



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 TECHNICAL ADVISORY COMMITTEE (TAC)

The LOSSAN TAC may take action on any item appearing on this agenda.

Friday, June 29, 2012

10 a.m. to 12 noon

San Diego Association of Governments (SANDAG)
Conference Room 9A
401 B Street, Suite 800
San Diego, CA 92101

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

AGENDA HIGHLIGHTS

- **LOSSAN LEGISLATION UPDATE**
- **TAC RECOMMENDATIONS TO INCREASE SURFLINER RIDERSHIP**
- **LOSSAN JOINT TIMETABLE**

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To request this document or related reports in an alternative format, please call (619) 699-1900, (619) 699-1904 (TTY), or fax (619) 699-1905.

TECHNICAL ADVISORY COMMITTEE

Friday, June 29, 2012

MEETING LOCATION

The main location for this meeting is at SANDAG in San Diego, CA. Several LOSSAN member agencies will be attending this meeting via teleconference from the following locations:

- San Luis Obispo Council of Governments, 1114 Marsh Street, San Luis Obispo, CA
- Santa Barbara County Association of Governments, 260 North San Antonio Road, Suite B, Santa Barbara, CA
- Ventura County Transportation Commission, 950 County Square Drive, Suite 207, Ventura, CA
- Metro, One Gateway Plaza, Los Angeles, CA
- Southern California Association of Governments, 818 W. Seventh Street, 12th Floor, Los Angeles, CA
- Orange County Transportation Authority, 550 S. Main Street, Orange, CA
- Riverside County Transportation Commission, 4080 Lemon Street, 3rd Floor, Riverside, CA
- North County Transit District, 810 Mission Avenue, Oceanside, CA
- Amtrak, 530 Water Street, Oakland, CA
- Caltrans Division of Rail, 1120 N Street, Sacramento, CA

The public is welcome to attend and testify at any of the LOSSAN member agency locations listed above, all of which are accessible to the public. For more information, please contact LOSSAN staff at (619) 699-7317 or e-mail Danny.Veeh@sandag.org for specific meeting room locations at least 72 hours in advance of the meeting. Otherwise, conference calling is available.

TECHNICAL ADVISORY COMMITTEE

Friday, June 29, 2012

ITEM #		ACTION
1.	WELCOME AND INTRODUCTIONS	
2.	PUBLIC COMMENT/COMMUNICATIONS	
	Speakers are limited to three minutes each.	
+3.	JUNE 7, 2012, MEETING MINUTES (Danny Veeh, SANDAG)	APPROVE
	The LOSSAN TAC is asked to approve the minutes from the LOSSAN TAC's last meeting. Please see the attachment.	
4.	LOSSAN LEGISLATION UPDATE	DISCUSSION
	Senate Bill 1225 to authorize local management of the Pacific Surfliner intercity service continues to move through the state legislature. The bill was last amended on May 30, 2012. SB 1225 is scheduled to be heard in Assembly Transportation Committee on June 25, 2012, and Assembly Local Government on June 27, 2012.	
5.	TAC RECOMMENDATIONS TO INCREASE PACIFIC SURFLINER RIDERSHIP (All TAC members)	DISCUSSION
	At the June 18, 2012, LOSSAN Board meeting, the TAC was directed to propose some ideas to improve ridership on the Pacific Surfliner. Recommendations from this discussion will be brought to the Board in July for consideration by Caltrans and Amtrak.	
6.	LOSSAN JOINT TIMETABLE (Danny Veeh, SANDAG)	DISCUSSION
	The LOSSAN TAC has reviewed the draft LOSSAN corridorwide joint timetable that combines the schedules of Amtrak, Metrolink, and COASTER trains. North County Transit District staff has taken the lead of the design of the joint timetable and is now revising the documents with the July 2, 2012, Metrolink schedule change. Staff will discuss the next steps to finalize the joint timetable.	
+7.	CORRIDOR TRENDS (Danny Veeh, SANDAG)	INFORMATION
	The latest corridor statistics, including ridership and revenue statistics and customer satisfaction indices, are attached.	

TECHNICAL ADVISORY COMMITTEE

Friday, June 29, 2012

ITEM #		ACTION
8.	CALIFORNIA STATE RAIL PLAN AND SERVICE DEVELOPMENT PLAN UPDATE (Emily Burstein, Caltrans) Caltrans Division of Rail prepares the California State Rail Plan every two years as an examination of passenger and freight rail transportation in the state of California. Caltrans will discuss the schedule, process, and stakeholder involvement for the next update to the California State Rail Plan and Service Development Plans (SDP).	DISCUSSION
9.	LOSSAN NORTH ENVIRONMENTAL IMPACT REPORT/ ENVIRONMENTAL IMPACT STATEMENT (EIR/EIS) (Joe Valdez, Caltrans) The Caltrans Division of Rail is working collaboratively with Caltrans District 5 to prepare a program-level environmental document. Project scoping meetings were held in January and the draft document is expected to be released in October. The Federal Railroad Administration requires rail corridors to have a programmatic EIR/EIS and a SDP in order to be eligible to receive federal funding for capital projects.	INFORMATION
+10.	REVIEW JULY 16, 2012, BOARD OF DIRECTORS DRAFT AGENDA (Linda Culp, SANDAG) The LOSSAN TAC will review the draft agenda for the LOSSAN Board of Directors July 16, 2012, meeting.	REVIEW/COMMENT
11.	LOSSAN TAC MEMBER UPDATES	INFORMATION
12.	NEXT MEETING The next LOSSAN TAC meeting is scheduled for Thursday, August 9, 2012 from 10 a.m. to 12 noon at Metro in Los Angeles.	INFORMATION

+ next to an item indicates an attachment

TECHNICAL ADVISORY COMMITTEE

June 29, 2012

AGENDA ITEM NO.: **3**

ACTION REQUESTED: **APPROVE**

JUNE 7, 2012, MEETING MINUTES

File Number 3400600

The LOSSAN Rail Corridor Agency TAC met on June 7, 2012, via teleconference. In attendance were:

Emily Burstein, Caltrans
Linda Culp, SANDAG
Jay Fountain, Amtrak
Steve Fox, SCAG
Tim Gillham, SLOCOG
Matt Gleason, SCAG
Jonathan Hutchison, Amtrak
Stan Hunter, Caltrans
Jay Fuhrman, Metro
Michael Litschi, OCTA
Lisa Martin, Caltrans
Alan Miller, Caltrans

Henry, Nickel, RCTC
Rick Peterson, Amtrak
John Preston, Amtrak
Jack Rich, Amtrak
Noemi Rios, Caltrans
Lea Simpson, Caltrans
Scott Spaulding, SBCAG
Mary Travis, VCTC
Joe Valdez, Caltrans
Danny Veeh, SANDAG
Yvette White-Hodge, LA Metro

WELCOME AND INTRODUCTIONS

Danny Veeh (SANDAG) welcomed all members and began the meeting.

