



LOSSAN RAIL CORRIDOR AGENCY SPECIAL TECHNICAL ADVISORY COMMITTEE

Monday, June 10, 2019

11:00 a.m. - 12:30 p.m.

Los Angeles County Metropolitan Transportation Authority
Silver Lake Conference Room, 18th 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 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

The 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 Technical Advisory 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.

Public Comments on Agenda Items

Members of the public may address the Technical Advisory Committee regarding any item. Please complete a speaker's card and submit it to the committee or notify the committee of the item number on which you wish to speak. Speakers will be recognized by the Committee 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 OCTA Headquarters, 600 South Main Street, Orange, California.



Teleconference Sites

The main location for this meeting is at Los Angeles County Metropolitan Transportation Authority Headquarters. Several LOSSAN member agencies will be attending this meeting via teleconference from the following locations:

San Luis Obispo Council of Governments
Main Conference Room
1114 Marsh Street
San Luis Obispo, CA 93401

Ventura County Transportation Commission
Main Conference Room, Suite 108
950 County Square Drive
Ventura, CA 93003

Riverside County Transportation Commission
Conference Room A
4080 Lemon St., 3rd Floor
Riverside, CA 92501

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 email kaltar@octa.net, for specific meeting room locations at least 72 hours in advance of the meeting.

Technical Advisory Committee Membership Roster

	Member Agencies	Appointee	Alternate
North	San Luis Obispo Council of Governments	Anna Devers	Tim Gillham
	Santa Barbara County Association of Governments	Scott Spaulding	Marjie Kirn
	Ventura County Transportation Commission	Heather Miller	Martin Erickson
Central	Los Angeles County Metropolitan Transportation Authority	Jay Fuhrman	Jeanet Owens
South Central	Orange County Transportation Authority	Rosa Guillen-Sanchez	Megan LeMaster
	Riverside County Transportation Commission	Sheldon Peterson	Vacant
South	San Diego Metropolitan Transit System	Sharon Cooney	Julia Tuer
	North County Transit District	Eric Roe	Michael Johnson
	San Diego Association of Governments	Danny Veeh	Linda Culp

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 Committee subject to the approval of the Technical Advisory Committee.

Special Calendar

There are no Special Calendar matters.

Consent Calendar (Items 2 through 3)

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

2. Los Angeles - San Diego - San Luis Obispo Rail Corridor Trends for the Fourth Quarter of Federal Fiscal Year 2017-18

Roger M. Lopez

A report on ridership, revenue, and on-time performance trends for passenger rail services on the Los Angeles – San Diego – San Luis Obispo rail corridor, including the Pacific Surfliner, Metrolink, and COASTER, covering the fourth quarter of federal fiscal year 2017-18, is presented for consideration.

Recommendation

Receive and file as an information item.

3. Los Angeles - San Diego - San Luis Obispo Rail Corridor Trends for the First Quarter of Federal Fiscal Year 2018-19

Roger M. Lopez

A report on ridership, revenue, and on-time performance trends 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 federal fiscal year 2018-19, is presented for consideration.

Recommendation

Receive and file as an information item.

Regular Calendar

There are no regular items scheduled.

Discussion Items

4. Pacific Surfliner - Quarterly On-Time Performance Analysis

Roger M. Lopez

Staff will provide a detailed analysis of Pacific Surfliner on-time performance during the second quarter of federal fiscal year 2018-19.

5. Fiscal Year 2019-20 Budget and Business Plan Update

Jason Jewell

Staff will provide an update on proposed amendments to the Fiscal Year 2019-20 Los Angeles - San Diego - San Luis Obispo Rail Corridor Agency budget and Fiscal Year 2019-20 and 2020-21 business plan.

6. Pacific Surfliner Website Redesign

Emilia Doerr

The Los Angeles - San Diego - San Luis Obispo Rail Corridor Agency plans to launch a new Pacific Surfliner website that will deliver a more engaging and customer-focused online experience. Marketing staff will share overall objectives for enhancing the user experience and optimizing marketing efforts. In addition to reviewing the website planning and development process, staff will provide an overview of the new website's features and functionality as well as next steps.

7. Capital Projects Update

James D. Campbell

Staff will provide an update on the progress of planned capital projects along the Los Angeles - San Diego - San Luis Obispo rail corridor, including the Central Coast Layover Facility, Goleta Layover Facility, and San Diego Layover Facility projects.

8. Senate Bill 742

Michael Litschi

An overview will be provided on the status of Senate Bill 742, which would amend current state statute that requires passengers on Amtrak Thruway bus services to purchase a train ticket as part of their trip.

9. Upcoming Agenda Items

Michael Litschi

Overview of upcoming agenda items for the Los Angeles - San Diego - San Luis Obispo Rail Corridor Agency Board of Directors.



10. Los Angeles – San Diego – San Luis Obispo Rail Corridor Agency Update
11. Technical Advisory Committee Members' Report

Closed Session

There are no Closed Session items scheduled.

12. Adjournment

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

Thursday, September 5, 2019

12:30 p.m. – 2:30 p.m.

Los Angeles Metropolitan Transportation Authority

Henry Huntington Room - Third Floor

One Gateway Center, Los Angeles, California.



June 6, 2019

To: Members of the Technical Advisory Committee
From: Jennifer L. Bergener, Managing Director
Subject: Los Angeles – San Diego – San Luis Obispo Rail Corridor Trends for the Fourth Quarter of Federal Fiscal Year 2017-18

Overview

A report on ridership, revenue, and on-time performance trends for passenger rail services on the Los Angeles – San Diego – San Luis Obispo rail corridor, including the Pacific Surfliner, Metrolink, and COASTER, covering the fourth quarter of federal fiscal year 2017-18, is presented for consideration.

Recommendation

Receive and file as an information item.

Background

The 351-mile Los Angeles – San Diego – San Luis Obispo (LOSSAN) rail 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 more than 150 daily passenger trains, with an annual ridership of more than 2.9 million on Pacific Surfliner intercity trains and 4.5 million on Metrolink and COASTER commuter trains.

Discussion

This report provides an update on the performance of the passenger rail services on the LOSSAN rail corridor by presenting the current trends of the service in three specific areas: usage (ridership and passenger miles), efficiency (revenue and farebox recovery), and quality (on-time performance 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 COASTER system. Amtrak national data is included for comparative purposes. The reporting period is the fourth quarter of federal fiscal year (FFY) 2017-18, covering the months

of July, August, and September 2018. This report has been delayed due to extensive delays in the Amtrak reporting process.

Usage

For the fourth quarter of FFY 2017-18, total LOSSAN rail corridor ridership on the three services was 2,219,948, a 0.1 percent decrease when compared to the same period the previous year. A 24-month ridership chart for the LOSSAN rail corridor, with the specific performance of each service, can be found in Figure 1.1.

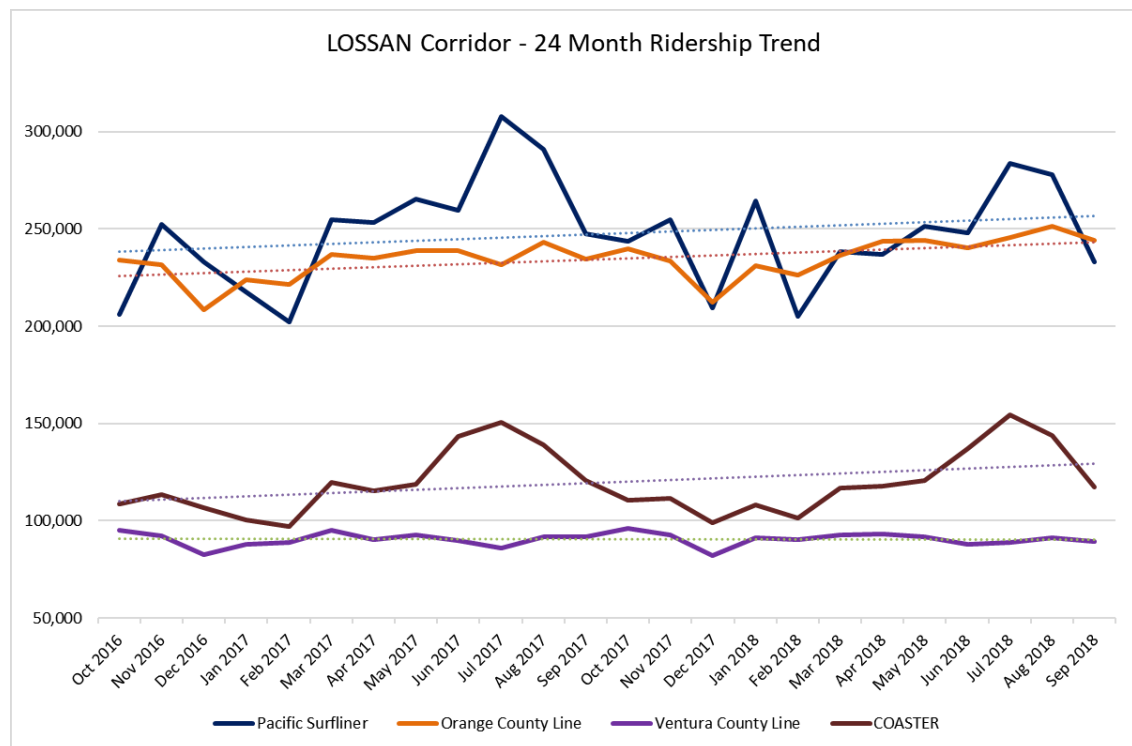


Figure 1.1

The 24 months of ridership data included in Figure 1.1 provides a more accurate indicator of the overall growth 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 the seasonal variation and provides sufficient information to allow for the development of a linear trendline for each service. In addition to this overall corridor data, details on the performance of each service are provided below.

Pacific Surfliner

A large part of the overall decline of LOSSAN rail corridor ridership can be attributed to the Pacific Surfliner (San Luis Obispo to San Diego) intercity passenger rail service ridership, which decreased during the fourth quarter of FFY 2017-18 by 6.2 percent when compared to the same period last year. This decline reverses the previous year's ridership increase and puts ridership at pre-2016 levels as is demonstrated in Figure 1.2. Pacific Surfliner ridership in this report 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. As prior analysis has demonstrated, the impact of lower R2R ridership as well as the ridership decreases associated with the peak-period service have continued through this period. In FFY 2017-18, total ridership on the Pacific Surfliner decreased by 1.5 percent.

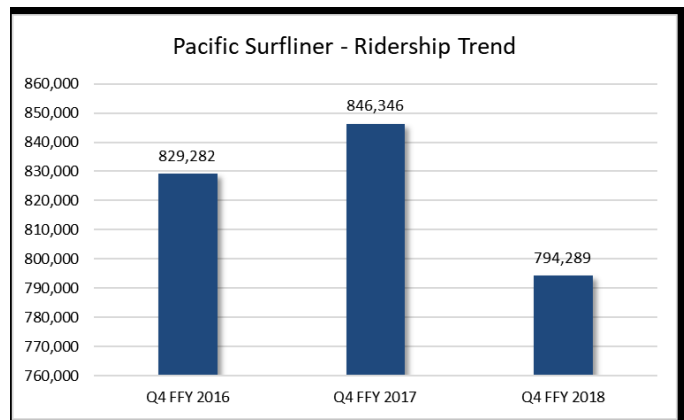


Figure 1.2

Metrolink

Overall LOSSAN rail corridor ridership was positively impacted by the minor ridership increases experienced by Metrolink's OCL as demonstrated in Figure 1.3. On the VCL, which serves East Ventura to Los Angeles, ridership remained static when compared to the fourth quarter of last year. The OCL, which serves Los Angeles to Oceanside, saw a 4.4 percent increase in ridership over the same report period in the prior year.

Metrolink system ridership increased by 4.2 percent in the fourth quarter of FFY 2017-18 when compared to the same period in FFY 2016-17.

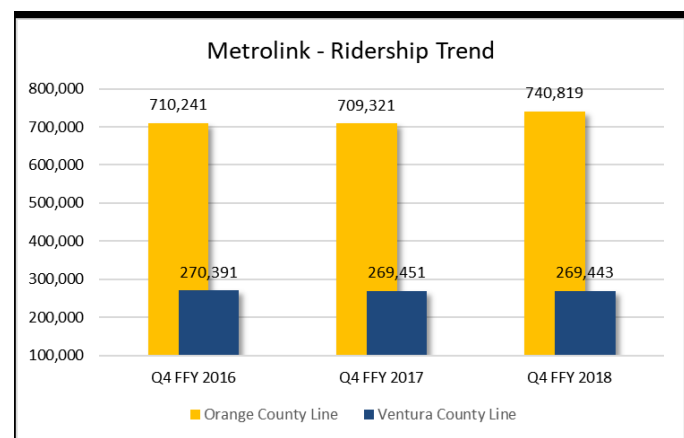


Figure 1.3

As noted previously, Metrolink's official ridership has historically been based on conductor counts. Beginning in FY 2016-17, Metrolink began transitioning from conductor counts to ticket sales as the primary ridership metric. Beginning with the second quarter report of FFY 2017-18, Metrolink ridership has been reported based on the ticket sales metric. Historical performance has also been updated to reflect ticket sales. Past corridor trends reports will differ from the currently reported ridership values, since those values were based on conductor counts. Metrolink pass holders riding Pacific Surfliner trains, utilizing the R2R Program, averaged 1,063 per weekday for the fourth quarter of FFY 2017-18, which is a decrease of 4.6 percent compared to the same period last year.

COASTER

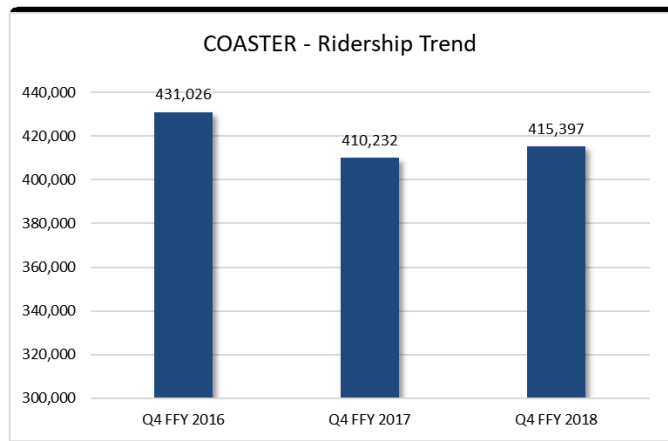


Figure 1.4

COASTER (serving Oceanside to San Diego) ridership saw an increase of 1.3 percent during the fourth quarter of FFY 2017-18, when compared to the same period the prior year as shown in Figure 1.4.

The fourth quarter of FFY 2017-18, saw an average of 141 total COASTER pass holders per day on Pacific Surfliner trains, utilizing the R2R program. This was a

decrease of 59.8 percent when compared to last year. This decrease is consistent with the forecasted loss associated with the elimination of two COASTER stations from the R2R Program in October 2017.

Amtrak System

Amtrak service nationwide had a cumulative ridership increase of 0.7 percent for the fourth quarter of FFY 2017-18 compared with the same period the prior year, as demonstrated in Figure 1.5.

