

LOSSAN RAIL CORRIDOR AGENCY

# Title VI Compliance Program



FISCAL YEARS  
2025-2028

Los Angeles – San Diego – San Luis  
Obispo Rail Corridor Agency  
600 South Main Street  
Orange, CA 92868



# Table of Contents

## **Introduction**

## **General Requirements**

Title VI Notice to the Public	2-3
Title VI Complaint Procedure and Process	4-5
List of Transit-Related Title VI Investigations, Complaints, and Lawsuits	5
Public Transportation Plan	5-6
Language Assistance Plan	6-7
Representation and Decision-Making Bodies	7-8
Department of Transportation Standard Title VI Assurances	8-9
Title VI Fixed Facility Impact Analysis	9
Board Approval	9

## **Requirements of Fixed-Route Transit Providers**

Service Standards and Policies	9-14
Other Areas of Title VI Consideration	14-15

Appendices	16
A - Language Assistance Plan	
B – LOSSAN Timetable	

## Introduction

Title VI of the Civil Rights Act of 1964, Section 601 states:

*“No Persons in the United States shall, on the grounds of races, color, or national origin, be excluded from participation in, be denied the benefits of, or subjected to discrimination under any program or activity receiving Federal financial assistance.”*

The LOSSAN Rail Corridor Agency (LOSSAN) is committed to ensuring compliance with Title VI of the Civil Rights Act of 1964. This document outlines how LOSSAN adheres to Title VI requirements under the Federal Railroad Administration (FRA). Unlike the Federal Transit Administration (FTA), FRA does not have specific circular guidance regarding Title VI compliance. However, LOSSAN ensures full compliance with federal non-discrimination policies applicable to all federally funded transportation programs.

This program details how LOSSAN upholds equity principles, provides language access to Limited English Proficiency (LEP) populations, and ensures public participation in rail service decisions. Additionally, it establishes a structured complaint process and monitoring framework to uphold non-discriminatory practices.

## Title VI of the Civil Rights Act of 1964 Public Notice

The LOSSAN Agency’s Notice of Civil Rights is posted in display cases at various stations throughout the corridor. The notice states:

### **TITLE VI NOTICE TO THE PUBLIC**

No persons in the United States shall, on the basis of race, color, national origin, or transportation disability, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving Federal financial assistance. Any person or persons who believe that there is discrimination on the basis of race, color, national origin, or transportation disability as it relates to the provision of transportation services and transit-related benefits may file a complaint with the Federal Transit Administration and/or the U.S. Department of Transportation.

To file a complaint or to find out more about LOSSAN’s non-discrimination procedures, please contact LOSSAN at 714-560-5598 or [civilrights@LOSSAN.org](mailto:civilrights@LOSSAN.org)

LOSSAN is committed to complying with the requirements of Title VI in all its federally funded programs and activities.

For more information, contact:

Los Angeles – San Diego – San Luis Obispo Rail Corridor Agency  
600 South Main Street, Orange, CA 92863

Phone:714-560-5598

Email: [civilrights@LOSSAN.org](mailto:civilrights@LOSSAN.org)

LOSSAN prominently displays its Title VI Notice at key locations, including its headquarters at 600 South Main Street in Orange, California, and major LOSSAN train stations, including Los Angeles Union Station and San Diego Santa Fe Depot. The notice is also available on the official LOSSAN and Pacific Surfliner websites, as well as in public outreach materials and promotional documents.

LOSSAN's Title VI Notice to the Public is posted at the following locations:

<b>Location Name</b>	<b>Address</b>
LOSSAN Office	600 South Main Street, Orange, CA 92863
LOSSAN Website	<a href="http://www.lossan.org">http://www.lossan.org</a>
San Luis Obispo Station	1011 Railroad Avenue, San Luis Obispo, CA, 93401
Grover Beach Station	180 West Grand Avenue, Grover Beach, CA, 93433
Guadalupe Station	330 Guadalupe Street, Hwy1, Guadalupe, CA, 93434
Lompoc-Surf Station	Ocean Ave and Park Road, Lompoc, CA, 93437
Goleta Station	25 S La Patera Ln, Goleta, CA, 93117
Santa Barbara Station	209 State Street, Santa Barbara, CA, 93101
Carpinteria Station	475 Linden Ave, Carpinteria, CA, 93013
Ventura Station	Harbor Boulevard and Figueroa Street, Ventura, CA, 93001
Oxnard Station	201 East Fourth Street, Oxnard, CA, 93030
Van Nuys Station	7724 Van Nuys Blvd, Van Nuys, CA, 91405
Los Angeles Union Station	800 North Alameda, Los Angeles, CA, 90012
Fullerton Station	120 E Santa Fe Ave, Fullerton, CA, 92832
Anaheim Station	2626 E Katella Ave, Anaheim, CA, 92806
Santa Ana Station	1000 E Santa Ana Blvd, Santa Ana, CA, 92071
Irvine Station	15215 Barranca Pkwy #1, Irvine, CA, 92618
Oceanside Station	235 S Tremont St, Oceanside, CA, 92054
Solana Beach Station	105 N Cedros Ave, Solana Beach, CA, 92075
San Diego Old Town Station	4005 Taylor St, San Diego, CA, 92110
San Diego Santa Fe Station	1050 Kettner Blvd, San Diego, CA, 92101



The Title VI Notice informs the public of their rights and provides instructions for filing a Title VI complaint.

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## **Making a Title VI Complaint**

Any person who believes they have been subjected to discrimination under Title VI may file a complaint with the LOSSAN Rail Corridor Agency. Complaints must be submitted in writing and filed within 180 days of the alleged discriminatory occurrence. Individuals seeking to file a complaint should follow the process outlined below.

## **Title VI Complaint Process**

The LOSSAN Rail Corridor Agency is committed to a policy of non-discrimination in the conduct of its business, including its Title VI responsibilities. The agency ensures equitable and accessible transportation services to all individuals. Anyone who believes they have been discriminated against based on race, color, or national origin under Title VI may submit a complaint to LOSSAN within 180 days from the date of the alleged incident.

## **Filing a Complaint with the LOSSAN Agency**

Complaints must be submitted in writing to the following address:

Los Angeles – San Diego – San Luis Obispo Rail Corridor Agency  
Title VI Officer  
600 South Main Street  
Orange, CA 92863

Complaint forms are available online at [www.lossan.org](http://www.lossan.org) or by calling 714-560-5598. LOSSAN provides appropriate assistance to complainants with limited English proficiency to ensure accessibility.