PUBLIC COMMENT/COMMUNICATIONS

There were no public comments.

MEETING MINUTES OF MAY 10, 2012

The May 10, 2012, TAC meeting minutes were approved with one correction; Matt Gleason was not in attendance.

LOSSAN LEGISLATION UPDATE

Linda Culp (SANDAG) gave an update on current LOSSAN legislation. The legislative staff members from each LOSSAN agency have been participating on conference calls to coordinate efforts. Senate Bill 1225 (SB 1225) was approved by the Senate appropriations committee on May 24, 2012, and then it unanimously passed the Senate floor the week after. SB 1225 is currently in the Assembly but the committee hearing schedule is has not been listed. The Senate Transportation and Housing Committee added a couple of amendments and the LOSSAN legislative staff are drafting

some questions and alternative language to review during the next call. It is anticipated that SB 1228 will be heard in two committees (Assembly Transportation and Assembly Local Government).

Assembly Bill 1779 is a similar bill for the San Joaquin Corridor. The San Joaquin bill has passed out of the Assembly and is now going through the Senate.

Another small group of TAC members are working with Linda Bohlinger (HNTB) on revising the LOSSAN governing documents, should this bill continue to make progress. The bylaws and joint exercise of powers agreements are being revised with some placeholders that will be filled in as SB 1225 is finalized and with input from the LOSSAN CEOs and Board. The draft documents will be distributed to the CEOs group and the LOSSAN Board in June.

STATE RAIL CAR PROCUREMENT UPDATE

Stan Hunter (Caltrans Division of Rail) provided an update on state rail car procurement. A request for proposals (RFP) was released on April 20, 2012, for rail cars built to bi-level technical specifications as specified by the Next Generation Equipment Committee. This is a joint procurement coalition with California and the Mid-Western states (Illinois, Michigan, and Missouri). The total project funding is \$551.6 million, of which \$174 million is from Caltrans. California received \$168 million from federal grants and matched that with \$42 million of state funds, giving a total budget of \$210 million for rolling-stock in California. \$174 million has been set aside for procurement of cars, and the balance will be for a separate procurement for locomotives. In total 132 cars will be purchased, with 42 cars allocated to California.

Seven notices of intent to bid were received and the coalition is currently in the review process. The coalition received 330 questions from builders and major suppliers which were mainly clarifications of the technical specifications. Draft proposals are due on June 20, 2012, final proposals are due on August 17, 2012, and, if all goes well, a notice of contract award to the selected vendor will be made in October. The separate locomotive procurement will be for 35 diesel-electric locomotives with 6 locomotives slated to California. An RFP is expected to be released later this year with a contract award in early 2013.

Some of the primary features for both procurements are a 100 percent Buy America clause, nationwide standardization, sustainability clauses, top safety features, and operational speeds of 125 mph. The locomotives will be built for Tier 4 emissions standards making them the cleanest passenger locomotives in the country.

Scott Spaulding (SBCAG) asked if there is a timeline for when the cars might be delivered. There is an estimated delivery schedule, but it is also driven by the terms of the federal funds that must be expended by September 2017. He anticipated that based on previous experience, it will take 30 to 36 months for design and pre-production, along with testing. The overall process will take five to six years for full delivery of the vehicles to California.

Mr. Veeh asked if the cars will be a mix of cab, café, coach, and business cars. Mr. Hunter said the majority will be coach, but it includes café lounge cars and a provision for business class to be added where necessary.

Mr. Veeh asked how Caltrans determined which services will get the new cars. Mr. Hunter explained that Caltrans did an assessment of capacity, seat utilization, ridership projections, and considered equipment that is being borrowed from Amtrak. The application was based on replacement of the Amtrak owned Superliner and single level equipment, and based on opportunities to increase ridership and revenue, which equates to 42 cars.

Jay Fountain (Amtrak) asked about the delivery timeframe for the locomotives. Mr. Hunter responded that they will follow the same procurement process as the rail cars but will lag about six to eight months behind the cars. The delivery time for 35 locomotives will be shorter, and this is one of the reasons for prioritizing the railcar procurement. Most of the locomotives that are being built are expected to replace existing Amtrak locomotives so it is a little less time sensitive than the cars that are needed for capacity enhancements.

Linda Culp (SANDAG) asked about a shorter-term project where Caltrans was working to refurbish some old cars and that would allow the Pacific Surfliner single level set to be swapped with a bi-level San Joaquin set. Mr. Hunter said they are overhauling some single level cars for capacity enhancements. A redeployment plan has not yet been finalized.

PACIFIC SURFLINER ON-BOARD SURVEY RESULTS

John Preston (Amtrak) made a presentation on the semi-annual Pacific Surfliner on-board survey. In general, Pacific Surfliner customers are satisfied and nearly everyone would recommend using it. There was an overall 91 percent satisfaction rate. Safety and security, the conductors, and cleanliness received the highest satisfaction rate. Window cleanliness rated low but had the greatest increase in satisfaction compared to summer 2011. Mr. Fountain noted that in the last six months there has been an initiative to replace the exterior glass of all rail cars which is expected to be finished in August 2012. Mr. Preston reported that relating to station satisfaction, most customers are satisfied overall, especially with lighting, safety and security, ticket reservations and boarding process, but the restrooms could improve. The top reason customers chose Amtrak California was the ease and convenience. The largest customer demographic is affluent, unmarried women.

Scott Spaulding (SBCAG) asked if there was a follow-up question for first time riders about how they heard about the service. This question was not asked but it can be included in future surveys.

Jay Fuhrman (Metro) asked if Metrolink Rail2Rail passengers were surveyed. Rail2Rail passengers were included but given the length of the survey it is possible that they are under-represented as many would not have had enough time to complete the whole survey.

Mr. Veeh noted the decline in ridership on the Surfliner and asked if there was anything from the survey that could indicate a reason for this trend. Mr. Preston said they do not have a good answer and that a non-rider survey would be a better way to find answers.

Mr. Preston mentioned that there was an open-ended question where customers could write comments but they have not coded the answers yet. Around half or roughly 2,000 people commented on the survey.

