

# TECHNICAL ADVISORY COMMITTEE

OCTOBER 14, 2020





Central Florida Commuter Rail Commission  
Technical Advisory Committee

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**Date:** October 14, 2020  
**Time:** 2:00 p.m.  
**Location:** LYNX (FDOT/GoToWebinar Host)  
2<sup>nd</sup> Floor Board 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. Announcements**
  - a. Chair's Remarks
  - b. TAC Members Welcome
  
- III. Confirmation of Quorum**
  
- III. Action Items**
  - a. Adoption of January 15, 2020 Meeting Minutes
  - b. Proposed 2021 Meeting Schedule
  
- IV. Public Comments**

*Nadia will read into the record any received via email prior to the meeting start.  
Those joining in person will be permitted to approach the podium in the  
LYNX Board Room.*



# Central Florida Commuter Rail Commission

## Technical Advisory Committee

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- V. Chair's Report – Ms. Olore**
  - a. SunRail Transition Update

- VI. Agency Update**

- a. Agency Update – Charles M. Heffinger, Jr., P.E. FDOT/SunRail Chief Operating Officer
  - b. Bus Connectivity
    - i. LYNX – Tomika Monterville, Director of Planning & Development
    - ii. Votran – Kevin Miller, General Manager

- VIII. Committee Member Comments**

- IX. Next Meeting – Proposed**

- a. Next Meeting – January 13, 2021 2:00 p.m. LYNX Board Room (Webinar Platform TBD)

- X. 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.*

# Technical Advisory Committee Meeting

January 15, 2020

2:00 p.m.

LYNX Central Station  
Second Floor Multi-Purpose Room  
455 North Garland Avenue  
Orlando, Florida

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## Attendees

Tawny Olore, Osceola County  
John Angiulli, Volusia County  
Shad Smith, City of Longwood  
Alisha Maraviglia, City of Altamonte Springs  
Kendall Story, City of Lake Mary  
Don Marcotte, City of Winter Park  
Tomika Monterville, LYNX  
Elizabeth Suchsland, Votran  
Charles M. Heffinger, FDOT  
Lorie Matthews, FDOT  
Libertad Acosta-Anderson, FDOT  
Nadia Hernandez, FDOT

Patricia Ruffino, FDOT  
Steve Olson, FDOT  
Roger Masten, FDOT  
Mike Carman, SunRail  
Sandra Gutierrez, SunRail  
George Gault, SunRail  
Regina Marini Cargill, Evolve Today  
Jordan Smith, City of Sanford  
Matt Boerger, City of DeBary  
Nick Lepp, MetroPlan  
Bill Wharton, Seminole County  
Renzo Nastasi, Orange County

# Minutes

Meeting was called to order by TAC Chair, Tawny Olore, at 2:00 p.m.

Pledge of Allegiance

Quorum was met

Introductions

**Action Items:**

**Presenter: Tawny Olore**

- **Adoption of Meeting Minutes:** A motion to adopt the meeting minutes from October 9, 2019 was made. The meeting minutes were adopted unanimously.

**Public Comments:**

- No public comments were made.

**Agenda Item: Chairman's Report**

**Presenter: Tawny Olore**

- Ms. Olore notated continuous Working Group meetings since October 9<sup>th</sup> to discuss through transition.
  - A drafted letter will be presented at the next CFCRC meeting. It was drafted by attorneys and had to go through a series of approvals. The funding partners will have the opportunity to sign.
    - The letter confirms FDOT secured funding for Phase 2 North construction and would like to keep it within the SunRail project, not to turnover until further actions are determined by local governments on Phase 2 North.
    - The letter will be signed by each CFCRC member at the next meeting held on January 30, 2020.
  - The Transition Working Group considered a number of scenarios such as, but not limited to, the funding costs with stopping at DeBary and going to DeLand.
  - Meet with FDOT and charting a path for the transition. This year will focus on negotiations and will keep Committee up to date on progress of those negotiations.

**Agenda Item: Agency Update**

**Presenter: Charles M. Heffinger Jr., P.E.**

- **Staff Update**
  - District Five Secretary, Mike Shannon has moved on and taken another position out of the State.
  - Introduction of FDOT Interim District Five Secretary, Jared Purdue P.E.
  - Introduction of FDOT District Support Manager, Lorie Matthews to serve as the SunRail Liaison.
- **Onboard Statistics**
  - Orlando's Church Street and LYNX stations were at the top for boarding. The up and coming Meadow Woods and the Southern stations have doubled in ridership.
    - Mr. Heffinger went on to bring out; an employee that had almost a two-hour ride home to Poinciana by road takes about 20 minutes by train, making SunRail more efficient.
  - The average ridership per day is about 6,100. Mr. Heffinger notated ridership slowed down for the holidays but assured there were days with full and crowded trains, nonetheless.
  - Consistent ridership increases year after year.
    - Ms. Olore mentioned the positive increase in growth from DeBary to Poinciana year after year growth for the system.
  - Bicycle average 220 riders per month with days hitting 300. They are working on looking into more options to accommodate more bicycles. One of the challenges we are faced with is making more room for bicycles, means sacrificing seating capacity.
  - ADA average ridership is consistent at around 26.
- **Boarding and Alightings**
  - Most passengers boarding during the AM peak get on at the ends of the line in Poinciana and/or DeBary and get off Downtown Orlando. During the PM peak, most passengers get on Downtown then get off at Poinciana and DeBary.

- **On-Time Performance**
  - Actual On-Time performance was at 97.1%. The contractual performance was at 98.8%. The average was down due to activity on the tracks. The goal is to be equal to or greater than 95% and there is a performance base incentive if this is met.
  - Ms. Olore requested explanation on the CSX train that was on the corridor during mid-morning in Downtown Orlando.
    - Mr. Carman responded it was a special request from CSX and not something done on a regular basis.
- **Parking**
  - Three of the four months were above capacity at Meadow Woods and Kissimmee at capacity.
  - Mr. Heffinger is looking into a long-term solution to increase parking at the specific Southern stations.
    - Ms. Olore gave insight into communication with MetroPlan Orlando and their development of cost estimates. She also suggested to communicate with Orange County and discuss potential funding to accommodate Stations that are over capacity.
      - Ms. Olore took an action item to convene a meeting between Orange County, Osceola County, MetroPlan, LYNX and FDOT regarding funding options to increase parking at the Meadow Woods, Tupperware, and Poinciana stations.
      - Mr. Heffinger requested more security at these stations to assist with enforcement of unauthorized handicapped parking.
    - Several complaints were made with LYNX busses making left turns out of the Poinciana parking lot. A warrant analysis is being redone due to bus concerns coming out of the Poinciana Station. A traffic light or roundabout are being considered to alleviate the movements by Osceola County.
- **Grade Crossing Incidents by City/County**
  - Collisions with SunRail trains occurred in Lake Mary, Longwood, Maitland, Orlando, and Kissimmee.
  - Four strikes against trespassers with 3 fatalities.
  - Mr. Heffinger mentioned the STRIDE initiative could help mitigate these grade crossing incidents.
- **Customer Service Statistics**
  - Received 16,121 total phone calls during July 2019-December 2019. Doing very well with a low percentage of complaints coming in at 0.5%. Highest percentage of calls are due to the enforcement of Max Fare.
- **Signals**
  - 20 incidents were reported but clear on arrival, meaning no maintenance was needed.
- **Positive Train Control (PTC)**
  - All PTC testing and software updates were successfully completed in December 2019. CSX and Amtrak Interoperability testing will begin in February 2020.
  - Mr. Heffinger stated all SunRail trains are scheduled to begin testing with PTC within the next month. FRA certification is scheduled to be completed no later than December 2020.
- **Quiet Zones**
  - No complaints from City of Edgewood since Quiet Zone went into effect. Winter Park Notice of Establishment was received and should take effect very soon.
  - Signal construction work complete at Maitland, Seminole County, and Orange County and ongoing at City of Orlando.
  - Donegan Avenue Kissimmee Quiet Zone is in progress.
  - Safety outreach education is underway.
- **Grade Crossing Safety**
  - Secretary Kevin Thibault announced aggressive efforts to create additional safety measures at Florida grade crossings.
  - Installation of “Dynamic Envelope” to be implemented immediately.
    - Mr. Heffinger noted there are two locations in place currently with several more on high priority.
    - It was asked if it were for State roads only and Mr. Heffinger indicated it would be at all CFRC Crossings.
- **FDOT Mobility Week**

- October 25–November 1, 2019 SunRail promoted use of safe Multimodal transportation and new ridership. SunRail partnered with LYNX in October to offer train to trainer workshops.
- **Gingerbread Express**
  - Successful special event held next to the Winter Park station sponsored by Orlando Health.
  - 1,800 in attendance with 900 on each train. Mr. Heffinger did mention the idea of possibly adding more trains at future events to accommodate more riders.
  - Regina Cargill spoke about the event which consisted of various youth activities, costumed characters, games and more.
- **Max Fare**
  - New software was implemented in November 2019.
  - Results have proved successful with an increase in taps. This helps with Fare Collection, rider counts and assists with marketing research.
  - DeBary station relocation of TVU in the works. This will make tapping on and off more convenient.
  - All disputes and requests are investigated, and refunds are made when valid.
    - Mr. Shad Smith expressed frustration with long time customers and issues with hot listing their cards.
    - Ms. Ruffino clarified how Max Fare works by explaining the passholder is required to validate the card on both ends of the trip. Tap on/Tap Off helps verify riders are traveling in their correct zones as well. SunRail is investigating and validating monthly passes on a per case basis.
    - Ms. Ruffino stated new software updates will continue to be issued to work through issues. Meanwhile, valid refunds are being made case by case.
    - Mr. Heffinger mentioned working with Conductors to educate and alleviate future problems.
  - FDOT is pursuing a new Fare Collection contract but the advertisement is on hold for now.
    - Ms. Olore clarified it has not been advertised by FDOT.
- **Clean Ride**
  - Bombardier is conducting full deep cleanings on all trains. They will clean two trains a weekend until all 20 trains are completed.
  - Based on feedback from our CAC Members, riders should notice much cleaner trains moving forward.
- **2019 Year in Review**
  - SunRail experienced a number of milestones including:
    - Achieving our 2019 goal of serving 1.5 million riders.
    - SunCard usage is up around 55% over 2018.
    - P341, which was a pilot program in the spring, has been carried over into this Magic season. That means an additional train will run to Poinciana and DeBary until 10:30 at all 31 home games.
    - Installed “211” help signs along the corridor to connect people in need with vital resources for assistance.
    - Connectivity expanded with programs like the Kissimmee Connector and Lime Bike.
    - UCF/Valencia Downtown Campus opened and along with FAMU, SunRail was introduced to a new universe of riders.
      - Ms. Olore inquired about student riders and the results from the promotion.
      - Mr. Heffinger responded results would be shown by an increase in ridership numbers in those locations.
    - Launched the SunRail App and in just over 7 months, we have more than 18,000 downloads and replaced texting for service alerts saving thousands of dollars.
- **2020 Marketing**
  - The 2020 marketing plan is being finalized.
  - Focusing on safety enhancements, ridership growth, and improving technologies and first/last mile connections.
    - Ms. Olore inquired about business marketing campaign.
    - Mr. Steve Olson mentioned trying to roll that into the marketing plan.
- **2019/2020 Operating Budget Update**
  - Mr. Heffinger provided the budget revenue numbers.
    - Ms. Olore mentioned this may be the first time the Farebox Revenue Actual number showed increase. Suggested it may be due to the new Max Fare policy.