Amtrak's Coast Starlight (Seattle to Los Angeles) saw ridership decrease by 8.5 percent in the fourth quarter compared with the same period last year. The Capitol Corridor (Auburn/Sacramento to Oakland and San Jose) and the San Joaquins Corridor (Sacramento/Oakland to Bakersfield) are the other two California State-supported intercity passenger rail services operated by Amtrak, and although serving significantly different markets, do provide a comparison to the Pacific Surfliner service. Ridership on the Capitol Corridor increased by 8 percent

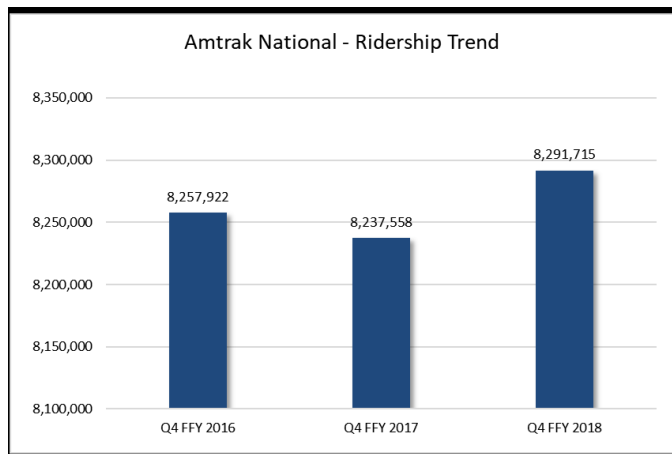


Figure 1.5

and San Joaquins ridership decreased by 4.1 percent in the fourth quarter compared to the same period last year.

Passenger Miles

A passenger mile is defined as one passenger traveling one mile. As an example, 10 passengers, each traveling 100 miles, would then generate 1,000 passenger miles. This metric depicts the

growth in passenger usage and distance traveled.

The Pacific Surfliner generated over 70.9 million passenger miles during the fourth quarter of FFY 2017-18, which is a 5.8 percent decrease compared to the same period in the prior year. Total passenger miles for FFY 2017-18 on the Pacific Surfliner were 253.5 million, a 2.2 percent decrease from the prior year. The decrease in passenger miles is on par with what was experienced in overall ridership. Factoring in the average pounds of carbon dioxide emissions per passenger mile in a private automobile versus riding on passenger rail, those 253.5 million passenger miles resulted in a reduction of over 91,200 metric tons of greenhouse gases. The impact that this has on the environment cannot be understated. The pollution eliminated is the equivalent of burning over 211,000 barrels of oil.

Efficiency

Revenue

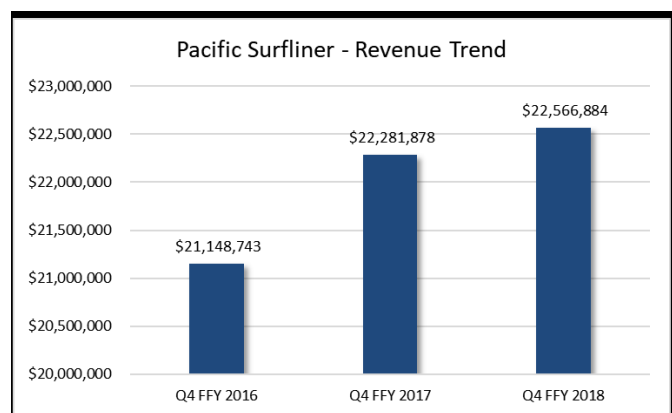


Figure 1.6

Despite the overall loss in ridership, the Pacific Surfliner's ticket revenue growth trend continued with a modest increase of 1.3 percent for the fourth quarter of FFY 2017-18 when compared with the same period in the prior year as shown in Figure 1.6. This can be attributed to growth in business class ridership and increased revenue

associated with the fare restructuring instituted in March 2018.

For the Capitol Corridor, total revenue increased by 9.5 percent for the fourth quarter, whereas the San Joaquin corridor saw a decrease of 11.3 percent, and the Coast Starlight decreased by 4.6 percent.

Farebox Recovery

The Pacific Surfliner is legislatively required to achieve a minimum of 55 percent farebox recovery. As a performance measure, farebox recovery is normally calculated on an annual basis. Expenses throughout the year are not linear and can cause significant fluctuations in the farebox recovery ratio from quarter to quarter.

The California Department of Transportation (Caltrans) Division of Rail and Mass Transportation (DRMT) reports quarterly to the California Transportation Commission (CTC) on all state-supported corridors via the *California Department of Transportation's Intercity Passenger Rail Operations Report*. This report has been revised to now focus on a rolling 12-month report period. On January 30, 2019, Caltrans DRMT reported to the CTC on the 12 months ending September 2018 and indicated that for FFY 2017-18, the Pacific Surfliner realized a 77.1 percent farebox recovery ratio.

Quality

On-Time Performance

The methodologies for calculating on-time performance (OTP) vary significantly between intercity and commuter rail services. Commuter trains are considered late if trains arrive six or more minutes late to the terminal location. Pacific Surfliner trains are considered late if trains arrive 15 or more minutes after scheduled arrival times.

In the fourth quarter of FFY 2017-18, average endpoint Pacific Surfliner OTP was 73.8 percent, which was a 15.1 percent increase over the prior year. All-station OTP, which is calculated by combining and averaging OTP at each station, averaged 76.5 percent. By comparison, the endpoint OTP on the Capitol Corridor averaged 93.6 percent, and the San Joaquins averaged 66.2 percent during the report period. Amtrak system wide endpoint OTP averaged 71.2 percent for the fourth quarter.

A monthly OTP trend for the Pacific Surfliner can be seen in Figure 1.7. The LOSSAN Rail Corridor Agency (Agency) continues to work collaboratively with the host railroads to identify operational improvements that can favorably impact OTP, and some favorable results are being seen from these efforts.

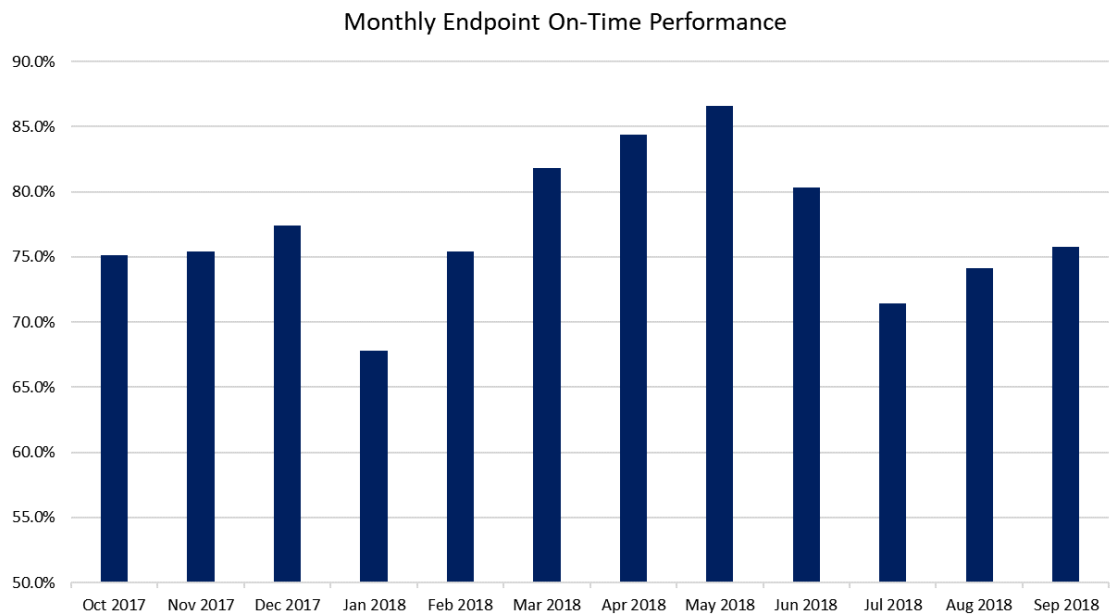


Figure 1.7

Customer Satisfaction

Amtrak reports an Electronic Customer Satisfaction Index (eCSI) score monthly for all routes, in which a 'very satisfied' percentage is calculated out of 100 passengers via surveying. For the fourth quarter of FFY 2017-18, the Pacific Surfliner scored an average eCSI of 82 percent, with the FFY 2017-18 average being 83.9 percent. Analysis has shown that the biggest drivers for this continue to be issues with reliability or on-time performance, and a lack of information given about problems or delays on the train.

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 being made to ensure that menu items are meeting the expectations of our

<i>Sales Category</i>	<i>Quarter 4 FFY 2016-17</i>	<i>Quarter 4 FFY 2017-18</i>	<i>Increase</i>
Baked Goods	\$131,215	\$135,325	3.1%
Beer	\$383,807	\$360,127	-6.2%
Beverages	\$368,055	\$424,716	15.4%
Dairy Products	\$4,578	\$9,304	103.2%
Packaged Snack Foods	\$956,145	\$1,115,306	16.6%
Fresh Prepared Foods	\$254,556	\$199,908	-21.5%
Liquor	\$174,601	\$191,259	9.5%
Miscellaneous Merchandise	\$6,780	\$6,665	-1.7%
Salads	\$2,380	\$20,845	775.8%
Wine	\$475,402	\$548,400	15.4%
	\$2,757,518	\$3,011,854	9.2%

Figure 1.8

passengers. As part of that effort, LOSSAN Agency staff closely monitors food and beverage sales in an effort to gauge the success of what is being offered and to highlight items that need to be adjusted.

For the fourth quarter of FFY 2017-18, food and beverage sales increased by 9.2 percent over the same quarter in the prior year. The significant variations in the sale of salads is due to ongoing changes in the way that Amtrak categorizes some food items. For FFY 2017-18, food and beverage sales totaled \$9.5 million, which was an 11 percent increase over the prior year's total. Details on the performance of each specific sales category are included in Figure 1.8.

Amtrak Thruway Bus Service

Pacific Surfliner rail service is supplemented by Amtrak's network of Thruway buses that connect passengers throughout the LOSSAN rail corridor. The bus routes function as part of the Pacific Surfliner service and include:

- Route 4: Los Angeles to Santa Barbara/Goleta. Two daily one-way trips.
- Route 17: Santa Barbara to San Luis Obispo to Oakland (where it connects with Capitol Corridor). Eleven daily one-way trips.
- Route 39: Fullerton to Palm Springs and Coachella Valley. Four daily one-way trips.

For the fourth quarter of FFY 2017-18, ridership on these three routes totaled just over 25,900 riders, which was a decrease of 16 percent when compared to the same period in the prior year. Total ridership for FFY 2017-18 on these three routes totaled 105,241, which was a 13.8 percent decrease over FFY 2016-17.

Additional Metrics

A summary table of the ridership, revenue, and OTP for the LOSSAN rail corridor can be found in Attachment A. There are additional performance indicators that were previously included as attachments to this report, items such as boardings/alightings by station and ridership/revenue by station pair. Due to significant delays and inconsistencies with the data received from Amtrak, these items are not included with this report. They will be included with future reports, once the data issues with Amtrak have been resolved.

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 fourth quarter of federal fiscal year 2017-18. During the fourth quarter, total Los Angeles – San Diego – San Luis Obispo rail corridor ridership decreased

by 0.1 percent compared to the same period last year. Ridership on the Pacific Surfliner decreased by 6.2 percent, while revenue growth continued, with a 1.3 percent increase when compared to the same period last year.

Attachment

- A. Los Angeles – San Diego – San Luis Obispo Rail Corridor Performance Summary, Fourth Quarter Federal Fiscal Year 2017-18

Prepared by:

A handwritten signature in black ink, appearing to read 'Roger M. Lopez', with a long horizontal line extending to the right.

Roger M. Lopez
Manager, Planning and Analysis
(714) 560-5438

**Los Angeles – San Diego – San Luis Obispo Rail Corridor Performance Summary
Fourth Quarter Federal Fiscal Year 2017-18**

<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	794,289	-6.2%	\$ 22,566,884	1.3%	73.8%
Metrolink Ventura County Line	269,443	0.0%	---	---	94.9%
Metrolink Orange County Line	740,819	4.4%	---	---	89.8%
COASTER	415,397	1.3%	---	---	90.2%
LOSSAN Total/Average	2,219,948	-0.1%			87.2%

Amtrak Nationwide	8,291,715	0.7%	\$ 579,272,793	1.2%	71.2%
Capitol Corridor	438,468	8.0%	\$ 8,708,342	9.5%	93.6%
San Joaquin	273,754	-4.1%	\$ 8,070,520	-11.3%	66.2%
Coast Starlight	121,147	-8.5%	\$ 12,652,288	-4.6%	53.3%



June 10, 2019

To: Members of the Technical Advisory Committee
From: Jennifer L. Bergener, Managing Director
Subject: Los Angeles – San Diego – San Luis Obispo Rail Corridor Trends for the First Quarter of Federal Fiscal Year 2018-19

Overview

A report on ridership, revenue, and on-time performance trends 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 federal fiscal year 2018-19, is presented for consideration.

Recommendation

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Background

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Discussion

This report provides an update on the performance of the passenger rail services on the LOSSAN rail corridor by presenting the current trends of the service in three specific areas: usage (ridership and passenger miles), efficiency (revenue and farebox recovery), and quality (on-time performance 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 COASTER system. Amtrak national data is included for comparative purposes. The reporting period is the first quarter of federal fiscal year (FFY) 2018-19, covering the months

of October, November, and December 2018. This report has been delayed due to extensive delays in the Amtrak reporting process.

Usage

For the first quarter of FFY 2018-19, total LOSSAN rail corridor ridership on the three services was 1,966,884, a 0.6 percent decrease when compared to the same period the previous year. A 24-month ridership chart for the LOSSAN rail corridor, with the specific performance of each service, can be found in Figure 1.1.

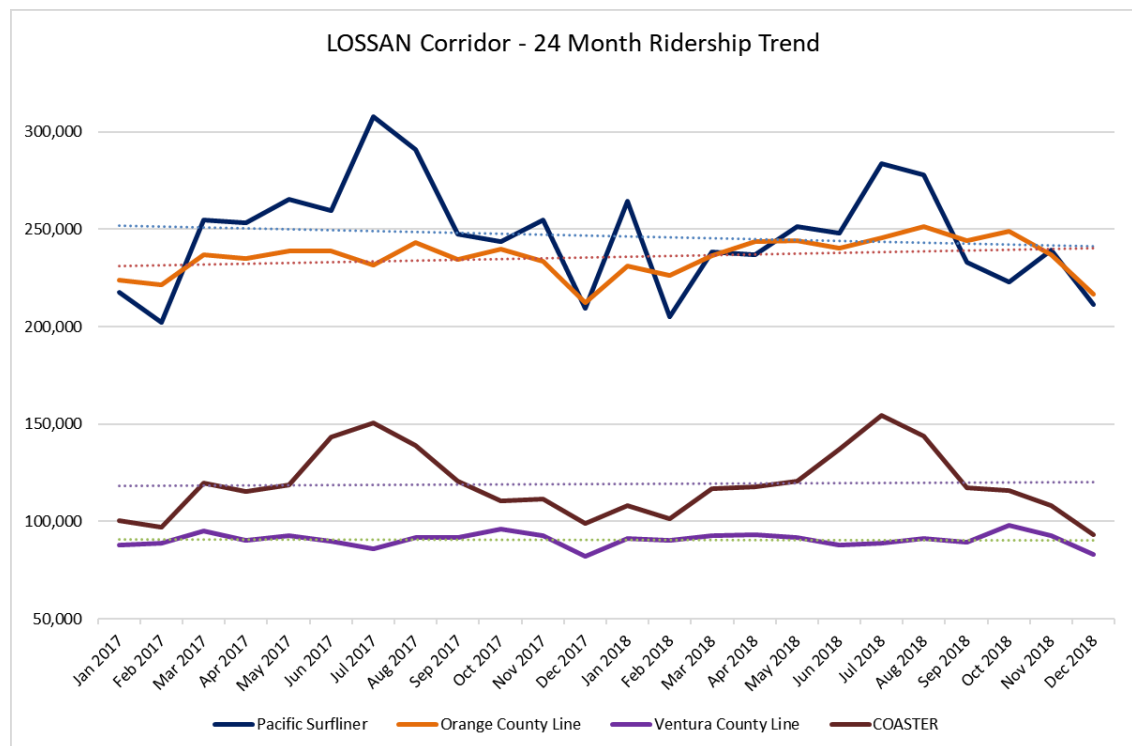


Figure 1.1

The 24 months of ridership data included in Figure 1.1 provides a more accurate indicator of the overall growth 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 the seasonal variation and provides sufficient information to allow for the development of a linear trendline for each service. In addition to this overall corridor data, details on the performance of each service are provided below.

