



# **LOSSAN Rail Corridor Agency**

## **Board Meeting**

### **Agenda**

**Monday, May 19, 2025 at 12:30 p.m.**

#### **Meeting Location:**

LA Metro, 1 Gateway Plaza, Los Angeles, CA

#### **Board Members**

Fred Jung, OCTA, Chair

Fred Strong, SLOCOG, Vice Chair

Fernando Dutra, Metro

Jewel Edson, NCTD

Katrina Foley, OCTA

Joy Lyndes, SANDAG

Jennifer Mendoza, SDMTS

Paula Perotte, SBCAG

Dana Reed, RCTC

Jess Talamantes, Metro

Jim White, VCTC

Jeanne Cantu, Amtrak, Ex-Officio

LaDonna DiCamillo, CHSRA, Ex-Officio

John Gabbard, SCAG, Ex-Officio

Kyle Gradinger, Caltrans, Ex-Officio

#### **Teleconference Locations:**

Fullerton City Hall

303 W. Commonwealth Ave.

Fullerton, CA

Solana Beach City Hall

635 South Highway 101

Solana Beach, CA

County of Orange

400 W. Civic Center

Santa Ana, CA

Lemon Grove City Hall

3232 Main St.

Lemon Grove, CA



## **BOARD MEETING AGENDA**

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Encinitas City Hall  
505 S. Vulcan Ave.  
Encinitas, CA

Goleta City Hall, Conference Room 1  
130 Cremona Dr.  
Goleta, CA

Indian Wells City Hall  
44050 Eldorado Dr.  
Indian Wells, CA

California Department of Transportation  
3390 Lanatt Street, Room B  
Sacramento, California

### **Accessibility**

Any person with a disability who requires a modification or accommodation to participate in this meeting should contact the Los Angeles - San Diego - San Luis Obispo (LOSSAN) Rail Corridor Agency Clerk of the Board, telephone (714) 560-5676, no less than two business days prior to this meeting to enable LOSSAN to make reasonable arrangements to assure accessibility to this meeting.

### **Agenda Descriptions**

Agenda descriptions are intended to give members of the public a general summary of items of business to be transacted or discussed. The posting of the recommended actions does not indicate what action will be taken. The Board of Directors may take any action which it deems to be appropriate on the agenda item and is not limited in any way by the notice of the recommended action.

### **Public Availability of Agenda Materials**

All documents relative to the items referenced in this agenda are available for public inspection at [www.lossan.net](http://www.lossan.net) or through the LOSSAN Clerk of the Board's office at: Orange County Transportation Authority Headquarters (OCTA), 600 South Main Street, Orange, California.

### **Meeting Access and Public Comments on Agenda Items**

Members of the public can either attend in-person or access live streaming of the Board and Committee meetings by clicking this link: <https://lossan.legistar.com/Calendar.aspx>



## BOARD MEETING AGENDA

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### **In-Person Comment**

Members of the public may attend in-person and address the Board of Directors regarding any item within the subject matter jurisdiction of the LOSSAN Rail Corridor Agency. Please complete a speaker's card and submit it to the Clerk of the Board and notify the Clerk regarding the agenda item number on which you wish to speak. Speakers will be recognized by the Chair at the time of the agenda item is to be considered by the Board. Comments will be limited to three minutes. The Brown Act prohibits the Board from either discussing or taking action on any non-agendized items.

### **Written Comment**

Written public comments may also be submitted by emailing them to [lossanclerk@octa.net](mailto:lossanclerk@octa.net), and must be sent by 5:00 p.m. the day prior to the meeting. If you wish to comment on a specific agenda item, please identify the Item number in your email. All public comments that are timely received will be part of the public record and distributed to the Board. Public comments will be made available to the public upon request.

### **Call to Order**

### **Roll Call**

### **Pledge of Allegiance**

### **Special Calendar**

There are no Special Calendar Matters.

### **Consent Calendar (Items 1 through 5)**

All items on the Consent Calendar are to be approved in one motion unless a Board Member or a member of the public requests separate action or discussion on a specific item.

#### **1. Approval of Minutes**

##### ***Recommendations(s)***

Approve the minutes of the March 17, 2025 LOSSAN Rail Corridor Agency Board of Director's meeting.

##### ***Attachments:***

[Minutes](#)

#### **2. Approval of the LOSSAN Rail Corridor Agency Title VI Program Document**

##### ***Overview***

The Los Angeles - San Diego - San Luis Obispo Rail Corridor Agency is required to comply with Title VI of the Civil Rights Act of 1964 as a recipient of federal financial



## BOARD MEETING AGENDA

assistance. Title VI ensures that no person in the United States shall, on the basis of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any federally funded program or activity. To ensure compliance with these requirements, staff has prepared a comprehensive Title VI Compliance Program document.

### ***Recommendation(s)***

Adopt the proposed the Los Angeles - San Diego - San Luis Obispo Rail Corridor Agency Title VI Program document for a three-year period.

### ***Attachments:***

[Staff Report](#)

[Attachment A](#)

### **3. Proposed Changes to the Los Angeles - San Diego - San Luis Obispo Rail Corridor Agency Travel, Conference, and Business Expense Policy**

#### ***Overview***

The Los Angeles - San Diego - San Luis Obispo Rail Corridor Agency is committed to maintaining administrative policies that promote transparency, fiscal responsibility, and compliance with applicable state and federal requirements. As part of ongoing efforts to strengthen operational practices and ensure alignment with current grant reimbursement standards, staff is recommending updates to the Agency's Travel, Conference, and Business Expense Policy.

### ***Recommendation(s)***

Adopt the proposed updates to the Los Angeles - San Diego - San Luis Obispo Rail Corridor Agency Travel, Conference, and Business Expense Policy and authorize staff to implement the recommended changes.

### ***Attachments:***

[Staff Report](#)

[Attachment A](#)

[Attachment B](#)

### **4. Amendment to Agreement for Social Media Marketing and Passenger Communication Services**

#### ***Overview***

On July 17, 2023, the Board of Directors approved an agreement with The Abbi Agency to provide social media marketing and passenger communication services for the Los Angeles - San Diego - San Luis Obispo Rail Corridor Agency's Pacific Surfliner marketing program for a one-year initial term and two, one-year option terms. Board of Directors' approval is requested to exercise the second option term effective August 1,



## BOARD MEETING AGENDA

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2025, through July 31, 2026.

### ***Recommendation(s)***

Authorize the Managing Director to negotiate and execute Amendment No. 4 to Agreement L-2-0011 between the Los Angeles - San Diego - San Luis Obispo Rail Corridor Agency and The Abbi Agency, to exercise the second option term of the agreement, effective August 1, 2025, through July 31, 2026, in the amount of \$230,400, to provide continued social media marketing and passenger communication services for the Pacific Surfliner marketing program. This will increase the maximum obligation of the agreement to a total contract value of \$661,400.

### ***Attachments:***

[Staff Report](#)

[Attachment A](#)

## **5. Amendment to Agreement for Field Marketing Services**

### ***Overview***

On July 15, 2024, the Board of Directors approved an agreement with The Abbi Agency to provide field marketing services for the Los Angeles - San Diego - San Luis Obispo Rail Corridor Agency's Pacific Surfliner marketing program for a one-year initial term and two, two-year option terms. Board of Directors' approval is requested to exercise the first option term effective July 1, 2025, through June 30, 2027.

### ***Recommendation(s)***

Authorize the Managing Director to negotiate and execute Amendment No. 2 to Agreement L-4-0016 between the Los Angeles - San Diego - San Luis Obispo Rail Corridor Agency and The Abbi Agency, to exercise the first option term of the agreement, effective July 1, 2025, through June 30, 2027, in the amount of \$600,000, to provide continued field marketing services for the Pacific Surfliner marketing program. This will increase the maximum obligation of the agreement to a total contract value of \$1,150,000.

### ***Attachments:***

[Staff Report](#)

[Attachment A](#)

## **Regular Calendar**

There are no Regular Calendar matters.

## **Discussion Items**

## **6. Federal Corridor Identification and Development Program Update**

### ***Overview***



## BOARD MEETING AGENDA

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A presentation will be provided on the Federal Corridor Identification and Development Program.

***Attachments:***

[PowerPoint](#)

**7. Coachella Valley Rail Project Update**

***Overview***

A PowerPoint will be presented on the Coachella Valley Rail Project.

***Attachments:***

[Presentation](#)

**8. Pacific Surfliner Service Update**

***Overview***

Staff will provide a verbal update on the Pacific Surfliner Service.

**9. Public Comments**

**10. Managing Director's Report**

**11. Board Members' Report**

**Closed Session**

**12. Closed Session**

***Overview***

A Closed Session will be held pursuant to Government Code Section 54956.9(d) - Conference with General Counsel - Potential Litigation - One Item.

**13. Adjournment**

The next regularly scheduled meeting of this Board will be held:

**10:30 a.m. on Monday, June 16, 2025**

OCTA Headquarters  
550 South Main Street  
Orange, California



# MINUTES

## LOSSAN Agency Board of Directors Meeting

### **Call to Order**

The March 17, 2025, regular meeting of the Board of Directors Board of the LOSSAN Rail Corridor Agency was called to order by Chair Jung at 10:30 a.m. at the Orange County Transportation Authority (550 S. Main St., Orange).

### **Roll Call**

The Clerk of the Board conducted an attendance roll call and announced a quorum present as follows:

Directors Present: Fred Jung, OCTA, Chair  
Fred Strong, SLOCOG, Vice Chair  
Katrina Foley, OCTA  
Jim White, VCTC  
Jeanne Cantu, Amtrak, Ex-Officio  
LaDonna DiCamillo, CHSRA, Ex-Officio  
John Gabbard, SCAG, Ex-Officio

Via Teleconference: Fernando Dutra, Metro  
Jewel Edson, NCTD  
Jennifer Mendoza, SDMTS  
Paula Perotte, SBCAG  
Dana Reed, RCTC  
Andrew Daniels, Caltrans, Ex-Officio, Alternate

Directors Absent: Joy Lyndes, SANDAG  
Jess Talamantes, Metro  
Kyle Gradinger, Caltrans, Ex-Officio

Staff Present: Jason Jewell, Managing Director  
Allison Cheshire, Clerk of the Board Specialist, Senior  
Sahara Meisenheimer, Clerk of the Board Specialist  
James Donich, General Counsel  
LOSSAN Staff

### **Consent Calendar (Items 1 through 8)**

#### **1. Approval of Minutes**

A motion was made by Director Dutra, seconded by Director White, and following a roll call vote, declared passed 9-0, to approve the minutes of the February 18, 2024 LOSSAN Rail Corridor Agency Board of Director's meeting.



# **MINUTES**

## ***LOSSAN Agency Board of Directors Meeting***

### **2. Fiscal Year 2024-25 Second Quarter Amtrak Pacific Surfliner On-Time Performance Analysis**

A motion was made by Director Dutra, seconded by Director White, and following a roll call vote, declared passed 9-0, to receive and file as an information item.

### **3. Fiscal Year 2024-25 Second Quarter Los Angeles - San Diego - San Luis Obispo Rail Corridor Trends**

A motion was made by Director Dutra, seconded by Director White, and following a roll call vote, declared passed 9-0, to receive and file as an information item.

### **4. Fiscal Year 2024-25 Second Quarter Budget Status Report**

A motion was made by Director Dutra, seconded by Director White, and following a roll call vote, declared passed 9-0, to receive and file as an information item.

### **5. Fiscal Year 2024-25 Second Quarter Amtrak Pacific Surfliner System Safety and Incident Report**

A motion was made by Director Dutra, seconded by Director White, and following a roll call vote, declared passed 9-0, to receive and file as an information item.

### **6. Amendment to Agreement for Public Relations Services**

A motion was made by Director Dutra, seconded by Director White, and following a roll call vote, declared passed 9-0, to authorize the Managing Director to negotiate and execute Amendment No. 5 to Agreement L-2-0002 between the Los Angeles - San Diego - San Luis Obispo Rail Corridor Agency and The ACE Agency, Inc., to increase the maximum obligation by \$30,000, to a total contract value of \$176,250, for continued public relations services for the Pacific Surfliner marketing program.

### **7. Fiscal Year 2024-25 Second Quarter Grant Reimbursement Status Report**

A motion was made by Director Dutra, seconded by Director White, and following a roll call vote, declared passed 9-0, to receive and file as an information item.

### **8. Federal Legislative Status Report**

A motion was made by Director Dutra, seconded by Director White, and following a roll call vote, declared passed 9-0, to receive and file as an information item.





## **Regular Calendar**

### **9. Final Approval of the Los Angeles - San Diego - San Luis Obispo Rail Corridor Agency Business Plan for Fiscal Years 2025-26 and 2026-27**

Jason Jewell, Managing Director, provided a report on this item.

A motion was made by Director Foley, seconded by Director Dutra, and following a roll call vote, declared passed 9-0, to:

- A. Adopt the Los Angeles - San Diego - San Luis Obispo Rail Corridor Agency business plan for fiscal years 2025-26 and 2026-27.
- B. Direct staff to submit the Los Angeles - San Diego - San Luis Obispo Rail Corridor Agency business plan for fiscal years 2025-26 and 2026-27 to the Secretary of the California State Transportation Agency by April 1, 2025.
- C. Direct staff to return to the Board of Directors in June 2025, as needed, with an updated business plan that includes any revised budget assumptions consistent with revenue and expense estimates developed by Amtrak and the State Amtrak Intercity Passenger Rail Committee.
- D. Authorize the Managing Director to approve total advertising expenditures to exceed \$100,000 in Fiscal Year 2025-26 with Facebook and Google for digital ad placements.

## **Discussion Items**

### **10. Coastal Resilience Efforts Update**

James Campbell, and David Berryman, LOSSAN, with David Cortez, Maria Rodriguez Molina, and Danny Veeh, SANDAG, provided an presentation on this item.

### **11. Pacific Surfliner Service Restoration Update**

Jason Jewell, Managing Director, provided a report on this item.

### **12. Pacific Surfliner Marketing Update**

Chris Orlando, Deputy Managing Director, provided a presentation on this item.

### **13. Public Comments**

No public comments were received.



# MINUTES

## *LOSSAN Agency Board of Directors Meeting*

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### **14. Managing Director's Report**

Jason Jewell, Managing Director, reported:

- February Ridership Report
- Work window south of Solana Beach scheduled for this weekend

### **15. Board Members' Report**

Director Foley reported on Burlington Northern Santa Fe (BNSF) on-time performance.

Director Edson reported on 30 years of service for COASTER rail service and a tour of LOSSAN rail corridor for elected representatives.

Director Perotte reported on a tour she hosted for Jason Jewell, Managing Director, and Chris Orlando, Deputy Managing Director.

Vice Chair Strong reported on meetings he attended regarding transportation in Sacramento and Washington D.C.

### **16. Adjournment**

The meeting was adjourned at 11:54 a.m. The next regularly scheduled meeting of this Board will be held:

**10:30 a.m. on Monday, May 19, 2025**

LA Metro

1 Gateway Plaza

Los Angeles, California

ATTEST


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Andrea West  
Clerk of the Board



**May 19, 2025**

**To:** Members of the Board of Directors

**From:** Jason Jewell, Managing Director 

**Subject:** Approval of the LOSSAN Rail Corridor Agency Title VI Program Document

### **Overview**

The Los Angeles – San Diego – San Luis Obispo Rail Corridor Agency is required to comply with Title VI of the Civil Rights Act of 1964 as a recipient of federal financial assistance. Title VI ensures that no person in the United States shall, on the basis of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any federally funded program or activity. To ensure compliance with these requirements, staff has prepared a comprehensive Title VI Compliance Program document.

### **Recommendation**

Adopt the proposed the Los Angeles – San Diego – San Luis Obispo Rail Corridor Agency Title VI Program document for a three-year period.

### **Background**

In January 2025, the Los Angeles – San Diego – San Luis Obispo (LOSSAN) Rail Corridor Agency received its first federal funding award through the Federal Railroad Administration's (FRA) Restoration and Enhancement (R&E) Grant Program, in the amount of \$27,120,364. The purpose of this funding is to restore three additional daily roundtrips between Los Angeles and San Diego, thereby increasing service levels and supporting a broader State Rail Plan goal of near-hourly service frequency along the LOSSAN rail corridor.

As a condition of and prior to receiving federal assistance, LOSSAN must comply with Title VI of the Civil Rights Act, which includes adopting a formal Title VI Compliance Program (Program) and related procedures.

### **Discussion**

LOSSAN staff has drafted a Program document outlining how LOSSAN will meet federal requirements and ensure nondiscrimination across its federally funded activities. Staff

has coordinated with FRA's Office of Civil Rights to ensure that the final document meets all applicable FRA and federal guidelines relevant to rail service providers.

The key components of the Program include:

1. **Public Notice:** Posting of Title VI Notices at major stations, facilities, and LOSSAN's website to inform the public of their rights under Title VI.
2. **Complaint Procedures:** Clearly outlined procedures for filing and handling discrimination complaints to ensure fair and timely processing.
3. **Language Assistance Plan:** Strategies for providing meaningful access to services for populations with Limited English Proficiency, including translation and interpretation services.
4. **Public Participation:** Efforts to ensure equitable and inclusive public involvement in service changes and planning decisions.

Federal guidance generally requires Title VI Program documents to be updated every three years. The Program will cover a three-year period and will be revised and resubmitted accordingly to maintain compliance with federal requirements.

### ***Summary***

Staff proposes the adoption of the Program document to comply with federal requirements associated with receiving the FRA R&E Grant award and prior to the execution of a grant agreement and acceptance of funds. This document formalizes LOSSAN's commitment to ensuring equity, nondiscrimination, and compliance with Title VI obligations. Adopting this Program documents LOSSAN's efforts to uphold federal civil rights standards effectively while implementing enhanced service delivery and grant-funded activities.

