



# CUSTOMER ADVISORY COMMITTEE

JULY 10, 2025





# Central Florida Commuter Rail Commission

## Customer Advisory Committee

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**Date:** July 10, 2025  
**Time:** 5:00 p.m.  
**Location:** LYNX Central Station  
2<sup>nd</sup> Floor Open Space Room  
455 North Garland Avenue  
Orlando, Florida 32801

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***PLEASE SILENCE CELL PHONES***

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- I. Call to Order and Pledge of Allegiance**
- II. Confirmation of Quorum**
- III. Chairman Remarks – Luis Nieves-Ruiz**
- IV. Action Items**
  - a. Meeting Minutes Approval: April 3, 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

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### **VII. Committee Member Comments**

### **VIII. Next Meeting**

- a. Next Meeting – October 2, 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](mailto:roger.masten@dot.state.fl.us) at least three business days prior to the event.*

# Customer Advisory Committee

April 3, 2025  
5:00 p.m.  
Hosted by FDOT  
LYNX Central Station

**Attendees:** Paul Satchfield, Anne Thomas, Mary Linn, Dorothy O’Brien, Gordon Spears, David Cooke, Sandra Gutierrez, Kim Hymes, Jake Lunceford, Bruce Detweiler, Linda Nesbitt, Bill Land, Kristalyn Stewart

## Minutes

**Meeting called to order by Committee Member Mr. Gordon Spears at 5:10 p.m.**

**Pledge of Allegiance**

**Meeting did not have a quorum.**

**Announcements:** Chairman’s Remarks

- No report given due to Chair Ruiz’s absence.

**Action Items/Meeting Minutes:**

- None.

**Public Comment:**

- No public comments were received.

**Agency Update:**

**Presenter:** David Cooke

- Presidents’ Day Success!
  - SunRail heavily marketed normal service on Presidents’ Day, Monday, February 17<sup>th</sup>, 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.
- Central Florida’s Spring Break!
  - Spring Break 2025 was bigger and better than ever on SunRail for Orange, Osceola, Seminole, and Volusia counties weekdays March 14<sup>th</sup> – 21<sup>st</sup>.
  - 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 last six days, which is a 28% increase from last year.
  - **Gordon Spears:** I think the only day it overlapped with the Winter Park Arts Festival was on Friday.
  - **Gordon Spears:** Did you see a big difference in the numbers, or was it pretty much the same?
  - **David Cooke:** There was a big jump on that Friday.
- 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 and 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.



- On Time Performance for January-February 2025: Goal=95%; Actual=87.08%; Contract=97.83%. Still looking to improve on these numbers.
- Above Average: On-Time 9 Days; 42 Operating Days; Ran 1,680 Trains
- Average Daily Ridership – January/February 2025 Average – 5,190 – 16% Increase in ridership year over year.
- Onboard Stats
  - ADA – January-February 2025 Average: 26 riders/day
  - Bicycle – January-February 2025 Average: 252 riders/day
- **Gordon Spears:** Is there an explanation on the reduction in the on-time arrivals shown on the graph?
- **David Cooke:** It's been a mixed bag on that. Some of that's been due to ridership itself where we have ADA's, where there's some delays. There's been some related to the work in the South End where we have slow orders where they're doing track and tie work. We also had some of that in the North End where we've had some meets between the DeLand trains coming into DeBary. It's been a combination of different things that have created that. With those slow orders a lot of those are just a minute or two off. They are not huge delays, but they still count as a delay overall on the system.
- **Gordon Spears:** I just noticed on the graph it was pretty pronounced and it had come down for the past two months. I wondered if there was an explanation, and it sounds like there is.
- **Mary Linn:** I saw that the bicycle ridership was increasing. I rode my bike here today, so I'm very interested to know why those numbers went so high. Is there any reason?
- **David Cooke:** I think it's just a combination. It's good weather, so you have your normal bicycle type commuters. You also have our trail connections. I think you're seeing more of a leisure rider in the midday windows as well.
- **Mary Linn:** Has SunRail ever tried to partner with Bike Walk Central Florida?
- **David Cooke:** Yes, we have.
- **Mary Linn:** Okay. Can we continue that? Can we expand on that? Put that on the agenda as a future goal?
- **David Cooke:** Yes, absolutely. I'm looking back at Kristalyn in the back and she's raising her hand and responding yes. I know the trail riders are going up in Volusia. Between the Spring-to-Spring Trail, whether it's at the DeLand Station or the DeBary Station, we get a lot of that as well.
- **Mary Linn:** I would love to see a field trip that we can put in the newsletter or the newspaper. We have NPR in front of you today. Ask them to do a story about riding your bike to the springs.
- **David Cooke:** We've had some group bicycle riders who want to do the trail rides, so they'll not necessarily be independent or solo.
- **Mary Linn:** I know on the website for SunRail it discusses if you want to go to Kissimmee, here's how you get down there. Can we do something such as if you want to go see the manatees just take the train up there and get off and ride your bike or take an Uber?
- **David Cooke:** Yes, we can do that.

#### **LYNX Connectivity:**

**Presenter:** Bruce Detweiler

- For February, we saw a 3% increase in ridership compared to February of the previous year and for FY25, we are showing a 2% increase when compared to the previous year.
- For feeder route service in the southern portion of the SunRail system, we're looking at a decrease of about 6% on fixed route.
- We had a 45% increase in Neighbor Link ridership.
- Service from the Sand Lake Station to the airport in that corridor, we showed a 32% increase compared to the previous year.
- I'm excited to announce a new connection between SunRail and LYNX. The 311 routes currently operates between Orlando International Airport and Disney Springs and makes limited stops along the way, including Sand Lake Station, Florida Mall, Universal Boulevard, and Destination Parkway super stop. Beginning on April 20<sup>th</sup>, the 311 is going to be extended over to Universal

Epic and will serve both the charter bus loop, which is within walking distance of the front entrance of Epic and also the three new hotels that are opening in that area. This is going to be a convenient service now from the Sand Lake station over to both the resort and the hotels at the new resort. Service will operate every 30 minutes as it does currently, between the hours of about 5:15 a.m. to about 10:45 p.m. We're estimating the travel time to be about 30 to 35 minutes from the station to the new theme park.

**Votran Connectivity:**

**Presenter:** Jacob Lunceford

- For January and February, we've had just about 1,200 riders who have used the connection between Votran and SunRail. That comes out to about 56 to 57 people a day making that transfer at the DeBary Station.
- For VoRide for both stations, we've had about 200 riders each month for the last two months using that connection between VoRide and SunRail. About 20 riders a day using the DeBary station per day for each month and 200 using the DeLand station. That comes out to about 10 riders per day combined.
- For the Votran bus, route 34 at the DeLand station, we have about over 400 riders who use the route each month at that station. Comes out to about 20 people a day. As a reminder, in February we increased the service on this route. Previously, it was operating 12:30 to 8:00 p.m., and at the end of February we added additional service in the morning. It now runs 6:00 a.m. to 8:00 p.m.
- **Gordon Spears:** What's the frequency of the morning service?
- **Jacob Lunceford:** It's hourly all day from 6:00 a.m. until 8:00 p.m. every hour.

**Committee Member Comments:**

- **Paul Satchfield:** I've had a lot of people asking me about weekend service and I haven't heard anything about weekend service soon, so where is that at?
- **David Cooke:** It's something that's always out there, so we have been asked to look at what those costs would be and to bring that back before the Commission. I think everyone constantly hears about having that weekend ridership. It becomes ultimately the cost, the addition of crews to be able to run it. There's no plan now to run weekends or other than perhaps a special service day where it's paid for by a sponsor, but not regular service for now.
- **Gordon Spears:** I think something else that ties into this question is the ability to use the tourist tax money. Are you aware of any conversations that are going on that could open the tourist tax money to be used for other things other than marketing for tourism?
- **David Cooke:** The only thing I've seen is what's been reported in the Orlando Sentinel. As far as how they would use the tourist tax, that's a local issue.
- **Gordon Spears:** The proposed new east-west line that would meet with the existing SunRail line somewhere south of the Sand Lake station; we've heard from you a bit about that, but the details seem pretty nebulous at this point. I'm not asking for an update right now, but I hope maybe in the next meeting we could get a more detailed update about where the design for that system, the funding for it, and the other essential questions where we sit with it.
- **David Cooke:** I can give you a high-level update right now. The Local Funding Partners have been, passing the \$500,000 contribution to the PD&E study for the Sunshine Corridor, which would run from the airport across through the OUC spur out to the SunRail main line, which is between Meadow Woods and Sand Lake. Then would run north and turn down the Taft Vineland Corridor out to the Convention Center, then crossing back over State Road 528 and down towards South International Drive and Disney Springs. That's the big picture of the TCAR. It was completed about a year or so. Then moving forward with the PD&E study, which ultimately would lead to heading toward funding for commuter rail for that corridor. That's where we are at the moment. I think the last one was the Central Florida Tourism Oversight District had agreed to contribute \$500,000 as well as Osceola, Orange, City of Orlando, and Seminole.