Pacific Surfliner

Part of the overall decline of LOSSAN rail corridor ridership can be attributed to the Pacific Surfliner (San Luis Obispo to San Diego) intercity passenger rail service ridership, which decreased during the first quarter of FFY 2018-19 by 4.9 percent when compared to the same period last year. This decline reverses the previous year's ridership increase and puts ridership at pre-2016 levels as is demonstrated in Figure 1.2. Pacific Surfliner ridership in this report 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. As prior analysis has demonstrated, the impact of lower R2R ridership as well as the ridership decreases associated with the expanded peak-period service between Ventura and Santa Barbara counties, have continued through this reporting period.

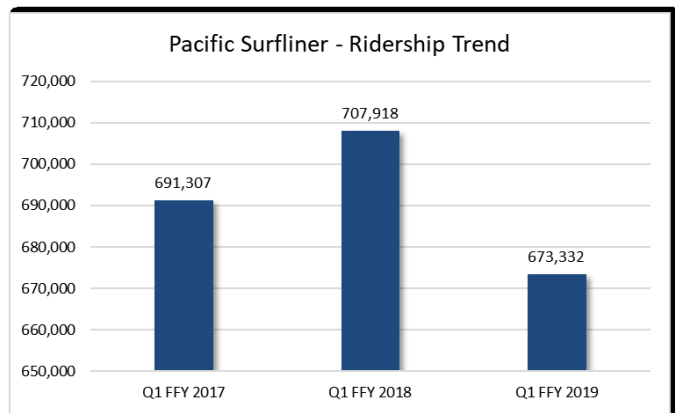


Figure 1.2

Metrolink

Overall LOSSAN rail corridor ridership was positively impacted by the minor ridership increases experienced by Metrolink's OCL as demonstrated in Figure 1.3. The VCL, which serves East Ventura to Los Angeles, ridership increased by 1.1 percent when compared to the first quarter last year. The OCL, which serves Los Angeles to Oceanside, saw a 2.5 percent increase in ridership over the same report period in the prior year.

Metrolink system ridership increased by 1.6 percent in the first quarter of FFY 2018-19 when compared to the same period in FFY 2017-18. As noted previously, Metrolink's official ridership has historically been based on conductor

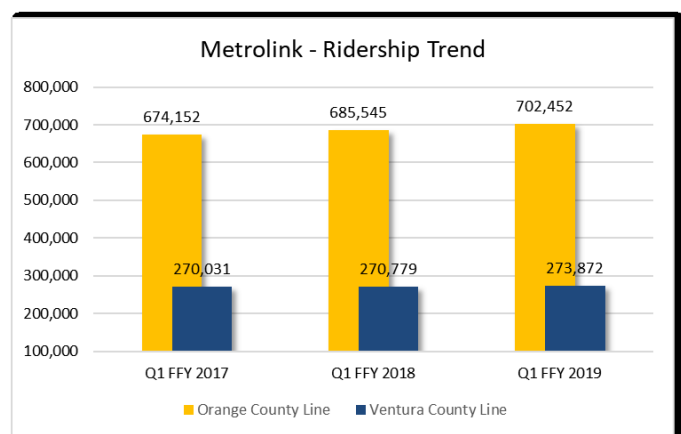


Figure 1.3

counts. Beginning with the second quarter report of FFY 2017-18, Metrolink ridership has been reported based on the ticket sales metric. Historical performance has also been updated to reflect ticket sales. Past corridor trends reports will differ from the currently reported ridership values, since those values were based on conductor counts. Metrolink pass holders riding Pacific Surfliner trains, utilizing the R2R Program, averaged 937 per weekday for the first quarter of FFY 2018-19, which is a decrease of 23.9 percent compared to the same period last year. As noted previously, the elimination of train 761 as part of the peak-period retiming effort between Ventura and Santa Barbara counties has negatively impacted overall R2R ridership.

COASTER

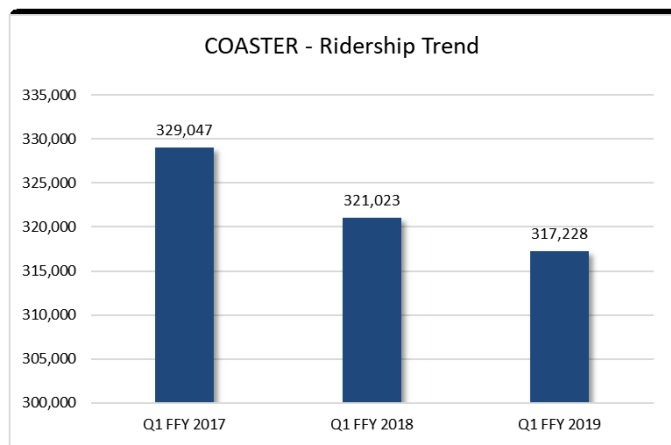


Figure 1.4

COASTER (serving Oceanside to San Diego) ridership decreased by 1.2 percent during the first quarter of FFY 2018-19, when compared to the same period the prior year as shown in Figure 1.4.

During the first quarter of FFY 2018-19, there was an average of 16 total COASTER pass holders per day on Pacific Surfliner trains, utilizing the R2R program. This was a

decrease of 88.6 percent when compared to last year. This decrease is consistent with the forecasted loss associated with the elimination of two COASTER stations from the R2R Program in October 2017.

Amtrak System

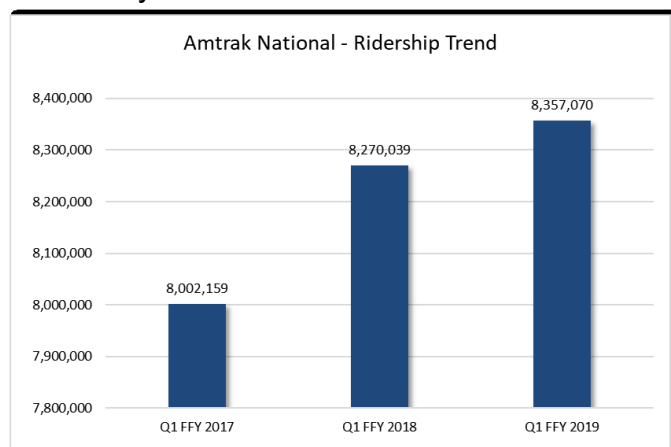


Figure 1.5

Amtrak service nationwide had a cumulative ridership increase of 1.1 percent for the first quarter of FFY 2018-19 compared with the same period the prior year, as demonstrated in Figure 1.5.

Amtrak's Coast Starlight (Seattle to Los Angeles) likewise saw ridership increase by 1.5 percent in the first quarter compared with the

same period last year. The Capitol Corridor (Auburn/Sacramento to Oakland and San Jose) and the San Joaquins Corridor (Sacramento/Oakland to Bakersfield) are the other two California State-supported intercity passenger rail services operated by Amtrak, and although serving significantly different markets, do provide a comparison to the Pacific Surfliner service. Ridership on the Capitol Corridor increased by 4.6 percent and San Joaquins ridership decreased by 4.1 percent in the first quarter compared to the same period last year.

Passenger Miles

A passenger mile is defined as one passenger traveling one mile. As an example, 10 passengers, each traveling 100 miles, would then generate 1,000 passenger miles. This metric depicts the growth in passenger usage and distance traveled.

The Pacific Surfliner generated over 61.2 million passenger miles during the first quarter of FFY 2018-19, which is a 0.6 percent decrease compared to the same period in the prior year. The decrease in passenger miles is on par with what was experienced in overall ridership. Factoring in the average pounds of carbon dioxide emissions per passenger mile in a private automobile versus riding on passenger rail, those 61.2 million passenger miles resulted in a reduction of over 22,000 metric tons of greenhouse gases. The impact that this has on the environment cannot be understated. The pollution eliminated is the equivalent of burning over 292 tanker trucks worth of gasoline.

Efficiency

Revenue

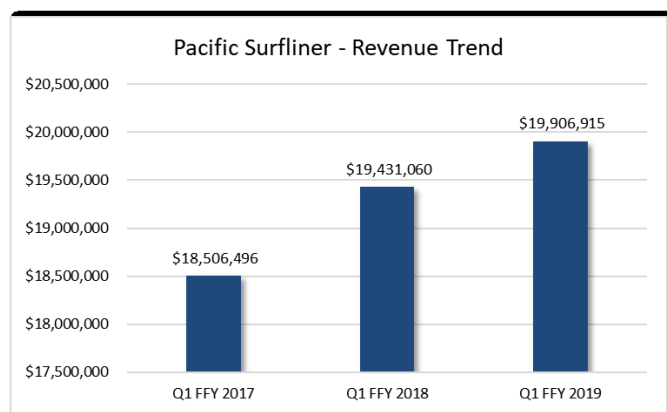


Figure 1.6

Despite the overall loss in ridership, the Pacific Surfliner's ticket revenue growth trend continued with an increase of 2.4 percent for the first quarter of FFY 2018-19 when compared with the same period in the prior year as shown in Figure 1.6. This continues to be attributed to growth in business class ridership and increased revenue associated with the

fare restructuring instituted in March 2018.

For the Capitol Corridor, total revenue increased by 5.6 percent for the first quarter, whereas the San Joaquin corridor saw a decrease of 8.7 percent, and the Coast Starlight increased by 2.3 percent.

Farebox Recovery

The Pacific Surfliner is legislatively required to achieve a minimum of 55 percent farebox recovery. As a performance measure, farebox recovery is normally calculated on an annual basis. Expenses throughout the year are not linear and can cause significant fluctuations in the farebox recovery ratio from quarter to quarter.

The California Department of Transportation (Caltrans) Division of Rail and Mass Transportation (DRMT) reports quarterly to the California Transportation Commission (CTC) on all state-supported corridors via the *California Department of Transportation's Intercity Passenger Rail Operations Report*. This report has been revised to now focus on a rolling 12-month report period instead of the quarter. On March 13, 2019, Caltrans DRMT reported to the CTC on the 12 months ending December 2018 and indicated that the Pacific Surfliner realized a 76.7 percent farebox recovery ratio for that time period.

Quality

On-Time Performance

The methodologies for calculating on-time performance (OTP) vary significantly between intercity and commuter rail services. Commuter trains are considered late if trains arrive six or more minutes late to the terminal location. Pacific Surfliner trains are considered late if trains arrive 15 or more minutes after scheduled arrival times.

In the first quarter of FFY 2018-19, average endpoint Pacific Surfliner OTP was 66.1 percent, which was a 12.9 percent decrease over the prior year. All-station OTP, which is calculated by combining and averaging OTP at each station, averaged 68.2 percent. By comparison, the endpoint OTP on the Capitol Corridor averaged 87 percent, and the San Joaquins averaged 60.1 percent during the report period. Amtrak system wide endpoint OTP averaged 74 percent for the first quarter. A monthly OTP trend for the Pacific Surfliner can be seen in Figure 1.7.

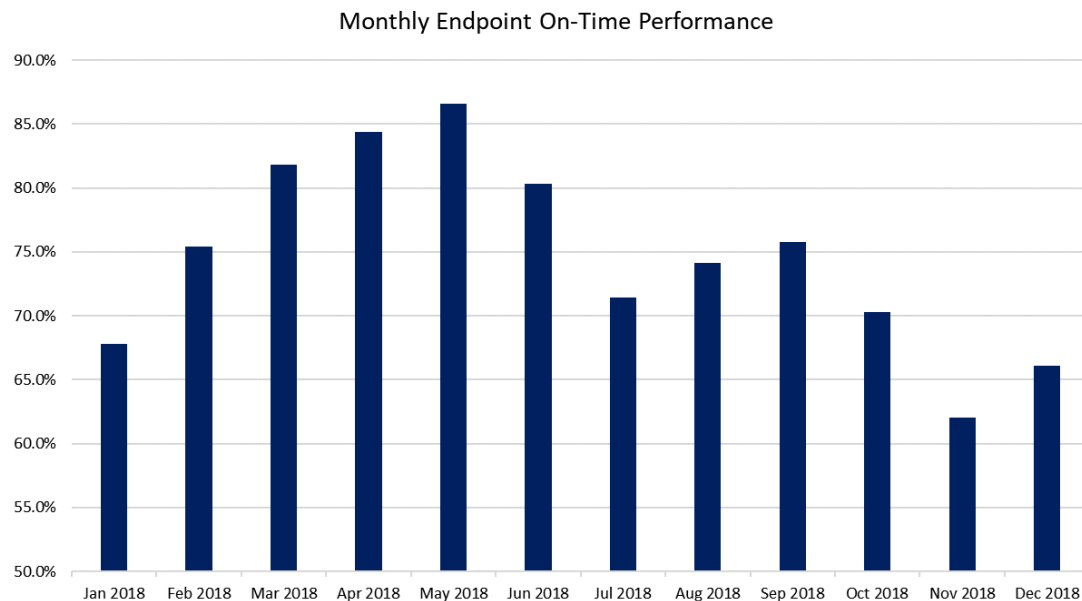


Figure 1.7

The LOSSAN Agency continues to work collaboratively with the host railroads to identify operational improvements that can favorably impact OTP. Primarily this is accomplished via the quarterly Corridor Improvement Team (CIT) meetings. Some of the analysis performed in preparation for that discussion can be found in Attachment A. The decline of OTP in recent months has largely been attributed to mechanical challenges associated with the implementation of positive train control and the introduction of new Charger locomotives, commuter and passenger train interference on the south end of the corridor, combined with signal issues on the north end. The LOSSAN Agency continues to work with the host railroads to address these issues.

Customer Satisfaction

Amtrak reports an Electronic Customer Satisfaction Index (eCSI) score monthly for all routes, in which a 'very satisfied' percentage is calculated out of 100 passengers via surveying. For the first quarter of FFY 2018-19, the Pacific Surfliner scored an average eCSI of 79.6 percent, which is a decrease of 5.9 percent over the same period the prior year.

The average eCSI score for the first quarter was the lowest quarterly average since the eCSI metric began. A direct correlation can be drawn between on-time performance and customer satisfaction. The lowest eCSI score was November 2018, which was also the lowest month for OTP. Detailed analysis continues to show that the biggest drivers for customer dissatisfaction are issues with reliability or on-time performance, a lack of information given about problems or delays on the train, and the friendliness of crew.

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 being made to ensure that menu items are meeting the expectations of our passengers. As part of that effort, LOSSAN Agency staff closely monitors food and beverage sales in an effort to gauge the success of what is being offered and to highlight items that need to be adjusted.

