

During the pandemic, business class capacity has been temporarily reduced to provide additional unreserved capacity so that the service could continue to operate safely. As service levels are restored, the LOSSAN Agency will continue to work with Amtrak to enhance the amenities offered in business class in a cost-effective manner.

The LOSSAN Agency is currently overseeing a refresh of the business class train cars, where the seats are being reupholstered with leather, and new carpets and drapes are being installed. Once complete, the renovations will give business class an enhanced feel, further elevating the service. Advertising and marketing campaigns will help promote awareness of the enhancements with the goal of increasing business class bookings.



Food and Beverage: In FY 2020-21, the LOSSAN Agency continued to work with Amtrak to evaluate existing food and beverage offerings based on sales and revenue data, and implemented regular menu “refreshes” to introduce new locally sourced fresh food items and local craft beers. The LOSSAN Agency continues to produce and distribute updated menus including attractive photography and product descriptions that highlight the organic, locally sourced food items available on board. Historically, revenues from both food and beverage and business class sales have exceeded operating costs for on-board services,

commissary, and related additives, and made these services very profitable, which reduces the subsidy needed from the State. As service levels are restored, the LOSSAN Agency will work with Amtrak to continue elevating food and beverage offerings by introducing new locally sourced products.

Wi-Fi: All Pacific Surfliner trains currently offer complementary Wi-Fi service, which has proven to be a widely used and valuable passenger amenity. As a result of coordination efforts between the LOSSAN Agency and Amtrak, the onboard Wi-Fi service now redirects to PacificSurfliner.com when riders connect, which has led to an increase in website traffic among customers. The LOSSAN Agency is currently evaluating options for replacing the onboard Wi-Fi systems with the goal of cost-effectively enhancing the reliability and speed of the Wi-Fi connection.



Service Amenities

Customer Communication: The LOSSAN Agency continues to maintain various channels to support access to service updates for passengers in transit and during trip planning. The Pacific Surfliner website and social media, channels have seen a consistent growth in traffic and followers. Through these channels, LOSSAN Agency staff is able to engage with current and prospective passengers, helping to promote future travel on the Pacific Surfliner. These channels

have been especially important during the pandemic, allowing the LOSSAN Agency to communicate important information about travel policies and service adjustments in a timely and effective manner. These channels continue to support critical access to service updates as the LOSSAN Agency looks to work on other improvements in the future including the Passenger Information Display System project at stations.

As travel demand recovers, the LOSSAN Agency will leverage social media to inspire safe travel experiences and further grow confidence in the service. As service levels are restored, the LOSSAN Agency also plans to enhance its email program, and work with partner agencies to expand digital content to include additional “how-to” articles and destination guides.



Rail 2 Rail Program: The LOSSAN Agency continues to work with Amtrak, Metrolink, and NCTD to offer a Rail 2 Rail program to benefit customers, which provides an equitable reimbursement rate to the Pacific Surfliner for carrying Metrolink and COASTER pass holders on state-funded intercity trains. The LOSSAN Agency continues to monitor instances where the program needs to be suspended due to expected increases in travel demand, namely due to major holidays. When there is a need to do so, the LOSSAN Agency works closely with partner agencies to ensure clear and consistent communications are disseminated to all customers.



Seating Availability: The LOSSAN Agency will work with Amtrak on providing information to passengers during the booking process indicating how full a particular train is expected to be based on current reservations. This allows passengers to shift to a different unreserved train that is expected to be less crowded to avoid trains at peak capacity. Amtrak recently introduced this tool for reserved routes but has not yet extended it for unreserved services, like the Pacific Surfliner. The LOSSAN Agency plans to explore options for utilize the program or create something similar for the Pacific Surfliner, whether through historical ridership data or current reservations or both.

Service Disruptions: Improving communication with passengers during a planned or unplanned track closure or service disruption is an important tool that the LOSSAN Agency will continue to focus on during FY 2021-22. Service disruption updates are currently posted on the @PacSurfliners Twitter channel, which has resulted in positive customer feedback. The LOSSAN Agency will continue to work with Amtrak to mitigate impacts to customers during a service disruption through actions such as coordinating bus bridges and enhancing onboard service recovery procedures. The LOSSAN Agency will explore options to send follow-up correspondence to passengers after major delays to explain the cause of the delay and acknowledge the inconvenience they experienced using passenger data retained by Amtrak.

This continues to be a critical measure as the LOSSAN Agency continues to work on network integration and system enhancements.

Station Signage: LOSSAN Agency is coordinating corridor-wide improvements to ensure passenger information is located optimally per location for the benefit of all train riders. The project will identify both short- and long-term actions to upgrade and standardize wayfinding signage at all stations.

Train Status Information: Infrastructure improvements to provide better access to train status information are underway. Amtrak currently provides train status information through a number of channels, including announcements at staffed stations, electronic signs on station platforms, and online through the “train status” feature on Amtrak.com and the Amtrak mobile app. The LOSSAN Agency works with Amtrak to provide service alerts on the @PacSurfliners Twitter channel, which supplies more detailed information during service disruptions. The LOSSAN Agency continues to work to improve trip planning coordination with connecting transit and commuter rail operators.

Transit Transfer Program: The Pacific Surfliner Transit Transfer Program was implemented in 2016 and funded with a TIRCP grant. The Transit Transfer Program offers seamless connectivity to more than 11 local public transit services along the LOSSAN rail corridor. The LOSSAN Agency is working with local transit providers to continue marketing efforts for the program. The LOSSAN Agency intends to continue this program pending ongoing funding availability. The LOSSAN Agency is also exploring the feasibility of using Amtrak tickets to transfer to the Metro Rail system in Los Angeles in coordination with Metro and Metrolink.



Station Amenities

Station Improvements: Using previous studies and input from member agencies and station owners, the LOSSAN Agency prepared a CIP that includes a number of station related improvements that are candidates for minor capital program funds, as well as state and federal safety/security funds, SRA funds and future TIRCP funds. The CIP (as detailed in Chapter 5) prioritizes funding for station and platform improvements, including enhanced wayfinding signage at Pacific Surfliner stations, as well as safety and security upgrades.

Chapter 9: Equipment

The cars primarily used on the Pacific Surfliner were purchased by Amtrak and have been in service since 2000. Additional cars were purchased by the State of California in 2002 to supplement the Amtrak owned fleet by adding seating capacity and additional Pacific Surfliner service.

As a result of the COVID Pandemic, service has been temporarily reduced from 26 daily Pacific Surfliner trips using 10 train sets, to 12 daily Pacific Surfliner trips using 6 train sets. A typical train set consists of one locomotive and six passenger cars, including one business class car, one Superliner flex car for additional business class or coach seating, one Café car with coach seating, two coach cars, and one cab/baggage car with additional coach seating. This typical train set provides approximately 485 passenger seats. Additional passenger cars are added to accommodate anticipated increases in demand associated with holidays and special events.

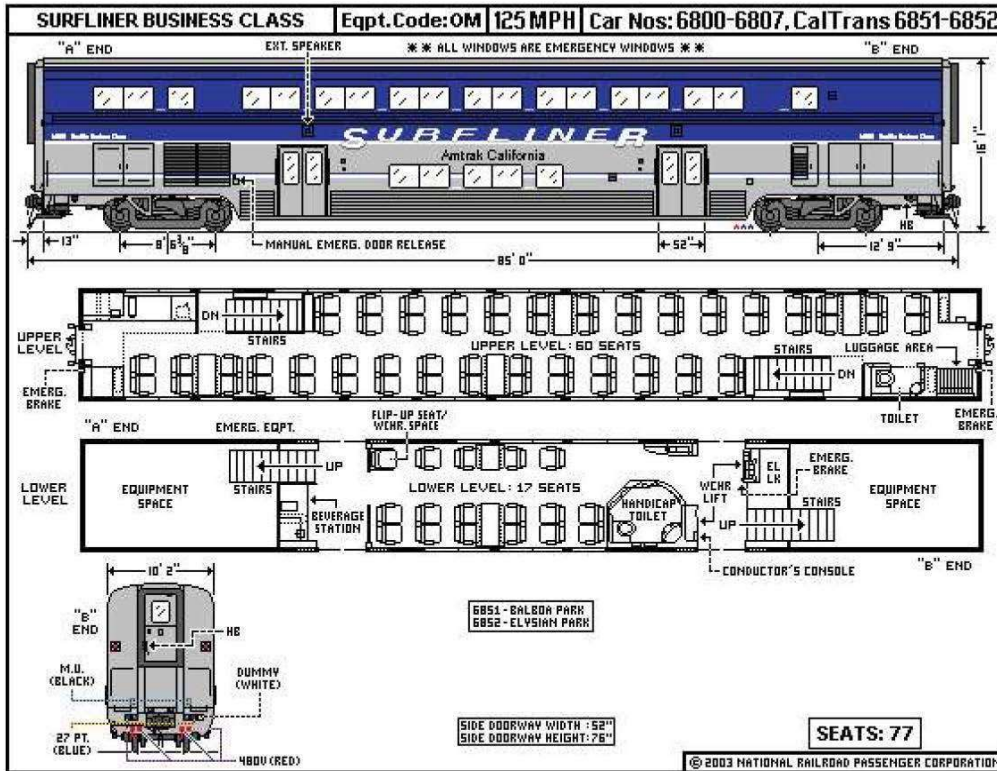
A description and schematic layout of the types of bi-level cars that are used most often in Pacific Surfliner service are provided in Table 9.1 and associated Exhibits.

Table 9.1: Pacific Surfliner Fleet Description

Type	Car Description	Seating Capacity ¹
Business Class	Reserved seating on upper and lower levels with dedicated attendant; complimentary at-seat snack and beverage service	74
Superliner Flex Business Class or Coach	Upper level used for business class or coach seating. Additional seating on the lower level that can also be used for business class or coach ADA	74 to 96
Superliner Café	Regular coach seating on upper level; booth seating and Café area with food and beverage service on lower level	70
Surfliner Café	Regular coach seating on upper level; booth seating and Café area with food and beverage service on lower level	83
Coach	Unreserved seating on upper level with limited seating for seniors/disabled on lower level	90 to 96
Surfliner Cab/Baggage	Unreserved seating on upper level and cab area for engineer to operate train; limited senior/disabled seating, bike rack accommodating seven bikes, and secured area for storage of checked baggage on lower level	76

¹ Some Superliner cars used as either the second business class car or coach have 96 seats.