### ***Attachment***

- A. LOSSAN Rail Corridor Agency Title VI Compliance Program (Fiscal Years 2025-2028)

**Prepared by:**



Kristopher Ryan  
Chief Finance Officer  
(714) 560-5409



LOSSAN RAIL CORRIDOR AGENCY

# Title VI Compliance Program



FISCAL YEARS  
2025-2028

Los Angeles – San Diego – San Luis  
Obispo Rail Corridor Agency  
600 South Main Street  
Orange, CA 92868



# Table of Contents

## **Introduction**

## **General Requirements**

Title VI Notice to the Public	2-3
Title VI Complaint Procedure and Process	4-5
List of Transit-Related Title VI Investigations, Complaints, and Lawsuits	5
Public Transportation Plan	5-6
Language Assistance Plan	6-7
Representation and Decision-Making Bodies	7-8
Department of Transportation Standard Title VI Assurances	8-9
Title VI Fixed Facility Impact Analysis	9
Board Approval	9

## **Requirements of Fixed-Route Transit Providers**

Service Standards and Policies	9-14
Other Areas of Title VI Consideration	14-15

Appendices	16
A - Language Assistance Plan	
B – LOSSAN Timetable	

## Introduction

Title VI of the Civil Rights Act of 1964, Section 601 states:

*“No Persons in the United States shall, on the grounds of races, color, or national origin, be excluded from participation in, be denied the benefits of, or subjected to discrimination under any program or activity receiving Federal financial assistance.”*

The LOSSAN Rail Corridor Agency (LOSSAN) is committed to ensuring compliance with Title VI of the Civil Rights Act of 1964. This document outlines how LOSSAN adheres to Title VI requirements under the Federal Railroad Administration (FRA). Unlike the Federal Transit Administration (FTA), FRA does not have specific circular guidance regarding Title VI compliance. However, LOSSAN ensures full compliance with federal non-discrimination policies applicable to all federally funded transportation programs.

This program details how LOSSAN upholds equity principles, provides language access to Limited English Proficiency (LEP) populations, and ensures public participation in rail service decisions. Additionally, it establishes a structured complaint process and monitoring framework to uphold non-discriminatory practices.

## Title VI of the Civil Rights Act of 1964 Public Notice

The LOSSAN Agency's Notice of Civil Rights is posted in display cases at various stations throughout the corridor. The notice states:

### **TITLE VI NOTICE TO THE PUBLIC**

No persons in the United States shall, on the basis of race, color, national origin, or transportation disability, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving Federal financial assistance. Any person or persons who believe that there is discrimination on the basis of race, color, national origin, or transportation disability as it relates to the provision of transportation services and transit-related benefits may file a complaint with the Federal Transit Administration and/or the U.S. Department of Transportation.

To file a complaint or to find out more about LOSSAN's non-discrimination procedures, please contact LOSSAN at 714-560-5990 or [civilrights@LOSSAN.net](mailto:civilrights@LOSSAN.net)

LOSSAN is committed to complying with the requirements of Title VI in all its federally funded programs and activities.

For more information, contact:

Los Angeles – San Diego – San Luis Obispo Rail Corridor Agency  
600 South Main Street, Orange, CA 92863

Phone: 714-560-5990

Email: [civilrights@LOSSAN.net](mailto:civilrights@LOSSAN.net)

LOSSAN prominently displays its Title VI Notice at key locations, including its headquarters at 600 South Main Street in Orange, California, and major LOSSAN train stations, including Los Angeles Union Station and San Diego Santa Fe Depot. The notice is also available on the official LOSSAN and Pacific Surfliner websites, as well as in public outreach materials and promotional documents.

LOSSAN's Title VI Notice to the Public is posted at the following locations:

Location Name	Address
LOSSAN Office	600 South Main Street, Orange, CA 92863
LOSSAN Website	<a href="http://www.lossan.org">http://www.lossan.org</a>
San Luis Obispo Station	1011 Railroad Avenue, San Luis Obispo, CA, 93401
Grover Beach Station	180 West Grand Avenue, Grover Beach, CA, 93433
Guadalupe Station	330 Guadalupe Street, Hwy 1, Guadalupe, CA, 93434
Lompoc-Surf Station	Ocean Ave and Park Road, Lompoc, CA, 93437
Goleta Station	25 S La Patera Ln, Goleta, CA, 93117
Santa Barbara Station	209 State Street, Santa Barbara, CA, 93101
Carpinteria Station	475 Linden Ave, Carpinteria, CA, 93013
Ventura Station	Harbor Boulevard and Figueroa Street, Ventura, CA, 93001
Oxnard Station	201 East Fourth Street, Oxnard, CA, 93030
Van Nuys Station	7724 Van Nuys Blvd, Van Nuys, CA, 91405
Los Angeles Union Station	800 North Alameda, Los Angeles, CA, 90012
Fullerton Station	120 E Santa Fe Ave, Fullerton, CA, 92832
Anaheim Station	2626 E Katella Ave, Anaheim, CA, 92806
Santa Ana Station	1000 E Santa Ana Blvd, Santa Ana, CA, 92071
Irvine Station	15215 Barranca Pkwy #1, Irvine, CA, 92618
Oceanside Station	235 S Tremont St, Oceanside, CA, 92054
Solana Beach Station	105 N Cedros Ave, Solana Beach, CA, 92075
San Diego Old Town Station	4005 Taylor St, San Diego, CA, 92110
San Diego Santa Fe Station	1050 Kettner Blvd, San Diego, CA, 92101



The Title VI Notice informs the public of their rights and provides instructions for filing a Title VI complaint.

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## **Making a Title VI Complaint**

Any person who believes they have been subjected to discrimination under Title VI may file a complaint with the LOSSAN Rail Corridor Agency. Complaints must be submitted in writing and filed within 180 days of the alleged discriminatory occurrence. Individuals seeking to file a complaint should follow the process outlined below.

## **Title VI Complaint Process**

The LOSSAN Rail Corridor Agency is committed to a policy of non-discrimination in the conduct of its business, including its Title VI responsibilities. The agency ensures equitable and accessible transportation services to all individuals. Anyone who believes they have been discriminated against based on race, color, or national origin under Title VI may submit a complaint to LOSSAN within 180 days from the date of the alleged incident.

## **Filing a Complaint with the LOSSAN Agency**

Complaints must be submitted in writing to the following address:

Los Angeles – San Diego – San Luis Obispo Rail Corridor Agency  
Title VI Officer  
600 South Main Street  
Orange, CA 92863

Complaint forms are available online at [www.lossan.org](http://www.lossan.org) or by calling 714-560-5990. LOSSAN provides appropriate assistance to complainants with limited English proficiency to ensure accessibility.

## **What Happens to My Title VI Complaint?**

Once a complaint is received, it is assigned to an investigator for review. If additional information is required, the investigator will contact the complainant by phone or in writing. The complainant has 14 business days from the date of the request to provide the requested information. If the complainant does not respond within this timeframe, LOSSAN may administratively close the case.

Upon receipt of all necessary information, LOSSAN will initiate an investigation and seek to complete the process within 30 days. The agency aims to provide a final response within 90 calendar days of receiving the complaint. If additional relevant information is provided, or if the complaint is simultaneously filed with an external entity, the resolution timeline may be extended accordingly.

Any individual who believes they have been subjected to discrimination under Title VI may file a complaint with LOSSAN. Complaints must be submitted in writing within 180 days of the alleged discriminatory incident. LOSSAN ensures a fair and timely review process:

1. Complaints are acknowledged within 10 business days.
2. Investigations are completed within 30 days.
3. Complainants receive a written response within 60 days, detailing findings and any corrective actions.
4. Appeals can be submitted to the LOSSAN Chief Financial Officer within 30 days of the final response.

A Title VI Complaint Form is available on the LOSSAN website and in hard copy upon request. LOSSAN maintains a log of complaints to track and document resolution efforts.

### **List of Transit-Related Title VI Investigations, Complaints, and Lawsuits**

The Title VI Officer reviews and tracks all complaints submitted to the LOSSAN Agency to determine whether they relate to Title VI, even if Title VI is not explicitly mentioned in the complaint.

As part of the agency's ongoing monitoring, LOSSAN reviews all complaints filed within a rolling three-year period to assess compliance with Title VI requirements. During the most recent review period from 2019 to 2022, LOSSAN did not receive any complaints alleging violations of Title VI. Additionally, no lawsuits related to Title VI were filed against the agency during this timeframe.

LOSSAN remains committed to transparency and ensures that any future complaints or legal actions related to Title VI compliance will be thoroughly documented, investigated, and reported in accordance with federal requirements.

### **Public Participation Plan**

LOSSAN is committed to ensuring inclusive and equitable public participation in transportation planning, fare adjustments, and service decisions. Recognizing the importance of engaging minority, low-income, and Limited English Proficiency (LEP) populations, LOSSAN integrates public outreach strategies that align with Title VI principles and best practices recommended by the Federal Railroad Administration (FRA).

While LOSSAN actively engages the public in its decision-making processes, a formal Public Participation Plan is not required under FTA Title VI regulations because LOSSAN operates fewer than 50 fixed-route vehicles in peak service and does not receive FTA funding. However, LOSSAN remains committed to ensuring that fare and service policies do not create inequitable impacts and will continue to monitor and assess changes in alignment with Title VI principles.

Public participation serves as a foundation for LOSSAN's decision-making processes by ensuring all residents, including disadvantaged and underserved communities, have the opportunity to provide input on policies, service modifications, and projects affecting the Pacific Surfliner corridor. LOSSAN's approach is designed to encourage meaningful engagement and enhance transparency in transportation planning.

LOSSAN provides public engagement opportunities through:

- **Public Board Meetings** – LOSSAN holds regular Board meetings, which are open to the public and allow opportunities for comments on service changes, planning efforts, and policy updates.
- **Community Outreach** – LOSSAN works with local stakeholders and community organizations to disseminate information and solicit input from populations that may face barriers to participation.
- **Online and Digital Engagement** – LOSSAN maintains an updated website and utilizes digital platforms, including social media, to share public notices, meeting information, and opportunities for feedback.
- **Multilingual Access** – Recognizing the diverse populations served by the Pacific Surfliner corridor, LOSSAN provides key public notices and information in Spanish and other languages as needed, ensuring access for LEP individuals.

LOSSAN is not required to conduct a formal Public Participation Plan under Title VI regulations but remains committed to integrating public engagement practices that align with federal equity principles. The agency will continue to evaluate its public participation strategies to enhance accessibility, transparency, and meaningful community involvement in decision-making processes.

### **Language Assistance Plan**

All recipients of federal financial assistance are required to develop and implement a Language Assistance Plan (LAP) to ensure meaningful access to services for individuals with Limited English Proficiency (LEP). The LOSSAN Agency complies with the U.S. Department of Transportation's LEP Guidance, which outlines policies and procedures for providing language assistance to populations with limited proficiency in English.

The Language Assistance Plan establishes LOSSAN's commitment to providing accessible communication and outreach materials to LEP individuals. This includes translating key documents, offering interpretation services at public meetings, and providing bilingual staff at designated locations to assist non-English speakers.

LOSSAN recognizes the diverse linguistic needs of its service area and continuously assesses the effectiveness of its language assistance measures. The agency ensures that LEP individuals receive timely and accurate information about transportation services, fare policies, public meetings, and complaint procedures.

Further details on LOSSAN's policies and specific language assistance strategies can be found in Appendix B, which contains the full Language Assistance Plan outlining the agency's approach to serving LEP populations.

## **Representation and Decision-Making Bodies**

The LOSSAN Agency is a joint powers authority (JPA) established in 1989 to enhance ridership, capacity, reliability, coordination, and safety along the coastal rail corridor between San Diego, Los Angeles, and San Luis Obispo. As the managing agency for Pacific Surfliner service, which is operated by Amtrak, LOSSAN collaborates with multiple transportation agencies and stakeholders to improve rail operations and service delivery.

The LOSSAN Board of Directors consists of current and former elected officials representing rail owners, operators, and planning agencies along the LOSSAN Corridor. The Board is composed of eleven regular voting members and four ex-officio members.

### **LOSSAN Rail Corridor Agency Board of Directors**

#### ***Regular Voting Members***

Fred Jung, Chair – Orange County Transportation Authority

Fred Strong, Vice Chair – San Luis Obispo Council of Governments

Jim White – Ventura County Transportation Commission

Jewel Edson – North County Transit District

Fernando Dutra – Los Angeles County Metropolitan Transportation Authority

Jennifer Mendoza – San Diego Metropolitan Transit System

Katrina Foley – Orange County Transportation Authority

Joy Lyndes – San Diego Association of Governments

Dana Reed – Riverside County Transportation Commission

Jess Talamantes - Los Angeles County Metropolitan Transportation Authority

Paula Perotte – Santa Barbara County Association of Governments

#### ***Ex-Officio Members***

John Gabbard – Southern California Association of Governments

Jeanne Cantu – Amtrak

LaDonna DiCamillo – California High-Speed Rail Authority

Kyle Gradinger – California Department of Transportation

## **LOSSAN Rail Corridor Agency Member Agencies**

San Diego Metropolitan Transit System (SDMTS)

San Diego Association of Governments (SANDAG)

North County Transit District (NCTD)

Orange County Transportation Authority (OCTA)

Riverside County Transportation Commission (RCTC)

Los Angeles County Metropolitan Transportation Authority (Metro)

Ventura County Transportation Commission (VCTC)

Santa Barbara County Association of Governments (SBCAG)

San Luis Obispo Council of Governments (SLOCOG)

## **Title VI Assurances and Non-Discrimination Agreement**

### **Department of Transportation Standard Title VI Assurances**

As a condition of receiving Federal financial assistance from the U.S. Department of Transportation (DOT) and its operating administrations, including the Federal Railroad Administration (FRA), the Los Angeles – San Diego – San Luis Obispo Rail Corridor Agency (LOSSAN) hereby provides the following assurances:

1. LOSSAN assures that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving federal assistance.
2. LOSSAN agrees to comply with Title VI of the Civil Rights Act of 1964, as amended, 42 U.S.C. § 2000d, et seq., and all applicable requirements imposed by Title 49, Code of Federal Regulations, Part 21, and other pertinent directives issued pursuant to Title VI.
3. LOSSAN will ensure that any contract or agreement entered into under a federally funded program includes provisions requiring compliance with Title VI regulations.
4. LOSSAN will include a non-discrimination clause in all solicitations for bids, requests for proposals, and contracts, stating:

"The LOSSAN Rail Corridor Agency, in accordance with the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252, 42 U.S.C. §§ 2000d to 2000d-4) and the Regulations, hereby notifies all bidders that it will affirmatively ensure that any contract entered into pursuant to this advertisement, disadvantaged business enterprises will be afforded full and fair opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award."

5. LOSSAN will conduct its programs, activities, and facilities in compliance with all Title VI regulations, including ensuring that recipients, sub-recipients, and contractors adhere to these requirements.

6. Where LOSSAN receives federal financial assistance for the acquisition or construction of a facility, the assurances will extend to the entire facility and operations related to that facility.

7. LOSSAN agrees that the FRA and the DOT have the right to seek judicial enforcement with respect to any matter arising under Title VI, its implementing regulations, and this assurance.

8. LOSSAN will implement compliance procedures to monitor adherence to Title VI, including periodic reviews and required reporting to the FRA.

This assurance is given in consideration of, and for the purpose of obtaining, any and all federal grants, loans, contracts, agreements, property, or other federal financial assistance extended to LOSSAN by the U.S. Department of Transportation. This assurance is binding on LOSSAN, its successors, transferees, sub-recipients, contractors, subcontractors, and all participants in federally funded programs.

This Title VI Assurance remains in effect for the duration of the period in which federal assistance is extended to LOSSAN.

### **Title VI Fixed Facility Impact Analysis**

Title VI regulations require a fixed facility impact analysis for construction projects to assess potential effects on minority communities. If an Environmental Impact Statement (EIS) or other environmental review has been conducted, the applicant, recipient, or sub-recipient should reference the relevant findings, including document title, page numbers, and date of submission to the FRA.

Currently, LOSSAN does not have any federally funded construction projects requiring a Title VI fixed facility impact analysis. If LOSSAN receives federal funding for future construction projects, this policy will be updated to outline the required procedures for compliance.

### **Board Approval**

The Title VI Program will be made available for public view at [www.lossan.org](http://www.lossan.org). The LOSSAN Board of Directors reviewed and approved this program at its May 19, 2025 board meeting.

### **Service Standards and Policies**

LOSSAN is committed to providing high-quality and equitable transportation services to all passengers along the Pacific Surfliner corridor. The following service standards and policies outline key operational elements, including train service frequency, station

locations, accessibility features, and customer satisfaction measures. These policies ensure compliance with Title VI while maintaining a high level of service for all riders.

## **Pacific Surfliner Service**

### **Train Operations**

The Pacific Surfliner service currently provides 11 daily round trips between San Diego and Los Angeles. Of these, 5 extend to Goleta, and 2 continue to San Luis Obispo. Ultimately, the plan is to operate 14 round trips between San Diego and Los Angeles, with 6 extending to Goleta and 3 extending to San Luis Obispo. These changes will be dependent on equipment and funding. The Pacific Surfliner operates within a schedule designed to accommodate a wide range of travelers, with the earliest departure at 4:01 AM from San Diego and the latest arrival at 11:57 PM in Los Angeles. Southbound service begins at 6:11 AM in San Luis Obispo, with the last train reaching San Diego at 1:00 AM.

Additionally, the Pacific Surfliner network is supplemented by four Amtrak Thruway bus connections that enhance accessibility to communities beyond the rail corridor. Detailed schedules and ticketing information are available at [www.pacificsurfliner.com](http://www.pacificsurfliner.com).

### **Station Locations**

LOSSAN services a total of 29 stations across six counties in California, ensuring accessibility for passengers across a diverse range of urban and rural communities. Each of the stations serviced by LOSSAN is listed below, with location information.

