



TECHNICAL ADVISORY COMMITTEE AGENDA

LOSSAN RAIL CORRIDOR AGENCY TECHNICAL ADVISORY COMMITTEE MEETING

**Thursday, March 7, 2024
1:15 P.M. – 2:45 P.M.**

**Los Angeles County Metropolitan Transportation Authority
Henry Huntington Room, Third Floor
One Gateway Plaza,
Los Angeles, CA 90012**

Any person with a disability who requires a modification, accommodation, or agenda materials in an alternative format in order to participate in the meeting should contact the Los Angeles – San Diego – San Luis Obispo (LOSSAN) Clerk of the Board, telephone 714-560-5676, no less than two (2) 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 Committee 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.

All documents related to the items referenced in this agenda are available for public inspection at www.lossan.org.

Public Comments on Agenda Items

Members of the public may address the Board of Directors regarding any item. Please complete a speaker's card and submit or notify the Clerk of the Board the item number on which you wish to speak. Speakers will be recognized by the Chairman at the time the agenda item is to be considered. A speaker's comments shall be limited to three (3) minutes.

Public Availability of Agenda Materials

All documents relative to the items referenced in this agenda are available for public inspection at www.lossan.org or through the LOSSAN Clerk of the Board's office at the Orange County Transportation Authority Headquarters, 600 South Main Street, Orange, California.



TECHNICAL ADVISORY COMMITTEE AGENDA

Written Comments

Written public comments may also be submitted by emailing them to lossantac@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 TAC Committee. Public comments will be made available to the public upon request.

If you have any questions regarding this new format or any upcoming meeting plans, please contact Michelle Alonso, LOSSAN Executive Assistant, at 714-560-5415, or at malonso@octa.net.

Teleconference Sites

The main location for this meeting is the Los Angeles County Metropolitan Transportation Authority Headquarters, Henry Huntington Room (3rd Floor). Several LOSSAN member agencies will be attending this meeting via teleconference from the following locations:

*Los Angeles County Metropolitan Transportation Authority
Henry Huntington Room, Third Floor
One Gateway Plaza,
Los Angeles, CA 90012*

*Orange County Transportation Authority
Conference Room 1012
600 South Main Street
Orange, CA 92868*

*San Diego Metropolitan Transit System
Bay View Library Room, 10th Floor
1255 Imperial Avenue, Suite 1000
San Diego, CA 92101*

*North County Transit District
810 Mission Avenue
General Administrative Offices, 1st Floor Conference Room
Oceanside, CA 92054*

*San Diego Association of Governments
401 B Street, Conference Room 9B
San Diego, CA 92101*

*San Luis Obispo Council of Governments
1114 Marsh Street
San Luis Obispo, CA 93401*

The public is welcome to attend and testify at any of the LOSSAN member agency locations listed above, all of which are accessible to the public. For more information, please contact LOSSAN Rail Corridor Agency staff, at (714) 560-5598 or e-mail malonso@octa.net, for specific

TECHNICAL ADVISORY COMMITTEE AGENDA

2024 TECHNICAL ADVISORY COMMITTEE Technical Advisory Committee - Membership Roster

	Member Agencies	Appointee	Alternate
North	San Luis Obispo Council of Governments	Lance Okuno	Tim Gillham
	Santa Barbara County Association of Governments	Aaron Bonfilio	Whitney Rush
	Ventura County Transportation Commission	Aubrey Smith	Claire Grasty
Central	Los Angeles County Metropolitan Transportation Authority	Jay Fuhrman	Vacant
South Central	Orange County Transportation Authority	Alexis Murillo Felix	Megan Taylor
	Riverside County Transportation Commission	Sheldon Peterson	Vacant
South	San Diego Metropolitan Transit System	Brent Boyd	Julia Tuer
	North County Transit District	Katie Persons	Karen Tucholski
	San Diego Association of Governments	Pete Casellini	Anna Devers

Call to Order

1. Public Comments

At this time, members of the public may address the Technical Advisory Committee regarding any items within the subject matter jurisdiction of the Technical Advisory Committee, but no action may be taken on off-agenda items unless authorized by law. Comments shall be limited to three (3) minutes per speaker unless different time limits are set by the Chairman subject to the approval of the Technical Advisory Committee.

Consent Calendar

2. Approval of Minutes

James Campbell

Overview

Approval of the LOSSAN Technical Advisory Committee meeting minutes for February 1, 2024.

3. Fiscal Year 2023-24 First Quarter Los Angeles – San Diego – San Luis Obispo Rail Corridor Trends

Kristopher Ryan

Overview

A report on ridership, revenue, and on-time performance for passenger rail services on the Los Angeles – San Diego – San Luis Obispo Rail Corridor, including the Pacific Surfliner, Metrolink, and COASTER, covering the first quarter of state fiscal year 2023-24.

Discussion Calendar

4. Fiscal Year 2023-24 First Quarter Amtrak Pacific Surfliner On-Time Performance Analysis

Kristopher Ryan

Overview

On-time performance reflects the quality and dependability of the Pacific Surfliner service, and has a considerable effect on repeat ridership, based on the customer travel experience. This report summarizes the on-time performance of the Amtrak Pacific Surfliner service during the first quarter of state fiscal year 2023-24, covering the months of July, August, and September 2023.

5. Pacific Surfliner Marketing Update

Puja Thomas-Patel

Overview

Staff will provide a summary of marketing activities and performance for the first quarter of 2023-24.

6. Pacific Surfliner Service Update

James D. Campbell

Overview

Staff will provide an update on the Pacific Surfliner service.

7. Upcoming Draft Board Agenda Items

James D. Campbell

Overview

Overview of upcoming draft agenda items for the Los Angeles – San Diego – San Luis Obispo Rail Corridor Agency Board of Directors' March meeting.

8. Los Angeles – San Diego – San Luis Obispo Rail Corridor Agency Update

9. Technical Advisory Committee Members' Report

10. Adjournment

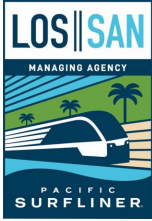
The next regularly scheduled meeting of this Committee will be held:

May 2, 2024

VCTC

12:00 p.m. – 1:30 p.m.

(Location information to follow at a later date)



Los Angeles – San Diego – San Luis Obispo Rail Corridor Agency
TECHNICAL ADVISORY COMMITTEE

FEBRUARY 1, 2024, TAC MEETING MINUTES

The Los Angeles – San Diego – San Luis Obispo (LOSSAN) Rail Corridor Agency (Agency) Technical Advisory Committee (TAC) met on February 1, 2024, at the Los Angeles County Metropolitan Transportation Authority, Henry Huntington Room.

Committee members in attendance:

Brent Boyd, MTS
Peter Casellini, SANDAG
Katie Persons, NCTD
Sheldon Peterson, RCTC
Megan Taylor, OCTA
Jay Fuhrman, LA Metro
Aubrey Smith, VCTC
Whitney Rush, SBCAG
Lance Okuno, SLOCOG
Tim Gillham, SLOCOG
Alex Lopez, Caltrans
Lijia Zhang, HSR
John Barrett, Amtrak
Shawn Steele, Amtrak

Welcome and Introductions

Mr. James Campbell, LOSSAN Operations Officer, opened the February 1, 2024, LOSSAN Agency TAC meeting and welcomed the TAC members to Los Angeles County Metropolitan Transportation Authority, in the Henry Huntington Room.

1. Public Comments

CONSENT CALENDAR

2. Approval of November Meeting Minutes

Ms. Megan Taylor (OCTA) motioned to approve the items, seconded by Mr. Jay Fuhrman (Metro). The Committee approved the Consent items.

DISCUSSION CALENDAR

3. 2024 Track Work and Service Disruptions

Mr. James Campbell (LOSSAN) gave a presentation on the future track work windows for 2024.

A discussion ensued regarding the work windows. There was no further discussion.

4. Draft Fiscal Year 2024-25 Annual Business Plan

Mr. Campbell gave a verbal update on the Business Plan chapters and status on the data gathering.

There was no further discussion.

5. FRA Corridor Identification and Development Program Update 32:03

Mr. Campbell provided a presentation on the program, which focuses on the growth and development of the corridor, and prioritization of investments.

A discussion ensued regarding the program. There was no further discussion.

6. Upcoming Draft Board Agenda Items

Mr. Campbell (LOSSAN) provided a brief overview of the agenda items for the February 20, 2024, LOSSAN Agency Board of Directors' meeting.

A discussion ensued on Board meeting locations. There was no further discussion.

7. Los Angeles – San Diego – San Luis Obispo Rail Corridor Agency Update

An update was provided on the most recent San Clemente landslide, which has required the suspension of passenger rail service between San Juan Capistrano and Oceanside. No update at this time for when passenger rail service may resume.

David Barryman, LOSSAN's new Capital Program Manager has joined the LOSSAN team.

There was no further discussion.

8. Technical Advisory Committee Members' Report

Mr. Aubrey Smith (VCTC) expressed appreciation to LOSSAN for expansion of code share between Pacific Surfliner and Metrolink trains north of Los Angeles.

Ms. Megan Taylor (OCTA) announced that OCTA, Metrolink, and some other member agencies are partnering for Angel's Express beginning on March 26th.

Ms. Katie Persons (NCTD) mentioned the award of over \$53 million for San Dieguito double-track, phase 2.

Mr. Peter Casellini (SANDAG) mentioned the partnership with NCTD on the San Dieguito funding award, and the infusion of an additional \$9 million by SANDAG to fully fund the project.

Mr. Brent Boyd (MTS) mentioned significant damage from the floods last week, including the complete closure of the Orange Line, which they hope to have operating again next week. Not sure how long all the repairs may take at this time.

Mr. Lijia Zhang (HSR) mentioned a couple environmental projects moving forward. Also, there are upcoming procurement contracts for possible trainsets.

9. Adjournment

The next regularly scheduled meeting of this Committee is scheduled to be held on:

Thursday, May 2, 2024

*Los Angeles County Metropolitan Transportation Authority
Henry Huntington Room, Third Floor
One Gateway Plaza,
Los Angeles, CA 90012*



March 7, 2024

To: Members of the Technical Advisory Committee

From: Jason Jewell, Managing Director

Subject: Fiscal Year 2023-24 First Quarter Los Angeles – San Diego – San Luis Obispo Rail Corridor Trends

Overview

A report on ridership, revenue, and on-time performance for passenger rail services on the Los Angeles – San Diego – San Luis Obispo Rail Corridor, including the Pacific Surfliner, Metrolink, and COASTER, covering the first quarter of state fiscal year 2023-24.

Recommendation

Receive and file as an information item.

Background

The 351-mile Los Angeles – San Diego – San Luis Obispo (LOSSAN) Rail Corridor (Corridor) travels through a six-county coastal region in Southern California and is the busiest state-supported intercity passenger rail corridor in the United States. The LOSSAN rail corridor includes 41 stations and typically hosts more than 150 daily passenger trains. Prior to the Coronavirus pandemic, 27 daily trains and 27 stations comprised the Pacific Surfliner service. The Pacific Surfliner currently serves 29 stations and normally operates 20 daily one-way trains (or ten round trips). In fiscal year (FY) 2019 (the last full fiscal year prior to the COVID-19 pandemic), there were nearly 2.8 million passenger trips on Pacific Surfliner trips alone, and an additional 5.4 million passenger trips were taken on the two commuter rail services combined (Metrolink and COASTER).

Discussion

This report provides an update on the performance trends of the passenger rail services operating on the LOSSAN corridor, focusing on three specific performance areas: usage (ridership and passenger miles), efficiency (revenue and farebox recovery), and quality (on-time performance (OTP) and

customer satisfaction). The report includes the Pacific Surfliner intercity passenger rail service, as well as commuter rail service on Metrolink's Ventura County Line (VCL) and Orange County Line (OCL), and the North County Transit District's (NCTD) COASTER system. Amtrak national data is included for comparative purposes. The reporting period is the first quarter of FY 2023-24, covering the months of July, August, and September 2023.

Coronavirus Pandemic

The coronavirus (COVID-19) pandemic has had significant global impacts on transit ridership and operations, including the three rail services operating on the LOSSAN corridor. Attributable ridership and revenue declines were observed at the end of February 2020, and drastic declines followed Governor Newsom's safer-at-home order that was effective on March 15, 2020. Shortly thereafter, the Pacific Surfliner, COASTER, and Metrolink implemented temporary service reductions on its respective intercity and commuter passenger rail services. The Pacific Surfliner and COASTER began service reductions on March 23, 2020, and Metrolink reduced its service on March 26, 2020.

After over a year of operating on reduced service schedules, and as health and social conditions steadily transition into recovery from the COVID-19 pandemic, rail operators along the LOSSAN corridor began to restore service starting on Memorial Day weekend in 2021. COASTER returned to full service on May 29, 2021, while on the same day Metrolink launched new Saturday service on its Ventura County Line. On June 28, 2021, the Pacific Surfliner increased its service from 12 daily one-way trips (six round trips) to 18 daily one-way trips (nine round trips). On October 24, 2021, the Pacific Surfliner increased its service further, to 21 daily one-way trips (10 round trips). On April 4, 2022, Metrolink made the most significant service restoration since the beginning of the pandemic, adding a total of 26 trains to its commuter rail system.

Impacts of Temporary Track Closures in San Clemente Due to Falling Debris from an Adjacent Slope

On April 27, 2023, Pacific Surfliner service was suspended between San Juan Capistrano and Oceanside due to active debris movement on the slope adjacent to the Casa Romantica Cultural Centers and Gardens in San Clemente, located just north of the San Clemente Pier. The location of the falling debris was two miles north of the location where the Orange County Transportation Authority (OCTA) was completing track stabilization work near the Cyprus Shore Homeowners Association, with the instance of falling debris being unrelated to that track stabilization effort. The following service was operated during the track closure, similar to the service approach used during OCTA's track stabilization work:

- Limited train service between San Diego and Oceanside,
- Bus connections between Oceanside and Irvine,
- Modified train service between San Juan Capistrano and Irvine, and
- Regular train service from Los Angeles to San Luis Obispo.

On Saturday, May 27, 2023, regular Pacific Surfliner service resumed after emergency work stabilized the affected hillside which had scattered debris into the rail right-of-way. The rail line reopened in time for the start of the Memorial Day Weekend, which typically is a period of high travel demand for the Pacific Surfliner service. However, due to continued falling debris from the same slope adjacent to the Casa Romantica Cultural Center and Gardens, Pacific Surfliner service was again suspended between San Juan Capistrano and Oceanside on Monday, June 5, 2023. On Friday, June 23, 2023, the Metrolink Board of Directors approved a contract with geotechnical firm Condon-Johnson & Associates, Inc., to begin the design and installation of a temporary barrier wall to protect the right-of-way from falling debris. This second closure remained in effect through the end of the fourth quarter of FY 2023 and continued into the first quarter of FY 2024. On Monday, July 17, 2023, regular Pacific Surfliner service once again resumed after construction of the temporary barrier wall was completed.

Special Considerations for Ridership Data for the Pacific Surfliner Service During Temporary Track Closures in San Clemente

Under normal operating conditions, Pacific Surfliner trains are identified using three-digit numbers, with the 500's series used to identify trains operating only on the southern segment between San Diego and Los Angeles, while the 700's series is used to identify trains which include service north of Los Angeles. During times when a temporary track closure was in effect in San Clemente, trains operating between San Diego and Oceanside were identified using four-digit train numbers in the 1000's series, while trains operating along the portion of the route north of Irvine or San Juan Capistrano followed the existing three-digit numbering format.

Due to technical limitations of Amtrak's fare collection system, each passenger completing a one-way trip that involved a train operating between San Diego and Oceanside, the bus bridge between Oceanside and Irvine, and a train operating north of Irvine or San Juan Capistrano, was counted as two passengers for ridership purposes. Passengers were counted for both the 1000's series train taken south of Oceanside and the 500's series or 700's series train taken north of Irvine or San Juan Capistrano. Under normal circumstances, passengers requiring the use of more than one Amtrak route to complete a one-way trip are counted for each route traveled on, and this procedure was applied for passengers connecting between Pacific Surfliner trains at Irvine and Oceanside

via the bus connections. Because Amtrak's fare collection system is designed to track ridership based on this operating procedure involving individual train numbers, manual review of all ticket transactions is required to provide adjusted ridership statistics. Due to the resource commitment required from Amtrak to perform such an extensive manual review, there is currently no timeframe on when such adjusted figures may become available for all months when a temporary track closure was in effect.

For its own reporting purposes, Amtrak has adhered to normal procedures for reporting ridership by individual train number as it relates to performance of the Pacific Surfliner route and its national system. This includes retaining counts for each train service a passenger used to complete a one-way trip along the Pacific Surfliner route involving a bus connection while a temporary track closure in San Clemente was in effect. To ensure consistency, all performance data presented by the LOSSAN Agency for the Pacific Surfliner for the first quarter reflects Amtrak's reporting procedures as described above.

Special Considerations for On-Time Performance Data for the Pacific Surfliner Service During Temporary Track Closures in San Clemente

The LOSSAN Agency sources OTP data for the Pacific Surfliner through Amtrak's On-Time Performance Monitoring and Reporting System (OTP MRS), which includes detailed reports for individual delays experienced by Pacific Surfliner trains as well as delays incurred per 10,000 train miles for each of the four host railroads. LOSSAN Agency staff discovered that starting during FY 2023 Q4, and continuing into FY 2024 Q1, the OTP MRS began excluding data from trains operating along the segment between San Diego and Oceanside during periods when a temporary track closure was in effect in San Clemente. Following this discovery, the LOSSAN Agency staff engaged in discussions with Amtrak to address and rectify the absence of detailed OTP data for the affected trains, identifying a programming issue as the root cause. However, due to the constraints of the reporting timelines by Amtrak, incorporating the previously omitted trains' data within the OTP MRS proved to be unachievable. As a result, the on-time performance data provided in this report is based on the information currently available within the OTP MRS, which does not include data for some trains operating between San Diego and Oceanside during temporary track closures. Moving forward, the approach to reporting will continue to utilize the best available data, acknowledging that this methodology is adopted out of necessity rather than as a reflection of standard reporting practices for the Pacific Surfliner.