## **What Happens to My Title VI Complaint?**

Once a complaint is received, it is assigned to an investigator for review. If additional information is required, the investigator will contact the complainant by phone or in writing. The complainant has 14 business days from the date of the request to provide the requested information. If the complainant does not respond within this timeframe, LOSSAN may administratively close the case.

Upon receipt of all necessary information, LOSSAN will initiate an investigation and seek to complete the process within 30 days. The agency aims to provide a final response within 90 calendar days of receiving the complaint. If additional relevant information is provided, or if the complaint is simultaneously filed with an external entity, the resolution timeline may be extended accordingly.

Any individual who believes they have been subjected to discrimination under Title VI may file a complaint with LOSSAN. Complaints must be submitted in writing within 180 days of the alleged discriminatory incident. LOSSAN ensures a fair and timely review process:

1. Complaints are acknowledged within 10 business days.
2. Investigations are completed within 30 days.
3. Complainants receive a written response within 60 days, detailing findings and any corrective actions.
4. Appeals can be submitted to the LOSSAN Chief Financial Officer within 30 days of the final response.

A Title VI Complaint Form is available on the LOSSAN website and in hard copy upon request. LOSSAN maintains a log of complaints to track and document resolution efforts.

### **List of Transit-Related Title VI Investigations, Complaints, and Lawsuits**

The Title VI Officer reviews and tracks all complaints submitted to the LOSSAN Agency to determine whether they relate to Title VI, even if Title VI is not explicitly mentioned in the complaint.

As part of the agency's ongoing monitoring, LOSSAN reviews all complaints filed within a rolling three-year period to assess compliance with Title VI requirements. During the most recent review period from 2019 to 2022, LOSSAN did not receive any complaints alleging violations of Title VI. Additionally, no lawsuits related to Title VI were filed against the agency during this timeframe.

LOSSAN remains committed to transparency and ensures that any future complaints or legal actions related to Title VI compliance will be thoroughly documented, investigated, and reported in accordance with federal requirements.

### **Public Participation Plan**

LOSSAN is committed to ensuring inclusive and equitable public participation in transportation planning, fare adjustments, and service decisions. Recognizing the importance of engaging minority, low-income, and Limited English Proficiency (LEP) populations, LOSSAN integrates public outreach strategies that align with Title VI principles and best practices recommended by the Federal Railroad Administration (FRA).

While LOSSAN actively engages the public in its decision-making processes, a formal Public Participation Plan is not required under FTA Title VI regulations because LOSSAN operates fewer than 50 fixed-route vehicles in peak service and does not receive FTA funding. However, LOSSAN remains committed to ensuring that fare and service policies do not create inequitable impacts and will continue to monitor and assess changes in alignment with Title VI principles.

Public participation serves as a foundation for LOSSAN's decision-making processes by ensuring all residents, including disadvantaged and underserved communities, have the opportunity to provide input on policies, service modifications, and projects affecting the Pacific Surfliner corridor. LOSSAN's approach is designed to encourage meaningful engagement and enhance transparency in transportation planning.

LOSSAN provides public engagement opportunities through:

- **Public Board Meetings** – LOSSAN holds regular Board meetings, which are open to the public and allow opportunities for comments on service changes, planning efforts, and policy updates.
- **Community Outreach** – LOSSAN works with local stakeholders and community organizations to disseminate information and solicit input from populations that may face barriers to participation.
- **Online and Digital Engagement** – LOSSAN maintains an updated website and utilizes digital platforms, including social media, to share public notices, meeting information, and opportunities for feedback.
- **Multilingual Access** – Recognizing the diverse populations served by the Pacific Surfliner corridor, LOSSAN provides key public notices and information in Spanish and other languages as needed, ensuring access for LEP individuals.

LOSSAN is not required to conduct a formal Public Participation Plan under Title VI regulations but remains committed to integrating public engagement practices that align with federal equity principles. The agency will continue to evaluate its public participation strategies to enhance accessibility, transparency, and meaningful community involvement in decision-making processes.

### **Language Assistance Plan**

All recipients of federal financial assistance are required to develop and implement a Language Assistance Plan (LAP) to ensure meaningful access to services for individuals with Limited English Proficiency (LEP). The LOSSAN Agency complies with the U.S. Department of Transportation's LEP Guidance, which outlines policies and procedures for providing language assistance to populations with limited proficiency in English.

The Language Assistance Plan establishes LOSSAN's commitment to providing accessible communication and outreach materials to LEP individuals. This includes translating key documents, offering interpretation services at public meetings, and providing bilingual staff at designated locations to assist non-English speakers.

LOSSAN recognizes the diverse linguistic needs of its service area and continuously assesses the effectiveness of its language assistance measures. The agency ensures that LEP individuals receive timely and accurate information about transportation services, fare policies, public meetings, and complaint procedures.

Further details on LOSSAN's policies and specific language assistance strategies can be found in Appendix B, which contains the full Language Assistance Plan outlining the agency's approach to serving LEP populations.

## **Representation and Decision-Making Bodies**

The LOSSAN Agency is a joint powers authority (JPA) established in 1989 to enhance ridership, capacity, reliability, coordination, and safety along the coastal rail corridor between San Diego, Los Angeles, and San Luis Obispo. As the managing agency for Pacific Surfliner service, which is operated by Amtrak, LOSSAN collaborates with multiple transportation agencies and stakeholders to improve rail operations and service delivery.

The LOSSAN Board of Directors consists of current and former elected officials representing rail owners, operators, and planning agencies along the LOSSAN Corridor. The Board is composed of eleven regular voting members and four ex-officio members.

