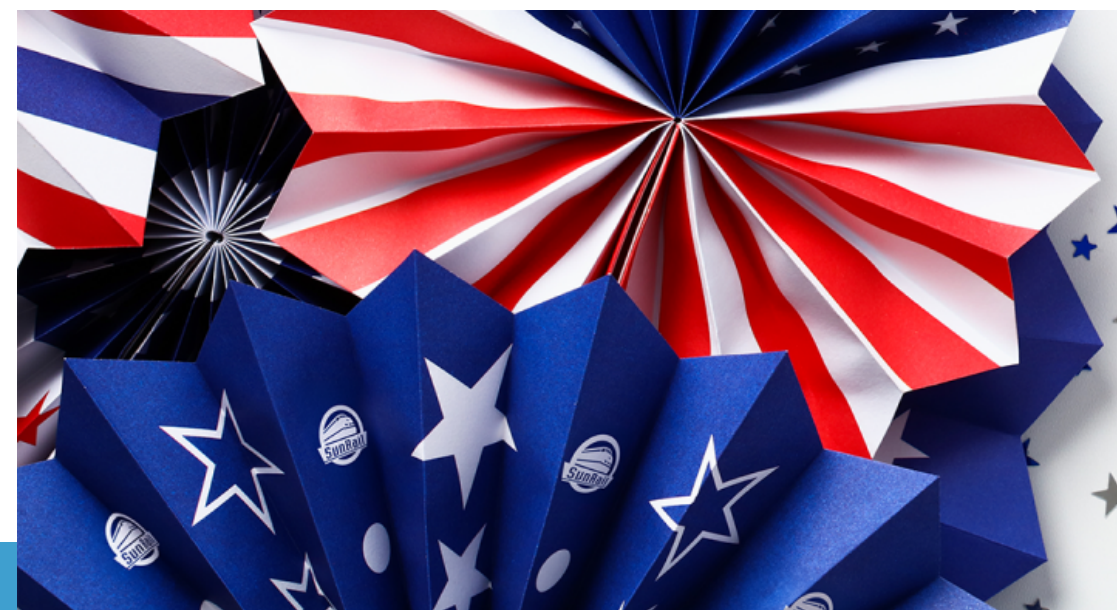
CELEBRATE PRESIDENTS' DAY, WITH SUNRAIL

Kids 6 and Under Ride Free!*



Make the most of the holiday on Monday, February 17, with SunRail! This Presidents' Day, kids 6 and under ride FREE on SunRail.* Plan an adventure with your little ones and experience a convenient, stress-free way to explore Central Florida while creating unforgettable memories.

*Children 6 and under ride free with one paid accompanying adult. Limit 3 children per adult.





CENTRAL FLORIDA'S SPRING BREAK!

Spring Break 2025 was **Bigger & Better** than ever on SunRail for Orange, Osceola, Seminole, and Volusia counties weekdays March 14-21.

SunRail created the perfect opportunity to introduce fun reasons to ride such as Choo-Choo to the Zoo, the new DeLand Station, charming Downtown Kissimmee, and The Winter Park Sidewalk Art Festival.

Ridership soared to 45,929 over the six days which is a 28% increase from last year.





CHOO-CHOO EXCITEMENT!

Choo-Choo to the Zoo returned for another successful Spring Break offering riders free shuttle service between the Sanford Station to the Central Florida Zoo & Botanical Gardens.

Riders also received 20% off single-day admission when showing their SunRail fare at the admissions window.

Choo-Choo had a whopping 1,920 in ridership, which is more than double from last year.

