



# **MEETING NOTICE AND AGENDA**

MEMBER AGENCIES:

California Department of  
Transportation  
Los Angeles County Metropolitan  
Transportation Authority  
North San Diego County  
Transit District  
Orange County  
Transportation Authority  
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 High-Speed Rail Authority  
Riverside County  
Transportation Commission  
Southern California  
Association of Governments

ADDITIONAL TECHNICAL ADVISORY  
COMMITTEE MEMBERS:

BNSF Railway  
California Public Utilities Commission  
Southern California  
Regional Rail Authority  
Union Pacific

## **LOSSAN RAIL CORRIDOR AGENCY JOINT POWERS BOARD**

The Board may take action on any item appearing on this agenda.

Monday, November 19, 2012

12:30 to 2:30 p.m.

L.A. Metro  
Gateway Cities Conference Room  
One Gateway Center, Third Floor  
Los Angeles, CA

Lunch Provided

SANDAG Staff Contact: Linda Culp  
(619) 699-6957  
Linda.Culp@sandag.org

## **AGENDA HIGHLIGHTS**

- **APPOINTMENT OF NOMINATIONS COMMITTEE FOR 2013 CHAIR AND VICE CHAIR**
- **STATUS OF MEMBER AGENCY APPROVALS OF LOSSAN JOINT POWERS AGREEMENT**
- **CORRIDOR TRENDS**

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# LOSSAN RAIL CORRIDOR AGENCY JOINT POWERS BOARD

November 19, 2012

ITEM #	RECOMMENDATION
1. CHAIR'S REPORT	
Welcome and Introductions.	
2. PUBLIC COMMENT AND COMMUNICATIONS	
Speakers are limited to three minutes each.	
<b>CONSENT (Items 3 through 4)</b>	
+3. OCTOBER 15, 2012, MEETING MINUTES (Linda Culp, SANDAG) (pp. 6-9)	APPROVE
The meeting minutes are included for approval.	
+4. CORRIDOR MARKETING UPDATE (Linda Culp, SANDAG) (pp. 10-12)	INFORMATION
The summary from the member agency joint marketing staff on November 1, 2012, meeting is attached.	
<b>REPORTS (Items 5 through 12)</b>	
5. APPOINTMENT OF NOMINATIONS COMMITTEE FOR 2013 CHAIR AND VICE CHAIR (Chair Kellejian)	INFORMATION
LOSSAN Board Policy No. 1 states that the Chair shall appoint a nominations committee for recommending candidates for incoming chair and vice chair.	
+6. STATUS OF MEMBER AGENCY APPROVALS OF LOSSAN JOINT POWERS AGREEMENT (Linda Culp, SANDAG; Linda Bohlinger, HNTB; Tim McNulty, County of San Luis Obispo) (pp. 13-14)	DISCUSSION
Staff will provide a status update of member agency approvals of the LOSSAN Joint Powers Agreement, which was distributed on October 26, 2012, including comments received.	
+7. CORRIDOR TRENDS (Danny Veeh, SANDAG) (pp. 15-24)	INFORMATION
Current statistics on corridor on-time performance, ridership, and revenue is attached.	

ITEM #		RECOMMENDATION
8.	UPDATE ON THE STATE RAIL PLAN, SERVICE DEVELOPMENT PLANS, AND LOSSAN NORTH PROGRAMMATIC ENVIRONMENTAL DOCUMENT (Bill Bronte, Caltrans)	INFORMATION
	Caltrans will provide an update on current planning efforts for the corridor.	
+9.	PROPOSED 2013 LOSSAN MEETING SCHEDULE (Linda Culp, SANDAG) (pp. 25)	REVIEW AND COMMENT
	Staff has developed the draft 2013 meeting schedule for the Board's discussion. Any revisions can be made and presented to the Board for approval at its December 17, 2012, meeting.	
10.	UPDATE ON TRESTLES STATE HISTORIC AREA (Linda Culp, SANDAG)	INFORMATION
	Staff will provide a status of efforts to name the Trestles surfing beach in the San Diego/Orange County Line area, a state historic site, and the potential for impacts on the rail corridor.	
11.	BOARD MEMBER UPDATES	INFORMATION
12.	NEXT MEETING	INFORMATION
	The next Board of Directors meeting will be on Monday, December 17, 2012, in Los Angeles, beginning at 12:30 p.m.	

+ next to an item indicates an attachment



**LOSSAN**

Los Angeles - San Diego - San Luis Obispo  
Rail Corridor Agency

## 2012 BOARD OF DIRECTORS

County	Members	Alternates
<b>San Luis Obispo:</b> 1 vote	Fred Strong Council Member, City of Paso Robles Member, San Luis Obispo Council of Governments	Jan Howell Marx Mayor, City of San Luis Obispo Member, San Luis Obispo Council of Governments
<b>Santa Barbara:</b> 1 vote	Salud Carbajal Supervisor, County of Santa Barbara Member, Santa Barbara County Association of Governments	Helene Schneider Mayor, City of Santa Barbara Member, Santa Barbara County Association of Governments
<b>Ventura:</b> 1 vote	Keith Millhouse Mayor Pro Tem, City of Moorpark Member, Ventura County Transportation Commission	Brian Humphrey Member, Ventura County Transportation Commission
<b>Los Angeles:</b> 2 votes	David Golonski Mayor, City of Burbank Member, Los Angeles County Metropolitan Transportation Authority  Diane DuBois Vice Mayor, City of Lakewood Member, Los Angeles County Metropolitan Transportation Authority	Karen Heit Representative,  Los Angeles County Metropolitan Transportation Authority  Beatrice Proo Representative, Los Angeles County Metropolitan Transportation Authority
<b>Orange:</b> 2 votes	Bill Campbell Supervisor, County of Orange Member, Orange County Transportation Authority  Jerry Amante Councilmember City of Tustin Member, Orange County Transportation Authority	Christine Compton Representative Orange County Transportation Authority

County	Members	Alternates
<b>San Diego:</b> 2 votes	Chris Orlando Council Member, City of San Marcos Chair, North County Transit District   Jerry Rindone Member, San Diego County Board of Education Representative, San Diego Metropolitan Transit System   Joe Kellejian (Chair) Mayor, City of Solana Beach Representative, San Diego Association of Governments	Jerome Stocks Deputy Mayor, City of Encinitas Member, North County Transit District   Julianne Nygaard Advisory Representative, North County Transit District   Harry Mathis Chair, Metropolitan Transit System Member, San Diego Metropolitan Transit System
<b>Caltrans:</b> 1 vote	Bill Bronte Chief, Division of Rail California Department of Transportation	
<b>Ex-Officio Members:</b>		
<b>Amtrak</b>	Jonathan Hutchison Amtrak	
<b>California High-Speed Rail Authority</b>	Michelle Boehm California High-Speed Rail Authority	
<b>Riverside County Transportation Commission</b>	Greg Pettis Council Member, City of Cathedral City Member, Riverside County Transportation Commission	Karen Spiegel Council Member, City of Corona Member, Riverside County Transportation Commission
<b>Southern California Association of Governments</b>	Paul Glaab Mayor Pro Tem, City of Laguna Niguel Member, Southern California Association of Governments	

# JOINT POWERS BOARD

November 19, 2012

AGENDA ITEM NO.: **3**

**Action Requested: APPROVE**

OCTOBER 15, 2012, MEETING MINUTES

File Number 3400600

The LOSSAN Rail Corridor Agency Joint Powers Board met on October 15, 2012, in Los Angeles. In attendance were:

Joe Kellejian, SANDAG, Chair  
Jacki Bacharach, L.A. Metro, Vice Chair  
Bill Campbell, OCTA  
Christine Compton, OCTA (Alternate)  
Diane DuBois, L.A. Metro  
Karen Heit, L.A. Metro (Alternate)  
Chris Orlando, NCTD  
Jerry Rindone, SDMTS  
Helen Schneider, SBCAG

Fred Strong, SLOCOG  
Bill Bronte, Caltrans  
Brian Humphrey, VCTC  
Jonathan Hutchison, Amtrak  
  
Staff:  
Linda Culp, LOSSAN Staff  
Tim McNulty, General Counsel

## **CHAIR'S REPORT**

Joe Kellejian (SANDAG) opened the meeting and thanked L.A. Metro for hosting the meeting at the Harvey House Restaurant in Union Station.