<i>Sales Category</i>	<i>Quarter 1 FFY 2017-18</i>	<i>Quarter 1 FFY 2018-19</i>	<i>Increase</i>
Baked Goods	\$111,775	\$126,061	12.8%
Beer	\$267,830	\$267,417	-0.2%
Beverages	\$301,176	\$356,944	18.5%
Dairy Products	\$2,813	\$7,943	182.4%
Packaged Snack Foods	\$786,978	\$959,404	21.9%
Fresh Prepared Foods	\$190,913	\$144,805	-24.2%
Liquor	\$114,342	\$118,644	3.8%
Miscellaneous Merchandise	\$5,310	\$7,498	41.2%
Salads	\$10,389	\$21,086	103.0%
Wine	\$386,280	\$447,343	15.8%
	\$2,177,803	\$2,457,145	12.8%

Figure 1.8

For the first quarter of FFY 2018-19, food and beverage sales increased by an amazing 12.8 percent over the same quarter in the prior year. The significant variations in the sale of salads and fresh prepared foods continues to be as a result of ongoing changes in the way that Amtrak categorizes some food items in their point of sale system, with the categories occasionally changing from report period to report period. Details on the performance of each specific sales category are included in Figure 1.8.

Amtrak Thruway Bus Service

Pacific Surfliner rail service is supplemented by Amtrak's network of Thruway buses that connect passengers throughout the LOSSAN rail corridor. The bus routes function as part of the Pacific Surfliner service and include:

- Route 4: Los Angeles to Santa Barbara/Goleta. Two daily one-way trips.
- Route 17: Santa Barbara to San Luis Obispo to Oakland (where it connects with Capitol Corridor). Eleven daily one-way trips.
- Route 39: Fullerton to Palm Springs and Coachella Valley. Four daily one-way trips.

For the first quarter of FFY 2018-19, ridership on these three routes totaled 26,659 riders, which was a decrease of 6.6 percent when compared to the same period in the prior year.

Additional Metrics

A summary table of the ridership, revenue, and OTP for the LOSSAN rail corridor can be found in Attachment B. There are additional performance indicators that were previously included as attachments to this report, items such as boardings/alightings by station and ridership/revenue by station pair. Due to significant delays and inconsistencies with the data received from Amtrak, these items are not included with this report. They will be included with future reports, once the data issues with Amtrak have been resolved.

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 federal fiscal year 2018-19. During the first quarter, total Los Angeles – San Diego – San Luis Obispo rail corridor ridership decreased by 0.6 percent compared to the same period last year. Ridership on the Pacific Surfliner decreased by 4.9 percent, while revenue growth continued, with a 2.4 percent increase when compared to the same period last year.

Attachments

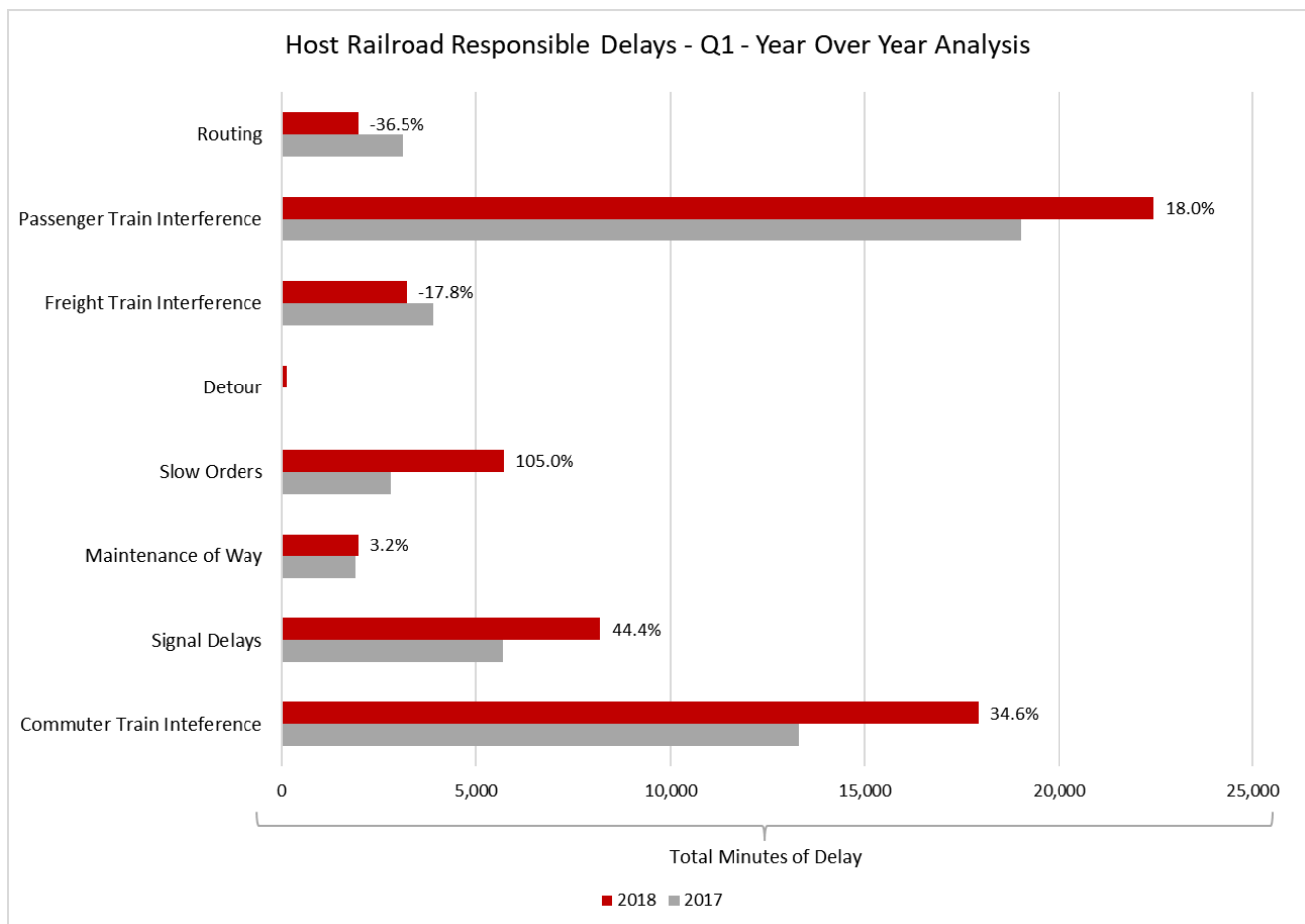
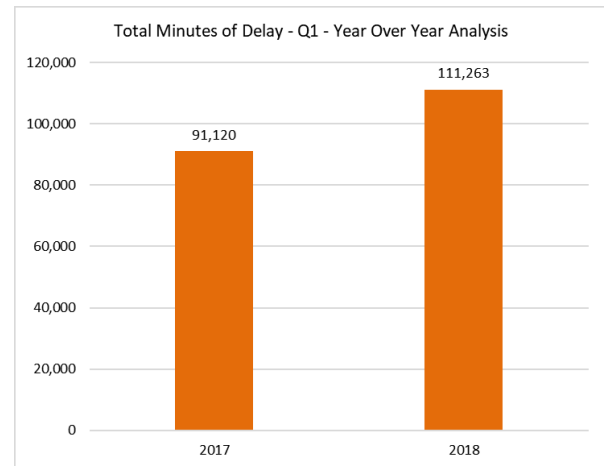
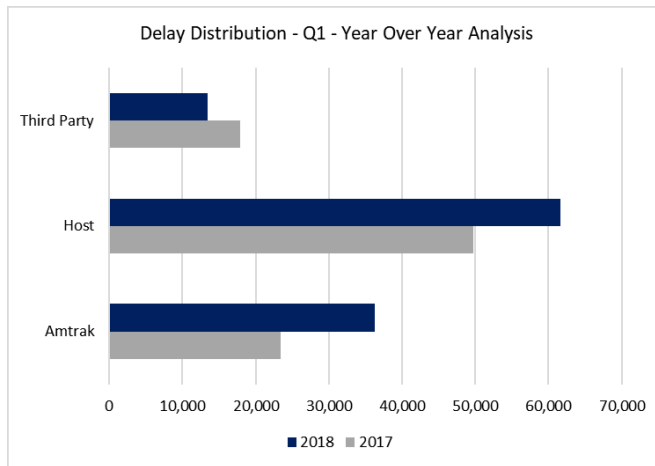
- A. First Quarter Federal Fiscal Year 2018-19 – Delay Details
- B. Los Angeles – San Diego – San Luis Obispo Rail Corridor Performance Summary, First Quarter Federal Fiscal Year 2018-19

Prepared by:

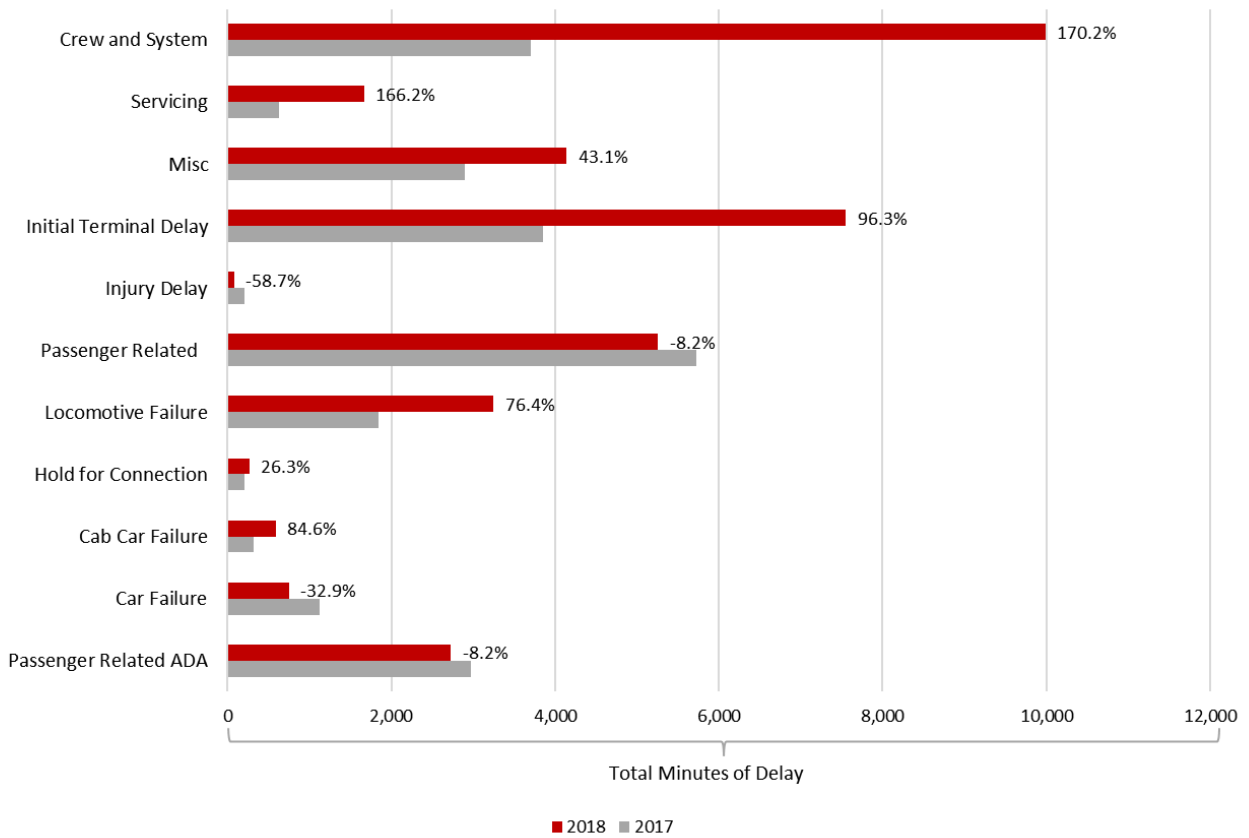


Roger M. Lopez
Manager, Planning and Analysis
(714) 560-5438

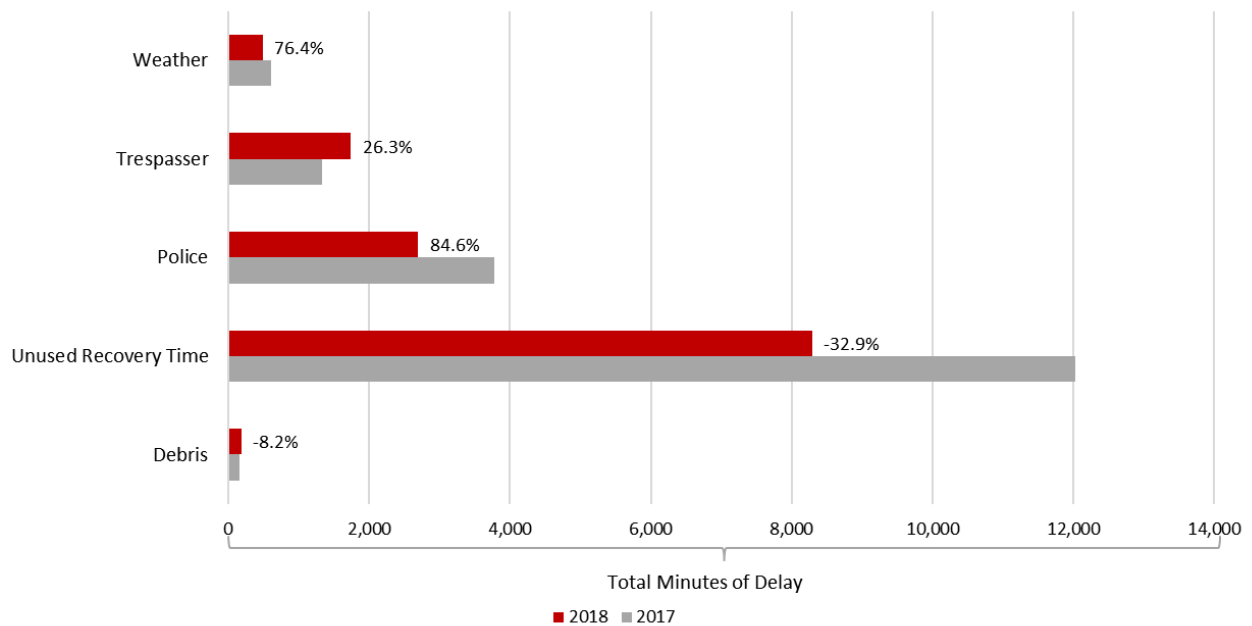
First Quarter Federal Fiscal Year 2018-19 – Delay Details



Amtrak Responsible Delays - Q1 - Year Over Year Analysis



Third Party Responsible Delays - Q1 - Year Over Year Analysis



**Los Angeles – San Diego – San Luis Obispo Rail Corridor Performance Summary
First Quarter Federal Fiscal Year 2018-19**

<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	673,332	-4.9%	\$ 19,906,915	2.4%	66.1%
Metrolink Ventura County Line	273,872	1.1%	---	---	93.7%
Metrolink Orange County Line	702,452	2.5%	---	---	89.5%
COASTER	317,228	-1.2%	---	---	90.4%
LOSSAN Total/Average	1,966,884	-0.6%			84.9%