 **CHOO-CHOO TO THE**
ZOO  

SunRail.com
CENTRAL FLORIDA
ZOO
& BOTANICAL GARDENS

20% OFF ADMISSION WITH SUNRAIL TICKET

FREE
SHUTTLE FROM
SANFORD STATION
WEEKDAYS
MARCH 14-21



ON-TIME PERFORMANCE

JANUARY - FEBRUARY 2025

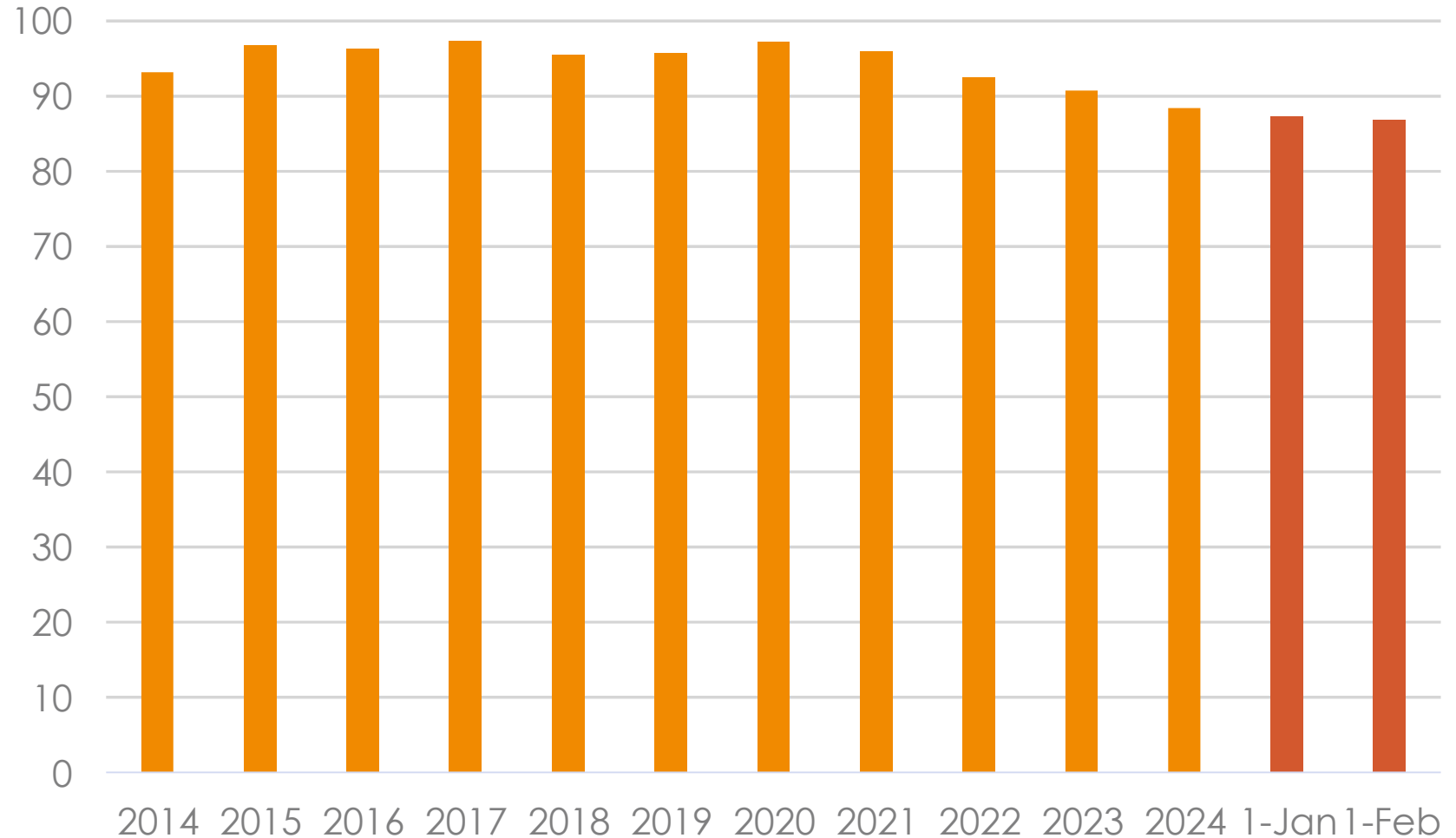
GOAL = 95%

ACTUAL = 87.08%

CONTRACT = 97.83%

ABOVE AVERAGE

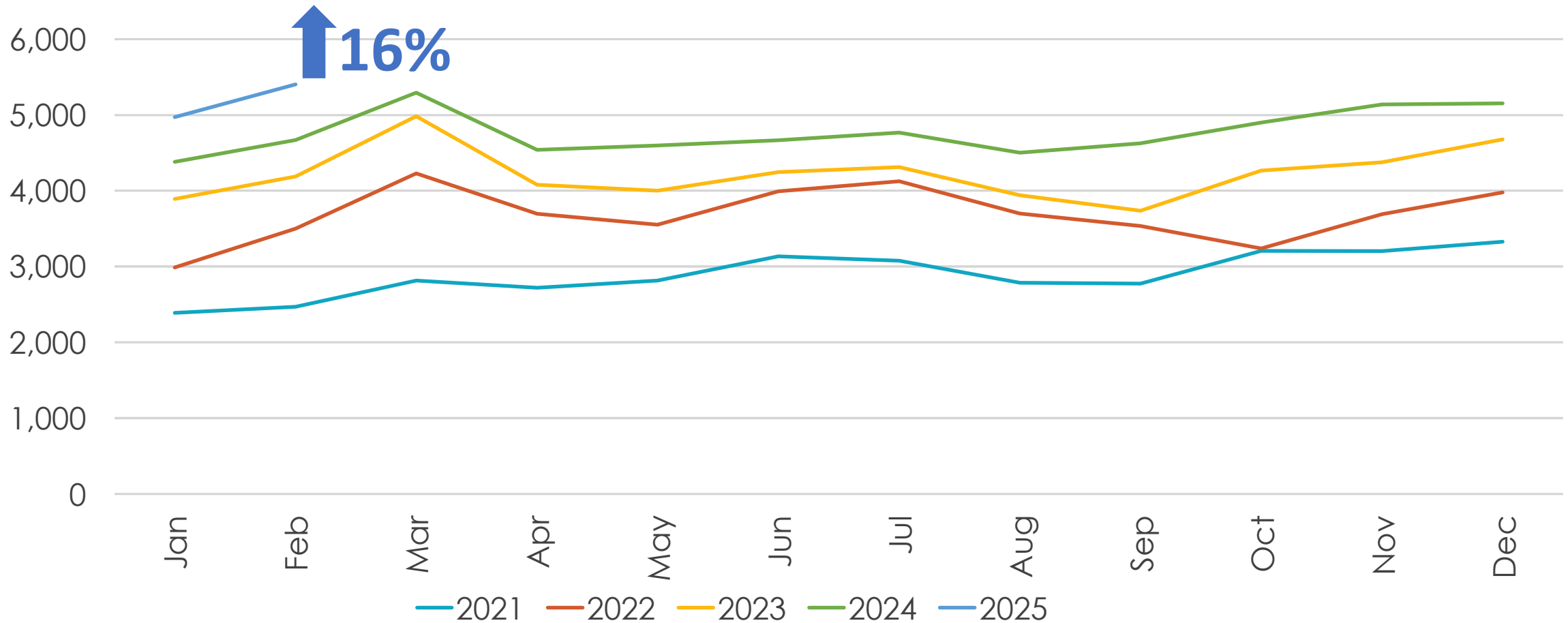
- On-Time 9 Days
- 42 Operating Days
- Ran 1,680 Trains





AVERAGE DAILY RIDERSHIP

January - February 2025 Average – 5,190

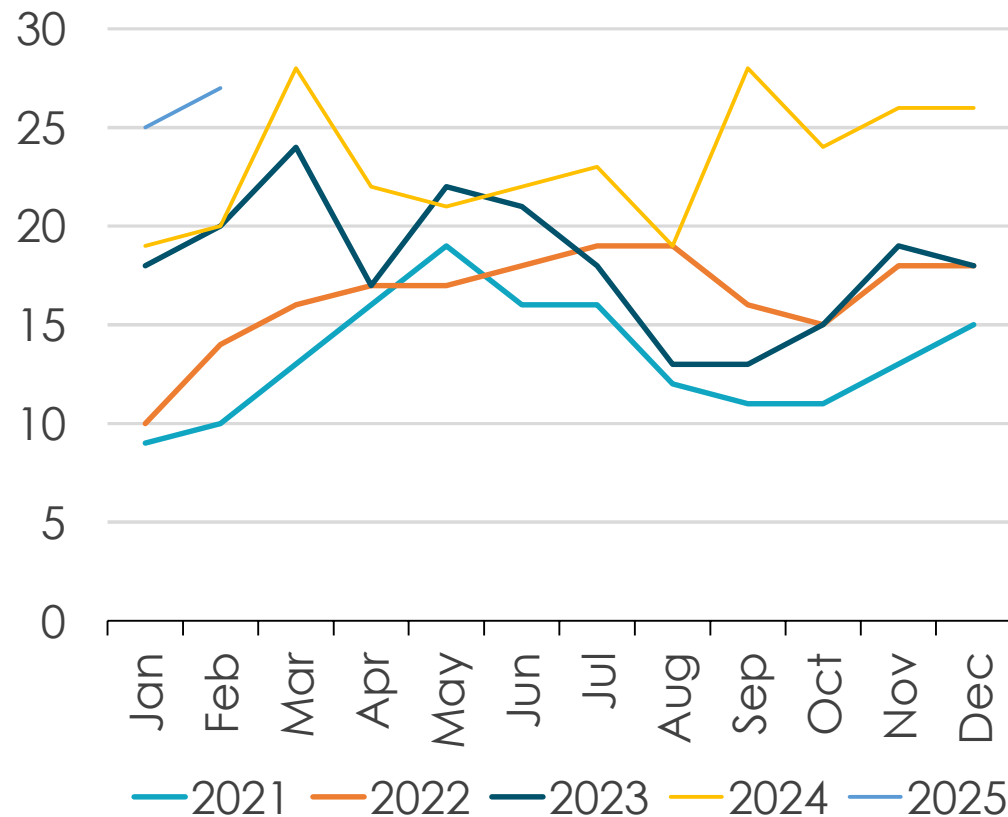




ONBOARD STATS

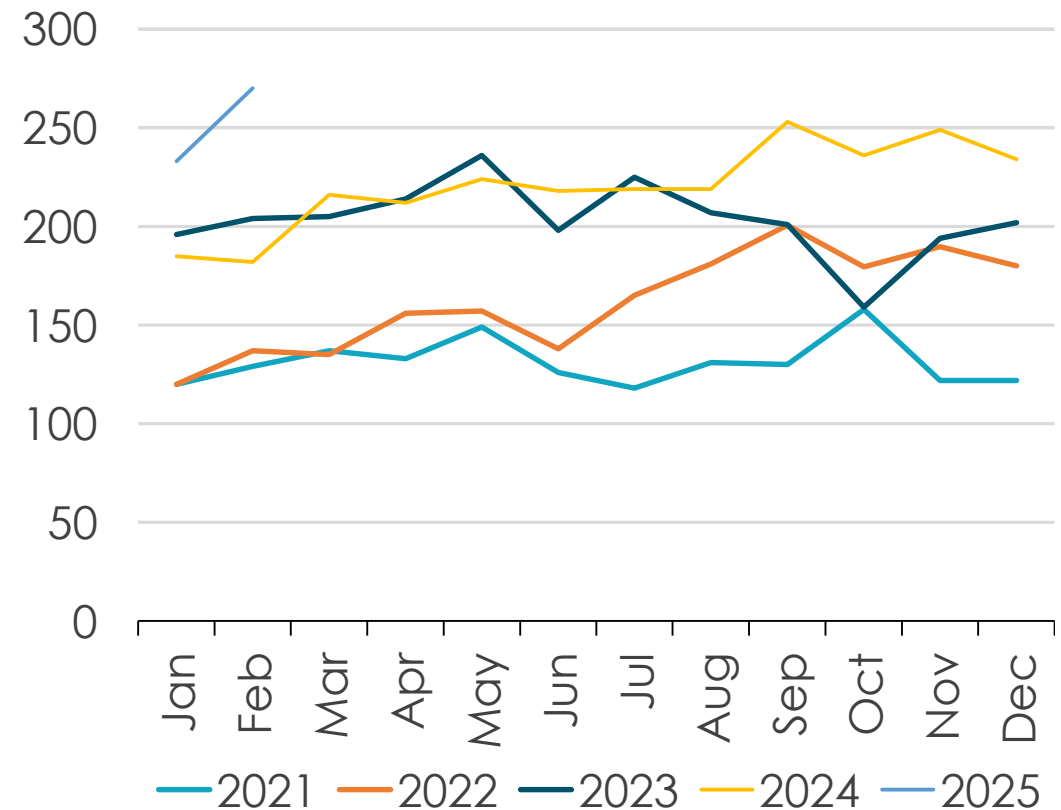
ADA

Jan - Feb 2025 Average: 26



BICYCLE

Jan - Feb 2025 Average: 252





LYNX CONNECTIVITY

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

SUNRAIL STATION	Fiscal Year 2025												ANNUAL DAILY AVERAGE
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	
<i>Days of Operation</i>	19	20	21	23	20								20
Sanford	288	289	259	277	305								284
Lake Mary	86	90	74	69	80								80
Longwood	75	79	68	75	97								79
Altamonte Springs	151	170	139	140	173								155
Maitland	18	18	14	13	10								15
Winter Park/Amtrak	357	360	271	306	280								315
AdventHealth	301	295	300	300	323								304
LYNX Central Station													
Church Street Station													
Orlando Health/Amtrak	42	44	42	35	41								41
Sand Lake Road	439	490	455	458	494								467
Meadow Woods	104	107	95	89	111								101
Tupperware	16	15	12	0	0								9
Kissimmee Intermodal													
Poinciana	7	7	6	5	8								7
Total - All Stations	1,884	1,964	1,735	1,767	1,922								1,854
Percent change from FY 24 to FY 25	8%	13%	3%	2%	3%								2%



LYNX CONNECTIVITY

LYNX Feeder Bus Route Analysis (Phase II Routes)

LINK	February		Change	% Change
	FY24	FY25***		
18	21,551	19,179	(2,372)	-11%
418	5,138	5,633	495	10%
155**	666	0	(666)	-100%
306	2,088	2,236	148	7%
604/804*	390	470	80	21%
831	731	1,157	426	58%

* Link 604 was renumbered to Link 804 in December 2024. ** Link 155 was discontinued after December 31, 2024. *** Fiscal Year 2025 Ridership is Unaudited.