### **LOSSAN Rail Corridor Agency Board of Directors**

#### ***Regular Voting Members***

Fred Jung, Chair – Orange County Transportation Authority

Fred Strong, Vice Chair – San Luis Obispo Council of Governments

Jim White – Ventura County Transportation Commission

Jewel Edson – North County Transit District

Fernando Dutra – Los Angeles County Metropolitan Transportation Authority

Jennifer Mendoza – San Diego Metropolitan Transit System

Katrina Foley – Orange County Transportation Authority

Joy Lyndes – San Diego Association of Governments

Dana Reed – Riverside County Transportation Commission

Jess Talamantes - Los Angeles County Metropolitan Transportation Authority

Paula Perotte – Santa Barbara County Association of Governments

#### ***Ex-Officio Members***

John Gabbard – Southern California Association of Governments

Jeanne Cantu – Amtrak

LaDonna DiCamillo – California High-Speed Rail Authority

Kyle Gradinger – California Department of Transportation



## **LOSSAN Rail Corridor Agency Member Agencies**

San Diego Metropolitan Transit System (SDMTS)

San Diego Association of Governments (SANDAG)

North County Transit District (NCTD)

Orange County Transportation Authority (OCTA)

Riverside County Transportation Commission (RCTC)

Los Angeles County Metropolitan Transportation Authority (Metro)

Ventura County Transportation Commission (VCTC)

Santa Barbara County Association of Governments (SBCAG)

San Luis Obispo Council of Governments (SLOCOG)

## **Title VI Assurances and Non-Discrimination Agreement**

### **Department of Transportation Standard Title VI Assurances**

As a condition of receiving Federal financial assistance from the U.S. Department of Transportation (DOT) and its operating administrations, including the Federal Railroad Administration (FRA), the Los Angeles – San Diego – San Luis Obispo Rail Corridor Agency (LOSSAN) hereby provides the following assurances:

1. LOSSAN assures that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving federal assistance.
2. LOSSAN agrees to comply with Title VI of the Civil Rights Act of 1964, as amended, 42 U.S.C. § 2000d, et seq., and all applicable requirements imposed by Title 49, Code of Federal Regulations, Part 21, and other pertinent directives issued pursuant to Title VI.
3. LOSSAN will ensure that any contract or agreement entered into under a federally funded program includes provisions requiring compliance with Title VI regulations.
4. LOSSAN will include a non-discrimination clause in all solicitations for bids, requests for proposals, and contracts, stating:

"The LOSSAN Rail Corridor Agency, in accordance with the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252, 42 U.S.C. §§ 2000d to 2000d-4) and the Regulations, hereby notifies all bidders that it will affirmatively ensure that any contract entered into pursuant to this advertisement, disadvantaged business enterprises will be afforded full and fair opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award."

5. LOSSAN will conduct its programs, activities, and facilities in compliance with all Title VI regulations, including ensuring that recipients, sub-recipients, and contractors adhere to these requirements.

6. Where LOSSAN receives federal financial assistance for the acquisition or construction of a facility, the assurances will extend to the entire facility and operations related to that facility.

7. LOSSAN agrees that the FRA and the DOT have the right to seek judicial enforcement with respect to any matter arising under Title VI, its implementing regulations, and this assurance.

8. LOSSAN will implement compliance procedures to monitor adherence to Title VI, including periodic reviews and required reporting to the FRA.

This assurance is given in consideration of, and for the purpose of obtaining, any and all federal grants, loans, contracts, agreements, property, or other federal financial assistance extended to LOSSAN by the U.S. Department of Transportation. This assurance is binding on LOSSAN, its successors, transferees, sub-recipients, contractors, subcontractors, and all participants in federally funded programs.

This Title VI Assurance remains in effect for the duration of the period in which federal assistance is extended to LOSSAN.

### **Title VI Fixed Facility Impact Analysis**

Title VI regulations require a fixed facility impact analysis for construction projects to assess potential effects on minority communities. If an Environmental Impact Statement (EIS) or other environmental review has been conducted, the applicant, recipient, or sub-recipient should reference the relevant findings, including document title, page numbers, and date of submission to the FRA.

Currently, LOSSAN does not have any federally funded construction projects requiring a Title VI fixed facility impact analysis. If LOSSAN receives federal funding for future construction projects, this policy will be updated to outline the required procedures for compliance.

### **Board Approval**

The Title VI Program will be made available for public view at [www.lossan.org](http://www.lossan.org). The LOSSAN Board of Directors reviewed and approved this program at its May 19, 2025 board meeting.

### **Service Standards and Policies**

LOSSAN is committed to providing high-quality and equitable transportation services to all passengers along the Pacific Surfliner corridor. The following service standards and policies outline key operational elements, including train service frequency, station

locations, accessibility features, and customer satisfaction measures. These policies ensure compliance with Title VI while maintaining a high level of service for all riders.

## **Pacific Surfliner Service**

### **Train Operations**

The Pacific Surfliner service currently provides 11 daily round trips between San Diego and Los Angeles. Of these, 5 extend to Goleta, and 2 continue to San Luis Obispo. Ultimately, the plan is to operate 14 round trips between San Diego and Los Angeles, with 6 extending to Goleta and 3 extending to San Luis Obispo. These changes will be dependent on equipment and funding. The Pacific Surfliner operates within a schedule designed to accommodate a wide range of travelers, with the earliest departure at 4:01 AM from San Diego and the latest arrival at 11:57 PM in Los Angeles. Southbound service begins at 6:11 AM in San Luis Obispo, with the last train reaching San Diego at 1:00 AM.

Additionally, the Pacific Surfliner network is supplemented by four Amtrak Thruway bus connections that enhance accessibility to communities beyond the rail corridor. Detailed schedules and ticketing information are available at [www.pacificsurfliner.com](http://www.pacificsurfliner.com).

### **Station Locations**

LOSSAN services a total of 29 stations across six counties in California, ensuring accessibility for passengers across a diverse range of urban and rural communities. Each of the stations serviced by LOSSAN is listed below, with location information.

#### **San Luis Obispo County**

- San Luis Obispo: 1011 Railroad Avenue, San Luis Obispo, CA. Serves as the northern terminus of Pacific Surfliner service and is a staffed station, located near California Polytechnic State University.
- Grover Beach: 180 West Grand Avenue, Grover Beach, CA. Serves Grover Beach, Oceano, and Pismo Beach.

#### **Santa Barbara County**

- Guadalupe: 330 Guadalupe Street, Guadalupe, CA. Located in the heart of Guadalupe, providing connectivity to Santa Maria.
- Lompoc/Surf: End of Ocean Avenue and Park Road, Lompoc, CA. Located on Vandenberg Space Force Base but accessible to the public.
- Goleta: 25 South La Patera Lane, Goleta, CA. Located off Highway 101 with access from Hollister Avenue and North Fairview Avenue.
- Santa Barbara: 209 State Street, Santa Barbara, CA. A staffed station with easy access from State Street or West Montecito Avenue.

- Carpinteria: 475 Linden Avenue, Carpinteria, CA. Accessible via 5th Street, Elm Avenue, or Linden Avenue.