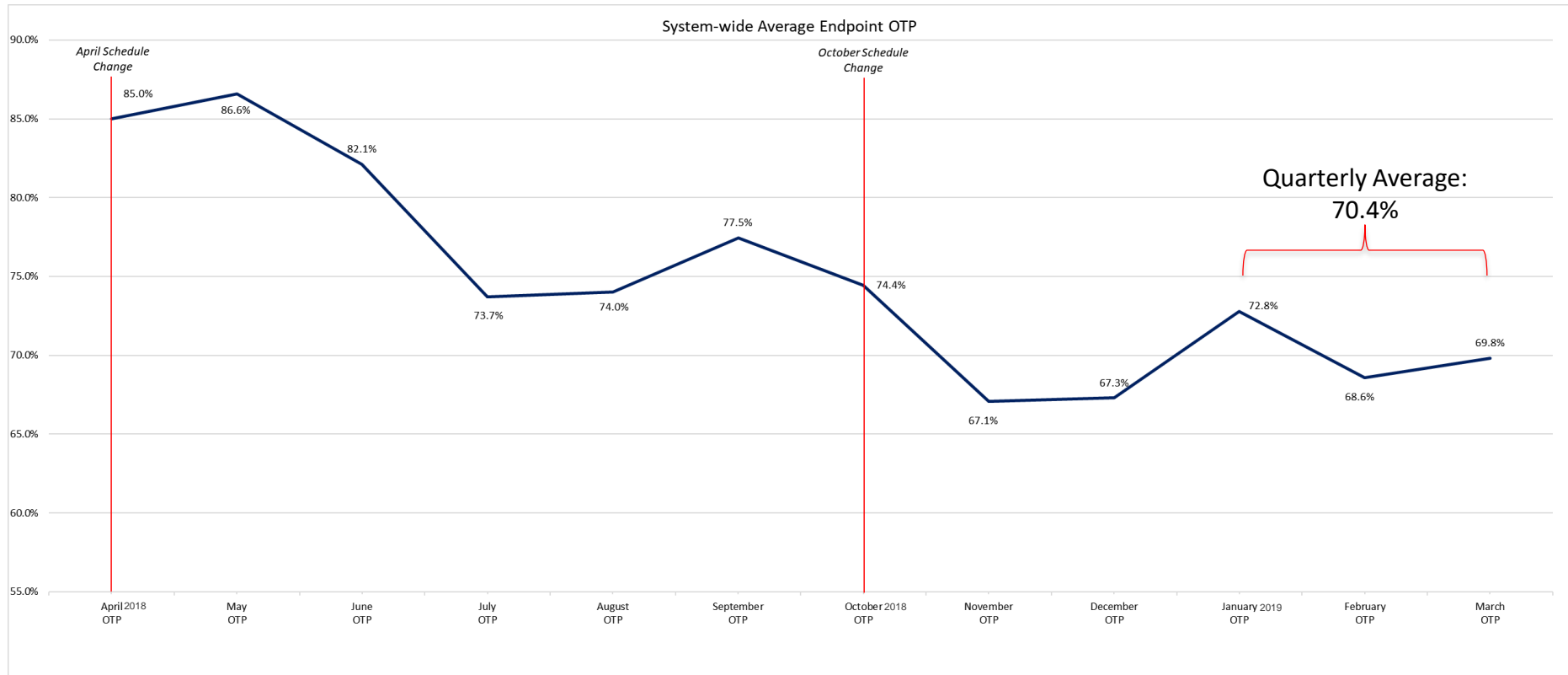
Amtrak Nationwide	8,357,070	1.1%	\$ 616,588,661	0.8%	74.0%
Capitol Corridor	441,830	4.6%	\$ 9,034,970	5.6%	87.0%
San Joaquin	279,052	-2.2%	\$ 8,683,700	-8.7%	60.1%
Coast Starlight	111,306	1.5%	\$ 11,107,795	2.3%	64.0%



Pacific Surfliner – Quarterly On-Time Performance Analysis

Technical Advisory Committee
June 10, 2019

Average Endpoint OTP - Systemwide

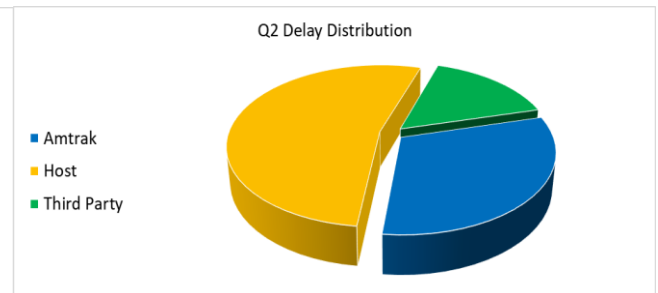
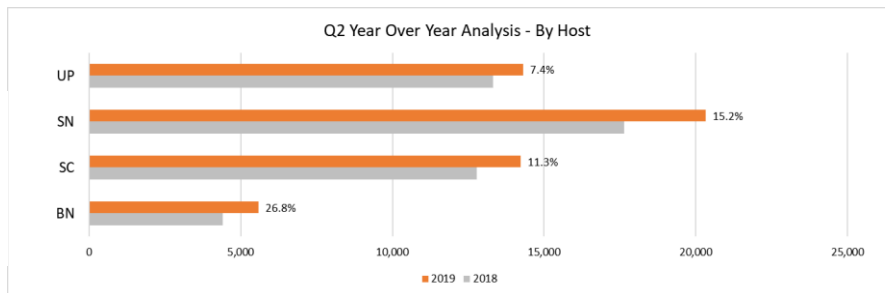
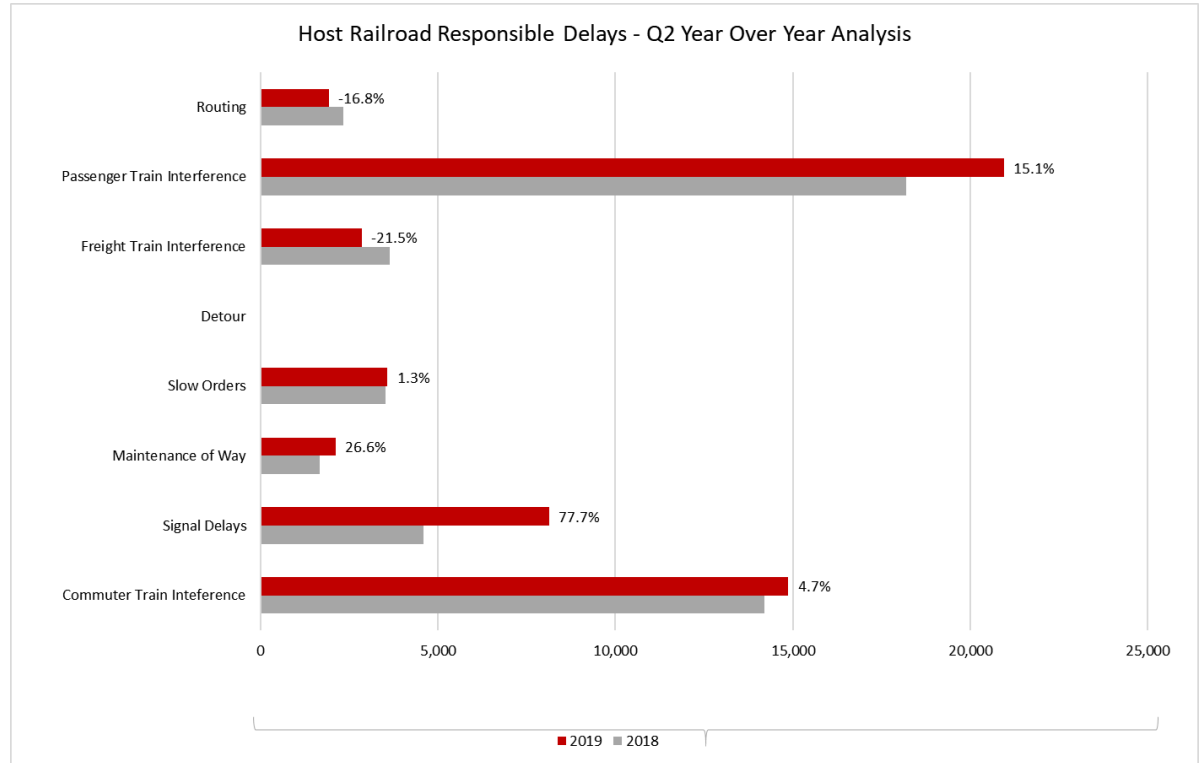
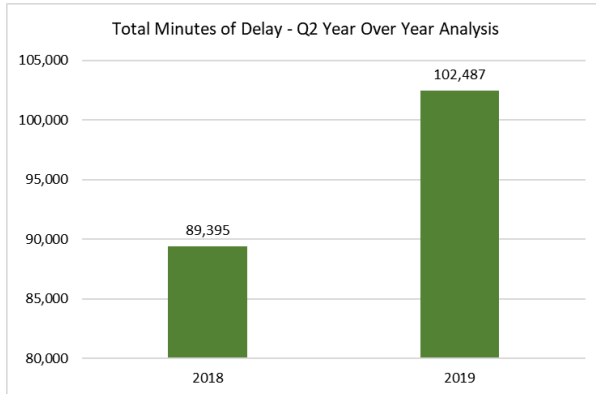
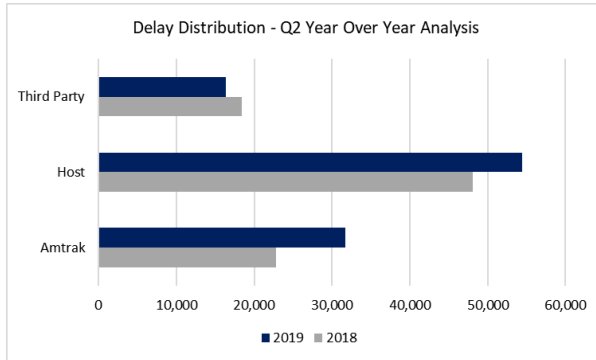


OTP = On-time performance

Average Endpoint OTP: Detail by Train

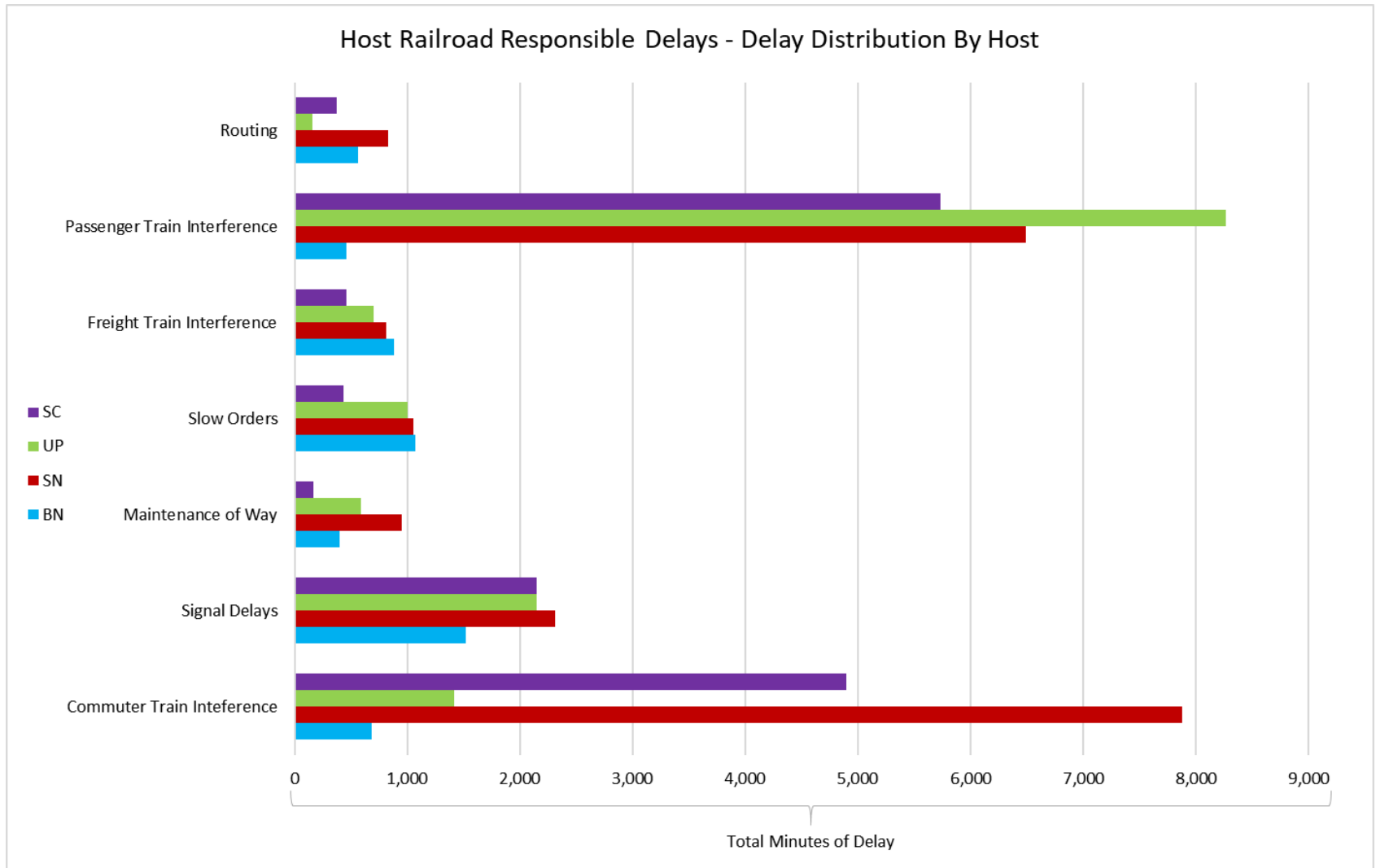
Train	April 2018 OTP	May OTP	June OTP	July OTP	August OTP	September OTP	October OTP	November OTP	December OTP	January 2019 OTP	February OTP	March OTP	12 Mnth Avg OTP
561	90.5%	86.4%	100.0%	100.0%	100.0%	100.0%	91.3%	100.0%	90.0%	86.4%	95.0%	85.7%	93.8%
1565							100.0%	100.0%	81.8%	85.7%	100.0%	83.3%	91.8%
1590							100.0%	77.8%	100.0%	85.7%	100.0%	83.3%	91.1%
759	66.7%	100.0%	95.2%	90.5%	100.0%	100.0%	100.0%	85.7%	90.0%	90.9%	80.0%	85.7%	90.4%
562	92.9%	96.7%	90.0%	90.3%	90.3%	96.4%	92.6%	83.3%	87.1%	82.8%	73.1%	74.1%	87.5%
1761	88.9%	100.0%	100.0%	100.0%	100.0%	81.8%	87.5%	100.0%	90.9%	55.6%	62.5%	80.0%	87.3%
579	93.3%	93.5%	86.7%	73.3%	93.5%	92.9%	88.0%	65.0%	100.0%	81.8%	75.0%	95.0%	86.5%
590	85.0%	95.5%	76.2%	81.0%	100.0%	84.2%	85.7%	85.7%	85.0%	85.7%	77.8%	89.5%	85.9%
768	96.7%	96.8%	83.3%	77.4%	96.8%	96.7%	80.6%	80.0%	71.0%	80.6%	82.1%	87.1%	85.8%
565	89.3%	96.8%	86.7%	96.8%	90.3%	89.3%	76.0%	66.7%	85.0%	81.8%	75.0%	66.7%	83.4%
1564							83.3%	88.9%	88.9%	66.7%	87.5%	80.0%	82.5%
1584							100.0%	77.8%	54.5%	77.8%	62.5%	100.0%	78.8%
580	90.0%	93.5%	80.0%	77.4%	74.2%	70.0%	58.1%	60.0%	80.6%	80.6%	78.6%	87.1%	77.5%
1566	71.4%	88.9%	88.9%	80.0%	50.0%	81.8%	75.0%	100.0%	72.7%	85.7%	66.7%	66.7%	77.3%
595	73.3%	90.3%	83.3%	67.7%	83.9%	73.3%	83.9%	73.3%	77.4%	77.4%	64.3%	74.2%	76.9%
1579							83.3%	88.9%	54.5%	66.7%	87.5%	80.0%	76.8%
566	100.0%	95.5%	90.0%	85.7%	87.0%	94.7%	69.6%	52.4%	36.8%	72.7%	65.0%	71.4%	76.7%
584	93.3%	90.3%	86.7%	61.3%	83.9%	85.7%	84.0%	52.4%	70.0%	72.7%	65.0%	61.9%	75.6%
591	90.0%	90.3%	73.3%	71.0%	74.2%	63.3%	74.2%	56.7%	80.6%	83.9%	71.4%	77.4%	75.5%
792	76.7%	83.9%	66.7%	61.3%	80.6%	80.0%	80.6%	76.7%	77.4%	71.0%	75.0%	74.2%	75.3%
573	92.9%	90.0%	82.8%	70.0%	71.0%	66.7%	70.8%	42.9%	84.2%	86.4%	65.0%	76.2%	74.9%
564	100.0%	93.5%	93.3%	86.7%	90.3%	86.7%	62.5%	38.1%	50.0%	68.2%	60.0%	57.1%	73.9%
1767							66.7%	100.0%	81.8%	66.7%	62.5%	50.0%	71.3%
782	70.0%	90.3%	80.0%	83.9%	67.7%	66.7%	67.7%	56.7%	58.1%	71.0%	64.3%	77.4%	71.1%
796	96.7%	80.6%	76.7%	64.5%	71.0%	56.7%	67.7%	46.7%	67.7%	71.0%	75.0%	74.2%	70.7%
572	57.1%	64.5%	73.3%	45.2%	58.1%	63.3%	68.0%	66.7%	75.0%	77.3%	60.0%	81.0%	65.8%
583	53.6%	67.7%	66.7%	51.6%	54.8%	66.7%	74.1%	60.0%	67.7%	72.4%	76.0%	70.4%	65.1%
1573								77.8%	55.6%	71.4%	66.7%	50.0%	64.3%
763	86.7%	67.7%	90.0%	71.0%	64.5%	70.0%	51.6%	20.0%	38.7%	48.4%	57.1%	58.1%	60.3%
569							61.1%	66.7%	55.0%	59.1%	50.0%	61.9%	59.0%
777	73.3%	87.1%	73.3%	64.5%	64.5%	53.3%	32.3%	30.0%	38.7%	58.1%	50.0%	61.3%	57.2%
774	83.3%	80.6%	76.7%	54.8%	48.4%	66.7%	48.4%	40.0%	35.5%	54.8%	39.3%	51.6%	56.7%
1572								66.7%	45.5%	71.4%	40.0%	33.3%	51.4%
767							33.3%	42.9%	60.0%	59.1%	65.0%	42.9%	50.5%
785	70.0%	71.0%	66.7%	25.8%	22.6%	43.3%	54.8%	33.3%	16.1%	41.9%	53.6%	48.4%	45.6%
1569								55.6%	18.2%	71.4%	40.0%	16.7%	40.4%
System Average	85.0%	86.6%	82.1%	73.7%	74.0%	77.5%	74.4%	67.1%	67.3%	72.8%	68.6%	69.8%	