Exhibit 9.1: Pacific Surfliner Business Class Car



Note: Business class cars have been reconfigured to add a lower level luggage rack and improved lower-level seating, resulting in a net reduction of five seats, for a total of 72.

Exhibit 9.2: Pacific Surfliner Café Car

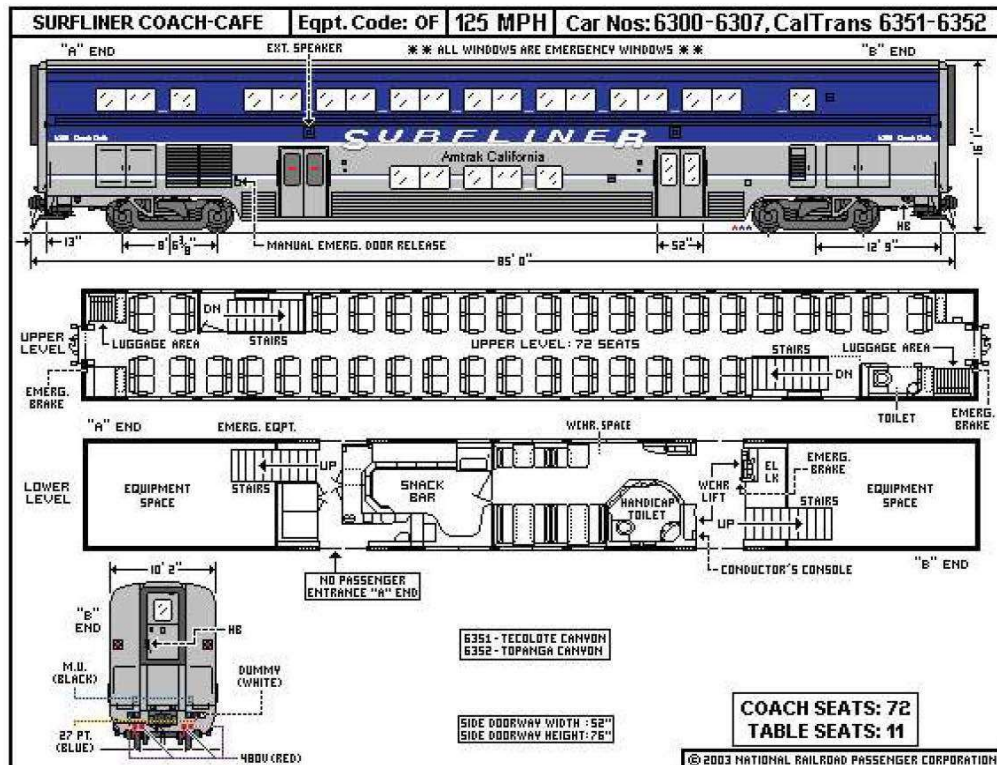


Exhibit 9.3: Pacific Surfliner Coach Car

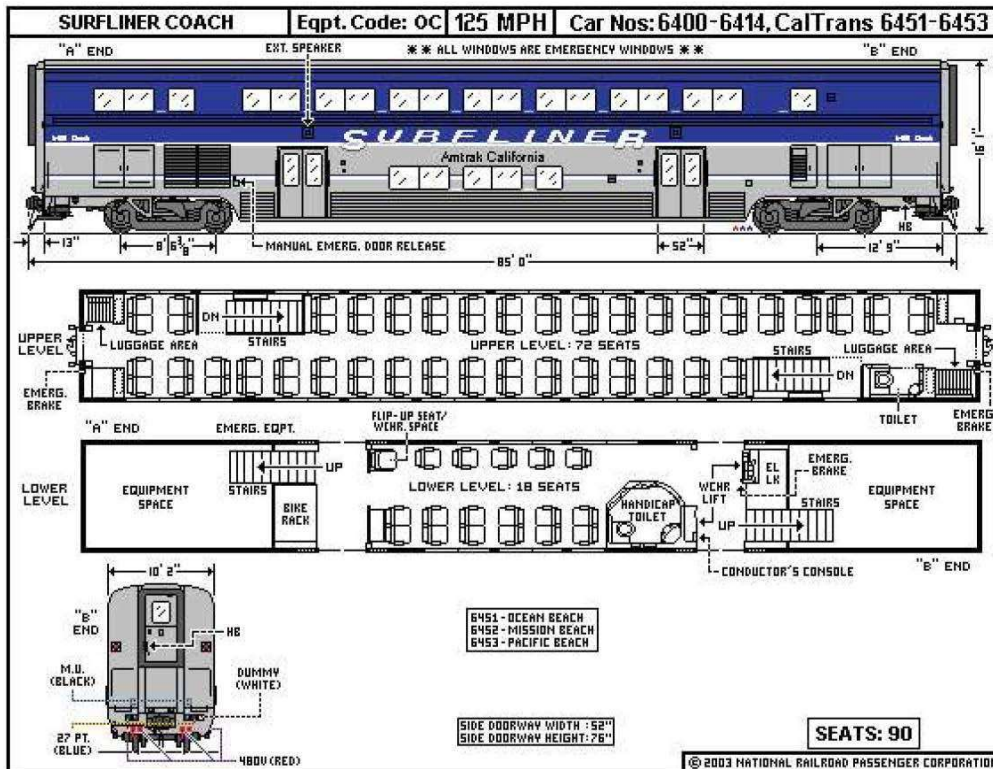


Exhibit 9.4: Pacific Surfliner Cab/Baggage Car

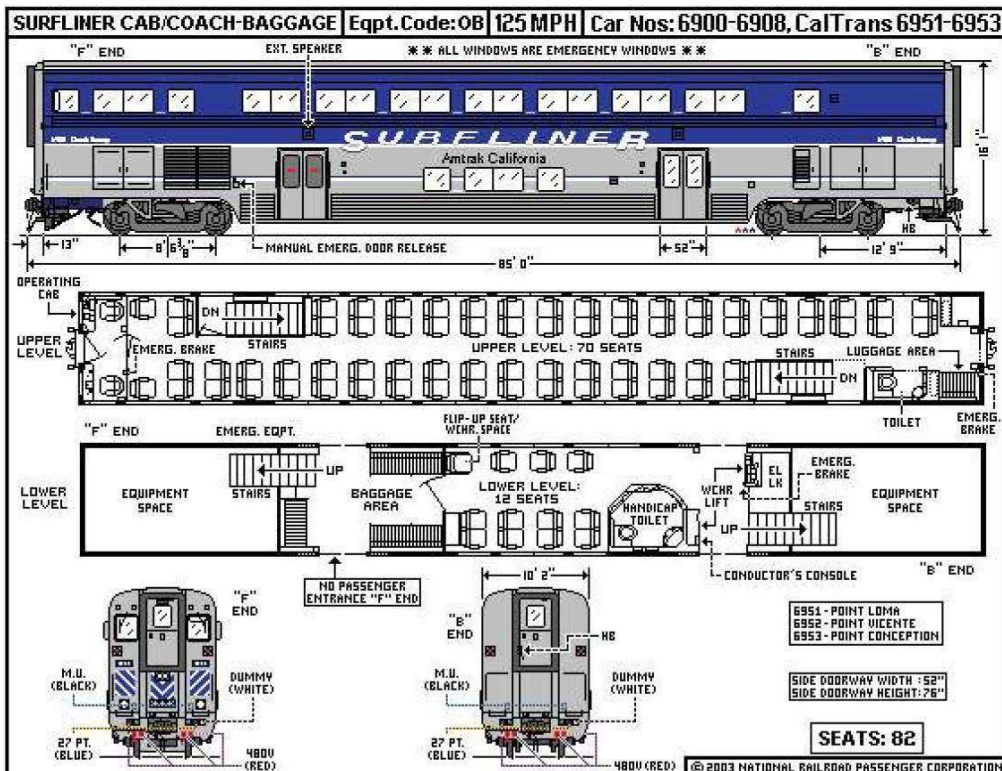
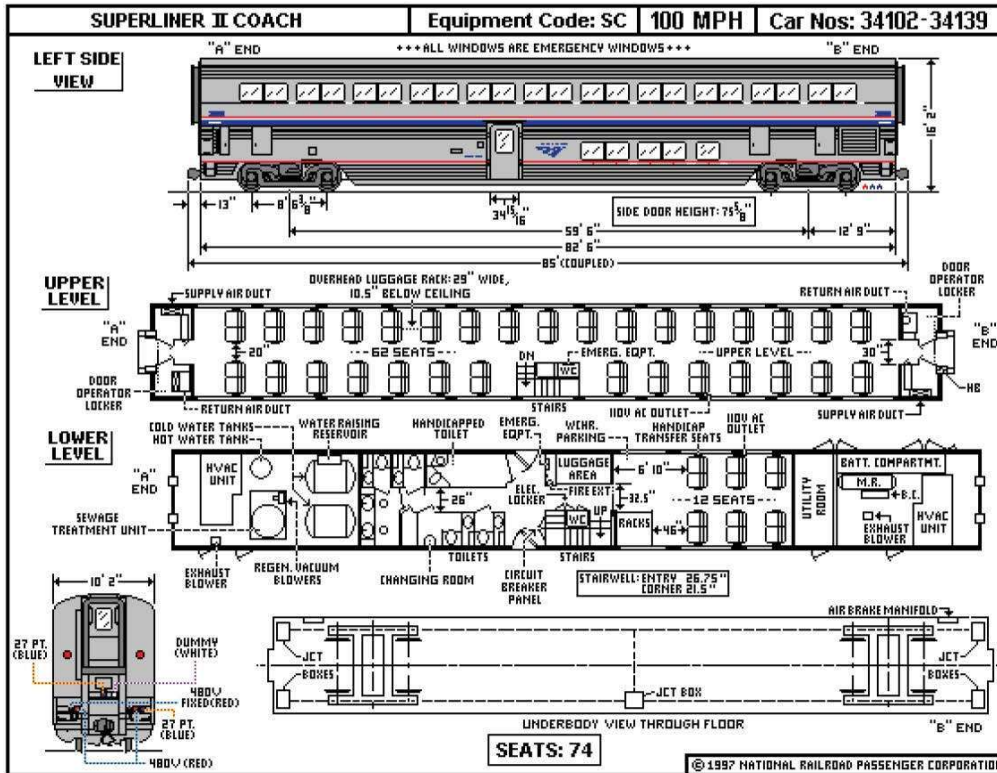


Exhibit 9.5: Pacific Surfliner Superliner Coach Car



The locomotives and passenger cars used to provide the Pacific Surfliner service have historically been primarily owned by Amtrak and leased by Caltrans DRMT for use on the service. The lease fees and capital equipment charges associated with the Amtrak-owned equipment are included in a separate agreement between Caltrans DRMT and Amtrak.