PACIFIC SURFLINER FARE INCREASE UPDATE

Emily Burstein (Caltrans) reported that Caltrans has not made any final decisions on a fare increase, and it will probably not happen until August. Caltrans has asked AECOM to model some different scenarios to look at the impacts of the fare increases. Caltrans is considering a 2 percent increase for Monday-Thursday, a 10 percent increase on Friday, Saturday, and Sunday, and minor adjustments to the business class fare. The business class fare is currently structured like a zone fare with very few zones, and they are looking to "smooth" it out to be more consistent with how fares are set up in coach class. Caltrans is somewhat hesitant to move forward with the fare increase due to the declining ridership trends and the possibility of lower than anticipated revenues. Through March there is a budget deficit of \$700,000.

Scott Spaulding (SBCAG) asked how Caltrans determined the fare increase rates. Ms. Burstein said that 2 percent is the amount that Amtrak recommends as a fare increase that will not have negative rider impacts. They were looking for modest fare increases that would not have a negative effect on ridership, but also help generate some extra revenue.

Michael Litschi (OCTA) noted that Metrolink did not do a fare increase last year and it is likely to be a 7 percent jump this year. The Metrolink increase was a factor of increased fuel and labor costs. Ms. Burstein noted that Caltrans is still negotiating the FY 2013 budget. In terms of operating costs for FY 2012, the majority of expenses are on a fixed-price basis, with fuel coming in close to budget. The deficit is from lower revenue rather than higher costs.

CALIFORNIA STATE RAIL PLAN AND SERVICE DEVELOPMENT PLAN UPDATE

Ms. Burstein noted that there was a successful State Rail Plan advisory committee meeting on June 6, 2012. The High Speed Rail Authority came out with a revised business plan with the blended system concept which is being incorporated into the plan. The advisory committee also discussed a draft vision statement in detail. The schedule calls for a public draft to be released in January 2013, followed by a draft service development plan in March, and the final rail plan in May 2013.

Robert Manning asked if new services are being considered in the plan. Ms. Burstein noted that there are plans for new services on the Coast Route and for the Coachella Valley.

LOSSAN NORTH ENVIRONMENTAL IMPACT REPORT/ENVIRONMENTAL IMPACT STATEMENT (EIR/EIS)

Joe Valdez (Caltrans) commented that the LOSSAN North EIR/EIS project schedule has slipped a little. Caltrans received clear direction on the modeling approach and they are working with AECOM to conduct the modeling. The revised schedule for the Administrative Draft has slipped to August for internal review with a public release of the draft by October.

LOSSAN JOINT TIMETABLE

Danny Veeh (SANDAG) was hoping to have the final draft to present to the TAC today but revisions on the joint timetable are still being made by NCTD graphics staff. The next step is to have a small group of timetable experts from each operator meet to review the final draft product. A final version would be ready in mid-June and could go to the LOSSAN Board on June 18, 2012.

Mr. Veeh asked if there were any planned schedule changes for July. Mr. Fountain said that there are no Amtrak changes to the July schedule, except on July 4, 2012, when all trains will stop at San Clemente pier. Mr. Litschi (OCTA) indicated that there will be a Metrolink schedule change on July 2, 2012, with some new services on the Orange County. Mr. Veeh suggested that we hold off on finalizing the timetable until after the July schedule change.

CORRIDOR TRENDS

Danny Veeh (SANDAG) noted there was a 40 percent drop in riders on the Surfliner Express compared to April 2011. Caltrans has requested an in-depth analysis from Amtrak but there is no confirmed timeframe. May ridership on the Pacific Surfliner was down 6 percent, and six of the last seven months have had a decline, although revenue growth remains positive.

Alan Miller (Caltrans) spoke about the ridership decline. In April there was a 26,000 passenger drop. Two thousand was due to an increase in deferred tickets (tickets sold and used), 7,000 were due to a loss in Rail2Rail passengers, 9,000 due to pricing actions, 1,000 due to the extra peak day in 2011 versus 2012, 1,000 due to changing the counting of passengers on the new through train. All of this accounted for 20,000 out of the 26,000 "lost" passengers, and there is some speculation that the remaining deficit might have been a pre-Easter spike in 2011.

Scott Spaulding (SBCAG) commented that the new 790 through train looks like a significant increase in passengers because it is now a through train.

Mr. Veeh noted there is 83.1 percent on-time performance (OTP) in April, which has improved since a low in January. For April, LOSSAN north had a huge improvement to 91.8 percent, while south was 86.4 percent. Mr. Fountain noted the May OTP should reflect 84 percent. He also noted that the Board should be informed that Amtrak and customers have complained about the ride quality on the BNSF between Los Angeles and Fullerton. BNSF has initiated a tie replacement project that will improve the ride quality but temporarily impact OTP.

RAIL2RAIL UPDATE

Jonathon Hutchinson (Amtrak) noted that Amtrak, Caltrans, and Metrolink are in the middle of the process to extend the Rail2Rail contract to the end of 2012. One change would be that Metrolink 10-ride tickets will no longer be allowed on Amtrak trains. Mr. Fountain said the feedback from the conductors was positive that the 10-ride tickets are being phased out. Ms. Culp asked if anyone knew why there has been a drop in Rail2Rail passengers. Mary Travis (VCTC) suggested that Metrolink has not promoted Rail2Rail because they were not sure if it was going to continue or not.

REVIEW OF JUNE 18, 2012, DRAFT BOARD OF DIRECTORS AGENDA

Ms. Culp said they will remove the joint timetable meeting from the Board agenda. Scott Spaulding, (SBCAG) asked about the legislation item and whether the staff report will address the provision that was added by the appropriations committee. Ms. Culp indicated that the report would include the current status of the bill at the time of the meeting. Michael Litschi (OCTA) suggested that the Board be informed about the fare increase as part of the Corridor Trends update. The railcar procurement item would be good to present to the Board, but due to a full agenda it was decided to postpone that item to July. The demographics information will also be pushed back to July.

LOSSAN TAC MEMBER UPDATES

Jay Fuhrman noted that the Orange Line Bus Rapid Transit extension to Chatsworth will open around June 30, 2012. Metrolink passengers can transfer for free at Chatsworth.

Jay Fountain (Amtrak) asked about redirecting bus service to the Goleta train station since a bus bay has been reconfigured. Mr. Spaulding agreed to look into this as well as station signage at Goleta.

NEXT MEETING

The next LOSSAN TAC meeting is scheduled for June 29, 2012, from 10 a.m. to 12 noon, via conference call.