Delay Analysis: Federal Fiscal Year (FFY) Q2 Year over Year



FFY: Federal Fiscal Year
Q2: Second Quarter
UP: Union Pacific
SN: North County Transit District
SC: Metrolink
BN: BNSF Railway

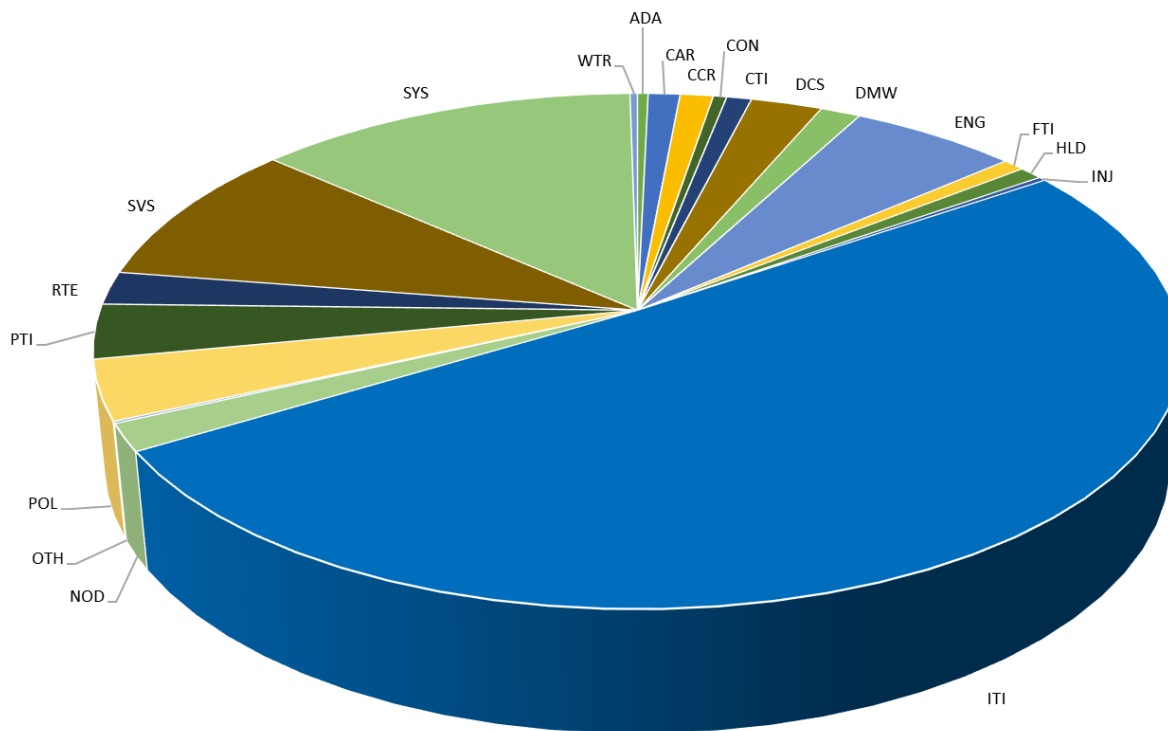
Delay Analysis: FFY Q2 – Distribution by Host



Initial Terminal Performance

Train	Total Delay Minutes
785	2292
595	541
777	502
1573	425
573	390
583	382
782	347
796	332
591	290
792	271
569	262
774	241
580	240
564	233
562	217
590	217
1579	186
1569	183
579	181
763	179
759	155
572	153
768	135
561	117
1767	111
1584	100
1590	98
584	95
1566	92
1564	61
566	54
767	53
565	52
1761	45
1565	37

Initial Terminal Performance - Delay Distribution



Delay Code Legend

Host

CTI	Commuter Train Interference
DCS	Signal Delays
DMW	Maintenance of Way
DSR	Slow Orders
DTR	Detour
FTI	Freight Train Interference
PTI	Passenger Train Interference
RTE	Routing

Amtrak

ADA	Passenger Related ADA
CAR	Car Failure
CCR	Cab Car Failure
CON	Hold for Connection
ENG	Locomotive Failure
HLD	Passenger Related
INJ	Injury Delay
ITI	Initial Terminal Delay
OTH	Misc
SVS	Servicing
SYS	Crew and System

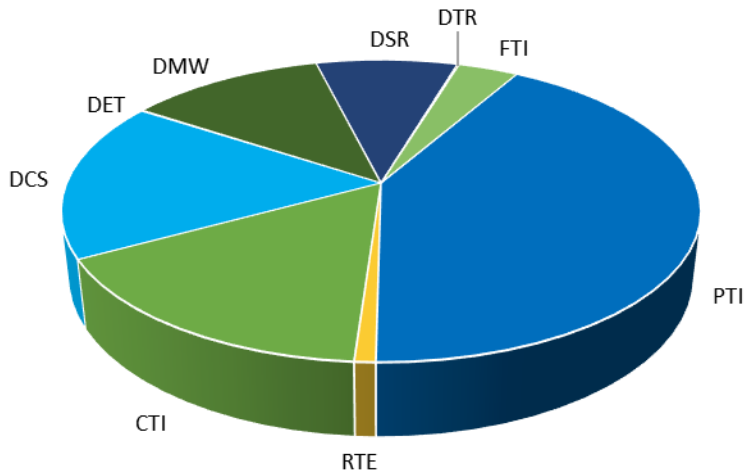
Third Party

DBS	Debris
NOD	Unused Recovery Time
POL	Police
TRS	Trespasser
WTR	Weather

- Train 785 continues to be responsible for 25% of total initial terminal delay minutes

Train 763 – Delay Analysis

Train 763 - Host Delay Distribution



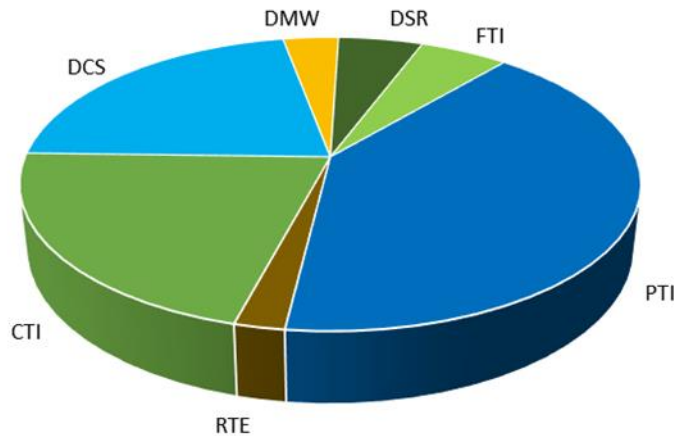
- Consistently in the bottom for OTP, however, experiences few issues with initial terminal performance
- For the quarter, 31 percent of total delay minutes (772) are CTI and PTI
- Days with highest incidence of delay start with CTI, PTI, or DCS in SN territory – Cascades and intensifies as 763 travels north
- These are days that have no issues with initial terminal performance

Total Delay Minutes - Distribution by Host



Train 774 – Delay Analysis

Train 774 - Host Delay Distribution



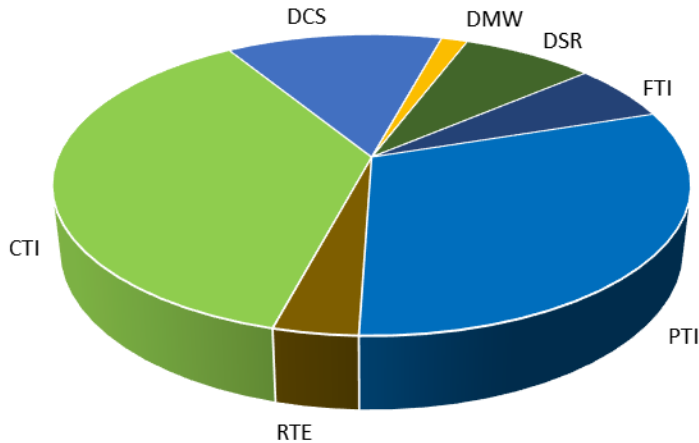
- Consistently in the bottom for OTP, however, few issues with initial terminal performance
 - Only 4 occurrences of ITI during the quarter
- Over 43 percent of total delay minutes occur in UP territory
- Signal delays and slow orders account for more than 38 percent of this delay, PTI accounts for another 49 percent
- There is a daily average of more than 21 minutes of host responsible delay in UP territory

Total Delay Minutes - Distribution by Host



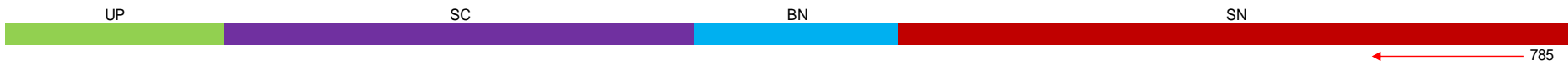
Train 785 – Delay Analysis

Train 785 - Host Delay Distribution



- Consistently the bottom for OTP
- Persistent issues with initial terminal delay (43 of 90 days), with **all** delays attributed to late inbound Train 774
- For the quarter, 28 percent of total delay minutes (2,024) are ITI
 - Days with ITI – the average late departure is 47 minutes
- Another 27 percent of total delay minutes (2,007) are CTI and PTI
- More than half of this is in SN, primarily a result of late departures

Total Delay Minutes - Distribution by Host



Conclusions – Q2

- The OTP trend has not improved, though we saw a minor improvement in January 2019
- Train 763 continues to have CTI/PTI issues in SN, despite good initial terminal performance
- Cascading delays from Train 774 continues to cause issues on Train 785
 - Combined these bring down the entire system average by nearly 2 percent
- Host responsible delays for the quarter up by over 13,000 minutes vs. the prior year

Questions



Pacific Surfliner Website Redesign

Technical Advisory Committee
June 10, 2019

History of PacificSurfliner.com

PacificSurfliner.com

- In late 2015, the PacificSurfliner.com website was launched to provide both current and prospective riders with a more relevant online experience, to better engage audiences along the corridor, and attract new riders.
- While information about Pacific Surfliner is available on Amtrak.com, this content is general and static. Relevant information may also be difficult to find as Amtrak.com serves a broader, national audience.

Marketing Efforts

- Los Angeles – San Diego – San Luis Obispo (LOSSAN) Rail Corridor Agency (Agency) staff has worked to optimize and build out the Pacific Surfliner website, including launching a blog and online newsroom.
- Efforts include developing videos, articles, and other content to boost search engine visibility, awareness, and referring traffic.

Results

- Amtrak reports a consistent increase in sales and revenue generated by Amtrak.com.
- Approximately 530,000 qualified sales leads were delivered to Amtrak.com in 2018*, resulting in \$3.7 million in revenue from PacificSurfliner.com sales referrals.

*Referral sales tracking data is not available between January 2018 and February 2018 from Amtrak.com due to data processing issue

Project Goals

1. Redesign the Pacific Surfliner website to create a highly engaging, personally relevant online experience.
2. Implement Episerver as a content management system and migrate content from existing production sites.
3. Grow sales via online bookings by leveraging customer data in various forms for actionable personalization strategies.
4. Improve customer service by delivering timely, accurate, and relevant information to passengers.
5. Ensure a seamless digital experience for Pacific Surfliner audiences including integration between PacificSurfliner.com and other digital marketing channels such as social media, Amtrak.com, and online advertising.

Growing Ridership and Revenue

GOAL: Drive more traffic to PacificSurfliner.com and deliver more sales referrals to Amtrak.com



Amtrak reported a **95 percent** increase in referral sales revenue from PacificSurfliner.com in 2018, compared to the same period the previous year.

On average, 1 in every 10 customers completed a booking on Amtrak.com after visiting the Pacific Surfliner site.

*Referral sales tracking data is not available between October 2017 and February 2018 from Amtrak.com due to data processing issue.

Immediate Site Enhancements

Audience Insight

Booking Widget:

Currently, the LOSSAN Agency is unable to gather user data via the Booking widget, which inhibits us from providing customers with targeted, personalized experiences.

New site booking widget can collect user data before directing them to Amtrak to complete their purchase.

Operations

Editor flexibility:

The Episerver platform provides a user-friendly content management system with an intuitive interface. It enables editors to drag-and-drop content to quickly create new digital experiences that are automatically responsive to different devices, without the need for developers.