Included in the Pacific Surfliner fleet are 52 bi-level Surfliner passenger cars, 13 of which are owned by the State of California and the remaining 39 by Amtrak. In addition to the 52 Pacific Surfliner or California-branded bi-level cars, the State of California, through Caltrans DRMT, leases approximately (8) Eight Amtrak-owned bi-level Superliner coach cars, and one Superliner Sightseer Café car. These cars are typically used on Amtrak's long-distance trains but have been modified to run in "push-pull" operation and have also been equipped to support the Wi-Fi service offered on Pacific Surfliner trains. Six of these Superliner cars are regularly used on the Pacific Surfliner service as a flex car for additional business class or coach seating with the remaining three being used to rotate the six regular cars out for maintenance.

Beginning in 2018, Caltrans DRMT and the LOSSAN Agency started to phase



Siemens Charger Locomotive, Source: LOSSAN

out the older Amtrak-owned Electro-Motive F-59PHI locomotives that had provided power on the Pacific Surfliner service since 1998 and replace them with new 4,400 HP state-owned Siemens Charger SC-44 locomotives. Amtrak also routinely positions a spare “protect” locomotive in San Diego and Los Angeles that is available to assist in the event a train encounters a mechanical issue. A summary of the equipment currently used to provide daily Pacific Surfliner service, and its ownership, is provided in Table 9.2.

Table 9.2: Pacific Surfliner Equipment Breakdown for FY2020-21

	FY2020-21	
	<i>State-Owned</i>	<i>Leased from Amtrak</i>
Cab Car	3	8
Coach	6	15
Business Class	2	8
Café Car	2	8
Superliner Coach	0	8*
Superliner Sightseer Café Car	0	1
Total Rolling Stock	13	48
Siemens Charger SC-44	14	0
Total Locomotives	14	0

**Not all Amtrak leased Superliner equipment available for exclusive Pacific Surfliner use*

Source: Caltrans and Amtrak, 2020

Purchase and Overhaul of Equipment

As stated previously, approximately 85 percent of the bi-level passenger cars used on the Pacific Surfliner is owned by Amtrak. This makes it difficult at times to implement in an expeditious manner any improvements or overhaul programs to the passenger cars desired and expected of our passengers (such as upgrades to the Wi-Fi and installation of more current and informative passenger information systems). By comparison, the fleets used on the Capital Corridor and San Joaquins are more than 90 percent owned by the State of California already. The LOSSAN Agency, in coordination with Caltrans DRMT, is evaluating the possibility of purchasing the remaining 39 Surfliner bi-level cars and some of the Superliner bi-level cars currently owned by Amtrak and operated on the Pacific Surfliner. Purchasing the equipment, will allow for the cars being used on the Pacific Surfliner to better integrate into the statewide fleet management plan and allow for the sharing of resources more easily and efficiently with the other two state-supported corridors. In October and November 2019, the LOSSAN Agency procured a consultant to inspect the existing Pacific Surfliner fleet and prepare of a valuation report highlighting the potential sale value of the cars for further consideration.

New Equipment

Caltrans DRMT, along with the Illinois Department of Transportation, received federal funds through the High-Speed Intercity and Passenger Rail competitive grant program to procure new rolling stock for California's three state-supported intercity rail services. In December 2011, the California Transportation Commission approved the allocation of \$42 million of Prop 1B funds as a local match to \$168 million in federal funds for both railcars and locomotives. In November 2012, Caltrans DRMT awarded a \$352 million contract to Sumitomo Corporation of America to build new railcars that meet the federal standards required of the Next Generation Equipment Committee. Design and testing issues led to delays in the production of the new railcars, and ultimately the transfer of the railcar contract from Sumitomo Corporation to Siemens. In November 2017, Caltrans DRMT awarded a contract to Siemens through Sumitomo Corporation to manufacture a total of 137 single-level passenger railcars with 49 for use in California, with delivery expected to begin in early 2021. These railcars meet Buy America provisions and are being manufactured in Sacramento and will be operated on the San Joaquins route, freeing up the existing bi-level passenger car equipment used on the San Joaquins for use to expand service on the Capitol Corridor and Pacific Surfliner routes. The LOSSAN Agency is currently working with Caltrans DRMT, the CCJPA and SJJPA to finalize a fleet deployment plan to be implemented once the new cars begin arriving.

Equipment Maintenance

The primary maintenance facility for all Pacific Surfliner rolling stock is currently Amtrak's Redondo Locomotive Maintenance Facility located adjacent to the LOSSAN rail corridor near downtown Los Angeles. This facility includes locomotive and vehicle repair shops that perform safety inspections, servicing, and maintenance of all Amtrak locomotives and rolling stock. Amtrak utilizes a smaller servicing facility in Goleta and San Luis Obispo for fueling, cleaning, and overnight train inspections. In San Diego, these services are performed at the Santa Fe Depot. While in San Luis Obispo, the Pacific Surfliner trainset is stored on a designated layover track adjacent to a UPRR locomotive servicing track and across from the San Luis Obispo station. The Los Angeles maintenance facility is owned by Amtrak, while the San Diego, Goleta and San Luis Obispo facilities are through long-term lease agreements with the right-of-way owners.

Expansion of the facilities in San Diego, Goleta and San Luis Obispo is currently under the planning or design phase. The expansion or relocation of these facilities is necessary to support additional service growth on the Pacific Surfliner and allow for a more flexible and robust maintenance program that does not require all trainsets to rotate into the Redondo Locomotive Maintenance Facility once every four days, which limits the flexibility of how the existing equipment can be utilized.

Amtrak staff is responsible for all maintenance activities related to the Pacific Surfliner service as part of the annual operating agreement with the LOSSAN Agency. The LOSSAN Agency is responsible for administration and maintenance supervision of the Pacific Surfliner fleet, particularly the 13 state-owned railcars and 14 Siemens Charger Locomotives. This relationship is further defined in the Equipment Lease Agreement between Caltrans DRMT and the LOSSAN Agency, which is included as an appendix to the ITA. The LOSSAN Agency is also responsible for ensuring the Pacific Surfliner fleet is operated and maintained to the high

standards of reliability, cleanliness, and safety set by Amtrak and the state on a day-to-day basis. LOSSAN Agency staff have been participating in weekly meetings with Amtrak, Caltrans DRMT and the other JPA's on improving the overall performance and availability of the fleet, as well as being engaged in quarterly meetings that are working to update the statewide fleet management plan. The LOSSAN Agency will continue to work closely with Caltrans DRMT and Amtrak into FY 2021-22 to refine the maintenance and operations programs to improve the reliability, safety, and the cost-effectiveness of the fleet.

Caltrans DRMT is responsible for overseeing wreck repair and also participating in the oversight of modifications to state-owned equipment. Additionally, Caltrans DRMT is responsible for statewide fleet planning and deployment of equipment between the three state-supported intercity rail corridors (Pacific Surfliner, Capitol Corridor, San Joaquins) in consultation with each agency.

Amtrak Thruway Bus Service

Amtrak contracts with private bus companies to provide the state-funded Amtrak Thruway bus service connecting to the Pacific Surfliner route, and the private bus operators provide the vehicles used in the service, which must comply with Amtrak requirements, including Wi-Fi accessibility, electronic destination signs, a restroom, and power outlets.

Chapter 10: Marketing

The LOSSAN Agency's efforts to create awareness and generate interest in the Pacific Surfliner service include a broad range of marketing activities from communicating critical rider information to launching new service promotions. The focus of the FY 2021-22 and FY 2022-23 marketing plan is to support key priorities outlined in the Business Plan, as well as engage in the marketing activities below.

In 2020, strategic marketing and communications activities were adapted to align with reduced service levels and promote public informational messages related to health and safety in response to the COVID-19 pandemic. The LOSSAN Agency paused traditional marketing efforts and limited all paid advertising, achieving significant cost savings. The resulting \$1.2 million in cost savings carried over into FY 2020-21 funded marketing efforts, which reduced the subsidy needed from the State.

As conditions continue to evolve and travel demand rebounds, promotional marketing efforts are anticipated to resume with "travel allowed" service messages evolving into "travel encouraged" campaigns designed to build confidence in the Pacific Surfliner service and ultimately drive customers to PacificSurfliner.com and various Amtrak points of sale to purchase tickets and support ridership and revenue objectives. Remaining agile and continuing to effectively address evolving public health concerns, various service scenarios, and public sensitivities will be critical to recovering ridership in the years following the pandemic.

FY 2021-22 and FY 2022-23 Marketing Plan

COVID-19 Recovery: Phased Approach to Recovery



In March 2020, LOSSAN staff responded to the COVID-19 crisis by shifting strategies and tactics from promoting ridership and investing in advertising campaigns to executing crisis communications and public information campaigns. In anticipation of service reentry and recovery, a phased approach to marketing and communications has been developed related to various travel demand and service level scenarios. The initial phase aligned with crisis response during statewide travel restrictions in spring 2020. Phase 2 followed in the summer as stay-at-home orders were lifted and conditions evolved with some segments of the public returning to work along with the reopening of various businesses. The final phase focuses on a return to promoting ridership when travel demand and economic activity increases, aligning with Pacific Surfliner planned service restoration to 80 percent of FY 2019-20 train miles in FY 2021-22 (10 daily round trips), and 100 percent in FY

2022-23 (13 daily round trips). Personal safety and comfort while traveling will remain top priorities for travelers, making it critical to build consumer confidence in the Pacific Surfliner brand as well as establish a strategic foundation for restoring ridership in the future.