- **Gordon Spears:** Who is the agency representing SunRail's interest in these discussions?
- **David Cooke:** It would be the Commission as well as FDOT. FDOT is at the request of the Commission working on the study, and so it would go back through the Commission. Each of the Commissions generally go back through their own boards for approvals. It's a process to run through those different meetings.
- **Gordon Spears:** I would like to share with you when I'm hanging out in the public, I oftentimes get into conversations where SunRail comes up. I can tell you the public is extremely ignorant of the plans to open the second line, the east-west line, that would connect the airport to the Convention Center. When they hear about it, they're extremely supportive. I think SunRail can do a much better job of reaching out to the public with information about what their plans are for the future of the system.
- **Mary Linn:** Gordon to piggyback on what you just said, are we going to have a booth for SunRail at Lake Eola Earth Day?
- **David Cooke:** We will investigate that.

Next meeting is scheduled for Thursday, July 10, 2025, at 5:00 p.m. at LYNX Central Station Admin. Building, 2<sup>nd</sup> Floor, Open Space.

**Meeting adjourned at 5:28 p.m.**

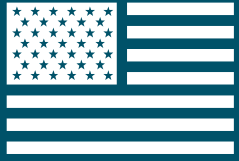




W E L C O M E







# 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 ekspriye 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 APRIL 3, 2025 MEETING MINUTES







# PUBLIC COMMENTS







# AGENCY UPDATE

DAVID COOKE







# ON THE FAST TRACK

## Ridership Highlights

- June ridership 16.5% over 2024
- 8 straight months of 100,000+ riders
- Hosted 40 group rides year-to-date
- **Trends:** Average daily ridership for 2025 over 5,300







# JULY 4 SERVICE

SunRail transported nearly 5,000 people on Friday, July 4 to the FIFA Club World Cup 2025 Match at Camping World Stadium and the Fireworks at the Fountain at Lake Eola Park.

*Special thanks to Orlando Downtown Development Board for sponsoring service.*



**JULY 4<sup>TH</sup>**

**FREE SERVICE TO  
DOWNTOWN EVENTS**

**SPECIAL HOLIDAY SCHEDULE AT [SUNRAIL.COM](https://www.sunrail.com)**





# SUMMER BUSINESS & LEISURE MARKETING PROGRAMS

- **'New Worlds Await'** promoting new LYNX 311 to MCO, Universal Epic Universe and others for employee and leisure riders
- Business outreach programs to expand commuter ridership for their employees
- Feature group rides targeting local summer camps and programs
- New social media campaign with itineraries for how to ride, where to go, and what to do
- Ride SunRail to FIFA Club World Cup in June and July boosting overall ridership



# NEW WORLDS AWAIT

## LYNX 311

- ORLANDO INTERNATIONAL AIRPORT
- ORANGE COUNTY CONVENTION CENTER
- EPIC UNIVERSE
- DISNEY SPRINGS





# CONVERSION CAMPAIGN

**SunRail's Conversion Campaign targets non-registered SunCard holders with value on their cards, to transfer to the new ticketing system.**

Campaign initiatives include:

- Digital marketing asset development - newsletters, digital banners, website sliders
- Outreach to cross promote awareness on public/private sector websites
- Social media campaigns to emphasize the importance of transitioning old SunCard values to the new system