## **PUBLIC COMMENT AND COMMUNICATIONS**

Ken Reuben (RailPAC and Southern California Transit Advocates) noted that since the Board was in the former Harvey House Restaurant, he shared an old rail traveler card that was used to purchase train travel and related expenses. Helen Schneider (SBCAG) noted a recent meeting between the Santa Barbara County Association of Governments Executive Director and California Transportation Commission (CTC) member Yvonne Braithwaite Burke, who has been nominated to the Amtrak Board of Directors. She has requested that LOSSAN send an updated letter of support for her nomination to her at the CTC.

## **AUGUST 30, 2012, MEETING MINUTES**

Jacki Bacharach (L.A. Metro) requested that those agencies abstaining and voting no on items be listed in the minutes as a matter of historical record. With that change, she moved approval of the consent calendar. The minutes were approved with the change on consent.

## **SUMMARY MINUTES OF THE AUGUST 30, 2012, LOSSAN JOINT POWERS BOARD/COAST RAIL COORDINATING COUNCIL POLICY COMMITTEE JOINT MEETING**

The minutes item was received on consent.

### **CORRIDOR TRENDS**

The corridor trends item was received on consent.

### **CORRIDOR MARKETING UPDATE**

The update item was received on consent.

### **SENATE BILL 1225**

Chair Kellejian introduced this item and noted that a final version of Senate Bill 1225 (Padilla) (SB 1225) was provided as an attachment to the staff report for the Board's information. He also noted that a final list of letters written to the Governor in support of his signature also was provided. Jerry Rindone (SDMTS) requested that Metropolitan Transit System in the listing be changed to San Diego Metropolitan Transit System.

### **REVISED DRAFT AMENDED JOINT EXERCISE OF POWERS AGREEMENT AND BYLAWS AND MANAGING AGENCY SELECTION TIMELINE**

Linda Culp (SANDAG) introduced this item and noted that the Chief Executive Officers (CEOs) recently endorsed a staff proposal to rearrange the next steps in terms of the governing documents in light of the Governor signing SB 1225. The Board approved a process and timeline for selecting a Managing Agency in August and specifically directed staff to release a Request for Proposals (RFP) for a Managing Agency once SB 1225 was signed. However, noting Board comments in August, Ms. Culp stated that staff took another look at the schedule of next steps and recommended that the Board consider releasing the governing documents for member agency approvals next, and once those are approved, releasing the RFP. Staff took this proposal to the CEOs, a majority of which endorsed it at the September meeting. As a result of this action, several changes were needed to both the amended Joint Powers Agreement (JPA) and bylaws. Linda Bohlinger (HNTB) then reviewed the overall changes with the Board. She also noted that since the agenda was posted, the Orange County Transit Authority, North County Transit District (NCTD), and L.A. Metro had provided additional comments that are minor in nature and will be incorporated into the final versions.

Vice Chair Bacharach asked first about confusion between the documents and the Board's regarding which member agencies are eligible to apply for Managing Agency, and specifically, that the addition of language naming ex-officio members as associate members was in conflict with the proposed action. Staff will clean-up this language so that it is consistent. Vice Chair Bacharach also asked about an apparent discrepancy regarding the interim work plan between the JPA and bylaws. Tim McNulty (General Counsel) responded that one was dealing with the timing of an interim work plan and the other with the overall requirement for a plan. Lastly, Vice Chair Bacharach requested that agencies review both documents one more time before they are officially transmitted for member agency approvals.

Fred Strong (SLOCOG) asked that this additional agency review not take more than one week, given that drafts have been available for review for some time.

Chris Orlando (NCTD) noted that the NCTD Board of Directors has not met since the Governor signed SB 1225. Therefore, he does not have the direction needed to vote in favor of this item. He also reiterated his concern that the process is being rushed, particularly in light of the schedule for the Interagency Transfer Agreement in SB 1225.

Vice Chair Bacharach asked what the specific NCTD concerns are and how the Board could assist. Mr. Orlando noted that the main concern continues to be funding and that NCTD has no local source of funding available should the state reduce funds for intercity service. Furthermore, NCTD has no funds available for a share of the proposed start-up costs, which is still under discussion by the CEOs.

After additional discussion, the Board voted to approve the amended JPA and bylaws in substantially the same form as Attachments 1 and 2 to the staff report for distribution to member agencies for approval by their governing boards by resolution. Staff will finalize the amended versions, distribute to member agency staff for final review, and distribute officially to member agencies within one week.

#### **CORRIDOR CAPITAL PROJECTS STATUS**

Ms. Culp provided an overview of the 62 capital improvement projects planned for the LOSSAN corridor. Overall, 17 percent of projects are fully funded and another 26 percent have partial funding. The majority of projects remain in the planning stages with undefined project schedules, and are located predominantly in the LOSSAN north segment of the corridor. Ms. Culp highlighted four projects currently in construction in San Diego and Los Angeles Counties and noted that the Board is invited to the ribbon cutting for the L.A. Union Station track and platform improvements this Wednesday.

When asked about the frequency of this report to the Board of Directors, members requested staff consider a quarterly report as needed.

#### **BOARD MEMBER UPDATES**

Bill Campbell (OCTA) requested a staff analysis of a recent proposal by the State Historic Preservation Officer to declare the Trestles area in north San Diego County/south Orange County a historic site; if this action would have any impact on future rail improvements; and to bring this analysis back at the November meeting.

Mr. Strong announced that he has been elected co-chair of the Transportation Committee for the National Association of Regional Councils and noted that he will be in Washington next spring providing input on the next federal reauthorization.

Bill Bronte (Caltrans) provided an update on the multi-state rail equipment procurement process, which began more than three years ago with the Section 305 Committee, which was required under the Passenger Rail Infrastructure and Investment Act (PRIIA 2008). California and Midwest States have secured \$840 million in grants for next generation rolling stock. Through an RFP process, five proposals were received; as lead agency, Caltrans has signed a notice of intent to award to the



Sumitomo Corporation. The winning bid was \$352 million for 130 cars, of which 42 will be for California intercity services, considerably lower than the \$571 million engineer's estimate. California and Washington also have funds and will issue an RFP for additional locomotives.

Ms. Culp noted that the joint rail timetable has been updated to incorporate the October 1, 2012, schedule changes and is again available at [www.lossan.org/timetable](http://www.lossan.org/timetable). She noted that Metrolink is working on station posters announcing the schedule and that staff will be working with Amtrak to distribute a flyer onboard the Surfliner trains. She thanked NCTD for continuing to maintain the timetable.

#### **NEXT MEETING**

The next LOSSAN Board of Directors meeting is scheduled for Monday, November 19, 2012, in Los Angeles.