Promotional marketing plans will be designed to align with adjusted service levels, public health conditions, and operating funding levels approved by the State. By providing intercity rail service along the LOSSAN corridor, the Pacific Surfliner is poised to play a critical role in bringing communities together and supporting economic recovery. Staff will continue to collaborate with regional partners on business and tourism recovery efforts, while leveraging a strong network of partners along the rail corridor to advance shared recovery goals. This includes collaborating on an umbrella brand for California's integrated rail network to optimize statewide visibility while also providing support for ongoing statewide integration efforts (e.g. schedules, infrastructure, ticketing).

Brand Building and Driving Awareness

Advertising campaigns

Campaigns are designed to boost engagement with the Pacific Surfliner brand. General advertising along the corridor is necessary to generate a high number of impressions and create interest in and awareness of the Pacific Surfliner service while highlighting key selling points, such as scenic views, stress-free travel, enhanced health and safety protocols, and comfort and convenience of onboard amenities. Paid advertising also supports informational campaigns that are developed and implemented to adapt to evolving service levels, public health concerns, travel demand, and public sensitivities. Advertising efforts have been largely reduced or suspended since the initial stages of the pandemic, aligning with decreased travel demand and stay-at-home orders as well as reduced budgets. Advertising inventory and demand are routinely assessed to determine opportunities to incrementally increase the advertising spend and identify the impact of reduced budgets. As health conditions improve and service levels are restored, advertising will play a critical role in reestablishing interest in train travel and recapturing lost ridership and revenue.



Other advertising efforts include billboards in prime locations (along high-traffic roads/freeways) and professional, high-quality videos and digital content that are informative, inspirational, and keep the Pacific Surfliner brand top of mind. It's important to keep our customers engaged and aware of our efforts to provide a safe and reliable public transportation service.

Direct marketing

As service levels are restored, staff will plan and implement short- and long-term integrated campaigns to increase market share and drive customers to Amtrak points of sale. Regular reporting and data analysis will provide opportunities to refine campaigns to maximize return on

marketing investments. This will include a robust marketing effort to support the restoration of service, as well as any other improvements that are implemented to help rebuild ridership.

Field marketing

The field marketing engagement program is designed to build awareness of the Pacific Surfliner service while developing and strengthening relationships with local communities. The program includes investments in sponsorships, memberships, and advertising programs that are coordinated through strategic partnerships with convention and visitors' bureaus, collegiate and professional sports franchises, live event promoters, and local event producers. As health conditions improve and service is restored and it will be key for the LOSSAN Agency to continue working with the community to support economic activity along the corridor to connect Southern California for business and tourism.



Public relations

The LOSSAN Agency will develop and implement targeted public relations campaigns to generate featured stories and related publicity to boost awareness of the Pacific Surfliner service while enhancing the brand's credibility. Public relations announcements also generate buzz around promotions and special offers that are geared towards increasing ridership. Media is also leveraged to communicate important milestones for capital improvement projects across the LOSSAN corridor that will enhance passenger rail services. In addition, the LOSSAN Agency shares rail safety messages via public relations announcements and social media to highlight the importance of safety around train tracks and promote public education efforts in collaboration with California Operation Lifesaver (CAOL). Successful public relations campaigns will also help support service announcements as we work with media to highlight continuous efforts to provide a safe form of public transportation and restore operations.

New Customer Acquisition

PacificSurfliner.com website

The PacificSurfliner.com website continues to provide an online destination for users to discover, plan, and book trips by train. The main purpose of the website is to capture traffic and drive users to Amtrak points of sale for ticketing. Many of the bookings on PacificSurfliner.com are assumed to be from new or latent riders, as frequent passengers tend to book directly through Amtrak.com or the Amtrak mobile app. This illustrates that the LOSSAN Agency's marketing efforts are crucial to not only maintain current customers, but also to reach new and distinct markets that present opportunities to grow ridership and revenue. New passengers on the Pacific Surfliner can then be turned into return customers by Amtrak through its national sales and promotional efforts, retargeting activities using transactional data, and loyalty incentives like Amtrak Guest Rewards

that drive customers back to Amtrak points of sale for future trips. The LOSSAN Agency will continue efforts to enhance the online experience by implementing website features designed to increase user engagement and booking transactions. The PacificSurfliner.com website is also valuable as it provides localized information that is not readily available on Amtrak.com. For instance, it includes critical Pacific Surfliner service updates, route-specific content, and resources to aid trip planning.

Digital marketing

The LOSSAN Agency drives qualified traffic to the Pacific Surfliner website consistently throughout the year through marketing strategies focused on keeping the Pacific Surfliner top of mind, while continuing to drive sales referrals to Amtrak.com for ticketing. A mix of digital marketing channels are leveraged to grow awareness, drive website traffic, build community engagement, and increase bookings. Social media is used to communicate service information, inspire travel, strengthen brand enthusiasm, and engage with new and potential riders. Blog articles hosted on the Pacific Surfliner website entertain and inform travelers through trip ideas, insider tips, and behind the scenes content. Advertising serves multiple purposes, including generating broad awareness among Southern California residents, elevating relevant and timely content to highly targeted audiences, and encouraging bookings among prospective travelers. Across all channels, offers such as year-round savings with California Everyday Discounts are promoted to encourage travel to popular destinations and events along the route, resulting in even more online visibility, earned media, and referral traffic for Pacific Surfliner bookings. Efforts are focused on highly efficient digital targeting strategies to reach customers effectively and prioritize travel intenders and customers with an affinity for train travel.

Destination marketing



As service is restored and travel restrictions are lifted once health conditions improve, the LOSSAN Agency will continue to expand its destination-based marketing efforts to promote the service among consumers in market to travel to key destinations along the LOSSAN rail corridor. Building and cultivating partnerships along the Pacific Surfliner route encourages more California residents and visitors to take the train.

Participating in cross-promotional opportunities with strategic partners helps to decrease advertising costs and provides added value for Pacific Surfliner customers. Staff will also work with tourism partners to assess customer sentiment and willingness to travel in the wake of COVID-19, which is key to reaching audiences effectively.

Customer Retention

Passenger communications

The LOSSAN Agency continues to expand and improve access to service updates through the Pacific Surfliner website and Twitter account for passengers in transit and during trip planning. Relaying timely information and engaging in active social media monitoring and response helps enhance customer satisfaction. It is also critical in the event of major disruptions to help alleviate customer frustration and manage consumer expectations. Enhanced collaboration with Amtrak will continue to strengthen passenger communications at key touch points before, during, and after a trip.



Signage enhancements have been implemented on board and in stations to improve customer experience and promote consistent branding. These efforts will be maintained and expanded as service levels are restored, including:

- Rebranding of the onboard café, now known as the Pacific Surfliner Market Café
- Safety and cleaning measures: new product labeling (e.g. hand sanitizers, antibacterial wipes) and temporarily unavailable services (e.g. closed seating, business class self-serve areas)
- Informational signage to communicate important, time-sensitive messages to passengers on board and at the stations (e.g. track closures, holiday reservation schedules)
- Replacing old/damaged directional signage on board and in stations

Email marketing

The LOSSAN Agency has introduced a monthly email newsletter for stakeholders and partners that provides updates on efforts to improve passenger rail ridership, revenue, on-time performance, operational flexibility, and safety along the corridor. As a next phase, the email program will be expanded to include frequent communications to individuals who have indicated an interest in the Pacific Surfliner. This customer-facing element of the program will act as an additional touchpoint for communicating service updates, offers and promotions, as well as new and upcoming events, to current and potential riders. This will further drive website traffic, social media engagement and ticket bookings.

Measure and Optimize

Generating sales referrals to Amtrak.com

One of the key metrics that the LOSSAN Agency uses to help measure the impact of marketing activities on ridership and revenue is Amtrak referral sales reports. These reports track the

number of visits to PacificSurfliner.com that ultimately result in successful bookings on Amtrak.com. The LOSSAN Agency uses a combination of broad reach and targeted marketing efforts to ensure that high quality sales leads are directed to PacificSurfliner.com. Additionally, regular enhancements to the website are deployed to improve its usability and efficiency in generating high quality referrals.

Metrics and milestones

As the LOSSAN Agency further develops its marketing program, it is prudent to invest in expanded activities once staff has sufficient insight into which efforts are most productive and are able to take action on efforts that need to be refined. In addition to campaign monitoring and reporting, LOSSAN Agency staff will continue to develop analytics to demonstrate return on investment, provide audience insight and help inform future marketing activities. LOSSAN Agency staff will also continue to work with Amtrak to improve reporting in order to better reconcile marketing efforts with Amtrak sales data, and gain insight to optimize future marketing strategies. Staff will continue to build on learnings and to monitor and adjust accordingly as new post-pandemic trends emerge.



Chapter 11: Annual Funding and Separation of Funding

The annual funding process for the three state-supported intercity passenger rail corridors begins with the Caltrans DRMT initial request for funding in the State's FY budget. Once the State's budget is approved and funds have been included for the service, CalSTA is responsible for allocating the funds to each of the three intercity passenger rail corridors through the approval of the annual business plans. Simultaneously with this process, the LOSSAN Agency negotiates with Amtrak regarding the operating and maintenance contract, which is managed on a FFY basis (October – September). The current Amtrak agreement was executed on an annual basis (covering FFY 2019-20) and is operating under a continuation clause to ensure continued and seamless operations while a new FFY2020-21 agreement is being negotiated.

Annually, the LOSSAN Agency will provide a proposed budget for the continued administration, marketing, and operations of the Pacific Surfliner to the LOSSAN Board for review and approval. Consistent with this budget, a funding request will be included in the annual business plan for submittal to the Secretary of CalSTA by April 1 of each year. The LOSSAN Agency will submit the annual business plan including a draft funding request by April 1, 2021, and will submit an updated funding request by June 30, 2021, based on final operating revenue and expense estimates provided by Amtrak.

State funding for operations of all three intercity rail corridors is provided through the Public Transportation Account, which is funded primarily through the state sales tax on diesel fuel.

FFY 2021-22 and FFY 2022-23 Operating Funding Request

The total net State funding request for FY 2021-22 is proposed at \$39,022,927 which includes the net operating subsidy as well as administrative and marketing funding. Total projected net Amtrak operating subsidy is \$31,699,200, which assumes operating service levels at 80% of full-service levels (pre-COVID levels). When the trains providing peak-period service from Ventura to Santa Barbara are restored, it is assumed that the costs associated with this specific service will be again be offset by a 50 percent cost share provided by SBCAG as was previously done prior to the current service reductions. A current estimate is included for this cost share, dependent upon actual service restoration. Total Amtrak operating costs are estimated using 80% of the average actuals for the 17 months prior to March 2020 (start of COVID-19 period). Total projected fare revenue is estimated using 80% of the average actuals for the 17 months prior to March 2020 (start of COVID-19 period).