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

TECHNICAL ADVISORY COMMITTEE

June 29, 2012

AGENDA ITEM NO.: **7**

ACTION REQUESTED: INFORMATION

CORRIDOR TRENDS

File Number 3400600

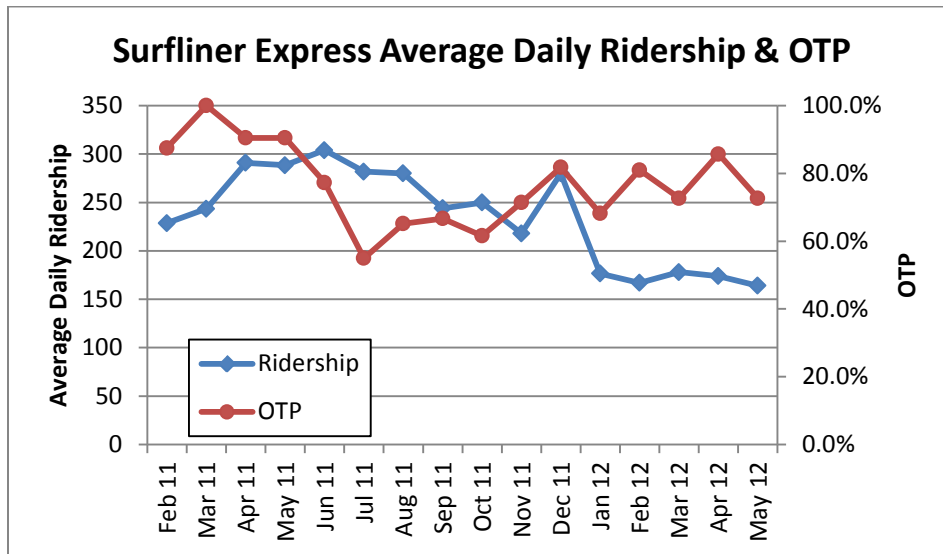
Introduction

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 purposes.

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 May 2012, the Surfliner Express ridership remained low but stable for the fifth consecutive month, with an average of 164 passengers per train, which is well below the 12-month average of 226. This represents a 43.1 percent drop in ridership compared to May 2011. May OTP was 72.7 percent which was lower than the overall Surfliner average.



Ridership

When compared to the previous year, the Pacific Surfliner has had declining ridership in seven of the last eight months with a 6.1 percent decrease in ridership in May. As mentioned in previous reports, the drop in ridership in late 2011 and early 2012 was caused by an extraordinary amount of track work and the corresponding service disruptions along the corridor, the elimination of off-peak fares beginning in fall 2011, and a slight increase in mechanical delays. However there were no track work related service disruptions in April and May, so the ridership drop is unexpected.

Initial investigations cannot find an overall cause. Fifty-five percent of the April loss was during the week of April 14, 2012, to April 20, 2012, is for unknown reasons, but it may have had to do with the timing of holidays. This may have been due more to an unusual spike in last year's ridership during this week more than a loss in this year's ridership. Also, Rail2Rail ridership was down 20 percent year-over-year in April, which affected ridership but not revenue.

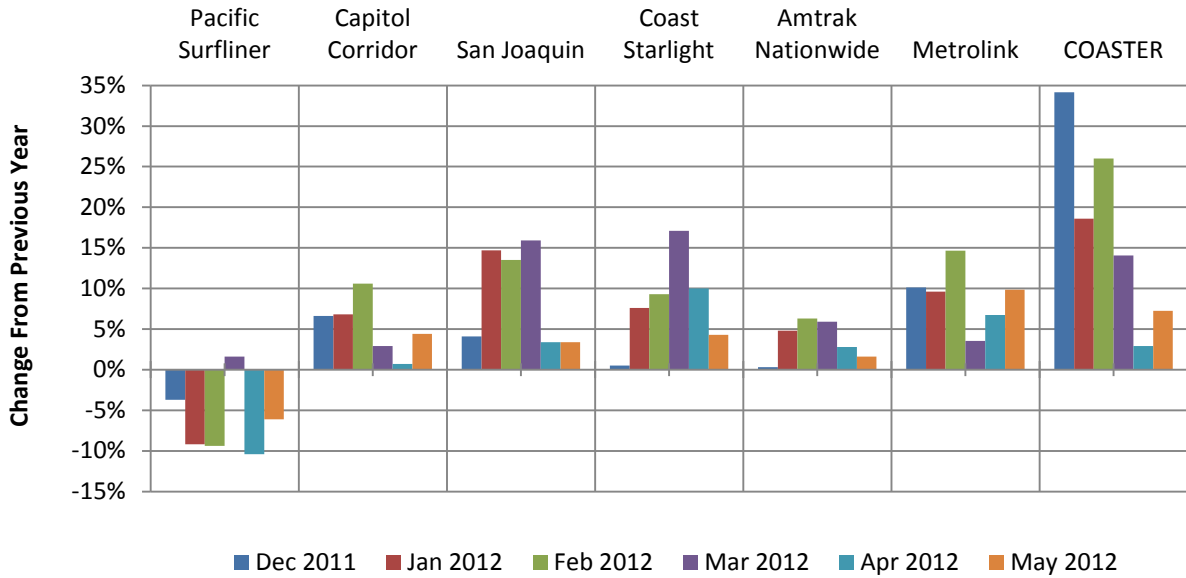
Rounded to the nearest 1,000, there was a 26,000 passenger drop in April 2012 relative to April 2011. Seven thousand was due to the Rail2Rail loss; 2,000 was due to a increase in deferred tickets (an Amtrak internal measure involving tickets sold and used); 9,000 is estimated due to pricing actions; 1,000 is due to the extra peak day-of-week in 2011; 1,000 is due to the counting of a passenger on #790/#1790 through Los Angeles as a single passenger this year. These rough estimates account for 20,000 of the 26,000 loss leaving about 6,000 unaccounted for and may be due to the unusual pre-Easter week spike in 2011.

Note that on Train #790/#1790, 2,587 passengers passed through Los Angeles on the single-seat train in April, whereas last year only 1,609 made the trip as a two-seat transfer, a 61 percent increase.