# CLAIM YOUR CASH

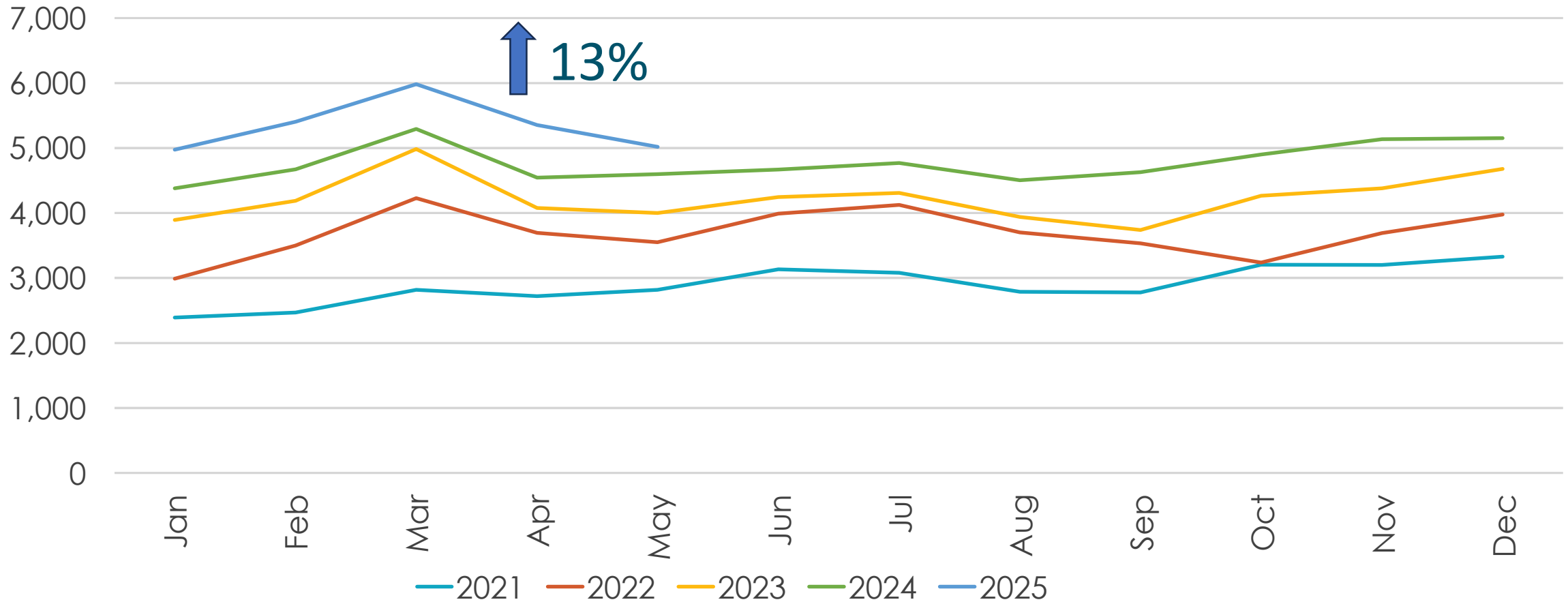


**Check Your Old  
Card Balance  
and Get \$\$\$\$**



# AVERAGE DAILY RIDERSHIP

**March - May 2025 Average – 5,451**

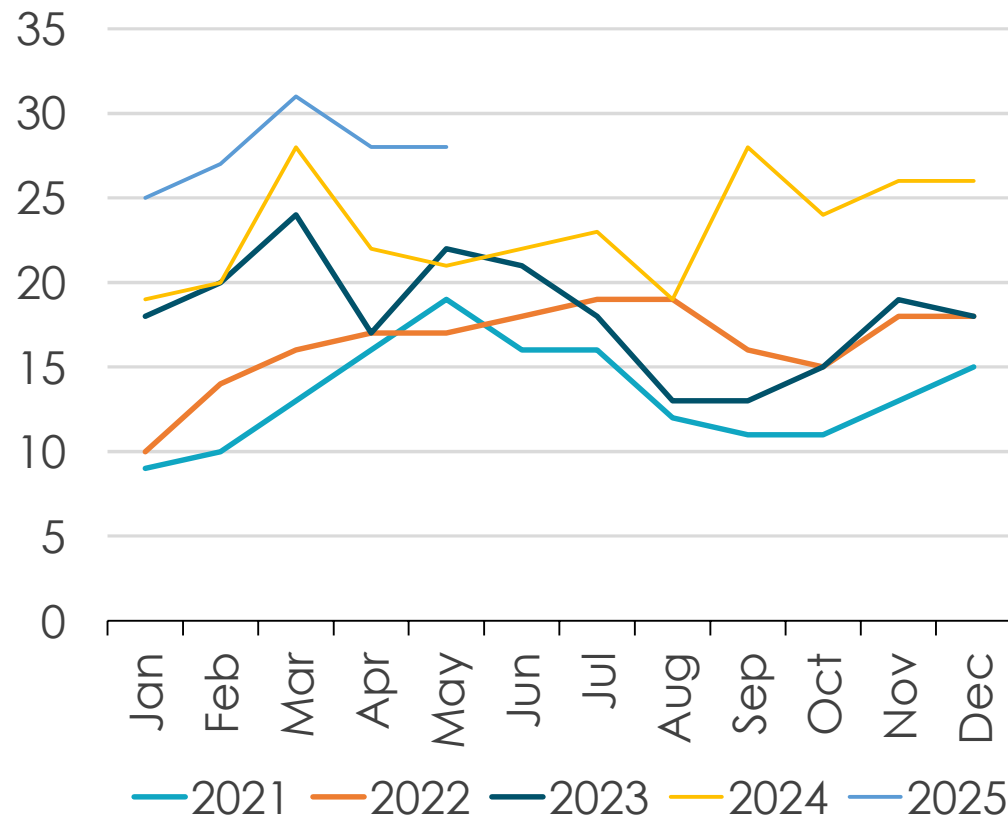




# ONBOARD STATS

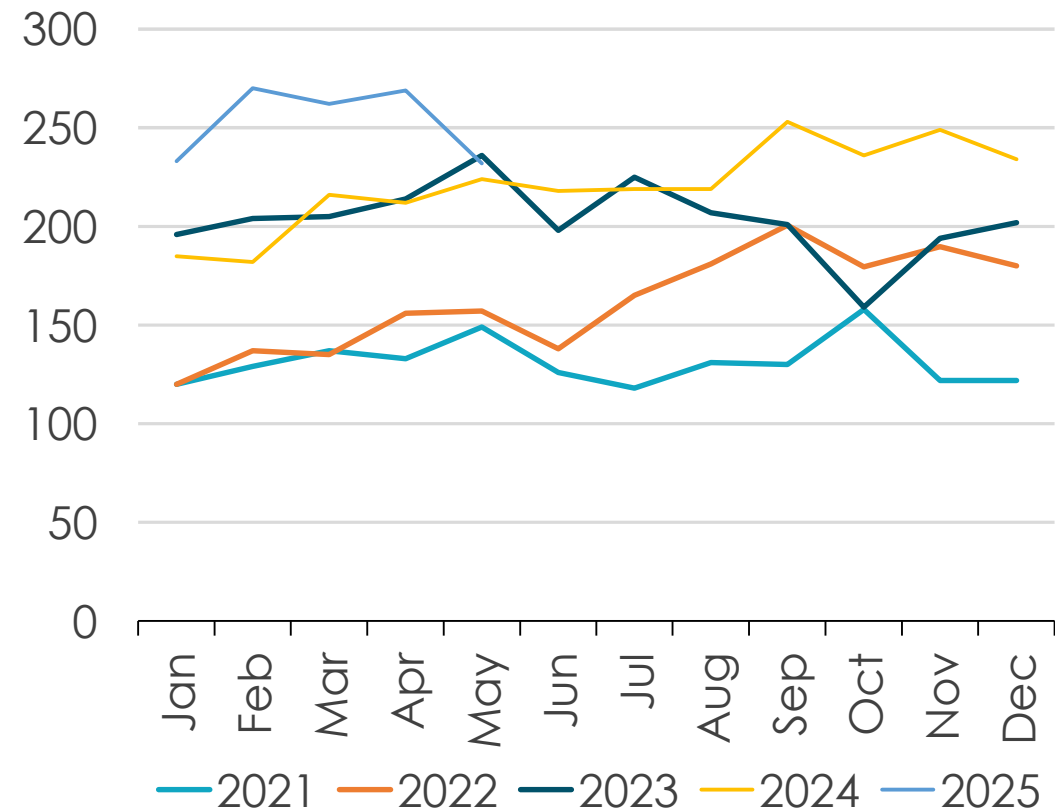
## ADA

Mar - May 2025 Average: 29



## BICYCLE

Mar - May 2025 Average: 254







# ON-TIME PERFORMANCE

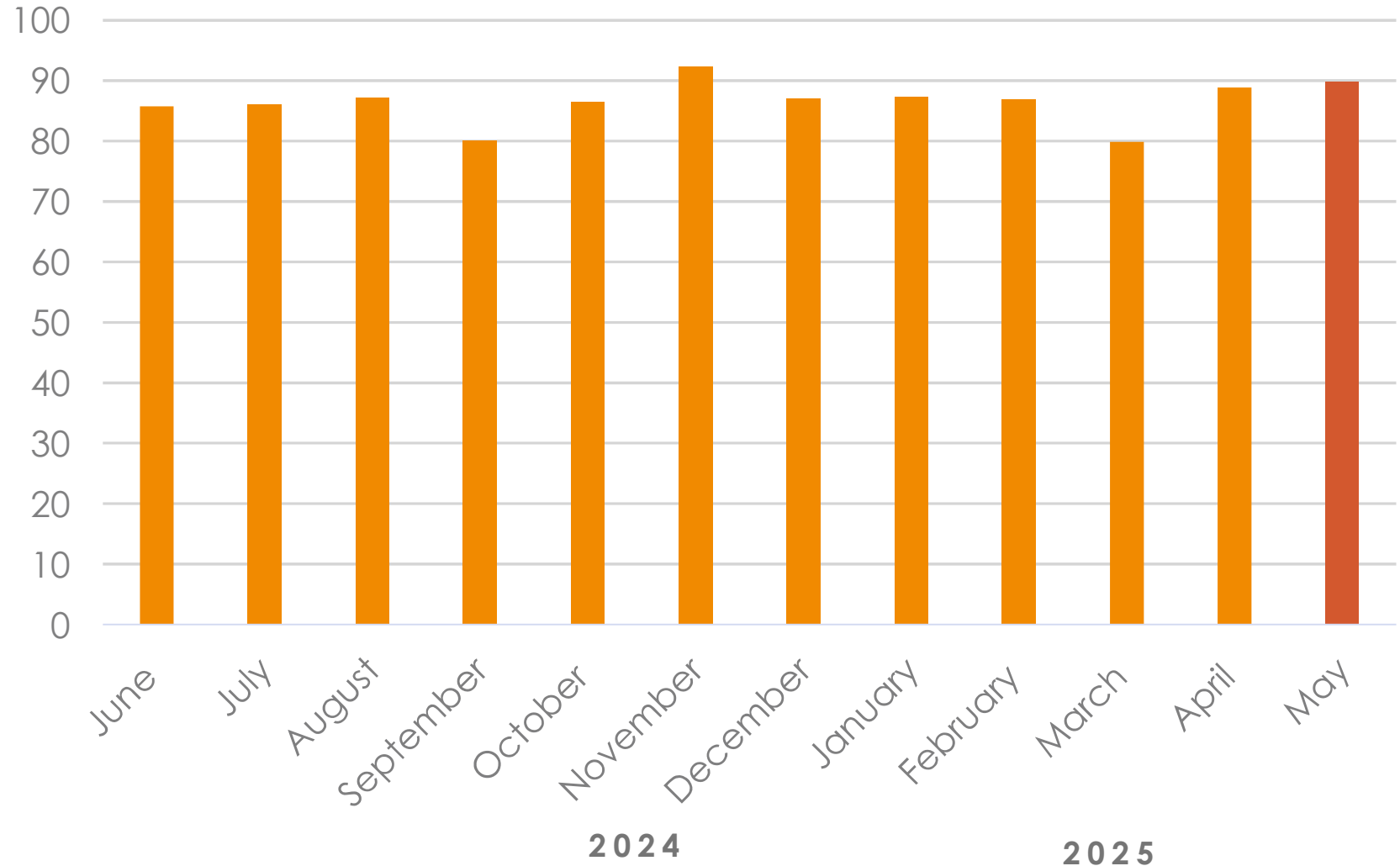
MAY 2025

CONTRACT GOAL = 95%

CONTRACT = 98.57%

ACTUAL = 89.76%

- 21 Operating Days
- Ran 840 Trains





# 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>	<b>19</b>	<b>20</b>	<b>21</b>	<b>23</b>	<b>20</b>	<b>21</b>	<b>22</b>	<b>21</b>					<b>21</b>
Sanford	288	289	259	277	305	298	295	275					<b>286</b>
Lake Mary	86	90	74	69	80	79	84	74					<b>80</b>
Longwood	75	79	68	75	97	82	96	79					<b>81</b>
Altamonte Springs	151	170	139	140	173	168	170	167					<b>160</b>
Maitland	18	18	14	13	10	8	12	12					<b>13</b>
Winter Park/Amtrak	357	360	271	306	280	263	326	332					<b>312</b>
AdventHealth	301	295	300	300	323	280	296	318					<b>302</b>
LYNX Central Station													
Church Street Station													
Orlando Health/Amtrak	42	44	42	35	41	42	42	39					<b>41</b>
Sand Lake Road	439	490	455	458	494	492	511	490					<b>479</b>
Meadow Woods	104	107	95	89	111	113	93	85					<b>100</b>
Tupperware	16	15	12	0	0	0	0	0					<b>5</b>
Kissimmee Intermodal													
Poinciana	7	7	6	5	8	7	9	13					<b>8</b>
<b>Total - All Stations</b>	<b>1,884</b>	<b>1,964</b>	<b>1,735</b>	<b>1,767</b>	<b>1,922</b>	<b>1,832</b>	<b>1,934</b>	<b>1,884</b>					<b>1,865</b>
Percent change from FY 24 to FY 25	8%	13%	3%	2%	3%	-1%	6%	-2%					3%