The total net State operating funding request includes \$50,000 for transit connectivity and integration, which includes estimates for the continuation of the Transit Transfer Program (\$30,000) and emergency bus bridge service with NCTD and OCTA (\$10,000 each).

The business plan assumes that Caltrans DRMT will continue to have a separate agreement with Amtrak to directly fund equipment capital charges for Amtrak-owned railcars and locomotives used on the three state-supported rail corridors. Therefore, equipment capital charges are not included in the operating agreement between Amtrak and the LOSSAN Agency. Additional supplemental funding is requested for minor projects at \$500,000, consistent with prior year requests.

FY 2021-22 and FY 2022-23 Administrative and Marketing Funding Request

In addition to the contract costs with Amtrak for the operations and maintenance of equipment for the Pacific Surfliner service, there is an administrative component that is filled by OCTA as the LOSSAN managing agency. The LOSSAN Agency utilizes a small number of key staff positions supported by OCTA staff on an as-needed basis. This way, the LOSSAN Agency and the state receive maximum benefit for the lowest possible cost and are required to only fund the services and support actually used and needed for the administration of the Pacific Surfliner service.

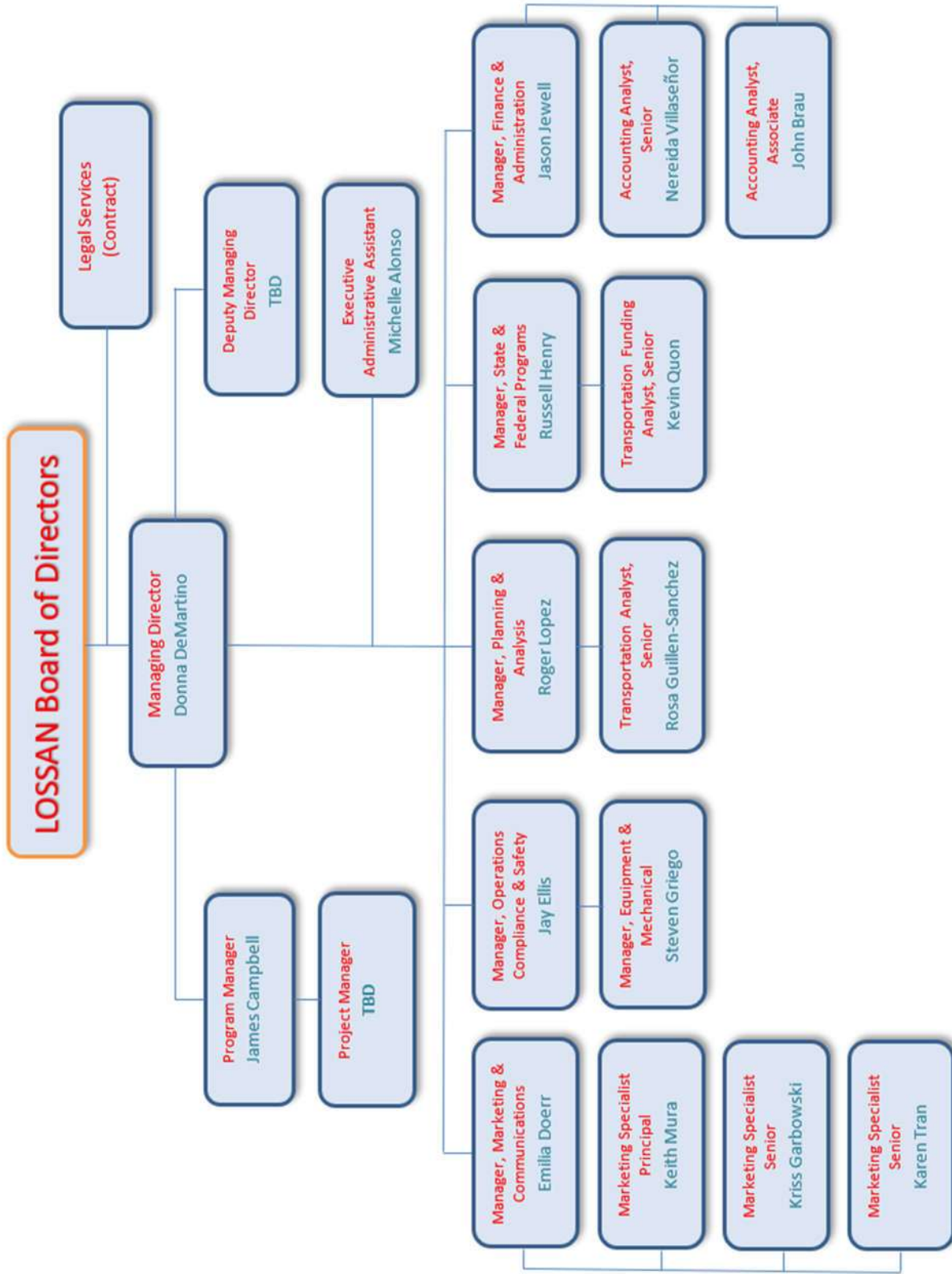
OCTA continues to provide a host of services through the support function including:

- Audit
- Contracting and Procurement
- Financial Management and Budget
- General Administrative Services
- Human Resources
- Legal
- Legislative Advocacy and Government Relations
- Marketing
- Operations
- Planning
- Risk Management
- Stakeholder Outreach

The FY 2021-22 administrative funding is proposed at \$6,615,547. Included in this amount is \$5,633,247 for managing agency administrative salaries at fully burdened rates. This includes staffing of 18 full-time positions. This amount assumes the managing agency overhead at the current rate, which is calculated on an annual basis based on prior fiscal year actuals. The administrative budget currently assumes no administrative employee performance-based salary increases consistent with OCTA's FY 2020-21 budget and personnel and salary resolution. This assumption may change during OCTA's FY 2021-22 budget development process. The LOSSAN Agency anticipates grant funding reimbursements will be used to offset direct administrative staff costs and other administrative costs associated with grant related projects. The LOSSAN Agency proposes that any grant funding reimbursements that reduce the use of administrative funds will be reconciled on a bi-annual basis and will reduce the next scheduled administrative funds payment to the LOSSAN Agency.

The dedicated staff positions necessary to support the LOSSAN Agency are included in the organizational chart in Figure 11.1 on the following page.

Figure 11.1: LOSSAN Rail Corridor Agency Organization Chart



Shared services provided by OCTA include: Contracts & Procurement, Human Resources, State & Federal Programming, Clerk of the Board, Risk Management, Information Technology, Government Relations, Audit and Finance.

The FY 2021-22 proposed administrative funding request for legal, travel, insurance, memberships dues and banking fees is \$173,500, while the proposed funding level for professional services is \$808,800. This amount includes \$775,000 to fund consulting services for planning, engineering, modeling, project and construction management. It also includes \$33,800 for audit and insurance brokerage services.

The FY 2021-22 marketing funding request is proposed at \$1,600,000, consistent with the operating service assumption of 80% of pre-COVID levels.

The LOSSAN Agency's funding request for net Amtrak operating costs and administrative and marketing funding for FY 2021-22 and FY 2022-23 are detailed in Table 11.2. Line item detail on the administrative funding request for FY 2021-22 and FY 2022-23 are detailed in Table 11.3 on the next page.

Table 11.2: LOSSAN Rail Corridor Agency Net Operating, Administrative & Marketing State Funding Requests: FY 2020-21 Approved, FY 2021-22 and FY 2022-23 Proposed

	FY 2020-21 Approved Funding	FY 2021-22 Proposed Funding	FY 2022-23 Proposed Funding
Amtrak Operating			
Total Amtrak Operating Costs	\$ -	\$ 98,899,200	\$ 98,899,200
Total Amtrak Operating Revenue	\$ -	\$ (67,200,000)	\$ (67,200,000)
Net Amtrak Operating Costs (Expenses less Revenues)	\$ -	\$ 31,699,200	\$ 31,699,200
LOSSAN Funding Requirement			
Net Amtrak Operating Costs ¹	\$ 9,959,039	\$ 31,699,200	\$ 31,699,200
Less Cost Sharing Revenue Retimed Trains ²	\$ -	\$ (941,820)	\$ (1,177,275)
Transit Connectivity and Integration	\$ -	\$ 50,000	\$ 50,000
LOSSAN Net Operating Funding Request	\$ 9,959,039	\$ 30,807,380	\$ 30,571,925
Administrative Funding Request	\$ 5,967,455	\$ 6,615,547	\$ 7,008,574
Marketing Funding Request	\$ 1,240,390	\$ 1,600,000	\$ 2,000,000
Total LOSSAN Funding Request	\$ 17,166,884	\$ 39,022,927	\$ 39,580,499
Supplemental Allocations			
Minor Projects Funding Request	\$ -	\$ 500,000	\$ 500,000

¹ Fiscal year 2020-21 Net Amtrak Operating Funding approved by the State is the estimated amount to cover October 2020 through January 2021.

² Dependent on service restoration priorities

Additional funding will be provided by the State during Fiscal year 2020-21 as necessary and available.