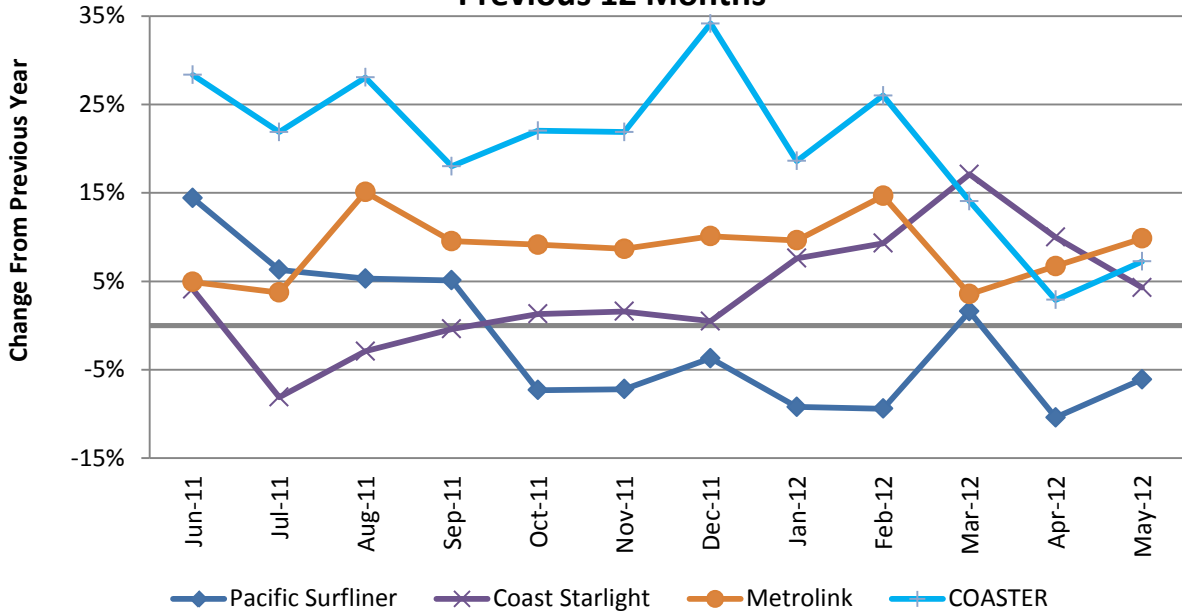
The Coast Starlight ridership has improved for seven consecutive months relative to the previous year with an increase of 4.3 percent in May. The Capital Corridor has not had a decline in ridership for over two full years with a 4.4 percent gain in May. The San Joaquin experienced positive ridership growth in 30 of the past 31 months, including a 3.4 percent increase in May. Nationwide Amtrak ridership had a positive growth in ridership with a 1.6 percent increase in May 2012.

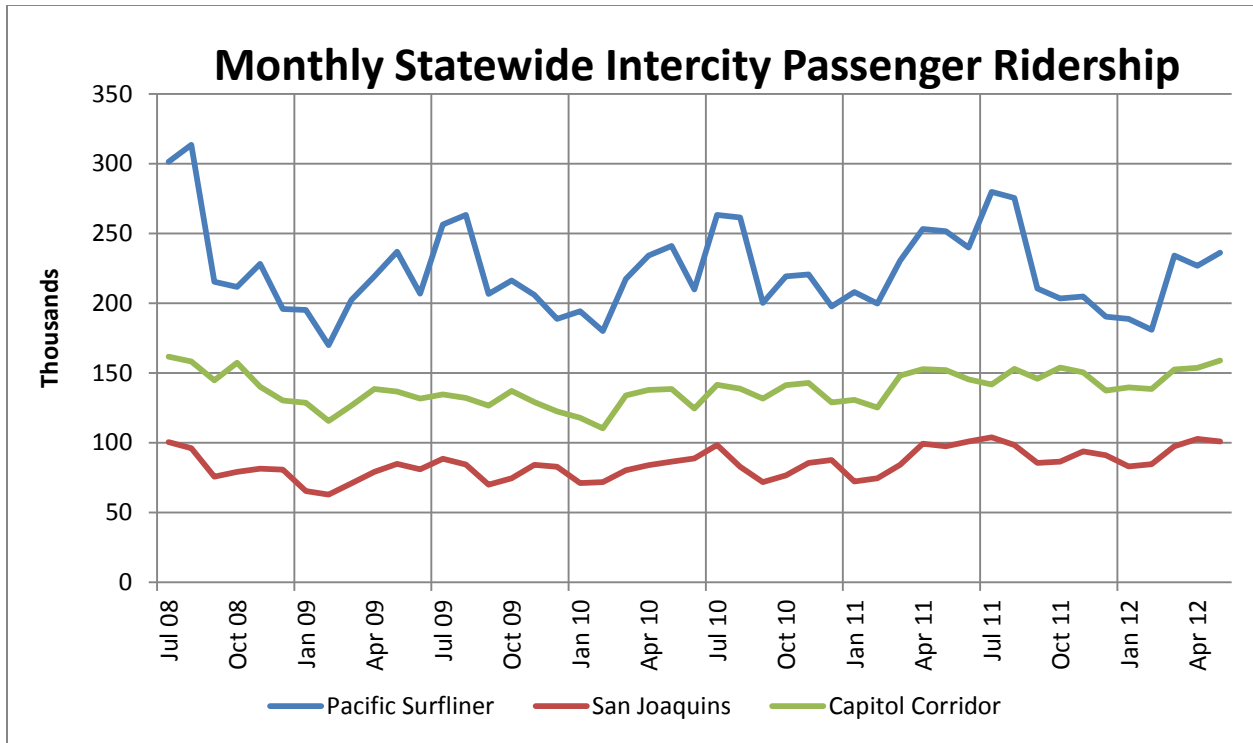
For the commuter rail services on the LOSSAN corridor, the COASTER experienced more than a full year of substantial double-digit increases in ridership which may have started to level off with a 7.3 percent increase in May 2012 over May 2011. The May Metrolink ridership was up 9.8 percent. Metrolink has not had a drop in ridership in over a year. The surge in Metrolink ridership over the past few months can be attributed to the new services on the Orange County Line and the Inland Empire/Orange County Line, new express service on the San Bernardino and Antelope Valley Line, as well as the initiation of special weekend fares. Metrolink is considering a fare increase and adding additional services this summer which will have an effect on ridership.