#### **San Luis Obispo County**

- San Luis Obispo: 1011 Railroad Avenue, San Luis Obispo, CA. Serves as the northern terminus of Pacific Surfliner service and is a staffed station, located near California Polytechnic State University.
- Grover Beach: 180 West Grand Avenue, Grover Beach, CA. Serves Grover Beach, Oceano, and Pismo Beach.

#### **Santa Barbara County**

- Guadalupe: 330 Guadalupe Street, Guadalupe, CA. Located in the heart of Guadalupe, providing connectivity to Santa Maria.
- Lompoc/Surf: End of Ocean Avenue and Park Road, Lompoc, CA. Located on Vandenberg Space Force Base but accessible to the public.
- Goleta: 25 South La Patera Lane, Goleta, CA. Located off Highway 101 with access from Hollister Avenue and North Fairview Avenue.
- Santa Barbara: 209 State Street, Santa Barbara, CA. A staffed station with easy access from State Street or West Montecito Avenue.

- Carpinteria: 475 Linden Avenue, Carpinteria, CA. Accessible via 5th Street, Elm Avenue, or Linden Avenue.

### **Ventura County**

- Ventura: 39 East Harbor Boulevard, Ventura, CA. Located at the Ventura County Fairgrounds with access from Figueroa Street and Shoreline Drive.
- Oxnard: 201 East 4th Street, Oxnard, CA. A staffed station accessible via South Oxnard Boulevard and Meta Street.
- Camarillo: 30 Lewis Road, Camarillo, CA. Access from South Lewis Road and Dawson Drive.
- Moorpark: 300 High Street, Moorpark, CA. Accessible from Moorpark Avenue and East High Street.
- Simi Valley: 5050 East Los Angeles Avenue, Simi Valley, CA. Located off the 118 Freeway.

### **Los Angeles County**

- Chatsworth: 10040 Old Depot Plaza Road, Chatsworth, CA. Access via Lassen Road or Devonshire Street.
- Northridge: 8775 Wilbur Street, Los Angeles, CA. Located at Wilbur Avenue and Parthenia Street.
- Van Nuys: 7724 Van Nuys Boulevard, Van Nuys, CA. A staffed station accessible via Keswick Street.
- Burbank Airport: 3750 Empire Avenue, Burbank, CA. Located adjacent to Bob Hope Airport.
- Burbank: 201 North Front Street, Burbank, CA. Limited service for Pacific Surfliner trains.
- Glendale: 400 West Cerritos Avenue, Glendale, CA. Access via Gardena Avenue and South Central Avenue.
- Los Angeles Union Station: 800 North Alameda Street, Los Angeles, CA. A major transportation hub for Southern California.

### **Orange County**

- Fullerton: 120 East Santa Fe Avenue, Fullerton, CA. A staffed station located near the Anaheim Regional Transportation Intermodal Center.
- Anaheim: 2626 East Katella Avenue, Anaheim, CA. A staffed station with access via Katella Avenue.



- Santa Ana: 1000 East Santa Ana Boulevard, Santa Ana, CA. A staffed station located near the 5 Freeway.
- Irvine: 15215 Barranca Parkway, Irvine, CA. Located adjacent to the Great Park.
- San Juan Capistrano: 26701 Verdugo Street, San Juan Capistrano, CA. Access via Camino Capistrano.
- San Clemente Pier: 615 Avenida Victoria, San Clemente, CA. Located adjacent to San Clemente Beach.

## **San Diego County**

- Oceanside: 235 South Tremont Street, Oceanside, CA. A staffed station near Mission Avenue.
- Solana Beach: 105 North Cedros Avenue, Solana Beach, CA. A staffed station with access from Lomas Santa Fe Drive.
- Old Town San Diego: 4005 Taylor Street, San Diego, CA. Access via Pacific Coast Highway.
- San Diego: 1062 Kettner Boulevard, San Diego, CA. The southern terminus of the Pacific Surfliner service.

## **Thruway Bus Services**

The Pacific Surfliner service is supplemented by Amtrak Thruway bus routes, which provide connections to locations beyond the rail corridor. These bus routes, managed in partnership with private operators, function as an integrated component of the overall service, ensuring coordinated schedules, guaranteed seating, and seamless ticketing. Current Thruway bus routes include:

- Route 17: Santa Barbara to San Luis Obispo to Oakland (Capitol Corridor connection), with four daily trips in each direction.
- Route 39: Fullerton to Palm Springs and Coachella Valley, with two daily trips in each direction.

Additionally, LOSSAN partners with regional transit agencies to enhance first-mile and last-mile connectivity. The Pacific Surfliner Transit Transfer Program allows free transfers to and from the train service for seamless multimodal travel.

## **Transit Connections**

The Pacific Surfliner provides connections to various transit services across the six-county corridor. LOSSAN maintains agreements with 10 local transit agencies, allowing passengers to transfer to and from Pacific Surfliner services at no additional cost.

## **Vehicle Load**

The vehicle load factor is defined as the ratio of the number of seats on a vehicle to the number of passengers. As of Fiscal Year 2024, the Pacific Surfliner service has maintained an average vehicle load factor of 41.5%, ensuring adequate capacity across all scheduled trips.

## **Vehicle Assignment**

Pacific Surfliner Service currently operates a total of 11 daily trips between San Diego and Los Angeles, with 5 daily trips extending to Goleta and 2 daily trips continuing to San Luis Obispo. Ultimately, the plan is to operate 14 round trips between San Diego and Los Angeles, with 6 extending to Goleta and 3 extending to San Luis Obispo. These changes will be dependent on equipment and funding. All trips depart from San Diego, Los Angeles, Goleta, or San Luis Obispo at various scheduled times throughout the day.

Each train set consists of six passenger cars with a seating capacity of 90-126 seats per car, plus one locomotive. All cars are ADA-compliant, equipped with unisex restrooms, bicycle storage spaces, and comfortable seating arrangements. Trainsets are assigned and rotated based on scheduled service and maintenance needs to optimize fleet performance.

## **Vehicle Headways**

The Pacific Surfliner maintains regular headways, which measures the time interval between successive train arrivals at a given location. The current average headway along different segments of the corridor is as follows:

- San Diego to Los Angeles: 1 hour and 16 minutes (11 round trips daily).
- Los Angeles to Goleta: 3 hours and 50 minutes (5 round trips daily).
- Goleta to San Luis Obispo: 9 hours and 30 minutes (2 round trips daily).

These headways are designed to provide frequent and reliable service across the corridor while accommodating passenger demand and operational constraints.

## **Transit Amenities**

Station amenities vary by location and county, but common features available at many Pacific Surfliner stations include:

- Parking stalls or garages
- ADA accessibility at all stations
- Bicycle lockers
- Overhead shelters with seating
- Security cameras on platforms and in parking areas

- Public address systems
- Emergency phones
- Instant messaging signs on platforms
- Lobby waiting areas
- Screens displaying real-time train status
- Printed schedules and system maps

These amenities enhance passenger convenience, safety, and accessibility across the corridor.

## **Other Standards**

### **On-Time Performance**

Trains are considered “on time” if they arrive at their final scheduled destination within 15 minutes of the published arrival time. LOSSAN reports this metric as part of the Uniform Performance Standards required by the California State Transportation Agency (CalSTA), which sets a 90% on-time performance (OTP) standard. LOSSAN monitors service performance and implements corrective actions as needed to minimize delays.

### **Farebox Recovery**

The farebox recovery ratio measures the percentage of operating costs covered by fare revenue. The 2024 fiscal year farebox recovery ratio for Pacific Surfliner service was 53%.

### **Passenger Survey Results**

LOSSAN, in coordination with Amtrak, conducts surveys to evaluate customer service and satisfaction using multiple methods. Amtrak distributes online surveys by randomly inviting passengers via email to provide feedback on their travel experience. Separately, LOSSAN administers its own passenger satisfaction survey, which is available online for passengers to complete. In addition to these surveys, Amtrak collects and documents all customer comments, compliments, and complaints about the Pacific Surfliner service. This information is compiled into a monthly customer feedback report, which Amtrak provides to LOSSAN for review.

### **Equipment Maintenance Standards**

Under the Operations of Equipment Agreement, Amtrak is required to maintain a sufficient number of trainsets to meet operational needs, with penalties for non-compliance.

### **Other Areas of Title VI Consideration**

While LOSSAN is not required to complete the following analyses or procedures under Title VI due to its operational structure—operating fewer than 50 fixed-route vehicles in peak service and not receiving FTA funding—LOSSAN remains committed to ensuring

that fare and service policies do not create inequitable impacts. LOSSAN will continue to monitor and assess changes in alignment with Title VI principles to ensure fair and equitable access to transportation services for all communities along the Pacific Surfliner corridor.

The following areas, while not required, reflect LOSSAN's broader efforts to promote equity and transparency in its operations:

- Changes in Service Features – LOSSAN evaluates service expansion and modifications with the goal of maintaining equitable access throughout the corridor.
- Public Comment Procedures for Fare Increases and Major Service Reductions – While a formal public comment process is not required, LOSSAN provides opportunities for public input on major service and fare changes through its Board of Directors meetings.
- Information Dissemination – LOSSAN ensures that service changes are communicated effectively through multiple channels, including station signage, social media, website updates, onboard announcements, and community outreach.
- Service and Fare Equity Analyses – LOSSAN is not required to conduct these analyses under FTA guidelines but remains committed to monitoring potential impacts of fare and service adjustments to ensure compliance with Title VI principles.
- Disadvantaged Communities – LOSSAN monitors demographic data to understand the needs of disadvantaged and low-income populations along the corridor. While a formal equity analysis is not required, LOSSAN remains proactive in assessing potential service impacts.

By continuing to evaluate these areas, LOSSAN demonstrates its commitment to equitable service provision, ensuring compliance with Title VI principles while tailoring its approach to its unique operational structure.

LOSSAN RAIL CORRIDOR AGENCY

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Limited English Proficiency  
and Language Assistance Plan



**LOS ANGELES – SAN DIEGO – SAN LUIS OBISPO RAIL CORRIDOR AGENCY**  
**Limited English Proficiency Plan**  
**Language Assistance Plan**  
**Fiscal Year 2025-2028**

## **Introduction**

The *Los Angeles – San Diego – San Luis Obispo Rail Corridor Agency Limited English Proficiency (LEP) Plan and Language Assistance Plan* has been prepared to address the Los Angeles – San Diego – San Luis Obispo (LOSSAN) Rail Corridor Agency's (Agency) responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English language proficiency. As defined in Executive Order 13166, individuals who have a limited ability to read, write, speak, or understand English are limited English proficient, or "LEP." Under Executive Order 13166, the LOSSAN Agency is federally mandated to take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of its programs and activities to individuals who identify as LEP. The LOSSAN Agency utilized the United States (US) Department of Transportation's (DOT) "Policy Guidance Concerning Recipient's Responsibilities to Limited English Proficient Persons" and performed a Four Factor Analysis to develop the LOSSAN Agency's LEP Plan.

## **Four Factor Analysis**

The DOT Four Factor Analysis provides guidance to recipients of federal financial assistance in taking reasonable steps to ensure meaningful access to all its services, programs, and activities utilized by LEP individuals. The DOT guidance states that recipients will provide written translation of vital documents for each eligible LEP language group that meets the Department of Justice (DOJ) Safe Harbor provision of five percent of the population or 1,000 persons, whichever is less, identified as a limited English proficiency speaker within the service area. Such practices will be considered strong evidence of compliance with the recipient's written translation obligations for the Safe Harbor provision.

**Factor 1:** The number or proportion of LEP individuals to be served or likely to be encountered by a LOSSAN Agency service, program, or activity;

**Factor 2:** The frequency with which LEP individuals come in contact with the program, service, or activity;



**Factor 3:** The nature or importance of LOSSAN Agency services, programs, or activities provided to LEP individuals;

**Factor 4:** The resources available to the LOSSAN Agency and the costs.

**FACTOR ONE** – The number or proportion of LEP individuals eligible to be served or likely to be encountered by a LOSSAN Agency service, program, or activity.

Table B16001, “Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over,” contains data conducted by the U.S. Census Bureau for the American Community Survey (ACS) and provides two classifications for how well people speak English. The classifications are “very well” or less than “very well,” and for planning purposes the LOSSAN Agency considers people that speak English “less than very well” as LEP individuals.

At times, the U.S. Census Bureau may use different sets of languages based on region to ensure that the data collected reflects the unique linguistic diversity and needs of specific geographic areas. For the 351-mile LOSSAN rail corridor, which travels through a six-county region in Southern California, the U.S. Census Bureau used three different sets of languages within the counties served by the Pacific Surfliner. One set of languages was used for San Diego, Orange, and Los Angeles counties along the southern half of the route; a second set of languages was used solely for Ventura County; and a third set of languages was used for Santa Barbara and San Luis Obispo counties. For example, in Santa Barbara and San Luis Obispo counties, creole languages were specially identified as part of the counts for Spanish, French, and Portuguese as parent languages, while no mention of creole languages based on these parent languages was included for San Diego, Orange, Los Angeles, or Ventura counties.

Table 1 represents the number of LEP speakers by language throughout the LOSSAN Agency’s six-county service area who meet the DOJ Safe Harbor provision of *“every 1,000 speakers or five percent of the population, whichever is less.”* For reporting language counts in some counties where the U.S. Census Bureau identified creole languages and/or dialects in addition to the parent language, only the name of the parent language appears in Table 1. For example, “Spanish” includes the counts for “Spanish and Spanish Creole” taken in Santa Barbara and San Luis Obispo counties.

While some languages appeared as part of a group for all counties in which they were measured, other languages appeared individually in some counties while as part of a group in others. For example, while Yiddish was reported individually in Santa Barbara and San Luis Obispo counties, it was reported as part of the group “Yiddish, Pennsylvania Dutch, or other West Germanic languages” for the other four counties in the LOSSAN Agency’s service area. Since accurate individual counts cannot be determined for languages which were grouped by the U.S. Census Bureau in some or all

counties, only languages with reliable individual counts were evaluated for the Safe Harbor provision.

The only language to meet both criteria of the Safe Harbor provision is Spanish, with 2,190,978 LEP individuals speaking Spanish at home (exceeding 1,000 persons), comprising 13.10 percent of the total population (exceeding five percent of the total population). Language groups for which the number of LEP individuals does not exceed five percent of the total population, but contain at least 1,000 LEP individuals, include Chinese, Vietnamese, Korean, Tagalog, Armenian, Persian, Russian, Arabic, Japanese, French, Portuguese, Bengali, Hindi, Gujarati, Urdu, Hebrew, German, Punjabi, Italian, Serbo-Croatian, Tamil, Polish, Greek, Telugu, and Hmong.



**Table 1: Number of LEP Individuals Within LOSSAN's Six-County Service Area for DOJ Safe Harbor Provision**

Language	San Diego County, CA	Orange County, CA	Los Angeles County, CA	Ventura County, CA	Santa Barbara County, CA	San Luis Obispo County, CA	Total	% of LEP Population	% of Total Population
Total	3,090,942	2,979,343	9,188,375	789,587	407,609	262,818	16,718,674		
Speak only English	1,897,550	1,581,071	4,121,257	479,367	246,329	215,038	8,540,612		
Spanish	269,033	260,358	1,487,932	95,158	62,844	15,653	2,190,978	64.86%	13.10%
Chinese	23,702	46,790	226,512	2,926	1,969	467	302,366	8.95%	1.81%
Vietnamese	29,425	112,428	44,307	1,998	597	264	189,019	5.60%	1.13%
Korean	9,057	42,139	93,678	773	812	114	146,573	4.34%	0.88%
Tagalog	29,885	11,369	65,704	4,550	1,475	498	113,481	3.36%	0.68%
Armenian	154	740	80,165	226	25	46	81,356	2.41%	0.49%
Persian	8,248	14,595	26,066	2,220	191	43	51,363	1.52%	0.31%
Russian	5,058	5,387	25,998	400	119	34	36,996	1.10%	0.22%
Arabic	13,095	6,792	14,663	1,302	351	262	36,465	1.08%	0.22%
Japanese	5,137	7,165	18,681	165	588	212	31,948	0.95%	0.19%
Thai, Laotian, or other Tai-Kadai languages	3,685	3,105	14,491	708	203	175	22,367	0.66%	0.13%
Khmer, Mon-Khmer, or Cambodian	2,449	3,180	14,233	-	67	16	19,945	0.59%	0.12%
Other Pacific Island languages	2,367	3,127	8,491	659	410	183	15,237	0.45%	0.09%
Other Asian Languages	1,995	2,190	9,012	-	67	57	13,321	0.39%	0.08%
Other and unspecified languages	1,006	200	4,303	4,116	912	-	10,537	0.31%	0.06%
French	2,016	565	6,870	136	209	101	9,897	0.29%	0.06%
Amharic, Somali, or other Afro-Asiatic languages:	6,034	757	3,000	-	-	-	9,791	0.29%	0.06%
Portuguese*	3,024	1,260	4,258	134	86	345	9,107	0.27%	0.05%
Other Indo-European languages	3,225	1,991	2,957	238	34	59	8,504	0.25%	0.05%
Bengali	827	570	7,027	-	-	-	8,424	0.25%	0.05%
Hindi	1,220	1,863	4,883	159	52	21	8,198	0.24%	0.05%
Ukrainian or other Slavic languages	1,834	2,187	2,664	295	86	52	7,118	0.21%	0.04%
Gujarati	206	3,647	1,649	705	72	59	6,338	0.19%	0.04%
Urdu	495	1,888	2,930	91	44	13	5,461	0.16%	0.03%
Hebrew	360	441	4,285	-	8	22	5,116	0.15%	0.03%
German	1,376	1,232	1,405	150	487	92	4,742	0.14%	0.03%
Punjabi	-	1,403	3,010	200	-	-	4,613	0.14%	0.03%
Italian	1,567	589	1,812	192	170	49	4,379	0.13%	0.03%
Other Indic languages	324	562	2,632	91	169	95	3,873	0.11%	0.02%
Swahili or other languages of Central, Eastern, and Southern Africa	588	-	2,361	-	-	-	2,949	0.09%	0.02%
Serbo-Croatian	575	619	1,261	-	9	-	2,464	0.07%	0.01%
Tamil	255	1,276	774	47	-	-	2,352	0.07%	0.01%
Polish	326	670	1,275	-	27	-	2,298	0.07%	0.01%
Yoruba, Twi, Igbo, or other languages of Western Africa:	368	156	1,742	-	-	-	2,266	0.07%	0.01%
Greek	52	275	1,658	178	37	-	2,200	0.07%	0.01%
Telugu	230	511	1,256	41	-	-	2,038	0.06%	0.01%
Hmong	487	827	225	-	80	16	1,635	0.05%	0.01%
Malayalam, Kannada, or other Dravidian languages:	158	133	541	98	-	-	930	0.03%	0.01%
Yiddish, Pennsylvania Dutch, or other West Germanic languages	25	131	434	105	20	38	753	0.02%	0.00%
Other Native North American languages	-	134	156	-	-	-	290	0.01%	0.00%
Scandinavian languages	-	-	-	-	152	-	152	0.00%	0.00%
Navajo	67	-	33	-	-	12	112	0.00%	0.00%
Hungarian	-	-	-	-	23	30	53	0.00%	0.00%
Other African languages	-	-	-	-	-	-	-	0.00%	0.00%

B16001 Source: U.S. Census Bureau, 2023 American Community Survey 1-Year Estimates

## **FACTOR TWO – The frequency with which LEP individuals come in contact with the program, service, or activity.**

The LOSSAN Agency assessed the frequency with which its own staff, as well as direct and contracted employees from the National Passenger Railroad Corporation (Amtrak) assigned to the Pacific Surfliner and related services, have or could have contact with LEP individuals. The frequency of contact (or potential contact) of onboard personnel with LEP individuals was determined based on duties and responsibilities outlined in the Amtrak Service Standards Manual for Train Service and Onboard Service Employees.