<ul style="list-style-type: none"> <li>○ Looking at a total of \$58 million budget for Operations and Maintenance.</li> <li>● <b>Capital Maintenance</b> <ul style="list-style-type: none"> <li>○ Status year to date includes 25.3% on maintenance and 74.7% on improvements.</li> </ul> </li> </ul>		
<table border="0" style="width: 100%;"> <tr> <td style="width: 60%;"><b>Agenda Item: LYNX Connectivity</b></td> <td style="width: 40%; text-align: right;"><b>Presenter: Tomika Monterville</b></td> </tr> </table> <ul style="list-style-type: none"> <li>● Ms. Monterville notated an expected decrease in ridership due to school breaks and vacations.</li> <li>● 2020 will have an emphasis on marketing, focusing on feeder bus service, to capture the many who may not be aware of the service. The goal with this service is to see the increasing demand at stations, where parking is an issue, and meeting that demand. <ul style="list-style-type: none"> <li>○ Ms. Olore mentioned Connector ridership in Kissimmee is increasing with positive feedback.</li> </ul> </li> <li>● Tomika pointed out they are continuing to resolve issues with automatic passenger count. Funding for APC was approved and will enable passenger count equipment to be installed on all fleets to keep in compliance.</li> </ul>	<b>Agenda Item: LYNX Connectivity</b>	<b>Presenter: Tomika Monterville</b>
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<table border="0" style="width: 100%;"> <tr> <td style="width: 60%;"><b>Agenda Item: Votran Bus Connectivity</b></td> <td style="width: 40%; text-align: right;"><b>Presenter: Elizabeth Suchsland</b></td> </tr> </table> <ul style="list-style-type: none"> <li>● General Manager, Rob Stephens, is taking other opportunities within the corporation and Steven Sherrer will be acting interim.</li> <li>● Ms. Suchsland stated ridership report is holding steady with a normal dip during the holiday.</li> <li>● There is slight concern for an unusual dip in November but checking equipment and passenger count to verify.</li> </ul>	<b>Agenda Item: Votran Bus Connectivity</b>	<b>Presenter: Elizabeth Suchsland</b>
<b>Agenda Item: Votran Bus Connectivity</b>	<b>Presenter: Elizabeth Suchsland</b>	
<p><b>Committee Member Comments:</b></p> <ul style="list-style-type: none"> <li>○ Reminder, CFCRC meeting will be held on January 30, 2020.</li> </ul>		
<p><b>Meeting adjourned:</b> 3:15 p.m.</p> <p><b>Next meeting:</b> Scheduled for Wednesday, April 15, 2020 at 2:00 p.m., LYNX Central Station, Second Floor Open Space, 455 N. Garland Avenue, Orlando</p>		



# 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:

## **ROGER MASTEN**

SunRail Title VI Coordinator  
801 SunRail Drive  
Sanford, Florida 32771  
[Roger.Masten@dot.state.fl.us](mailto:Roger.Masten@dot.state.fl.us)

## **JACQUELINE PARAMORE**

State Title VI Coordinator  
605 Suwannee Street, Mail Station 65  
Tallahassee, Florida 32399



SunRail.com

# WELCOME ABOARD NEW TAC MEMBERS!

F.J. Flynn, AICP  
(Member)

Scott T. Zollars  
(Alternate)



# ACTION ITEMS

A. Adoption of January 15, 2020 Meeting Minutes

B. Approve Proposed 2021 Meeting Schedule

- Wednesday, January 13, 2PM
- Wednesday, July 14, 2PM
- Wednesday, April 14, 2PM
- Wednesday, October 13, 2PM



# PUBLIC COMMENTS



# CHAIR'S REPORT

Tawny Olore



# AGENCY UPDATE

Charles M. Heffinger, Jr., P.E.



# FRA GRANT AWARDED!

## Consolidated Rail Infrastructure and Safety Improvement (CRISI)

Phase 2 South Capacity Improvements grant for \$5,653,819 to add 1.7-mile section of track between Donegan Ave and Neptune Rd

Key benefits:

- Reduced delays due to train meets, track maintenance, and incidents
- Signal and crossing improvements
- Improve future operations for more frequent service

***Total Investment: FDOT 50% + FRA 50% = \$11,307,638***



# STEADFAST CLEANING CONTINUES

WE ARE  
IN THIS  
TOGETHER

- Cleaning crews on all trains
- Nightly decontamination
- Stations cleaned throughout day
- And much more

[SunRail.com/health-and-safety](https://www.sunrail.com/health-and-safety)



# STATE OF RIDERSHIP

- Average daily ridership has increased 10% since July
- Passes continue to be reactivated
- LYNX has resumed fare collection





## CAMPUS CONNECTION

- Program has concluded
- Over 200 passes issued
- Actively converting passes to registered accounts



## NEW CITRUS CONNECTION

- Citrus Connection, the transit system for Polk County, now has a route connecting to the Poinciana SunRail Station
- Began on Tuesday, September 8, 2020
- Operates Monday – Friday between 6:00AM – 6:55PM
- Travels from Posner Park to Poinciana Station and back, nonstop

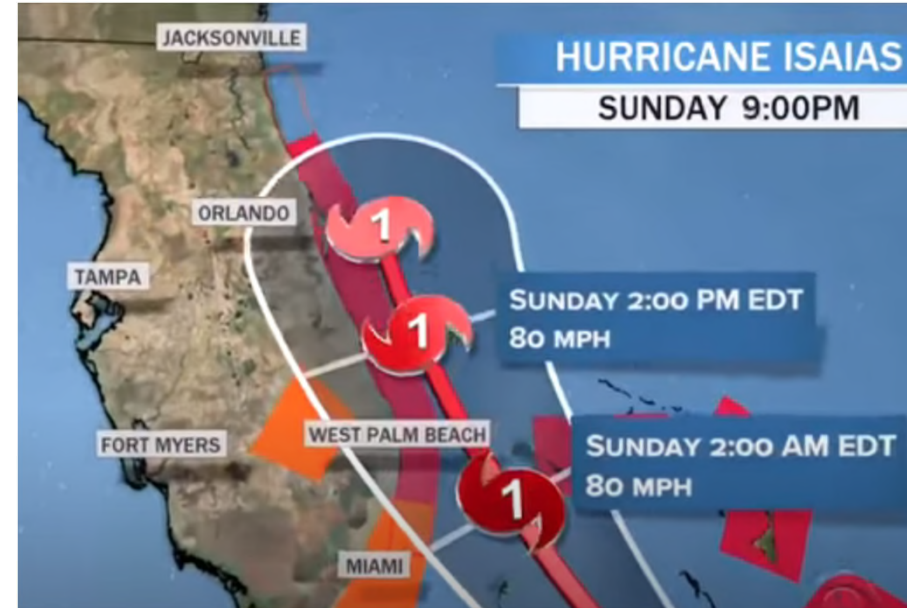
**WELCOME  
POLK COUNTY**



**NOW SERVICING POINCIANA STATION**

# SERVICE DISRUPTION

- Hurricane Isaias preparations closed service Monday, 8/3/2020
- Corridor preparation is vital:
  - Secure or remove gates at 127 crossings
  - Inspecting and storing train fleet
  - Securing all railroad equipment



# WINNER!

AASHTO Transportation Communications (TransComm) Award

2019 Rail Safety Week

**LET'S GO FOR ZERO**  
DISTRACTIONS / COLLISIONS / TRESPASSERS



# RAIL SAFETY WEEK – SEPTEMBER 21-27, 2020



LET'S



## NEW VIRTUAL OUTREACH

- What would you do?
  - S.T.R.I.D.E. & FDOT videos
  - Social media gifs
  - Engineer's perspective
- 
- Also Law Enforcement participation at crossings

# S.T.R.I.D.E. UPDATE

- Currently 57 crossings on CFRC feature dynamic envelopes
- Follow progress here: [SunRail.com/operation-stride](http://SunRail.com/operation-stride)
- Part of Operation S.T.R.I.D.E. Statewide Traffic and Railroad Initiative Using Dynamic Envelopes





# DEBARY CONSTRUCTION UPDATES



# NEW SUNCARD DESIGN

- Available exclusively through website and SunRail app
- New design showcases multimodal connectivity
- Offers same great benefits as previous design
- TVMs will be stocked when current inventory is used



# TICKETING SYSTEM UPDATES



- On October 9, 2020, an ad posted for new SunRail Fare Collection System and Equipment
- Selection will take place February 2021

# POSITIVE TRAIN CONTROL

- PTC initiated on entire corridor 1/13/20
- Currently running 100% PTC-enabled SunRail trains daily
- Interoperability testing completed with CSX and Amtrak
- Currently operating in RSD with CSX and Amtrak passenger service, Amtrak autotrain expected 10/15/20
- Program implementation expected to be complete by December 2020



# QUIET ZONES

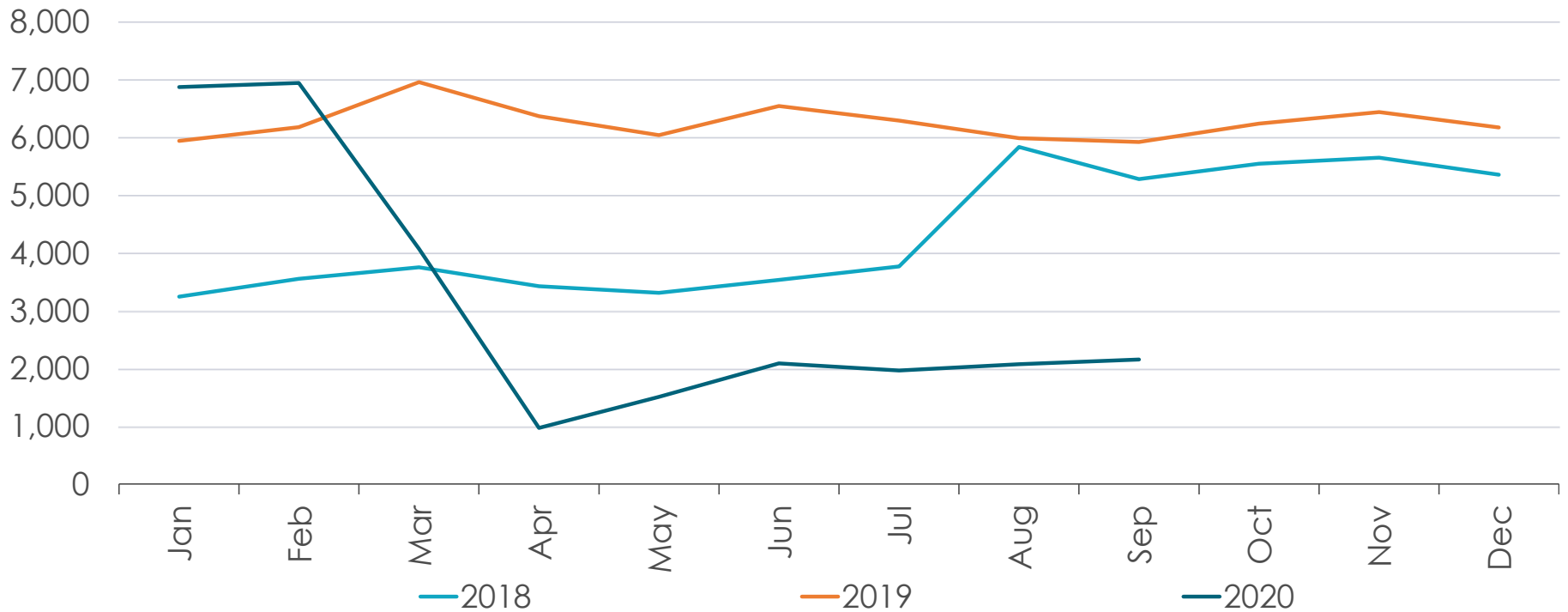
Jurisdiction	Status
Edgewood	Quiet Zone Established
Orange County	Quiet Zone Established
Maitland	Quiet Zone Established
Winter Park	Quiet Zone Established – installation of signal warning upgrades now pending.
Seminole County	Notice of Establishment (NOE) complete. – All signal work is 100% complete.
City of Orlando	Civil work complete. Currently assessing Quiet Zone qualifications.
City of Kissimmee	All civil work is complete. NOE pending completion.