# LYNX CONNECTIVITY

## LYNX Feeder Bus Route Analysis (Phase II Routes)

LINK	March		Change	% Change
	FY24	FY25***		
18	21,712	19,979	(1,733)	-8%
418	4,655	5,577	922	20%
155**	772	0	(772)	-100%
306	2,440	2,523	83	3%
604/804*	384	539	155	40%
831	769	1,097	328	43%

\* 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
	Mar-24	Mar-25		
11, 42, 111/311	81	107	26	32%





# LYNX CONNECTIVITY

## LYNX Feeder Bus Route Analysis (Phase II Routes)

LINK	April		Change	% Change
	FY24	FY25***		
18	21,805	20,707	(1,098)	-5%
418	5,364	5,641	277	5%
155**	611	0	(611)	-100%
306	2,563	1,889	(674)	-26%
604/804*	434	573	139	32%
831	814	1,466	652	80%

\* 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
	Apr-24	Apr-25		
11, 42, 111/311	87	114	27	31%



# LYNX CONNECTIVITY

## LYNX Feeder Bus Route Analysis (Phase II Routes)

LINK	May		Change	% Change
	FY24	FY25***		
18	20,938	20,866	(72)	0%
418	5,411	4,673	(738)	-14%
155**	816	0	(816)	-100%
306	2,497	2,222	(275)	-11%
604/804*	377	430	53	14%
831	833	1,547	714	86%

\* 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
	May-24	May-25		
11, 42, 111/311	86	115	29	34%

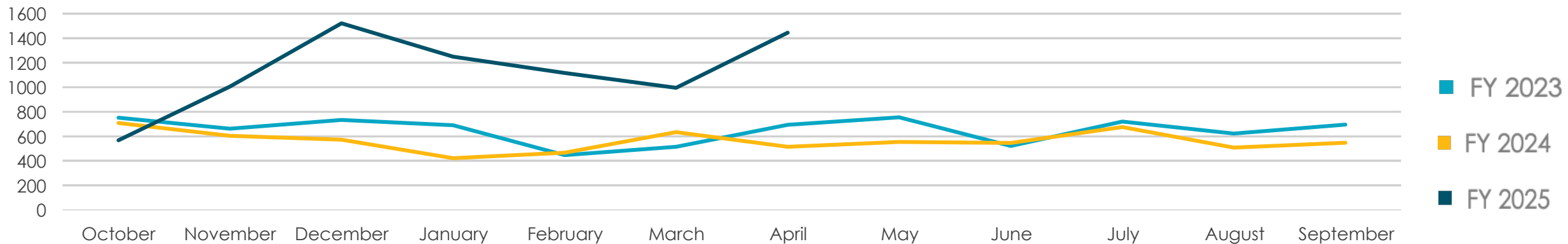




# VOTRAN CONNECTIVITY

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	21	22						148
Total Monthly Ridership	568	1,005	1,521	1,250	1,116	995	1,445						7,900
Avg Daily Ridership	26	50	72	57	56	47	66						53



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: 89.4% 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	21	22						148
Total Monthly Ridership- DeBary	11	13	21	20	17	8	20						110
Total Monthly Ridership- DeLand	93	166	249	204	198	180	133						1,223
Total Monthly Ridership- Both Stations	104	179	270	224	215	188	153						1,333
Avg Daily Ridership	5	9	13	10	11	9	7						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	21	22						147
Total Monthly Ridership	341	403	314	403	434	410	548						2,853
Avg Daily Ridership	16	20	15	18	22	20	25						19

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.