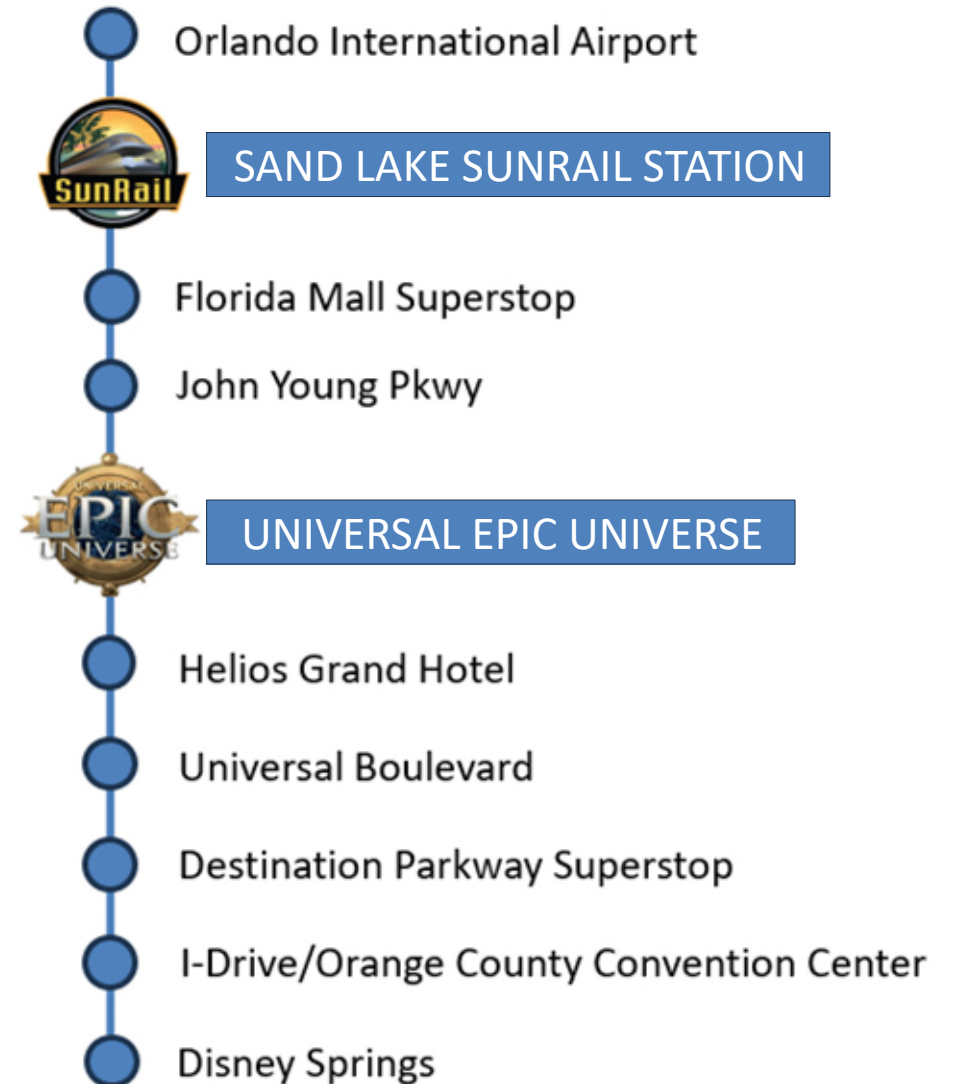
LYNX Sand Lake SunRail to Airport Average Daily Ridership

LINK	Average Daily Boardings		Change	% Change
	Feb-24	Feb-25		
11, 42, 111/311	78	103	25	32%

LINK 311

Now Serving
Universal
Epic Universe

- Link 311 extension to Universal Epic Universe begins April 20, 2025
- Additional service to all three new Universal Hotels (Stella Nova, Terra Luna, & Helios Grand Hotel)
- 30-35 minute travel time between Sand Lake SunRail station and Epic Universe
- Service daily every 30 minutes from 5:15 a.m. – 10:45 p.m.

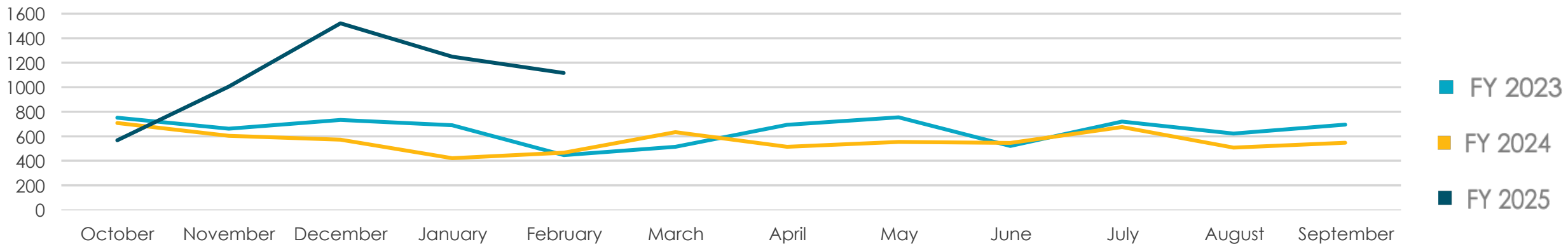




VOTRAN CONNECTIVITY

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	22	20								105
Total Monthly Ridership	568	1,005	1,521	1,250	1,116								5,460
Avg Daily Ridership	26	50	72	57	56								52



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: 88.3% increase compared to same period last year.



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	22	20								105
Total Monthly Ridership- DeBary	11	13	21	20	17								82
Total Monthly Ridership- DeLand	93	166	249	204	198								910
Total Monthly Ridership- Both Stations	104	179	270	224	215								992
Avg Daily Ridership	5	9	13	10	11								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.



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	22	20								104
Total Monthly Ridership	341	403	314	403	434								1,895
Avg Daily Ridership	16	20	15	18	22								18

Note, this route was suspended Oct. 8 - 11, 2024 due to Hurricane Milton. Note, beginning Mon. Feb. 23 this route operates all day. Prior to that date, the route ran 12:30pm-8pm only.