Local communities may apply for quiet zones and information is available on the “About” page at [SunRail.com](http://SunRail.com)

# AVERAGE DAILY RIDERSHIP

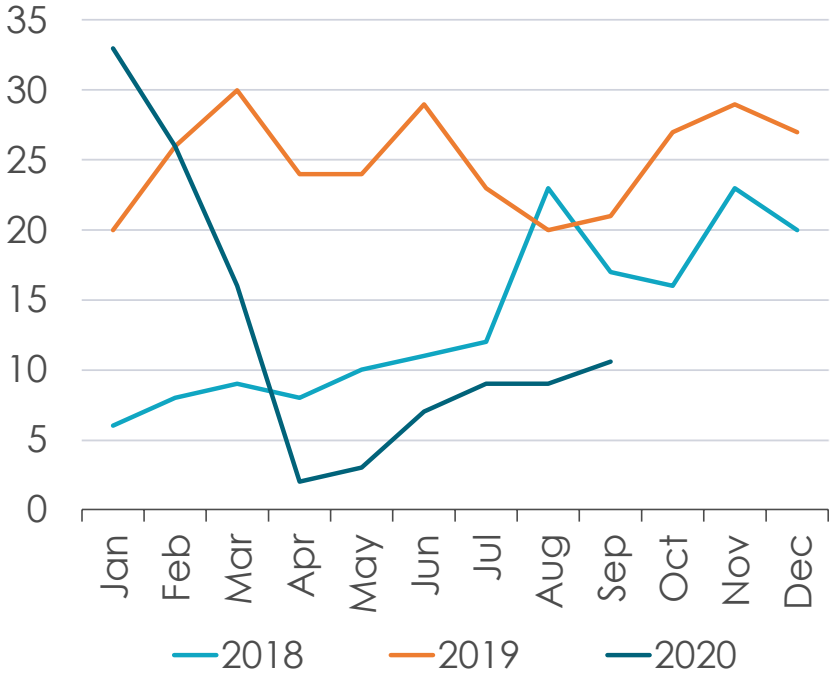
Jul – 1,966 | Aug – 2,075 | Sep – 2,157



# ONBOARD STATS

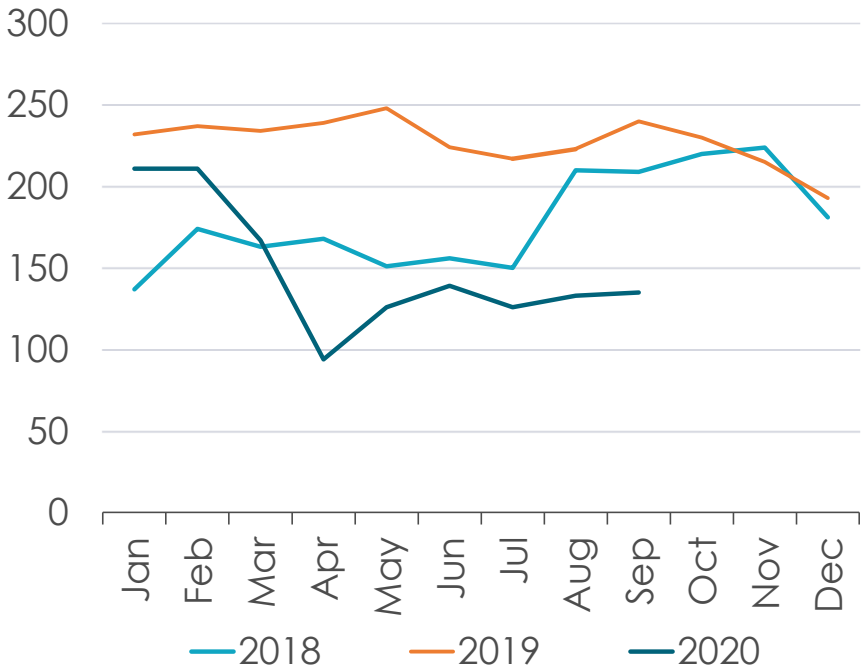
## ADA

Jan – Sep Average: 13

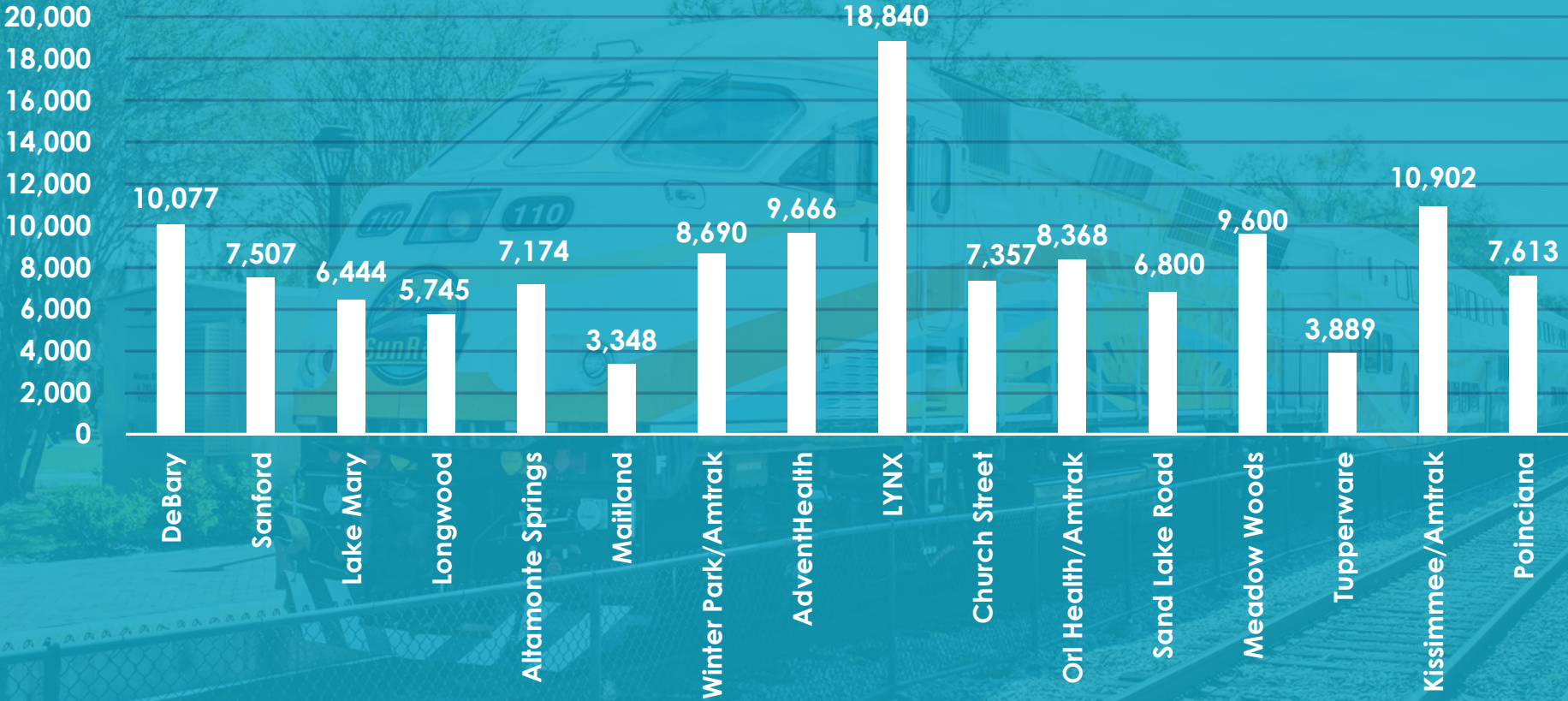


## BICYCLE

Jan – Sep Average: 148



# BOARDINGS BY STATION



Ridership July 2020 through September 2020