# BOARD MEMBER COMMENTS







# NEXT MEETING

OCTOBER 2, 2025, 5:00 PM

LYNX CENTRAL STATION  
ADMINISTRATION BUILDING  
OPEN SPACE ROOM







# SUPPORTING CHARTS AND DATA



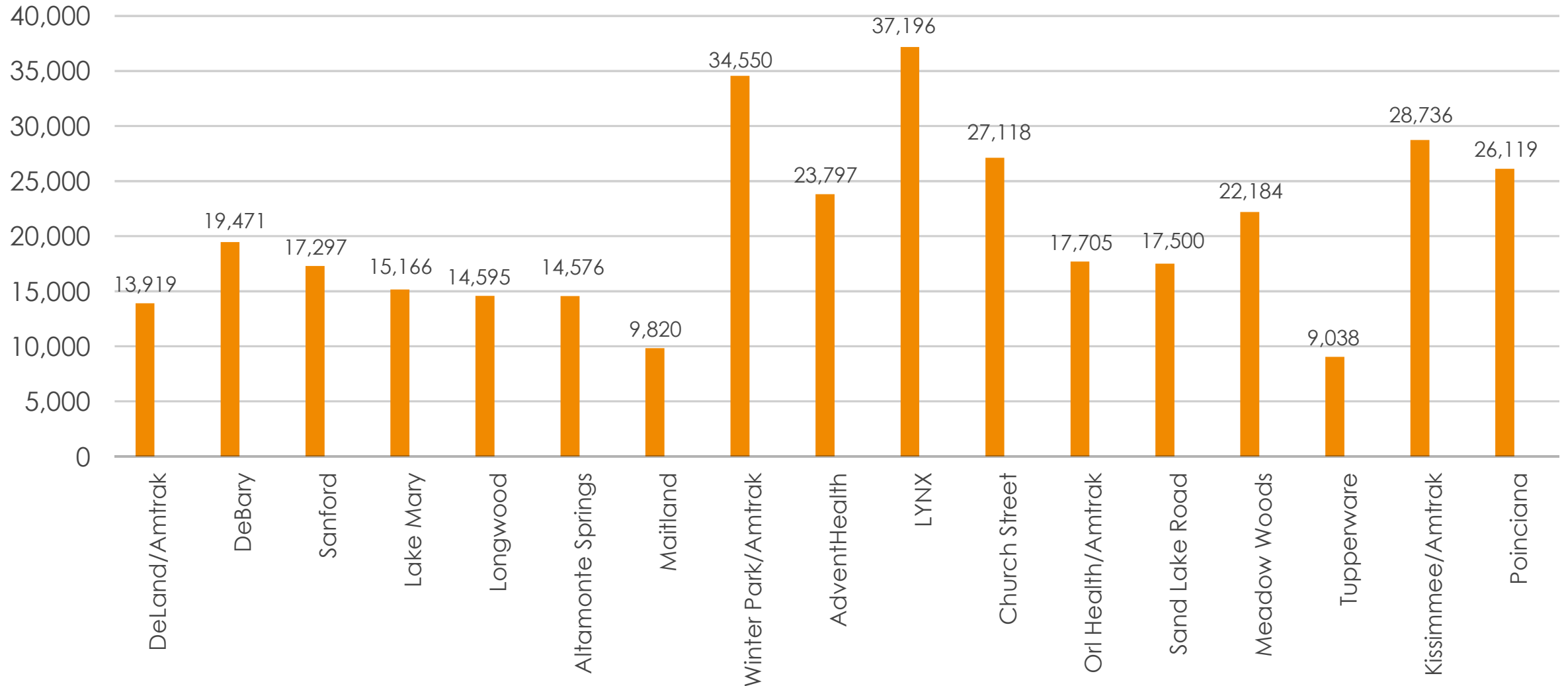




# BOARDING BY STATION

## RIDERSHIP MARCH - MAY 2025

Total Ridership = 348,787

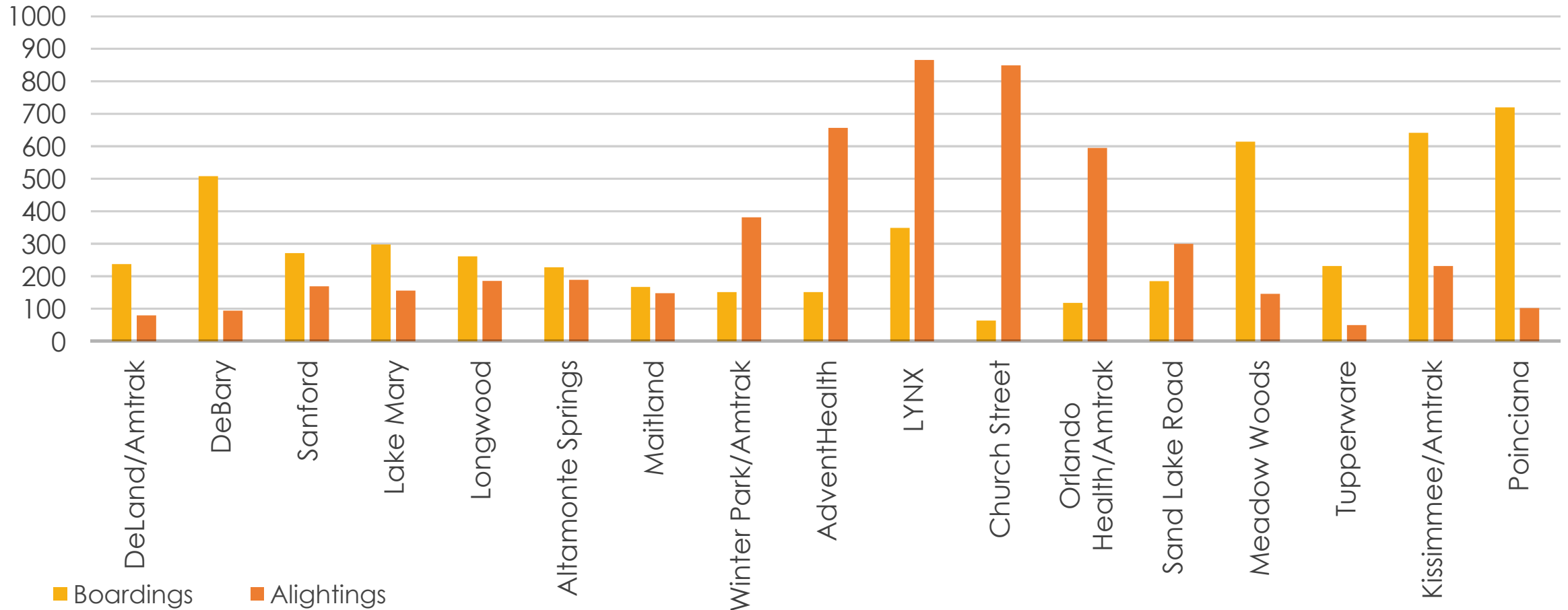




# BOARDINGS & ALIGHTINGS

MARCH - MAY 2025

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

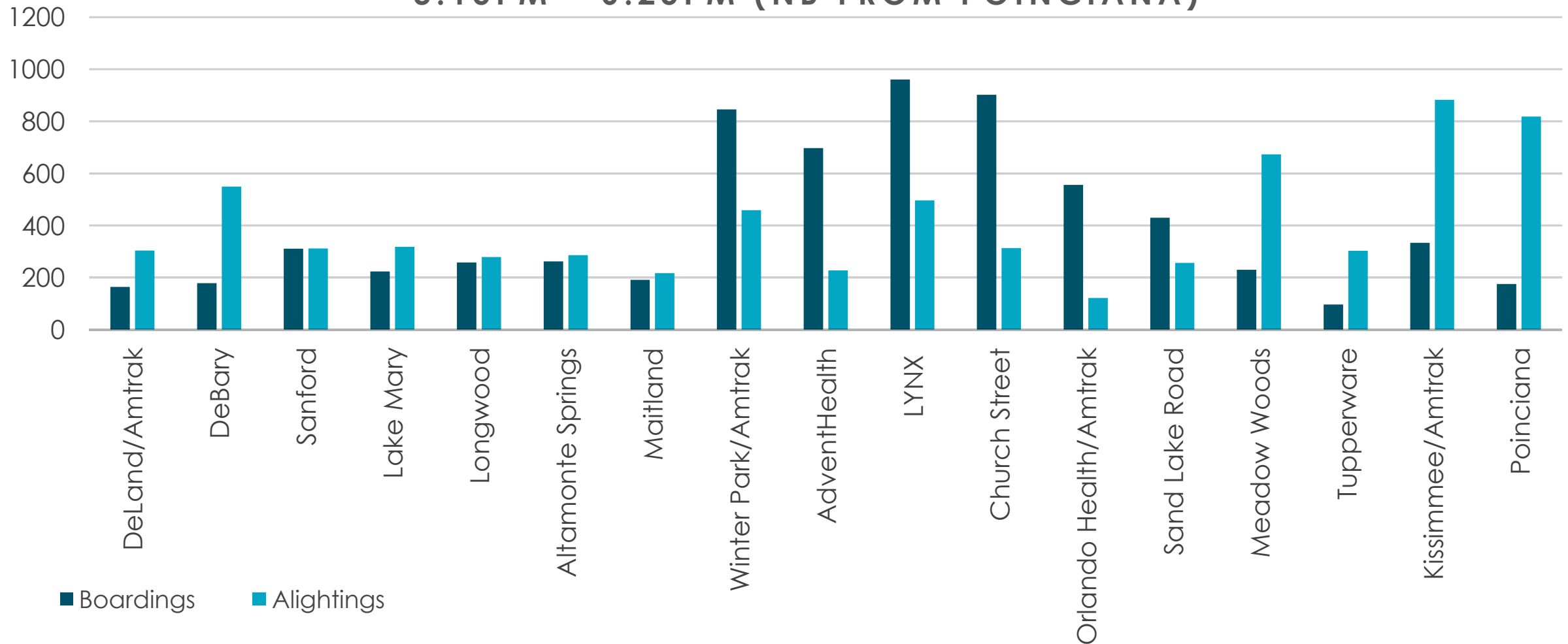




# BOARDINGS & ALIGHTINGS

MARCH - MAY 2025