COMMITTEE MEMBER COMMENTS





NEXT MEETING

JULY 10, 2025, 5:00 PM

LYNX CENTRAL STATION
ADMINISTRATION BUILDING
OPEN SPACE ROOM





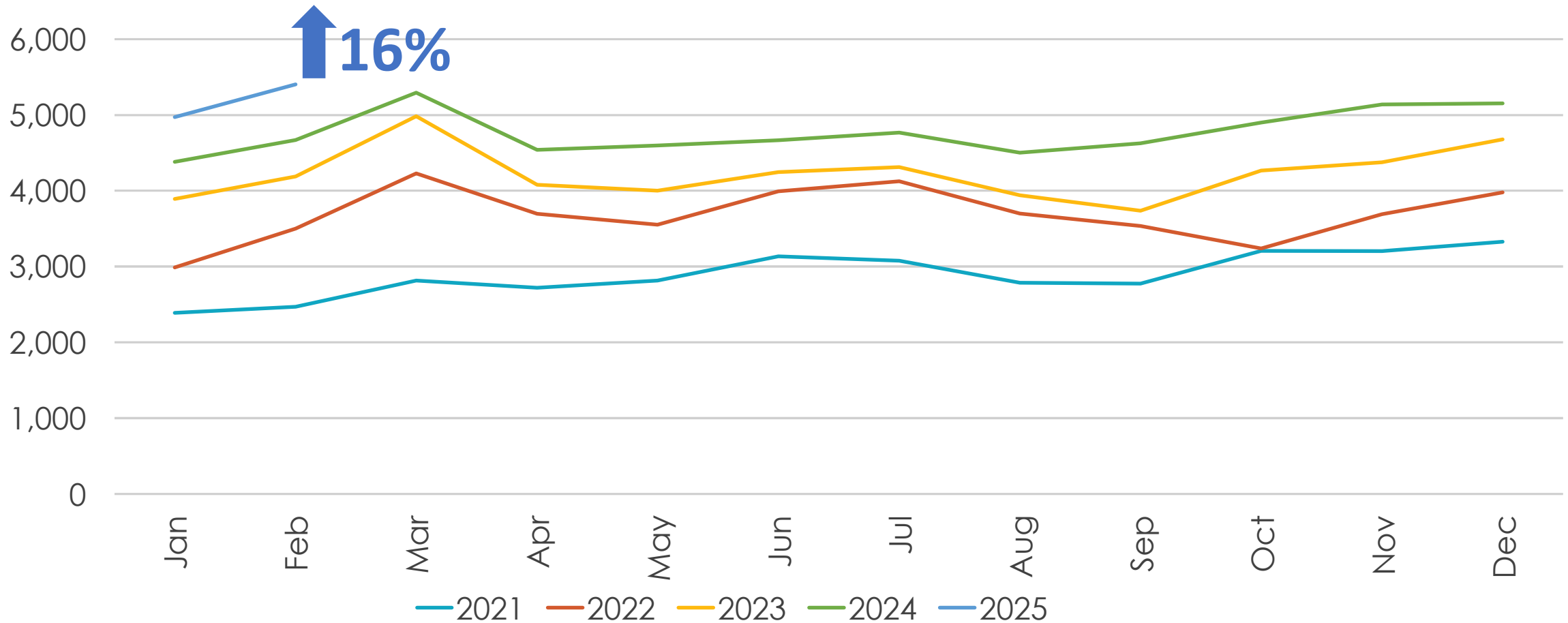
SUPPORTING CHARTS AND DATA





AVERAGE DAILY RIDERSHIP

January - February 2025 Average – 5,190

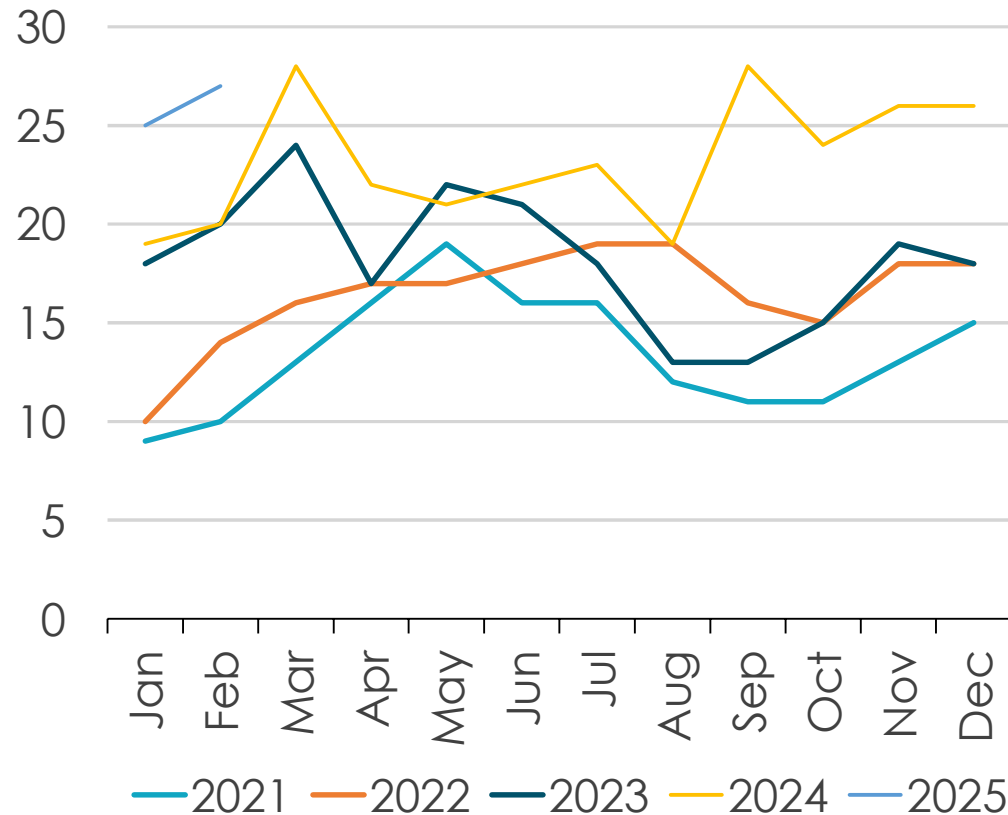




ONBOARD STATS