Usage

For the first quarter of FY 2023-24, total LOSSAN corridor **ridership for the three services combined was 1,163,554**, representing a 4.5 percent increase when compared to the same period of the previous year. A 24-month chart for the LOSSAN corridor, with the specific performance of each service, is shown in Figure 1.

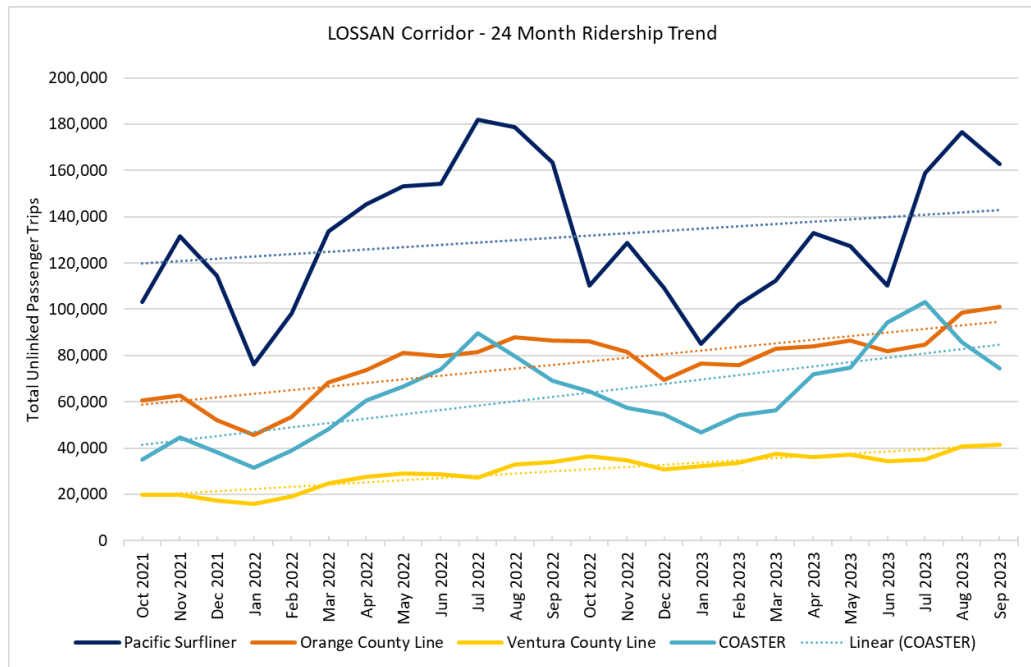


Figure 1

The 24 months of ridership data included in Figure 1 provide a more accurate indicator of the overall change in ridership along the corridor. Due to seasonal variances, a complete ridership trend is difficult to discern from a single 12-month period. Including 24 months of data accounts for seasonal variations in ridership patterns and provides sufficient information to develop a linear trendline for each service. A summary table of the ridership, revenue, and OTP for the LOSSAN corridor can be found in Attachment A. In addition to this overall corridor data, details on the performance of each service are provided below.

Pacific Surfliner

Overall LOSSAN corridor ridership includes ridership on the Pacific Surfliner intercity passenger rail service, which operates between San Diego and San Luis Obispo. Pacific Surfliner ridership during the first quarter of FY 2023-24 was 498,517,

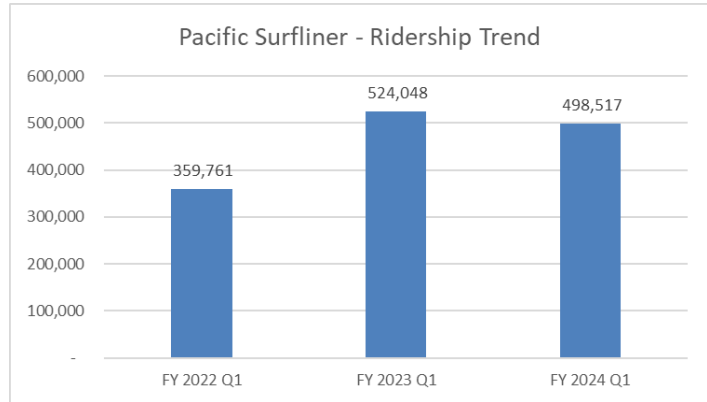


Figure 2

representing a decrease of 4.9 percent when compared to the same period last

year, as is illustrated in Figure 2. The decrease in ridership is largely attributable to the modified train schedules which were operated from the beginning of the quarter through Sunday, July 16, 2023, while construction of the temporary barrier wall near the Casa Romantica Gardens and Cultural Center in San Clemente was completed. The reported Pacific Surfliner ridership includes Metrolink and COASTER pass holders utilizing the Rail 2 Rail (R2R) Program, which allows Metrolink monthly pass holders and COASTER passengers to ride Pacific Surfliner trains within the stations identified on their valid fare media, subject to certain restrictions.

Metrolink

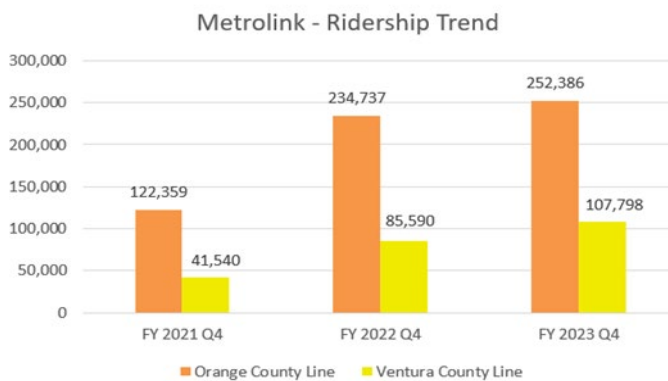


Figure 3

The VCL, which operates between East Ventura and Los Angeles, saw a ridership increase of 24.2 percent when compared to the first quarter of last year. The OCL, which operates between Los Angeles and Oceanside, saw an 11.1 percent increase in ridership over the same report period in the prior year. During the first quarter

of FY 2023-24, there were an average of 6,747 Metrolink pass holders per month who utilized the R2R Program to ride Pacific Surfliner trains¹.

¹ Metrolink R2R values are based on preliminary, unaudited data provided by Amtrak.

COASTER

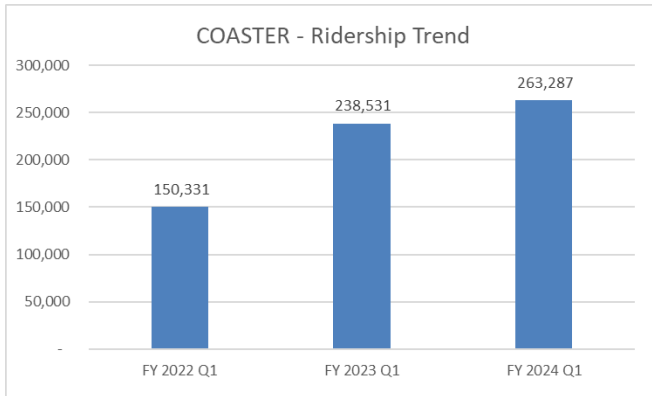


Figure 4

NCTD’s COASTER commuter rail service operating between Oceanside and San Diego saw a ridership increase of 10.4 percent during the first quarter of FY 2023-24 when compared to the same period in the prior year, as shown in Figure 4. During the first quarter of FY 2023-24, there were an average of 668 COASTER pass holders per month utilizing

the R2R Program to ride Pacific Surfliner trains².

Amtrak System

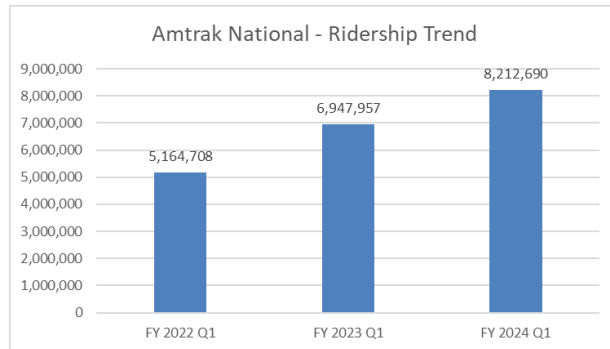


Figure 5

Amtrak service nationwide experienced a cumulative ridership increase of 18.2 percent for the first quarter of FY 2023-24 when compared to the same period in the prior year, as illustrated in Figure 5.

Amtrak’s Coast Starlight, which operates between Seattle and Los Angeles, saw ridership decrease by 17.1 percent in the first quarter compared with the same period last year. The Capitol Corridor (operating between Auburn, Sacramento, Oakland, and San Jose) and the San Joaquins Corridor (operating from both Oakland and Sacramento, to Stockton and Bakersfield) are the two other California state-supported intercity passenger rail services operated by Amtrak, and provide a comparison to the Pacific Surfliner service despite serving significantly different markets. Ridership increased by 19.6 percent on the Capitol Corridor and by 9.6 percent on the San Joaquins Corridor during the first quarter when compared to the same period last year.

² COASTER R2R values are based on preliminary, unaudited data provided by Amtrak.

Passenger Miles

A passenger mile is defined as one passenger traveling one mile. For example, ten passengers who each travel 100 miles would generate 1,000 passenger miles. This metric depicts the growth in passenger usage and distance traveled.

The Pacific Surfliner generated over 46 million passenger miles during the first quarter of FY 2023-24, which is a 10.1 percent decrease compared to the same period in the prior year. The decrease in passenger miles aligns with the decrease in ridership. Factoring in the average pounds of carbon dioxide emissions generated per passenger mile traveling in a private automobile versus on passenger rail, a reduction of about 16,371 tons of greenhouse gases was achieved, which is equivalent to avoiding burning approximately 1,707,900 gallons of gasoline.

Efficiency

Passenger Trips Per Train Mile

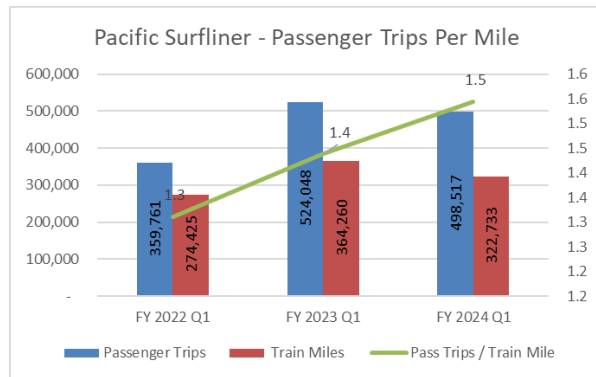


Figure 6

Passenger trips per train mile is calculated by dividing total passenger trips (ridership) by the total miles traveled by all Pacific Surfliner trains operated in revenue service³. This metric focuses on service efficiency, as it is the ratio of usage (passenger trips) over service provided (train miles). The higher the ratio value, the more efficient the service, and vice versa. For the first quarter of FY 2023-24,

the ratio of passenger trips per train mile increased by 7.4 percent when compared with the same period in the prior year, as illustrated in Figure 6.

³ Total train miles include deadhead mileage to and from rail yard facilities.

Revenue

In correlation with the Pacific Surfliner ridership decrease resulting from slope stabilization work near the Casa Romantica Cultural Center and Gardens, total revenue⁴ for the Pacific Surfliner also decreased. For the first quarter of FY 2023-24, total revenue decreased by 0.8 percent when compared with the same period in the prior year, as shown in Figure 7.

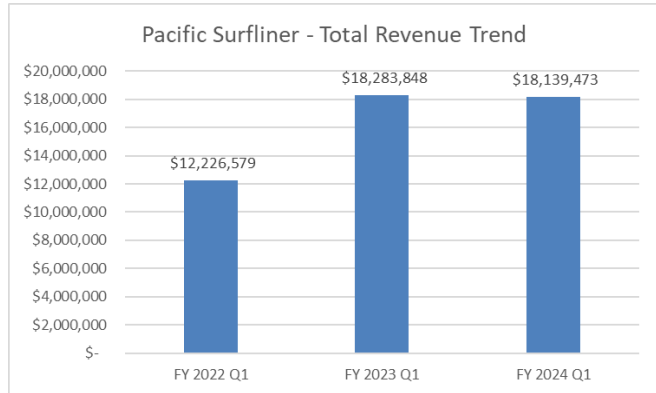


Figure 7

Farebox Recovery

The Pacific Surfliner farebox recovery ratio is calculated as total revenue divided by total operating expenses. As a performance measure, farebox recovery is normally reported on an annual basis, versus a shorter period. This is because expenses are not linear throughout the year, which can result in significant fluctuations in the farebox recovery ratio from month to month and even quarter to quarter. The Pacific Surfliner is legislatively required to achieve a minimum annual farebox recovery of 50 percent. The Pacific Surfliner farebox recovery ratio for the 12-month period ending September 30, 2023, was 45.5 percent. For comparison, including only the three months of the first quarter of FY 2023-24 results in a farebox recovery ratio of 64.3 percent.

Quality

OTP

The methodologies for calculating OTP vary significantly between intercity and commuter rail services. A commuter train is considered late if it arrives six or more minutes late to its terminal location, while a Pacific Surfliner train is considered late if it arrives more than 15 minutes after its scheduled arrival time. For the Pacific Surfliner service, endpoint OTP is calculated by dividing the total number of trains arriving on time at the end point by the total number of trains operated. The State of California intercity passenger rail Uniform Performance Standards (UPS), which were approved by the Secretary of Transportation in 2014, set an endpoint OTP goal of 90 percent for the Pacific Surfliner service.

⁴ Total Operating Revenue includes the following revenue categories: Ticket Revenue, R2R Revenue, Food and Beverage Revenue, and Other Revenue.

For the three months in the first quarter of FY 2023-24, endpoint OTP for the Pacific Surfliner averaged 73.0 percent, which was a 2.1 percent decrease over the same period in the prior year. Figure 8 illustrates a monthly OTP trend for the Pacific Surfliner.

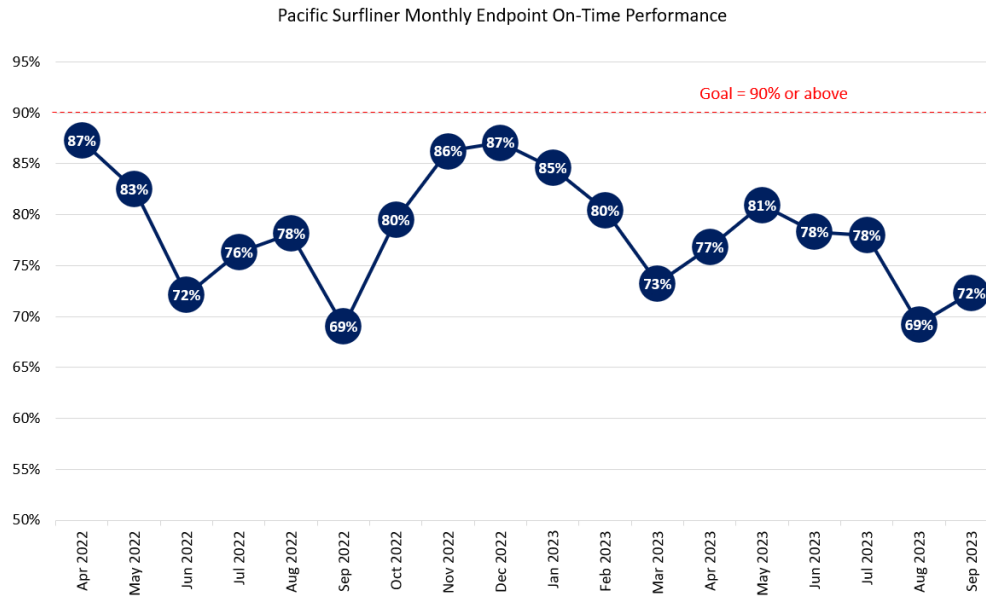


Figure 8

The LOSSAN Rail Corridor Agency (LOSSAN Agency) will continue to work collaboratively with the Corridor Improvement Team via quarterly meetings to identify and address issues negatively impacting OTP.

Customer Satisfaction

Amtrak reports a monthly Electronic Customer Satisfaction Index (eCSI) score for all routes, in which a “very satisfied” percentage is calculated per 100 passengers via electronic surveys. For the first quarter of FY 2023-24, the Pacific Surfliner scored an average eCSI of 80.8 percent, representing a 3.1 percent decrease from the average eCSI of 83.4 percent achieved during the same period last year.

Additional Performance Indicators

Food and Beverage Sales

The LOSSAN Agency’s focus on improving service quality and the customer experience has prompted additional attention to the food and beverage selections offered in the Pacific Surfliner Café Car. Continual effort is made to ensure that menu items are meeting passenger expectations. As part of that effort, LOSSAN Agency staff closely monitor food and beverage sales to gauge the success of what is being offered and identify items that need to be adjusted.