### **Ventura County**

- Ventura: 39 East Harbor Boulevard, Ventura, CA. Located at the Ventura County Fairgrounds with access from Figueroa Street and Shoreline Drive.
- Oxnard: 201 East 4th Street, Oxnard, CA. A staffed station accessible via South Oxnard Boulevard and Meta Street.
- Camarillo: 30 Lewis Road, Camarillo, CA. Access from South Lewis Road and Dawson Drive.
- Moorpark: 300 High Street, Moorpark, CA. Accessible from Moorpark Avenue and East High Street.
- Simi Valley: 5050 East Los Angeles Avenue, Simi Valley, CA. Located off the 118 Freeway.

### **Los Angeles County**

- Chatsworth: 10040 Old Depot Plaza Road, Chatsworth, CA. Access via Lassen Road or Devonshire Street.
- Northridge: 8775 Wilbur Street, Los Angeles, CA. Located at Wilbur Avenue and Parthenia Street.
- Van Nuys: 7724 Van Nuys Boulevard, Van Nuys, CA. A staffed station accessible via Keswick Street.
- Burbank Airport: 3750 Empire Avenue, Burbank, CA. Located adjacent to Bob Hope Airport.
- Burbank: 201 North Front Street, Burbank, CA. Limited service for Pacific Surfliner trains.
- Glendale: 400 West Cerritos Avenue, Glendale, CA. Access via Gardena Avenue and South Central Avenue.
- Los Angeles Union Station: 800 North Alameda Street, Los Angeles, CA. A major transportation hub for Southern California.

### **Orange County**

- Fullerton: 120 East Santa Fe Avenue, Fullerton, CA. A staffed station located near the Anaheim Regional Transportation Intermodal Center.
- Anaheim: 2626 East Katella Avenue, Anaheim, CA. A staffed station with access via Katella Avenue.

- Santa Ana: 1000 East Santa Ana Boulevard, Santa Ana, CA. A staffed station located near the 5 Freeway.
- Irvine: 15215 Barranca Parkway, Irvine, CA. Located adjacent to the Great Park.
- San Juan Capistrano: 26701 Verdugo Street, San Juan Capistrano, CA. Access via Camino Capistrano.
- San Clemente Pier: 615 Avenida Victoria, San Clemente, CA. Located adjacent to San Clemente Beach.

## **San Diego County**

- Oceanside: 235 South Tremont Street, Oceanside, CA. A staffed station near Mission Avenue.
- Solana Beach: 105 North Cedros Avenue, Solana Beach, CA. A staffed station with access from Lomas Santa Fe Drive.
- Old Town San Diego: 4005 Taylor Street, San Diego, CA. Access via Pacific Coast Highway.
- San Diego: 1062 Kettner Boulevard, San Diego, CA. The southern terminus of the Pacific Surfliner service.

## **Thruway Bus Services**

The Pacific Surfliner service is supplemented by Amtrak Thruway bus routes, which provide connections to locations beyond the rail corridor. These bus routes, managed in partnership with private operators, function as an integrated component of the overall service, ensuring coordinated schedules, guaranteed seating, and seamless ticketing. Current Thruway bus routes include:

- Route 17: Santa Barbara to San Luis Obispo to Oakland (Capitol Corridor connection), with four daily trips in each direction.
- Route 39: Fullerton to Palm Springs and Coachella Valley, with two daily trips in each direction.

Additionally, LOSSAN partners with regional transit agencies to enhance first-mile and last-mile connectivity. The Pacific Surfliner Transit Transfer Program allows free transfers to and from the train service for seamless multimodal travel.

## **Transit Connections**

The Pacific Surfliner provides connections to various transit services across the six-county corridor. LOSSAN maintains agreements with 10 local transit agencies, allowing passengers to transfer to and from Pacific Surfliner services at no additional cost.

## **Vehicle Load**

The vehicle load factor is defined as the ratio of the number of seats on a vehicle to the number of passengers. As of Fiscal Year 2024, the Pacific Surfliner service has maintained an average vehicle load factor of 41.5%, ensuring adequate capacity across all scheduled trips.

## **Vehicle Assignment**

Pacific Surfliner Service currently operates a total of 11 daily trips between San Diego and Los Angeles, with 5 daily trips extending to Goleta and 2 daily trips continuing to San Luis Obispo. Ultimately, the plan is to operate 14 round trips between San Diego and Los Angeles, with 6 extending to Goleta and 3 extending to San Luis Obispo. These changes will be dependent on equipment and funding. All trips depart from San Diego, Los Angeles, Goleta, or San Luis Obispo at various scheduled times throughout the day.

Each train set consists of six passenger cars with a seating capacity of 90-126 seats per car, plus one locomotive. All cars are ADA-compliant, equipped with unisex restrooms, bicycle storage spaces, and comfortable seating arrangements. Trainsets are assigned and rotated based on scheduled service and maintenance needs to optimize fleet performance.

## **Vehicle Headways**

The Pacific Surfliner maintains regular headways, which measures the time interval between successive train arrivals at a given location. The current average headway along different segments of the corridor is as follows:

- San Diego to Los Angeles: 1 hour and 16 minutes (11 round trips daily).
- Los Angeles to Goleta: 3 hours and 50 minutes (5 round trips daily).
- Goleta to San Luis Obispo: 9 hours and 30 minutes (2 round trips daily).

These headways are designed to provide frequent and reliable service across the corridor while accommodating passenger demand and operational constraints.

## **Transit Amenities**

Station amenities vary by location and county, but common features available at many Pacific Surfliner stations include:

- Parking stalls or garages
- ADA accessibility at all stations
- Bicycle lockers
- Overhead shelters with seating
- Security cameras on platforms and in parking areas



- Public address systems
- Emergency phones
- Instant messaging signs on platforms
- Lobby waiting areas
- Screens displaying real-time train status
- Printed schedules and system maps

These amenities enhance passenger convenience, safety, and accessibility across the corridor.

## **Other Standards**

### **On-Time Performance**

Trains are considered “on time” if they arrive at their final scheduled destination within 15 minutes of the published arrival time. LOSSAN reports this metric as part of the Uniform Performance Standards required by the California State Transportation Agency (CalSTA), which sets a 90% on-time performance (OTP) standard. LOSSAN monitors service performance and implements corrective actions as needed to minimize delays.

### **Farebox Recovery**

The farebox recovery ratio measures the percentage of operating costs covered by fare revenue. The 2024 fiscal year farebox recovery ratio for Pacific Surfliner service was 53%.