Key Staff Contact: Linda Culp, (619) 699-6957, [Linda.Culp@sandag.org](mailto:Linda.Culp@sandag.org)

# JOINT POWERS BOARD

November 19, 2012

AGENDA ITEM NO.: **4**

**Action Requested: INFORMATION**

CORRIDOR MARKETING UPDATE

File Number 3400600

## **Introduction**

Joint meetings of the LOSSAN member agency marketing and communications staff were identified as one of the improvements in the LOSSAN Corridor Quick Improvements Study (2008). The 11th bimonthly marketing/communications/planning staff meeting was held on November 1, 2012, with staff from Amtrak, Caltrans, Metrolink, San Diego Metropolitan Transit System (SDMTS), L.A. Metro, Orange County Transit Authority (OCTA), SANDAG, Santa Barbara County Association of Governments (SBCAG) and San Luis Obispo Council of Governments to discuss current marketing efforts and future joint marketing opportunities. The following is the meeting summary.

## **Joint Timetable Promotion**

The LOSSAN corridorwide joint timetable combines the schedules of Amtrak, Metrolink, and COASTER trains that operate on the LOSSAN corridor. The joint timetable was posted online in August, updated to include the October 1st schedule changes, and is currently available to download at [www.lossan.org/timetable](http://www.lossan.org/timetable). Now that the timetable has been finalized, efforts have shifted to marketing and promotion, with the goal of informing passengers about the new timetable and directing them to the Web site. The following includes a list of the marketing activities that are taking place.

Links Added to Member Agency Web Sites – To date, all member agencies except Ventura County Transportation Commission and SDMTS have posted the link on their individual Web sites. Amtrak has a policy against linking to external Web sites, but is in the process of posting the current version of the pdf file on its national Web site.

Staff presented an overview of recent Web statistics showing the popularity of the timetable. From August through October there have been nearly 3,400 page views, or more than 50 per day, to the timetable Web page. More than two-thirds of the views have come from links on the North County Transit District (NCTD) and Metrolink Web sites.

Social Media – Several member agencies have posted an announcement and link on their Facebook and/or Twitter accounts. Staff will distribute sample language for agency use.

Press, Blogs, and Newsletters – Both Metrolink and OCTA have included prominent articles in their monthly customer newsletters announcing the timetable. Metrolink recently posted flyers at its stations. L.A. Metro staff will be writing an upcoming article for Metro Briefs, which have a fairly wide distribution.

Flyers and Seat Drops – Staff has developed a flyer/seat drop to be placed in brochure holders onboard Pacific Surfliner and COASTER trains and at all Amtrak stations. Staff discussed the cost limit of \$2,500 for printing about 25,000 flyers. As the LOSSAN Project Manager, HNTB has been asked to print these flyers as part of the LOSSAN corridorwide planning work. SBCAG staff requested that LOSSAN staff check for additional quotes as they have found estimates online for considerably less.

### **Agency Initiatives**

Pacific Surfliner – Amtrak discussed two student discount programs. The Amtrak California Student Discount Program provides 20 percent off San Joaquin and Pacific Surfliner fares to college students at 15 participating institutions, and generated approximately \$11,000 in revenue in September. The Student Advantage Program is a nationwide program in which students may purchase a membership card and receive 15 percent off Amtrak and other brands. Currently, there are 14,400 Student Advantage card holders in California and in FY 2012 the program generated \$17.7 million in Amtrak revenue and \$1.3 million in California, including \$306,843 on the Pacific Surfliner and \$287,060 on the San Joaquin.

To take advantage of new, direct flights from Tokyo to San Diego, Amtrak staff has been working with the San Diego Convention and Visitors Bureau to target Japanese travel agencies and tour operators to integrate Pacific Surfliner travel into their package tours and itineraries. JTB, Japan's largest tour operator, will be including Pacific Surfliner travel options in packages from San Diego to Anaheim and Los Angeles.

Amtrak staff partnered with the Santa Barbara Car Free Project (cooperative travel program run by the Santa Barbara County Air Pollution Control District) on a series of "Carmageddon" ads in the L.A. Times Sunday travel section. For CY 2012 (through September), the Santa Barbara Car Free partnership generated \$135,000 in Pacific Surfliner revenue (25 percent increase over last year). Amtrak is working on renewing the partnerships with Santa Barbara and San Luis Obispo County Car Free Programs for 2013.

The San Diego Chargers/Pacific Surfliner/Trolley promotion is generating 450 passengers per game. Caltrans staff has released a Request for Proposal (RFP) to secure a new ad agency and expects the contract to be awarded in December and the agency to start in January 2013.

Metrolink – Staff noted that October 2012 ridership has been the highest October ridership in four years. Its weekend pass, which offers unlimited ridership during the weekend for \$10, was successful. They will continue to offer this pass during the upcoming Thanksgiving weekend, giving riders four days of travel for \$10. Staff continues gearing up for the Holiday Toy Express trains, which will visit each station by December 22, 2012.

Orange County – OCTA has hired a consultant to complete a signage assessment at each of its stations, building upon the station assessments completed by LOSSAN earlier this year (LOSSAN Corridorwide Station Information Assessment, March 2012). Staff noted that these assessments could be expanded throughout the system.

SDMTS – SDMTS staff asked about the status of customer information at the Old Town Transit Center. During outreach efforts, staff continue to encounter Amtrak riders inquiring about basic

information on how to ride, which platform to use, and how to buy a ticket. SDMTS Staff also asked to partner with Amtrak on the student discount programs. SDMTS regularly places ads in publications at the seven largest campuses in the region and conducts marketing events at San Diego State University and University of California, San Diego. SDMTS, Amtrak, and Caltrans staff will coordinate.

### **Corridor Communications and Construction Windows**

SANDAG staff noted that the Oceanside Transit Center will begin modernization next year. Also, the public outreach effort is currently being finalized with NCTD, but will need to include all operators. OCTA staff noted an absolute work window is planned for January 12-13, 2013, in order to accommodate work at the San Clemente Pier Station.

### **Next Meeting**

The next call is planned for January 3, 2013. Staff agreed to hold an in-person meeting, potentially in March 2013, to present the status of several high-profile corridor projects, including the Los Angeles Union Station Master Plan.

Key Staff Contact: Linda Culp, (619) 699-6957, [Linda.Culp@sandag.org](mailto:Linda.Culp@sandag.org)

# JOINT POWERS BOARD

November 19, 2012

AGENDA ITEM NO.: **6**

**Action Requested: DISCUSSION**

STATUS OF MEMBER AGENCY APPROVALS  
OF LOSSAN JOINT POWERS AGREEMENT

File Number 3400600

## **Introduction**

On September 29, 2012, Governor Brown signed SB 1225, the Intercity Passenger Rail Act of 2012 (Padilla) (SB 1225). SB 1225 allows the LOSSAN Rail Corridor Agency to amend the Joint Powers Agreement (JPA) to expand the authority of the agency to permit the administration of state-funded intercity passenger rail services on the LOSSAN corridor and elect to become party to an Interagency Transfer Agreement with the state.

At its October 15, 2012, meeting, the Board of Directors approved the amended JPA for distribution to member agencies. All voting member agencies are required to approve the amended JPA and ex-officio/associate members are required to approve should they wish to continue on the Board as ex-officio/associate members. In releasing the document, the Board also requested one additional member agency, staff-level review. Staff released the document for this review on October 17, 2012, and received additional comments from North County Transit District staff, the responses to which were reviewed jointly. As a result, some additional minor edits were made and the document was officially distributed on October 26, 2012. Since then, additional comments have been received from California High-Speed Rail Authority (Authority) staff, who request a WHEREAS clause referencing the provision on the Authority's business plan in SB 1225 and additional flexibility in appointing its board representative. No other comments have been received.

The Technical Advisory Committee received an update on this process at its November 8, 2012, meeting and provided the status of individual approvals as shown in Table 1. To date, all agencies have scheduled this as an item on their Board sometime between November 2012 and January 2013.