Episerver Digital Experience Cloud:

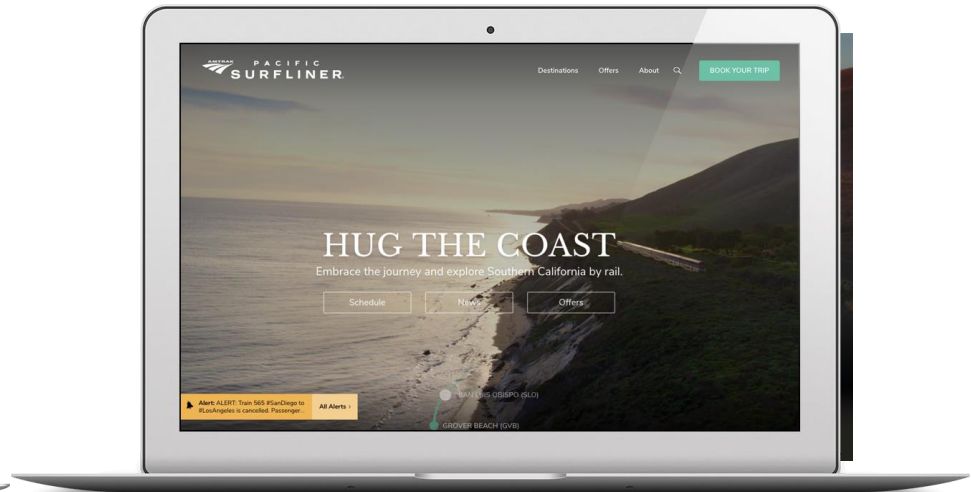
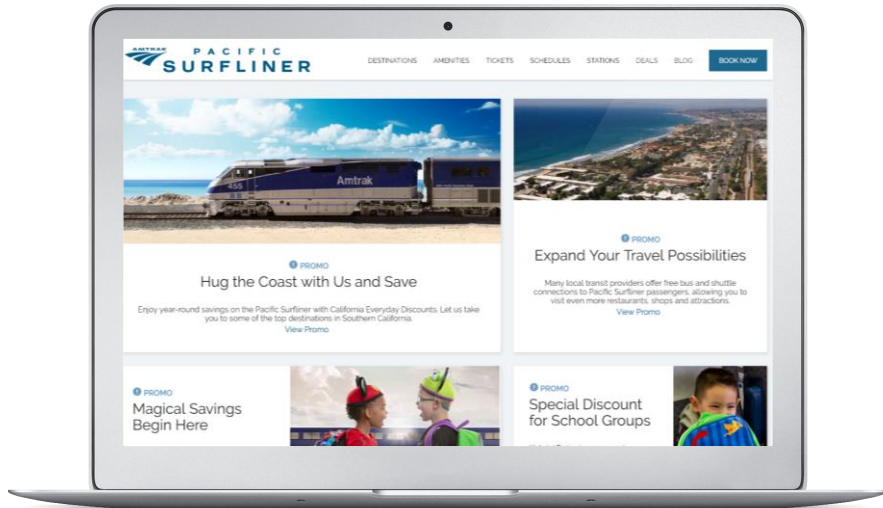
The fully managed cloud solution is secure and scalable, which helps to reduce information technology costs and minimize downtime.

Customer Experience

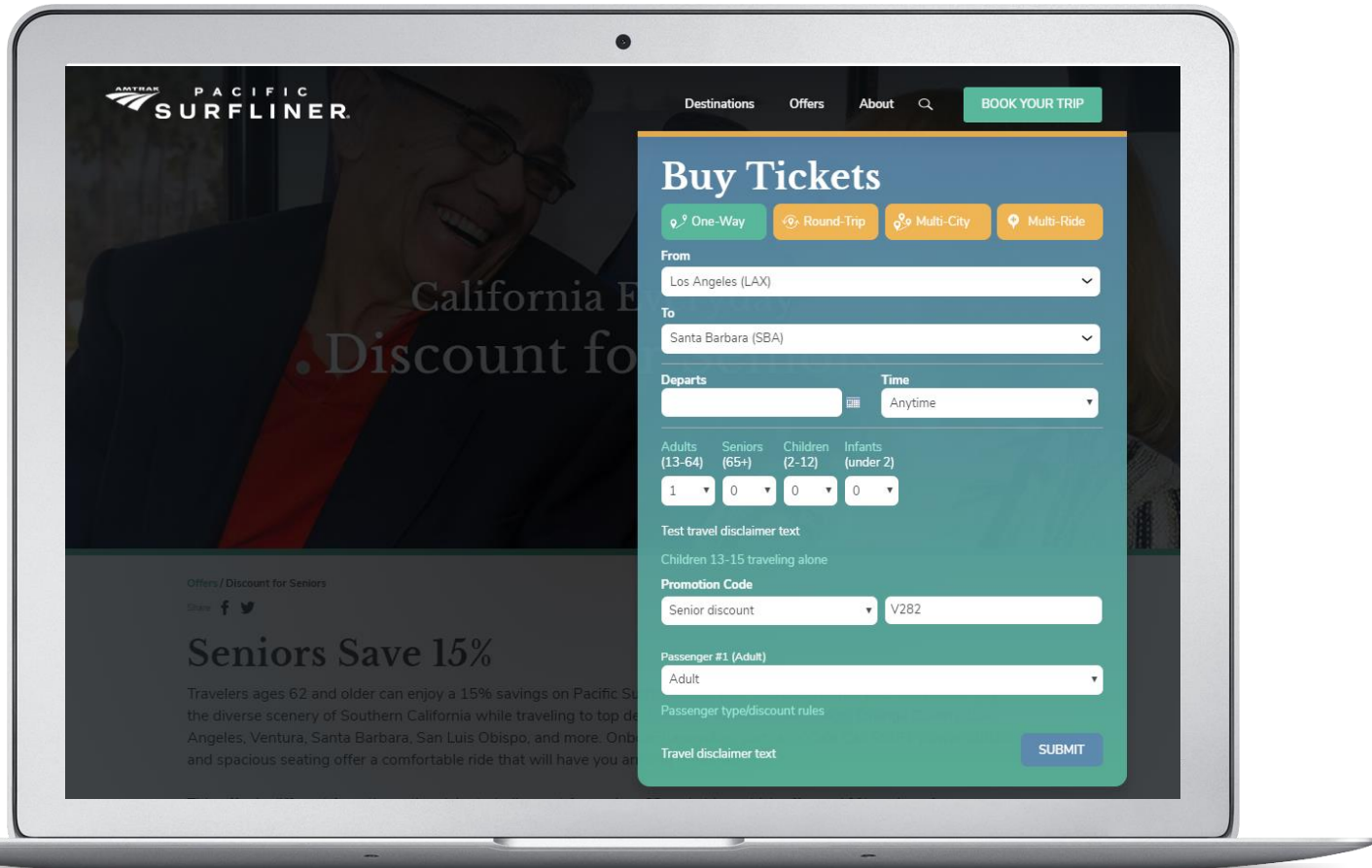
Timely, accurate, relevant:

In addition to making website updates more efficiently, marketing staff will be able to deliver alerts in real time and can personalize the content users see based on their location, interests, and behavior.

Before and After

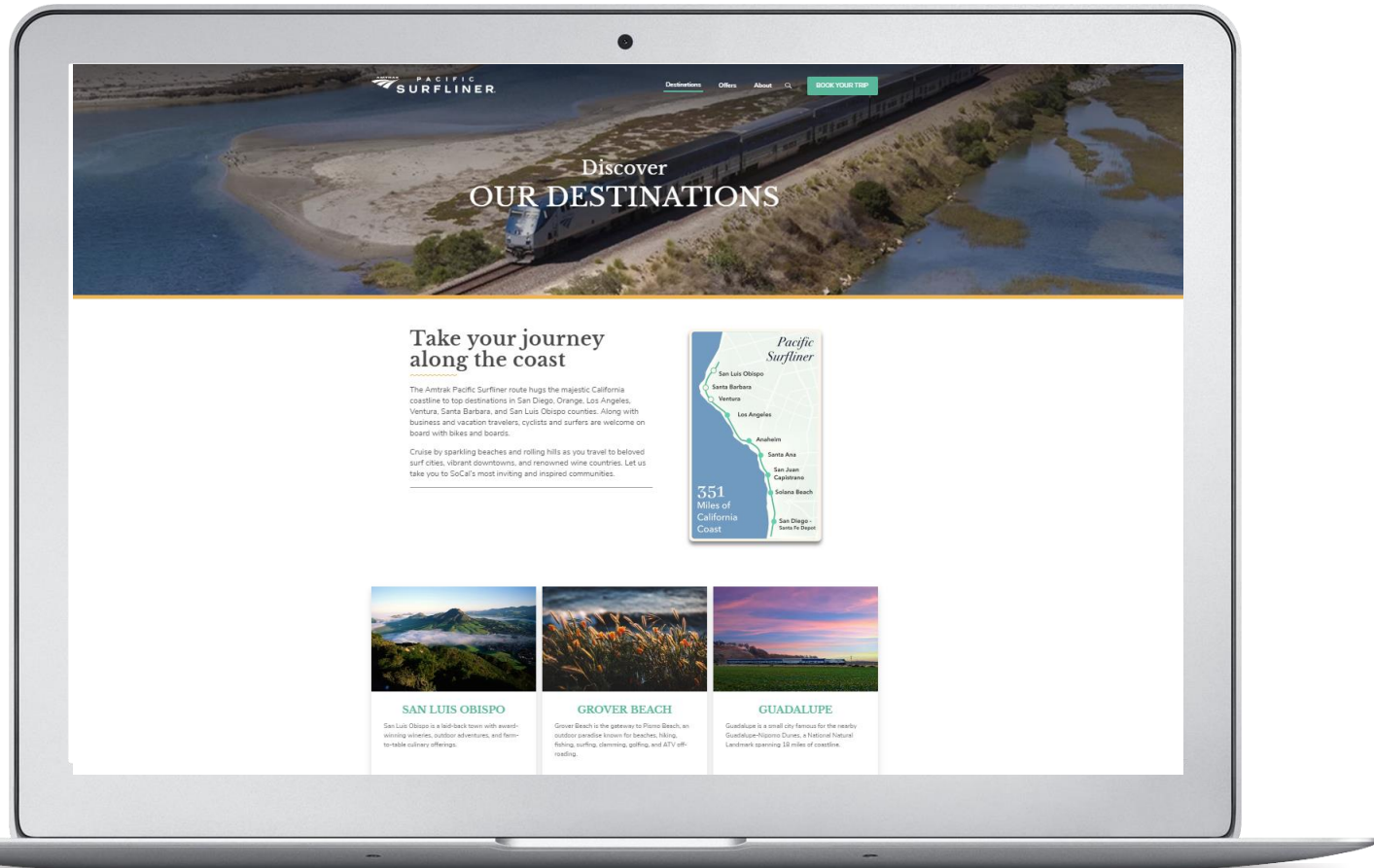


Optimized Booking Widget



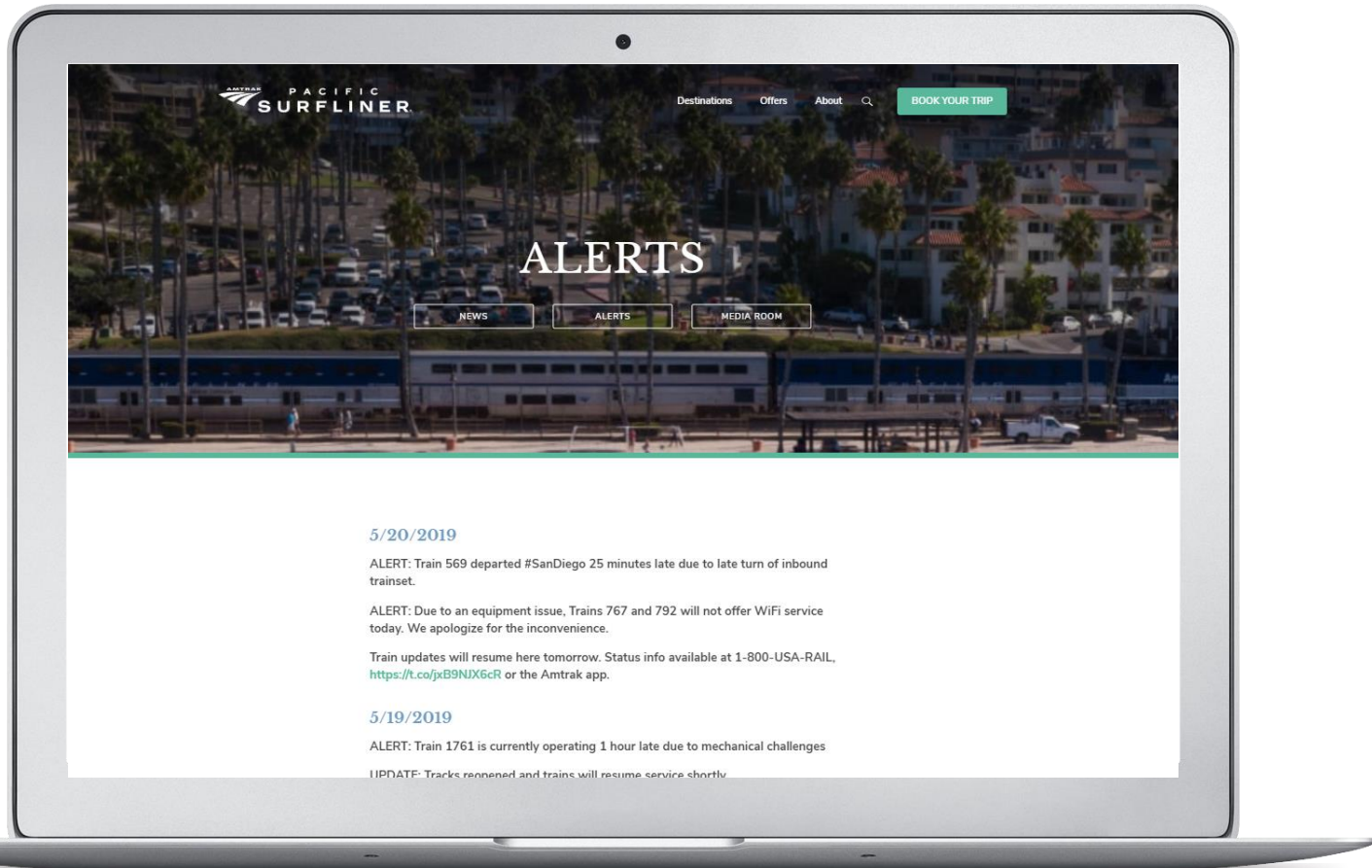
Demo

Enhanced Destination Pages



Demo

Service Updates and Alerts



Demonstration

Looking Ahead

Site Launch

- Currently working on entering and finalizing content
- Aiming for Summer 2019 for site launch

Phase 2

- Post-launch we will conduct a workshop to prioritize Phase 2 tasks
 - Integration of LOSSAN.org pages (agendas will be a future phase)
 - Personalization: Ability to tailor content to different customers based on location and other criteria via visitor groups



**LOS ANGELES – SAN DIEGO – SAN LUIS OBISPO
RAIL CORRIDOR AGENCY**

Senate Bill 742
Supplemental Information



LOSSAN May 22, 2019

Since 1989

MEMBER AGENCIES

Los Angeles County Metropolitan
Transportation Authority

North San Diego County
Transit District

Orange County
Transportation Authority

Riverside County
Transportation Commission

San Diego
Association of Governments

San Diego Metropolitan
Transit System

San Luis Obispo
Council of Governments

Santa Barbara County
Association of Governments

Ventura County
Transportation Commission

EX-OFFICIO MEMBERS

Amtrak

California Department of
Transportation

California High-Speed Rail Authority

Southern California
Association of Governments

ADDITIONAL TECHNICAL ADVISORY
COMMITTEE MEMBERS

BNSF Railway

California Public Utilities Commission

Southern California
Regional Rail Authority

Union Pacific

550 South Main Street
P.O. Box 14184
Orange, CA 92863-1584
Phone: (714) 560-5598
Fax: (714) 560-5734
www.lossan.org

The Honorable Benjamin Allen
Senate District 26
State Capitol, Room 4076
Sacramento CA 95814
Attention: Zak Castillo-Krings

SUBJECT: Support for Senate Bill 742

Dear Senator Allen:

On behalf of the Los Angeles – San Diego – San Luis Obispo (LOSSAN) Rail Corridor Agency (Agency), I am pleased to submit this letter of support for Senate Bill (SB) 742, which would amend Section 14035.55 provisions to enable the three California joint powers authorities (JPAs) responsible for managing and operating intercity rail service to pick up and drop off passengers on contracted intercity Thruway bus routes without requiring customers to purchase a train ticket as part of their trip.