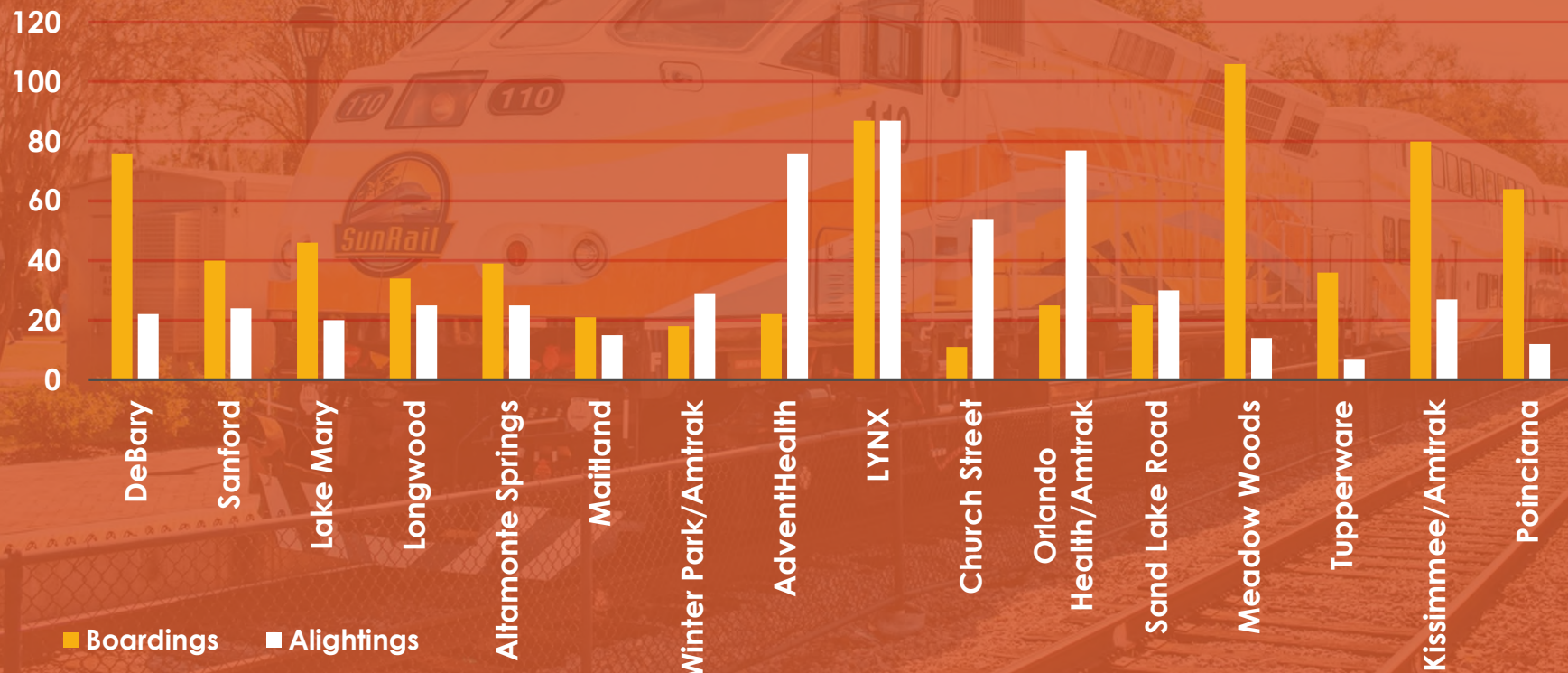


# BOARDINGS & ALIGHTINGS

AM PEAK

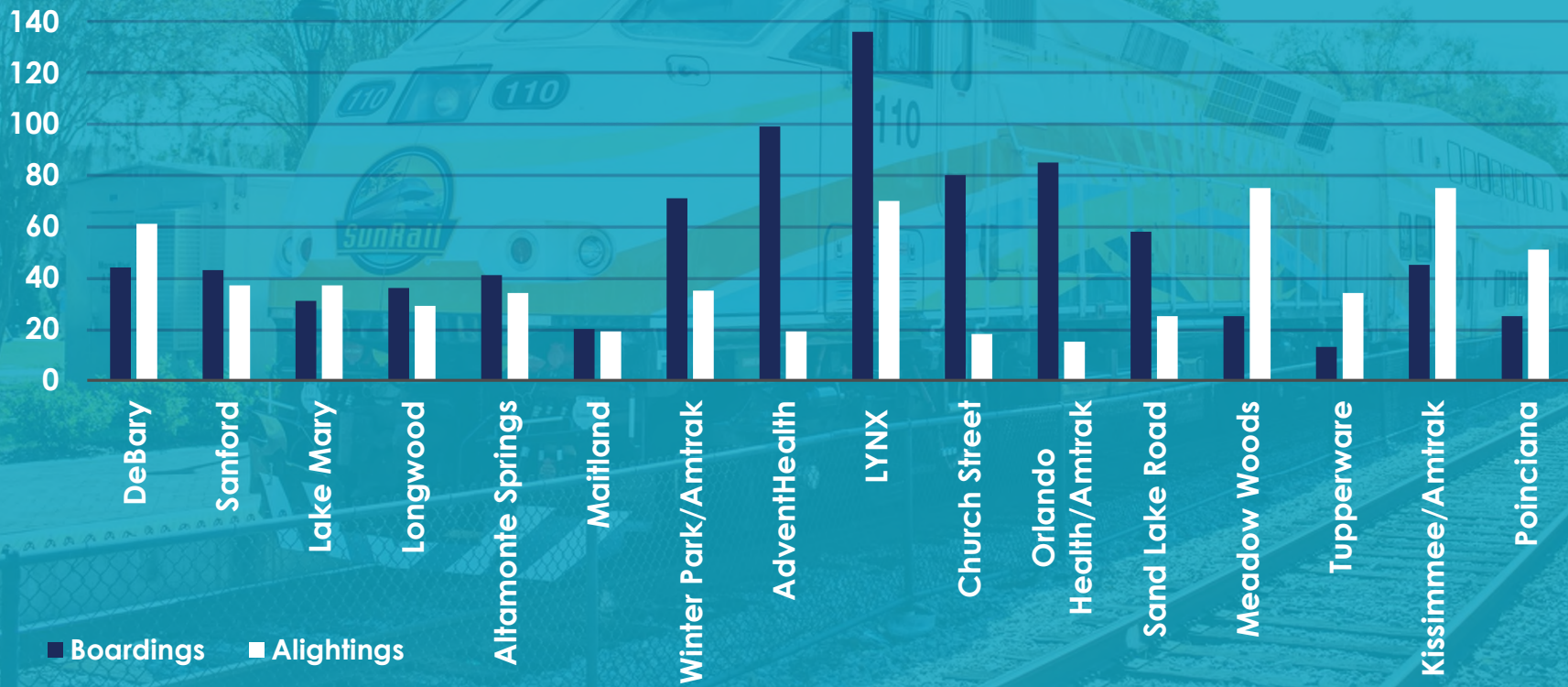
5:45 AM – 8:45AM (NB from Poinciana)

July – September 2020



# BOARDINGS & ALIGHTINGS

PM PEAK  
3:15 PM – 6:25 PM (NB from Poinciana)  
July – September 2020

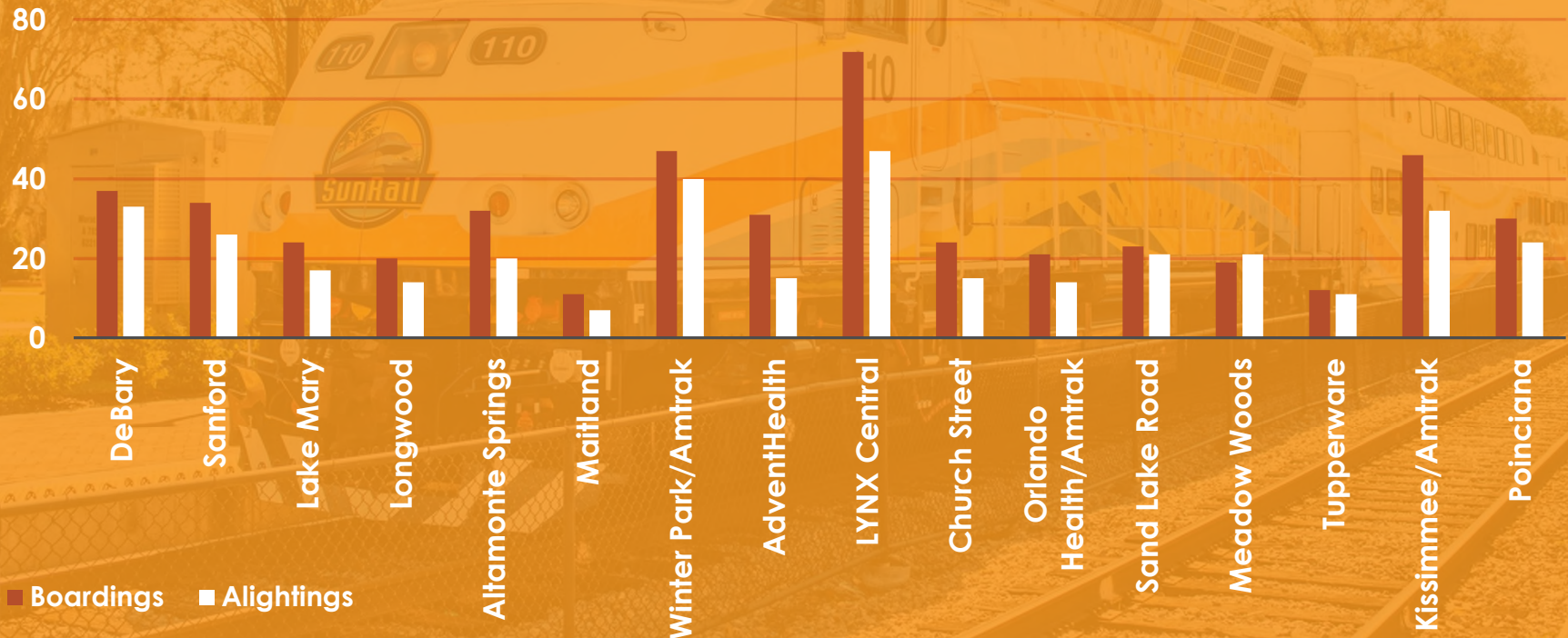


# BOARDINGS & ALIGHTINGS

OFF PEAK

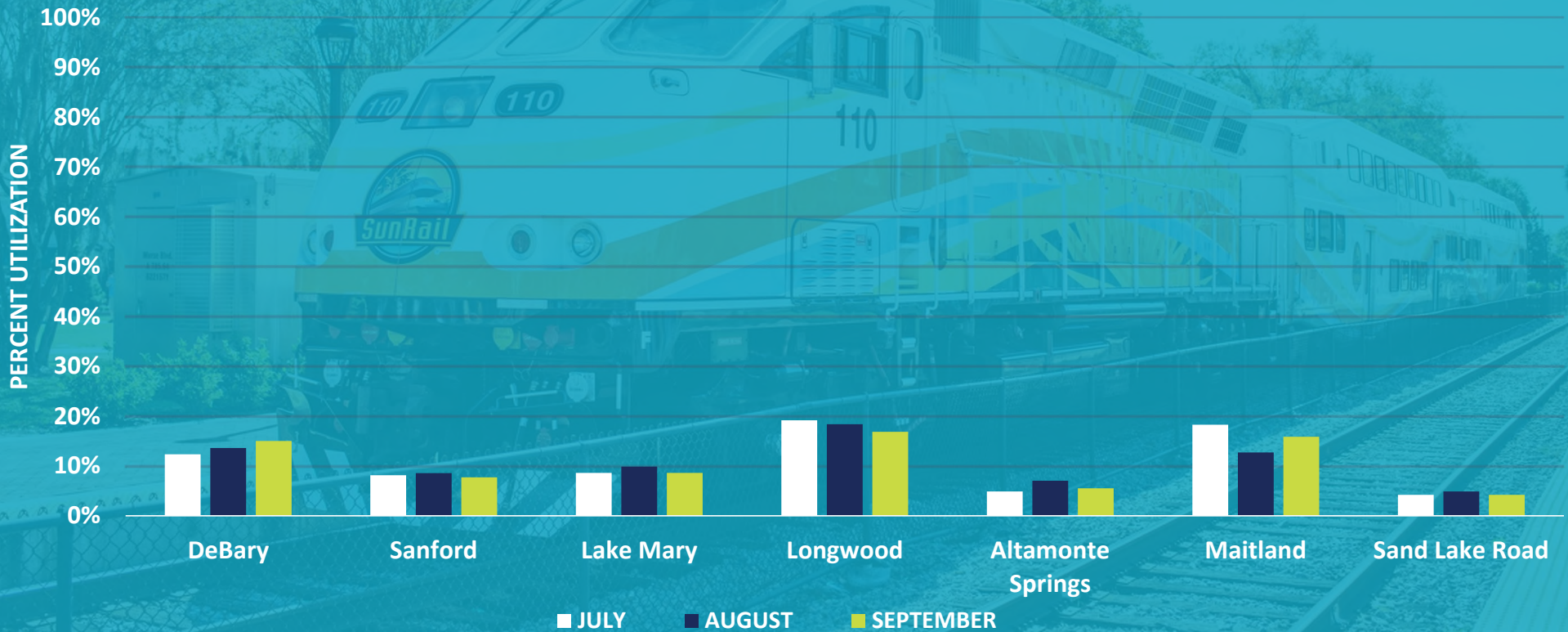
10:45 AM – 2:45 PM; 7:25 PM – 9:55 PM (NB from Poinciana)