Key Staff Contacts: Linda Bohlinger, (714) 460-1612, lbohlinger@hntb.com  
Tim McNulty, (805) 781-5400, tmcnulty@co.slo.ca.us  
Linda Culp, (619) 699-6957, Linda.Culp@sandag.org

<b>Table 1</b>	
<b>STATUS OF MEMBER AGENCY APPROVALS OF THE AMENDED LOSSAN JPA</b>	
<b>Member Agency</b>	<b>Status</b>
Caltrans	tbd
San Luis Obispo County of Governments	December 5 Board meeting
Santa Barbara County Association of Governments	December
Ventura County Transportation Commission	January
L.A. Metro	January
Orange County Transportation Authority	Transit Committee approved on November 8; Scheduled for November 26 Board meeting
North County Transit District	November 15 Board meeting
San Diego Association of Governments	January
San Diego Metropolitan Transit System	January
Southern California Association of Governments	January
Amtrak	Executive approval December
California High-Speed Rail Authority	tbd
Riverside County Transportation Commission	January

# JOINT POWERS BOARD

November 19, 2012

AGENDA ITEM NO.: **7**

**Action Requested: INFORMATION**

CORRIDOR TRENDS

File Number 3400600

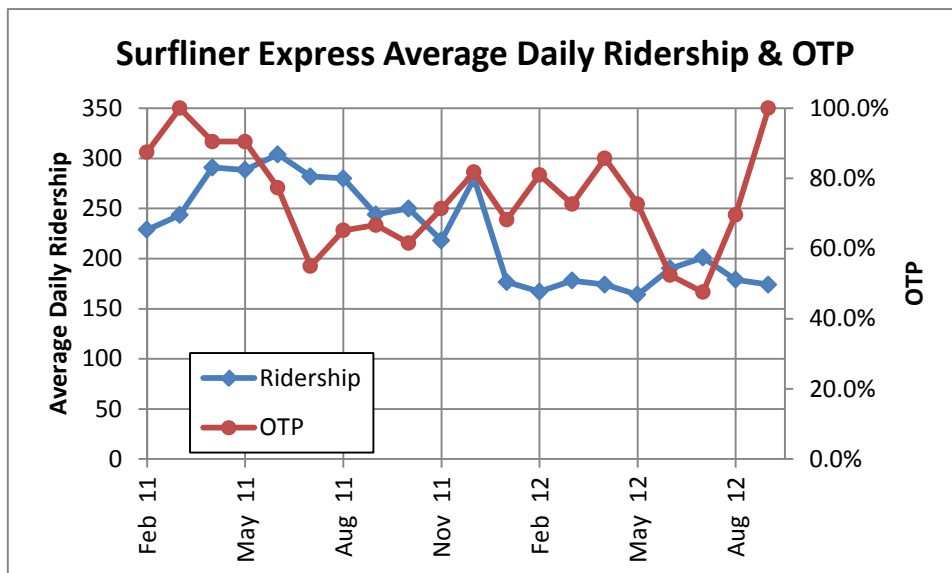
## Introduction

This report includes statistics that measure ridership, revenue, on time performance (OTP), and customer satisfaction index (CSI) for the passenger rail services on the LOSSAN corridor, including the Pacific Surfliner, Coast Starlight, Metrolink, and COASTER. The Capitol Corridor, San Joaquin, and Amtrak overall figures are included for comparison.

## Surfliner Express

Amtrak and Caltrans launched the Pacific Surfliner Express Service on February 15, 2011, converting Train 565 (between San Diego and Los Angeles) to an express train, with intermediate stops at Solana Beach, Oceanside, Irvine, and Anaheim.

In September 2012, the Surfliner Express ridership was 29 percent lower than September 2011, with an average of 174 passengers per train. OTP has improved drastically, from 47.6 percent in July to 69.9 percent in August, and most recently, 100 percent in September. The Burlington Northern Santa Fe (BNSF) Railway tie replacement track work between Los Angeles and Fullerton was completed in July. However, OTP on the Surfliner Express was still a bit low. due in part to the use of the single-level train set every day as well as other track work and slow orders throughout the corridor. OTP improved in September, after new equipment rotations were set that limit the use of the single-level train set to every other day along with the removal of slow orders.



## **Ridership**

When compared to the previous year, the Pacific Surfliner has had declining ridership in 10 of the last 12 months, but ridership increased in September by 0.8 percent. As reported in previous reports, the reasons for the drop in ridership on the Pacific Surfliner include a 17 percent drop in Metrolink Rail2Rail passengers compared to last year, residual impacts from the low OTP due to the extraordinary amount of track work, and a 2 percent fare increase in August.

In January, Caltrans began operating daily Pacific Surfliner service at Old Town, which is just north of San Diego. Caltrans originally expected that there might be a diversion of ridership from San Diego to Old Town, but the ridership figures indicate that San Diego ridership dropped by 312 on/offers in September, which is more than offset by an increase of 6,564 on/offers at Old Town. This represents a nearly 1 percent increase in overall corridor ridership, or roughly an 11 percent increase when combining San Diego and Old Town. There may be room for further growth since currently there is no Amtrak signage or ticket information at Old Town.

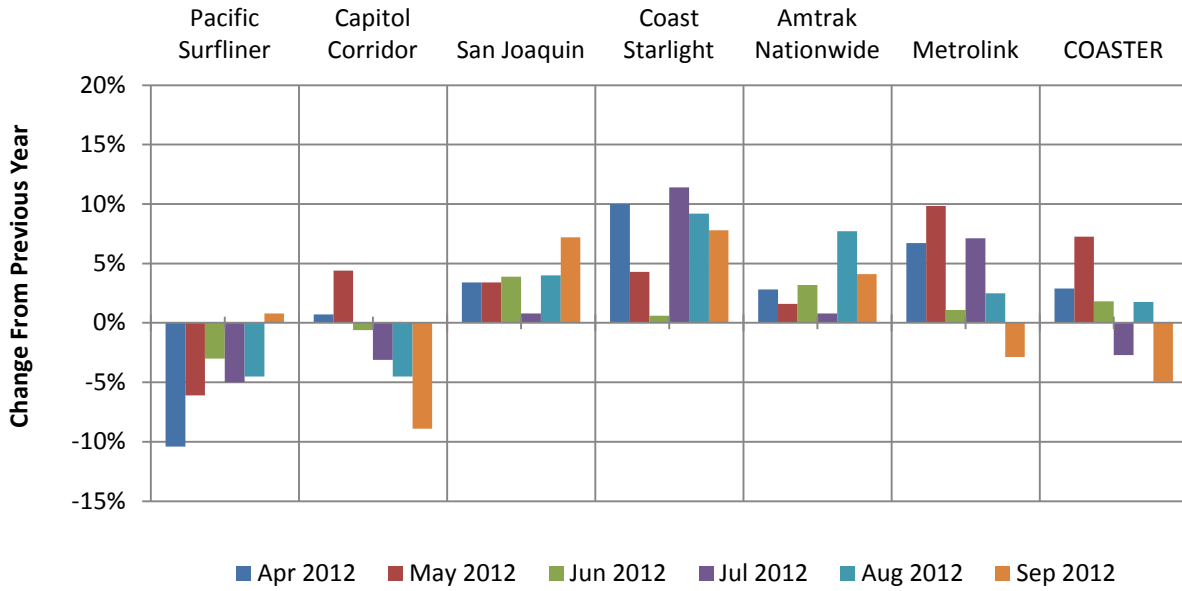
The Coast Starlight has maintained positive ridership growth for the past 12 consecutive months. The Coast Starlight also had a ridership increase of 7.8 percent in September. After more than two years of positive growth, the Capital Corridor has had a decline in ridership for the past four months, with an 8.9 percent decline in September. Despite the drop, the Capitol Corridor achieved record ridership for FFY 2012, which was 2 percent more than 2011. The San Joaquin experienced positive ridership growth, with a 7.8 percent increase in September. Nationwide, Amtrak ridership had a positive growth in ridership, with a 4.1 percent increase in September.