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



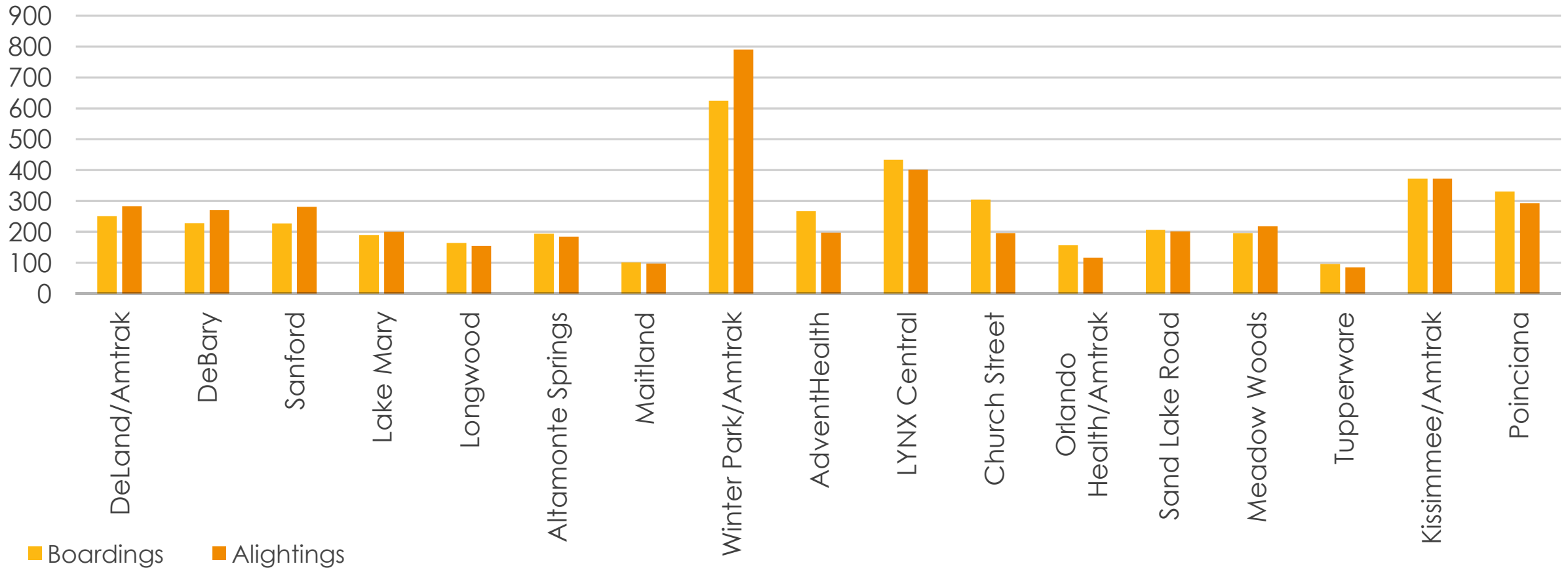




# BOARDINGS & ALIGHTINGS

MARCH - MAY 2025

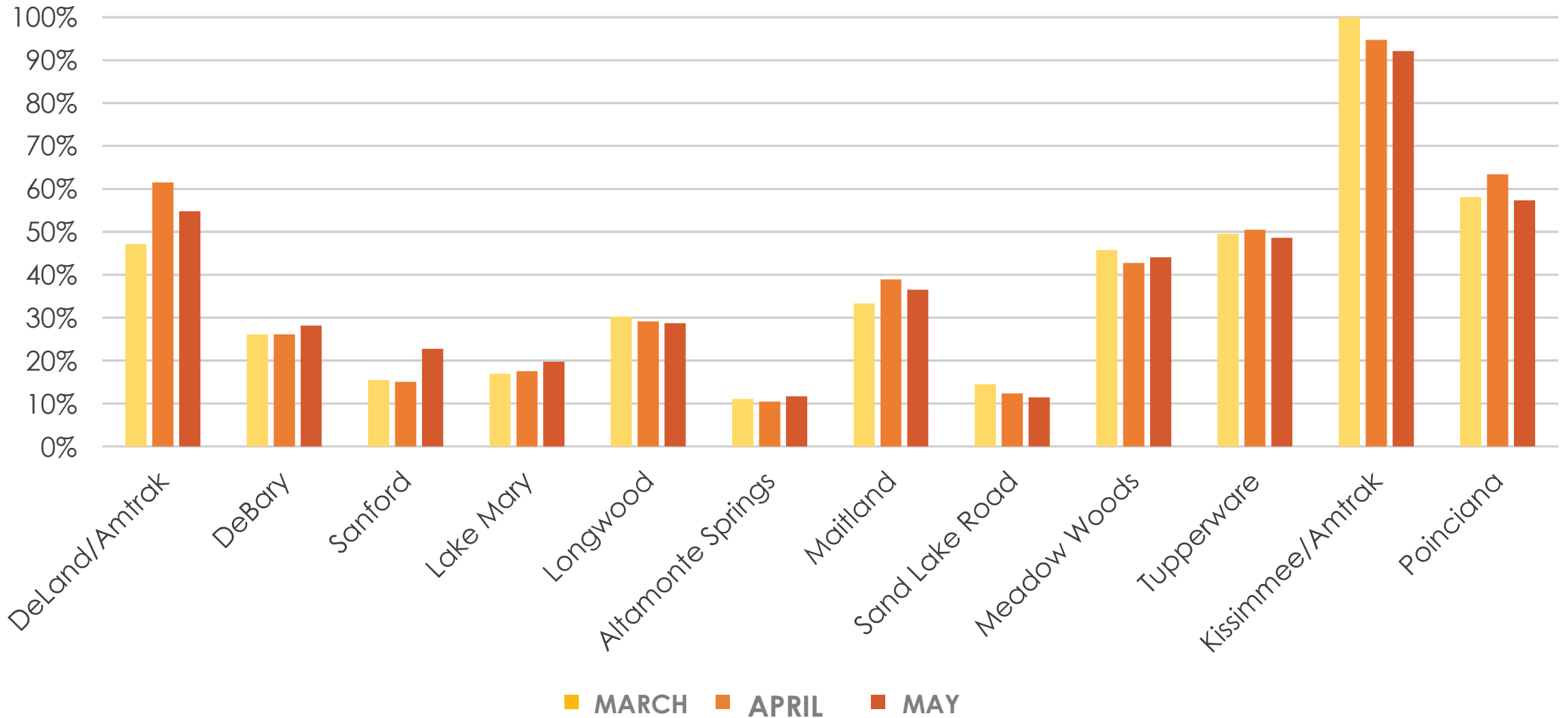
**OFF PEAK**  
**10:45AM - 2:45PM; 7:25PM - 9:55PM (NB FROM POINCIANA)**





# STATION PARKING

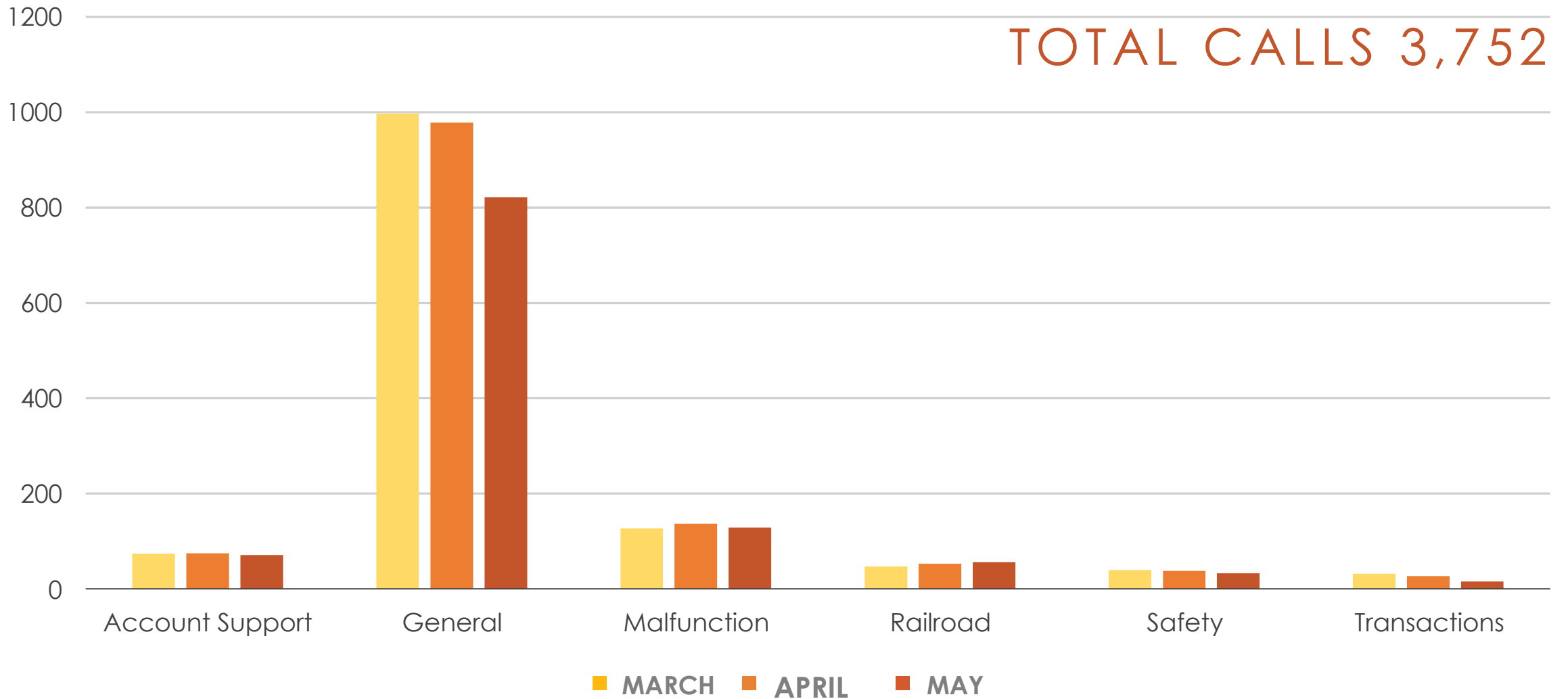
MARCH - MAY 2025





# CUSTOMER SERVICE CALLS

MARCH - MAY 2025







# TRAIN PERFORMANCE DETAIL

MARCH - MAY 2025

TRAIN PERFORMANCE OVERVIEW	Trains	Percentage
On-Time	2,215	86.5%
Late	320	12.5%
Annulled	25	1.0%
Total Trains Operated	2,560	100.0%