### **Passenger Survey Results**

LOSSAN, in coordination with Amtrak, conducts surveys to evaluate customer service and satisfaction using multiple methods. Amtrak distributes online surveys by randomly inviting passengers via email to provide feedback on their travel experience. Separately, LOSSAN administers its own passenger satisfaction survey, which is available online for passengers to complete. In addition to these surveys, Amtrak collects and documents all customer comments, compliments, and complaints about the Pacific Surfliner service. This information is compiled into a monthly customer feedback report, which Amtrak provides to LOSSAN for review.

### **Equipment Maintenance Standards**

Under the Operations of Equipment Agreement, Amtrak is required to maintain a sufficient number of trainsets to meet operational needs, with penalties for non-compliance.

### **Other Areas of Title VI Consideration**

While LOSSAN is not required to complete the following analyses or procedures under Title VI due to its operational structure—operating fewer than 50 fixed-route vehicles in peak service and not receiving FTA funding—LOSSAN remains committed to ensuring

that fare and service policies do not create inequitable impacts. LOSSAN will continue to monitor and assess changes in alignment with Title VI principles to ensure fair and equitable access to transportation services for all communities along the Pacific Surfliner corridor.

The following areas, while not required, reflect LOSSAN's broader efforts to promote equity and transparency in its operations:

- Changes in Service Features – LOSSAN evaluates service expansion and modifications with the goal of maintaining equitable access throughout the corridor.
- Public Comment Procedures for Fare Increases and Major Service Reductions – While a formal public comment process is not required, LOSSAN provides opportunities for public input on major service and fare changes through its Board of Directors meetings.
- Information Dissemination – LOSSAN ensures that service changes are communicated effectively through multiple channels, including station signage, social media, website updates, onboard announcements, and community outreach.
- Service and Fare Equity Analyses – LOSSAN is not required to conduct these analyses under FTA guidelines but remains committed to monitoring potential impacts of fare and service adjustments to ensure compliance with Title VI principles.
- Disadvantaged Communities – LOSSAN monitors demographic data to understand the needs of disadvantaged and low-income populations along the corridor. While a formal equity analysis is not required, LOSSAN remains proactive in assessing potential service impacts.

By continuing to evaluate these areas, LOSSAN demonstrates its commitment to equitable service provision, ensuring compliance with Title VI principles while tailoring its approach to its unique operational structure.

LOSSAN RAIL CORRIDOR AGENCY

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Limited English Proficiency  
and Language Assistance Plan



**LOS ANGELES – SAN DIEGO – SAN LUIS OBISPO RAIL CORRIDOR AGENCY**  
**Limited English Proficiency Plan**  
**Language Assistance Plan**  
**Fiscal Year 2025-2028**

## **Introduction**

The ***Los Angeles – San Diego – San Luis Obispo Rail Corridor Agency Limited English Proficiency (LEP) Plan and Language Assistance Plan*** has been prepared to address the Los Angeles – San Diego – San Luis Obispo (LOSSAN) Rail Corridor Agency's (Agency) responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English language proficiency. As defined in Executive Order 13166, individuals who have a limited ability to read, write, speak, or understand English are limited English proficient, or "LEP." Under Executive Order 13166, the LOSSAN Agency is federally mandated to take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of its programs and activities to individuals who identify as LEP. The LOSSAN Agency utilized the United States (US) Department of Transportation's (DOT) "Policy Guidance Concerning Recipient's Responsibilities to Limited English Proficient Persons" and performed a Four Factor Analysis to develop the LOSSAN Agency's LEP Plan.

## **Four Factor Analysis**

The DOT Four Factor Analysis provides guidance to recipients of federal financial assistance in taking reasonable steps to ensure meaningful access to all its services, programs, and activities utilized by LEP individuals. The DOT guidance states that recipients will provide written translation of vital documents for each eligible LEP language group that meets the Department of Justice (DOJ) Safe Harbor provision of five percent of the population or 1,000 persons, whichever is less, identified as a limited English proficiency speaker within the service area. Such practices will be considered strong evidence of compliance with the recipient's written translation obligations for the Safe Harbor provision.

**Factor 1:** The number or proportion of LEP individuals to be served or likely to be encountered by a LOSSAN Agency service, program, or activity;

**Factor 2:** The frequency with which LEP individuals come in contact with the program, service, or activity;

**Factor 3:** The nature or importance of LOSSAN Agency services, programs, or activities provided to LEP individuals;

**Factor 4:** The resources available to the LOSSAN Agency and the costs.

**FACTOR ONE – The number or proportion of LEP individuals eligible to be served or likely to be encountered by a LOSSAN Agency service, program, or activity.**

Table B16001, “Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over,” contains data conducted by the U.S. Census Bureau for the American Community Survey (ACS) and provides two classifications for how well people speak English. The classifications are “very well” or less than “very well,” and for planning purposes the LOSSAN Agency considers people that speak English “less than very well” as LEP individuals.

At times, the U.S. Census Bureau may use different sets of languages based on region to ensure that the data collected reflects the unique linguistic diversity and needs of specific geographic areas. For the 351-mile LOSSAN rail corridor, which travels through a six-county region in Southern California, the U.S. Census Bureau used three different sets of languages within the counties served by the Pacific Surfliner. One set of languages was used for San Diego, Orange, and Los Angeles counties along the southern half of the route; a second set of languages was used solely for Ventura County; and a third set of languages was used for Santa Barbara and San Luis Obispo counties. For example, in Santa Barbara and San Luis Obispo counties, creole languages were specially identified as part of the counts for Spanish, French, and Portuguese as parent languages, while no mention of creole languages based on these parent languages was included for San Diego, Orange, Los Angeles, or Ventura counties.

Table 1 represents the number of LEP speakers by language throughout the LOSSAN Agency’s six-county service area who meet the DOJ Safe Harbor provision of *“every 1,000 speakers or five percent of the population, whichever is less.”* For reporting language counts in some counties where the U.S. Census Bureau identified creole languages and/or dialects in addition to the parent language, only the name of the parent language appears in Table 1. For example, “Spanish” includes the counts for “Spanish and Spanish Creole” taken in Santa Barbara and San Luis Obispo counties.

While some languages appeared as part of a group for all counties in which they were measured, other languages appeared individually in some counties while as part of a group in others. For example, while Yiddish was reported individually in Santa Barbara and San Luis Obispo counties, it was reported as part of the group “Yiddish, Pennsylvania Dutch, or other West Germanic languages” for the other four counties in the LOSSAN Agency’s service area. Since accurate individual counts cannot be determined for languages which were grouped by the U.S. Census Bureau in some or all

counties, only languages with reliable individual counts were evaluated for the Safe Harbor provision.