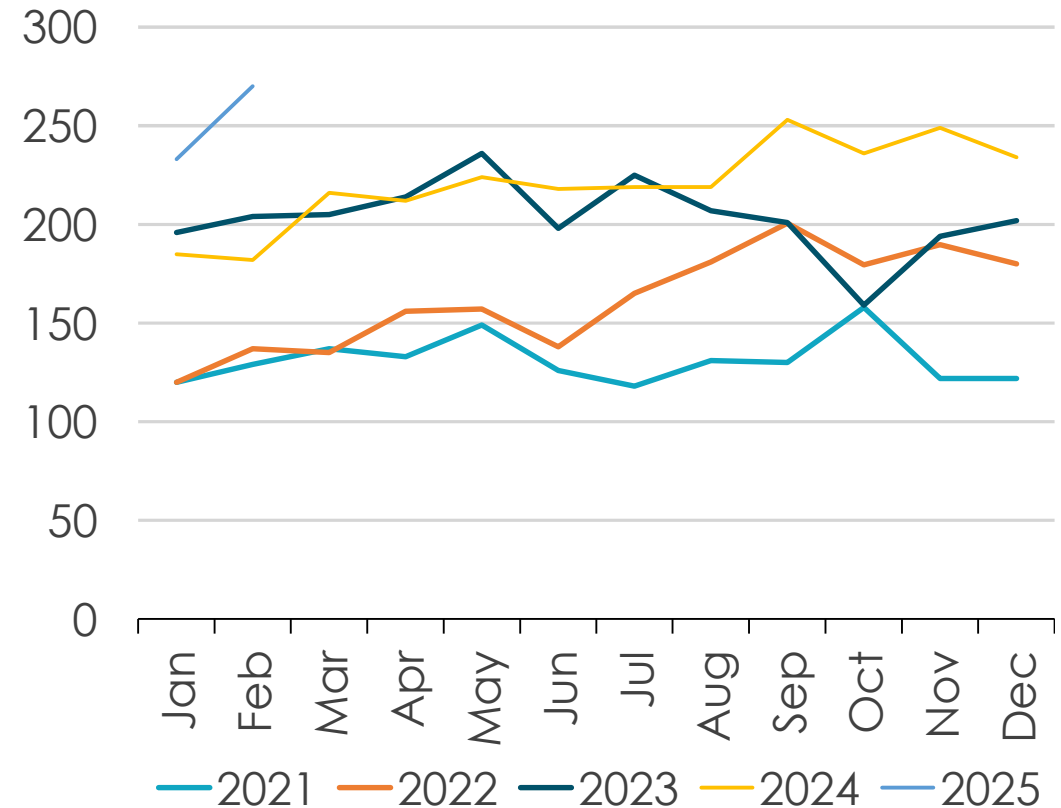
ADA

Jan - Feb 2025 Average: 26



BICYCLE

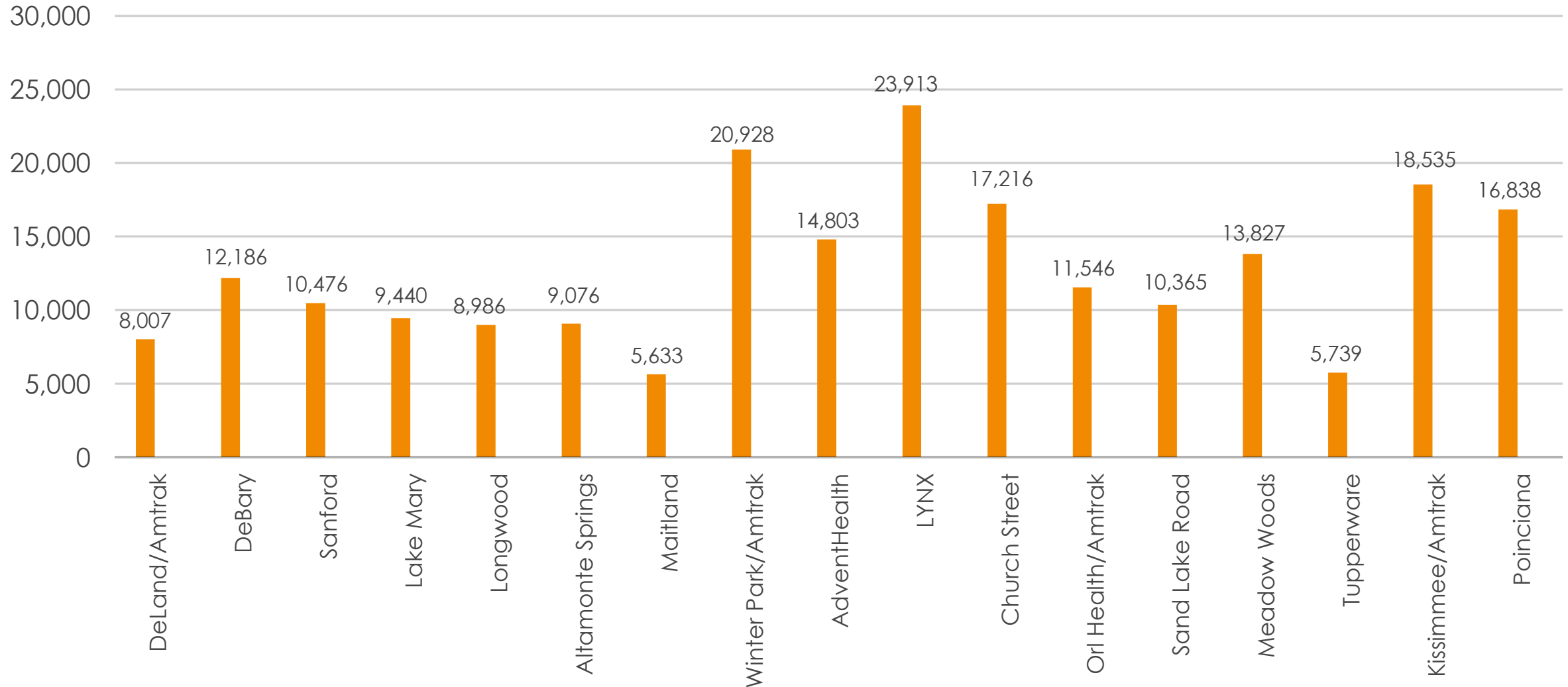
Jan - Feb 2025 Average: 252





BOARDING BY STATION

RIDERSHIP JANUARY - FEBRUARY 2025

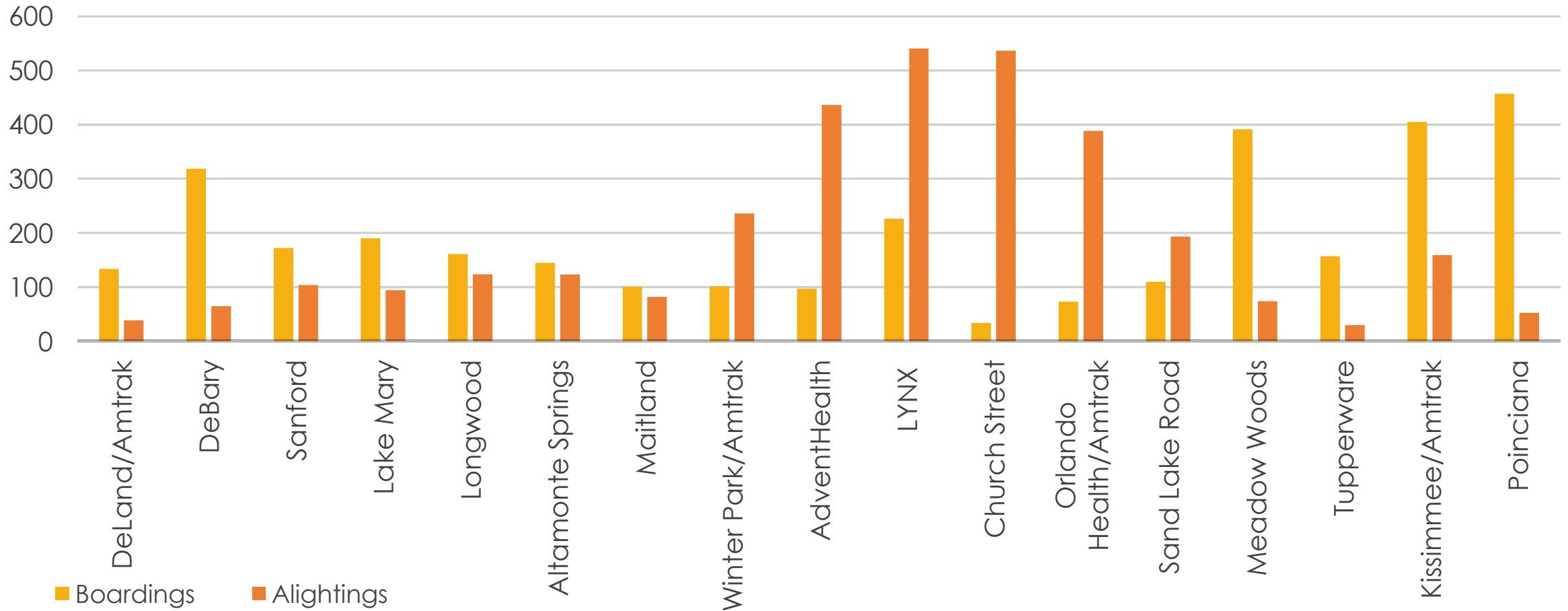




BOARDINGS & ALIGHTINGS

JANUARY - FEBRUARY 2025

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