The following contact opportunities and frequencies have been identified:

<b>Contact Opportunity</b>	<b>Frequency</b>
Conductors	Frequently
Lead Service Attendants	Frequently
Station Agents	Frequently
Customer Service Agents	Often
Schedule/Printed Materials	Frequently
Interior Signage	Frequently
Station Signage	Frequently
Thruway Bus Drivers	Frequently
Thruway Bus Signage	Frequently
Website	Frequently
Social Media	Often
Print Media	Occasionally
Broadcast Media	Occasionally
Public Relations Media	Occasionally
Special Events	Occasionally

**FACTOR THREE – The nature or importance of the LOSSAN Agency’s services, programs, or activities provided to LEP individuals.**

The Amtrak Pacific Surfliner is a vital transportation service for connecting LEP individuals to opportunities and resources along the Southern California coast. For many LEP individuals, reliable access to transportation is critical to overcoming barriers that might otherwise limit their ability to participate in economic, educational, and social activities. The Pacific Surfliner connects key urban centers, smaller communities, and popular destinations, which provides a lifeline to employment opportunities, schools, healthcare facilities, and cultural events. The service also plays a critical role in fostering social and economic inclusion for LEP individuals, many of whom rely on public transportation as their primary means of mobility. The Pacific Surfliner service provides a reliable and convenient means for LEP individuals to travel further distances within Southern California without requiring access to a personal vehicle.

Furthermore, the train’s seamless integration with other regional transportation options extends its impact, making it an indispensable part of California’s transit network for LEP populations. For example, LEP individuals can transfer at Los Angeles Union Station between the Pacific Surfliner and the Metrolink commuter rail system for accessing suburban communities beyond the LOSSAN rail corridor, as well as connect with local bus, light rail, and subway services for travel throughout Greater Los Angeles. Meanwhile, at the Santa Fe Depot in San Diego, direct connections are available to San Diego International Airport and several popular tourist destinations, as well as to the high-frequency Blue Line Trolley operated by the San Diego Metropolitan Transit System,

which directly connects Downtown San Diego and the San Ysidro International Border Crossing.

#### **FACTOR FOUR – The resources available to the LOSSAN Agency and the costs.**

##### **LOSSAN Agency Resources**

With individuals speaking Spanish comprising the largest share of the LEP population within the LOSSAN Agency's service area, the LOSSAN Agency has already taken several steps to ensure information about the Pacific Surfliner service is available in Spanish. For PacificSurfliner.com, which is the website the LOSSAN Agency directly manages to promote the Pacific Surfliner service and facilitate ticket sales, the LOSSAN Agency has implemented a solution to provide a version of the website completely translated into Spanish. The solution automatically generates Spanish translations for all new content added to the website, with the option for LOSSAN Agency staff to manually review and adjust translations later. As the LOSSAN Agency uses PacificSurfliner.com to post travel alerts and other important status updates, this feature ensures that at minimum a computer-generated Spanish translation of critical information is immediately available, regardless of the day or time it is posted. As of January 2025, the solution supports automated website translation for over 110 languages, and the LOSSAN Agency could add additional languages in the future if warranted by demand and available resources.

For informational cards placed onboard trains containing service information and promotional messaging, referred to as "rack cards," the LOSSAN Agency develops bilingual rack cards with information provided in English on one side and in Spanish on the other. Lastly, for online passenger surveys which are conducted to collect passenger input, the LOSSAN Agency leverages the ability to offer a Spanish version of all passenger surveys it conducts in English, ensuring Spanish-speaking LEP individuals can participate and share their input about the Pacific Surfliner service.

For contacts with LEP individuals which occur in-person or via telephone, in addition to leveraging widely available tools such as Google Translate which can be accessed via smartphone devices, staff also have the ability to leverage the resources of the Orange County Transportation Authority (OCTA) as the managing agency of the LOSSAN Agency. First, the LOSSAN Agency can utilize OCTA's Employee Language Translator Volunteer database for additional translation services upon request, with employee translators available for the Safe Harbor language groups of Arabic, Chinese, Gujarati, Hindi, Japanese, Korean, Punjabi, Portuguese, Spanish, Tagalog, and Vietnamese. In addition, should a volunteer translator who speaks the language of an LEP individual be unavailable to assist, the LOSSAN Agency can also leverage the services of a third-party provider which OCTA contracts with for translation services via telephone for over 240 languages.

### Resources Provided by Amtrak

As part of the LOSSAN Agency's maintenance and operations agreement with Amtrak, Amtrak provides most of the customer-facing tools and resources used by LEP individuals traveling on the Pacific Surfliner service. Amtrak.com, which includes the booking system that supports the ticketing widget on the LOSSAN Agency's website for the service, is available in English, Spanish, French, and Chinese. Through Amtrak.com, LEP individuals can view service information and schedules, as well as purchase tickets, in any of the four languages.

For telephone contacts with LEP individuals through the Amtrak Reservations and Customer Service Center, most requests from LEP individuals who speak Spanish. Amtrak employs a team of bilingual call center agents who speak Spanish to assist these individuals. For LEP individuals who speak a language other than Spanish, Amtrak leverages the services of a third-party provider to provide translation services for other languages via telephone, similar to the approach used by OCTA.

Onboard Pacific Surfliner trains, each conductor and assistant conductor possesses an eTicketing Mobile Device (eMD), which is a handheld cellular device used by Amtrak conductors to manage ticketing and passenger information efficiently during train operations. The eMD is equipped with specialized software that allows conductors and assistant conductors to scan and validate tickets, track passenger boarding, and monitor reservation details in real-time. One of the eMD applications available to conductors and assistant conductors is Google Translate, which allows for facilitating communications when a language barrier exists with a passenger who does not speak English. As of early 2025, Google Translate supports 249 languages and language varieties at various levels and includes a speech translation feature that instantly translates spoken language into a selected language.

### Additional Measures for Implementation of the Language Assistance Plan

Based on the four-factor analysis, the LOSSAN Agency has identified Spanish as the primary language for assistance needs and services required to provide meaningful access to information for LEP individuals within the service area. In addition to the existing resources available, the LOSSAN Agency will execute the following measures to further ensure meaningful access to the benefits, services, information, and other important portions of its programs and activities to LEP individuals:

- Prior to December 31, 2025, supplemental language placards will be installed onboard all passenger railroad cars leased or owned by the State of California Department of Transportation (Caltrans) and assigned for regular operation on the Pacific Surfliner service (does not include passenger cars only assigned to the Pacific Surfliner on a temporary basis). At minimum, one placard will be installed

lower level of each car. In addition to English, information to notify the beneficiaries of Title VI protection and the process to file a claim and/or receive additional translation services will be provided in the ten most-spoken languages by LEP individuals as provided in Table 1, which are Spanish, Chinese, Vietnamese, Korean, Tagalog, Armenian, Persian, Russian, Arabic, and Japanese. Individuals speaking at least one of these ten languages comprise 94.2 percent of the total LEP population within the LOSSAN Agency's service area.

- Prior to December 31, 2025, the creation of Title VI policy notices and complaint forms in all 26 languages meeting the minimum criteria for the Safe Harbor provision, which are Spanish, Chinese, Vietnamese, Korean, Tagalog, Armenian, Persian, Russian, Arabic, Japanese, French, Portuguese, Bengali, Hindi, Gujarati, Urdu, Hebrew, German, Punjabi, Italian, Serbo-Croatian, Tamil, Polish, Greek, Telugu, and Hmong.
- For all future online PDF train and bus schedule updates on PacificSurfliner.com, at minimum ensure effective dates and directions of travel (northbound/southbound) are provided in both English and Spanish.
- For all future printed train schedules installed by the LOSSAN Agency at stations and other rail facilities, a minimum of effective dates and directions of travel (northbound/southbound) will be provided in both English and Spanish.
- For all future printed bus route information signage installed by the LOSSAN Agency at stations, bus stops, and other facilities, a minimum of effective dates and directions of travel (northbound/southbound or eastbound/westbound) will be provided in both English and Spanish.
- Marketing materials for future major service and fare changes will be created in the ten most-spoken languages by LEP individuals as provided in Table 1, which are Spanish, Chinese, Vietnamese, Korean, Tagalog, Armenian, Persian, Russian, Arabic, and Japanese. Individuals speaking at least one of these ten languages comprise 94.2 percent of the total LEP population within the LOSSAN Agency's service area.

The LEP Plan is designed to be flexible and reviewed as an ongoing process. As such, it is important to consider whether new documents and services need to be made accessible for LEP individuals and also to monitor changes in demographics, as well as types of services in those demographics. When changes occur, the LEP Plan will be updated as appropriate.

The LOSSAN Agency will post the LEP Plan on [www.lossan.org](http://www.lossan.org), which is the agency website containing information about its Board of Directors, relevant agency documents

available for download, and access to OCTA's online portal for public records requests. Copies of the LEP Plan will be provided to any person or agency requesting a copy. LEP individuals may request translated copies of the plan, which the LOSSAN Agency will provide if feasible.

**Any questions or comments regarding this Plan should be directed to:**

Los Angeles – San Diego – San Luis Obispo Rail Corridor Agency  
Attn: Title VI Civil Rights Administrator  
600 S. Main Street  
Orange, CA 92863  
Phone: 714-560-5990  
Email: [civilrights@lossan.net](mailto:civilrights@lossan.net)



LOSSAN RAIL CORRIDOR AGENCY

# Appendix B



































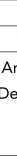




























































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SOUTHBOUND // Daily


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
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Connecting Bus Number ▶			4770				4784				4790	4794											
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Emeryville, CA 	EMY					 10:15P				 4:55A		 7:35A	 9:50A										
San Francisco, CA 	SFC					 10:35P				 5:15A		 7:55A	 10:10A										
San Jose, CA 	SJC					 11:45P				 6:20A		 9:25A	 11:25A										
Salinas, CA 	SNS					 12:45A				 7:35A		 10:25A	 12:40P										
King City, CA 	KGC					 1:35A				 8:45A		 11:55A	 1:55P										
Paso Robles, CA 	PRB					 3:15A				 9:40A		 12:55P	 2:55P										
San Luis Obispo, CA			Arrive																				
• Cal Poly 	SLP		Depart				 3:45A				 10:15A		 1:25P	 3:30P									
• San Luis Obispo Amtrak Station	SLO						 4:00A		6:11A		 10:35A		 1:40P	 3:50P									
Grover Beach, CA	GVB						 4:25A		6:31A		 10:55A		 2:05P	 4:32P									
Santa Maria, CA 	SAT					 4:40A				 11:15A		 2:20P											
Guadalupe-Santa Maria, CA	GUA							6:47A					 4:48P										
Lompoc, CA	LPS							7:21A					 5:21P										
Solvang, CA 	SLV					 5:15A				 11:50A		 2:55P											
Buellton, CA 	BUL					 5:25A				 12:00P		 3:05P											
Goleta, CA	GTA					6:39A		8:31A		1:31P		4:25P	6:30P										
Santa Barbara, CA																							
• UCSB 	SBU					 6:00A				 12:40P		 3:40P											
• Santa Barbara Amtrak Station	SBA		Arrive				 6:30A		8:46A		 1:25P		 4:20P	 6:47P									
Carpinteria, CA	CPN						6:53A		8:49A		1:45P		4:40P	6:50P									
Ventura, CA	VEC					7:08A		9:04A		2:03P		4:57P	7:08P										
Oxnard, CA	OXN					7:39A		9:38A		2:34P		5:28P	7:43P										
Camarillo, CA	CML					7:57A		9:55A		2:53P		5:42P	8:03P										
Moorpark, CA	MPK					8:10A		10:09A		3:09P		5:53P	8:14P										
Simi Valley, CA	SIM					8:24A		10:23A		3:23P		6:05P	8:24P										
Chatsworth, CA	CWT					8:41A		10:39A		3:39P		6:21P	8:41P										
Northridge, CA	NRG					8:53A		10:52A		3:52P		6:37P	8:58P										
Van Nuys, CA	VNC					8:59A				4:05P													
Hollywood Burbank Airport, CA 	BUR					9:09A		11:07A		4:13P		6:50P	9:09P										
Burbank-Downtown, CA	BBK					9:17A		11:15A		4:21P		7:05P	9:17P										
Glendale, CA	GDL					9:22A				4:26P													
Los Angeles, CA 	LAX		Arrive				9:29A		11:26A		4:34P		7:17P	9:28P									
Fullerton, CA	FUL						9:46A		11:43A		4:48P		7:40P	9:46P									
Anaheim, CA	ANA			6:10A	7:10A	8:10A	10:10A	11:10A	12:10P	3:10P	5:10P	6:10P	8:10P	10:10P									
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San Juan Capistrano, CA	SNC		7:01A	8:01A	9:01A	11:01A	12:01P	1:01P	4:01P	6:01P	7:01P	9:01P	11:01P										
San Clemente Pier, CA	SNP		7:12A	8:12A	9:12A	11:12A	12:12P	1:12P	4:12P	6:12P	7:12P	9:12P	11:12P										
Oceanside, CA	OSD		7:26A	8:26A	9:25A	11:25A	12:25P	1:26P	4:26P	6:26P	7:26P	9:26P	11:26P										
Solana Beach, CA	SOL				9:38A	11:38A	12:38P																
San Diego, CA						8:05A	9:05A	10:08A	12:08P	1:08P	2:05P	5:05P	7:05P	8:05P									
• Old Town San Diego Amtrak Station	OLT			8:51A		9:51A		10:54A		12:54P		1:54P		2:51P		5:51P		8:51P		10:49P		12:51A	
• Downtown San Diego Amtrak Station 	SAN		Arrive	9:04A		10:04A		11:07A		1:07P		2:07P		3:04P		6:04P		8:04P		9:04P		11:04P	

 Pacific Surfliner train service

 Airport connection


 Thruway Bus and connecting services

 Thruway Bus stop

 Stops to receive and discharge passengers; train may leave before time shown

 Stops only to discharge passengers; bus may leave before time shown

IMPORTANT SERVICE NOTIFICATIONS

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



































































**Del Mar Phase 5 Project:** The Del Mar Bluffs Phase 5 construction will cause periodic impacts to Pacific Surfliner operations. Please visit [PacificSurfliner.com/DelMar5](https://PacificSurfliner.com/DelMar5) for details.