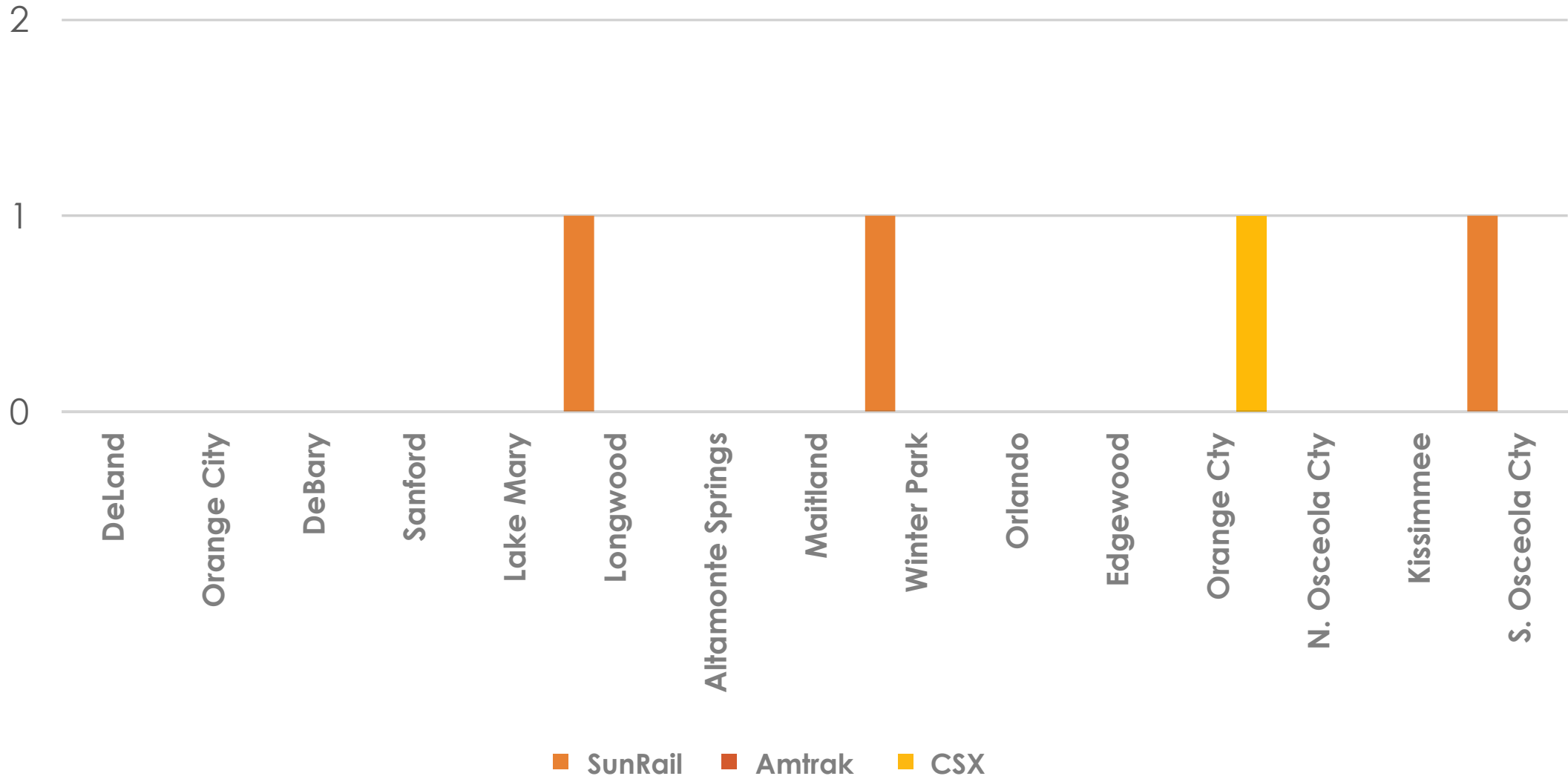
PERFORMANCE DETAIL	Days	Trains	Percentage
CFRC Rule Compliance	1	1	0.04%
Communications	2	12	0.5%
Dispatching	3	3	0.1%
Efficiency Testing	2	2	0.08%
Injuries/Illnesses	2	3	0.1%
Maintenance of Way	25	43	1.7%
Mechanical	14	26	1.0%
Other	8	17	0.7%
Passengers	20	49	1.9%
Signals & Components	26	82	3.2%
Train Interference	35	56	2.2%
Trespasser/Grade Crossing/Near Misses	12	36	1.0%
Weather	1	15	0.6%
Total (Rounded)		345	13.5%