July – September 2020



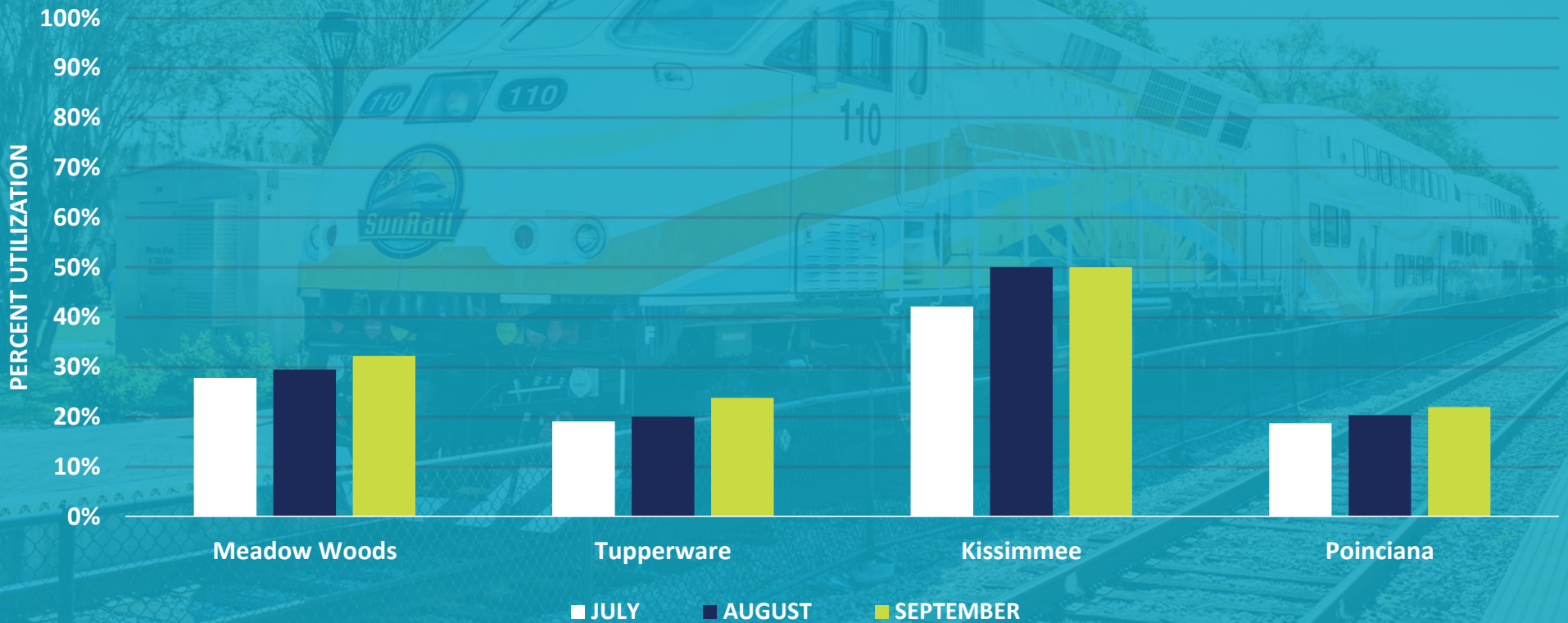
# IOS STATION PARKING

JULY – SEPTEMBER 2020



# SOUTHERN EXPANSION STATION PARKING

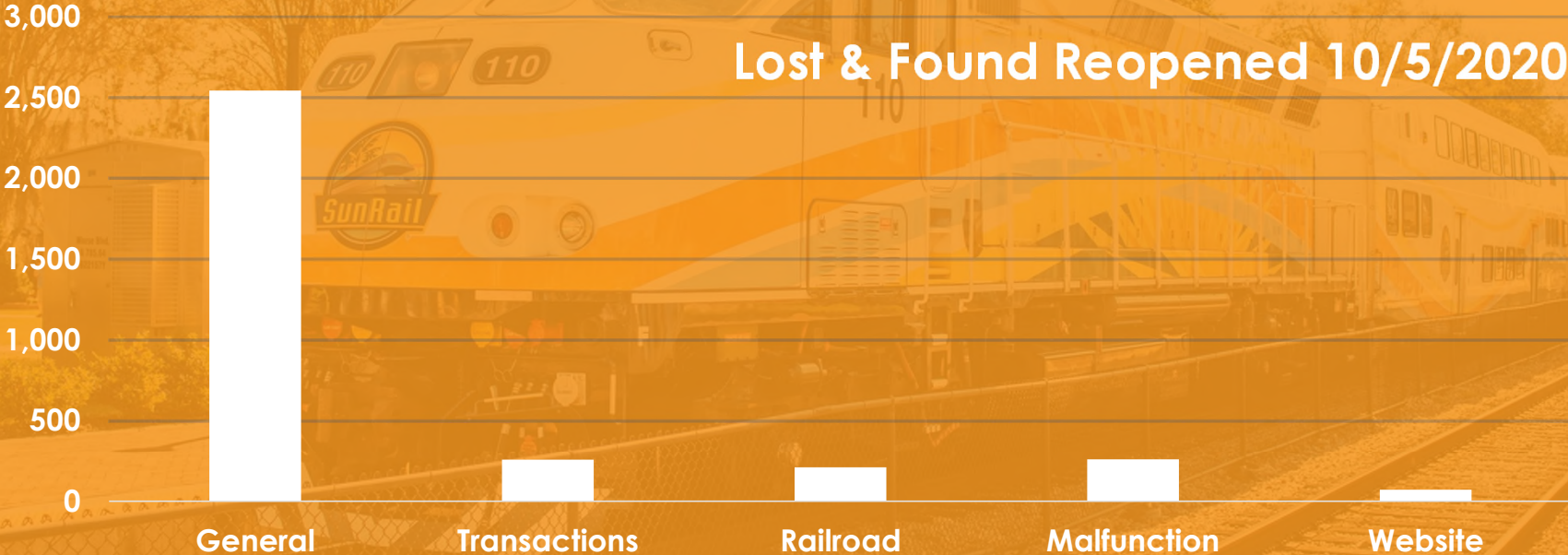
JULY – SEPTEMBER 2020



# CUSTOMER SERVICE CALLS

JULY 2020 – SEPTEMBER 2020

Total Calls 3,344



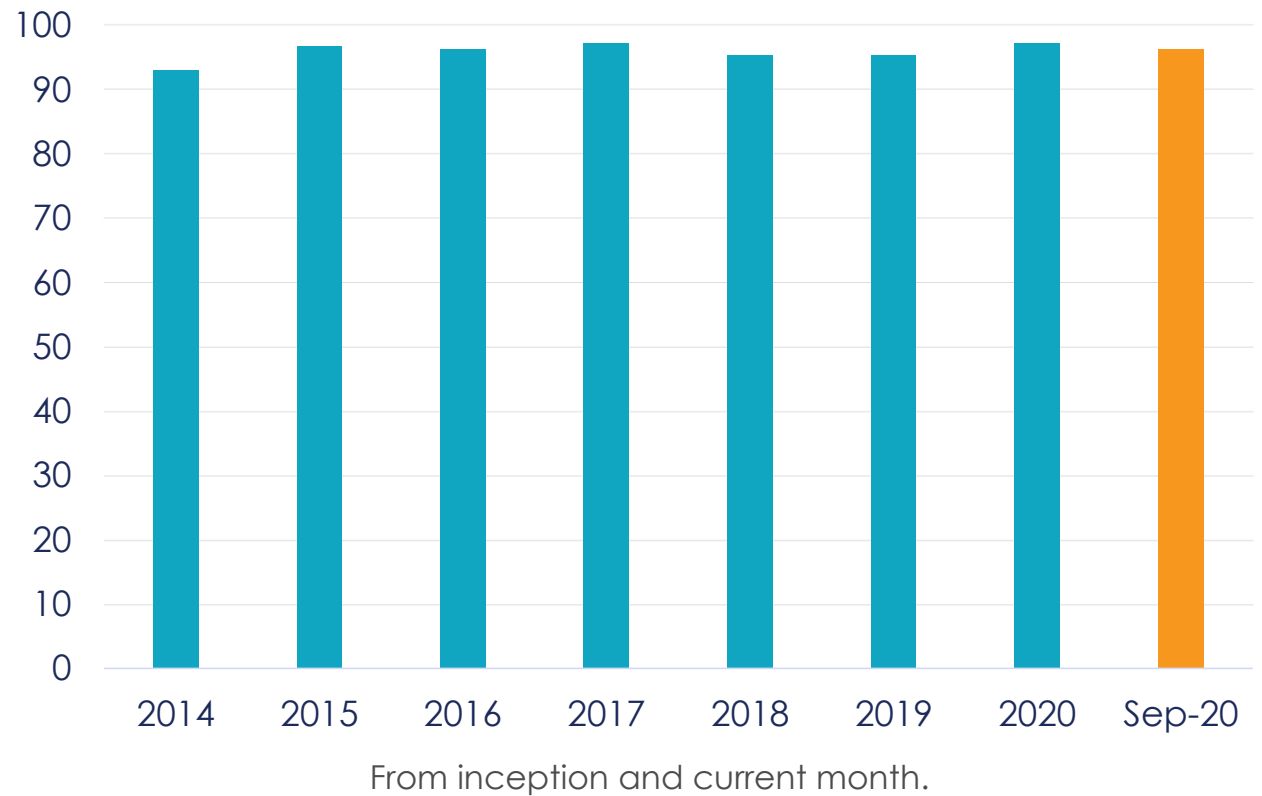
# ABOVE AVERAGE

- On-Time 56 Days
- 64 Operating Days
- Ran 2,560 Trains

## ON-TIME PERFORMANCE AVERAGE

July – September 2020

Goal = 95%    Actual = 96.4%    Contract = 99.3%



# TRAIN PERFORMANCE DETAIL

JULY – SEPTEMBER 2020

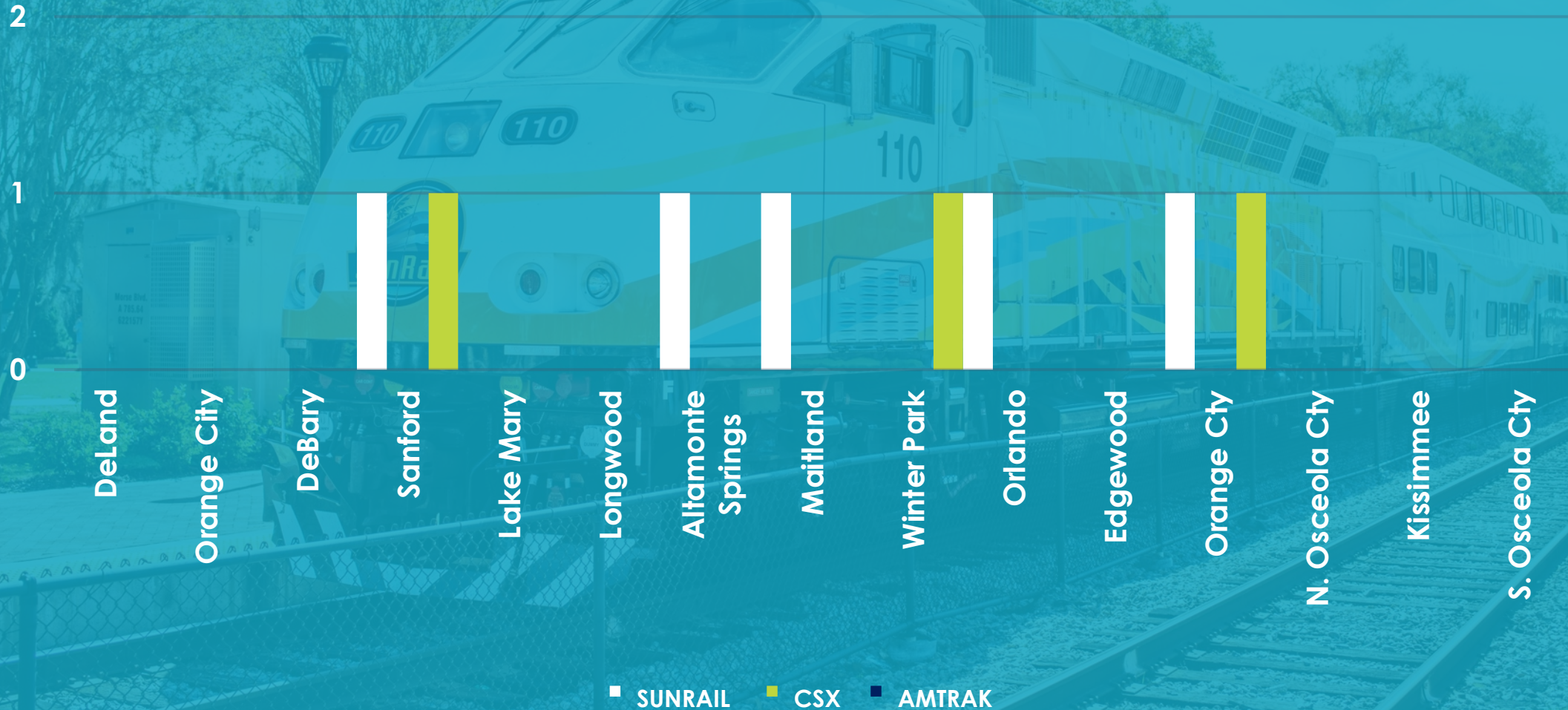
Train Performance Overview	Trains	Percentage
On-Time	2484	97.0%
Late	58	2.3%
Annulled	18	0.7%
<b>Total Trains Operated</b>	<b>2560</b>	<b>100.0%</b>