Change In Passenger Rail Ridership



Change In Ridership of Corridor Passenger Rail Service Previous 12 Months





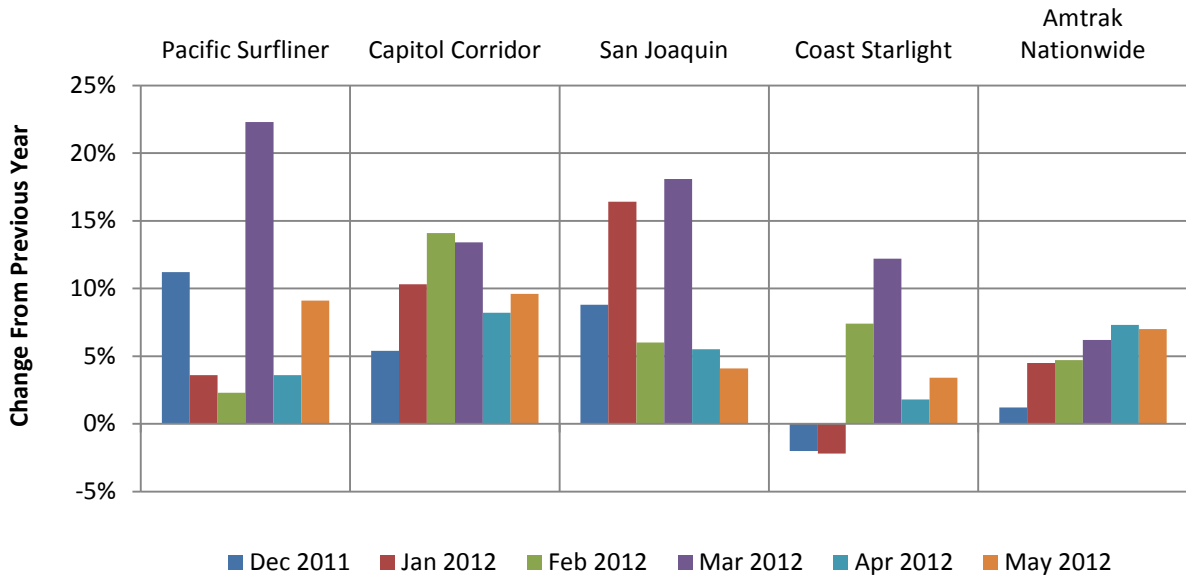
Revenue

Despite the downward trend in ridership over the past seven months, the Pacific Surfliner has continued to maintain positive increases in revenue each month since December 2009. A 3 percent to 4 percent decrease in ridership during fall 2011 through spring 2012 was predicted due to the increase in fares from the maintaining of peak season fares. In May, the Surfliner achieved a 9.1 percent increase in revenue compared to May last year. The increase in revenue is most likely the result of a number of factors which are listed below.

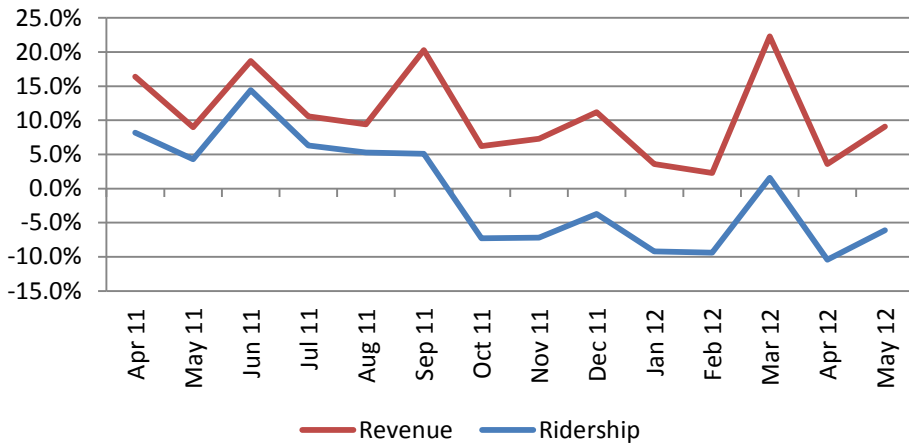
1. The elimination of off-peak fares
2. The 2 percent price increase in June 2011 that is in addition to the elimination of off-peak fares
3. Trip lengths have increased 7 percent year over year so each ticket by city pair had a higher value as reported by Amtrak
4. Increased demand due to increased gasoline prices year over year
5. The benefits that the intercity rail model predicted in instituting the 154-train schedule may be showing up in the ridership/revenue numbers in March now that the massive track work project has calmed

Revenue on the Capitol Corridor was up 9.6 percent in May while the San Joaquin was up 4.1 percent. The Coast Starlight recorded an increase in revenue with a 3.4 percent gain. Nationwide Amtrak continued to have growth in revenue with a 7.0 percent increase. Amtrak has not had a monthly downturn in revenue since November 2009.

Change In Intercity Passenger Revenue



Pacific Surfliner Ridership and Revenue



OTP

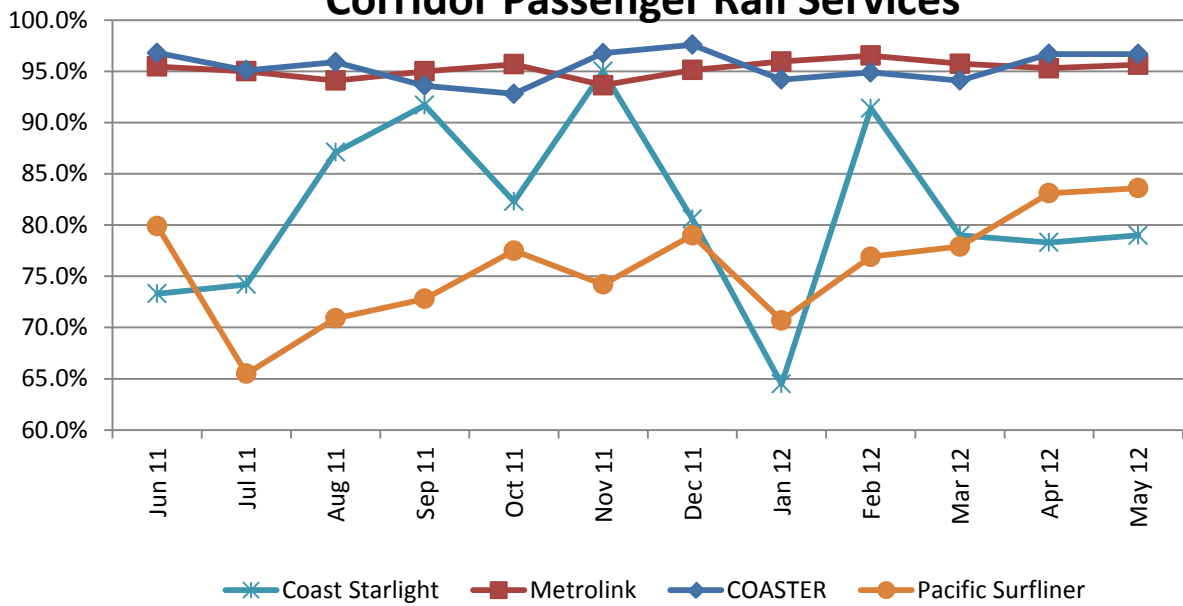
The Pacific Surfliner OTP was above 80 percent for the second consecutive month with an April OTP of 83.1 percent and 83.6 percent in May. LOSSAN south had 81.8 percent OTP while LOSSAN north was 85.2 percent in May. The high OTP on LOSSAN north may be a result of the completion of the tie replacement program that took place in January and February. A request by Amtrak and Caltrans for Union Pacific Railroad to alter dispatching procedures for meets may also have improved performance. The April 2, 2012, schedule change included some minor tweaks which resolved some common conflicts of train interference resulting in the improved OTP. The Coast Starlight OTP was 79.0 percent.