<i>Sales Category</i>	<i>FY23 Q1 (Jul-Sept 2022)</i>	<i>FY24 Q1 (Jul-Sept 2023)</i>	<i>% Change</i>
Baked Goods	\$ 62,376	\$ 44,928	-28.0%
Beer	\$ 263,734	\$ 166,627	-36.8%
Beverages	\$ 303,587	\$ 204,896	-32.5%
Dairy Products	\$ 1,442	\$ 1,159	-19.6%
Fresh Prepared Foods	\$ 160,451	\$ 135,726	-15.4%
Liquor	\$ 150,665	\$ 106,757	-29.1%
Miscellaneous Merchandise	\$ 2,415	\$ 2,450	1.4%
Packaged Snack Foods	\$ 579,151	\$ 429,399	-25.9%
Salads	\$ 10,640	\$ 348	-96.7%
Wine	\$ 280,839	\$ 186,071	-33.7%
Total Revenue	\$ 1,815,297	\$ 1,278,360	-29.6%

Figure 9

For the first quarter of FY 2023-24, food and beverage sales decreased by 29.6 percent compared to the same quarter in the prior year, which aligns with the decrease in Pacific Surfliner ridership. Details on the performance of each specific category are included in Figure 9.

Amtrak Thruway Bus Service

Pacific Surfliner rail service is supplemented by Amtrak’s network of Thruway buses that connect passengers throughout the LOSSAN corridor. The bus routes function as part of the Pacific Surfliner service and as of September 30, 2023, included:

- Route 4⁵: One daily round trip between Los Angeles and Santa Barbara.
- Route 17: Two daily round trips between Santa Barbara, San Luis Obispo, and Oakland (where it connects with Capitol Corridor); and one daily round trip between San Luis Obispo and Oakland.
- Route 39: One daily round trip between Fullerton and Indio/Coachella Valley, and one daily round trip between Fullerton and Palm Springs.

⁵ Although service on Thruway Bus Route 4 operated throughout FY 2024 Q1, the service was later discontinued during FY 2024 Q2.

For the first quarter of FY 2023-24, combined ridership on these three routes totaled 21,599, representing an increase of 11.5 percent when compared to the ridership of 19,366 for the same period in the prior year.

Summary

This report provides an update of trends for the usage, efficiency, and quality of the passenger rail services on the Los Angeles – San Diego – San Luis Obispo Rail Corridor, including the Pacific Surfliner, Metrolink, and COASTER, for the first quarter of FY 2023-24. During the first quarter, total combined passenger rail ridership along the corridor increased by 4.5 percent when compared to the same period last year. However, ridership on the Pacific Surfliner decreased by 4.9 percent, along with a 0.8 percent decrease in total revenue when compared to the same period last year.

Attachment

- A. Los Angeles – San Diego – San Luis Obispo Rail Corridor Performance Summary, First Quarter Fiscal Year 2023-24

Prepared by:



Kristopher Ryan
Sr. Finance & Administration Manager
(714) 560-5409

**Los Angeles – San Diego – San Luis Obispo Rail Corridor Performance Summary
First Quarter Fiscal Year 2023-24**

<u>Service</u>	<u>Ridership (total)</u>	<u>Ridership – Growth Over Same Quarter Previous Year</u>	<u>Revenue (total)</u>	<u>Revenue – Growth Over Same Quarter Previous Year</u>	<u>Endpoint OTP (3 mo. avg.)</u>
Pacific Surfliner	498,517 ¹	-4.9%	\$28,208,512	4.8%	73.0%
Metrolink Orange County Line	284,374	11.1%	---	---	89.8%
Metrolink Ventura County Line	117,376	24.2%	---	---	85.7%
COASTER	263,287	10.4%	---	---	90.2%
LOSSAN Total	1,163,554	4.5%	---	---	---

Amtrak Nationwide	8,212,690 ²	18.2%	---	---	71.0%
Coast Starlight	87,036	-17.1%	---	---	65.3%
Capitol Corridor	238,213	19.6%	---	---	84.0%
San Joaquins	221,146	9.6%	---	---	69.7%

¹ The ridership reported for the Pacific Surfliner is based on official Amtrak ridership data, which counted trips involving a train-bus-train transfer as two trips, due to two different Amtrak train numbers being involved. To ensure consistency, the LOSSAN Agency is reporting Amtrak-provided ridership data for the first quarter of FY 2023-24 without manual adjustments to account for train-bus-train transfers.

² FY 2023-24 Q1 Amtrak system ridership includes counting Pacific Surfliner trips involving a train-bus-train transfer as two trips, due to two different Amtrak train numbers being involved.



March 7, 2024

To: Members of the Technical Advisory Committee

From: Jason Jewell, Managing Director

Subject: Fiscal Year 2023-24 First Quarter Amtrak Pacific Surfliner On-Time Performance Analysis

Overview

On-time performance reflects the quality and dependability of the Pacific Surfliner service, and has a considerable effect on repeat ridership, based on the customer travel experience. This report summarizes the on-time performance of the Amtrak Pacific Surfliner service during the first quarter of state fiscal year 2023-24, covering the months of July, August, and September 2023.

Recommendation

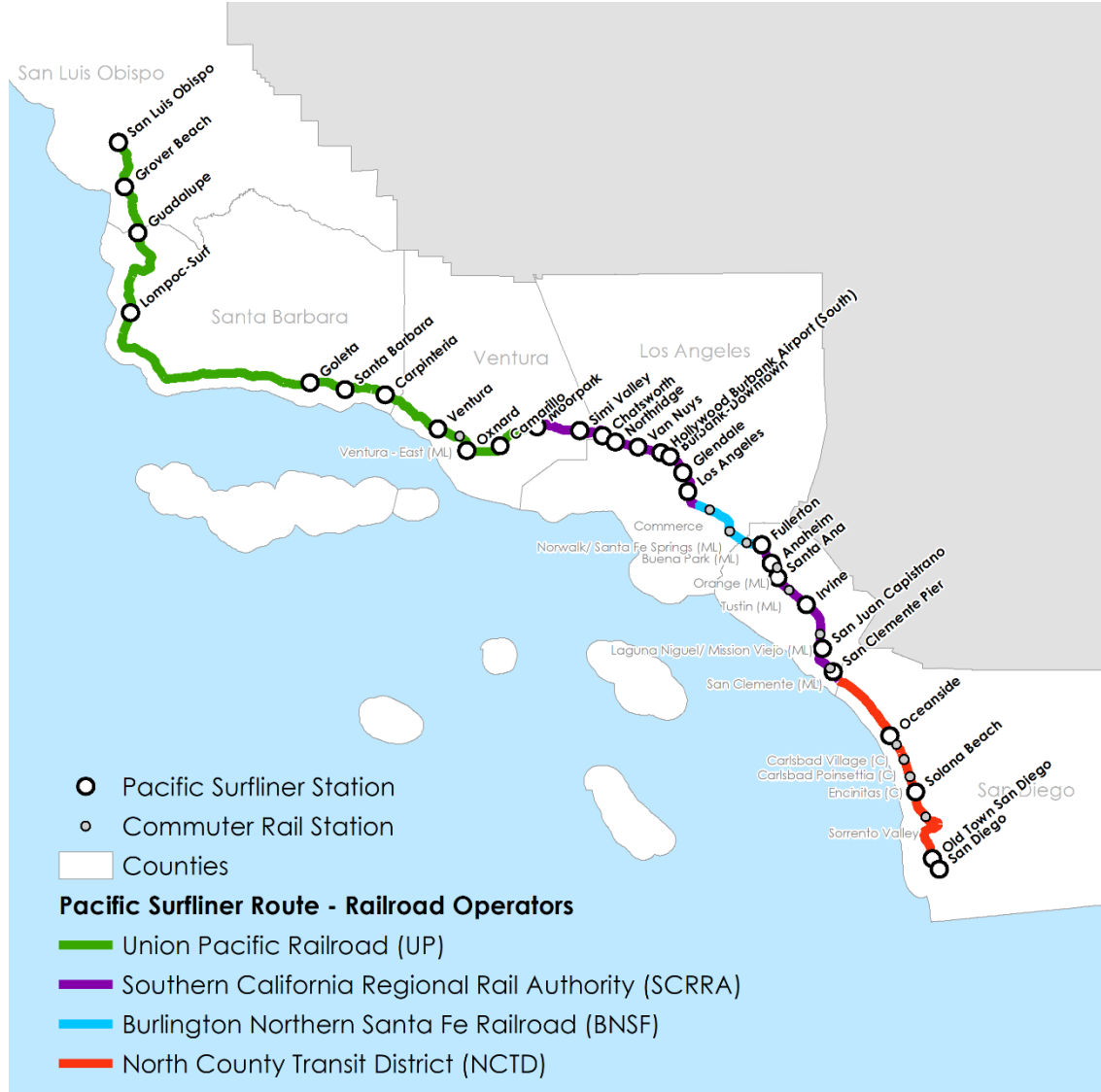
Receive and file as an information item.

Background

The Amtrak Pacific Surfliner route operates in a complex environment, along the 351-mile Los Angeles – San Diego – San Luis Obispo (LOSSAN) Rail Corridor (Corridor), which traverses through a six-county coastal region in Southern California. As illustrated in Figure 1 on the next page, the rail right-of-way along the corridor is hosted by four different host railroads, including the Union Pacific Railroad (UP), the Burlington Northern Santa Fe Railway (BNSF), the Southern California Regional Rail Authority (SCRRA), and North County Transit District (NCTD).

In addition to the Amtrak Pacific Surfliner intercity passenger rail service, Amtrak long-distance trains, Metrolink commuter trains, and COASTER commuter trains also operate along the north-south corridor.

Figure 1: Pacific Surfliner Route



Before the COVID-19 pandemic necessitated service reductions in late March 2020, the LOSSAN Corridor was bustling with over 150 daily one-way train operations, spanning 41 stations. Within this bustling activity, the Pacific Surfliner service alone accounted for 27 trains and served 27 stations. Today, the Pacific Surfliner has expanded its reach to 29 stations, maintaining a schedule of 20 daily one-way trains, equating to ten round trips. Reflecting on the fiscal year 2018-19, the last complete fiscal year before the pandemic's impact, the Pacific Surfliner boasted nearly 2.8 million passenger journeys, with an additional 5.4 million rides taken on the combined commuter rail services of Metrolink and COASTER.

Impact of COVID-19 Pandemic

The COVID-19 pandemic significantly impacted transit operations globally, including the LOSSAN corridor's three rail services. Following Governor Newsom's March 15, 2020, safer-at-home order, the Pacific Surfliner, COASTER, and Metrolink experienced notable declines in ridership and revenue, leading to temporary service reductions starting late March 2020. As conditions improved, rail services gradually resumed. COASTER was the first to return to full service on May 29, 2021, coinciding with Metrolink's new Saturday service on its Ventura County Line. The Pacific Surfliner service restoration began on June 28, 2021, increasing from 12 to 18 daily one-way trips, and further expanded on October 24, 2021, to 21 daily one-way trips. Metrolink's significant service expansion occurred on April 4, 2022, with the addition of 26 trains, marking a pivotal recovery milestone since the pandemic onset.

Impacts of Temporary Track Closures in San Clemente Due to Falling Debris from an Adjacent Slope

On April 27, 2023, service on the Pacific Surfliner was halted between San Juan Capistrano and Oceanside due to active debris movement on the slope adjacent to the Casa Romantica Cultural Center and Gardens in San Clemente, just north of the San Clemente Pier. This debris fall occurred two miles north of where the Orange County Transportation Authority (OCTA) was finishing track stabilization work near the Cyprus Shore Homeowners Association, noting that the debris fall was not related to the stabilization project. During this track closure, the service operated as follows:

- Limited train service was available between San Diego and Oceanside.
- Bus connections were provided between Oceanside and Irvine.
- Modified train service ran between San Juan Capistrano and Irvine.
- Regular train service continued from Los Angeles to San Luis Obispo.

Service resumed regular operations on Saturday, May 27, 2023, following emergency stabilization of the hillside that had scattered debris onto the rail right-of-way. The reopening was timely for the Memorial Day Weekend, a period of heightened demand for the Pacific Surfliner. However, service was suspended again on Monday, June 5, 2023, due to ongoing debris falls from the same slope near the Casa Romantica Cultural Center and Gardens.

On Friday, June 23, 2023, the Metrolink Board of Directors approved a contract with the geotechnical firm Condon-Johnson & Associates, Inc., initiating the design and installation of a temporary barrier wall to shield the railway from falling debris. This disruption extended through the end of the fourth quarter of

FY 2023 and into the first quarter of FY 2024. Finally, on Monday, July 17, 2023, regular service on the Pacific Surfliner was restored following the completion of the temporary barrier wall.

Special Considerations for Ridership Data for the Pacific Surfliner Service During Temporary Track Closures in San Clemente

Under normal operations, Pacific Surfliner trains utilize a three-digit numbering system. The 500 series denotes trains on the southern segment between San Diego and Los Angeles, and the 700 series for those extending north of Los Angeles. During temporary track closures in San Clemente, trains operating between San Diego and Oceanside adopted a four-digit 1000 series, while service north of Irvine or San Juan Capistrano maintained the three-digit format.

Amtrak's fare collection system, due to its technical limitations, necessitated counting each passenger journey involving a transition from train to bus bridge, and back to train as two separate trips. Thus, passengers were counted twice: once for the 1000 series segment and again for the subsequent 500 or 700 series train. Typically, Amtrak counts passengers for each segment of their journey when multiple routes are used, applying this method during the track closure. However, given the substantial resources Amtrak must allocate for an extensive manual review, a specific timeline for the availability of adjusted ridership figures during months affected by temporary track closures remains undetermined.

Amtrak continues to report ridership by individual train number for the Pacific Surfliner route, adhering to its standard procedure even during the track closure. This report reflects Amtrak's practice ensuring consistency in performance data presented by the LOSSAN Agency for the affected quarter.

Special Considerations for On-Time Performance Data for the Pacific Surfliner Service During Temporary Track Closures in San Clemente

The LOSSAN Agency collects on-time performance (OTP) data for the Pacific Surfliner from Amtrak's On-Time Performance Monitoring and Reporting System (OTP MRS). This system provides comprehensive reports on delays for individual Pacific Surfliner trains and per 10,000 train miles across the four host railroads. However, from FY 2023 Q4 to FY 2024 Q1, the OTP MRS excluded data for trains on the San Diego-Oceanside segment during temporary closures in San Clemente. After identifying a programming issue as the cause, LOSSAN staff engaged with Amtrak to include this missing data. Due to Amtrak's reporting deadlines, incorporating the omitted train data into the OTP MRS was not

feasible. Therefore, the on-time performance data in this report excludes some trains affected by the closures. Despite this, our reporting methodology will continue using the most accurate data available, recognizing that these adjustments are necessary rather than indicative of the Pacific Surfliner's standard reporting practices.

Discussion

This report provides an update on the average systemwide on-time performance (OTP) of the Amtrak Pacific Surfliner for the first quarter (Q1) of FY 2023-24. The following metrics give an overview of the Pacific Surfliner train OTP scores for the reporting quarter, as well as information about delay causes:

- Endpoint OTP
- Total Trains Operated
- Total Trains Cancelled or Suspended
- Customer OTP
- Ridership
- Endpoint OTP by Train
- Total Train Miles
- Systemwide Delays by Responsible Party, Per 10,000 Train Miles
- Systemwide Delays by Delay Type, Per 10,000 Train Miles
- Host-Responsible Delays, Per 10,000 Train Miles
- Total Delays Around Stations (or Other Specific Locations)

Endpoint OTP

Endpoint OTP represents the percentage of trains arriving to their final station within 15 minutes of their schedule arrival time. This metric is part of the Uniform Performance Standards that the LOSSAN Agency is required to report to the California State Transportation Agency (CalSTA), which sets a 90 percent endpoint OTP standard.

Figure 2: Endpoint OTP by Total Trains Operated

Values	FY 2023 Q4	FY 2024 Q1	% Change
Late	358	480	34.1%
On-Time Operated	1,317	1,301	-1.2%
Endpoint OTP	78.6%	73.0%	-7.1%

As shown in Figure 2, for Q1 FY 2023-24, 1,301 of 1,781 operated Pacific Surfliner trains arrived at their endpoint station on-time, while 480 trains

arrived late. This results in a **systemwide endpoint OTP score of 73.0 percent** for Q1 FY 2023-24, representing a 7.1 percent decrease from 78.6 percent endpoint OTP for the previous quarter.

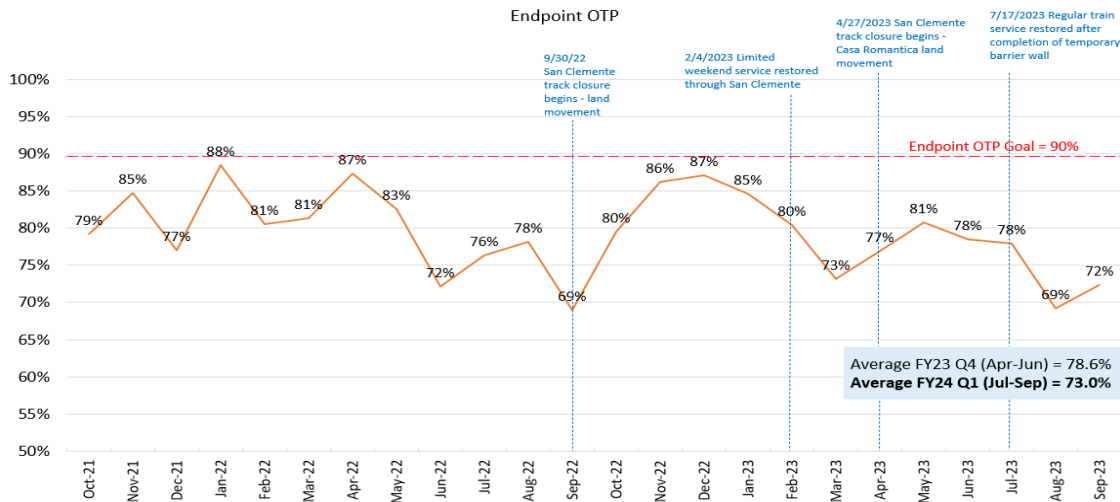
On any given date, an incident can lead Amtrak to either cancel or suspend one or more scheduled trains. Cancelled trains are treated as late trains, and are reflected in endpoint and customer OTP calculations, but suspended trains are not included. A cancellation means that Amtrak decided not to operate the train less than four hours before its scheduled departure. A suspension means that Amtrak decided not to operate the train at least four hours before its scheduled initial terminal departure. The table in Figure 3 shows that for Q1 FY 2023-24, 60 trains were either cancelled or suspended, representing a 69.5 percent decrease from the previous quarter. The number of suspended trains decreased significantly in the first quarter due to the restoration of regular train service on July 17, 2023, after construction of the temporary barrier wall near the Casa Romantica Cultural Center and Gardens in San Clemente was completed.