NORTHBOUND // Daily


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
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Connecting Bus Number ▶				 4761	 4765	 4769				 4785				
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• Old Town San Diego Amtrak Station	OLT			4:10A	6:10A	8:10A	10:10A	12:10P	1:10P	2:10P	4:10P	5:10P	7:10P	9:10P
Solana Beach, CA	SOL			4:40A	6:40A	8:40A	10:40A	12:40P	1:40P	2:40P	4:40P	5:40P	7:40P	9:40P
Oceanside, CA	OSD			4:57A	6:57A	8:57A	10:57A	12:57P	1:57P	2:57P	4:57P	5:57P	7:57P	9:57P
San Clemente Pier, CA	SNP									3:20P	5:20P	6:23P		
San Juan Capistrano, CA	SNC			5:34A	7:34A	9:34A	11:34A	1:34P	2:34P	3:37P	5:37P	6:36P	8:34P	10:34P
Irvine, CA	IRV			5:49A	7:49A	9:49A	11:49A	1:49P	2:49P	3:52P	5:52P	6:53P	8:49P	10:49P
Santa Ana, CA	SNA			6:01A	8:01A	10:01A	12:01P	2:01P	3:01P	4:04P	6:04P	7:06P	9:01P	11:01P
Anaheim, CA	ANA			6:10A	8:10A	10:10A	12:10P	2:10P	3:10P	4:13P	6:13P	7:17P	9:10P	11:10P
Fullerton, CA	FUL			6:18A	8:18A	10:18A	12:18P	2:18P	3:18P	4:21P	6:21P	7:25P	9:18P	11:18P
Los Angeles, CA 	LAX	Arrive		6:57A	8:57A	10:52A	12:57P	2:57P	3:57P	4:57P	6:57P	8:04P	9:57P	11:57P
		Depart		7:13A	9:13A	11:13A		3:13P			7:13P			
Glendale, CA	GDL			7:26A	9:26A	11:26A		3:26P			7:26P			
Burbank-Downtown, CA	BBK			7:33A				3:33P						
Hollywood Burbank Airport, CA 	BUR			7:39A	9:36A	11:36A		3:39P			7:36P			
Van Nuys, CA	VNC			7:47A	9:44A	11:44A		3:47P			7:44P			
Northridge, CA	NRG			7:55A				3:55P						
Chatsworth, CA	CWT			8:02A	9:59A	11:59A		4:01P			7:59P			
Simi Valley, CA	SIM			8:14A	10:11A	12:11P		4:13P			8:11P			
Moorpark, CA	MPK			8:27A	10:24A	12:23P		4:26P			8:25P			
Camarillo, CA	CML			8:41A	10:36A	12:36P		4:41P			8:47P			
Oxnard, CA	OXN			8:56A	10:54A	12:51P		4:52P			8:59P			
Ventura, CA	VEC			9:10A	11:08A	1:05P		5:06P			9:13P			
Carpinteria, CA	CPN			9:36A	11:34A	1:31P		5:28P			9:35P			
Santa Barbara, CA														
• Santa Barbara Amtrak Station	SBA	Arrive		9:55A	 11:50A	 1:49P		 5:46P			 9:59P			
		Depart		9:58A	 11:55A	 2:00P		5:49P			 10:05P			
• UCSB 	SBU				 12:10P	 2:15P					 10:20P			
Goleta, CA	GTA			10:11A	12:03P	2:02P		6:05P			10:12P			
Buellton, CA 	BUL				 12:45P	 2:45P					 10:50P			
Solvang, CA 	SLV				 12:55P	 2:50P					 10:55P			
Lompoc, CA	LPS			11:20A				7:22P						
Guadalupe-Santa Maria, CA	GUA			11:54A				7:56P						
Santa Maria, CA 	SAT				 1:25P	 3:30P					 11:35P			
Grover Beach, CA	GVB			12:09P	 1:45P	 3:55P		8:11P			 11:59P			
San Luis Obispo, CA														
• San Luis Obispo Amtrak Station	SLO	Arrive		12:39P				8:46P						
		Depart		 12:45P	 2:15P	 4:25P					 12:30A			
• Cal Poly 	SLP			 12:55P	 2:25P	 4:35P					12:40A			
Paso Robles, CA 	PRB			 1:25P	 2:55P	 5:05P					1:10A			
King City, CA 	KGC			 2:50P	 4:20P	 6:30P					2:35A			
Salinas, CA 	SNS			 3:40P	 5:10P	 7:20P					3:25A			
San Jose, CA 	SJC			 4:50P	 6:20P	 8:25P					4:30A			
San Francisco, CA 	SFC			 6:00P	 7:30P	 9:40P					5:45A			
Emeryville, CA 	EMY					 10:05P					6:05A			
Oakland, CA 	OKJ	Arrive		 6:30P	 8:00P	 10:15P					6:15A			

 Pacific Surfliner train service

 Airport connection


 Thruway Bus and connecting services

 Thruway Bus stop

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PACIFIC SURFLINER THRUWAY BUS CONNECTIONS // Daily

ROUTE 39 // Fullerton • Palm Springs • Indio

EASTBOUND (read down)					WESTBOUND (read up)				
770 / 769	774 / 580 / 581	◀ Connecting Train Number ▶			572 / 573 / 777	784 / 785			
4968	4984	◀ Thruway Bus Number ▶			4967	4985			
⌚ 11:00A	⌚ 4:50P	Depart	Fullerton, CA	FUL	Arrive	⌚ 10:05A	⌚ 4:25P		
⌚ 11:50A	⌚ 5:45P		Riverside, CA (Amtrak/Metrolink)	RIV	↑	9:00A	⌚ 3:25P		
⌚ 12:30P	⌚ 6:25P		Cabazon, CA (Morongo Casino Hotel)	CBZ		⌚ 8:20A	⌚ 2:35P		
⌚ 1:00P ⌚ 1:10P	⌚ 6:55P	↓	Palm Springs, CA		↑	⌚ 7:50A	⌚ 2:10P		
	⌚ 7:00P		• Downtown	PSS			⌚ 2:00P		
	⌚ 7:30P		• Airport ✈	PSP		⌚ 7:45A			
	⌚ 7:40P		Palm Desert, CA (Palm Desert Town Center)	PDC		⌚ 7:15A			
	⌚ 7:50P	Arrive	La Quinta, CA (La Quinta Town Center)	LQT		⌚ 7:00A			
			Indio, CA (Hwy 111 at Monroe)	IDO	Depart	6:50A			

ROUTE 17 // Santa Barbara • San Luis Obispo • Oakland

NORTHBOUND <i>(read down)</i>								SOUTHBOUND <i>(read up)</i>				
761	765	769	785	◀ Connecting Train Number ▶				770	784	790	794	
4761	4765	4769	4785	◀ Thruway Bus Number ▶				4770	4784	4790	4794	
	⌚ 11:55A	⌚ 2:00P	⌚ 10:05P	Depart	Santa Barbara, CA		Arrive					
	12:10P	2:15P	10:20P		• Santa Barbara Amtrak Station	SBA		⌚ 6:30A	⌚ 1:25P	⌚ 4:20P		
					• UCSB	SBU		6:00A	12:40P	3:40P		
	12:45P	2:45P	10:50P		Buellton, CA – Transit Shelter WB 246		BUL	5:25A	12:00P	3:05P		
	12:55P	2:50P	10:55P		Solvang, CA (Solvang Park)		SLV	5:15A	11:50A	2:55P		
	1:25P	3:30P	11:35P		Santa Maria, CA (IHOP)		SAT	4:40A	11:15A	2:20P		
	1:45P	3:55P	11:59P		Grover Beach, CA		GVB	4:25A	10:55A	2:05P		
					San Luis Obispo, CA							
⌚ 12:45P	⌚ 2:15P	4:25P	12:30A		• San Luis Obispo Amtrak Station	SLO		4:00A	10:35A	1:40P	3:50P	
12:55P	2:25P	4:35P	12:40A		• Cal Poly	SLP		⌚ 3:45A	10:15A	1:25P	3:30P	
1:25P	2:55P	5:05P	1:10A		Paso Robles, CA		PRB	3:15A	9:40A	12:55P	2:55P	
⌚ 2:50P	⌚ 4:20P	⌚ 6:30P	⌚ 2:35A		King City, CA (McDonald’s)		KGC	⌚ 1:35A	⌚ 8:45A	⌚ 11:55A	⌚ 1:55P	
3:40P	5:10P	7:20P	3:25A		Salinas, CA		SNS	12:45A	7:35A	10:25A	12:40P	
⌚ 4:50P	⌚ 6:20P	8:25P	4:30A		San Jose, CA		SJC	11:45P	6:20A	9:25A	⌚ 11:25A	
⌚ 6:00P	⌚ 7:30P	⌚ 9:40P	⌚ 5:45A		San Francisco, CA		SFC	10:35P	5:15A	7:55A	10:10A	
		⌚ 10:05P	⌚ 6:05A		Emeryville, CA		EMY	10:15P	4:55A	7:35A	9:50A	
⌚ 6:30P	⌚ 8:00P	⌚ 10:15P	⌚ 6:15A	Arrive	Oakland, CA		OKJ	Depart	⌚ 10:00P	⌚ 4:45A	⌚ 7:20A	9:35A

NOTE: All Pacific Surfliner Thruway Bus connections require advance reservations.

For other Thruway Bus routes, go to [PacificSurfliner.com/Thruway](https://PacificSurfliner.com/Thruway)

Thruway Bus and connecting services

- ✈ Airport connection
- ⌚ Train connection
- ⌚ Stops only to discharge passengers; bus may leave before time shown
- ⌚ Rest stop

# PACIFIC SURFLINER TRAIN STATIONS

**San Luis Obispo Station**  
1011 Railroad Ave.  
San Luis Obispo, CA 93401  
*Staffed Station*

**Grover Beach Station**  
180 W. Grand Ave.  
Grover Beach, CA 93433  
*Unstaffed Station*

**Guadalupe Station**  
330 Guadalupe St.  
Guadalupe, CA 93434  
*Unstaffed Station*

**Lompoc-Surf Station**  
Ocean Ave. & Park Rd.  
Surf, CA 93437  
*Unstaffed Station*

**Goleta Station**  
25 S. La Patera Ln.  
Goleta, CA 93117  
*Unstaffed Station*

**Santa Barbara Station**  
209 State St.  
Santa Barbara, CA 93101  
*Staffed Station*

**Carpinteria Station**  
475 Linden Ave.  
Carpinteria, CA 93013  
*Unstaffed Station*

**Ventura Station**  
39 E. Harbor Blvd.  
Ventura, CA 93001  
*Unstaffed Station*

**Oxnard Station**  
201 E. Fourth St.  
Oxnard, CA 93030  
*Staffed Station*

**Camarillo Station**  
30 Lewis Rd.  
Camarillo, CA 93010  
*Unstaffed Station*

**Moorpark Station**  
300 High St.  
Moorpark, CA 93021  
*Unstaffed Station*

**Simi Valley Station**  
5050 Los Angeles Ave.  
Simi Valley, CA 93063  
*Unstaffed Station*

**Chatsworth Station**  
10040 Old Depot Plaza Rd.  
Chatsworth, CA 91311  
*Unstaffed Station*

**Northridge Station**  
8775 Wilbur Ave.  
Northridge, CA 91324  
*Unstaffed Station*

**Van Nuys Station**  
7724 Van Nuys Blvd.  
Van Nuys, CA 91405  
*Staffed Station*

**Burbank Airport Station**  
3750 Empire Ave.  
Burbank, CA 91505  
*Unstaffed Station*

**Burbank Downtown Station**  
201 N. Front St.  
Burbank, CA 91502  
*Unstaffed Station*

**Glendale Station**  
400 W. Cerritos Ave.  
Glendale, CA 91204  
*Unstaffed Station*

**Los Angeles Union Station**  
800 N. Alameda St.  
Los Angeles, CA 90012  
*Staffed Station*

**Fullerton Station**  
120 E. Santa Fe Ave.  
Fullerton, CA 92832  
*Staffed Station*

**Anaheim Station**  
2626 E. Katella Ave.  
Anaheim, CA 92806  
*Staffed Station*

**Santa Ana Station**  
1000 E. Santa Ana Blvd.  
Santa Ana, CA 92701  
*Staffed Station\**

**Irvine Station**  
15215 Barranca Pkwy.  
Irvine, CA 92618  
*Staffed Station\**

**San Juan Capistrano Station**  
26701 Verdugo St.  
San Juan Capistrano, CA 92675  
*Staffed Station\**

**San Clemente Pier Station**  
615 Avenida Victoria  
San Clemente, CA 92672  
*Unstaffed Station*

**Oceanside Station**  
235 S. Tremont St.  
Oceanside, CA 92054  
*Staffed Station*

**Solana Beach Station**  
105 Cedros Ave.  
Solana Beach, CA 92075  
*Staffed Station\**

**San Diego – Old Town Station**  
4005 Taylor St.  
San Diego, CA 92110  
*Unstaffed Station*

**San Diego – Santa Fe Depot**  
1050 Kettner Blvd.  
San Diego, CA 92101  
*Staffed Station*

*\* These station facilities are either temporarily closed or partially closed. However, trains continue to serve these stations.  
Please visit [PacificSurfliner.com/Advisory](https://www.pacificsurfliner.com/Advisory) for the latest updates.*

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**May 19, 2025**

**To:** Members of the Board of Directors

**From:** Jason Jewell, Managing Director 

**Subject:** Proposed Changes to the Los Angeles – San Diego – San Luis Obispo Rail Corridor Agency Travel, Conference, and Business Expense Policy

### **Overview**

The Los Angeles – San Diego – San Luis Obispo Rail Corridor Agency is committed to maintaining administrative policies that promote transparency, fiscal responsibility, and compliance with applicable state and federal requirements. As part of ongoing efforts to strengthen operational practices and ensure alignment with current grant reimbursement standards, staff is recommending updates to the Agency's Travel, Conference, and Business Expense Policy.

### **Recommendation**

Adopt the proposed updates to the Los Angeles – San Diego – San Luis Obispo Rail Corridor Agency Travel, Conference, and Business Expense Policy and authorize staff to implement the recommended changes.

### **Background**

The Los Angeles – San Diego – San Luis Obispo (LOSSAN) Rail Corridor Agency's (Agency) original Travel, Conference, and Business Expense Policy (Policy) was adopted by the Board of Directors (Board) in March 2014 to establish procedures for the approval and reimbursement of expenses incurred by the Board and staff while conducting official Agency business, consistent with Government Code Section 53232 et seq. (GSA) and Agency By-Laws.

In November 2019, minor updates were made to the Policy to clarify reimbursement procedures, mileage verification, and meal per diem practices. These refinements were administrative in nature and aimed at strengthening internal documentation requirements.



In 2025, a comprehensive review of the Policy was conducted to address evolving best practices, ensure compliance with federal and state grant requirements, and support effective financial stewardship. Based on this review, staff is recommending updates to modernize the Policy, improve clarity, and reinforce the Agency's commitment to consistent and auditable practices.

### ***Discussion***

The proposed updates to the Policy are intended to modernize procedures, strengthen consistency, and ensure compliance with federal and state reimbursement requirements. The updates include:

- Clarification of the travel authorization process, including formal approval requirements for overnight and air travel, and supervisory approval for same-day travel.
- Updates to transportation and mileage reimbursement procedures to align with Internal Revenue Service guidelines and reflect reasonable business practices.
- Refinements to lodging reimbursement criteria to promote safety and prudent stewardship of public funds.
- Revisions to meal and incidental expense reimbursements to maintain alignment with General Services Administration per diem standards, including required reductions when meals are provided at no cost and clarifications for local travel meal reimbursements.
- Addition of Transportation Security Administration Pre-Check enrollment reimbursement eligibility for frequent business travelers to improve travel efficiency.
- Clarifications regarding tipping practices to ensure reasonable and consistent reimbursement practices.
- Streamlining expense reporting deadlines and acceptance of electronic receipts to promote timely and efficient reimbursement processing.

These updates will help ensure LOSSAN's travel practices continue to meet high standards of fiscal responsibility, support audit-readiness, and maintain eligibility for reimbursement under applicable grant and funding programs.

### ***Summary***

Staff recommends approval of the proposed updates to the Travel, Conference, and Business Expense Policy. The recommended changes reflect best practices for financial stewardship, promote clear and consistent administration of travel and business expenses, and ensure compliance with applicable requirements to protect the Agency's eligibility for grant and operating reimbursements.

***Attachments***

- A. Travel, Conference, and Business Expense Policy for Members of the Board of Directors and Staff
- B. Redlined Version of the Travel, Conference, and Business Expense Policy for Members of the Board of Directors and Staff

**Prepared by:**



Kristopher Ryan  
Chief Finance Officer

**TRAVEL, CONFERENCE, AND BUSINESS EXPENSE POLICY  
FOR MEMBERS OF  
THE BOARD OF DIRECTORS AND STAFF**

**I. PURPOSE**

The purpose of this policy is to (i) define and clarify business activities for which members of the Board of Directors and staff of the Los Angeles – San Diego – San Luis Obispo Rail Corridor Agency ("LOSSAN" or "Agency") are authorized to receive reimbursement of expenses in accordance with Government Code Section 53232, *et seq.*, and the Agency By-Laws, and (ii) establish procedures for reimbursing such expenses.

**II. POLICY**

- A. All travel that requires an overnight stay or transportation by airplane must be preapproved through an approved Travel Authorization (TA). Single-day travel by car or rail that does not involve overnight lodging or air travel does not require a TA but must be preapproved by the employee's direct supervisor or manager and the Managing Director or Deputy Managing Director.
- B. All travel, conference, and business expenses must be for the benefit of LOSSAN and must be reasonable and necessary under the circumstances. Expenses must comply with all applicable statutes as well as applicable policies of LOSSAN or the Managing Agency.

**III. SCOPE**

This policy is applicable to Members of the LOSSAN Board of Directors (Board) and Agency staff.

**IV. AUTHORIZATION AND REIMBURSEMENT OF BUSINESS EXPENSES**

A. Travel Approval

- The Managing Director shall approve travel requests submitted by the Deputy Managing Director.
- The Deputy Managing Director shall approve travel requests submitted by the Managing Director.
- The Managing Director or Deputy Managing Director shall approve travel requests of all other staff members.
- Single-day travel by car or rail that does not involve overnight lodging or air travel must be preapproved by the employees' direct supervisor or manager and the Managing Director or Deputy Managing Director.



A Travel Authorization is not required for this type of travel, provided the travel meets the reimbursement criteria outlined in this policy.

- Travel requiring an overnight stay or air transportation must be preapproved through a Travel Authorization (TA) approved by the Managing Director or Deputy Managing Director and submitted to the Deputy Chief Executive Officer for final approval.
- The Executive Committee shall approve travel that falls outside of the Specific Occurrences discussed in Section C below.

#### B. General

LOSSAN shall allow actual and necessary expenses incurred by Board Members and staff in the performance of their duties. Board Members and staff shall be expected to exercise good judgment and show proper regard for economy when incurring expenses in connection with official LOSSAN business. The principle of "reasonable and necessary" should be used when deciding to expend taxpayer money. All expenditures and requests for reimbursement shall logically relate to the conduct of LOSSAN business and shall be "necessary" to accomplish the purposes of such business and shall be "reasonable" in amount.