The only language to meet both criteria of the Safe Harbor provision is Spanish, with 2,190,978 LEP individuals speaking Spanish at home (exceeding 1,000 persons), comprising 13.10 percent of the total population (exceeding five percent of the total population). Language groups for which the number of LEP individuals does not exceed five percent of the total population, but contain at least 1,000 LEP individuals, include Chinese, Vietnamese, Korean, Tagalog, Armenian, Persian, Russian, Arabic, Japanese, French, Portuguese, Bengali, Hindi, Gujarati, Urdu, Hebrew, German, Punjabi, Italian, Serbo-Croatian, Tamil, Polish, Greek, Telugu, and Hmong.



**Table 1: Number of LEP Individuals Within LOSSAN's Six-County Service Area for DOJ Safe Harbor Provision**

Language	San Diego County, CA	Orange County, CA	Los Angeles County, CA	Ventura County, CA	Santa Barbara County, CA	San Luis Obispo County, CA	Total	% of LEP Population	% of Total Population
Total	3,090,942	2,979,343	9,188,375	789,587	407,609	262,818	16,718,674		
Speak only English	1,897,550	1,581,071	4,121,257	479,367	246,329	215,038	8,540,612		
Spanish	269,033	260,358	1,487,932	95,158	62,844	15,653	2,190,978	64.86%	13.10%
Chinese	23,702	46,790	226,512	2,926	1,969	467	302,366	8.95%	1.81%
Vietnamese	29,425	112,428	44,307	1,998	597	264	189,019	5.60%	1.13%
Korean	9,057	42,139	93,678	773	812	114	146,573	4.34%	0.88%
Tagalog	29,885	11,369	65,704	4,550	1,475	498	113,481	3.36%	0.68%
Armenian	154	740	80,165	226	25	46	81,356	2.41%	0.49%
Persian	8,248	14,595	26,066	2,220	191	43	51,363	1.52%	0.31%
Russian	5,058	5,387	25,998	400	119	34	36,996	1.10%	0.22%
Arabic	13,095	6,792	14,663	1,302	351	262	36,465	1.08%	0.22%
Japanese	5,137	7,165	18,681	165	588	212	31,948	0.95%	0.19%
Thai, Laotian, or other Tai-Kadai languages	3,685	3,105	14,491	708	203	175	22,367	0.66%	0.13%
Khmer, Mon-Khmer, or Cambodian	2,449	3,180	14,233	-	67	16	19,945	0.59%	0.12%
Other Pacific Island languages	2,367	3,127	8,491	659	410	183	15,237	0.45%	0.09%
Other Asian Languages	1,995	2,190	9,012	-	67	57	13,321	0.39%	0.08%
Other and unspecified languages	1,006	200	4,303	4,116	912	-	10,537	0.31%	0.06%
French	2,016	565	6,870	136	209	101	9,897	0.29%	0.06%
Amharic, Somali, or other Afro-Asiatic languages:	6,034	757	3,000	-	-	-	9,791	0.29%	0.06%
Portuguese*	3,024	1,260	4,258	134	86	345	9,107	0.27%	0.05%
Other Indo-European languages	3,225	1,991	2,957	238	34	59	8,504	0.25%	0.05%
Bengali	827	570	7,027	-	-	-	8,424	0.25%	0.05%
Hindi	1,220	1,863	4,883	159	52	21	8,198	0.24%	0.05%
Ukrainian or other Slavic languages	1,834	2,187	2,664	295	86	52	7,118	0.21%	0.04%
Gujarati	206	3,647	1,649	705	72	59	6,338	0.19%	0.04%
Urdu	495	1,888	2,930	91	44	13	5,461	0.16%	0.03%
Hebrew	360	441	4,285	-	8	22	5,116	0.15%	0.03%
German	1,376	1,232	1,405	150	487	92	4,742	0.14%	0.03%
Punjabi	-	1,403	3,010	200	-	-	4,613	0.14%	0.03%
Italian	1,567	589	1,812	192	170	49	4,379	0.13%	0.03%
Other Indic languages	324	562	2,632	91	169	95	3,873	0.11%	0.02%
Swahili or other languages of Central, Eastern, and Southern Africa	588	-	2,361	-	-	-	2,949	0.09%	0.02%
Serbo-Croatian	575	619	1,261	-	9	-	2,464	0.07%	0.01%
Tamil	255	1,276	774	47	-	-	2,352	0.07%	0.01%
Polish	326	670	1,275	-	27	-	2,298	0.07%	0.01%
Yoruba, Twi, Igbo, or other languages of Western Africa:	368	156	1,742	-	-	-	2,266	0.07%	0.01%
Greek	52	275	1,658	178	37	-	2,200	0.07%	0.01%
Telugu	230	511	1,256	41	-	-	2,038	0.06%	0.01%
Hmong	487	827	225	-	80	16	1,635	0.05%	0.01%
Malayalam, Kannada, or other Dravidian languages:	158	133	541	98	-	-	930	0.03%	0.01%
Yiddish, Pennsylvania Dutch, or other West Germanic languages	25	131	434	105	20	38	753	0.02%	0.00%
Other Native North American languages	-	134	156	-	-	-	290	0.01%	0.00%
Scandinavian languages	-	-	-	-	152	-	152	0.00%	0.00%
Navajo	67	-	33	-	-	12	112	0.00%	0.00%
Hungarian	-	-	-	-	23	30	53	0.00%	0.00%
Other African languages	-	-	-	-	-	-	-	0.00%	0.00%

B16001 Source: U.S. Census Bureau, 2023 American Community Survey 1-Year Estimates

## **FACTOR TWO – The frequency with which LEP individuals come in contact with the program, service, or activity.**

The LOSSAN Agency assessed the frequency with which its own staff, as well as direct and contracted employees from the National Passenger Railroad Corporation (Amtrak) assigned to the Pacific Surfliner and related services, have or could have contact with LEP individuals. The frequency of contact (or potential contact) of onboard personnel with LEP individuals was determined based on duties and responsibilities outlined in the Amtrak Service Standards Manual for Train Service and Onboard Service Employees.