Figure 3: Total Trains Cancelled or Suspended

Status	FY 2023 Q4	FY 2024 Q1	% Change
Cancelled	26	36	38.5%
Suspended	171	24	-86.0%
Total	197	60	-69.5%

Figure 4 shows historical monthly systemwide endpoint OTP from July 2021 to the present. Notes within the chart highlight the events that have had significant impacts on OTP.

Figure 4: Endpoint OTP

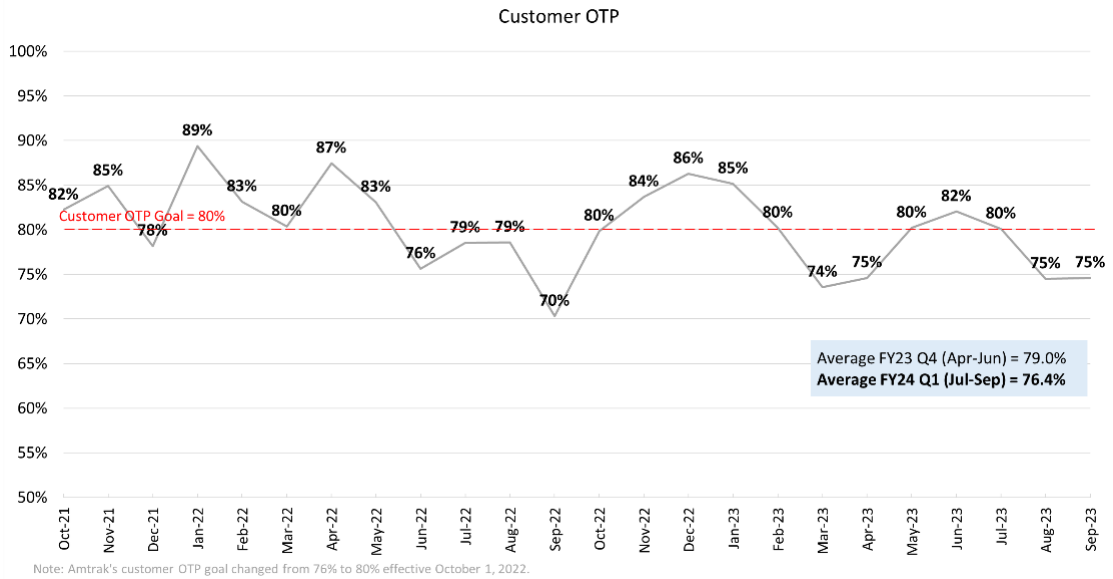


Customer OTP

Customer OTP measures the on-time arrival of every passenger, including those who detrain at intermediate stops along a route and those who ride the entire route.

The 80 percent goal shown in red in Figure 5 is set by Amtrak. For Q1 FY 2023-24, **customer OTP averaged 76.4 percent, representing a 3.2 percent decrease** from 79.0 percent in the previous quarter.

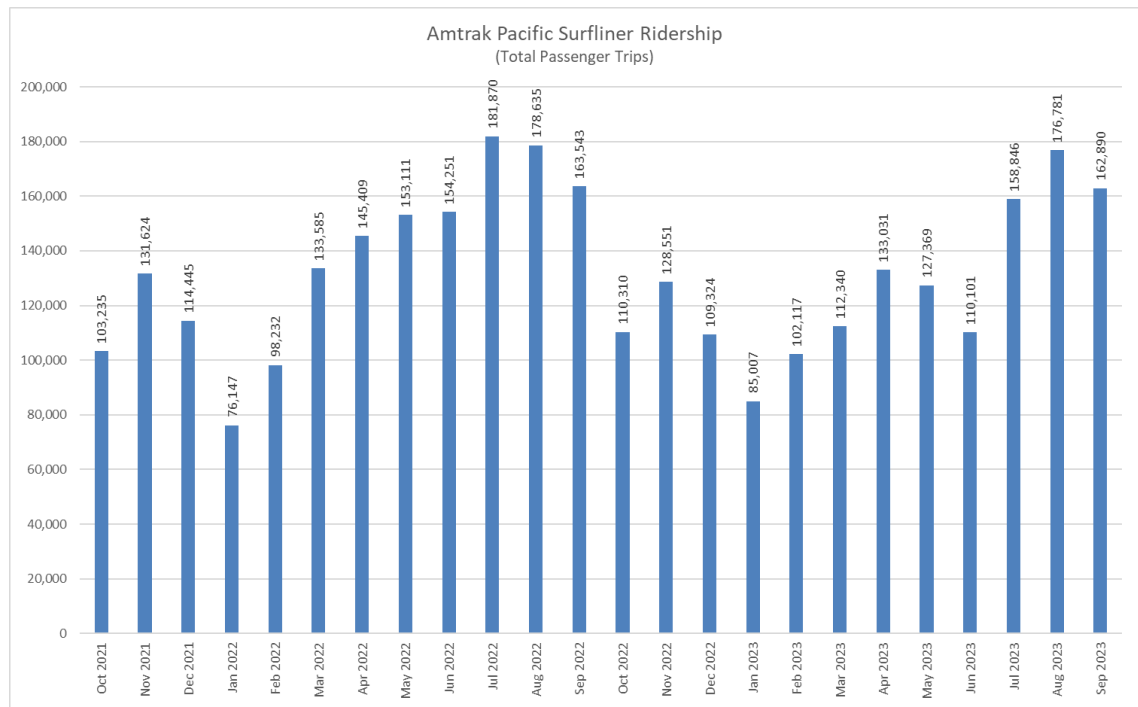
Figure 5: Customer OTP



Ridership

Various passenger related delays may impact train OTP. In general, the higher the systemwide ridership, the higher the incidences of passenger related delays. The chart in Figure 6 shows historical monthly ridership. As shown in Figure 6, for Q1 FY 2023-24, there were **498,517 passenger trips** on the Pacific Surfliner, representing a 34.6 percent increase from 370,501 passenger trips in the previous quarter.

Figure 6: Total Monthly Ridership



Endpoint OTP by Train

One major delay incident can result in cascading delays that impact multiple trains throughout the day. One factor is that individual train consists are normally used by multiple trains throughout the day. For example, upon its arrival to Santa Fe Depot in San Diego, the same equipment used to operate southbound Train 564 is then used to operate northbound Train 777. Therefore, delays experienced by southbound Train 564 have the potential to result in delays for northbound Train 777, as well as any additional trains operated with the same train consist.

Figure 7¹ shows individual endpoint OTP for each of the trains that operated during Q1 FY 2023-24, during the temporary track work period. For Q1 FY 2023-24, six trains reached the endpoint OTP goal of 90 percent or above. The train with the **lowest endpoint OTP average score for the quarter was Train 777²**.

Figure 7: Endpoint OTP by Train

Train	Orig-Dest	3-Month Average	# Trains On Time	# Trains Operated
1565	VNC-SBA	100.0%	2	2
1570	GTA-VNC	100.0%	2	2
1574	SLO-VNC	100.0%	2	2
1584	SBA-VNC	100.0%	2	2
799	SAN-SBA	100.0%	3	3
562	LAX-SAN	91.1%	82	90
564	LAX-SAN	87.0%	80	92
580	LAX-SAN	85.6%	77	90
587	SAN-LAX	85.3%	64	75
586	LAX-SAN	82.7%	62	75
573	SAN-LAX	82.4%	61	74
581	SAN-LAX	79.3%	73	92
769	SAN-GTA	78.3%	72	92
572	LAX-SAN	76.3%	58	76
784	GTA-SAN	75.0%	69	92
774	SLO-SAN	72.8%	67	92
790	GTA-SAN	72.8%	67	92
765	SAN-GTA	70.7%	65	92
595	SAN-LAX	70.2%	59	84
591	SAN-LAX	70.0%	63	90
770	GTA-SAN	68.5%	63	92
568	LAX-SAN	66.7%	2	3
761	SAN-SLO	65.2%	60	92
785	SAN-GTA	64.1%	59	92
794	SLO-SAN	57.6%	53	92
1561	VNC-SLO	50.0%	1	2
1569	VNC-SBA	50.0%	1	2
777	SAN-SLO	33.7%	31	92
798	SBA-LAX	33.3%	1	3
1594	SLO-VNC	0.0%	0	2
System		73.0%	1301	1781

¹ During Q1 FY 2023-24, bus connections operated between Irvine and Oceanside from July 1, 2023, to July 16, 2023, while construction of the temporary barrier wall near the Casa Romantica Cultural Center and Gardens in San Clemente was completed. On July 17, 2023, regular Pacific Surfliner service was restored after construction of the temporary barrier wall was completed.

² During Q1 FY 2023-24, Train 1594 operated during one weekend only when a track closure occurred between Los Angeles Union Station and Van Nuys Station due to track improvement work. Train 798 also operated during one weekend only in Q1 FY 2023-24 to provide additional train service during the X Games California which occurred in Ventura in July 2023. Therefore, Train 777 is identified as having the lowest endpoint OTP average score for the quarter.

Systemwide Delays by Responsible Party, Per 10,000 Train Miles

Delay minutes are attributed to a variety of causes, or delay types, using a three-letter coding system. In addition, each delay type is categorized under one of three responsibility groups: Host, Amtrak, or Third Party.

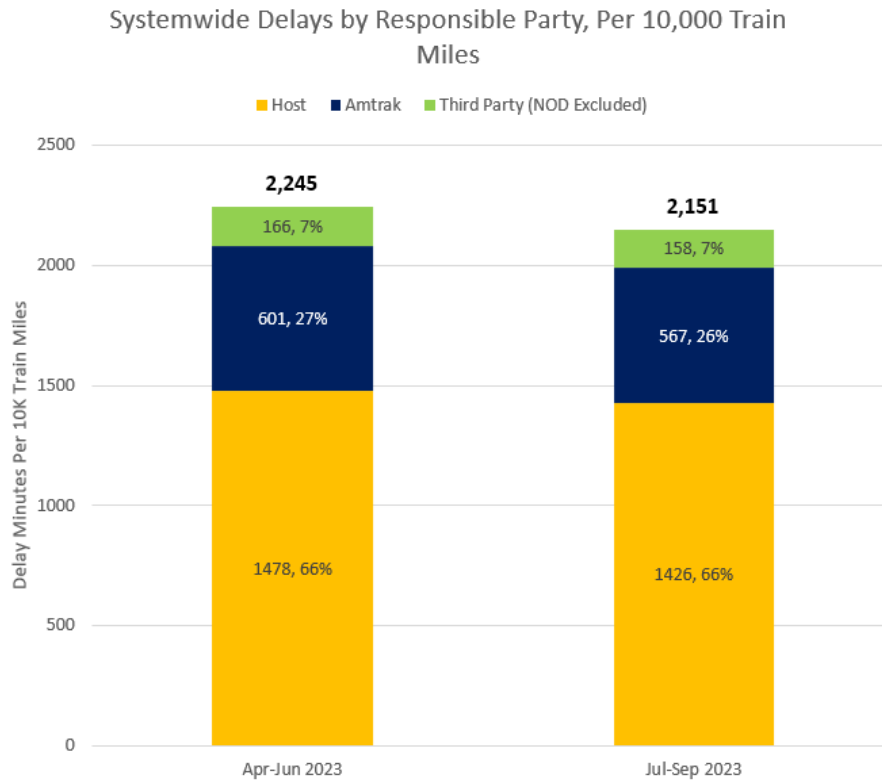
The rate metric of **minutes of delay by responsible party per 10,000 train miles** is useful for comparing levels of delay for periods or territories that may have differing levels of Pacific Surfliner service. This measure is normalized by dividing the total minutes of delay for all operated trains by the total number of miles traveled by all trains, then multiplying the decimal result by 10,000.

For Q1 FY 2023-24, the Pacific Surfliner operated a total of **322,733 train miles, representing a 26.8 percent increase** from the 254,523 train miles operated in the previous quarter.

Host-responsible delay types (shown in yellow in Figure 8) continue to be the **largest category of delay types** for the entire Pacific Surfliner, followed by Amtrak-related delays (shown in blue), then third party (shown in green). While minutes of unused recovery time (coded as NOD) are included in the raw data set used for delay analyses, they are excluded from delay analyses, since NOD is not actually a delay, and just represents the minutes a train spends waiting to avoid operating ahead of schedule.

Overall, for Q1 FY 2023-24, there were **2,151 minutes of delay per 10,000 train miles, representing a 4.2 percent decrease** in the overall delay rate compared to Q4 FY 2022-23. The rate of host-responsible delays decreased by 3.5 percent, the rate of Amtrak-responsible delays decreased by 5.7 percent, and the rate of third party-responsible delays increased by 4.8 percent.

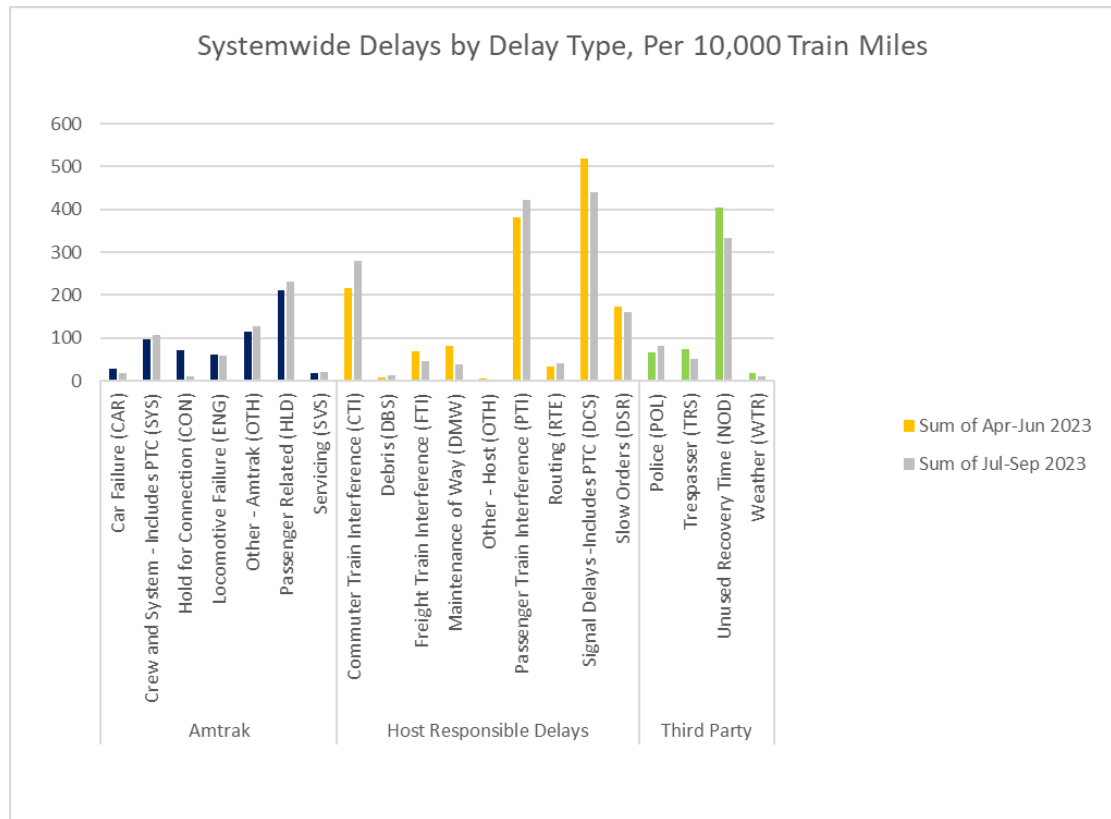
Figure 8: Systemwide Delays by Responsible Party, Per 10,000 Train Miles



Systemwide Delays by Delay Type, Per 10,000 Train Miles

In Q1 FY 2023-24, the top three individual delay types were all under the host-responsible delay category: signal delays, passenger train interference, and commuter train interference.