The COASTER OTP improved to 96.7 percent in April and 96.7 percent in May. Metrolink achieved a 95.6 percent for all lines. The Ventura County Line OTP was up to 98.9 percent in May while the Orange County Line was down to 96.3 percent in May. Metrolink indicated that the Orange County Line OTP was impacted by numerous items. The primary reasons for delays were mechanical problems, Centralized Train Control (CTC) and switch problems, speed restrictions between Fullerton and Los Angeles, grade crossing problems, and freight and Amtrak train interference.

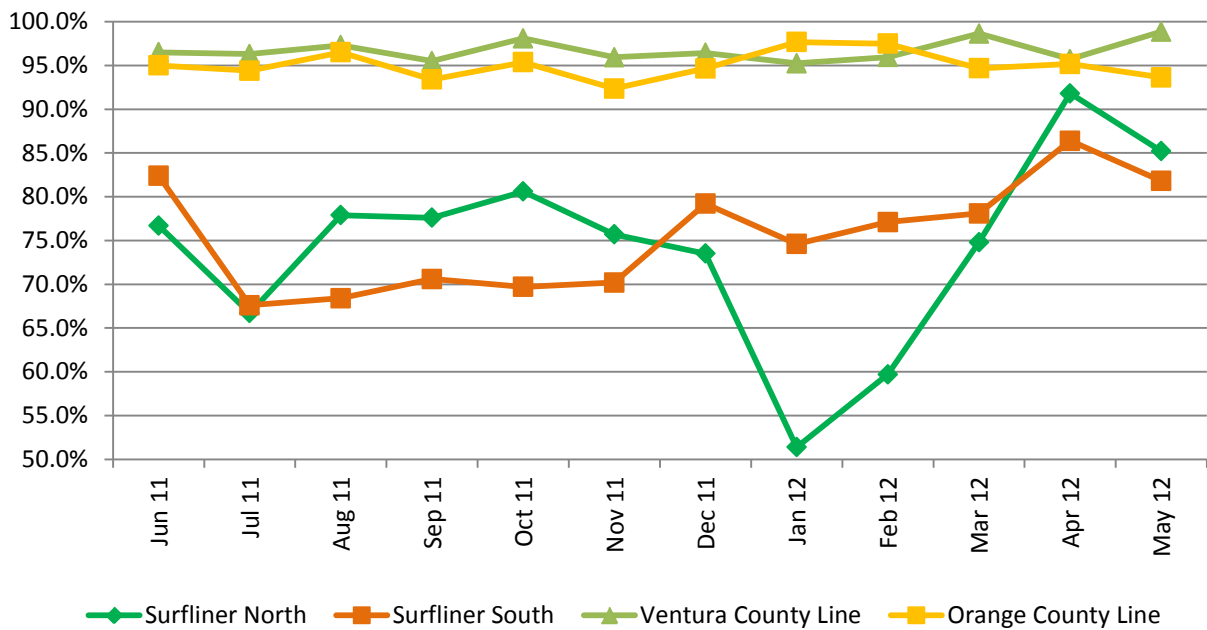
As discussed in previous meetings, the methodologies between calculating OTP for intercity and commuter services are different. Commuter trains are considered late if they are six or more minutes late to the terminal location. Pacific Surfliner trains are considered late if they arrive 10 or more minutes after their scheduled time for trains operating between Goleta and San Diego, and 20 or more minutes after their scheduled time 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.

BNSF Railway has initiated a tie replacement program between Los Angeles and Fullerton at the request of Amtrak and Metrolink in order to improve ride quality and eliminate slow orders. The project will cause increased delays for both Amtrak and Metrolink service during the month of June.

On-Time Performance of Corridor Passenger Rail Services



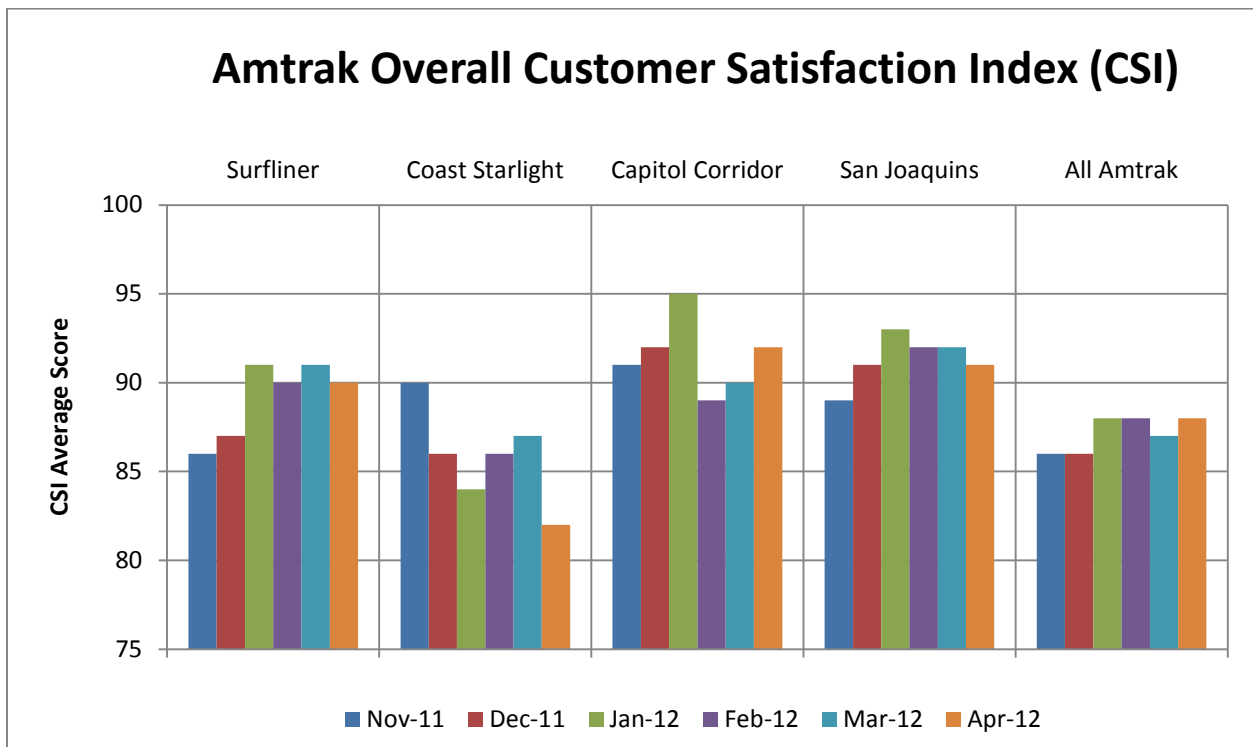
On-Time Performance of LOSSAN North and LOSSAN South



CSI

The Pacific Surfliner maintained a fourth consecutive month with high overall CSI with an average score of 90 for April 2012. The lowest scores on the Surfliner were related to the variety of food in the café car and restroom cleanliness. In response to the low scores in the cleanliness of windows, Amtrak has initiated a window replacement project that will replace the scratched dirty windows with glass windows. The window replacement project should be complete this summer.