Allowable expenditures may be paid directly by LOSSAN, charged to a LOSSAN corporate credit card (if applicable), or reimbursed to Board Members or staff upon presentation of a completed expense report and receipts.

#### C. Specific Occurrences

The following occurrences, also referred to as qualifying activities in this policy, are approved as qualifying for payment of actual and necessary expenses incurred by a Board Member or staff:

- Registration fee (if any) and costs of travel and lodging to meetings, conferences, and advocacy trips where Board Members, Managing Director and/or staff are specifically representing LOSSAN.
- Any occurrence which does not fall within the specified activities above must be approved by the Executive Committee before the expense is incurred in order for the Board Member or staff to be reimbursed for any expenses related to the occurrence.

#### D. Transportation

The following transportation modes may be employed for the purpose of traveling on LOSSAN business:

1. Airfare and Rail

All Board Members and staff shall utilize coach or tourist class accommodations when traveling within the continental United States by commercial airlines. All Board Members and staff shall utilize coach accommodations when traveling by train. Employees may travel in business class if the trip is longer than sixty (60) minutes in length. Business class is not reimbursable for trips between Orange County and Los Angeles. Reservations, where possible, should be made in advance to take advantage of all available discounts. Increased costs related to late booking may be disallowed without a sound business reason. Travel arrangements can be paid for with a personal credit card. Credit card purchases will be reimbursed only for actual round-trip fares and associated fee and only after the trip is taken. Board Members and staff may, at their own expense, pay to upgrade their airline or rail accommodations.

2. Private Automobile

Board Members and staff will be reimbursed for actual mileage (not to exceed coach or tourist class airfare or rail where commercial air or rail travel is a reasonably available alternative) for the use of their private automobiles in travel to and from qualifying activities on LOSSAN business. The reimbursement rate will be at the current rate established by the Internal Revenue Service (IRS) guidelines.

Reimbursement will be based on the actual number of miles traveled between the origin and the travel destination, provided it does not exceed the distance from the LOSSAN administrative offices to the travel destination.

Board Members and staff are required to verify mileage claimed via an online mapping tool such as Google Maps, MapQuest or similar and submit such printed mileage verification for reimbursement.

3. Garage, Parking, Bridge, and Highway Tolls

Expenses for necessary parking and storage of private vehicles are authorized. Expenses for necessary bridge and highway tolls are authorized. Receipts or other reasonable verification must be provided to obtain reimbursement.

4. Vehicle Rentals, Taxi, and Transit Fare

Expenses for such transportation may be authorized where reasonable and necessary to conduct LOSSAN business. Receipts must be provided to obtain reimbursement. When selecting a rental vehicle over taxi or shuttle

service, there should be a clear business reason or cost benefit to support the decision. Car rentals must be requested and approved in the travel authorization unless there are extenuating circumstances. Associated expenses for gas, supplemental insurance, and taxes are reimbursable. If a rental car is denied, related parking fees will also be denied, and the traveler will instead be reimbursed for round-trip shuttle or taxi fares.

When renting a vehicle, travelers must also comply with the following requirements:

- a. All parties that may drive the rental car must sign the rental agreement.
- b. Rental cars may not go out of the geographical areas listed on the rental agreement unless the rental company is notified in advance.
- c. Drivers must follow all local traffic rules and laws.
- d. Drivers must not drive after drinking alcohol.
- e. Travelers shall take out the supplemental insurance offered by the rental agency.

#### E. Lodging

Expenses will be allowed for adequate lodging. Price is an issue in selecting "adequate lodging." Prudence and good stewardship should be used when selecting a hotel. Itemized receipts for lodging must be provided to obtain reimbursement.

Employees shall be eligible for lodging reimbursement if travel exceeds 85 miles one-way and the duration of the travel-related activity is expected to exceed 12 hours.

Travelers should seek lodging rates (excluding taxes and fees) at or below the federal government's per diem rate. If such rates are not available, a hotel's discounted government rate shall be allowed. If attending a conference where the organizers have reserved blocks of rooms at discounted rates, travelers shall reserve rooms at the discounted conference rate or the hotel's governmental rate, whichever is lower. A schedule of federal lodging per diem rates is available on the U.S. General Services Administration (GSA) website: [www.gsa.gov](http://www.gsa.gov).

If an employee chooses not to stay overnight and instead returns home, they are encouraged to consider factors such as distance, time of day, and physical condition. Managers and employees should exercise sound judgment to avoid unsafe travel conditions, including inclement weather or fatigue.

#### F. Meals and Incidentals

Reasonable and customary expenses for meals and incidentals are authorized for Board Members and staff as required to conduct qualifying LOSSAN activities.

Meals and incidentals shall be reimbursed using the IRS Meal and Incidentals Expense (M&IE) per diem rate applicable to the specific locality. For in-state travel, the first and last day of the trip (travel days) the reimbursement shall be 75 percent of the M&IE per diem rate. For out-of-state travel, the first and last day of the trip (travel days) the reimbursement is 100 percent of the M&IE per diem rate when travel time is more than four hours.

For per diem subject to the 75 percent of the M&IE, employees may submit a separate receipt for reimbursement for an individual meal if travel time extends beyond a reasonable period for a meal due to circumstances outside of their control, or if total travel time exceeds 12 hours. The receipt must clearly show that the meal was purchased during the applicable meal period (e.g., breakfast or dinner) and within the locality of travel. Reimbursement will be subject to the GSA rate for that meal and locality and approval from the Managing Director. The per diem includes reimbursement of tips on meals and incidentals at the locality-specific GSA rate.

A day's per diem rate shall be reduced proportionately for meals provided at no cost to the traveler. The amount of the reduction shall be based on the applicable meal using the M&IE table that allocates the per diem amount between breakfast, lunch, and dinner. This reduction applies even if the traveler skips the provided meal or chooses to eat elsewhere. The reimbursement amount shall also be reduced by any direct charges that were made to the Board Member's or staff member's corporate card for meal and incidental expenses (if applicable).

The Managing Director may allow you to claim the full M&IE allowance if:

1. You are unable to consume the furnished meal(s) because of medical requirements or religious beliefs; and
2. You purchase substitute meals in order to satisfy your medical requirements or religious beliefs.

For single-day travel, reimbursement at 75 percent of the M&IE per diem rate applies only if the round trip exceeds 85 miles each way from the LOSSAN office and the total duration of the travel-related activity exceeds 12 hours.

Travel within 85 miles each way is considered local travel. Meals associated with local travel shall not be reimbursed unless approved by the Managing Director. If approved, the actual cost of the meal plus tip shall be reimbursed at the GSA rate for that meal and locality. A receipt is required for reimbursement of meals incurred during local travel. Obtaining preapproval is recommended.

A Board Member or staff member may request a reimbursement less than the M&IE per diem rate. Receipts are not needed to document meal and incidental expenses to be reimbursed on an expense report, except when requesting reimbursement above the 75 percent per diem rate for the first and last day of

travel. Additionally, receipts are required to document corporate credit card charges for meals and incidental expenses.

A schedule of M&IE per diem rates is available on the U.S. GSA website: [www.gsa.gov](http://www.gsa.gov).

G. Transportation Security Administration (TSA) Pre-Check Program

TSA Pre-Check enrollment program fees are a reimbursable expense for LOSSAN employees who have been with the agency for a minimum of one year and take or anticipate taking four or more LOSSAN business trips per year. Reimbursement will be provided upon submission of proof of payment and confirmation of TSA Pre-Check enrollment. This benefit is intended to support employees with a demonstrated need for frequent business travel on behalf of the agency. The Managing Director must approve the expense prior to enrollment in the TSA Pre-Check program.

H. Tips and Gratuities

Reasonable expenses for tips are allowable for hotel and transportation purposes. Tipping for meals, rideshare services, and similar expenses shall be limited to a maximum of 20 percent of the total bill to ensure consistency and prevent excessive tipping. Tips for housekeeping at hotels are reimbursable at a rate of \$3 to \$5 per night and included within incidentals as part of daily per diem.

I. Mileage Reimbursement

Travelers will be reimbursed for the use of private vehicles for official LOSSAN business in accordance with current IRS regulations regarding mileage reimbursements. Reimbursement shall be based on actual miles traveled at the IRS-established reimbursement rate. Transportation expenses between an employee's home and their primary or regular place of work are considered personal commuting expenses and are not eligible for reimbursement. Employees who receive a car allowance are not eligible for mileage reimbursement.

Reimbursement will be based on the actual number of miles traveled between the origin and the travel destination, provided it does not exceed the distance from the LOSSAN administrative offices to the travel destination.

If a traveler chooses to drive a private vehicle instead of using public transportation, reimbursement shall not exceed the cost of economy/coach class airfare or rail fare when commercial air or rail travel is a reasonably available alternative.

J. Registration Fees

Convention or meeting registration fees qualify for reimbursement. LOSSAN will directly pre-pay conference registrations and other event fees prior to the date of the event. In cases where early registration is not possible, a receipt or registration form verifying the fee was paid must be provided with the reimbursement request.

K. Communications

Telephone, fax, computer and internet-related expenses may be incurred only for the conduct of LOSSAN business. Wi-Fi on planes is a reimbursable expense when required for official LOSSAN Agency business. Board Members and staff are encouraged to use cell phones when available. Employees should consult with their direct supervisor to determine if a communication-related expense is appropriate for reimbursement.

L. Miscellaneous

Expenses for duplication and publications of value to LOSSAN are authorized for reimbursement. Expenses not specified in this policy, but which are reasonable and necessary for the performance of a Board Member or staff member's duties are authorized for reimbursement. Receipts are required for such expenses.

M. Reimbursement/Reporting of Travel Expenses

Travel expense reports shall be submitted within sixty (60) days after incurring the expense and no later than thirty (30) days following the fiscal year, and the reports shall be accompanied by the required itemized receipts documenting each expense. Such documentation includes, but is not limited to:

1. Credit card slip or meal receipts
2. Hotel receipt
3. Conference brochure
4. Meeting agenda
5. Trip or meeting purpose
6. Other attendees at a meal or meeting

Receipts for travel reporting travel expenses must:

- a. Original itemized receipts are required for reimbursements except for meals and incidentals reimbursed on a per diem basis.
- b. Paper receipts smaller than an 8.5" by 11" piece of paper, must be taped to letter sized paper prior to submission for reimbursement. Electronic receipts are acceptable, provided they are legible and include all necessary details to substantiate the expense.

- c. If a receipt is lost or is not available, the traveler may submit a “substitute receipt” consisting of a signed and dated memo detailing the expense, the business purpose, the date, the amount, the vendor, and the location.

Board Members or staff shall submit reimbursement for any and all personal expenses that were charged to their corporate credit card or directly paid by LOSSAN to the vendor (if applicable). The reimbursement for personal expenses shall accompany the expense reports.

Any reimbursements issued directly to an employee for business-related expenses must be remitted to the organization if the corresponding expense was later refunded or otherwise not incurred. Employees are responsible for promptly notifying LOSSAN and returning any overpayments or duplicate reimbursements.

A Board Member or staff member shall not be required to submit an expense report for any expense paid directly by another Board Member or staff member. A Board Member or staff member who pays a LOSSAN expense on behalf of a Board Member or staff member, either by use of a corporate credit card (if applicable) or by any other means for which reimbursement is sought, shall submit an expense report indicating the name of the recipient Board Member or staff member and the nature, amount, and business purpose of the expenditure. A copy of the expense report shall be provided to the recipient Board Member or staff member within thirty (30) days following the date such expense is incurred.

The LOSSAN Chief Finance Officer shall review all travel expense reports to ensure compliance with the Travel, Conference, and Business Expense Policy.

All documentation relating to reimbursable LOSSAN expenditures shall be subject to disclosure under the California Public Records Act.

N. Unauthorized Travel Expense Reimbursement

1. Alcohol
2. The personal portion of any trip.
3. Expenditures deemed lavish or extravagant by the approving authority based on the facts and circumstances.
4. Expenditures that are contrary to any policy, statute, contract, or regulation applicable to LOSSAN.
5. Family expenditures, including partner’s expenses, as well as children or pet-related expenses.
6. Non-mileage personal automobile expenses, including repairs, traffic citations, insurance, or gasoline.
7. Personal losses incurred while on LOSSAN business.
8. Political or charitable contributions.

O. Exceptions

The Executive Committee or the Managing Director shall approve any exceptions to this policy.

P. Business Meals

Board Members and staff who, during the normal course of performing their duties, must provide meals for representatives of other governmental agencies or other persons doing business with LOSSAN in order to effectively execute their responsibilities are authorized to be reimbursed for the actual expense of meals in addition to the per diem, but must use prudent judgment, and excessive amounts are subject to disallowance. Receipts are required. In such cases, the meal must be documented with a description of the purpose of the meal, including an explanation of its necessity to LOSSAN, and a list of all persons, including other Board Members or staff who were in attendance, specifying their organization and/or title.



## **TRAVEL, CONFERENCE, AND BUSINESS EXPENSE POLICY FOR MEMBERS OF THE BOARD OF DIRECTORS AND STAFF**

### **I. PURPOSE**

The purpose of this policy is to (i) define and clarify business activities for which members of the Board of Directors and staff of the Los Angeles – San Diego – San Luis Obispo Rail Corridor Agency ("LOSSAN" or "Agency") are authorized to receive reimbursement of expenses in accordance with Government Code Section 53232, *et seq.*, and the Agency By-Laws, and (ii) establish procedures for reimbursing such expenses.

### **II. POLICY**

- A. All travel that requires an overnight stay or transportation by airplane must be preapproved through an approved Travel Authorization (TA). Single-day travel by car or rail that does not involve overnight lodging or air travel does not require a TA but must be preapproved by the employee's direct supervisor or manager and the Managing Director or Deputy Managing Director.  
~~All travel that requires an overnight stay or transportation by airplane must be preapproved, unless as provided herein.~~
- B. All travel, conference, and business expenses must be for the benefit of LOSSAN and must be reasonable and necessary under the circumstances. Expenses must comply with all applicable statutes as well as applicable policies of LOSSAN or the Managing Agency.

### **III. SCOPE**

This policy is applicable to Members of the LOSSAN Board of Directors (Board) and Agency staff.

### **IV. AUTHORIZATION AND REIMBURSEMENT OF BUSINESS EXPENSES**

#### **A. Travel Approval**

- The Managing Director shall approve travel requests ~~of~~ submitted by the Deputy Managing Director.
- The Deputy Managing Director shall approve travel requests ~~of~~ submitted by the Managing Director.
- The Managing Director or Deputy Managing Director shall approve travel requests of all other staff members.
- Single-day travel by car or rail that does not involve overnight lodging or air travel must be preapproved by the employees' direct supervisor

or manager and the Managing Director or Deputy Managing Director. A Travel Authorization is not required for this type of travel, provided the travel meets the reimbursement criteria outlined in this policy.

- Travel requiring an overnight stay or air transportation must be preapproved through a Travel Authorization (TA) approved by the Managing Director or Deputy Managing Director and submitted to the Deputy Chief Executive Officer for final approval.
- The Executive Committee shall approve travel that falls outside of the Specific Occurrences discussed in Section C below.

#### B. General

LOSSAN shall allow actual and necessary expenses incurred by Board Members and staff in the performance of their duties. Board Members and staff shall be expected to exercise good judgment and show proper regard for economy when incurring expenses in connection with official LOSSAN business. -The principle of "reasonable and necessary" should be used when deciding to expend taxpayer money. All expenditures and requests for reimbursement shall logically relate to the conduct of LOSSAN business and shall be "necessary" to accomplish the purposes of such business and shall be "reasonable" in amount.

Allowable expenditures may be paid directly by LOSSAN, charged to a LOSSAN corporate credit card (if applicable), or reimbursed to Board Members or staff upon presentation of a completed expense report and receipts.

#### C. Specific Occurrences

The following occurrences, also referred to as qualifying activities in this policy, are approved as qualifying for payment of actual and necessary expenses incurred by a Board Member or staff:

- Registration fee (if any) and costs of travel and lodging to meetings, conferences, and advocacy trips where Board Members~~of the Executive Committee~~, Managing Director and/or staff are specifically representing LOSSAN.
- Any occurrence which does not fall within the specified activities above must be approved by the Executive Committee before the expense is incurred in order for the Board Member or staff to be reimbursed for any expenses related to the occurrence.

#### D. Transportation

The following transportation modes may be employed for the purpose of traveling on LOSSAN business:

1. Airfare and Rail

All Board Members and staff shall utilize coach or tourist class accommodations when traveling within the continental United States by commercial airlines. All Board Members and staff shall utilize coach accommodations when traveling by train. Employees may travel in business class if the trip is longer than sixty (60) minutes in length. Business class is not reimbursable for trips between Orange County and Los Angeles. — Reservations, where possible, should be made in advance to take advantage of all available discounts. Increased costs related to late booking may be disallowed without a sound business reason. Travel arrangements can be paid for with a personal credit card. —Credit card purchases will be reimbursed only for actual round trip fares and associated fee and only after the trip is taken. Board Members and staff may, at their own expense, pay to upgrade their airline or rail accommodations.

2. Private Automobile

Board Members and staff will be reimbursed actual mileage (not to exceed coach or tourist class airfare or rail where commercial air or rail travel is a reasonably available alternative) for the use of their private automobiles in travel to and from qualifying activities on LOSSAN business. The reimbursement rate will be at the current rate established by the Internal Revenue Service (IRS) guidelines.

Reimbursement will be based on the actual number of miles traveled between the origin and the travel destination, provided it does not exceed the distance from the LOSSAN administrative offices to the travel destination. ~~When travel begins at an employee's home and the destination is closer than the LOSSAN administrative office, the mileage is considered part of the normal commute and is not reimbursable. The LOSSAN Agency will reimburse Board Members and staff based upon the number of miles between the travel destination and either the Board Members/staffs home or LOSSAN administrative offices, whichever is the shortest distance.~~

~~If travel begins or ends at a third location due to business reasons (e.g., a hotel stay required for a conference), the reimbursable mileage should be calculated from that location to the final destination. However, reimbursement should not exceed the mileage that would have been incurred if the travel had originated from the employee's primary work location or home, whichever is shorter.~~

Board Members and staff are required to verify mileage claimed via an online mapping tool such as Google Maps, Map Quest or similar and submit such printed mileage verification for reimbursement.