Figure 9: Systemwide Delays by Delay Type, Per 10,000 Train Miles

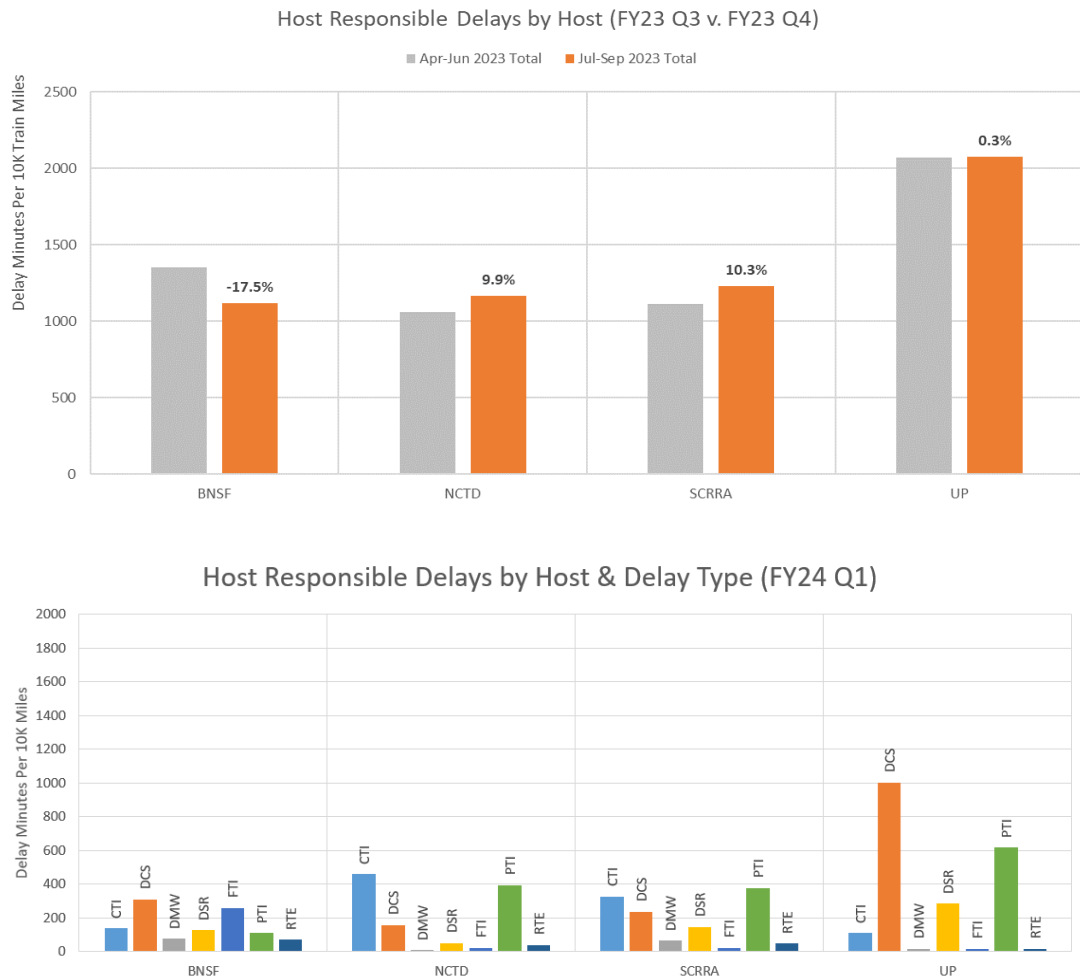


Host-Responsible Delays, Per 10,000 Train Miles

Each host territory location is unique and has its own pattern of challenges to be monitored. Figure 11 has three charts showing only host-responsible delays per 10,000 train miles, by host railroad. Overall, for Q1 FY 2023-24, the host-responsible delay rate decreased by **17.5 percent** within BNSF territory, while there were increases of **9.9 percent** within NCTD territory, **10.3 percent** within SCRRA territory, and **0.3 percent** within UP territory.

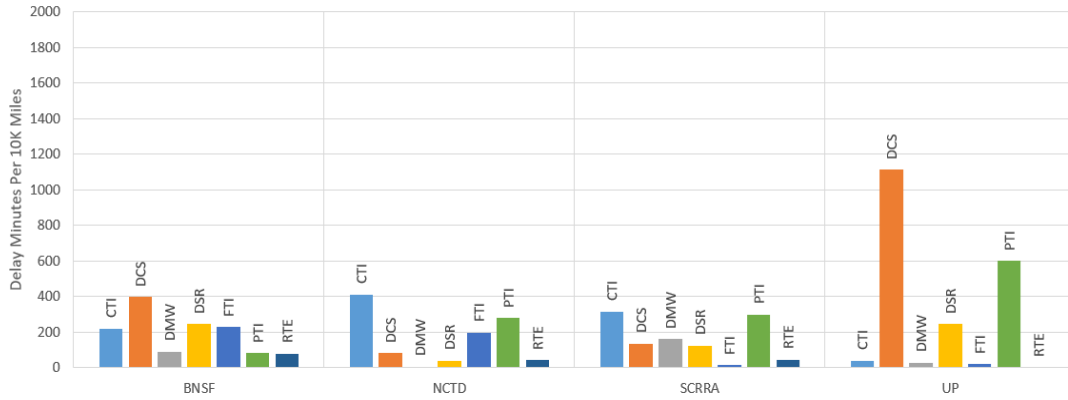
The second chart in Figure 10 clearly illustrates what the prominent delay contributors³ were within each host territory in Q1 FY 2023-24. In BNSF territory, the top delay types were signal delays, slow orders, and freight train interference. In NCTD territory, the top delay types were commuter train interference, passenger train interference, and freight train interference. In SCRRRA territory, the top delay types were commuter train interference and passenger train interference. In UP territory, signal issues remained as the top delay type, and continued to result in a significant amount of passenger train interferences.

Figure 10: Host-Responsible Delays, Per 10,000 Train Miles



³ Refer to Figure 9 for definitions of three-letter delay codes.

Host Responsible Delays by Host & Delay Type (FY23 Q4)

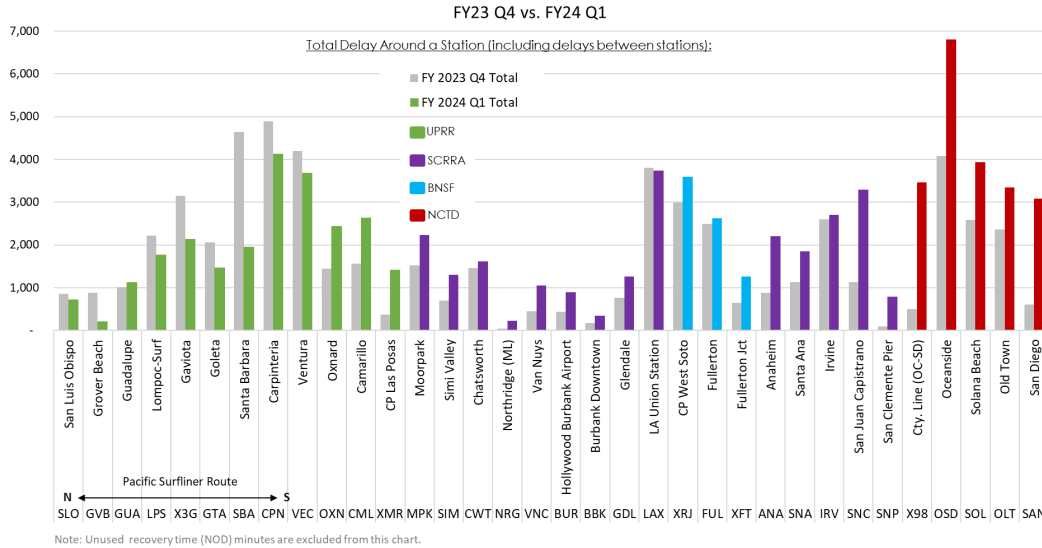


Total Delays Around Stations (or Other Specific Locations)

Figure 11 shows total minutes of delay along the entire 351-mile route, for all Pacific Surfliner trains combined. The bars in colors represent the total minutes of delay around a station for Q1 FY 2023-24, and the gray bars show the same for the previous quarter. Delays between stations were allocated to the starting station of the delay. For example, whether a train was traveling northbound from Solana Beach to Oceanside, or southbound from Solana Beach to San Diego-Old Town, the delay minutes in both examples would be allocated to Solana Beach.

Overall, **total minutes of delay systemwide increased by 35.7 percent**, from 55,540 in Q4 of FY 2022-23, to **75,237 in Q1 of FY 2023-24**. The top three delay locations were Oceanside, Carpinteria, and Solana Beach stations.

Figure 11: Total Delays Around Stations (or Other Specific Locations)



Summary

For Q1 FY 2023-24, the Amtrak Pacific Surfliner achieved an average systemwide endpoint on-time performance score of 73.0 percent, which is below the 90 percent standard. Most delay types fell under the host responsibility category. The top individual delay types, regardless of responsibility category, were signal delays, passenger train interference, commuter train interference, passenger-related delays, and slow orders.

Attachment

- A. Fiscal Year 2023-24 First Quarter Amtrak Pacific Surfliner On-Time Performance Analysis Presentation

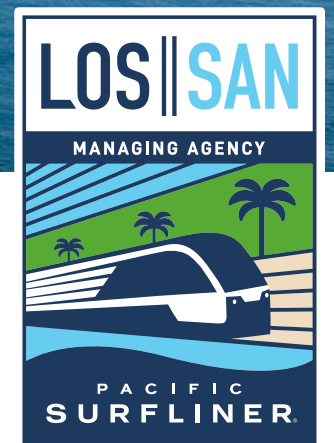
Prepared by:

Kristopher Ryan
 Sr. Finance & Administration Manager
 (714) 560-5409

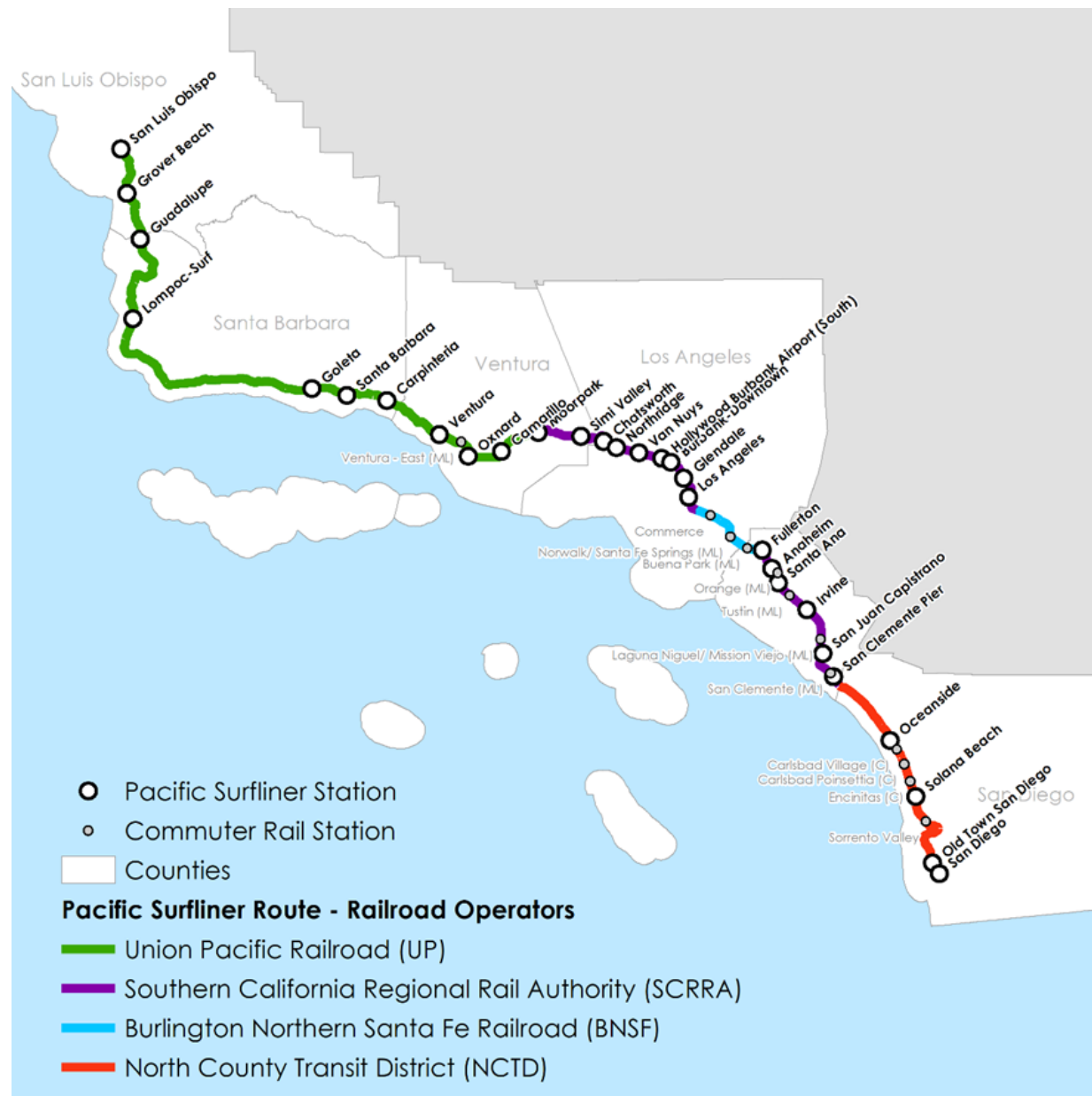


Pacific Surfliner On-Time Performance Analysis First Quarter – Fiscal Year 2023-24

Technical Advisory Committee Meeting | March 7, 2024



Pacific Surfliner Route by Host Railroads



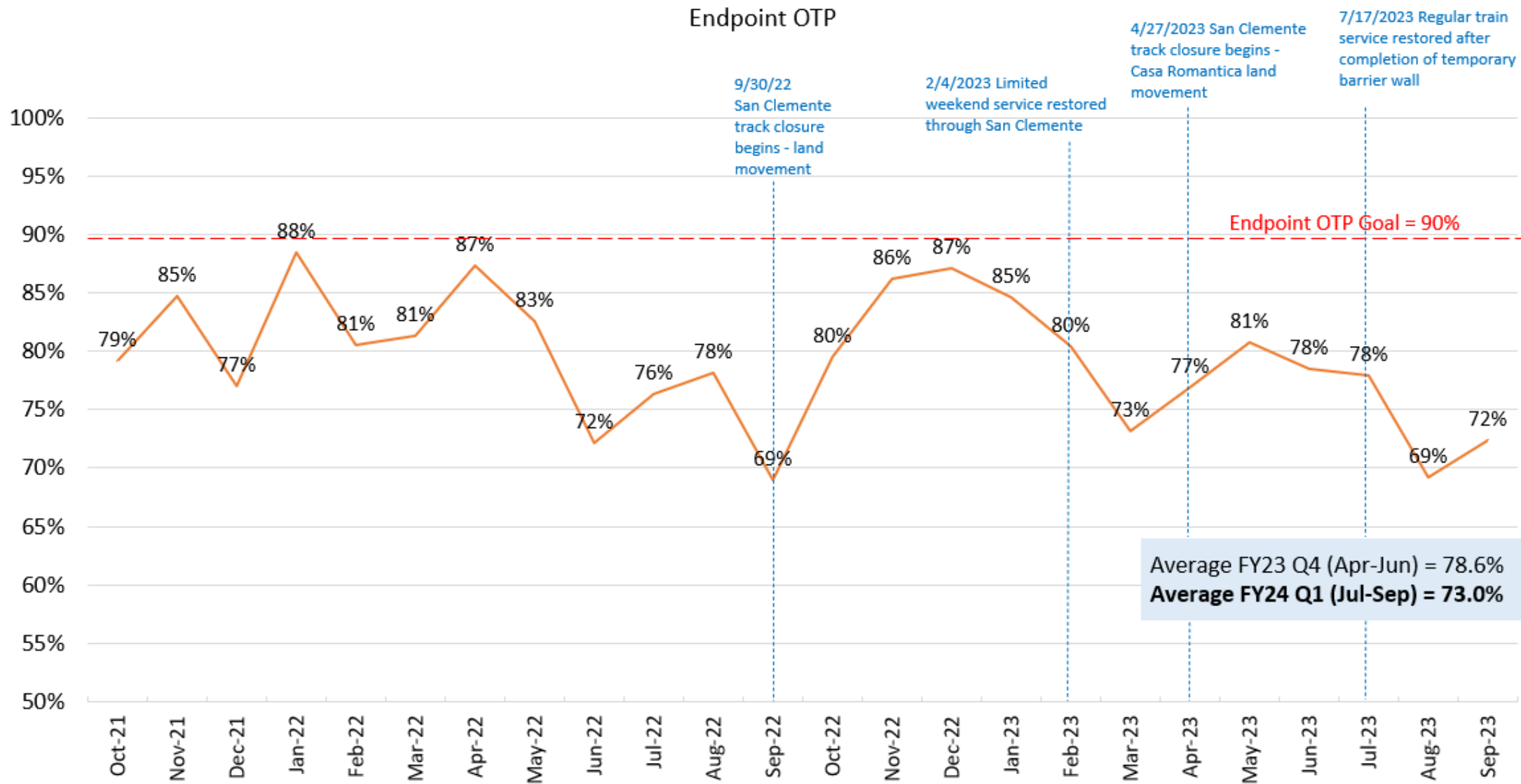
Data Considerations for Temporary Track Closure Periods

- **Service Level Adjustments During FY 2024 Q1**
 - **July 1-16:** Operated a modified train schedule with bus connections between Irvine and Oceanside to accommodate temporary track closures.
 - **July 17:** Restored full train service through San Clemente, following the resolution of track issues.
- **Ridership Data Considerations**
 - Due to the modified schedule, one-way itineraries might include two train numbers when utilizing both rail and bus segments, leading to passengers potentially being counted twice – once for each segment of their journey.

Data Considerations for Temporary Track Closure Periods (cont.)

- **On-Time Performance (OTP) Data Considerations**
 - **Background:** The On-Time Performance Monitoring and Reporting System (OTP MRS) used by the LOSSAN Agency did not report data for trains operating between San Diego and Oceanside starting from the fourth quarter of FY 2023 through the first quarter of FY 2024, due to a programming issue coinciding with temporary track closures.
 - **Efforts for Data Inclusion:** Despite ongoing discussions with Amtrak aimed at integrating this missing data, constraints related to system programming issues prevented the modification of the existing dataset within OTP MRS.
 - **Impact:** Consequently, the on-time performance data for trains operating between San Diego and Oceanside during the specified periods is not reflected in the FY 2024 Q1 report.
 - **Moving Forward:** The approach to reporting will continue to utilize the best available data, acknowledging that this methodology is adopted out of necessity rather than as a reflection of standard reporting practices for the Pacific Surfliner.