Performance Detail	Days	Trains	Percentage
Injuries/Illnesses	2	2	0.1%
Mechanical	11	15	0.6%
Other	2	3	0.1%
Police Activity	3	4	0.2%
Signals & Components	5	8	0.3%
Train Interference	4	14	0.5%
Trespasser/Grade Crossing/Near Misses	5	30	1.2%
<b>Total (Rounded)</b>		<b>76</b>	<b>3.0%</b>



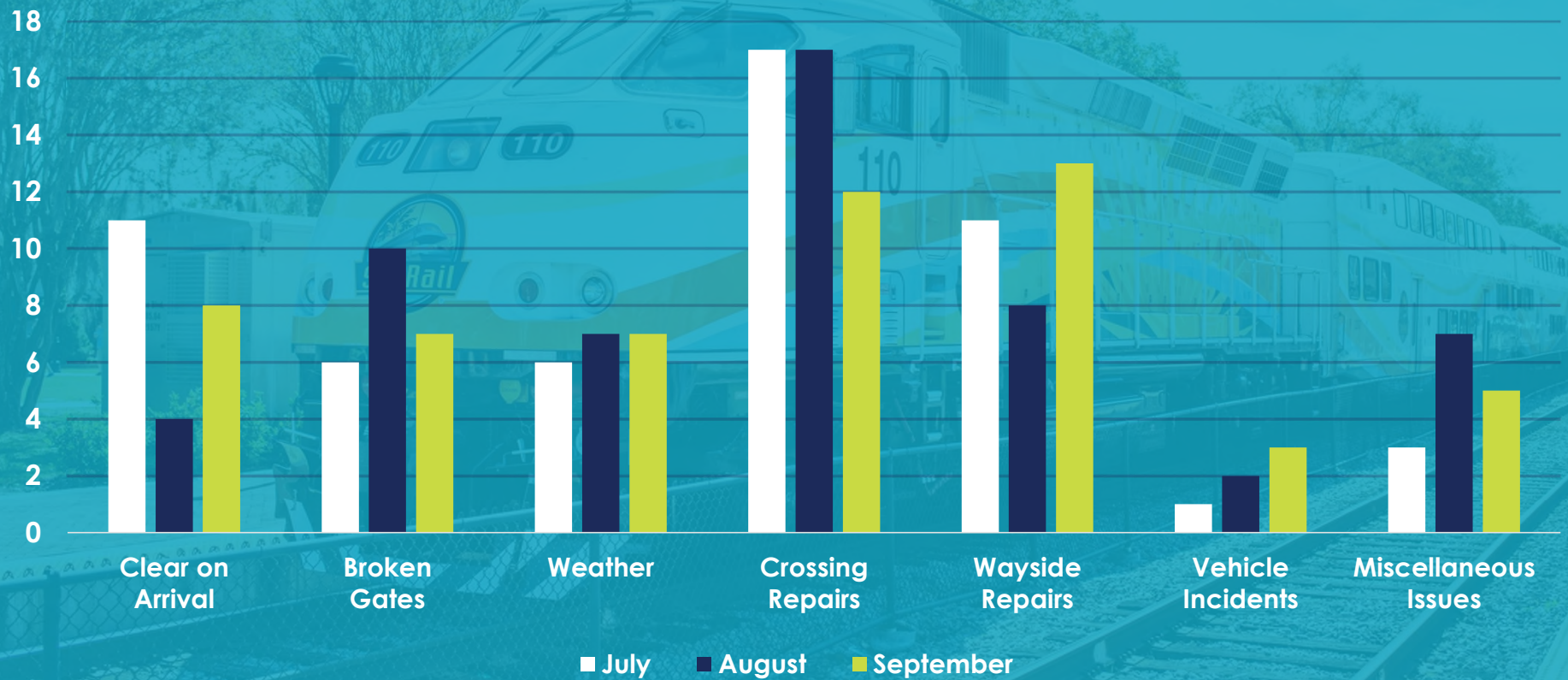
# INCIDENTS BY CITY/COUNTY

JULY – SEPTEMBER 2020



# CFRC SIGNAL SYSTEM INCIDENTS

JULY – SEPTEMBER 2020



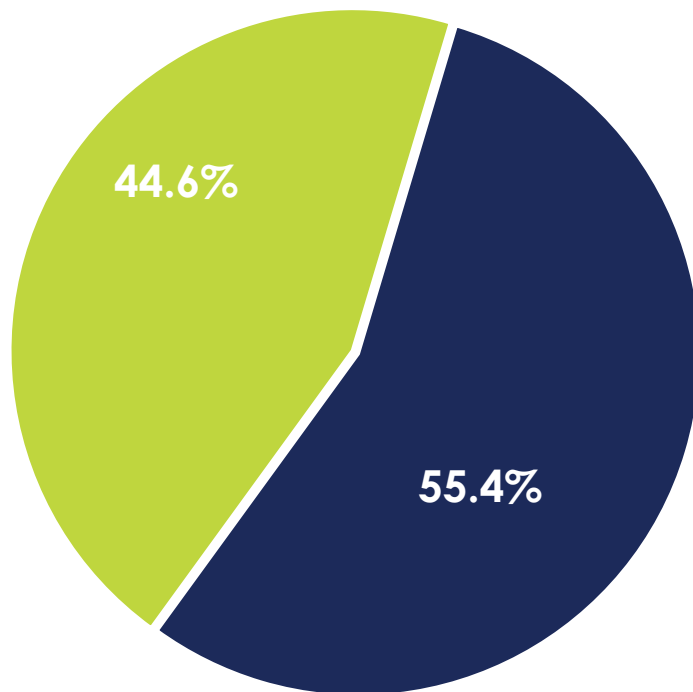
**FY20/21 OPERATING  
BUDGET UPDATE**

OPERATING REVENUE	ANNUAL BUDGET	YEAR TO DATE AUGUST 31, 2020	
		BUDGET	ACTUAL
Farebox revenue	\$ 1,109,140	\$ 277,285	\$ 201,171
CSX usage fees	\$ 3,760,457	\$ 940,114	\$ 741,051
Amtrak usage fees	\$ 1,075,395	\$ 268,849	\$ 235,125
FCEN usage fees	\$ 29,163	\$ 7,291	\$ 7,042
Right-of-way lease revenue	\$ 103,234	\$ 25,809	\$ 30,937
Ancillary revenue	\$ 354,966	\$ 88,742	\$ 93,120
<i>Subtotal - System revenue</i>	\$ 6,432,355	\$ 1,608,089	\$ 1,308,446
FTA §5307 - Urbanized Area Grant Funds	\$ 10,416,581	\$ -	\$ -
<b>TOTAL OPERATING REVENUE</b>	<b>\$ 16,848,936</b>	<b>\$ 1,608,089</b>	<b>\$ 1,308,446</b>

**FY20/21 OPERATING  
BUDGET UPDATE**

OPERATING COSTS, CAPITAL MAINTENANCE AND CONSULTANT SUPPORT	ANNUAL BUDGET	YEAR TO DATE AUGUST 31, 2020	
		BUDGET	ACTUAL
Bombardier - Operations	\$ 10,721,416	\$ 2,680,354	\$ 2,640,438
Bombardier - Maintenance	\$ 16,423,480	\$ 4,105,870	\$ 4,098,557
Bombardier - Incentive/Disincentive	\$ 1,357,245	\$ 339,311	\$ 328,750
Conduent - Back-of-the-House Hosting	\$ 961,324	\$ 240,331	\$ 226,536
Conduent - Fare Equipment Maintenance	\$ 2,281,026	\$ 570,257	\$ 616,659
Herzog - Signal Maintenance of Way	\$ 3,271,522	\$ 817,881	\$ 828,627
Green's Energy - Fuel	\$ 2,015,072	\$ 503,768	\$ 313,724
Gallagher - Insurance	\$ 2,153,781	\$ 538,445	\$ -
Amtrak - Heavy Vehicle Maintenance	\$ 1,395,428	\$ 348,857	\$ 256,907
Wells Fargo - Banking Services	\$ 5,029	\$ 1,257	\$ 1,063
Bank of America - Merchant Services (Banking)	\$ 96,840	\$ 24,210	\$ 6,522
MidFlorida - Armored Car Service	\$ 45,387	\$ 11,347	\$ 5,940
AT&T/Verizon - Wi-Fi Service	\$ 35,262	\$ 8,816	\$ 8,330
Fare Media Smart Card	\$ 31,147	\$ 7,787	\$ -
Limited Use Smart Card	\$ 445,851	\$ 111,463	\$ -
PTC O&M Costs	\$ 5,000,000	\$ 1,250,000	\$ 642,915
<i>Subtotal - System operating costs</i>	\$ 46,239,810	\$ 11,559,953	\$ 9,974,965
Feeder Bus Expenses	\$ 2,028,263	\$ 507,066	\$ 29,405
Capital Maintenance	\$ 8,912,000	\$ 2,228,000	\$ 2,741,285
Consultant Support	\$ 9,404,698	\$ 2,352,487	\$ 2,650,066
<b>TOTAL OPERATING COSTS, CAPITAL MAINTENANCE AND CONSULTANT SUPPORT</b>	\$ 66,584,771	\$ 16,647,505	\$ 15,395,721

# CAPITAL MAINTENANCE



■ Maintenance ■ Improvements

---

## ■ Maintenance

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

## ■ Improvements

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

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# TRANSIT-ORIENTED DEVELOPMENT OVERVIEW

July 30, 2020



# TOD CONSTRUCTION PROJECTS



## TOD Projects completed since 2010

NUMBER OF  
PROJECTS

**29**

CONSTRUCTION  
VALUE

**\$991**  
million

## Projects currently under construction

NUMBER OF  
PROJECTS

**12**

CONSTRUCTION  
VALUE

**\$774**  
million

## Projects currently in the pipeline

NUMBER OF  
PROJECTS

**31**

CONSTRUCTION  
VALUE

**\$1,116**  
million



# DEBARY Volusia County



**\$55 million property  
with 289 units**



# LAKE MARY Seminole County



**\$32 million property  
with 200 units**

# LONGWOOD Seminole County



**\$30 million property  
with 208 units**

# MAITLAND Orange County



\$47 million property with 5 stories

# CHURCH STREET STATION Orange County



**\$133 million property  
with 28 stories**

# TUPPERWARE Osceola County



**\$365 million in  
TOD Projects**

# POINCIANA Osceola County



82 acres purchased for commercial development & affordable housing

# PROPERTY VALUE GROWTH

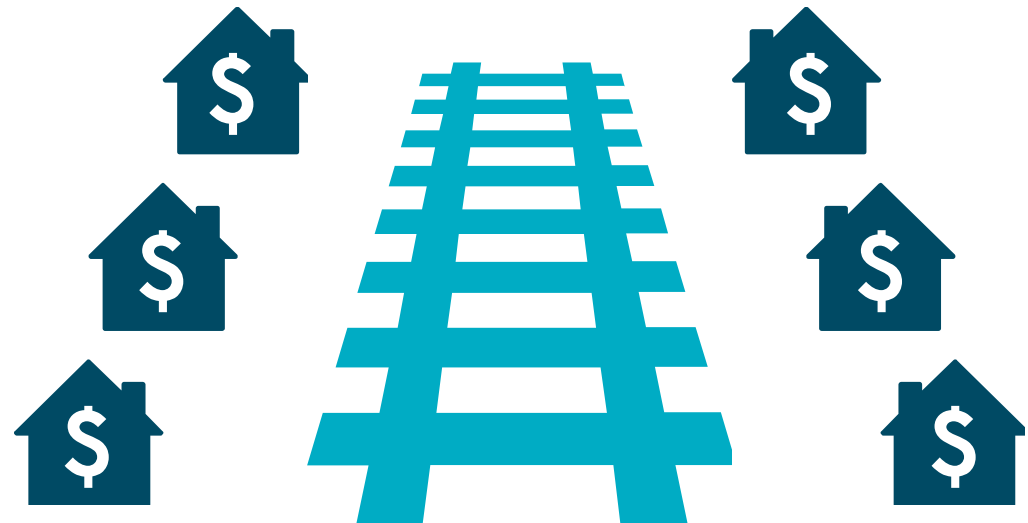


SunRail has been in operation for six years. In that time, the state and federal partners have seen every dollar they invested to build the system return four dollars to the local economy in the form of property value growth.