Table 11.3: LOSSAN Rail Corridor Agency Administrative Funding Request Detail: FY 2020-21 Approved, FY 2021-22 and FY 2022-23 Proposed

LOSSAN Rail Corridor Agency Administrative Funding Request Detail (FY 2020-21 Approved, FY 2021-22 Proposed, FY 2022-23 Proposed)			
Expense Category	FY 2020-21 Approved Funding	FY 2021-22 Proposed Funding	FY 2022-23 Proposed Funding
Administrative Fees to Managing Agency	\$ 5,384,517	\$ 5,633,247	\$ 6,027,574
Less Estimated Grant Reimbursements - Staff	\$ (383,695)	\$ -	\$ -
Professional Services - Legal	\$ 50,000	\$ 52,000	\$ 52,000
Professional Services - On Call Program Management	\$ 766,200	\$ 775,000	\$ 775,000
Professional Services - Audit	\$ 23,800	\$ 23,800	\$ 25,000
Professional Services - Insurance Brokerage	\$ 10,000	\$ 10,000	\$ 10,000
Insurance Premiums	\$ 70,000	\$ 55,000	\$ 55,000
Dues and Memberships	\$ 5,000	\$ 5,000	\$ 5,000
Banking Fees	\$ 1,500	\$ 1,500	\$ 1,500
Travel	\$ 52,000	\$ 60,000	\$ 57,500
Less Estimated Grant Reimbursements - Travel	\$ (11,867)	\$ -	\$ -
Total LOSSAN Funding Request	\$ 5,967,455	\$ 6,615,547	\$ 7,008,574

Grant Programs

Separate from the FY 2021-22 State funding request, grant revenues and expenses are included in the LOSSAN Agency FY 2021-22 annual budget for various operational programs and capital projects. In FY 2014-15, CalSTA awarded the LOSSAN Agency \$1.7 million in Transit and Intercity Rail Capital Program (TIRCP) grant funds to support the Pacific Surfliner Transit Transfer Program, which allows Pacific Surfliner passengers to travel more seamlessly to connecting public transit services along the entire Pacific Surfliner route. The LOSSAN Agency began the Pacific Surfliner Transit Transfer Program in the fourth quarter of FY 2015-16 and has been informed that the current funding will allow for expenditures up through June 30, 2021. The LOSSAN Agency proposes continuing the program through FY 2021-22 and FY 2022-23 with the use of state operating funds.

The LOSSAN Agency was also awarded TIRCP funding that will be utilized for capitalized track maintenance and incentives programs with North County Transit District (NCTD) and Union Pacific Railroad (UPRR). For FY 2021-22 and FY 2022-23, the amounts budgeted for the program with NCTD are \$3.4 million and \$3.6 million, respectively. An agreement for capital improvements, access and incentives is currently being negotiated with UPRR. These agreements will allow for financial incentives to the host railroads for improved On-Time Performance (OTP).

The LOSSAN Agency has been awarded two rounds of State Rail Assistance (SRA) formula and competitive funds that will be used for both operational and capital improvements along the corridor. On December 6, 2017, the LOSSAN Agency Board approved projects for the initial distribution and directed staff to coordinate with the LOSSAN Agency Technical Advisory Committee (TAC) to develop a program of projects for future funding. This prioritized program of projects was presented to and approved by the LOSSAN Agency Board on January 19, 2019.

Due to the COVID-19 pandemic, a new program of projects was approved by the Board on June 15, 2020, which programs the remaining first round of funding. This first round of funding totaled \$13.9 million in formula funding and \$719 thousand in competitive funding.

A program of projects for the second round of formula funding was approved by the LOSSAN Board on November 16, 2020. This earmarked the expected five years of funding totaling \$29.8 million to four projects that are expected to greatly benefit the entire corridor. For FY 2021-22, the LOSSAN Agency is budgeting for the receipt of \$5.8 million in funding, with the related project expenses to follow in subsequent fiscal years.

The FY 2021-22 budget for grant funded projects includes \$1.2 million in STIP revenues and expenses for the project approval and environmental documentation for the expansion of the San Luis Obispo Central Coast Layover Facility. The budget also includes \$500 thousand for design of the Central Coast Layover. Construction of the facility is expected to begin in late FY 2022-23 or early FY 2023-24.

Progress will continue on projects identified in the UPPR Passenger Service Enhancement and Infrastructure Improvements agreement. The FY 2021-22 budget will include approximately \$50.6 million to complete several projects in the agreement, which include the powering of passing sidings, rail and tie replacements, corridor hardening improvements, safety improvements, and bridge replacement projects. Also included in the FY 2021-22 budget for grant funded projects is \$9.7 million in TIRCP funding for Goleta Layover Facility expansion construction and \$6.9 million for station improvements at the Camarillo Station in Ventura County.

The site evaluation process for the San Diego County Layover and Maintenance Facility is complete. The FY 2021-22 budget includes \$1.8 million in TIRCP funding for the preliminary engineering and environmental stage of the project, which should be finished in FY 2022-23. Construction of the initial stage of this project is expected to be completed in FY 2024-25.

Budget amendments will be brought to the LOSSAN Agency Board relating to grant funded projects as necessary depending on the timing of projects and the identification of new funding opportunities.

Separation of Funding

To ensure state funding for the Pacific Surfliner service is kept separate from funding for OCTA projects and programs, a separation of funding has been established within the LOSSAN managing agency. The funding received from the state is managed through the treasurer and controller of OCTA, as the managing agency. The JPA specifically calls for the treasurer to be the depository of funds and to have custody of all funds of the LOSSAN Agency. The LOSSAN Agency follows OCTA-established policies and procedures that fully comply with the generally accepted accounting principles. The LOSSAN Agency utilizes OCTA's existing accounting system, which is built on a robust platform, and has established a completely segregated accounting system for LOSSAN Agency-related business. This system and established policies/procedures, overseen by the treasurer and controller, as well as the LOSSAN Manager of Finance and Administration, will ensure the preservation of the state's

investment and a completely accurate accounting for administration of the Pacific Surfliner service, as well as provide for an accurate and timely reconciliation and return of any surplus funds.

Chapter 12: Government Relations and Legislative Advocacy

One of the benefits gained through local governance of the Pacific Surfliner service by the LOSSAN Agency is added flexibility in advocating for policies at the state and federal level to improve rail operations, increase funding for operations and capital needs, and allow better coordination and interoperability with connecting transit and rail services. In addition, the LOSSAN Agency can conduct targeted outreach to local governments and community organizations to help expand awareness of the services provided on the LOSSAN rail corridor and more directly respond to local needs. The LOSSAN Agency will work to take full advantage of both dynamics in responding to the COVID-19 pandemic and rebuilding ridership once the pandemic subsides.

The key to successful advocacy is the ability to partner with stakeholders to jointly advocate for mutually beneficial policies. The LOSSAN Agency has worked closely with the California Intercity Passenger Rail Leadership Coalition, consisting of the LOSSAN Agency, CCJPA, SJJPA, the CRCC, and RCTC, to jointly advocate for common policy positions, a commitment that the LOSSAN Agency will look to build upon in these difficult times.

The LOSSAN Agency will, as practical, attempt to participate in advocacy trips, either virtual or in-person, to Sacramento and Washington, D.C. to attend any select committees formed to discuss passenger rail issues and also participate in the State's and Amtrak Intercity Passenger Rail groups. The LOSSAN Agency and Board members will continue participating in meetings with key legislators representing the LOSSAN rail corridor delegation and Administration officials, allowing for the specific objectives of the LOSSAN Agency to be discussed in detail. These meetings are vital to generating a greater understanding of policy impacts on intercity rail and the need for greater recognition of the importance of the LOSSAN rail corridor in the overall Amtrak system.

The annual legislative program adopted by the LOSSAN Agency Board provides overall guidance to LOSSAN Agency advocacy activities, and staff will continue to provide regular legislative updates and bill analyses to the LOSSAN Agency Board consistent with that program. In reviewing these items, the LOSSAN Agency Board then provides direction on how the LOSSAN Agency is to participate in policy discussions with other stakeholders, and potentially offer testimony as relevant policy discussions take place at the Legislature.

From both a national and state perspective, the LOSSAN rail corridor is underinvested, but could greatly enhance mobility in Southern California with additional funding for capital and operational improvements. Efforts will be made to pursue resources for these improvements as Congress continues its efforts to enact surface transportation reauthorization legislation when the Fixing America's Surface Transportation (FAST) Act expires on September 30, 2021. Specifically, the LOSSAN Agency will work on influencing the federal passenger rail title that provides additional funding and financing opportunities for passenger rail programs. In addition, the LOSSAN Agency will work to maximize funding available to benefit the LOSSAN rail corridor in any potential federal infrastructure package and through the continued implementation of California's transportation funding package, SB 1 (Chapter 5, Statutes of 2017). All of these efforts will be overlaid by COVID-19 relief discussions, which the LOSSAN Agency will actively track and, as necessary, participate in.

Staff will continue to provide quarterly legislative updates to the LOSSAN Agency Board on policy and regulatory issues of importance, including those related to COVID-19 relief, state budget, the FAST Act, and other federal funding or financing opportunities, and intercity rail policy matters. It is anticipated that the LOSSAN Agency will be focused on numerous policy issues at the state, federal, and local levels, including:

- Supporting short- and long-term COVID-19 recovery efforts.
- Supporting efforts to pursue a stable, recurring source of intercity rail operations and capital funding for LOSSAN Agency-priority projects.
- Supporting efforts to apply for the use of cap-and-trade and SB 1 funding for LOSSAN Agency-priority projects, advocating for intercity rail as an eligible recipient, flexibility in revenue use and a streamlined allocation process.
- Supporting efforts to streamline and enhance transit services that provide for first- and last-mile connections to intercity and high-speed rail passenger rail services and stations.
- Continuing to advocate and educate officials in Sacramento and Washington, D.C. regarding the LOSSAN rail corridor and Pacific Surfliner service.

The 2021 LOSSAN Legislative Program provides further detail on the LOSSAN Agency's legislative priorities, and includes four top priorities for 2021:

- Maximize the share of long-term, sustainable funding sources to support passenger rail operations and capital projects in the LOSSAN rail corridor, including funds made available by the federal rail title and ensuring eligibility for the LOSSAN Agency to compete for state funding, such as funding through SB1 and the cap-and-trade program.
- Support funding and policy flexibilities that facilitate the LOSSAN Agency's ability to provide intercity rail service during the COVID-19 pandemic and also encourage ridership post-pandemic.
- Support efforts to further enhance connectivity of regional rail and local transit services within the LOSSAN rail corridor.
- Continue to study and advance infrastructure and service improvement projects/programs.

At the local level, staff will continue to work with LOSSAN member agencies and local stakeholders to build awareness of passenger rail services along the LOSSAN rail corridor, developing strategic partnerships to better evolve the services to meet local needs. Regular communication and outreach on service improvements and priority projects will foster a better understanding of issues faced along the LOSSAN rail corridor. Increased awareness of these services by local officials can then be leveraged to support consensus-based operational improvements and policy activities.