For the commuter rail services on the LOSSAN corridor, the COASTER experienced more than a full year of substantial double-digit increases in ridership from March 2011 through March 2012. This year-to-year growth has leveled off in June and declined by 5.5 percent in September. Metrolink ridership also was down by 2.9 percent in September. One of the reasons for the drop in commuter rail ridership could be attributed to the fact that there were two fewer weekdays in September 2012 compared to September 2011. Metrolink also had a fare increase in August.

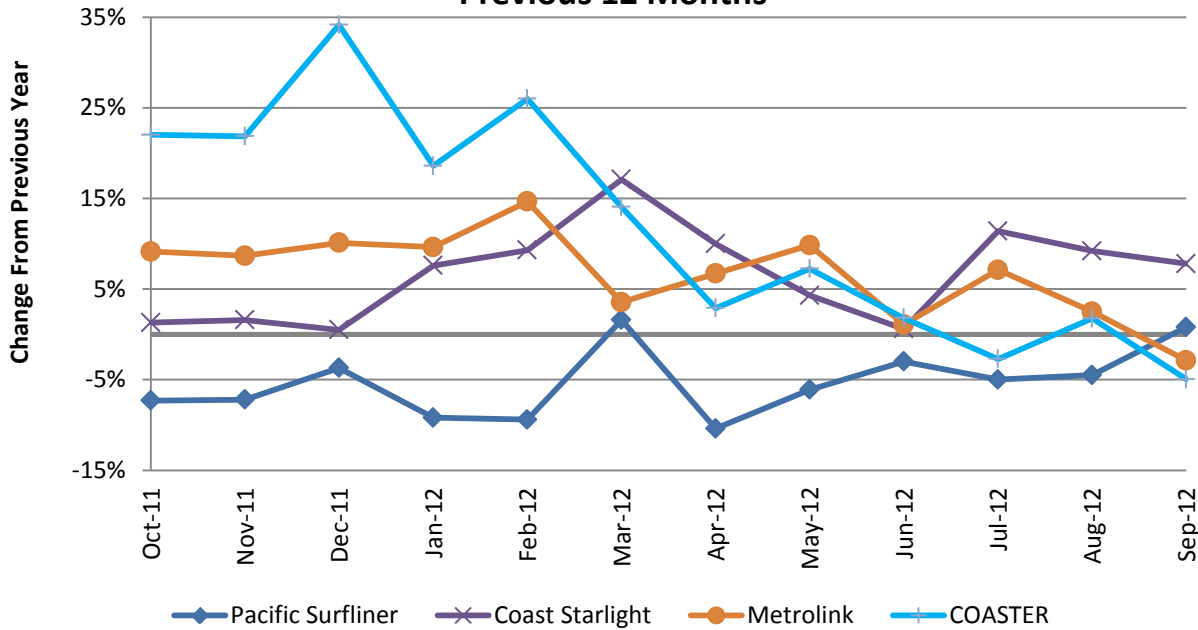
One factor effecting ridership on the Pacific Surfliner and COASTER was the absolute work window on the weekend of September 8, which shut down rail south of Oceanside. COASTER service was cancelled and Amtrak transferred passengers on a bus bridge to Solana Beach, Old Town, and San Diego.

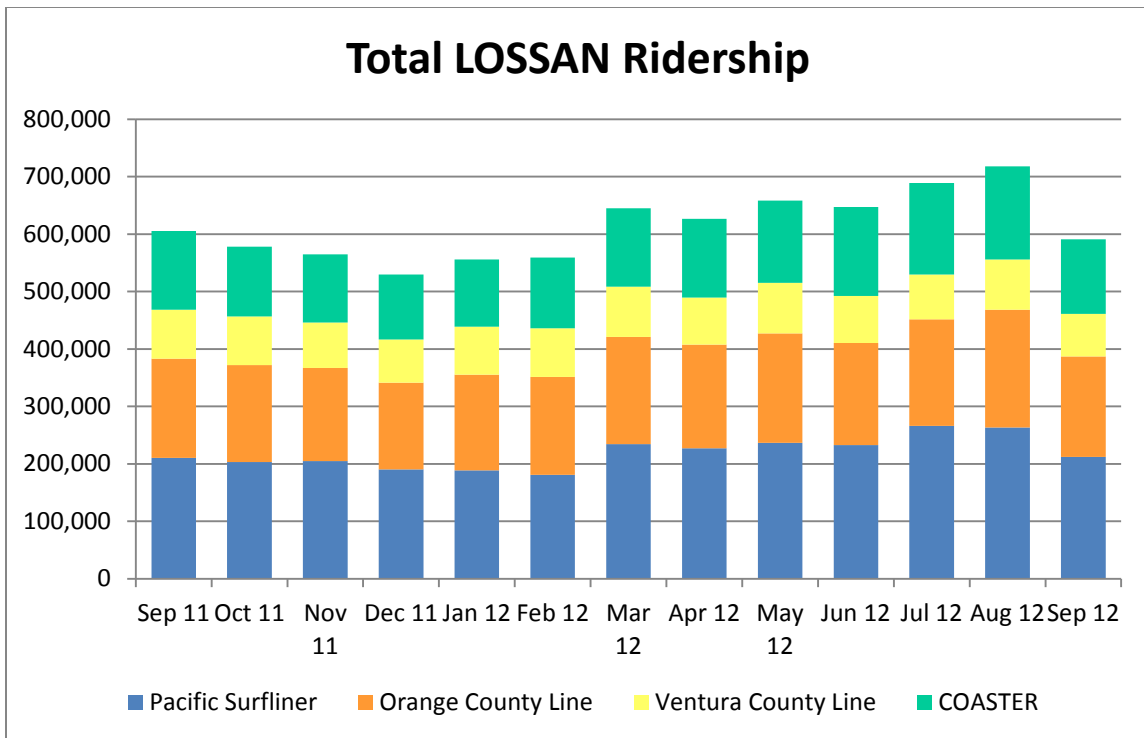
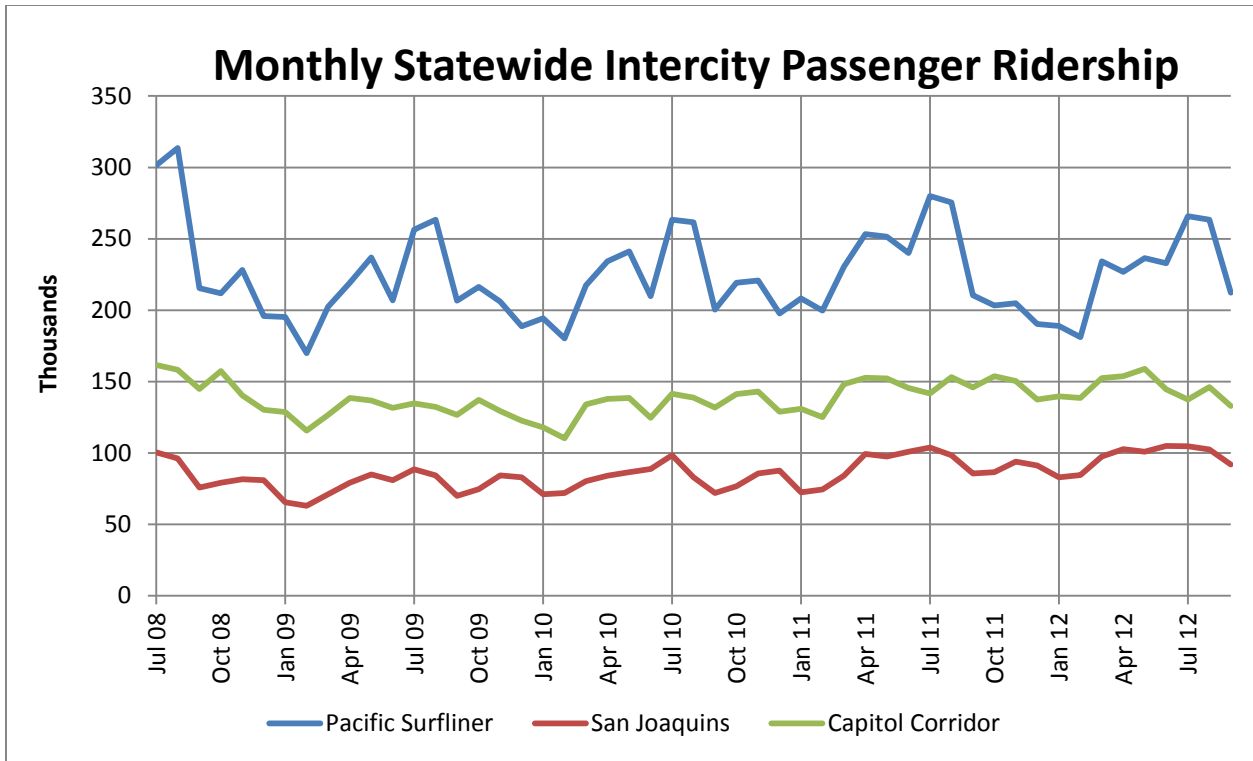