Endpoint OTP

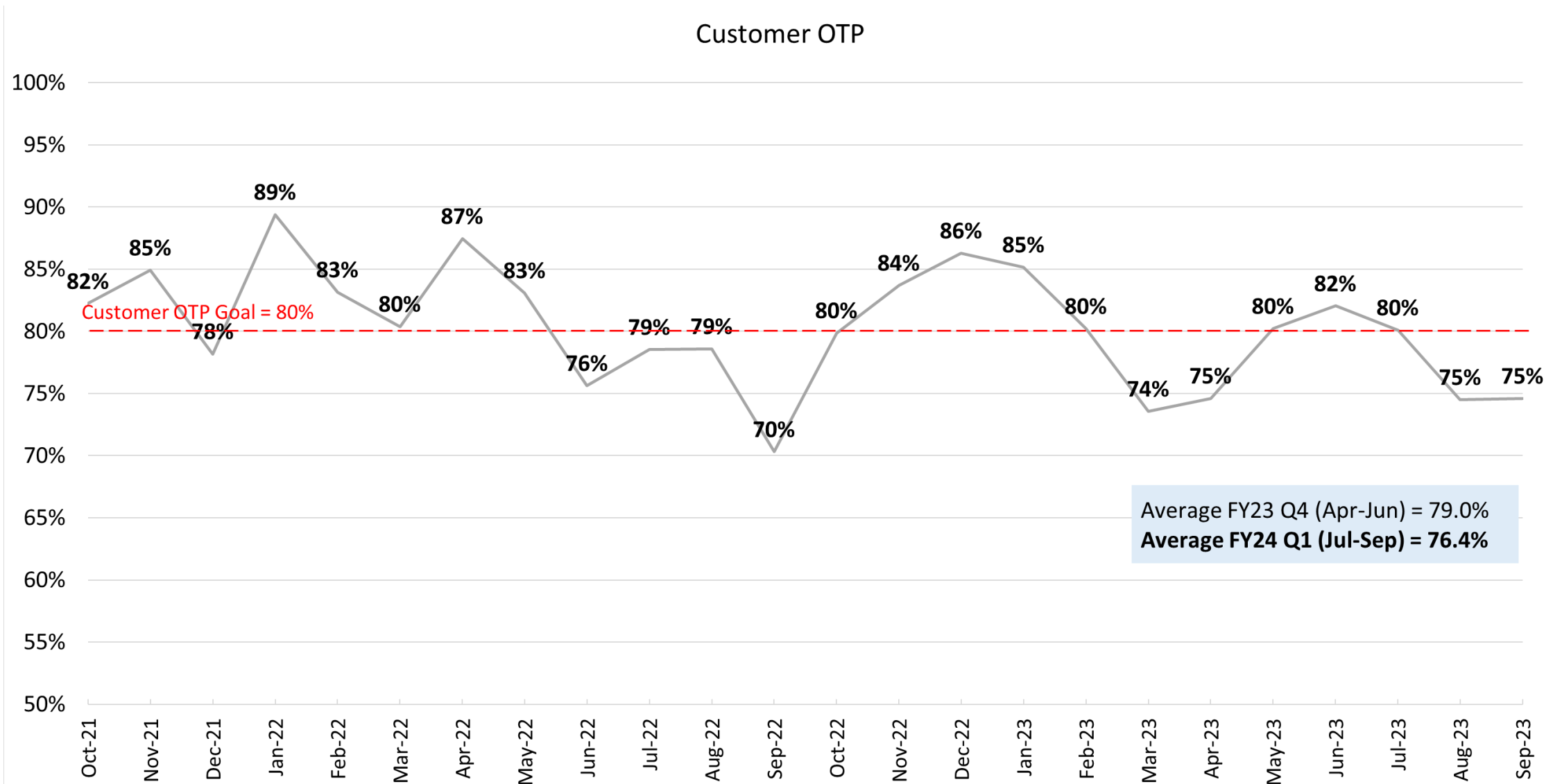


FY = Fiscal Year

Total Trains Operated

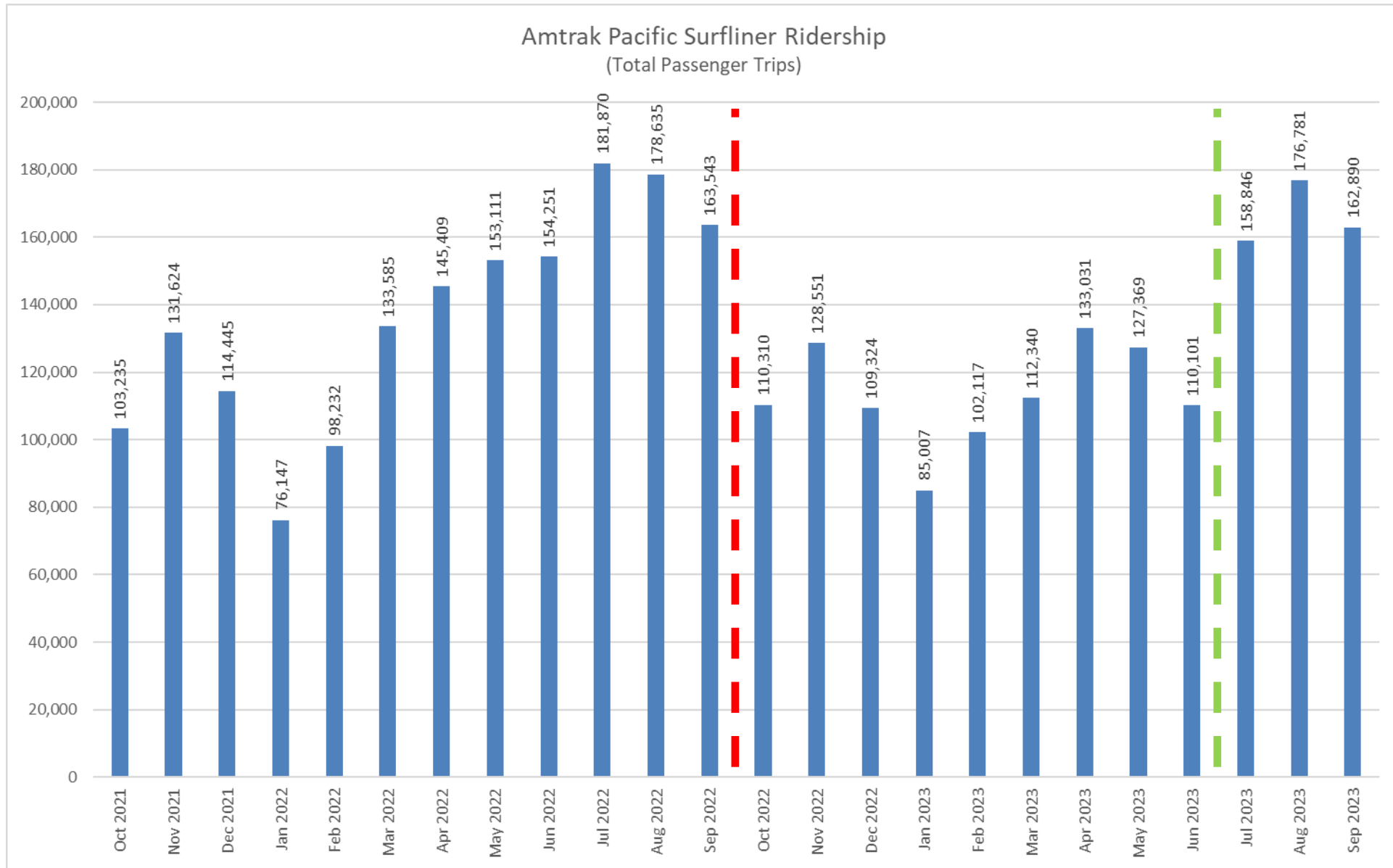
Values	FY 2023 Q4	FY 2024 Q1	% Change
Late	358	480	34.1%
On-Time	1,317	1,301	-1.2%
Operated	1,675	1,781	6.3%
Endpoint OTP	78.6%	73.0%	-7.1%

Customer OTP



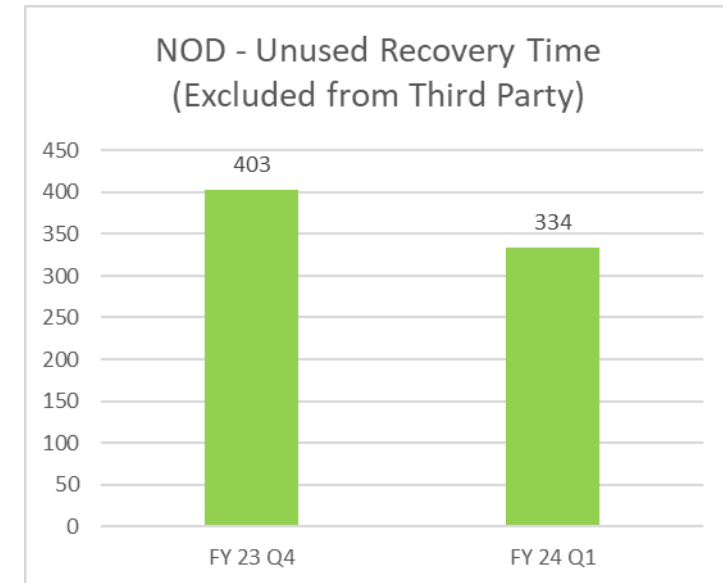
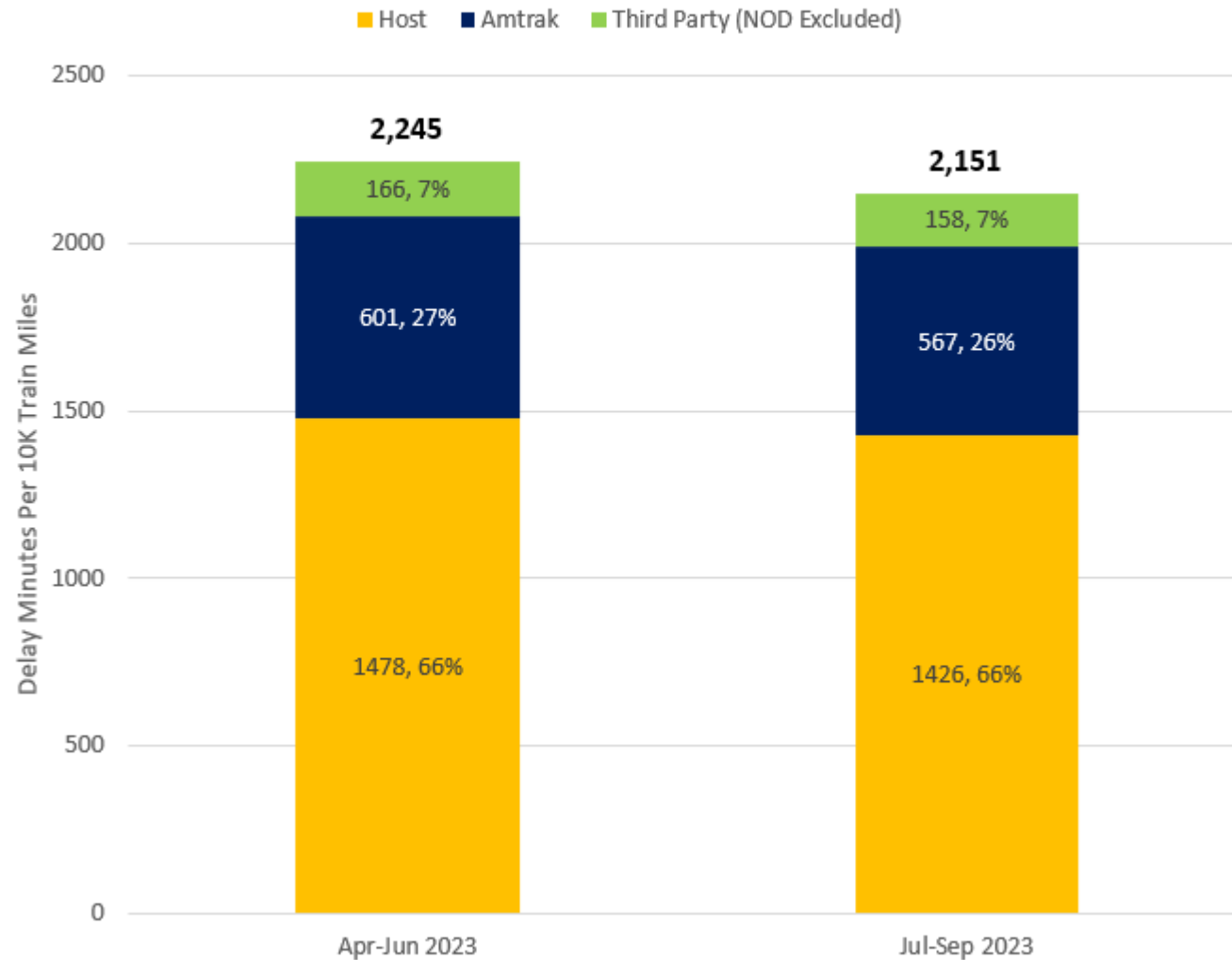
Note: Amtrak's customer OTP goal changed from 76% to 80% effective October 1, 2022.

Ridership

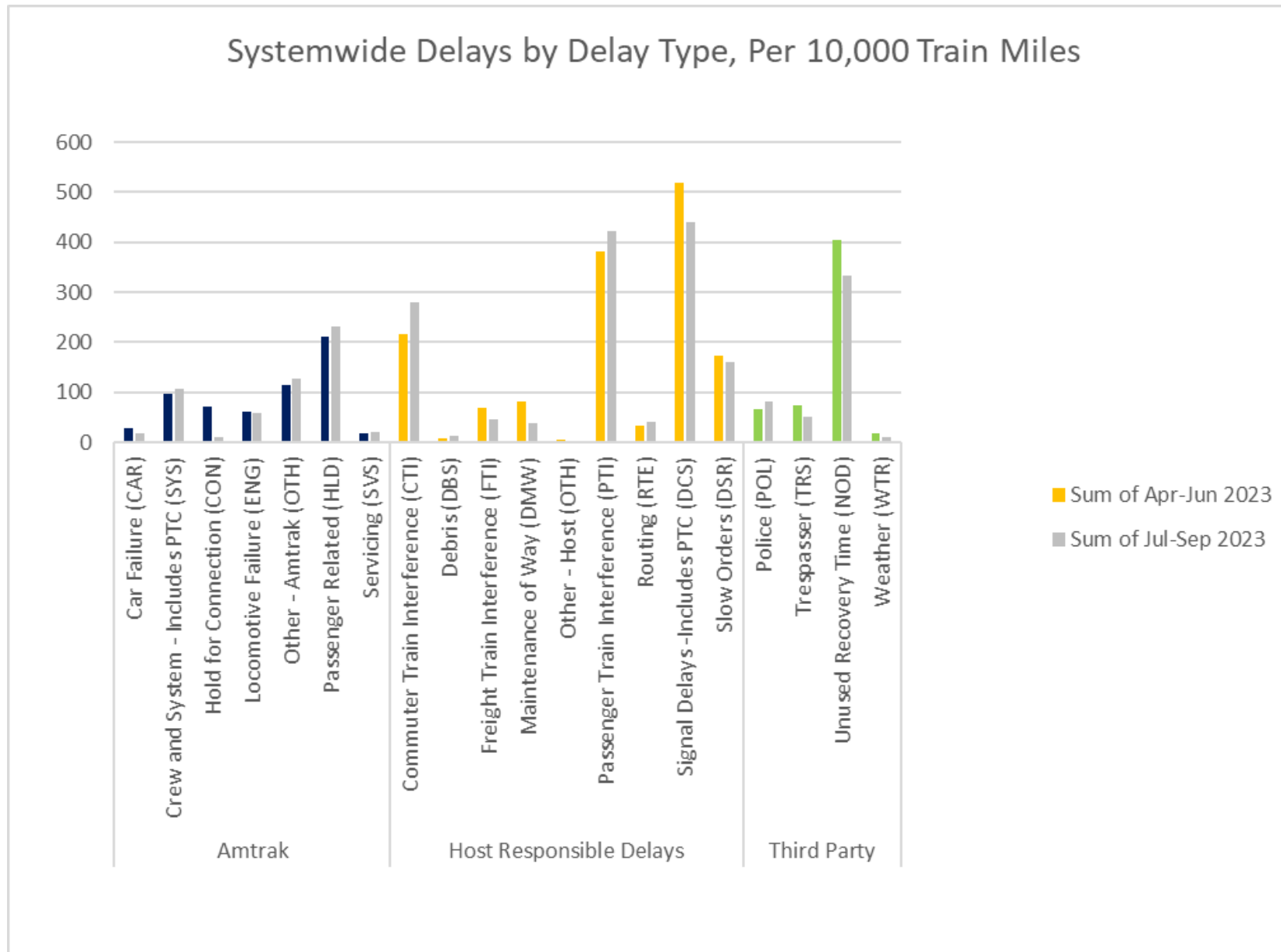


Rate of Delays by Responsible Party (Per 10K Train Miles)