**SunRail's sixteen station areas experienced**

**\$2.4 BILLION**  
dollars (or close to 63%)

**in cumulative property value growth, outpacing their control areas by 22.9%.**



# LYNX CONNECTIVITY

LYNX Fixed-Route Average Daily Boardings & Alightings by SunRail Station Area													
SUNRAIL STATION	Fiscal Year 2019												ANNUAL DAILY AVERAGE
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	
Sanford	151	336	339	100	302	358	390	412	409	461	374	449	340
Lake Mary	58	15	62	80	74	116	124	117	98	105	116	96	88
Longwood	40	51	73	53	54	90	102	82	72	119	136	68	78
Altamonte Springs	225	195	192	205	240	171	38	230	91	191	166	223	181
Maitland	27	30	29	12	18	18	26	22	28	24	36	12	24
Winter Park	212	273	286	187	206	269	255	316	310	338	501	303	288
AdventHealth	359	399	380	314	327	266	322	326	362	337	448	326	347
LYNX Central Station													-
Church Street Station													-
Orlando Health/Amtrak	27	34	28	35	26	35	27	22	10	17	27	12	25
Sand Lake Road	248	255	209	193	201	62	54	78	86	86	72	134	140
Meadow Woods	130	120	116	120	115	63	107	167	103	80	128	112	113
Tupperware	23	18	9	N/A	N/A	N/A	N/A	N/A	4	40	42	16	22
Kissimmee Intermodal													-
Poinciana	3	6	5	6	N/A	3	1	N/A	N/A	4	4	1	4
<b>Total - All Stations</b>	<b>1,503</b>	<b>1,732</b>	<b>1,728</b>	<b>1,305</b>	<b>1,563</b>	<b>1,451</b>	<b>1,446</b>	<b>1,772</b>	<b>1,573</b>	<b>1,802</b>	<b>2,050</b>	<b>1,752</b>	<b>1,650</b>





# LYNX CONNECTIVITY

LYNX Fixed-Route Average Daily Boardings & Alightings by SunRail Station Area													
SUNRAIL STATION	Fiscal Year 2020												ANNUAL DAILY AVERAGE
	Oct	Nov	Dec	Jan	Feb	Mar	Apr*	May**	Jun	Jul	Aug	Sep#	
<b>Days of Operation</b>	23	20	21	21	20	22	22	22	22	23	20	21	257
Sanford	472	464	429	429	475	424	N/A	278	327	352	348	303	391
Lake Mary	103	99	96	105	121	92	N/A	38	39	43	52	53	76
Longwood	80	86	80	87	61	73	12	39	67	53	69	47	63
Altamonte Springs	207	174	129	90	153	160	N/A	36	87	114	147	117	129
Maitland	23	22	18	20	21	27	N/A	10	13	17	17	10	18
Winter Park	414	417	314	368	369	308	47	157	276	309	301	298	298
Florida Hospital/Health Village	335	220	166	299	361	395	38	164	248	315	263	283	257
LYNX Central Station													
Church Street Station													
Orlando Health/Amtrak	14	26	15	20	19	13	10	11	22	18	19	18	17
Sand Lake Road	96	95	76	70	130	103	15	42	80	84	102	82	81
Meadow Woods	133	127	99	87	142	68	N/A	55	88	107	114	82	100
Tupperware	17	N/A	N/A	27	29	46	***	N/A	45	22	20	21	28
Kissimmee Intermodal													
Poinciana	1	N/A	N/A	4	6	6	***	N/A	7	8	8	5	6
<b>Total - All Stations</b>	<b>1,895</b>	<b>1,730</b>	<b>1,422</b>	<b>1,606</b>	<b>1,887</b>	<b>1,715</b>	<b>122</b>	<b>830</b>	<b>1,299</b>	<b>1,442</b>	<b>1,460</b>	<b>1,319</b>	<b>1,465</b>
Percent change from FY 19 to FY 20	26%	-0.1%	-18%	23%	21%	18%	-92%	-53%	-17%	-20%	-29%	-25%	-11%

N/A – Ridership was not collected due to bus not having Automatic Passenger Counter (APC); as of August 2020 all LYNX vehicles are equipped with APC's.

\*Due to COVID-19, Orange & Osceola Counties instituted a stay-at-home order on March 26 and bus service was reduced on March 30, 2020. This caused a drop in ridership.

\*\*Bus service was re-instated on May 11, 2020.

\*\*\*Bus service was not provided to this station during the reduced schedule that took place on March 30 and ended on May 9, 2020.

# Florida entered into Phase 3 opening on September 27, 2020.

# LYNX CONNECTIVITY

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

LINK	September		Change	% Change
	FY19	FY20		
18	24,928	14,239	(10,689)	-43%
418	4,561	2,622	(1,939)	-43%
155	711	434	(277)	-39%
306	1,919	766	(1,153)	-60%
604	283	181	(102)	-36%
631	513	282	(231)	-45%
632	191	275	84	44%
709	1,522	1,119	(403)	-26%

# VOTRAN CONNECTIVITY

September 2020

Activity at DeBary Station	Fiscal year 2018												Annual Daily Average
	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	
Days of Operation	22	21	20	22	20	22	21	22	21	21	23	19	254
<b>Avg Daily Ridership</b>	96	76	79	63	62	69	69	67	61	72	79	72	72

Activity at DeBary Station	Fiscal year 2019												Annual Daily Average
	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	
Days of Operation	23	21	20	22	20	21	22	22	20	22	22	19	254
<b>Avg Daily Ridership</b>	98	66	85	89	64	76	66	61	59	57	69	63	71

Activity at DeBary Station	Fiscal year 2020												Annual Daily Average
	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	
Days of Operation	23	20	21	22	20	22	22	20	22	23	21	21	257
<b>Avg Daily Ridership</b>	65	48	74	63	52	44	25	7	42	38	40	42	45

NOTES: Beginning October 2016 driver keys count only boardings and alightings at DeBary Station.  
 Hurricane Dorian in 2019 interrupted Votran service 9/2-9/4, SunRail service 9/3-9/5, SunRail service was closed 9/2 for Labor Day.  
 No SunRail service on Thanksgiving, Christmas, New Year's Day, Independence Day, Labor Day, Memorial Day and Martin Luther King Jr. Day  
 April and May 2020 ridership decreased due to COVID-19, May 2020 ridership was not accurately counted due to fare suspension. Fares resumed June 1, 2020.

# COMMITTEE MEMBER COMMENTS



**THANK YOU**





**June 2020**

**Data: June 1 – June 30, 2020**

# **SunRail Hardware Maintenance**

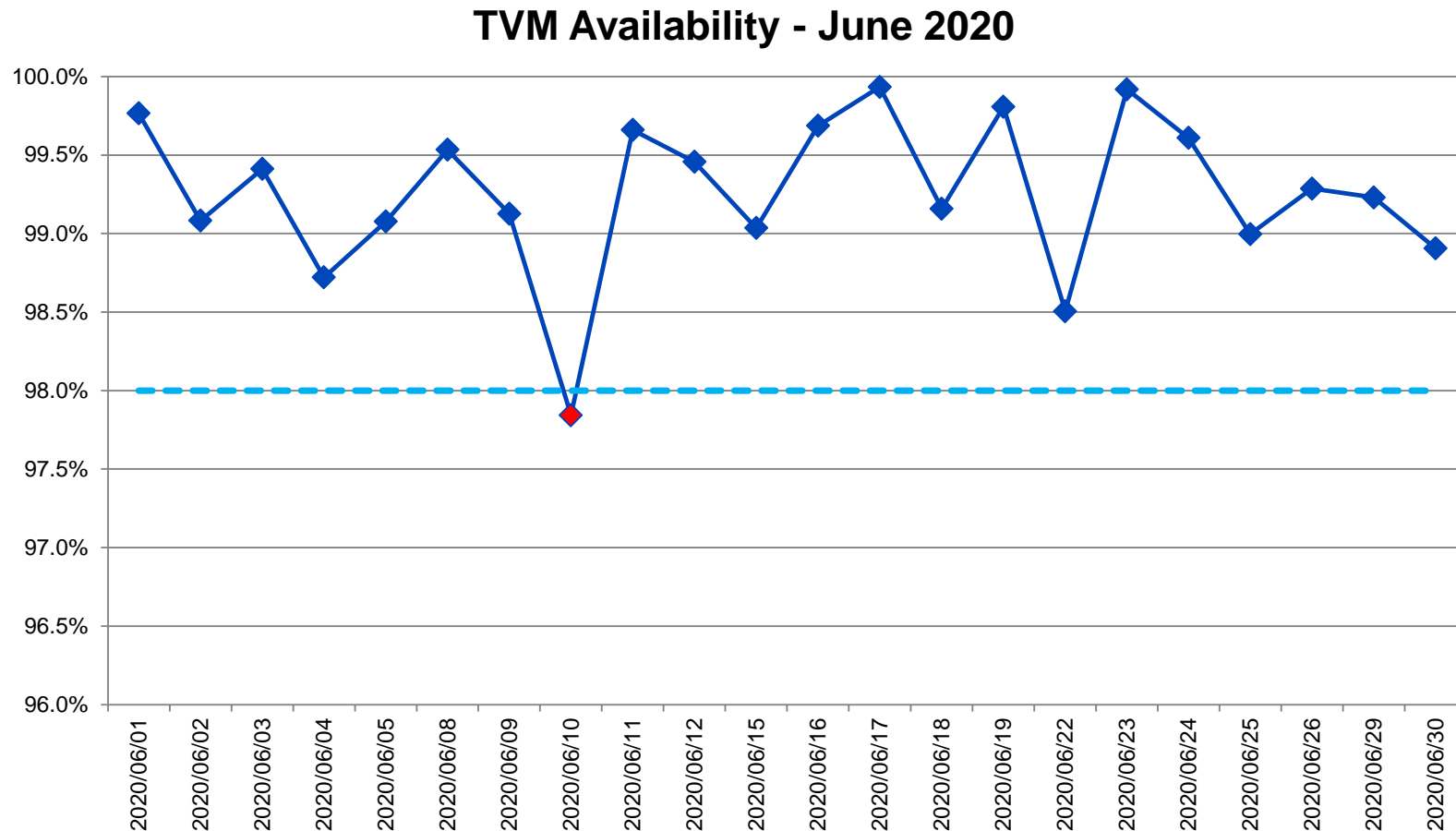
**Management Review**

# Maintenance Update

- Replaced batteries at 6 TVMs at 4 stations
  - When the TVM loses power, the batteries provide sufficient power to complete/cancel any transaction in progress, and then shut down the device to avoid data corruption. The batteries have a 3-year useful life, and are being replaced as part of a fleet-wide campaign.
- Replaced Braille stickers at 16 TVMs at 5 stations