## Change In Passenger Rail Ridership



## Change In Ridership of Corridor Passenger Rail Service Previous 12 Months

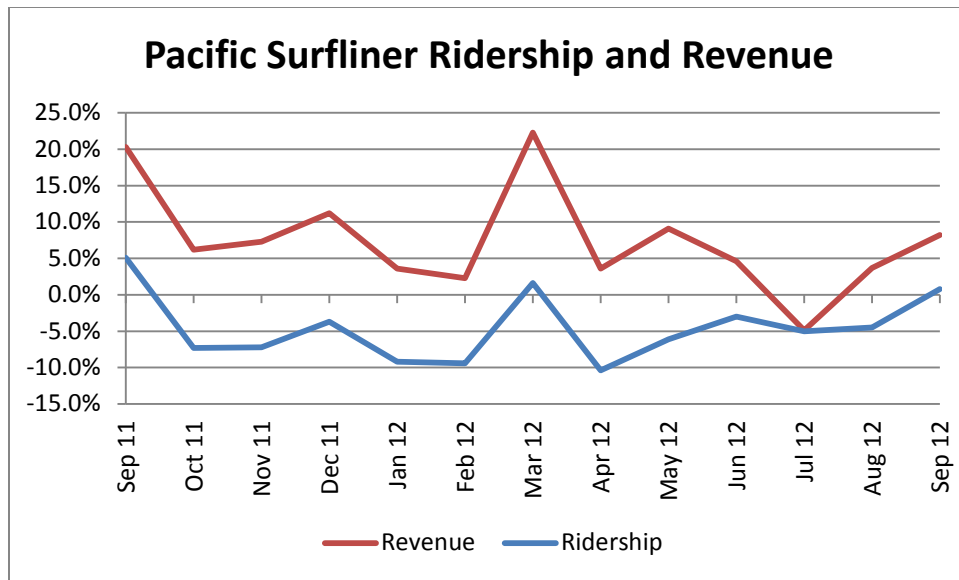




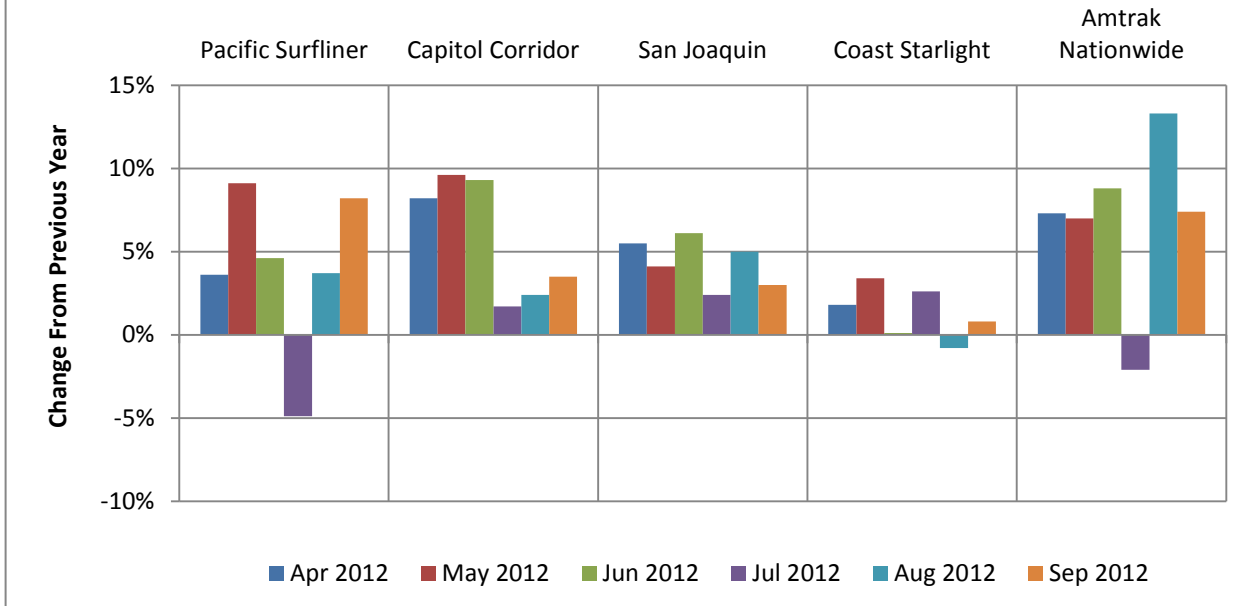
## Revenue

Despite the downward trend in ridership over the past year, the Pacific Surfliner was able to maintain positive increases in revenue each month except July 2012. In September, the Surfliner revenue was 8.2 percent higher than September of last year. A 2 percent fare increase in August helped increase revenues on the Surfliner. Caltrans opted to enact a flat 2 percent fare increase for all trains rather than a proposed 10 percent weekend fare increase.

Revenue on the Capitol Corridor was up by 3.5 percent in September, while the San Joaquin was up by 3.0 percent. The Coast Starlight recorded a slight increase in revenue, with a 0.8 percent gain. Nationwide, Amtrak had a 7.4 percent revenue gain.