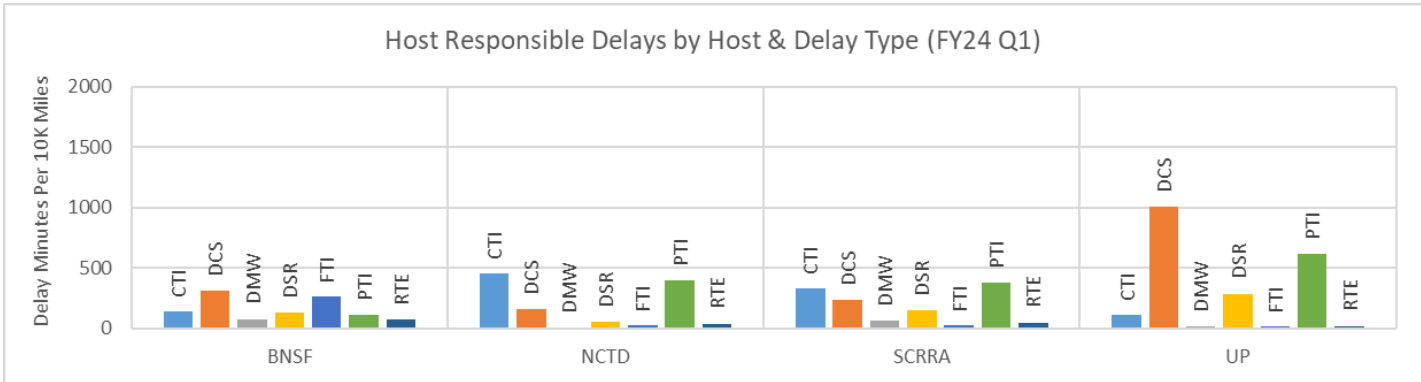
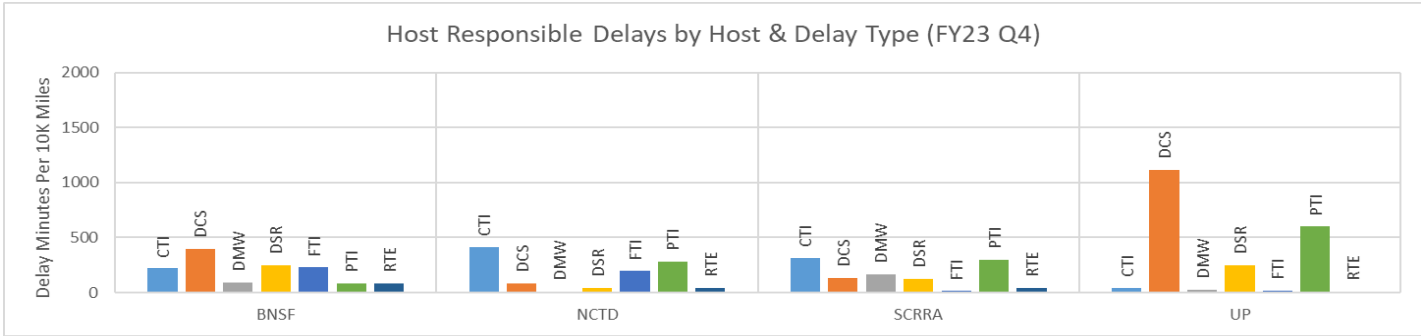
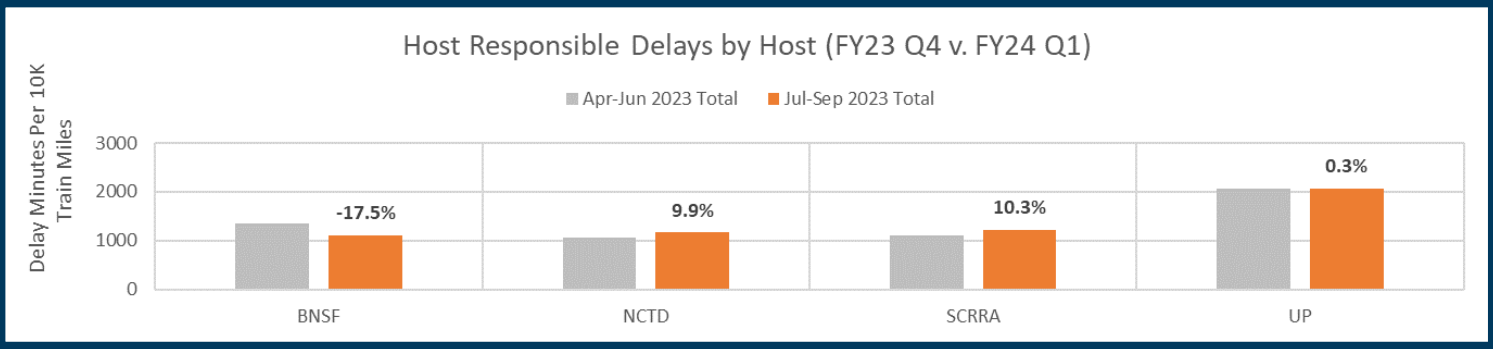
Systemwide Delays by Responsible Party, Per 10,000 Train Miles



Delays by Responsible Party & Delay Type (Per 10K Train Miles)



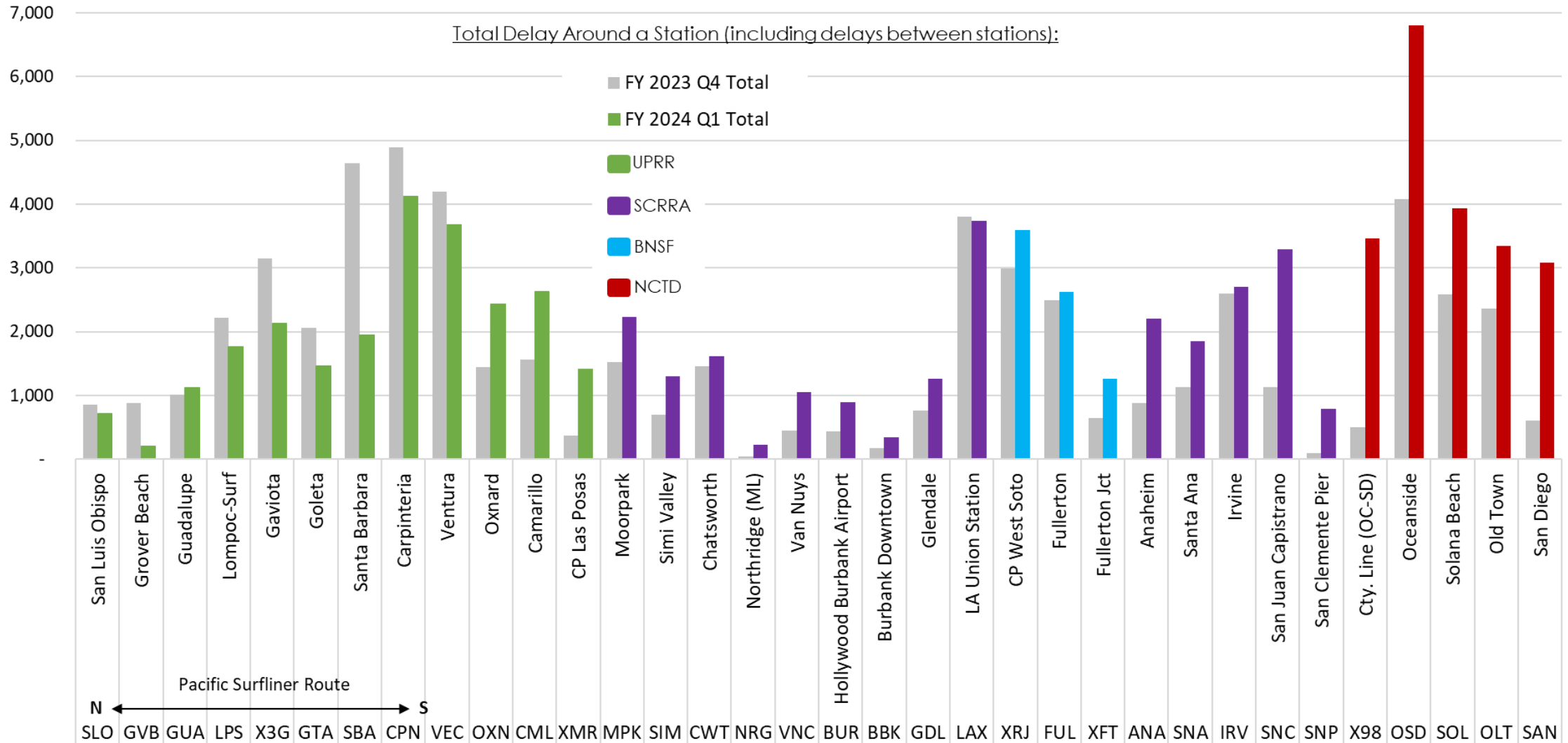
Host Responsible Delays per 10K Train Miles



Total Minutes by Delay Location

FY23 Q4 vs. FY24 Q1

Total Delay Around a Station (including delays between stations):

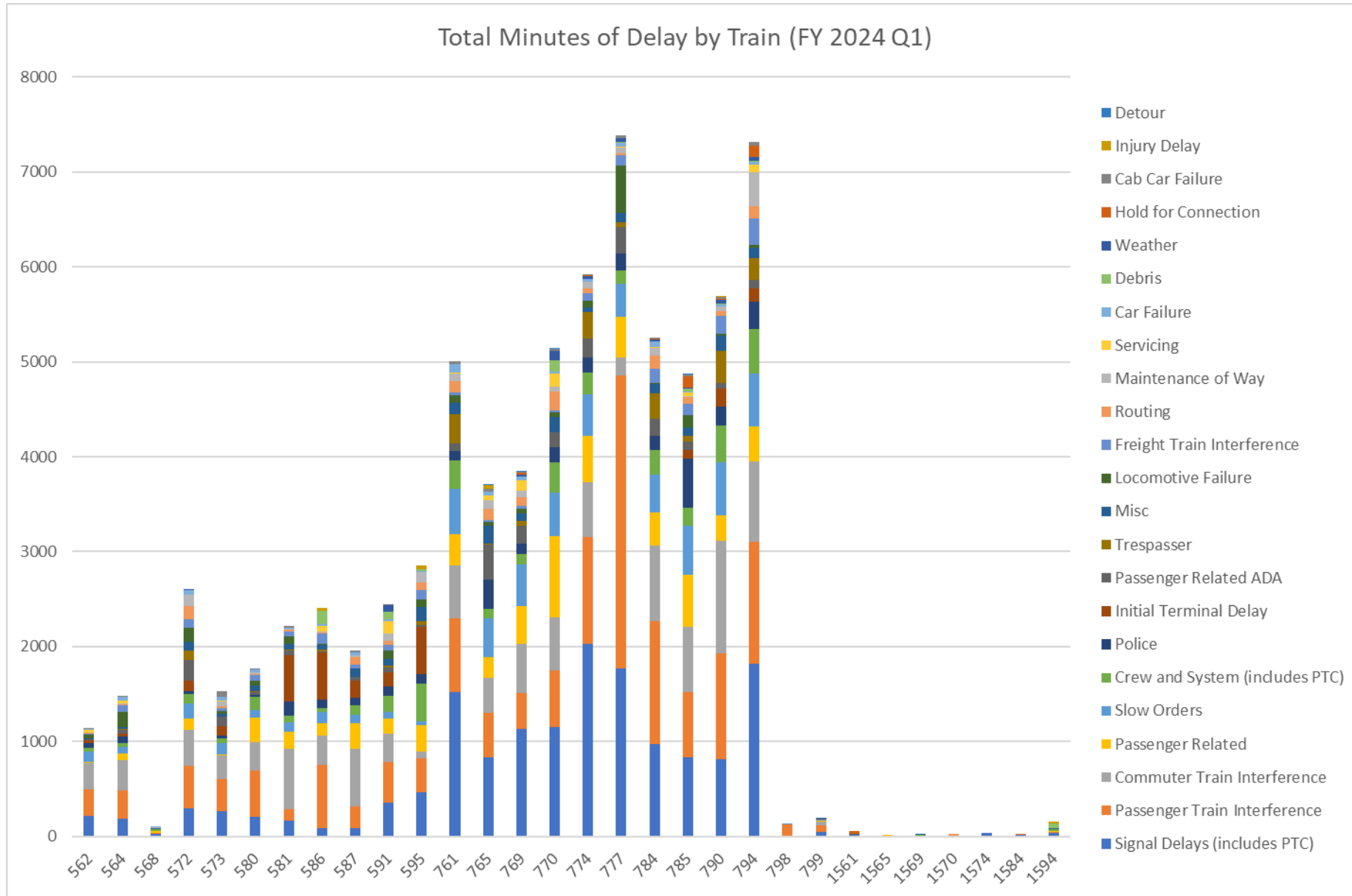


Note: Unused recovery time (NOD) minutes are excluded from this chart.

Endpoint OTP by Train

Train	Orig-Dest	3-Month Average	# Trains On Time	# Trains Operated
1565	VNC-SBA	100.0%	2	2
1570	GTA-VNC	100.0%	2	2
1574	SLO-VNC	100.0%	2	2
1584	SBA-VNC	100.0%	2	2
799	SAN-SBA	100.0%	3	3
562	LAX-SAN	91.1%	82	90
564	LAX-SAN	87.0%	80	92
580	LAX-SAN	85.6%	77	90
587	SAN-LAX	85.3%	64	75
586	LAX-SAN	82.7%	62	75
573	SAN-LAX	82.4%	61	74
581	SAN-LAX	79.3%	73	92
769	SAN-GTA	78.3%	72	92
572	LAX-SAN	76.3%	58	76
784	GTA-SAN	75.0%	69	92
774	SLO-SAN	72.8%	67	92
790	GTA-SAN	72.8%	67	92
765	SAN-GTA	70.7%	65	92
595	SAN-LAX	70.2%	59	84
591	SAN-LAX	70.0%	63	90
770	GTA-SAN	68.5%	63	92
568	LAX-SAN	66.7%	2	3
761	SAN-SLO	65.2%	60	92
785	SAN-GTA	64.1%	59	92
794	SLO-SAN	57.6%	53	92
1561	VNC-SLO	50.0%	1	2
1569	VNC-SBA	50.0%	1	2
777	SAN-SLO	33.7%	31	92
798	SBA-LAX	33.3%	1	3
1594	SLO-VNC	0.0%	0	2
System		73.0%	1301	1781

Total Minutes of Delay by Train



Conclusions

- Systemwide endpoint OTP averaged 73.0% in Q1, below the 90% endpoint OTP goal.
- Most delays per 10K train miles were host-related delays (66%), followed by Amtrak-related delays (26%), then third-party related delays (7%).
- Overall, total minutes of delay per 10K train miles decreased by 4.2% in Q1 compared to the previous quarter.
- In Q1, the top delay types were signal delays, passenger train interference, commuter train interference, passenger-related delays, and slow orders.

QUESTIONS?



Pacific Surfliner Marketing Update – Q2 FY 23-24

LOSSAN TAC Meeting | March 2024



Results

Performance Summary (PacificSurfliner.com)

- Q2 of fiscal year 2023-24 saw a decrease in revenue derived from PacificSurfliner.com compared to the prior quarter. This is due to a big decrease in advertising spending on Google.
- Over 200K qualified sales leads were delivered to Amtrak.com from the booking widget between October to December, resulting in more than \$1.27 million in revenue



Users to PacificSurfliner.com



Referral traffic to Amtrak.com



Bookings on Amtrak.com



Riders



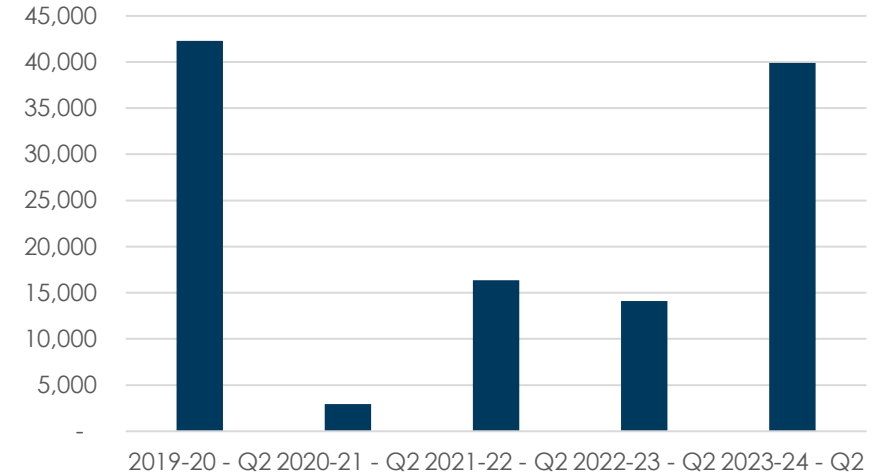
Revenue

	Users to PacificSurfliner.com	Referral traffic to Amtrak.com	Bookings on Amtrak.com	Riders	Revenue
Q2 – FY 24 (Oct-Dec)	643,970	201,038	20,719	39,905	\$1,272,519
Q1 – FY 24 (Jul-Sep)	501,000	273,964	25,464	57,007	\$1,753,742

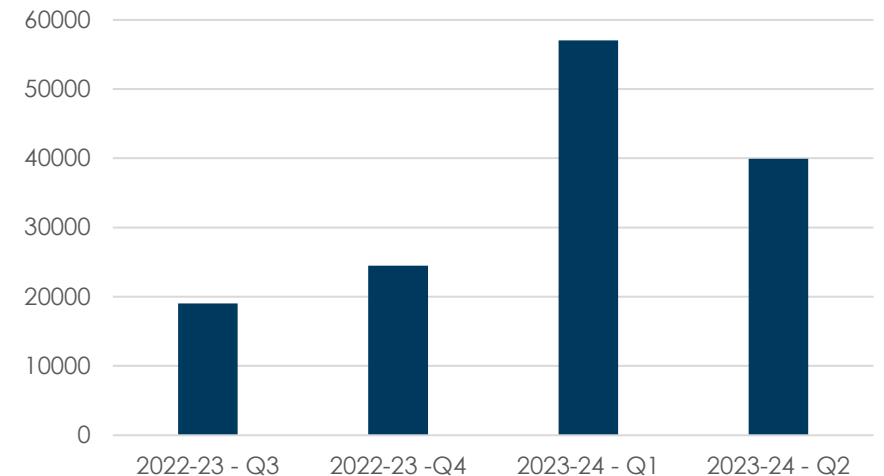
Performance Over Time (from online bookings)