The following contact opportunities and frequencies have been identified:

<b>Contact Opportunity</b>	<b>Frequency</b>
Conductors	Frequently
Lead Service Attendants	Frequently
Station Agents	Frequently
Customer Service Agents	Often
Schedule/Printed Materials	Frequently
Interior Signage	Frequently
Station Signage	Frequently
Thruway Bus Drivers	Frequently
Thruway Bus Signage	Frequently
Website	Frequently
Social Media	Often
Print Media	Occasionally
Broadcast Media	Occasionally
Public Relations Media	Occasionally
Special Events	Occasionally

**FACTOR THREE – The nature or importance of the LOSSAN Agency’s services, programs, or activities provided to LEP individuals.**

The Amtrak Pacific Surfliner is a vital transportation service for connecting LEP individuals to opportunities and resources along the Southern California coast. For many LEP individuals, reliable access to transportation is critical to overcoming barriers that might otherwise limit their ability to participate in economic, educational, and social activities. The Pacific Surfliner connects key urban centers, smaller communities, and popular destinations, which provides a lifeline to employment opportunities, schools, healthcare facilities, and cultural events. The service also plays a critical role in fostering social and economic inclusion for LEP individuals, many of whom rely on public transportation as their primary means of mobility. The Pacific Surfliner service provides a reliable and convenient means for LEP individuals to travel further distances within Southern California without requiring access to a personal vehicle.

Furthermore, the train’s seamless integration with other regional transportation options extends its impact, making it an indispensable part of California’s transit network for LEP populations. For example, LEP individuals can transfer at Los Angeles Union Station between the Pacific Surfliner and the Metrolink commuter rail system for accessing suburban communities beyond the LOSSAN rail corridor, as well as connect with local bus, light rail, and subway services for travel throughout Greater Los Angeles. Meanwhile, at the Santa Fe Depot in San Diego, direct connections are available to San Diego International Airport and several popular tourist destinations, as well as to the high-frequency Blue Line Trolley operated by the San Diego Metropolitan Transit System,

which directly connects Downtown San Diego and the San Ysidro International Border Crossing.

#### **FACTOR FOUR – The resources available to the LOSSAN Agency and the costs.**

##### **LOSSAN Agency Resources**

With individuals speaking Spanish comprising the largest share of the LEP population within the LOSSAN Agency's service area, the LOSSAN Agency has already taken several steps to ensure information about the Pacific Surfliner service is available in Spanish. For PacificSurfliner.com, which is the website the LOSSAN Agency directly manages to promote the Pacific Surfliner service and facilitate ticket sales, the LOSSAN Agency has implemented a solution to provide a version of the website completely translated into Spanish. The solution automatically generates Spanish translations for all new content added to the website, with the option for LOSSAN Agency staff to manually review and adjust translations later. As the LOSSAN Agency uses PacificSurfliner.com to post travel alerts and other important status updates, this feature ensures that at minimum a computer-generated Spanish translation of critical information is immediately available, regardless of the day or time it is posted. As of January 2025, the solution supports automated website translation for over 110 languages, and the LOSSAN Agency could add additional languages in the future if warranted by demand and available resources.

For informational cards placed onboard trains containing service information and promotional messaging, referred to as "rack cards," the LOSSAN Agency develops bilingual rack cards with information provided in English on one side and in Spanish on the other. Lastly, for online passenger surveys which are conducted to collect passenger input, the LOSSAN Agency leverages the ability to offer a Spanish version of all passenger surveys it conducts in English, ensuring Spanish-speaking LEP individuals can participate and share their input about the Pacific Surfliner service.

For contacts with LEP individuals which occur in-person or via telephone, in addition to leveraging widely available tools such as Google Translate which can be accessed via smartphone devices, staff also have the ability to leverage the resources of the Orange County Transportation Authority (OCTA) as the managing agency of the LOSSAN Agency. First, the LOSSAN Agency can utilize OCTA's Employee Language Translator Volunteer database for additional translation services upon request, with employee translators available for the Safe Harbor language groups of Arabic, Chinese, Gujarati, Hindi, Japanese, Korean, Punjabi, Portuguese, Spanish, Tagalog, and Vietnamese. In addition, should a volunteer translator who speaks the language of an LEP individual be unavailable to assist, the LOSSAN Agency can also leverage the services of a third-party provider which OCTA contracts with for translation services via telephone for over 240 languages.

### Resources Provided by Amtrak

As part of the LOSSAN Agency's maintenance and operations agreement with Amtrak, Amtrak provides most of the customer-facing tools and resources used by LEP individuals traveling on the Pacific Surfliner service. Amtrak.com, which includes the booking system that supports the ticketing widget on the LOSSAN Agency's website for the service, is available in English, Spanish, French, and Chinese. Through Amtrak.com, LEP individuals can view service information and schedules, as well as purchase tickets, in any of the four languages.

For telephone contacts with LEP individuals through the Amtrak Reservations and Customer Service Center, most requests from LEP individuals who speak Spanish. Amtrak employs a team of bilingual call center agents who speak Spanish to assist these individuals. For LEP individuals who speak a language other than Spanish, Amtrak leverages the services of a third-party provider to provide translation services for other languages via telephone, similar to the approach used by OCTA.

Onboard Pacific Surfliner trains, each conductor and assistant conductor possesses an eTicketing Mobile Device (eMD), which is a handheld cellular device used by Amtrak conductors to manage ticketing and passenger information efficiently during train operations. The eMD is equipped with specialized software that allows conductors and assistant conductors to scan and validate tickets, track passenger boarding, and monitor reservation details in real-time. One of the eMD applications available to conductors and assistant conductors is Google Translate, which allows for facilitating communications when a language barrier exists with a passenger who does not speak English. As of early 2025, Google Translate supports 249 languages and language varieties at various levels and includes a speech translation feature that instantly translates spoken language into a selected language.

### Additional Measures for Implementation of the Language Assistance Plan

Based on the four-factor analysis, the LOSSAN Agency has identified Spanish as the primary language for assistance needs and services required to provide meaningful access to information for LEP individuals within the service area. In addition to the existing resources available, the LOSSAN Agency will execute the following measures to further ensure meaningful access to the benefits, services, information, and other important portions of its programs and activities to LEP individuals:

- Prior to December 31, 2025, supplemental language placards will be installed onboard all passenger railroad cars leased or owned by the State of California Department of Transportation (Caltrans) and assigned for regular operation on the Pacific Surfliner service (does not include passenger cars only assigned to the Pacific Surfliner on a temporary basis). At minimum, one placard will be installed

lower level of each car. In addition to English, information to notify the beneficiaries of Title VI protection and the process to file a claim and/or receive additional translation services will be provided in the ten most-spoken languages by LEP individuals as provided in Table 1, which are Spanish, Chinese, Vietnamese, Korean, Tagalog, Armenian, Persian, Russian, Arabic, and Japanese. Individuals speaking at least one of these ten languages comprise 94.2 percent of the total LEP population within the LOSSAN Agency's service area.