In addition to the specific priorities identified by the LOSSAN Agency Board, the LOSSAN Agency will continue to monitor policies impacting Amtrak service, including the development of the California HSR project, and commuter rail services in the LOSSAN rail corridor. The need for cohesive policies to allow for integration of rail services within the state, and improved access from other transportation modes, has never been more evident as the state works toward achieving goals related to improved mobility, environmental sustainability, and safety.

Chapter 13: Safety and Security

Protecting the safety and security of our passengers and the passenger rail service on the LOSSAN rail corridor is key to attracting and retaining riders, while also ensuring efficient operations of the Pacific Surfliner service. This chapter addresses safety and security onboard Pacific Surfliner trains, at stations, and along the railroad ROW between San Diego, Los Angeles, and San Luis Obispo.

The Pacific Surfliner intercity passenger rail service is operated by Amtrak and is subject to federal safety standards and regulations in accordance with U.S. Code of Federal Regulations (Title 49, Subtitle B, Chapter II). Responsible regulatory agencies overseeing general railroad safety along the LOSSAN rail corridor include the FRA and the CPUC. The FRA Office of Railroad Safety promotes and regulates safety throughout the nation's railroad industry by issuing, implementing, and enforcing railroad safety regulations. The CPUC is the state agency charged with ensuring the safety of freight, intercity, and commuter railroads, as well as highway-railroad crossings in the state. The CPUC performs these railroad safety responsibilities through the Railroad Operations and Safety Branch of the Safety & Enforcement Division. The Transportation Security Administration (TSA) also plays a role in the security of passenger rail service through the TSA-sponsored Visible Intermodal Prevention and Response program.

Operational, track, and other safety inspections are completed through a coordinated review among rail operators and owners, including Amtrak, Metrolink, NCTD, UPRR, BNSF, CPUC, and FRA for federal and state compliance. The LOSSAN Agency coordinates with these agencies to ensure that all reporting requirements are fulfilled at the federal and state levels. Amtrak is responsible for all required reporting of Pacific Surfliner safety data to federal, state, and local agencies, including the FRA and CPUC.

A key objective of the LOSSAN Agency safety program is to instill a comprehensive safety culture that governs all the activities associated with the operations and maintenance of the Pacific Surfliner service, while efficiently meeting operational performance goals. The LOSSAN Agency will continue to work with Amtrak and host railroads to ensure a detailed system safety and security program is in place to protect Pacific Surfliner passengers and crew, as well as the general public.

As part of this effort, the LOSSAN Agency will continue to:

- Assess ongoing rail safety and security awareness efforts to identify areas for improvement
- Work with host railroads to identify “hot spots” for trespassing and vehicle strikes
- Develop outreach programs that meet the needs of the public, as well as stakeholders
- Work with Amtrak and stakeholders to ensure a continued safety culture for all who work and travel on Pacific Surfliner trains and utilize Pacific Surfliner stations
- Prioritize rail capital project funding for projects that include a goal of improved safety and security wherever possible
- Work with host railroads and rail operators to coordinate training with local first responders to help expedite emergency response and accident investigation in the event of an incident

- Support Operation Lifesaver, a national rail safety program with the goal of improving public awareness of safety around railroad tracks
- Seek out and leverage state and federal grant funds for additional safety and security improvements

PTC

In accordance with a federal mandate, PTC is fully operational on all Pacific Surfliner trains. PTC is a predictive collision avoidance technology designed to stop a train in motion when its continued movement may result in an accident. The safety enhancing goals of PTC include preventing train-to-train collisions, speeding and over-speed derailments, incursions into track work zones, and movement of a train through a switch left in the wrong position. The primary benefits of PTC include saving the lives of train crews, passengers, and railroad workers, improving passenger and freight train operational efficiency, and providing real-time train location information.

Safety and Security Onboard Trains

The LOSSAN Agency primarily serves in an oversight and coordination role regarding safety and security onboard trains, relying on the extensive onboard safety and security programs and policies already put in place by Amtrak. LOSSAN Agency staff will continue to attend regularly scheduled safety meetings hosted by Amtrak for front-line employees, to reiterate that safety is the first priority in delivering Pacific Surfliner service.

All Pacific Surfliner cab cars and locomotives are currently equipped with a “forward facing” camera system to help aid in accident investigation. This provides crews and first responders with a valuable tool to assist with post-incident investigation and can help to clear an incident scene more quickly so that trains can proceed. In addition, Amtrak is working to install inward-facing cameras on locomotives and cab cars nationwide, similar to those currently used by Metrolink. The new Charger locomotives are already equipped with inward-facing cameras. Additionally, the Charger locomotives meet or exceed the latest federal rail safety regulations, including enhanced carbody structure safety with crash energy management components like a locomotive cab safety cage and push-back couplers.

Ongoing COVID-19 Safety

Keeping riders safe also includes being alert to the needs associated with the ongoing COVID-19 pandemic and the evolving health guidelines that have come as a result. Several enhancements have been implemented and will be key in keeping passengers and crew safe. These efforts also help to ensure that our passengers have the confidence to return to the Pacific Surfliner service following the pandemic. Measures taken specifically to address pandemic safety are as follows:

- Sanitizing stations in every train car that include alcohol-based hand sanitizer and antibacterial surface wipes



- Plexiglass barriers in the Café Car on all Pacific Surfliner trains, separating the Café Car attendant from customers
- Complementary facial coverings for customers who forget their mask

Amtrak Police Department

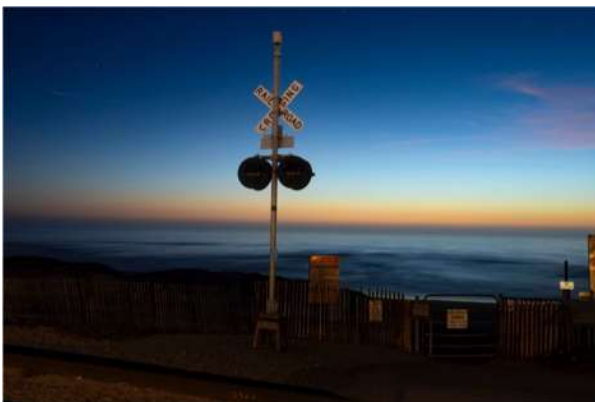
Pacific Surfliner passengers benefit from the existing Amtrak security program, specifically the services of the Amtrak Police Department. There are nine officers, one detective, one sergeant, and one captain currently assigned to the Pacific Surfliner. Of the nine officers, six function in the patrol capacity, and three serve with K-9 units. Currently, some of these officer positions are vacant. Amtrak Police Department continues to work to find qualified candidates to fill these vacant positions. Additionally, there are five members of the Amtrak Special Operations Unit (SOU) that can be called upon when needed.

The Patrol Officers fulfill traditional policing functions. Their job is to act as a deterrent to crime in stations, on trains, in and around Amtrak facilities, and out on the railroad ROW. They enforce the law, perform checked baggage screening and onboard security checks, conduct follow-up investigations on any crimes involving Amtrak facilities or its passengers, and provide support during special events.

The K-9 units provide a psychological and physical deterrent to potential threats from explosives. The teams undergo intensive training that includes vapor wake training, which allows the K-9 units to be alert to the scents of explosives left in the wake of passing individuals, not just those found in stationary baggage.

The members of the SOU support patrol operations by providing rapid response and enhanced capabilities to assist in keeping Amtrak passengers and employees safe. Although not exclusively assigned to the Pacific Surfliner, the SOU is prepared at any time to deploy personnel and equipment for tactical response, conduct low-visibility counter-surveillance, investigations, and provide enhanced support for special events. The SOU also conducts training on railroad-specific tactical response and procedures for fellow Amtrak Police Department members and external law enforcement partner agencies.

Safety on the Tracks



Safety incidents along the railroad ROW can include injuries and fatalities associated with incidents at grade crossings and trespassing on railroad property. Projects that improve safety include track and signal upgrades, fencing along the ROW to prevent unauthorized access, gate and warning systems, and grade separations that eliminate at-grade crossings. In addition, safety can be improved through use of public awareness campaigns designed to educate the public about the risks of trespassing on railroad property and the

importance of using caution around railroad tracks and trains.

Safety at Stations

The LOSSAN Agency primarily serves in an oversight, coordination, and funding role regarding the safety and security of the various station facilities that exist along the LOSSAN rail corridor. Amtrak currently directly contracts for security at the Santa Fe Depot, as this station houses equipment overnight. Some city-owned stations also offer security guards and long-term parking security; however, these are contracted for directly by the station owners. Most of the stations along the LOSSAN rail corridor are outfitted with security cameras that feed directly to a local sheriff's office or operations center that can dispatch emergency services. A centralized monitoring station is nearing completion in Los Angeles. When complete, this will provide local law enforcement remote access to the security cameras at the stations they are responsible for patrolling.

Despite most of the onus being on local law enforcement, as a recipient of CalOES CTSGP funds, the LOSSAN Agency takes the lead in coordinating eligible capital improvements that increase safety and security at passenger and maintenance facilities. Beginning in 2017, the LOSSAN Agency began utilizing these funds to construct improvements that will upgrade existing video surveillance systems (VSS) at six Pacific Surfliner stations, add new VSS at six additional stations, with all VSS along the LOSSAN rail corridor monitored in one central location as mentioned above. The project to upgrade the existing six stations has been completed, with the design for the new systems at the other six stations expected to be complete in the first quarter of 2021. The remaining work is anticipated to be complete later in 2021.

Safety and Security Related Capital Improvements

As part of the LOSSAN Agency's commitment to safety, efforts will be made, wherever possible, to prioritize rail capital projects that include elements that improve the safety and security of the LOSSAN corridor. Elements of the approved CIP include funding for state of good repair projects, as well as safety specific improvements. Additionally, staff will support efforts by our member agencies to seek funding for larger scale capital improvements, such as grade separations, grade crossing improvements, and bridge replacements, all of which contribute to the safety of the Pacific Surfliner service and our passengers.

LOSSAN Rail Corridor Safety Coordination and Emergency Response

The LOSSAN Agency coordinates safety and security activities with various stakeholders, and ROW owners along the corridor including: the state, LOSSAN member agencies, Amtrak, UPRR, BNSF, Metrolink, NCTD, Operation Lifesaver, Department of Homeland Security, and first responders along the LOSSAN rail corridor.