## Change In Intercity Passenger Revenue



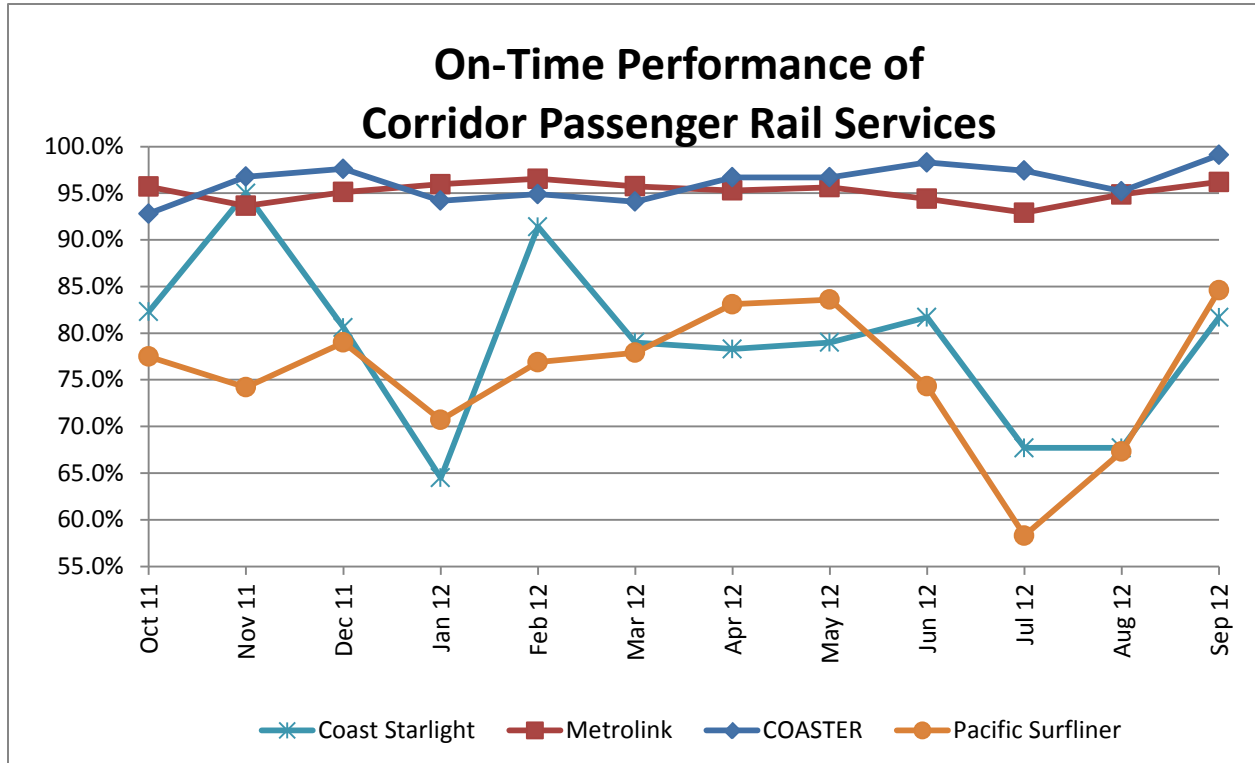
### OTP

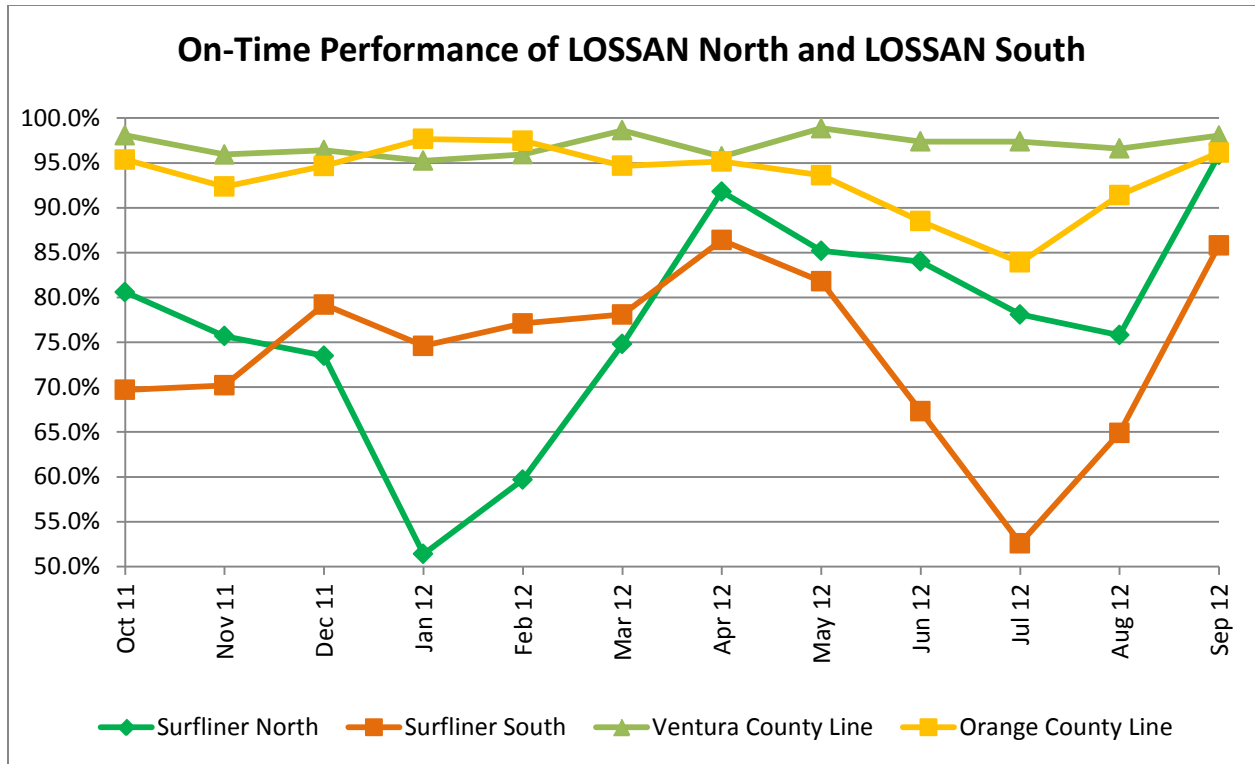
The overall Pacific Surfliner OTP rebounded from 70 percent in August to 84.6 percent in September. September 2012 marks the highest monthly OTP for the Surfliner since February 2011. LOSSAN north performed better than LOSSAN south, with 95.9 and 85.8 percent, respectively. The BNSF tie project between Los Angeles and Fullerton ended on July 26, 2012. Despite the completion of the BNSF project, there are still slow orders in place throughout the corridor due to ongoing construction projects. Another factor for OTP is the Del Mar race season in July and August. During race season, a second, single-level set was added to the Pacific Surfliner equipment rotation in order to meet the high ridership demands. The single-level equipment experiences more frequent delays due to boarding passengers, especially Americans with Disabilities Act passengers, which require the use of a manual lift. Amtrak also adds a "Del Mar Block," which includes an extra locomotive, an extra Business Class car, a Cross County Café car, and an extra Coach car to select trains to increase passenger comfort and avoid standing-room only.

The COASTER OTP also improved significantly to 99.1 percent in September. Metrolink OTP in September was up to 96.2 percent for all lines. The Ventura County Line OTP was 98 percent in September, while the Orange County Line OTP was 96.2 percent. The Orange County Line OTP improved over July and August due primarily to the elimination of speed restrictions between Fullerton and Los Angeles.

The October 1, 2012, schedule change includes several small changes to the Amtrak, Metrolink, and COASTER schedules that will help improve train meets and adjust dwell times that should improve OTP.

As discussed in previous meetings, the methodologies between calculating OTP for intercity and commuter services are different. Commuter trains are considered late if they are six or more minutes late to the terminal location. Pacific Surfliner trains operating between Goleta and San Diego are considered late if they arrive 10 or more minutes after their scheduled times, and 20 minutes or more for trains operating between San Luis Obispo and San Diego. There also are different assumptions as to whether annulled trains are included in OTP calculations.