The Coast Starlight average CSI was down to 82. The Capitol Corridor had an average score of 92 in April. The San Joaquin received a 91. The nationwide Amtrak average was 88. The May CSI will not be available until the next meeting. Attachment 1 is the Pacific Surfliner CSI summary sheet for April 2012.



Attachment: 1. Pacific Surfliner CSI Summary Sheet – April 2012

Pacific Surfliner FY12 Customer Satisfaction Scores (with change vs year ago)

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

	April 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%	-2	2%	0	90	-1	89%	+1	1%	-1	90	0	86%	-1	1%	-1	89	0
Value of Amtrak service for price paid	81%	-6	1%	-2	85	-4	82%	-2	1%	-1	86	-2	81%	-2	3%	+1	86	-1
Trip information prior to boarding train	89%	-3	3%	+2	90	-4	91%	+1	2%	0	92	0	89%	+1	3%	0	90	-1
Comfort of seat	81%	-3	3%	0	85	-2	84%	+2	1%	-1	87	0	84%	+2	2%	+1	87	0
Smooth/comfortable ride	88%	-1	1%	+1	88	-3	88%	0	0%	0	89	-1	87%	+1	1%	0	89	0
Air temperature	87%	0	0%	-1	87	-3	86%	-1	1%	0	88	-2	86%	+1	1%	0	88	-1
Overall cleanliness of train	84%	0	0%	-2	87	-1	84%	+1	0%	-2	88	+1	83%	+2	1%	0	87	+1
Cleanliness of train windows	64%	-6	3%	0	78	-3	68%	+1	4%	-1	79	0	65%	+3	5%	0	78	+2
Restroom cleanliness	62%	-9	0%	-1	80	-1	61%	-9	5%	+2	76	-4	63%	-3	5%	+2	76	-2
Restroom odor	66%	-3	0%	-5	79	-1	66%	-1	5%	0	77	-1	63%	-1	7%	+1	75	-1
Information given on services/safety	74%	-1	1%	-2	83	0	76%	+3	2%	-1	84	+2	73%	0	3%	0	83	+2
Information given on problems/delays	81%	-5	4%	+2	85	-4	81%	-2	4%	+1	84	-3	80%	-1	4%	+1	85	-1
Clarity of announcements	74%	+2	3%	+1	81	-1	74%	+1	3%	+1	82	0	74%	+3	4%	0	82	+1
On-time performance	84%	-4	4%	0	86	-2	80%	-6	5%	+1	85	-3	80%	-4	5%	+1	85	-2
Personal security on the train	91%		0%		91		90%		0%		91		90%		0%		91	
Friendliness/helpfulness of train conductors	86%	+2	0%	-1	90	+1	87%	+2	1%	0	91	+2	86%	+2	2%	0	90	+2
Availability of food in café car	53%	-20	0%	-3	76	-6	62%	-9	3%	+1	77	-4	64%	-5	4%	+1	77	-2
Friendliness/helpfulness of café car personnel	90%	+2	0%	0	89	-1	84%	-6	3%	+1	87	-2	84%	-5	2%	+1	87	-2
Quality/freshness of food in café car	65%	-14	3%	0	77	-8	73%	+1	4%	-1	80	-1	67%	-2	4%	0	79	-1
Variety of food items in café car	47%	-14	3%	-3	67	-11	57%	0	6%	-1	71	-3	54%	+1	8%	+1	70	-1
Overall experience in café car	66%	-19	0%	0	78	-10	72%	-9	3%	0	81	-3	72%	-5	3%	+1	81	-2
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.						57%		13%		71		54%		14%		70	
Ease of accessing Wi-Fi service (sign-on process)							68%		8%		78		68%		10%		77	
Ability to perform online activities							57%		18%		68		57%		16%		70	
Ability to stay connected to Wi-Fi service							53%		17%		67		52%		16%		66	
Time it takes to load/access websites, emails, etc.							57%		18%		67		55%		17%		67	
Number of responses in current period	99						302						730					
Number of responses year ago	113						337						785					

* 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.

LOSSAN RAIL CORRIDOR AGENCY JOINT POWERS BOARD

Monday, July 16, 2012
Los Angeles CA

ITEM #	TAC RECOMMENDATION
1. CHAIR'S REPORT	
Welcome and Introductions	
2. PUBLIC COMMENT AND COMMUNICATIONS	
Speakers are limited to three minutes each.	
CONSENT (3 through 4)	
+3. JUNE 18, 2012, MEETING MINUTES (Danny Veeh, SANDAG)	APPROVE
+4. CORRIDOR MARKETING UPDATE (Danny Veeh, SANDAG)	INFORMATION
REPORTS (5 through 10)	
+5. STATUS OF SB 1225 (Corridor Legislative Staff)	DISCUSSION/ POSSIBLE ACTION
+6. REVISED DRAFT AMENDED JOINT EXERCISE OF POWERS AGREEMENT AND BYLAWS (Linda Culp, SANDAG; Linda Bohlinger, HNTB)	REVIEW AND COMMENT
+7. STATE RAIL CAR PROCUREMENT UPDATE (Bill Bronte/Stam Hunter, Caltrans)	INFORMATION
+8. LOSSAN JOINT TIMETABLE (Danny Veeh, SANDAG)	REVIEW AND COMMENT
+9. CORRIDOR TRENDS	DISCUSSION
+10. PACIFIC SURFLINER ON-BOARD SURVEY RESULTS (John Preston, Amtrak)	INFORMATION
11. BOARD MEMBER UPDATES	INFORMATION
12. NEXT MEETING	INFORMATION

The next Board of Directors meeting will be on Thursday, August 30, 2012, in San Luis Obispo, beginning at 12:45 pm. This will be a joint meeting with the Coast Rail Coordinating Council.

+ next to an item indicates an attachment