### 3. Garage, Parking, Bridge, and Highway Tolls

Expenses for necessary parking and storage of private vehicles are authorized. —Expenses for necessary bridge and highway tolls are authorized. - Receipts or other reasonable verification must be provided to obtain reimbursement.

### 4. Vehicle Rentals, Taxi, and Transit Fare

Expenses for such transportation may be authorized where reasonable and necessary to conduct LOSSAN business. Receipts must be provided to obtain reimbursement. When selecting a rental vehicle over taxi or shuttle service, there should be a clear business reason or cost benefit to support the decision. Car rentals must be requested and approved in the travel authorization unless there are extenuating circumstances. Associated expenses for gas, supplemental insurance, and taxes are reimbursable. If a rental car is denied, related parking fees will also be denied, and the traveler will instead be reimbursed for round-trip shuttle or taxi fares.~~When vehicle rental is chosen over taxi or shuttle service, there should be a business reason or economic benefit to support the rental decision. If a rental vehicle is subsequently denied, the related parking fees will also be denied and the individual will be reimbursed the round trip shuttle and/or taxi charges.~~

~~Car rentals and associated expenses for gas, supplemental insurance, and taxes. Car rentals must be pre-approved.~~ When renting a vehicle, travelers must also comply with the following requirements:

- a. All parties that may drive the rental car must sign the rental agreement.
- b. Rental cars may not go out of the geographical areas listed on the rental agreement unless the rental company is notified in advance.
- c. Drivers must follow all local traffic rules and laws.
- d. Drivers must not drive after drinking alcohol.
- e. Travelers shall take out the supplemental insurance offered by the rental agency.

### E. Lodging

Expenses will be allowed for adequate lodging. Price is an issue in selecting "adequate lodging". —Prudence and good stewardship should be used when selecting a hotel. ~~Comparison shopping is encouraged; booking through online travel websites, as opposed to directly with the lodging facility, might provide opportunities for reduced cost lodging.~~ Itemized receipts for lodging must be provided to obtain reimbursement.

Employees shall be eligible for lodging reimbursement if travel exceeds 85 miles one-way and the duration of the travel-related activity is expected to exceed 12 hours.

Travelers should seek lodging rates (excluding taxes and fees) at or below the federal government's per diem rate. ~~If such rates are not available, a hotel's discounted government rate shall be allowed.~~ If attending a conference where the organizers have reserved blocks of rooms at discounted rates, travelers shall reserve rooms at the discounted conference rate or the hotel's governmental rate, whichever is lower. A schedule of federal lodging per diem rates is available on the U.S. General Services Administration (GSA) website: [www.gsa.gov](http://www.gsa.gov).

If an employee chooses not to stay overnight and instead returns home, they are encouraged to consider factors such as distance, time of day, and physical condition. Managers and employees should exercise sound judgment to avoid unsafe travel conditions, including inclement weather or fatigue.

#### F. Meals and Incidentals

Reasonable and customary expenses for meals and incidentals are authorized for Board Members and staff as required to conduct qualifying LOSSAN activities. Meals and incidentals shall be reimbursed using the IRS Meal and Incidentals Expense (M&IE) per diem rate applicable to the specific locality. ~~For in-state travel, the first and last day of the trip (travel days) the reimbursement shall be 75% of the M&IE per diem rate. For out-of-state travel, the first and last day of the trip (travel days) the reimbursement is 100% of the M&IE per diem rate when travel time is more than four hours.~~

For per diem subject to the 75% of the M&IE, employees may submit a separate receipt for reimbursement for an individual meal if travel time extends beyond a reasonable period for a meal due to circumstances outside of their control, or if total travel time exceeds 12 hours. The receipt must clearly show that the meal was purchased during the applicable meal period (e.g., breakfast or dinner) and within the locality of travel. Reimbursement will be subject to the GSA rate for that meal and locality and approval from the Managing Director. The per diem includes reimbursement of tips on meals and incidentals at the locality-specific GSA rate.~~The per diem includes reimbursement of tips on meals and \$5 for incidental expenses.~~

A day's per diem rate shall be reduced proportionately for meals provided at no cost to the traveler. The amount of the reduction shall be based on the applicable meal using the M&IE table that allocates the per diem amount between breakfast, lunch, and dinner. ~~This reduction applies even if the traveler skips the provided meal or chooses to eat elsewhere. The day's per diem shall be reduced even if the traveler skips the meal or chooses to eat elsewhere.~~ The reimbursement amount shall also be reduced by any direct charges that were made to the Board Members' or staff member's corporate card for meal and incidental expenses (if applicable).

The Managing Director may allow you to claim the full M&IE allowance if:

1. You are unable to consume the furnished meal(s) because of medical requirements or religious beliefs; and
- ~~2. You requested specific approval to claim the full M&IE allowance prior to your travel;~~
- ~~3. You have made reasonable effort to make alternative meal arrangements, but were unable to do so; and~~
4. 2. You purchase substitute meals in order to satisfy your medical requirements or religious beliefs.

For single-day travel, reimbursement at 75% of the M&IE per diem rate applies only if the round trip exceeds 85 miles each way from the LOSSAN office and the total duration of the travel-related activity exceeds 12 hours.

~~At the Managing Director's discretion, you may claim the full M&IE allowance if you were unable to take part in a meal provided at no cost to you due to the conduct of official business.~~

Travel within 85 miles each way is considered local travel. Meals associated with local travel shall not be reimbursed unless approved by the Managing Director. If approved, the actual cost of the meal plus tip shall be reimbursed at the GSA rate for that meal and locality. A receipt is required for reimbursement of meals incurred during local travel. Obtaining preapproval is recommended.

A Board Member or staff member may request a reimbursement less than the M&IE per diem rate. Receipts are not needed to document meal and incidental expenses to be reimbursed on an expense report, except when requesting reimbursement above the 75% per diem rate for the first and last day of travel. ~~Additionally, However,~~ receipts are required to document corporate credit card charges for meals and incidental expenses.

~~If travel is completed within a single day and requires the employee to travel by air or other form of commercial/public transportation, reimbursements are 75% of the M&IE rate.~~

A schedule of M&IE per diem rates is available on the U.S. GSA website: [www.gsa.gov](http://www.gsa.gov).

#### G. Transportation Security Administration (TSA) Pre-Check Program

TSA Pre-Check enrollment program fees are a reimbursable expense for LOSSAN employees who have been with the agency for a minimum of one year and take or anticipate taking four or more LOSSAN business trips per year. Reimbursement will be provided upon submission of proof of payment and confirmation of TSA Pre-Check enrollment. This benefit is intended to support employees with a demonstrated need for frequent business travel on behalf of the

agency. The Managing Director must approve the expense prior to enrollment in the TSA Pre-Check program.

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#### H. Tips and Gratuities

Reasonable expenses for tips are allowable for hotel and transportation purposes. Tipping for meals, rideshare services, and similar expenses shall be limited to a maximum of 20% of the total bill to ensure consistency and prevent excessive tipping. Tips for housekeeping at hotels are reimbursable at a rate of \$3 to \$5 per night and included within incidentals as part of daily per diem.

#### I. Mileage Reimbursement

Travelers will be reimbursed for the use of private vehicles for official LOSSAN business in accordance with current IRS regulations regarding mileage reimbursements. Reimbursement shall be based on actual miles traveled at the IRS-established reimbursement rate. Transportation expenses between an employee's home and their primary or regular place of work are considered personal commuting expenses and are not eligible for reimbursement. Employees who receive a car allowance are not eligible for mileage reimbursement.

Reimbursement will be based on the actual number of miles traveled between the origin and the travel destination, provided it does not exceed the distance from the LOSSAN administrative offices to the travel destination.

~~If travel begins or ends at home and the destination is closer than the LOSSAN office, the mileage is not reimbursable. If the destination is farther than the employee's regular commute, only the excess mileage may be reimbursed.~~

~~If travel begins or ends at a third location due to business reasons (e.g., a hotel stay required for a conference), the reimbursable mileage should be calculated from that location to the final destination. However, reimbursement should not exceed the mileage that would have been incurred if the travel had originated from the employee's primary work location or home, whichever is shorter.~~

If a traveler chooses to drive a private vehicle instead of using public transportation, reimbursement shall not exceed the cost of economy/coach class airfare or rail fare when commercial air or rail travel is a reasonably available alternative.

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#### G. Tips and Gratuities

~~Reasonable expenses for tips are allowable for hotel and transportation purposes.~~

#### HJ. Registration Fees



Convention or meeting registration fees qualify for reimbursement. –LOSSAN will directly pre-pay conference registrations and other event fees prior to the date of the event. –In cases where early registration is not possible, a receipt or registration form verifying the fee was paid must be provided with the reimbursement request.

K. Communications~~Telephone, Fax, and Computer~~

Telephone, fax, ~~and~~ computer and internet-related expenses may be incurred only for the conduct of LOSSAN business. Wi-Fi on planes is a reimbursable expense when required for official LOSSAN Agency business. Board Members and staff are encouraged to use cell phones when available. Employees should consult with their direct supervisor to determine if a communication-related expense is appropriate for reimbursement.

L. Miscellaneous

Expenses for duplication and publications of value to LOSSAN are authorized for reimbursement. Expenses not specified in this policy, but which are reasonable and necessary for the performance of a Board Member or staff member's duties are authorized for reimbursement. Receipts are required for such expenses.

M. Reimbursement/Reporting of Travel Expenses

Travel expense reports shall be submitted within ~~ninety-sixty~~ (9060) days after incurring the expense and no later than 30 days following the fiscal year, and the reports shall be accompanied by the required itemized receipts documenting each expense. Such documentation includes, but is not limited to:

1. Credit card slip or meal receipts
2. Hotel receipt
3. Conference brochure
4. Meeting agenda
5. Trip or meeting purpose
6. Other attendees at a meal or meeting

Receipts for travel reporting travel expenses must:

- a. Original itemized receipts are required for reimbursements except for meals and incidentals reimbursed on a per diem basis.
- b. ~~Paper R~~ceipts smaller than an 8.5” by 11” piece of paper, must be taped to letter sized paper prior to submission for reimbursement. Electronic receipts are acceptable, provided they are legible and include all necessary details to substantiate the expense.

- c. If a receipt is lost or is not available, the traveler may submit a “substitute receipt” consisting of a signed and dated memo detailing the expense, the business purpose, the date, the amount, the vendor, and the location.

Board Members or staff shall submit reimbursement for any and all personal expenses that were charged to their corporate credit card or directly paid by LOSSAN to the vendor (if applicable). The reimbursement for personal expenses shall accompany the expense reports. ~~Expense reports and/or reimbursements not received within ninety (90) days after incurring the expense shall be reported to the Chairman of the Board of Directors.~~

Any reimbursements issued directly to an employee for business-related expenses must be remitted to the organization if the corresponding expense was later refunded or otherwise not incurred. Employees are responsible for promptly notifying LOSSAN and returning any overpayments or duplicate reimbursements.

A Board Member or staff member shall not be required to submit an expense report for any expense paid directly by another Board Member or staff member. A Board Member or staff member who pays a LOSSAN expense on behalf of a Board Member or staff member, either by use of a corporate credit card (if applicable) or by any other means for which reimbursement is sought, shall submit an expense report indicating the name of the recipient Board Member or staff member and the nature, amount, and business purpose of the expenditure. A copy of the expense report shall be provided to the recipient Board Member or staff member within thirty (30) days following the date such expense is incurred.

The LOSSAN Chief Finance Officer ~~Finance and Administration Manager~~ shall review all travel expense reports to ensure compliance with the Travel, Conference, and Business Expense Policy.

All documentation relating to reimbursable LOSSAN expenditures shall be subject to disclosure under the California Public Records Act.

#### ~~LN.~~ Unauthorized Travel Expense Reimbursement

1. Alcohol
2. The personal portion of any trip.
3. Expenditures deemed lavish or extravagant by the approving authority based on the facts and circumstances.
4. Expenditures that are contrary to any policy, statute, contract, or regulation applicable to LOSSAN.
5. Family expenditures, including partner’s expenses, as well as children or pet-related expenses.
6. Non-mileage personal automobile expenses, including repairs, traffic citations, insurance, or gasoline.

7. Personal losses incurred while on LOSSAN business.
8. Political or charitable contributions.

~~MO.~~ Exceptions

The Executive Committee or the Managing Director shall approve any exceptions to this policy.

~~N.~~ ~~Public Report of Meetings~~

~~A Board Member or staff member requesting reimbursement shall provide a brief report on the meeting(s) attended at the expense of LOSSAN at the next regular meeting of the Board. Such reports may be made orally or may be submitted in writing.~~

~~OP.~~ Business Meals

Board Members and staff who, during the normal course of performing their duties, must provide meals for representatives of other governmental agencies or other persons doing business with LOSSAN in order to effectively execute their responsibilities are authorized to be reimbursed for the actual expense of meals in addition to the per diem, but must use prudent judgment, and excessive amounts are subject to disallowance. Receipts are required. In such cases, the meal must be documented with a description of the purpose of the meal, including an explanation of its necessity to LOSSAN, and a list of all persons, including other Board Members or staff whom were in attendance, specifying their organization and/or title.



**May 19, 2025**

**To:** Members of the Board of Directors

**From:** Jason Jewell, Managing Director 

**Subject:** Amendment to Agreement for Social Media Marketing and Passenger Communication Services

### **Overview**

On July 17, 2023, the Board of Directors approved an agreement with The Abbi Agency to provide social media marketing and passenger communication services for the Los Angeles – San Diego – San Luis Obispo Rail Corridor Agency's Pacific Surfliner marketing program for a one-year initial term and two, one-year option terms. Board of Directors' approval is requested to exercise the second option term effective August 1, 2025, through July 31, 2026.

### **Recommendation**

Authorize the Managing Director to negotiate and execute Amendment No. 4 to Agreement L-2-0011 between the Los Angeles – San Diego – San Luis Obispo Rail Corridor Agency and The Abbi Agency, to exercise the second option term of the agreement, effective August 1, 2025, through July 31, 2026, in the amount of \$230,400, to provide continued social media marketing and passenger communication services for the Pacific Surfliner marketing program. This will increase the maximum obligation of the agreement to a total contract value of \$661,400.

### **Discussion**

The Los Angeles – San Diego – San Luis Obispo (LOSSAN) Rail Corridor Agency (Agency) is responsible for marketing the Pacific Surfliner service to enhance public awareness of the service. The official Public Surfliner social media channels, which include Facebook, Twitter, Instagram, YouTube, TikTok, and a blog, have become an increasingly important asset to the marketing program through and informing the public about the service, inspiring trips, and driving traffic to PacificSurfliner.com.

On July 17, 2023, the LOSSAN Agency's Board of Directors (Board) approved an agreement with The Abbi Agency to provide social media marketing and passenger communication services to promote the Pacific Surfliner as a viable transportation option for destinations along the LOSSAN rail corridor and beyond. The scope of the agreement outlines the responsibilities of The Abbi Agency, which include the following:

- Developing a data-driven, outcome focused, social media marketing plan to reach and influence target audiences, leveraging the appropriate channels for each.
- Managing the official Pacific Surfliner social media accounts.
- Developing content, such as blog articles, social posts, advertisements, and videos.
- Interacting with individuals who post about the Pacific Surfliner online.
- Strategically planning out social media campaigns to drive website traffic to PacificSurfliner.com.
- Planning, producing, placing, and optimizing paid media.
- Engaging with influencers (individuals on social media with large followings) and partners to increase exposure of the Pacific Surfliner.
- Building reports to inform on the performance of the program and identify opportunities for growth.

### ***Procurement Approach***

The procurement was handled in accordance with the LOSSAN Agency's Board-approved procedures for professional services. On July 17, 2023, the LOSSAN Agency's Board approved the award of the agreement with The Abbi Agency to provide social media marketing and passenger communication services for the LOSSAN Agency's Pacific Surfliner marketing program. The original agreement was awarded on a competitive basis and includes a one-year initial term with two, one-year option terms to provide social media marketing and passenger communication services in the amount of \$200,000. This agreement has been previously amended as shown in Attachment A.

The proposed Amendment No. 4 is to exercise the second option term effective August 1, 2025, through July 31, 2026, which will allow The Abbi Agency to continue providing social media marketing and passenger communication services. The budget for this amendment is \$230,400, which is based on current and anticipated efforts for social media marketing and passenger communication services. In accordance with the current agreement, the option term rates will remain the same as originally negotiated. This will increase the maximum obligation of the agreement to a total contract value of \$661,400.

**Fiscal Impact**

The amount for the second option term of the agreement is a not-to-exceed maximum obligation and is included in the Fiscal Year (FY) 2025-26 and FY 2026-27 budgets included in the Annual Business Plan. However, the actual marketing expenditure will be adjusted to be aligned with the funding amounts approved by the California State Transportation Agency for the FY.

***Summary***

Staff recommends the Board of Directors authorize the Managing Director to negotiate and execute Amendment No. 4 to Agreement No. L-2-0011 with The Abbi Agency to exercise the second option term, in the amount of \$230,400, for a total contract value of \$661,400, for continued social media marketing and passenger communication services for the Pacific Surfliner marketing program.