The LOSSAN Agency is continuing to pursue new agreements with local transit providers for emergency bus bridge service, like the one implemented with OCTA, as well as the creation of standard operating procedures to address service disruptions. Currently, Metrolink and NCTD coordinate with local transit agencies to provide bus bridges when emergency incidents occur in their respective territories. In addition, Amtrak, Metrolink, and NCTD often transport each other's passengers in the event of service disruptions along the corridor.

Public Awareness and Outreach



Public information efforts will continue to use both traditional methods and social media to build awareness about vehicular, bicycle, and pedestrian safety around the tracks. The LOSSAN Agency works with Operation Lifesaver to implement rail safety marketing and outreach campaigns that promote safe behavior around the tracks used by the Pacific Surfliner.

Operation Lifesaver is a national rail safety coalition committed to preventing collisions, injuries, and fatalities on and around railroad tracks and highway-rail at grade crossings through the support of public education programs. It is comprised of a voluntary

effort by railroads, safety experts, law enforcement, public agencies, and the general public. Several LOSSAN member agencies and partners currently participate in Operation Lifesaver activities by implementing safety awareness campaigns and providing rail safety education. The LOSSAN Agency will work to further expand its participation in the program, to help increase the reach of Operation Lifesaver's rail safety message.

Chapter 14: Emerging Corridors

In addition to managing the Pacific Surfliner rail service, the LOSSAN Agency works with member agencies to study corridor enhancements and expansion opportunities that provide connectivity within Southern California and beyond. In addition to the ongoing coordination with the development of the California HSR system (see Chapter 7), the LOSSAN Agency's focus has been on continuing to coordinate connectivity with two developing or emerging corridors; 1) the Coast Corridor, connecting the coastal communities north of San Luis Obispo and the San Francisco Bay Area with the Pacific Surfliner service area, and 2) the Coachella Valley – San Gorgonio Pass Rail Service, connecting the eastern communities throughout Riverside County and Coachella Valley. These connections will provide seamless travel opportunities by rail throughout the region and state. System improvements on existing and emerging rail corridors will contribute to the success of the LOSSAN rail corridor, support future statewide and regional rail operations, and provide enhanced connectivity with local transit systems.

Figure 14.1: Emerging Corridors



Source: LOSSAN Agency, 2020

The Coast Corridor (“Coast Route” Service)

The 474-mile Coast Corridor, which runs from San Francisco to Los Angeles, shown in Figure 14.1, currently serves a full complement of urban commuters, as well as regional, intercity, and interstate travelers. Constructed by the Southern Pacific Railroad between the late 19th and early 20th centuries, the Coast Corridor was originally built as a one-seat ride that moved passengers between San Francisco and Los Angeles. While the present adaptation has service in every region of the Coast Rail Corridor, there is currently no one-seat ride option that serves the entire length of the corridor.

Current passenger rail services that operate on segments of the Coast Corridor include Caltrain, Amtrak Pacific Surfliner, Amtrak Coast Starlight, and Metrolink. Freight rail services are operated by UPRR, which carries one to

four trains per day north of Oxnard and eight to 12 trains per day in the San Fernando Valley. For the UPRR, the Coast Rail Line is considered a “secondary” or “relief” line to the much busier Central Valley Line to the east, which connects Northern and Southern California via the Central Valley.

Implementing State-supported rail service between San Luis Obispo and San Jose to connect the State’s two Megaregions by 2027 is a goal in the State Rail Plan. This proposed service would fill a gap in passenger rail services between Northern and Southern California. One possibility for filling this gap in the State rail network is to extend Pacific Surfliner service north of San Luis Obispo.

The Coast Rail Coordinating Council (CRCC) consists of a technical and policy committee made up of staff and elected officials representing coastal agencies focused on improving passenger rail service along the Coast Route. In October 2018, SLOCOG, SBCAG, VCTC, Santa Cruz County Regional Transportation Commission (SCCRTC), and Transportation Agency for Monterey County (TAMC) formalized their relationship through a Memorandum of Understanding establishing themselves as the CRCC, with SLOCOG acting as the managing/administering agency for meeting coordination, grant submission, and other administrative responsibilities. The LOSSAN Agency is a participating agency of the CRCC and works with the CRCC member agencies and the State to help evaluate the options for developing and operating state-supported intercity rail service between San Luis Obispo and San Jose.

The Amtrak Coast Starlight is a daily long-distance train operating through the Coast Corridor that serves the needs of long-distance travelers between Seattle, the San Francisco Bay Area, Los Angeles, and points in between. New Coast Route rail service would operate between Los Angeles and San Jose and complement the Coast Starlight schedule with a reliable intercity service to meet the needs of communities between the San Francisco Bay Area and Los Angeles.

The LOSSAN Agency is participating as a stakeholder in three separate but related studies underway to evaluate options on the feasibility of implementing new or expanded intercity passenger rail or transit services along the Coast Corridor. These include the Rail Network Integration Study that is being led by TAMC, the Coast Rail Corridor Study led by SLOCOG on behalf of the CRCC, and SBCAG’s Regional Transit and Rail Planning and Integration Study. Additional information on these studies can be found in Chapter 7.

Several actions are needed to advance any new or expanded Coast Route rail service, in priority order:

1. Secure track access from host railroads
2. Secure state operating support
3. Secure equipment
4. Secure legislative authority to administer the service (if LOSSAN is the service provider)

With respect to Coast Route service, the LOSSAN Agency business plan includes adequate staff resources to monitor and participate in continued planning efforts led by CRCC staff or other partner agencies.

Coachella Valley – San Geronio Pass Rail Service

The Coachella Valley – San Geronio Pass Rail Corridor refers to the 140-mile long corridor between Los Angeles and the City of Indio as illustrated in Figure 14.1. This service would be like the Pacific Surfliner service, providing intercity passenger rail service that would operate through a wide variety of settings from the heavily urbanized areas of Los Angeles and Orange Counties to the less populated, but rapidly growing areas of eastern Riverside County.

As currently envisioned, the service would operate on the BNSF Railway through Los Angeles, Orange, and western Riverside County and the UPRR from Riverside through Palm Springs to Indio. Both railroads are currently constrained with heavy freight traffic operating to and from the Ports of Los Angeles and Long Beach. The only passenger rail service currently operating in the corridor between Los Angeles and the Coachella Valley is Amtrak's Sunset Limited, a long-distance train that operates three times per week between Los Angeles and New Orleans, with a stop in Palm Springs during overnight hours. There is significant travel demand based on current travel patterns along nearby freeways. The ridership potential is also demonstrated regionally by the growth in Metrolink ridership, and locally by the increase in Amtrak Thruway Bus Route 39 ridership operating between Fullerton, Palm Springs, and Indio. The eastern portion of the corridor is one of the fastest-growing areas of Southern California due to increasing residential development and experienced a doubling of population between 1990 and 2010, a trend that is expected to continue. In addition, the Coachella Valley has many tourist destinations that attract regional trips from Los Angeles and Orange counties, as well as national and international visitors.

The Coachella Valley – San Geronio Pass Rail Corridor's existing travel market is substantial, with 1.5 billion total annual two-way person trips (all modes) in 2000, and projections for more than 300 million additional trips by 2030, and another 100 million trips by 2040 (1.82 billion total).

In 2018, a draft service development plan (SDP) for the corridor was initiated and included development of a work plan, outreach efforts, alternatives analysis, market analysis, and ridership projections. In addition, a program-level environmental analysis is currently underway for this service and corridor. The final Environmental Impact Report / Environmental Impact Statement document, along with the SDP, is anticipated to be completed by the end of FY 2020-21. Once these planning efforts are finished, the corridor will be eligible to receive state and federal funds for design and construction. The LOSSAN Agency will continue to participate in these planning efforts and ensure they provide connectivity with the Pacific Surfliner service.

Summary

Moving forward, the LOSSAN Agency will continue to work with member agencies to participate in planning efforts for passenger rail service in these emerging corridors, with a focus on creating seamless connections between the Pacific Surfliner and future passenger rail services on the Coast and Coachella Valley corridors.

Glossary of Terms

ADA	Americans with Disabilities Act
Agency	Rail Corridor Agency
ASA	Administrative Support Agreement
Board	Board of Directors
BNSF	BNSF Railway
CalOES	California Governor's Office of Emergency Services
CalSTA	California State Transportation Agency
Caltrans	California Department of Transportation
CCJPA	Capitol Corridor Joint Powers Authority
CHSRA	California High Speed Rail Authority
CIP	Capital Improvement Program
CP	Control Point
CPUC	California Public Utilities Commission
CRCC	Coast Rail Coordinating Council
CTSGP	California Transit Security Grant Program
DRMT	Division of Rail and Mass Transportation
FAST Act	Fixing America's Surface Transportation Act
FY	Fiscal Year
FFY	Federal Fiscal Year
FRA	Federal Railroad Administration
FY	Fiscal Year
GHG	Greenhouse Gas
HP	Horsepower
HSR	High-speed rail
ITA	Interagency Transfer Agreement
JPA	Joint Powers Authority/Agreement
LAUS	Los Angeles Union Station
Link US	Link Union Station
LOSSAN	Los Angeles – San Diego – San Luis Obispo
Metro	Los Angeles County Metropolitan Transportation Authority
Metrolink	Southern California Regional Rail Authority
MP	Mile Post
NCTD	North County Transit District
OBIS	On Board Information System
OCTA	Orange County Transportation Authority
OTP	On-time performance
Plan	California State Rail Plan
PTC	Positive Train Control
Prop 1B	Proposition 1B
RCTC	Riverside County Transportation Commission
ROW	Right-of-way
SANDAG	San Diego Association of Governments
SB	Senate Bill
SBCAG	Santa Barbara County Association of Governments
SCAG	Southern California Association of Governments

SCORE	Southern California Optimized Rail Expansion
SCRRA	Southern California Regional Rail Authority
SDMTS	San Diego Metropolitan Transit System
SDP	Service Development Plan
SJJPA	San Joaquin Joint Powers Authority
SLOCOG	San Luis Obispo Council of Governments
SOU	Special Operations Unit
SRA	State Rail Assistance
STIP	State Transportation Improvement Program
TAC	Technical Advisory Committee
TIRCP	Transit and Intercity Rail Capital Program
UPRR	Union Pacific Railroad
UPS	Uniform Performance Standards
TSA	Transportation Security Administration
VCTC	Ventura County Transportation Commission
VSS	Video Surveillance System