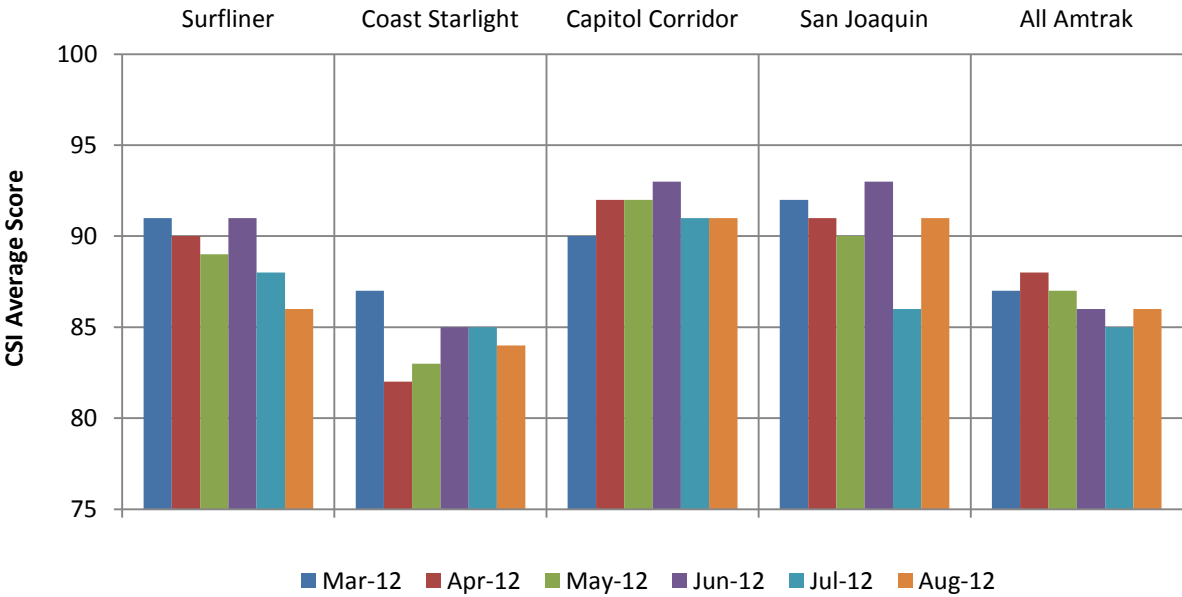


**CSI**

The Pacific Surfliner CSI has decreased for three consecutive months, with an average score of 86 for August 2012. The lowest scores on the Surfliner were related to restroom odor and cleanliness of windows. There is a noted correlation between OTP and CSI. Therefore, the low OTP in July and August likely affected the CSI scores. Attachment 1 is the Pacific Surfliner CSI summary sheet for August 2012.

The Coast Starlight average CSI was 84. The Capitol Corridor had an average score of 91 in August. San Joaquin improved to 91. The nationwide Amtrak average was 86.

# Amtrak Overall Customer Satisfaction Index (CSI)



Key Staff Contact: Danny Veeh (619) 699-7317, Danny.Veeh@sandag.org

Attachment: 1. Pacific Surfliner FY 2012 Customer Satisfaction Scores - August 2012

## Pacific Surfliner

### FY12 Customer Satisfaction Scores (with change vs year ago)

**FY12 Goal\*: 89%**  
**FY11 Year-End Score\*: 86%**

	August 2012						3 Month Average						Fiscal Year-to-Date					
	% Very Satisfied (80, 90, 100)		% Very Dissatisfied** (0, 10, 20)		Average Score		% Very Satisfied (80, 90, 100)		% Very Dissatisfied** (0, 10, 20)		Average Score		% Very Satisfied (80, 90, 100)		% Very Dissatisfied** (0, 10, 20)		Average Score	
	CSI	Chg.	CSI	Chg.	CSI	Chg.	CSI	Chg.	CSI	Chg.	CSI	Chg.	CSI	Chg.	CSI	Chg.	CSI	Chg.
Overall CSI	87%	+3	4%	+1	88	+1	87%	+2	3%	+1	89	+1	86%	0	2%	0	89	0
Value of Amtrak service for price paid	84%	+3	4%	-1	86	+1	83%	-1	2%	-1	86	-1	82%	-2	3%	+1	86	-1
Trip information prior to boarding train	85%	+2	5%	+1	88	0	88%	-2	4%	+1	90	-1	88%	-1	3%	+1	90	-1
Comfort of seat	83%	+3	0%	0	86	-1	87%	+2	1%	0	88	0	85%	+2	1%	0	87	0
Smooth/comfortable ride	87%	-3	1%	0	89	-1	88%	-1	1%	0	90	0	87%	0	1%	0	89	-1
Air temperature	86%	+5	1%	0	88	+1	87%	0	1%	0	89	0	86%	0	1%	0	88	-1
Overall cleanliness of train	81%	-2	2%	+1	85	-1	85%	+1	2%	+1	88	+1	83%	+1	1%	0	87	+1
Cleanliness of train windows	60%	-9	3%	+2	76	-4	65%	-2	3%	-1	79	0	65%	+1	5%	0	78	+1
Restroom cleanliness	59%	-3	2%	-2	77	0	68%	+4	4%	+1	79	+2	64%	-2	5%	+2	77	-1
Restroom odor	54%	-8	2%	-3	74	-1	65%	+4	6%	0	76	+2	63%	0	7%	+1	75	0
Information given on services/safety	72%	-3	4%	-1	81	-2	72%	-2	4%	0	82	-1	73%	0	3%	0	82	0
Information given on problems/delays	80%	+4	5%	0	84	+2	81%	+3	5%	+1	85	+1	80%	-1	4%	+1	85	0
Clarity of announcements	70%	+1	3%	-3	81	+2	73%	+2	4%	-1	82	+2	73%	+1	4%	0	82	+1
On-time performance	78%	+1	7%	-1	81	0	82%	0	5%	0	85	0	81%	-2	5%	+1	85	-1
Personal security on the train	82%	-2	0%	-1	88	0	89%	+1	1%	-1	91	+2	89%	+2	1%	-1	91	+2
Friendliness/helpfulness of train conductors	85%	+1	2%	-3	88	+3	85%	-1	4%	0	87	0	85%	+1	2%	-1	89	+1
Availability of food in café car	74%	+16	0%	-5	81	+5	74%	+16	1%	-3	83	+7	67%	+2	3%	-1	79	+1
Friendliness/helpfulness of café car personnel	91%	+13	0%	0	91	+6	87%	+9	1%	-1	89	+4	85%	0	2%	+1	88	0
Quality/freshness of food in café car	77%	+11	0%	-5	83	+5	78%	+11	0%	-4	85	+6	71%	+1	3%	-1	80	0
Variety of food items in café car	59%	0	5%	0	78	+6	61%	+7	3%	-5	77	+7	56%	+3	6%	-1	72	+1
Overall experience in café car	82%	+14	0%	-5	85	+7	78%	+11	0%	-4	85	+6	74%	-1	2%	0	82	0
Overall Wi-Fi service	Due to the lower response rates for the Wi-Fi questions, scores for these attributes will not be reported at the monthly level.						58%		7%		73		57%		11%		72	
Ease of accessing Wi-Fi service (sign-on process)							68%		5%		79		67%		8%		78	
Ability to perform online activities							59%		11%		71		58%		14%		71	
Ability to stay connected to Wi-Fi service							56%		14%		69		54%		15%		68	
Time it takes to load/access websites, emails, etc.							49%		12%		67		53%		14%		68	
Number of responses in current period	95						333						1,148					
Number of responses year ago	104						326						1,224					

\* Overall CSI score, % very satisfied

\*\* For % Very Dissatisfied, a negative change in the year-over-year score shows an improvement; a positive change shows the score has worsened.





## DRAFT FOR DISCUSSION

### 2013 LOSSAN MEETING SCHEDULE

(All Meetings at LA Metro unless otherwise noted)

BOARD OF DIRECTORS (Monthly, Third Wednesday 12:30 – 2:30 pm unless noted)	Technical Advisory Committee (TAC) (Monthly, First Thursday 10:00 – 12:00 pm unless noted)
	January 3
January 16	February 7
February 20	March 7
March 29 (Friday) – Santa Barbara	April 4
April 17	May 2
May 15	June 6
June 19 – Orange County	June 27
July 17	Aug 8
August 30 (Friday) – San Diego	September 5
September 18	October 3
October 16	November 7
November 20	December 5
December 18	

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