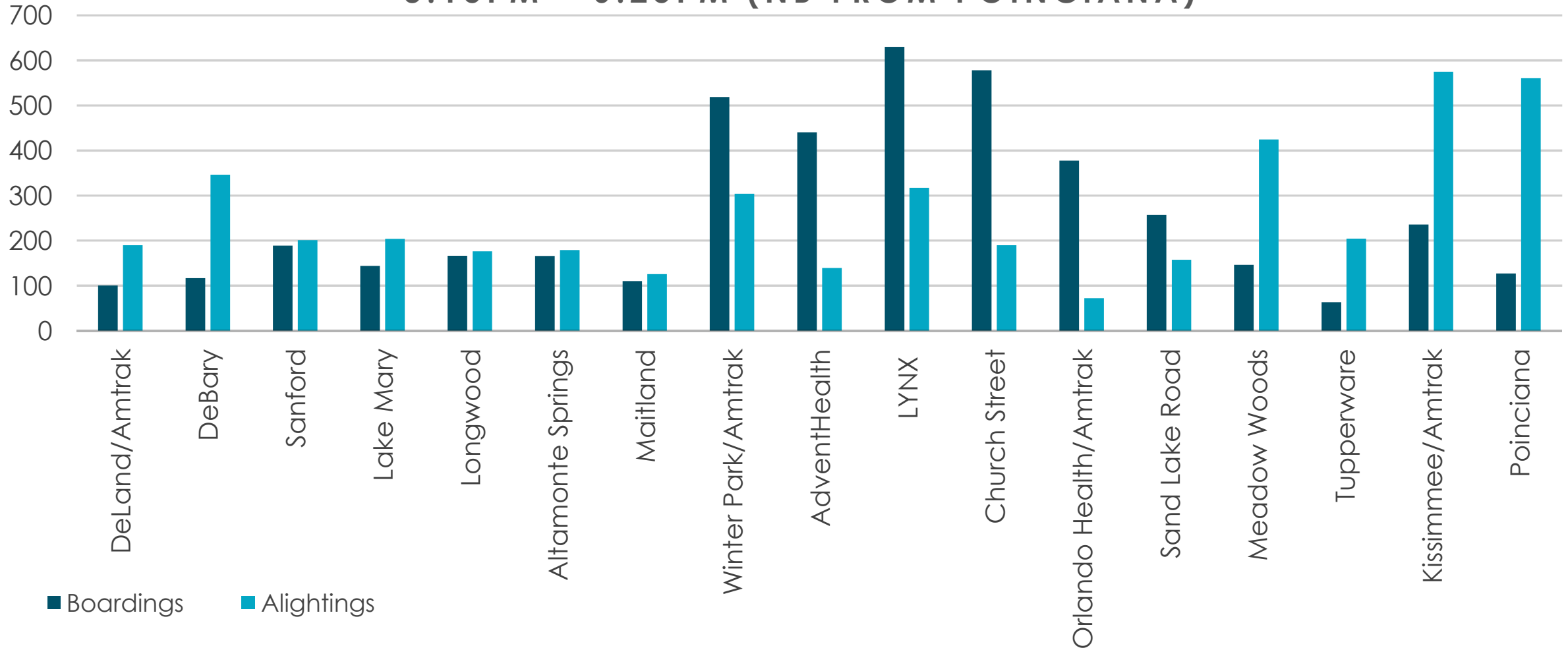




BOARDINGS & ALIGHTINGS

JANUARY - FEBRUARY 2025

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

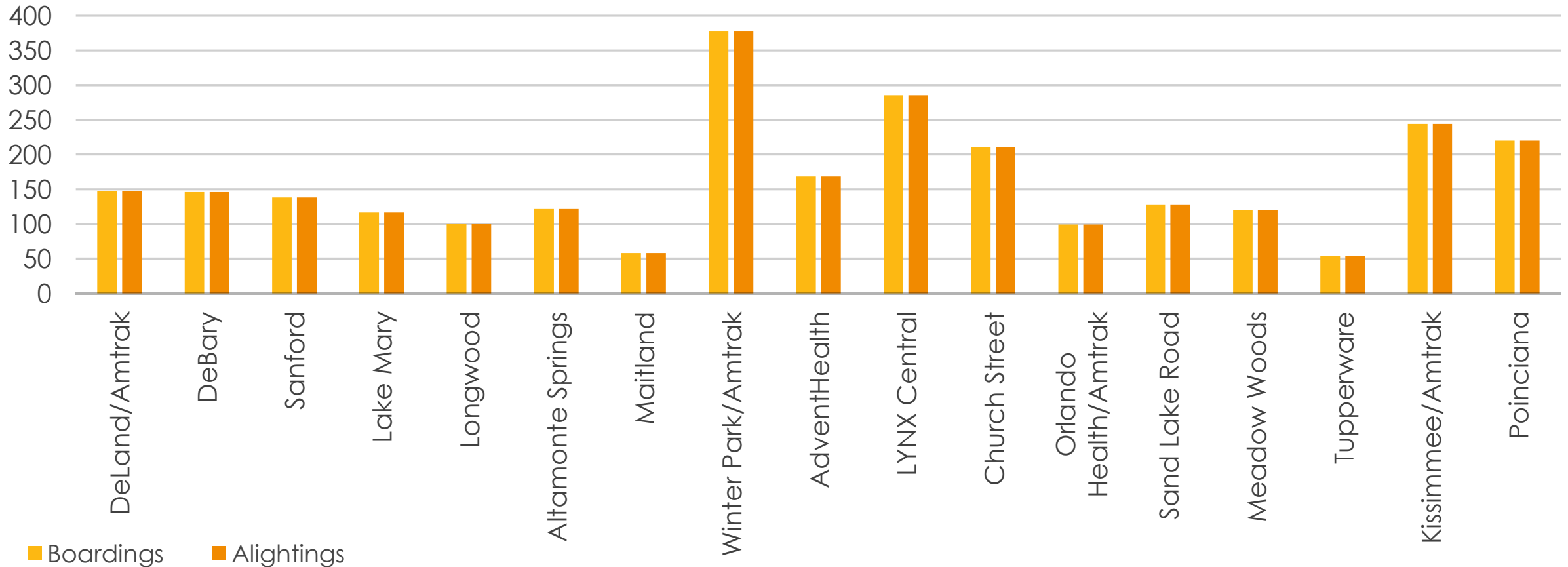




BOARDINGS & ALIGHTINGS

JANUARY - FEBRUARY 2025

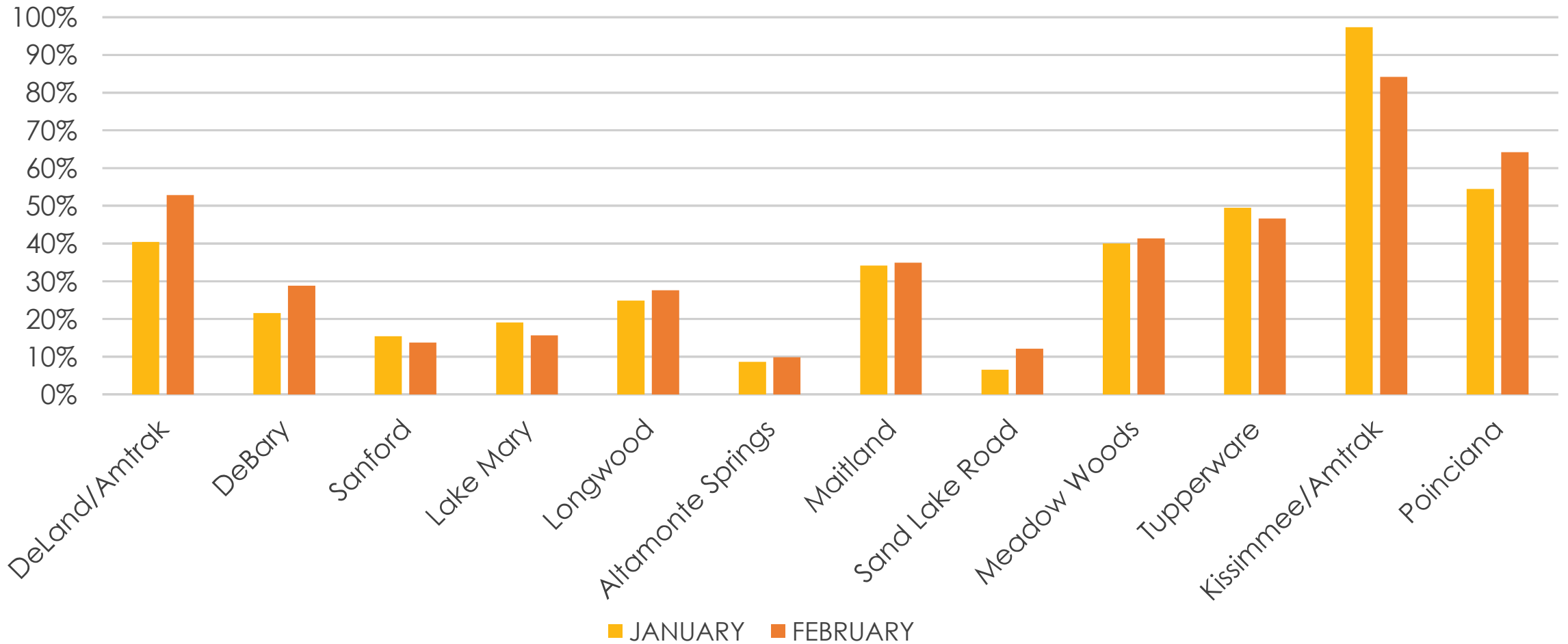
OFF PEAK
10:45AM – 2:45PM; 7:25PM – 9:55PM (NB FROM POINCIANA)