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



# REVENUE INCIDENTS BY CITY/COUNTY

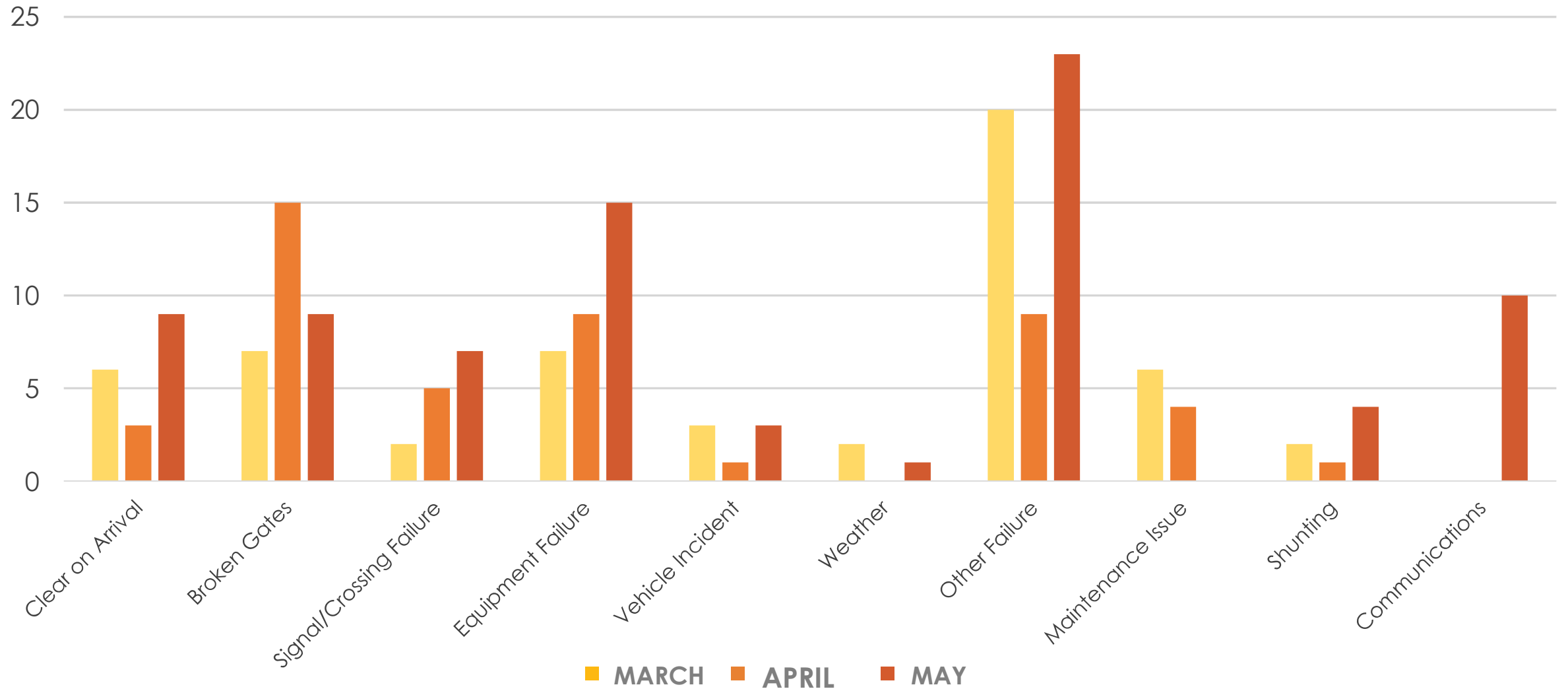
MARCH - MAY 2025





# CFCRC SIGNAL SYSTEM INCIDENTS

MARCH - MAY 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	March 10, 2025	September 8, 2027	to	March 9, 2028
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 Mar 31st, 2025	
		BUDGET	ACTUAL
Alstom - Operations	\$14,218,190	\$10,663,642	\$10,595,541
Alstom - Maintenance	\$17,239,721	\$12,929,791	\$12,833,344
Alstom - Incentive/Disincentive	\$1,572,896	\$1,179,672	\$972,920
moovel Fare Collection O&M	\$1,541,202	\$1,155,902	\$30,937
Herzog - Signal Maintenance of Way	\$3,958,813	\$2,969,110	\$2,965,467
WiFi and APC O&M, Cellular for Comms	\$315,000	\$236,250	\$26,778
Fleet Management Witronix O&M	\$105,000	\$78,750	\$71,922
Green's Energy - Fuel	\$4,100,000	\$3,075,000	\$2,269,873
Gallagher - Insurance	\$5,000,000	\$5,000,000	\$4,229,667
Amtrak/Alstom/Herzog - Preventive Maintenance	\$2,860,000	\$2,145,000	\$751,535
Alstom/Amtrak - SOGR Heavy Vehicle Maintenance	\$4,400,000	\$3,300,000	\$1,695,587
Banking, Merchant, and Armored Car Services	\$152,250	\$114,188	\$62,739
Station and Onboard Security	\$1,386,000	\$1,039,500	\$884,273
PTC O&M (Herzog & Alstom)	\$11,000,000	\$8,250,000	\$7,001,640
<b>Subtotal - System Operating Costs</b>	<b>\$67,849,071</b>	<b>\$52,136,804</b>	<b>\$44,392,224</b>
Consultant Support	\$12,800,000	\$8,533,333	\$9,850,583
<b>TOTAL OPERATING COSTS, CAPITAL MAINTENANCE AND CONSULTANT SUPPORT</b>	<b>\$80,649,071</b>	<b>\$60,670,137</b>	<b>\$54,242,807</b>





# FY 24/25 OPERATING BUDGET UPDATE

OPERATING REVENUE	ANNUAL BUDGET	FISCAL 24/25 YTD Mar 31st, 2025	
		BUDGET	ACTUAL
Farebox revenue	\$2,205,000	\$1,653,750	\$1,439,597
CSX usage fees	\$3,525,648	\$2,644,236	\$2,248,894
Amtrak usage fees	\$988,769	\$741,577	\$1,111,346
FCEN usage fees	\$20,000	\$15,000	\$25,486
Right-of-way lease revenue	\$125,000	\$93,750	\$135,662
Ancillary revenue	\$323,580	\$242,685	\$383,224
<i>Subtotal - System revenue</i>	<b>\$7,187,997</b>	<b>\$5,390,998</b>	<b>\$5,344,210</b>
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
<b>TOTAL OPERATING REVENUE</b>	<b>\$30,287,997</b>	<b>\$28,490,998</b>	<b>\$28,444,210</b>

# FY 24/25 OPERATING BUDGET UPDATE



OPERATING COSTS, CAPITAL MAINTENANCE AND CONSULTANT SUPPORT	ANNUAL BUDGET	FISCAL 24/25 YTD Apr 30th, 2025	
		BUDGET	ACTUAL
Alstom - Operations	\$14,218,190	\$11,848,491	\$11,807,175
Alstom - Maintenance	\$17,239,721	\$14,366,434	\$14,300,544
Alstom - Incentive/disincentive	\$1,572,896	\$1,310,746	\$1,057,546
moovel Fare Collection O&M	\$1,541,202	\$1,284,335	\$34,736
Herzog - Signal Maintenance of Way	\$3,958,813	\$3,299,011	\$3,311,554
WiFi and APC O&M, Cellular for Comms	\$315,000	\$262,500	\$51,413
Fleet Management Witronix O&M	\$105,000	\$87,500	\$93,285
Green's Energy - Fuel	\$4,100,000	\$3,416,667	\$2,473,775
Gallagher - Insurance	\$5,000,000	\$5,000,000	\$4,229,667
Amtrak/Alstom/Herzog - Preventative Maintenance	\$2,860,000	\$2,383,333	\$777,736
Alstom/Amtrak SOGR Heavy vehicle Maintenance	\$4,400,000	\$3,666,667	\$1,829,387
Banking, Merchant, and Armored Car Services	\$152,250	\$126,875	\$72,126
Station and Onboard Security	\$1,386,000	\$1,155,000	\$985,924
PTC O&M (Herzog & Alstom)	\$11,000,000	\$9,166,667	\$7,838,262
<b>Subtotal - System operating costs</b>	<b>\$67,849,071</b>	<b>\$57,374,226</b>	<b>\$48,863,130</b>
Consultant Support	\$12,800,000	\$8,533,333	\$10,535,555
<b>TOTAL OPERATING COSTS, CAPITAL MAINTENANCE AND CONSULTANT SUPPORT</b>	<b>\$80,649,071</b>	<b>\$65,907,559</b>	<b>\$59,398,685</b>

# FY 24/25 OPERATING BUDGET UPDATE



OPERATING REVENUE	ANNUAL BUDGET	FISCAL 24/25 YTD Apr 30th, 2025	
		BUDGET	ACTUAL
Farebox revenue	\$2,205,000	\$1,837,500	\$1,644,884
CSX usage fees	\$3,525,648	\$2,938,040	\$2,353,061
Amtrak usage fees	\$988,769	\$823,974	\$1,215,835
FCEN usage fees	\$20,000	\$16,667	\$25,486
Right-of-way lease revenue	\$125,000	\$104,167	\$145,043
Ancillary revenue	\$323,580	\$269,650	\$403,358
<i>Subtotal - System revenue</i>	<b>\$7,187,997</b>	<b>\$5,989,998</b>	<b>\$5,787,668</b>
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
<b>TOTAL OPERATING REVENUE</b>	<b>\$30,287,997</b>	<b>\$29,089,998</b>	<b>\$28,887,668</b>

# FY 24/25 OPERATING BUDGET UPDATE



OPERATING COSTS, CAPITAL MAINTENANCE AND CONSULTANT SUPPORT	ANNUAL BUDGET	FISCAL 24/25 YTD May 31st, 2025	
		BUDGET	ACTUAL
Alstom - Operations	\$14,218,190	\$13,033,341	\$13,018,808
Alstom - Maintenance	\$17,239,721	\$15,803,078	\$15,769,663
Alstom - Incentive/disincentive	\$1,572,896	\$1,441,821	\$1,148,168
moovel Fare Collection O&M	\$1,541,202	\$1,412,769	\$34,194
Herzog - Signal Maintenance of Way	\$3,958,813	\$3,628,912	\$3,647,078
WiFi and APC O&M, Cellular for Comms	\$315,000	\$288,750	\$99,971
Fleet Management Witronix O&M	\$105,000	\$96,250	\$120,910
Green's Energy - Fuel	\$4,100,000	\$3,758,333	\$2,686,988
Gallagher - Insurance	\$5,000,000	\$5,000,000	\$4,229,667
Amtrak/Alstom/Herzog - Preventative Maintenance	\$2,860,000	\$2,621,667	\$872,903
Alstom/Amtrak SOGR Heavy vehicle Maintenance	\$4,400,000	\$4,033,333	\$1,815,083
Banking, Merchant, and Armored Car Services	\$152,250	\$139,563	\$80,075
Station and Onboard Security	\$1,386,000	\$1,270,500	\$1,216,254
PTC O&M (Herzog & Alstom)	\$11,000,000	\$10,083,333	\$8,674,883
<b>Subtotal - System operating costs</b>	<b>\$67,849,071</b>	<b>\$62,611,649</b>	<b>\$53,414,643</b>
Consultant Support	\$12,800,000	\$11,733,333	\$12,029,005
<b>TOTAL OPERATING COSTS, CAPITAL MAINTENANCE AND CONSULTANT SUPPORT</b>	<b>\$80,649,071</b>	<b>\$74,344,982</b>	<b>\$65,443,648</b>



# FY 24/25 OPERATING BUDGET UPDATE



OPERATING REVENUE	ANNUAL BUDGET	FISCAL 24/25 YTD May 31st, 2025	
		BUDGET	ACTUAL
Farebox revenue	\$2,205,000	\$2,021,250	\$1,818,165
CSX usage fees	\$3,525,648	\$3,231,844	\$2,879,206
Amtrak usage fees	\$988,769	\$906,372	\$1,215,835
FCEN usage fees	\$20,000	\$18,333	\$25,486
Right-of-way lease revenue	\$125,000	\$114,583	\$146,246
Ancillary revenue	\$323,580	\$296,615	\$548,557
<i>Subtotal - System revenue</i>	<b>\$7,187,997</b>	<b>\$6,588,997</b>	<b>\$6,633,496</b>
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
<b>TOTAL OPERATING REVENUE</b>	<b>\$30,287,997</b>	<b>\$29,688,997</b>	<b>\$29,733,496</b>