The LOSSAN Agency is a JPA comprised of rail owners, operators, and planning agencies along the 351-mile rail corridor between San Diego, Los Angeles, Santa Barbara, and San Luis Obispo. The LOSSAN Agency works collaboratively with our members to increase passenger rail ridership and revenue, and to enhance on-time performance, operational flexibility, and safety in the rail corridor for both passenger and freight rail services. In addition, the LOSSAN Agency assumed administrative responsibility for the state-funded Pacific Surfliner intercity passenger rail service in July 2015, following the execution of an interagency transfer agreement with the State of California.

The LOSSAN Agency appreciates the following provisions of SB 742:

- Increases state rail fare revenue at no additional cost
- Provides improved access to priority, underserved and disadvantaged communities
- Reduces greenhouse gas emissions and air pollution by diverting trips that would have previously been taken in an automobile
- Provides better utilization of current infrastructure and reduces congestion on some of the state's most congested freeways

We look forward to working with your office to ensure that the final bill language accurately reflects the applicability of this amendment only to the LOSSAN Agency, San Joaquin JPA, and Capitol Corridor JPA, which

Honorable Benjamin Allen
May 22, 2019
Page 2

are the three JPAs responsible for managing state-funded intercity passenger rail service.

California's Thruway bus network is one of the largest intercity bus networks in the United States, connecting more than 250 communities throughout California and major cities in Nevada. This network is currently underutilized because Section 14035.55 restricts the traveling public from using these buses unless they also travel by train on a segment of their trip. By eliminating this restriction, the State could provide more cost-effective transportation services to a greater number of people while reducing energy consumption, emissions and traffic congestion.

Amending Section 14035.55 would have a positive effect on California's underserved and rural communities by providing a convenient and affordable travel alternative to automobile and airline travel. Connecting these communities to each other and to California's large economic centers would increase safe and affordable transportation options for Californians.

California's intercity passenger rail services and associated Thruway bus network are environmentally friendly, and SB 742 would help advance the state's goal of continuing to provide cost-effective and efficiently administered intercity passenger rail and Thruway bus services.

The LOSSAN Agency is pleased to provide this letter of support for SB 742 to help move California forward.

If you have any specific questions regarding this request, please contact Jennifer Bergener, at (714) 560-5462, or via email at jbergener@octa.net.

Sincerely,



Al Murray
Chairman

c: LOSSAN Agency Board of Directors
Brian Annis, Secretary – California State Transportation Agency
Ron Shepherd, Caltrans Division of Rail and Mass Transportation

AMENDED IN SENATE MARCH 27, 2019

SENATE BILL

No. 742

Introduced by Senator Allen

February 22, 2019

~~An act to amend Section 1501 of the Health and Safety Code, relating to health and care facilities. An act to amend Section 14035.55 of the Government Code, relating to transportation.~~

LEGISLATIVE COUNSEL'S DIGEST

SB 742, as amended, Allen. ~~Community care facilities. Intercity passenger rail services: motor carrier transportation of passengers.~~

Existing law authorizes the Department of Transportation to contract with Amtrak to provide commuter and intercity rail passenger services. Existing law also authorizes the department to provide funding to Amtrak to contract for rail feeder bus services operated in conjunction with the intercity trains, but subject to the restriction, among others, that the bus services be used only by passengers who are connecting to or from a train, subject to specified exceptions, including exceptions for passengers on certain routes where no private intercity bus company provides scheduled bus services.

This bill would instead authorize the department to provide funding to Amtrak, a joint powers authority, or any other public or private transit operator for the purpose of entering into a contract with a motor carrier of passengers for the intercity transportation of passengers by motor carrier over regular routes. The bill would authorize a state or local government to enter into an agreement with Amtrak to provide for the intercity transportation of passengers by motor carrier over regular routes that are open to all riders, including passengers who are not connecting to a passenger rail service. The bill would also

authorize a public or private transit operator to enter into a ticket-selling agreement with Amtrak, a joint powers authority, or any other public or private transit operator that provides intercity transportation of passengers by motor carrier over regular routes.

~~The California Community Care Facilities Act provides for the licensure and regulation of community care facilities by the State Department of Social Services. The act includes legislative findings and declarations that there is an urgent need to establish a coordinated and comprehensive statewide service of quality community care for the mentally ill, the developmentally and physically disabled, and children and adults who require care or services.~~

~~This bill would make technical, nonsubstantive changes to those legislative findings and declarations.~~

Vote: majority. Appropriation: no. Fiscal committee: ~~no~~-yes.
State-mandated local program: no.

The people of the State of California do enact as follows:

1 *SECTION 1. The Legislature finds and declares both of the*
2 *following:*

3 *(a) The coordination of public and private intercity*
4 *transportation to and from transit stations and other passenger*
5 *rail services is essential to providing connecting points for*
6 *passenger rail service.*

7 *(b) The availability of intercity bus transportation to all riders*
8 *on regular routes designated for passenger rail service is necessary*
9 *to ensure the optimal use of intercity and commuter rail passenger*
10 *transportation.*

11 *SEC. 2. Section 14035.55 of the Government Code is amended*
12 *to read:*

13 ~~14035.55. (a) The Legislature finds and declares all of the~~
14 ~~following:~~

15 ~~(1) Intercity passenger bus service provided by intercity bus~~
16 ~~companies on a regular-route basis is the only public mass~~
17 ~~transportation service in the state to provide surface transportation~~
18 ~~without public subsidy.~~

19 ~~(2) The long-term maintenance of private sector intercity~~
20 ~~passenger service is of vital importance to the state.~~

1 ~~(3) Intercity bus companies serve many communities throughout~~
2 ~~California, providing a network of connection points without equal~~
3 ~~by any other mode of public or private transportation.~~

4 ~~(b)~~

5 14035.55. (a) To the extent permitted by federal law, the
6 department shall encourage Amtrak and motor carriers of
7 passengers to do both of the following:

8 (1) Combine or package their respective services and facilities
9 to the public as a means of improving *intercity passenger rail*
10 *services to the public.*

11 (2) Coordinate schedules, routes, rates, reservations, and
12 ticketing to provide for enhanced intermodal surface ~~transportation.~~
13 *transportation to and from connecting points of passenger rail*
14 *service.*

15 ~~(e) Except as authorized under subdivisions (e) and (f), the~~

16 ~~(b) The department may provide funding to Amtrak Amtrak, a~~
17 ~~joint powers authority formed pursuant to Chapter 5 (commencing~~
18 ~~with Section 6500) of Division 7 of Title 1, or any other public or~~
19 ~~private transit operator for the purpose of entering into a contract~~
20 ~~with a motor carrier of passengers for the intercity transportation~~
21 ~~of passengers by motor carrier over regular routes only if all of~~
22 ~~the following conditions are met: routes.~~

23 ~~(1) The motor carrier is not a public recipient of governmental~~
24 ~~assistance, as defined in Section 13902(b)(8)(A) of Title 49 of the~~
25 ~~United States Code, other than a recipient of funds under Section~~
26 ~~5311(f) of that title and code. This paragraph does not apply if a~~
27 ~~local public motor carrier proposes to serve passengers only within~~
28 ~~its service area.~~

29 ~~(2) Service is provided only for passengers on trips where the~~
30 ~~passengers have had prior movement by rail or will have~~
31 ~~subsequent movement by rail, evidenced by a combination rail~~
32 ~~and bus one-way or roundtrip ticket, or service is also provided~~
33 ~~on State Highway Route 50 between the City of Sacramento and~~
34 ~~the City of South Lake Tahoe and intermediate points or on State~~
35 ~~Highway Route 5 between the community of Lebec in Kern County~~
36 ~~and the City of Santa Clarita for passengers solely by bus if no~~
37 ~~other bus service is provided by a private intercity bus company.~~

38 ~~(3) Vehicles of the motor carrier, when used to transport~~
39 ~~passengers pursuant to paragraph (2), are used exclusively for that~~
40 ~~purpose.~~

~~(4) The motor carrier is registered with the United States Department of Transportation (DOT) and operates in compliance with the federal motor carrier safety regulations, and provides service that is accessible to persons with disabilities in compliance with applicable DOT regulations pertaining to Amtrak services, in accordance with the federal Americans with Disabilities Act of 1990 (Public Law 101-336).~~

~~(d) The department shall incorporate the conditions specified in subdivision (c) into state-supported passenger rail feeder bus service agreements between Amtrak and motor carriers of passengers. The bus service agreements shall also provide that a breach of those conditions shall be grounds for termination of the agreements.~~

~~(e) Notwithstanding subdivisions (c) and (d), the department may provide funding to Amtrak for the purpose of entering into a contract with a motor carrier of passengers to transport Amtrak passengers on buses operated on a route, if the buses are operated by the motor carrier as part of a regularly scheduled, daily bus service that has been operating consecutively without an Amtrak contract for 12 months immediately prior to contracting with Amtrak.~~

~~(f) Notwithstanding subdivisions (c) and (d), or any other provision of law, the department may enter into a contract, either directly with a public motor carrier in the County of Monterey, or indirectly with that carrier through a contract with Amtrak, to provide mixed-mode feeder bus service on the San Jose-Gilroy-Monterey route. The contract with a public motor carrier may only be entered into if the department determines that there is no private motor carrier providing scheduled bus service on the San Jose-Gilroy-Monterey route. However, the contract shall be terminated, within 120 days' notice to the public motor carrier, if a private motor carrier again operates a scheduled service on the San Jose-Gilroy-Monterey route.~~

~~(g) Pursuant to paragraph (2) of subdivision (c), the department may amend its contract with Amtrak to add a term to provide bus service to passengers traveling solely by bus on the Sacramento-South Lake Tahoe route and between Lebec and Santa Clarita on the Bakersfield-Santa Clarita route. A contract amendment with Amtrak may only be entered into if the department determines that there is no private motor carrier providing~~

1 scheduled bus service on the route that is the subject of the contract
2 amendment. However, the applicable contract amendment shall
3 be terminated, within 120 days' notice to Amtrak, if a private
4 carrier again operates a scheduled bus service on the
5 Sacramento-South Lake Tahoe route, or within 60 days' notice to
6 Amtrak, if a private carrier again operates a scheduled bus service
7 between Lebec and Santa Clarita on the Bakersfield-Santa Clarita
8 route.

9 (h) ~~The department shall undertake a two-year study of~~
10 ~~patronage on the bus service operated between the City of~~
11 ~~Sacramento and the City of South Lake Tahoe and intermediate~~
12 ~~points pursuant to subdivision (g), identifying the number of~~
13 ~~passengers who are transferring to an Amtrak rail service and those~~
14 ~~who are traveling solely on the bus service. The study shall identify~~
15 ~~the revenue from each category of passengers and include other~~
16 ~~pertinent ridership information. The report shall be submitted to~~
17 ~~the transportation policy committees of the Legislature no later~~
18 ~~than March 1, 2010.~~

19 (c) *A state or local government may enter into an agreement*
20 *with Amtrak to provide for the intercity transportation of*
21 *passengers by motor carrier over regular routes that are open to*
22 *all riders, including passengers who are not connecting to a*
23 *passenger rail service.*

24 (d) *A public or private transit operator may enter into a*
25 *ticket-selling agreement with Amtrak, a joint powers authority*
26 *formed pursuant to Chapter 5 (commencing with Section 6500) of*
27 *Division 7 of Title 1, or any other public or private transit operator*
28 *that provides intercity transportation of passengers by motor*
29 *carrier over regular routes.*

30 (i)

31 (e) For purposes of this section, the following terms have the
32 following meanings:

33 (1) "Amtrak" means the National Railroad Passenger
34 Corporation.

35 (2) "Department" means the Department of Transportation or
36 the department's successor with respect to providing funds to
37 subsidize Amtrak service.

38 (3) "Motor carrier of passengers" means a person or entity
39 providing motor vehicle transportation of passengers for
40 compensation.

1 ~~(4) “Mixed-mode feeder bus service” means bus service carrying~~
2 ~~both passengers connecting to or from a rail service and passengers~~
3 ~~only using the bus service.~~

4 ~~SECTION 1. Section 1501 of the Health and Safety Code is~~
5 ~~amended to read:~~

6 ~~1501. (a) The Legislature finds and declares that there is an~~
7 ~~urgent need to establish a coordinated and comprehensive statewide~~
8 ~~service system of quality community care for mentally ill,~~
9 ~~developmentally and physically disabled, and children and adults~~
10 ~~who require care or services by a facility or organization issued a~~
11 ~~license or special permit pursuant to this chapter.~~

12 ~~(b) Therefore, the Legislature declares it is the intent of the~~
13 ~~state to develop policies and programs designed to: (1) ensure a~~
14 ~~level of care and services in the community that is equal to or better~~
15 ~~than that provided by the state hospitals; (2) ensure that all people~~
16 ~~who require them are provided with the appropriate range of social~~
17 ~~rehabilitative, habilitative and treatment services, including~~
18 ~~residential and nonresidential programs tailored to their needs; (3)~~
19 ~~protect the legal and human rights of a person in or receiving~~
20 ~~services from a community care facility; (4) ensure continuity of~~
21 ~~care between the medical health elements and the supportive~~
22 ~~care-rehabilitation elements of California’s health systems; (5)~~
23 ~~ensure that facilities providing community care are adequate, safe,~~
24 ~~and sanitary; (6) ensure that rehabilitative and treatment services~~
25 ~~are provided at a reasonable cost; (7) ensure that state payments~~
26 ~~for community care services are based on a flexible rate schedule~~
27 ~~varying according to type and cost of care and services provided;~~
28 ~~(8) encourage the utilization of personnel from state hospitals and~~
29 ~~the development of training programs to improve the quality of~~
30 ~~staff in community care facilities; and (9) ensure the quality of~~
31 ~~community care facilities by evaluating the care and services~~
32 ~~provided and furnishing incentives to upgrade their quality.~~



**LOS ANGELES – SAN DIEGO – SAN LUIS OBISPO
RAIL CORRIDOR AGENCY**

Upcoming Agenda Items

Supplemental Information



**Los Angeles – San Diego – San Luis Obispo
Rail Corridor Agency Board of Directors
Upcoming Agenda Items
06.01.2019**

- June 17, 2019
 - Amendment to Conflict of Interest Code and Statement of Economic Interest Designated Positions
 - Amendment to the Federal Fiscal Year 2018-19 Operating Agreement with Amtrak for Pacific Surfliner Intercity Passenger Rail Service
 - Corridor Trends for the Fourth Quarter of Federal Fiscal Year 2017-18 and the First Quarter of Federal Fiscal Year 2018-19
 - Fiscal Year 2018-19 Third Quarter Budget Status Report
 - Fiscal Year 2019-20 Budget Amendment and Fiscal Years 2019-20 and 2020-21 Business Plan Amendment
 - Legislative Update
 - Proposed Amendments to the Los Angeles – San Diego – San Luis Obispo Rail Corridor Agency Contracting and Procurement Policy
 - Quarterly Marketing Update