STATION PARKING

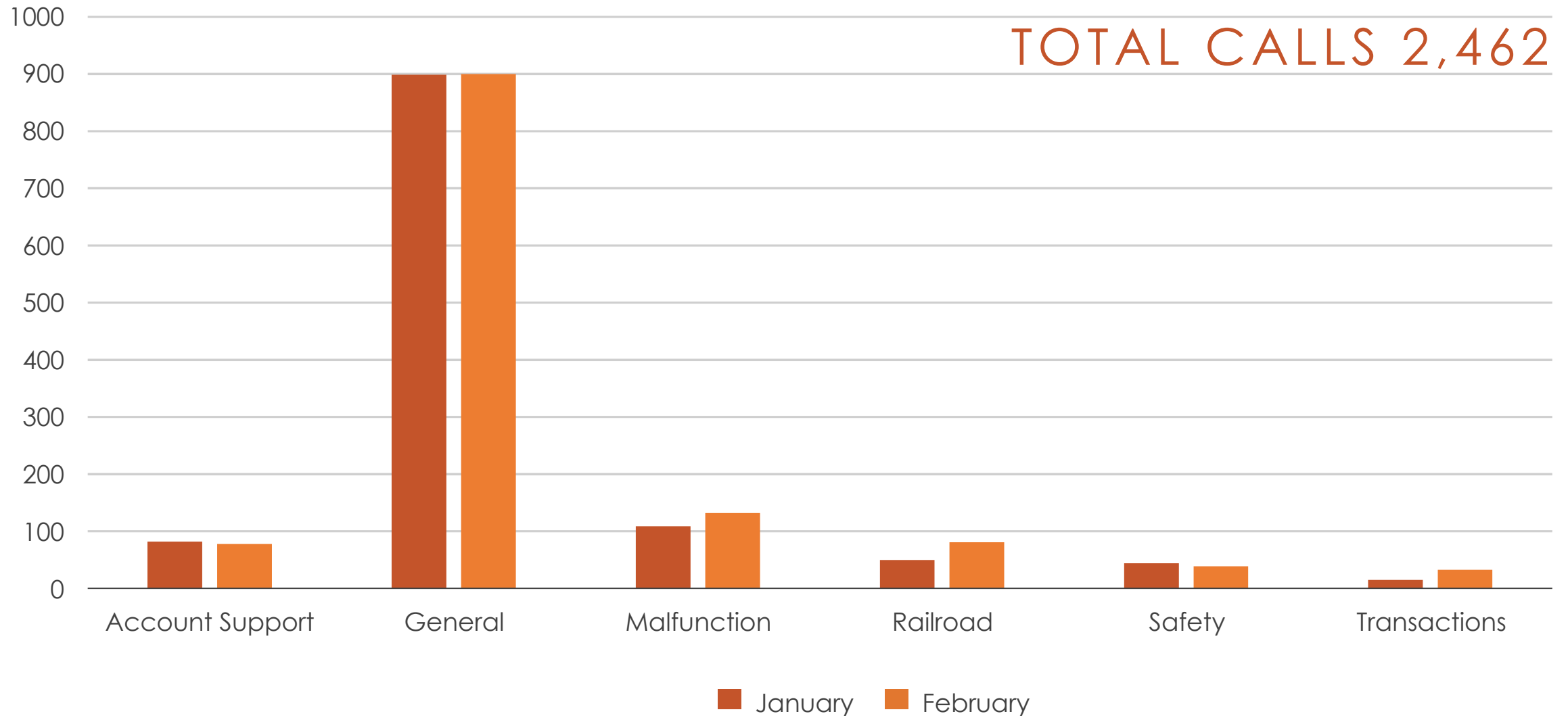
JANUARY - FEBRUARY 2025





CUSTOMER SERVICE CALLS

JANUARY - FEBRUARY 2025





TRAIN PERFORMANCE DETAIL

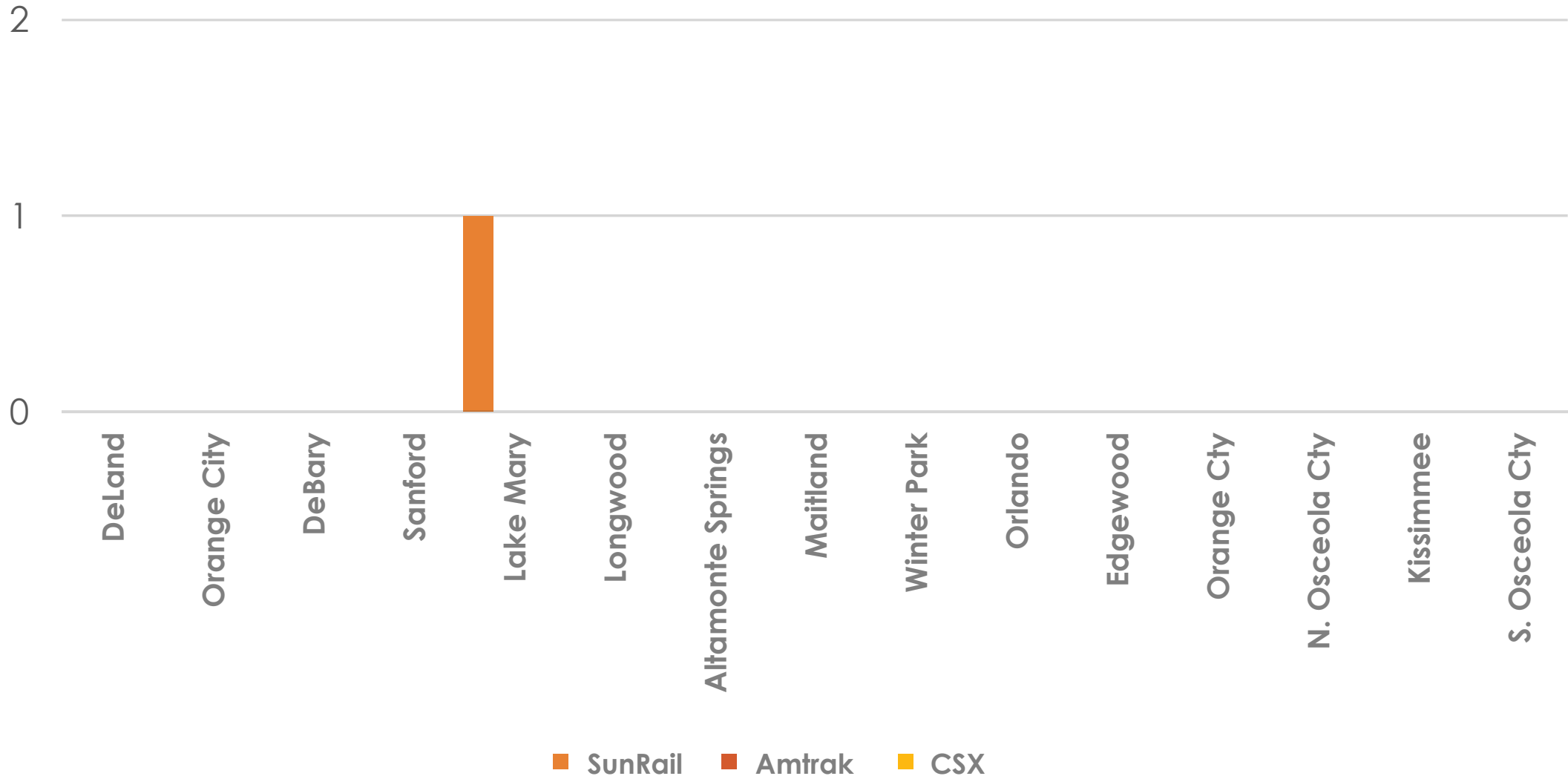
JANUARY - FEBRUARY 2025

TRAIN PERFORMANCE OVERVIEW		Trains	Percentage
On-Time		1,463	87.1%
Late		213	12.7%
Annulled		4	0.2%
Total Trains Operated		1,680	100.0%
PERFORMANCE DETAIL	Days	Trains	Percentage
Efficiency testing	2	3	0.2%
Injuries/Illnesses	1	2	0.1%
Maintenance of Way	20	51	3.0%
Mechanical	11	24	1.4%
Other	6	13	0.8%
Passengers	9	12	0.7%
Signals & Components	15	34	2.0%
Train Interference	27	54	3.2%
Trespasser/Grade Crossing/Near Misses	13	24	1.4%
Total (Rounded)		217	12.7%
Note: Only categories with a value greater than zero are displayed and rounded to one decimal.			