October to December	Referral to Amtrak.com	Bookings	Ridership (from online Bookings)	Revenue (from online Bookings)
2019-20 - Q2	187,721	22,691	42,288	1,436,023
2020-21 - Q2	21,824	1,859	2,955	97,285
2021-22 - Q2	79,410	8,740	16,341	535,052
2022-23 - Q2	98,538	7,707	14,098	453,053
2023-24 - Q2	201,038	20,719	39,905	1,272,519

Q2 Ridership Over Time



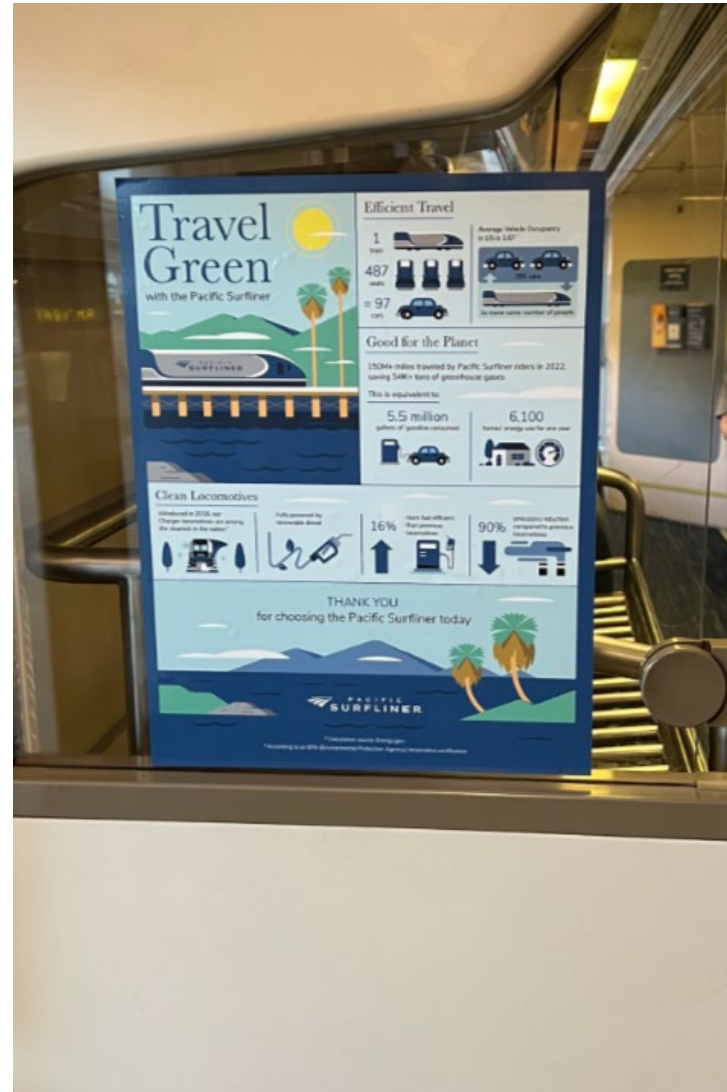
Past Year Ridership



Marketing

Marketing

- Holiday Photoshoot
- Spanish Campaigns Photoshoot
- Completed installation of the Sustainability Infographic



Community Partners

- CVB Partnerships
 - San Luis Obispo
 - Anaheim
 - Oxnard
 - Oceanside
- Visitor's Guides 2024 (Print ads)
- Digital ads

AMTRAK PACIFIC SURFLINER

Treat yourself to an unforgettable journey.

Take Amtrak® Pacific Surfliner® to 29 stations between San Diego to San Luis Obispo along the Southern California coast. There is a power outlet for every seat, free Wi-Fi, and a Café Car on board that serves food and drinks including wine, beer, and cocktails.

Sporting events, concerts, theme parks – where will the train take you? Plan your trip and view travel discounts at PacificSurfliner.com/VisitAnaheim.

CRUISE ALONG THE COAST BY TRAIN

Take the Pacific Surfliner to Oxnard for a memorable journey across Southern California. Stay connected with complimentary Wi-Fi and power outlets while enjoying iconic views. Visit the onboard Market Café for a selection of local food and drinks, including wine, beer and cocktails. The Pacific Surfliner serves 29 stations in San Diego, Orange, Los Angeles, Ventura, Santa Barbara and San Luis Obispo counties. Sporting events, concerts, beach towns—where will the train take you? Plan your trip at pacificsurfliner.com/visitation.

#PACIFICSURFLINER @PACIFICSURFLINER

Enjoy the comforts of home while you travel.

Take the Amtrak® Pacific Surfliner® to 29 stations between San Diego to San Luis Obispo along the Southern California coast. There is a power outlet for every seat, free Wi-Fi, and a Café Car on board that serves food and drinks including wine, beer, and cocktails.

Book your trip now at PacificSurfliner.com/SLOmap.

AMTRAK PACIFIC SURFLINER

Amtrak and Pacific Surfliner are registered service marks of the National Railroad Passenger Corporation and used with permission.

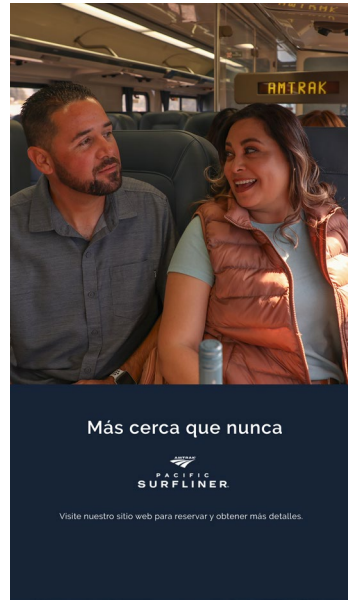
Marketing Campaigns

Digital:

- Ongoing Destination and Brand Campaigns
- Holiday Spanish Language Campaign Launch
 - **Impressions:** 985K
 - **Clicks:** 304K
 - **ROAS:** 16:1
 - **Conversions:** 27.4K

Radio:

- LAist
 - **Dates:** 11/13 to 12/24
 - **Impressions:** 190K



Viaje sin estres ni trafico

Pocos comprenden la magnitud del desafío que implica estar lejos de nuestros seres queridos. A pesar de que la tecnología nos permite mantenernos conectados, a veces la distancia se hace sentir. Sin embargo, en esta mágica época, el Amtrak® Pacific Surfliner® se convierte en nuestro mejor aliado, acortando las distancias y acercándonos cómodamente a nuestro México lindo y querido.

Su fascinante viaje por la pintoresca costa del sur de California y su oferta de beneficios a bordo hacen que cada viaje sea una experiencia relajante e inigualable.

[Reservar viaje](#)



Además, gracias a la ubicación estratégica de sus estaciones de tren, encontrará los cruces fronterizos de San Ysidro y Otay Mesa a tan solo 30 minutos en auto desde la estación Santa Fe Depot en San Diego. Inclusive, puede llegar directamente al cruce fronterizo de San Ysidro desde la estación de Santa Fe Depot utilizando la línea azul del Tranvía, sin necesidad de hacer transbordos.

Otro de los mayores beneficios de estar tan cerca de la frontera con

Influencer: The Points Guy

YouTube: [The Points Guy](#) (Departures)

- **Travel Dates:** October 24
- **Subscribers:** 473,000
- **Video Views:** 70,000
- **Engagements:** 277 comments



Influencer: The Knot

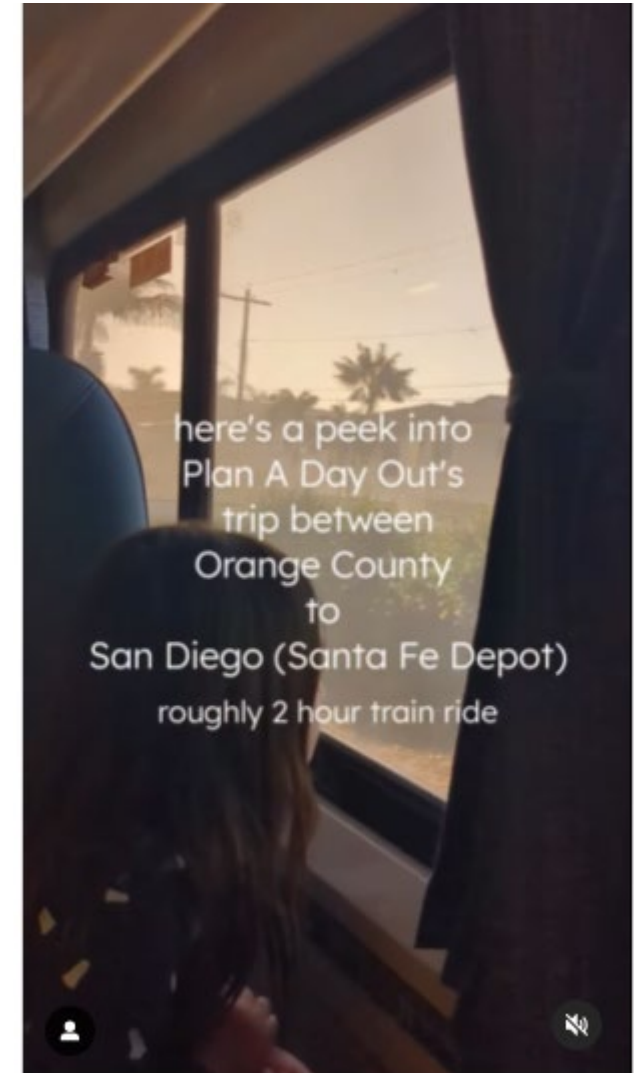
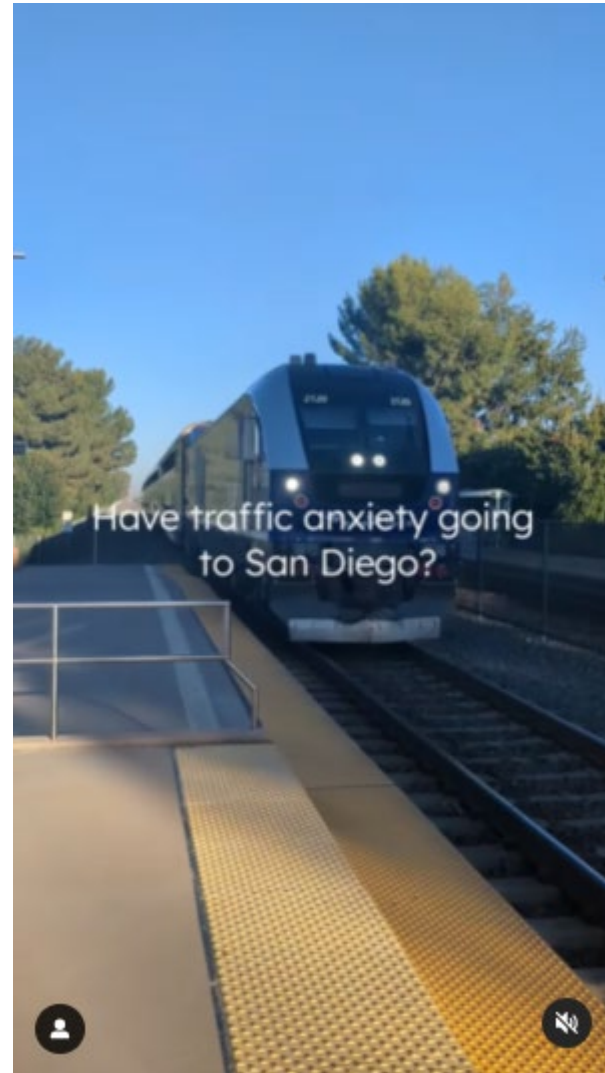
The Knot: Couples ride to Santa Barbara

- **Travel Date:** Nov. 28
- **Followers:** 1 million
- **Impressions:** 49,777
- **Video Views:** 462,345
- **Engagements:** 40,000
- **Photo credit:** Patrick Quezada Photography



Influencer: Plan a Day Out

- **Instagram:** [@Planadayout](#)
 - **Travel Dates:** October 21-22
 - **Followers:** 32,400
 - **Impressions:** 1,152
 - **Video Views:** 10,700
 - **Engagements:** 1,686



Communications

Communications

- **Passenger:**

- Thanksgiving Reservations
- December Track Closure
- Transition to Renewable Diesel

- **Media:**

- [Holiday Travel Press Release](#)
- [Sustainable Fuel Press Release](#)



November 22 – 27, 2023



Amtrak Pacific Surfliner Rail Service Reduces Fleet's Environmental Impact With Sustainable Fuel Alternative
Amtrak® Pacific Surfliner® service transitions to a more sustainable fuel made from renewable raw materials

ORANGE, Calif., Oct. 3, 2023 -- The Los Angeles – San Diego – San Luis Obispo (LOSSAN) Rail Corridor Agency, which manages the Amtrak® Pacific Surfliner® service, is proud to announce that the passenger rail fleet is now powered by a more sustainable fuel alternative.

The Pacific Surfliner trains will now operate on renewable diesel (RD) which is chemically similar to fossil diesel but made from renewable raw materials such as used cooking oil, instead of crude oil. Compared to fossil diesel, RD significantly reduces greenhouse gas emissions by an estimated 63%¹ throughout its lifecycle, providing a steep increase to the sustainability of rail travel in Southern California. Furthermore, the switch to RD offers the potential to reduce other harmful emissions, including fine particulates and nitrogen oxides leading to improved local air quality.

Amtrak Pacific Surfliner Rail Service Reduces Fleet's Environmental Impact With Sustainable Fuel Alternative

"The adoption of renewable diesel for our Pacific Surfliner service is an important milestone in our ongoing commitment to environmental preservation and the fight against climate change," said Jewel Edson, Chair of the LOSSAN Agency Board of Directors. "We take immense pride in joining forces with Amtrak, state and federal agencies, rail equipment manufacturers, and fuel distributors who share our commitment to reducing greenhouse gas emissions and promoting sustainability."



NOTICE: Pacific Surfliner will not stop at LA Union Station December 26-29

Bus connections with a prior reservation are available to connect passengers to the train at the next station.



**December 26-29, 2023: Bus Connection to Amtrak Pacific Surfliner
BOARD IN FRONT OF UNION STATION WEST OFF ALAMEDA ST.**

Bus to Glendale Station:

- Take the bus connection to Glendale for all 700 series trains (770, 774, 784, 790, 794, 761, 765, 769, 777, and 785)

Bus to Fullerton Station:

- Take the bus connection to Fullerton for 500 series trains (562, 564, 572, 586, 573, 581, 589, and 595)
- Trains 580 and 591 are cancelled.
- Train 587 has been replaced by a special train 589, operating one hour later.

Reservations Required:

Reservations are required for bus connections and passengers must ride the bus they are ticketed for.

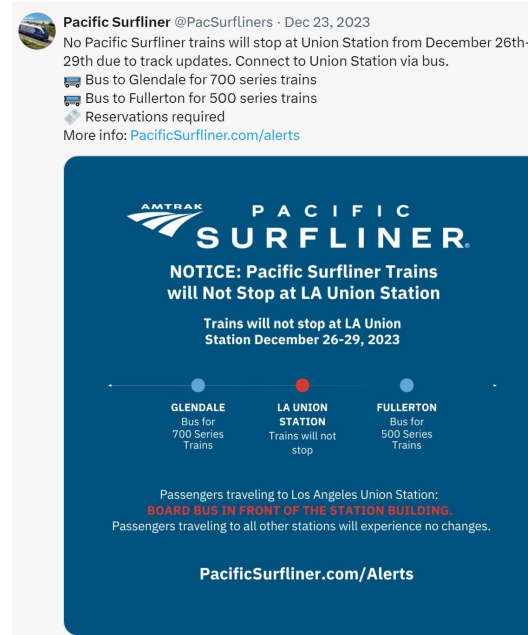
- Reserve or Modify: Amtrak.com, Amtrak App, or 800-USA-RAIL
- Monthly Pass: Use Amtrak's RideReserve system to reserve bus
- No Rail 2 Rail or Code Share tickets to/from Los Angeles

[PacificSurfliner.com/Alerts](https://www.pacificsurfliner.com/alerts)




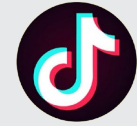


Social Media

- Holidays
- Reposting content from our riders
- Fun Recap Reel
- December track closures



Social Media Metrics

Platform	Total Followers	New Followers	Engagement*	Web Visits
	48,710	281	7,200	406
	19,221	1,691	14,100	617
	17,103	121	N/A	N/A
	1,313	19	98	N/A

*Engagement: Shares, comments/replies, likes, video views, etc.

Looking Ahead

What's Next

- Spring Promo (ongoing until March 28)
- Track Reopening
- X Games Partnership
- Powered by Sustainable Fuel signs

Questions?



**Los Angeles – San Diego – San Luis Obispo
Rail Corridor Agency**

DRAFT

**Upcoming Agenda Items
Board of Directors Meeting
March 18, 2024**

- Fiscal Year 2023-24 Second Quarter Grant Reimbursement Status Report
- Transit Transfer Program Amendments
- Fiscal Year 2023-24 Second Quarter Budget Status Report
- Fiscal Year 2023-24 Second Quarter Amtrak Pacific Surfliner System Safety and Incident Report
- Amendment to COOP No. L-0-0006 with UPRR for Passenger Rail Service Enhancement and Infrastructure Improvements
- Approval to release Field Marketing Request for Proposals
- Corridor Trends
- Final Annual Business Plan Approval
- Marketing Update
- FY 2024 Q1 On-Time Performance Analysis