***Attachment***

- A. The Abbi Agency, Agreement No. L-2-0011 Fact Sheet

**Prepared by:**



Chris Orlando  
Deputy Managing Director  
714-560-5020

**The Abbi Agency  
Agreement No. L-2-0011 Fact Sheet**

1. July 17, 2023, Agreement No. L-2-0011, \$200,000, for a one-year initial term and two, one-year option terms approved by the Los Angeles – San Diego – San Luis Obispo (LOSSAN) Rail Corridor Agency's (Agency) Board of Directors (Board).
  - Agreement to provide social media and digital marketing services for the LOSSAN Agency's Pacific Surfliner marketing program.
  - One-year initial term effective August 22, 2023, through July 31, 2024, with two, one-year option terms.
2. January 11, 2024, Amendment No. 1 to Agreement No. L-2-0011, \$15,500, approved by the LOSSAN Agency's Managing Director.
  - To revise the scope of work and the price summary sheet to add job functions.
3. July 31, 2024, Amendment No. 2 to Agreement No. L-2-0011, \$14,500, approved by the LOSSAN Managing Director.
  - To extend the initial term of the agreement for an additional two months, effective August 1, 2024, through September 30, 2024.
4. September 16, 2024, Amendment No. 3 to Agreement No. L-2-0011, \$201,000, approved by the Board.
  - To exercise the first option term of the agreement, effective October 1, 2024, through July 31, 2025.
5. May 19, 2025, Amendment No. 4 to Agreement No. L-2-0011, \$230,400, pending approval by the Board.
  - To exercise the second option term of the agreement, effective August 1, 2025, through July 31, 2026.


Total committed to The Abbi Agency under Agreement No. L-2-0011: \$661,400.





**May 19, 2025**

**To:** Members of the Board of Directors

**From:** Jason Jewell, Managing Director 

**Subject:** Amendment to Agreement for Field Marketing Services

### **Overview**

On July 15, 2024, the Board of Directors approved an agreement with The Abbi Agency to provide field marketing services for the Los Angeles – San Diego – San Luis Obispo Rail Corridor Agency's Pacific Surfliner marketing program for a one-year initial term and two, two-year option terms. Board of Directors' approval is requested to exercise the first option term effective July 1, 2025, through June 30, 2027.

### **Recommendation**

Authorize the Managing Director to negotiate and execute Amendment No. 2 to Agreement L-4-0016 between the Los Angeles – San Diego – San Luis Obispo Rail Corridor Agency and The Abbi Agency, to exercise the first option term of the agreement, effective July 1, 2025, through June 30, 2027, in the amount of \$600,000, to provide continued field marketing services for the Pacific Surfliner marketing program. This will increase the maximum obligation of the agreement to a total contract value of \$1,150,000.

### **Discussion**

Field marketing is an important part of the Los Angeles – San Diego – San Luis Obispo (LOSSAN) Rail Corridor Agency's (Agency) marketing and communications toolbox. Field marketing efforts ensure that the LOSSAN Agency develops and maintains robust relationships with partners and communities across the corridor.

On July 15, 2024, the LOSSAN Agency's Board of Directors (Board) approved an agreement with The Abbi Agency to provide field marketing services to promote the Pacific Surfliner as a viable transportation option for travelers to destinations along the LOSSAN rail corridor and beyond. The scope of the agreement outlines the responsibilities of The Abbi Agency, which include the following:

- Facilitating cooperative advertising, social media, and promotional opportunities with partners in the travel industry, as well as with relevant sports teams, festivals, special events, and trade shows along the LOSSAN rail corridor.
- Planning, promoting, and implementing outreach events that drive brand awareness and strengthen relationships with communities served, including multilingual community outreach and engagement.
- Designing strategic campaigns to target specific markets and audiences to increase ridership and revenue.
- Designing solutions and creative assets for print, radio, video, broadcast, digital, and social media elements.

***Procurement Approach***

The procurement was handled in accordance with LOSSAN Agency's Board-approved policies and procedures for professional services. The original agreement was awarded on a competitive basis and includes a one-year initial term with two, two-year option terms to provide field marketing services in the amount of \$550,000. This agreement has been previously amended as shown in Attachment A.

The proposed Amendment No. 2 is to exercise the first option term effective July 1, 2025, through June 30, 2027, which will allow The Abbi Agency to continue providing field marketing and community outreach services. The budget for this amendment is \$600,000, which is based on current and anticipated efforts for field marketing and community outreach services. In accordance with the current agreement, the option term rates will remain the same as originally negotiated. This will increase the maximum obligation of the agreement to a total contract value of \$1,150,000.

***Fiscal Impact***

The amount for the first option term of the agreement is a not-to-exceed maximum obligation and is included in the Fiscal Year (FY) 2025-26 and FY 2026-27 budgets included in the Annual Business Plan. However, the actual marketing expenditure will be adjusted to be aligned with the funding amounts approved by the California State Transportation Agency for the FY.

***Summary***

Staff recommends the Board of Directors authorize the Managing Director to negotiate and execute Amendment No. 2 to Agreement No. L-4-0016 with The Abbi Agency to exercise the first option term, in the amount of \$600,000, for a total contract value of \$1,150,000, for continued field marketing services for the Pacific Surfliner marketing program.

***Attachment***

- A. The Abbi Agency, Agreement No. L-4-0016 Fact Sheet

**Prepared by:**



Chris Orlando  
Deputy Managing Director  
714-560-5020

**The Abbi Agency  
Agreement No. L-4-0016 Fact Sheet**

1. July 15, 2024, Agreement No. L-4-0016, \$550,000, for a one-year initial term with two, two-year option terms approved by the Los Angeles – San Diego – San Luis Obispo (LOSSAN) Rail Corridor Agency's (Agency) Board of Directors (Board).
  - Agreement for field marketing services.
  - One-year initial term effective through June 30, 2025, with two, two-year option terms.
2. December 12, 2024, Amendment No. 1 to Agreement No. L-4-0016, \$0.00, approved by the LOSSAN Agency's Managing Director.
  - To revise the price summary sheet.
3. May 19, 2025, Amendment No. 2 to Agreement No. L-4-0016, \$600,000, pending approval by the Board.
  - To exercise the first option term for of the agreement, effective July 1, 2025, through June 30, 2027.

Total committed to The Abbi Agency, under Agreement No. L-4-0016: \$1,150,000.



# Federal Corridor Identification and Development Program Update

LOSSAN Board of Directors Meeting | May 19, 2025

# Corridor Identification and Development Program

**The CID Program is a federal program intended to:**

- Develop a sustained, comprehensive intercity passenger rail planning and development program
- Set forth a capital project pipeline ready for Federal funding

**The CID Program and Service Development Planning:**

- Service Development Plans (SDPs) establish the service concept and necessary capital projects to operate service
- SDPs will identify phased infrastructure investments to accomplish service goals identified in the Rail Plan





# Corridor ID Program

69 Corridors Selected

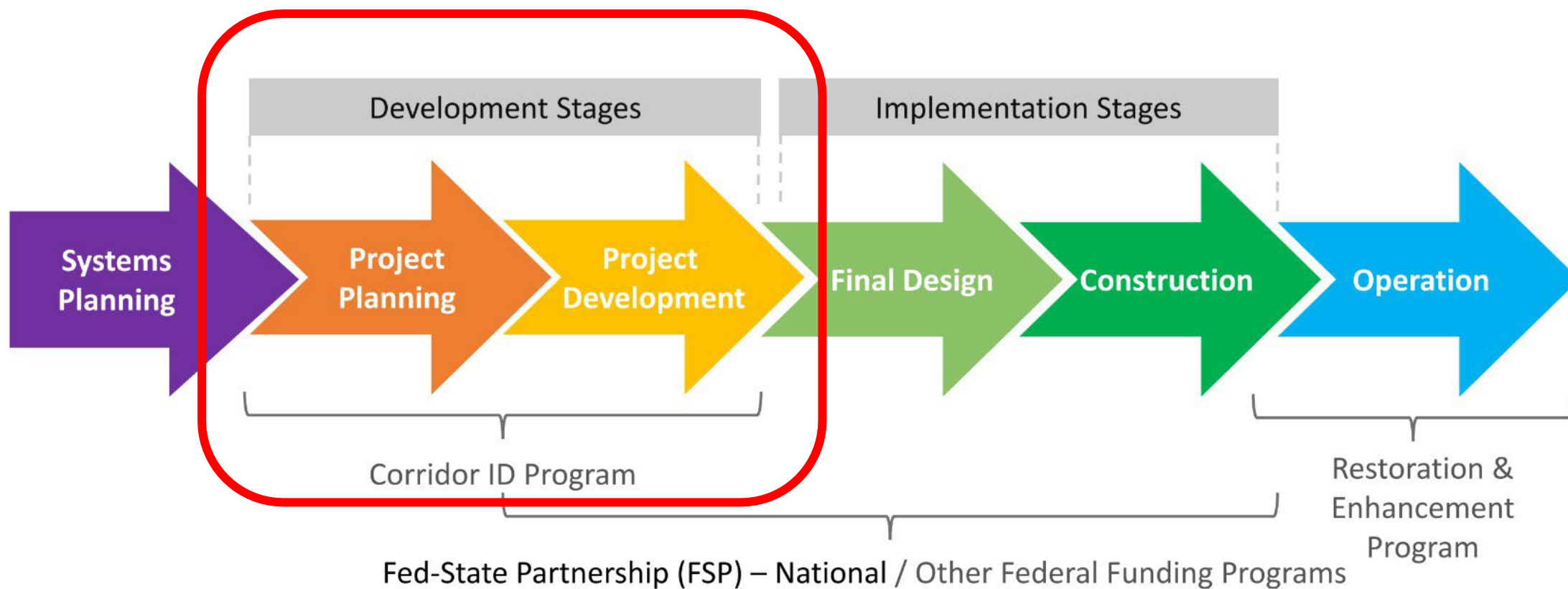
9 California Corridors:

- Central Coast Corridor
- Coachella Valley Rail Corridor
- Capitol Corridor
- LOSSAN
- San Joaquin Valley Corridor
- California High-Speed Rail Phase 1 Corridor
- Brightline West High-Speed Rail Corridor
- High Desert Intercity High-Speed Rail Corridor
- Daily Sunset Limited Service





# Corridor ID Program



# Corridor ID Program

Grant	Step 1: Scoping the Service Development Plan	Step 2: Preparing or Updating Service Development Plan	Step 3: NEPA / Preliminary Engineering
Funding	Up to \$500k / 0% match	\$X / 10% match ( <i>\$X determined during Step 1</i> )	\$X / 20% match ( <i>\$X determined during Step 2</i> )
Scope	Sponsor develops <b>scope, schedule, and budget</b> for <b>Corridor SDP</b> , accounting for work on-going and/or undertaken to date	Sponsor <b>develops a service development plan</b> in accordance with Step 2 SOW	In coordination with FRA, sponsor completes <b>preliminary engineering</b> for capital projects. Sponsor completes <b>environmental review in coordination with FRA</b> for capital projects
Notes	Step 1 grant deliverable is corridor-specific <b>scope, schedule, and budget</b> for service development plan	Final service development plan includes a <b>Capital Project Inventory</b> as part of the <b>Phased Implementation Plan</b>  Capital projects identified in <b>SDP</b> <u>may</u> <b>advance into Step 3</b> Project Development, at FRA's discretion based on a project's readiness	Capital projects that complete Step 3 will move to <b>Project Pipeline</b> and may be prioritized for funding under Fed-State Partnership Program

# Corridor ID Program

## Step 1 Submitted to FRA

- Scope, Schedule, and Budget

## Build on Existing Work

- LOSSAN Corridor Optimization Study
- LOSSAN Business Plan

## 2 Phased Approach

- Keep moving on projects that have work already completed
- Give enough time to plan bigger projects properly





# Thank you.



# Coachella Valley Rail Project Update

LOSSAN Update 2025

Aaron Hake

Executive Director

Riverside County Transportation Commission







# By the Numbers...

144 **MILES**   
**Route Length**

► **SoCal Population**  
24 Million

► **Inland Empire Population**  
4.65 Million



**Running Time**  
Los Angeles to Coachella Valley



 No. of **Proposed Station Stops** 9

► **San Gorgonio Pass Travelers**  
160,000 / Day



# Key Benefits of Coachella Valley Rail?

- ✓ **Connections** – Links LA, Orange, San Bernardino, Riverside counties
- ✓ **Access & Equity** – Options for residents in disadvantaged communities
- ✓ **Economic Investment** – Expands access to the regional economy/Job Growth
- ✓ **Sustainability** – Combats climate change by reducing vehicle use
- ✓ **Destinations** – Coachella & Stagecoach Music Festivals, Indian Wells Tennis, New Arena





# Coachella Valley Rail Proposed Service

- ✓ Initial operation plan for 2 round trips
- ✓ Future service could grow to 5 round trips
- ✓ Integrated with connections to Pacific Surfliners/Metrolink/Metro
- ✓ Using latest locomotives and equipment at time of implementation
- ✓ Significant rail infrastructure improvements being explored



# Historic Timeline

1991-2013

RCTC completed additional feasibility studies

RCTC commits \$5M to Start Alternatives Analysis

Alternatives Analysis Report completed

Approval of Service Development Plan

1991

2013

2015

2016

2021

2022

2023



RCTC completed the first study that evaluated round trips between Los Angeles and Indio



FRA PRCIP grant awarded to Caltrans and RCTC for Service Development Plan and Tier 1/Program EIS/EIR



Draft Tier 1/Program EIS/EIR released to the public

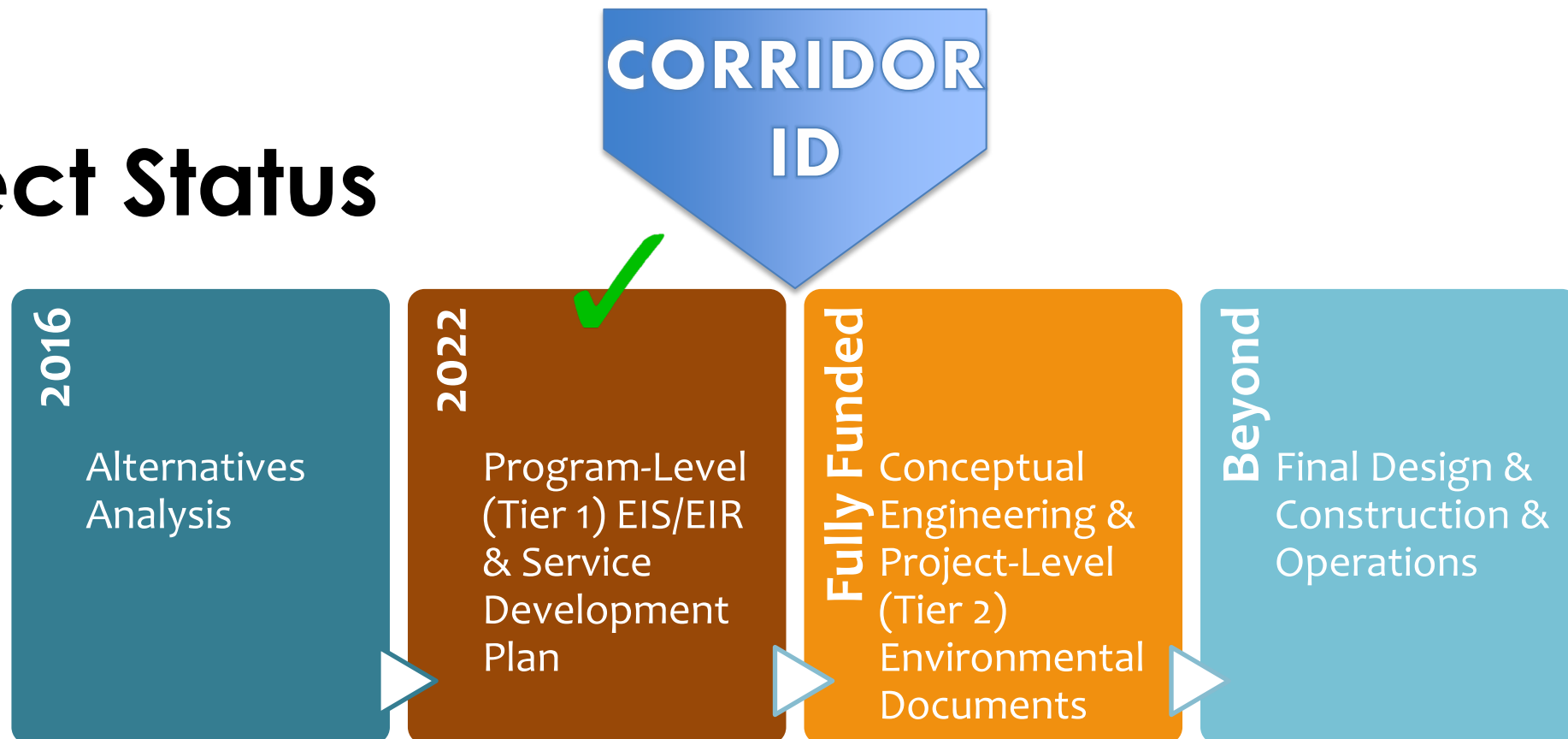


Approval of Final Tier 1/Program EIS/EIR



Selected for Corridor ID

# Project Status



- ☒ Program-Level (Tier 1) EIS/EIR/Service Development Plan 2022
- ☐ Corridor ID - Service Development Plan 2.0 (Step 2 prior to Step 3)

# Extensive Coordination

- ✓ **Federal Railroad Administration** – Monthly meetings, trips to DC & Sacramento
- ✓ **Caltrans - Division of Rail** – Monthly meetings
- ✓ **LOSSAN/RCTC Meetings**– Monthly meetings
- ✓ **Union Pacific** – Regular meetings

# Next Steps

- ✓ City of Coachella Station Study - Ongoing
- ✓ Corridor ID – Service Development Plan to start late 2025
- ✓ Potential CEQA/Pre-NEPA Work to start late 2025

# For more on CV Rail Visit



[rctc.org](http://rctc.org)



951.787.7141



[info@rctc.org](mailto:info@rctc.org)



@theRCTC

**Project Webpage:**  
**[www.rctc.org/cvr](http://www.rctc.org/cvr)**