REVENUE INCIDENTS BY CITY/COUNTY

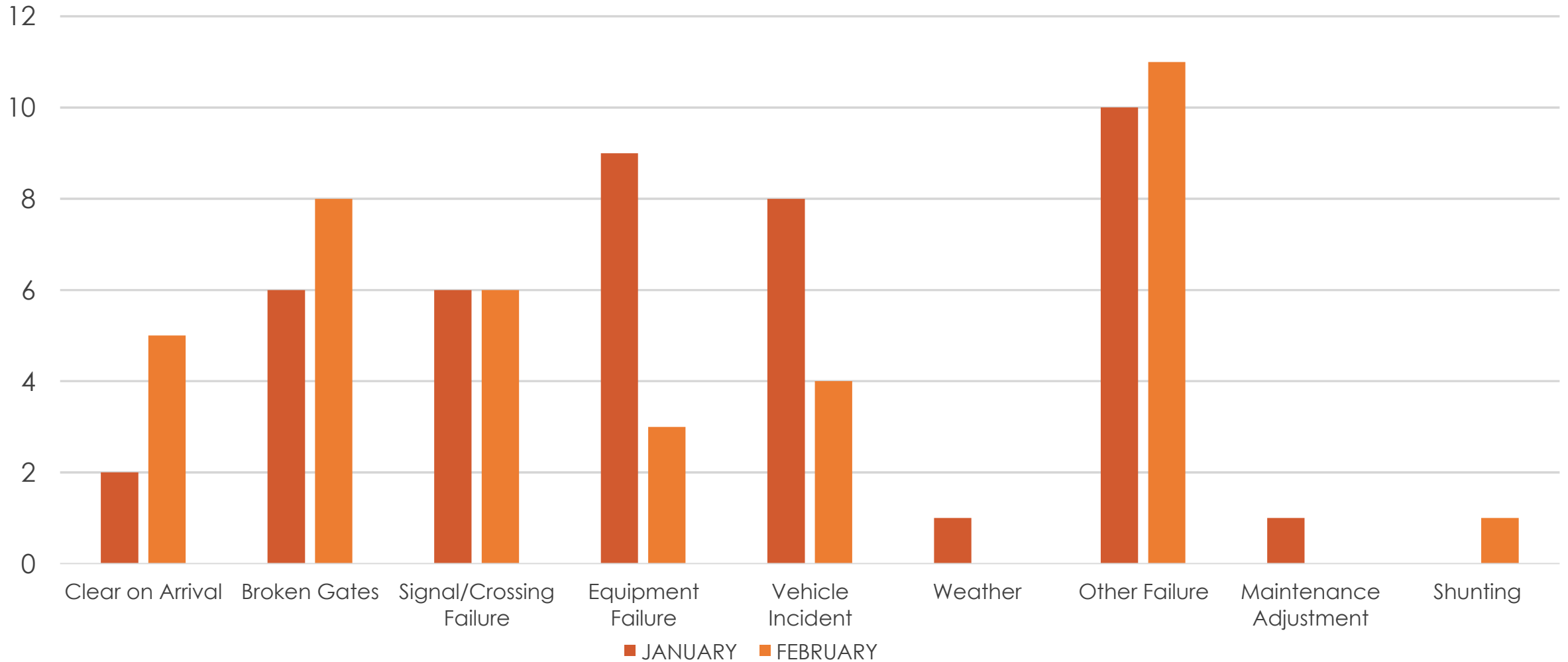
JANUARY - FEBRUARY 2025





CFCRC SIGNAL SYSTEM INCIDENTS

JANUARY - FEBRUARY 2025





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



QUIET ZONES: PERIODICAL UPDATES

Quiet Zone Periodic Updates Required every 2.5 to 3 years

Location			Next Notification dates		
Seminole County	NOE	April 23, 2023	October 21, 2025	to	October 21, 2025
Maitland	NOE	April 20, 2020	October 19, 2022	to	April 20, 2023
Winter Park	NOE	January 6, 2023	July 6, 2025	to	January 5, 2026
Kissimmee	NOE	February 4, 2021	August 5, 2023	to	February 4, 2024
Orlando	NOE	June 14, 2021	December 13, 2023	to	June 13, 2024

Quiet Zone Periodic Updates Required every 4.5 to 5 years

Location			Next Notification dates		
Edgewood	NOE	October 9, 2019	April 7, 2024	to	October 7, 2024
Orange County	NOE	March 27, 2020	September 24, 2024	to	March 26, 2025

Local communities may apply for quiet zones and information is available on the "About" page at [SunRail.com](https://www.sunrail.com)





FY 24/25 OPERATING BUDGET UPDATE

OPERATING COSTS, CAPITAL MAINTENANCE AND CONSULTANT SUPPORT	ANNUAL BUDGET	FISCAL 24/25 YTD Jan 31 st , 2025	
		BUDGET	ACTUAL
Alstom - Operations	\$14,218,190	\$8,293,944	\$7,869,274
Alstom - Maintenance	\$17,239,721	\$10,056,504	\$9,901,748
Alstom - Incentive/disincentive	\$1,572,896	\$917,522	\$755,408
moovel Fare Collection O&M	\$1,541,202	\$899,035	\$19,182
Herzog - Signal Maintenance of Way	\$3,958,813	\$2,309,307	\$2,281,795
WiFi and APC O&M, Cellular for Comms	\$315,000	\$183,750	-
Fleet Management Witronix O&M	\$105,000	\$61,250	\$61,648
Green's Energy - Fuel	\$4,100,000	\$2,391,667	\$1,842,217
Gallagher - Insurance	\$5,000,000	\$5,000,000	\$4,229,667
Amtrak/Alstom/Herzog - Preventative Maintenance	\$2,860,000	\$1,668,333	\$650,501
Alstom/Amtrak SOGR Heavy vehicle Maintenance	\$4,400,000	\$2,566,667	\$970,339
Banking, Merchant, and Armored Car Services	\$152,250	\$88,813	\$58,850
Station and Onboard Security	\$1,386,000	\$808,500	\$768,965
PTC O&M (Herzog & Alstom)	\$11,000,000	\$6,416,667	\$5,328,246
Subtotal - System operating costs	\$67,849,071	\$41,661,958	\$34,737,840
Consultant Support	\$12,800,000	\$7,466,667	\$7,999,563
TOTAL OPERATING COSTS, CAPITAL MAINTENANCE AND CONSULTANT SUPPORT	\$80,649,071	\$49,128,625	\$42,737,403



FY 24/25 OPERATING BUDGET UPDATE

OPERATING REVENUE	ANNUAL BUDGET	FISCAL 24/25 YTD Jan 31 st , 2025	
		BUDGET	ACTUAL
Farebox revenue	\$2,205,000	\$1,286,250	\$1,071,996
CSX usage fees	\$3,525,648	\$2,056,628	\$1,599,812
Amtrak usage fees	\$988,769	\$576,782	\$860,733
FCEN usage fees	\$20,000	\$11,667	-
Right-of-way lease revenue	\$125,000	\$72,917	\$117,513
Ancillary revenue	\$323,580	\$188,755	\$365,865
<i>Subtotal - System revenue</i>	\$7,187,997	\$4,192,998	\$4,015,919
FTA §5307 - Urbanized Area Grant Funds	\$13,500,000	\$5,000,000	\$5,000,000
FDOT PTC Contribution	\$ 5,000,000	\$13,500,000	\$13,500,000
FTA 5337 - State of Good Repair	\$4,600,000	\$4,600,000	\$4,600,000
TOTAL OPERATING REVENUE	\$30,287,997	\$27,292,998	\$27,115,919



FY 24/25 OPERATING BUDGET UPDATE

OPERATING COSTS, CAPITAL MAINTENANCE AND CONSULTANT SUPPORT	ANNUAL BUDGET	FISCAL 24/25 YTD Feb 28th, 2025	
		BUDGET	ACTUAL
Alstom - Operations	\$14,218,190	\$9,478,793	\$8,417,327
Alstom - Maintenance	\$17,239,721	\$11,493,148	\$9,895,105
Alstom - Incentive/disincentive	\$1,572,896	\$1,048,597	\$786,140
moovel Fare Collection O&M	\$1,541,202	\$1,027,468	\$27,062
Herzog - Signal Maintenance of Way	\$3,958,813	\$2,639,208	\$2,616,970
WiFi and APC O&M, Cellular for Comms	\$315,000	\$210,000	\$28,563
Fleet Management Witronix O&M	\$105,000	\$70,000	\$71,922
Green's Energy - Fuel	\$4,100,000	\$2,733,333	\$2,047,264
Gallagher - Insurance	\$5,000,000	\$5,000,000	\$4,229,667
Amtrak/Alstom/Herzog - Preventative Maintenance	\$2,860,000	\$1,906,667	\$704,467
Alstom/Amtrak SOGR Heavy vehicle Maintenance	\$4,400,000	\$2,933,333	\$1,387,673
Banking, Merchant, and Armored Car Services	\$152,250	\$101,500	\$55,216
Station and Onboard Security	\$1,386,000	\$924,000	\$772,494
PTC O&M (Herzog & Alstom)	\$11,000,000	\$7,333,333	\$6,164,867
Subtotal - System operating costs	\$67,849,071	\$46,899,381	\$37,204,738
Consultant Support	\$12,800,000	\$8,533,333	\$8,809,147
TOTAL OPERATING COSTS, CAPITAL MAINTENANCE AND CONSULTANT SUPPORT	\$80,649,071	\$55,432,714	\$46,013,885



FY 24/25 OPERATING BUDGET UPDATE

OPERATING REVENUE	ANNUAL BUDGET	FISCAL 24/25 YTD Feb 28th, 2025	
		BUDGET	ACTUAL
Farebox revenue	\$2,205,000	\$1,470,000	\$1,259,886
CSX usage fees	\$3,525,648	\$2,350,432	\$2,144,728
Amtrak usage fees	\$988,769	\$659,179	\$860,733
FCEN usage fees	\$20,000	\$13,333	\$25,486
Right-of-way lease revenue	\$125,000	\$83,333	\$124,202
Ancillary revenue	\$323,580	\$215,720	\$368,493
<i>Subtotal - System revenue</i>	\$7,187,997	\$4,791,998	\$4,783,528
FTA §5307 - Urbanized Area Grant Funds	\$13,500,000	\$5,000,000	\$5,000,000
FDOT PTC Contribution	\$ 5,000,000	\$13,500,000	\$13,500,000
FTA 5337 - State of Good Repair	\$4,600,000	\$4,600,000	\$4,600,000
TOTAL OPERATING REVENUE	\$30,287,997	\$27,891,998	\$27,883,528