# Device Availability (TVM)

Operation Hours = 18 hours, Mon-Fri  
TVMs – 64  
Target SLA – 98%

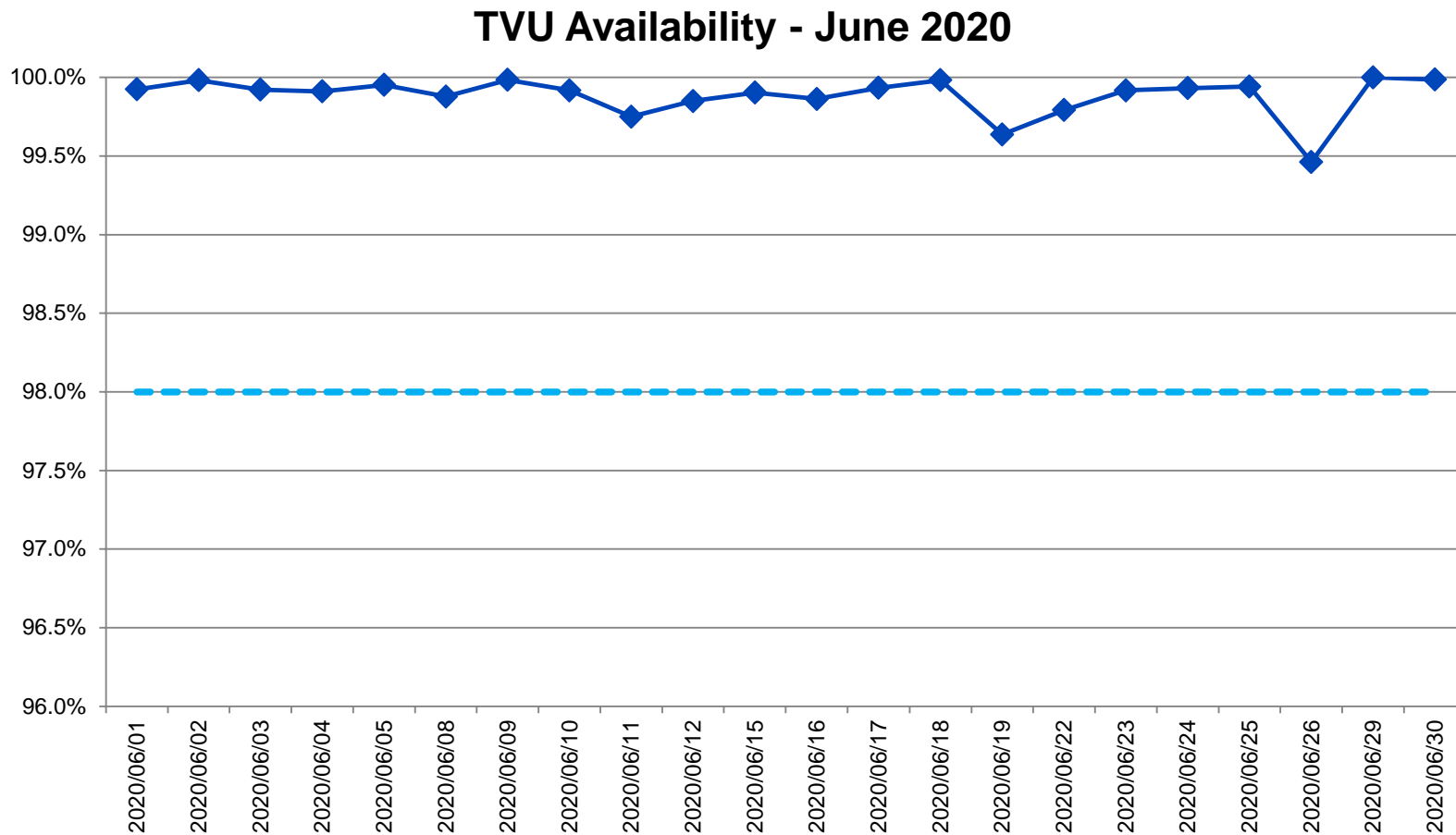


Availability target met daily except for one day this month.



# Device Availability (TVU)

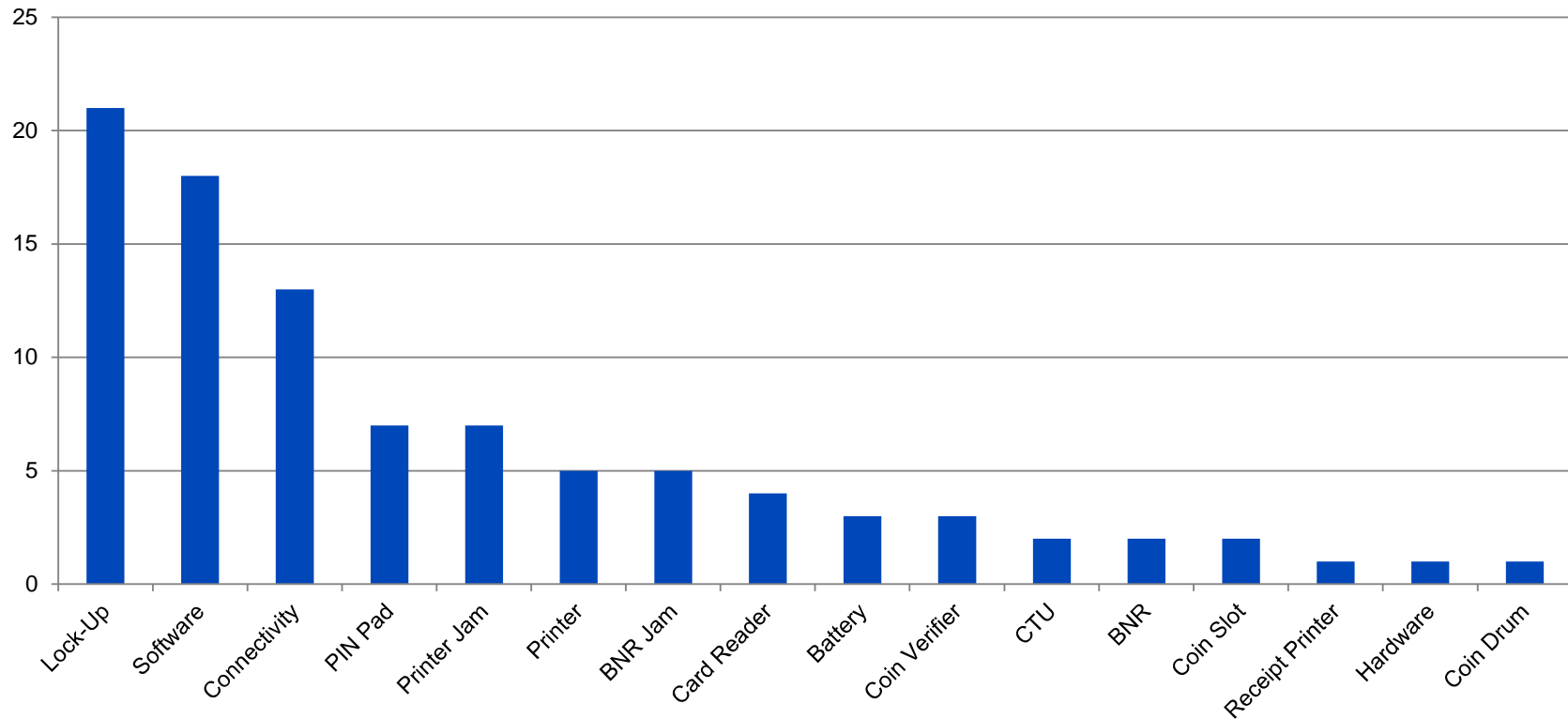
Operation Hours = 18 hours, Mon-Fri  
TVUs – 96  
Target SLA – 98%



Availability target met daily this month.

# Errors Found – Technical in Nature

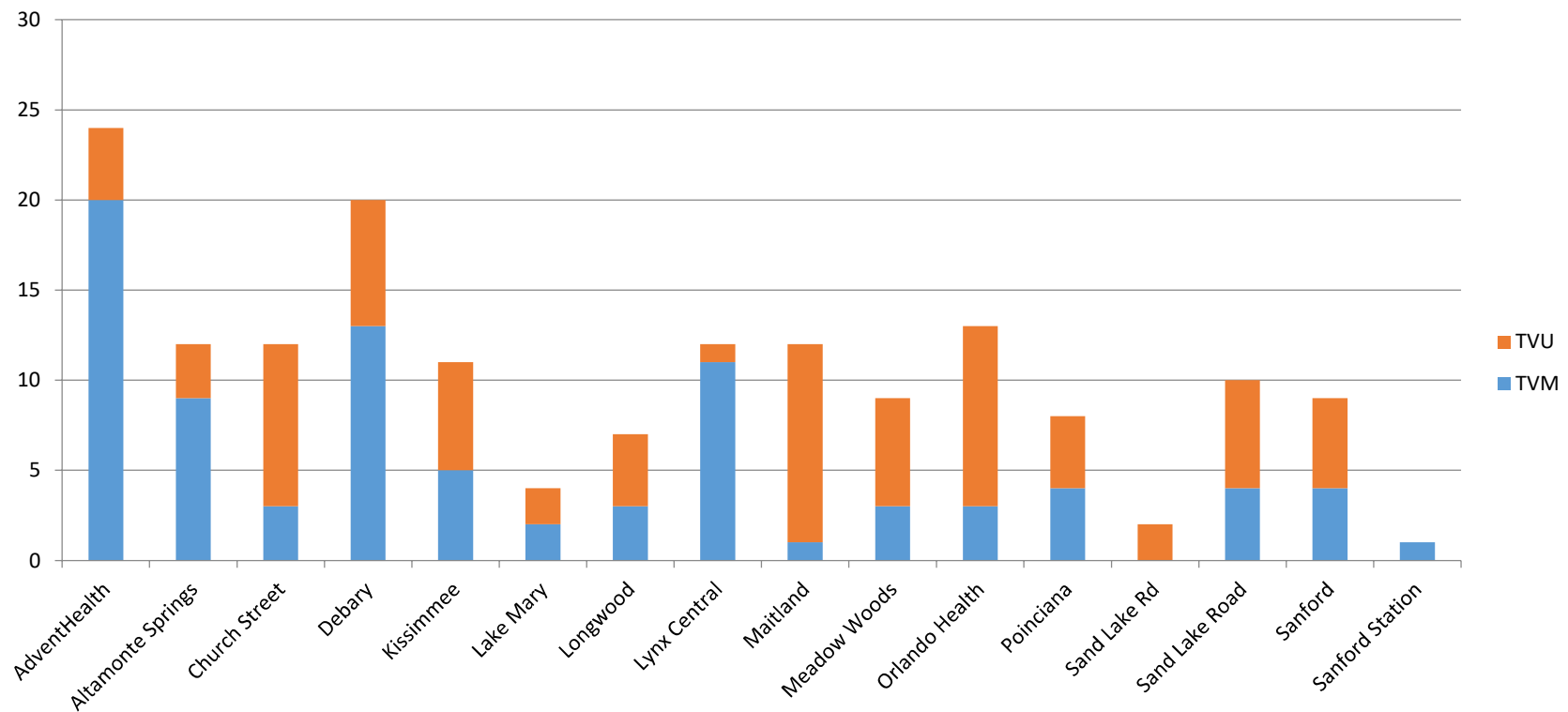
TVM Events - June 2020



Number of technical issues by key issue types.

# Errors per Station

### Chargeable Events by Station - June 2020



Number of TVM and TVU issues by station.