- Prior to December 31, 2025, the creation of Title VI policy notices and complaint forms in all 26 languages meeting the minimum criteria for the Safe Harbor provision, which are Spanish, Chinese, Vietnamese, Korean, Tagalog, Armenian, Persian, Russian, Arabic, Japanese, French, Portuguese, Bengali, Hindi, Gujarati, Urdu, Hebrew, German, Punjabi, Italian, Serbo-Croatian, Tamil, Polish, Greek, Telugu, and Hmong.
- For all future online PDF train and bus schedule updates on PacificSurfliner.com, at minimum ensure effective dates and directions of travel (northbound/southbound) are provided in both English and Spanish.
- For all future printed train schedules installed by the LOSSAN Agency at stations and other rail facilities, a minimum of effective dates and directions of travel (northbound/southbound) will be provided in both English and Spanish.
- For all future printed bus route information signage installed by the LOSSAN Agency at stations, bus stops, and other facilities, a minimum of effective dates and directions of travel (northbound/southbound or eastbound/westbound) will be provided in both English and Spanish.
- Marketing materials for future major service and fare changes will be created in the ten most-spoken languages by LEP individuals as provided in Table 1, which are Spanish, Chinese, Vietnamese, Korean, Tagalog, Armenian, Persian, Russian, Arabic, and Japanese. Individuals speaking at least one of these ten languages comprise 94.2 percent of the total LEP population within the LOSSAN Agency's service area.

The LEP Plan is designed to be flexible and reviewed as an ongoing process. As such, it is important to consider whether new documents and services need to be made accessible for LEP individuals and also to monitor changes in demographics, as well as types of services in those demographics. When changes occur, the LEP Plan will be updated as appropriate.

The LOSSAN Agency will post the LEP Plan on [www.lossan.org](http://www.lossan.org), which is the agency website containing information about its Board of Directors, relevant agency documents

available for download, and access to OCTA's online portal for public records requests. Copies of the LEP Plan will be provided to any person or agency requesting a copy. LEP individuals may request translated copies of the plan, which the LOSSAN Agency will provide if feasible.

**Any questions or comments regarding this Plan should be directed to:**

Los Angeles – San Diego – San Luis Obispo Rail Corridor Agency  
Attn: Title VI Civil Rights Administrator  
600 S. Main Street  
Orange, CA 92863  
Phone: 714-560-5598  
Email: [civilrights@lossan.org](mailto:civilrights@lossan.org)



LOSSAN RAIL CORRIDOR AGENCY

# Appendix B



































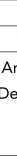






































































































































































































>AEE3@ F [ WSTW





SOUTHBOUND // Daily


Oakland • San Luis Obispo • San Diego


Train Number ▶			562	564	566	770	572	774	580	784	586	790	794
Connecting Bus Number ▶			4770				4784				4790		4794
Oakland, CA 	OKJ	Depart				 10:00P				 4:45A		 7:20A	 9:35A
Emeryville, CA 	EMY					 10:15P				 4:55A		 7:35A	 9:50A
San Francisco, CA 	SFC					 10:35P				 5:15A		 7:55A	 10:10A
San Jose, CA 	SJC					 11:45P				 6:20A		 9:25A	 11:25A
Salinas, CA 	SNS					 12:45A				 7:35A		 10:25A	 12:40P
King City, CA 	KGC					 1:35A				 8:45A		 11:55A	 1:55P
Paso Robles, CA 	PRB					 3:15A				 9:40A		 12:55P	 2:55P
San Luis Obispo, CA		Arrive											
• Cal Poly 	SLP	Depart				 3:45A				 10:15A		 1:25P	 3:30P
• San Luis Obispo Amtrak Station	SLO					 4:00A		6:11A		 10:35A		 1:40P	 3:50P
Grover Beach, CA	GVB					 4:25A		6:31A		 10:55A		 2:05P	 4:32P
Santa Maria, CA 	SAT					 4:40A				 11:15A		 2:20P	
Guadalupe-Santa Maria, CA	GUA							6:47A					 4:48P
Lompoc, CA	LPS							7:21A					 5:21P
Solvang, CA 	SLV					 5:15A				 11:50A		 2:55P	
Buellton, CA 	BUL					 5:25A				 12:00P		 3:05P	
Goleta, CA	GTA					 6:39A		8:31A		 1:31P		 4:25P	 6:30P
Santa Barbara, CA													
• UCSB 	SBU					 6:00A				 12:40P		 3:40P	 6:47P
• Santa Barbara Amtrak Station	SBA	Arrive				 6:30A		8:46A		 1:25P		 4:20P	 6:47P
Carpinteria, CA	CPN	Depart				 6:53A		8:49A		 1:45P		 4:40P	 6:50P
Ventura, CA	VEC					 7:08A		9:04A		 2:03P		 4:57P	 7:08P
Oxnard, CA	OXN					 7:39A		9:38A		 2:34P		 5:28P	 7:43P
Camarillo, CA	CML					 7:57A		9:55A		 2:53P		 5:42P	 8:03P
Moorpark, CA	MPK					 8:10A		10:09A		 3:09P		 5:53P	 8:14P
Simi Valley, CA	SIM					 8:24A		10:23A		 3:23P		 6:05P	 8:24P
Chatsworth, CA	CWT					 8:41A		10:39A		 3:39P		 6:21P	 8:41P
Northridge, CA	NRG					 8:53A		10:52A		 3:52P		 6:37P	 8:58P
Van Nuys, CA	VNC					 8:59A				 4:05P			
Hollywood Burbank Airport, CA 	BUR					 9:09A		11:07A		 4:13P		 6:50P	 9:09P
Burbank-Downtown, CA	BBK					 9:17A		11:15A		 4:21P		 7:05P	 9:17P
Glendale, CA	GDL					 9:22A				 4:26P			
Los Angeles, CA 	LAX	Arrive				 9:29A		11:26A		 4:34P		 7:17P	 9:28P
Fullerton, CA	FUL	Depart	 6:10A	 7:10A	 8:10A	 9:46A		11:43A		 4:48P		 7:40P	 9:46P
Anaheim, CA	ANA		 6:41A	 7:41A	 8:41A	 10:10A	 11:10A	 12:10P	 3:10P	 5:10P	 6:10P	 8:10P	 10:10P
Santa Ana, CA	SNA		 6:49A	 7:49A	 8:49A	 10:41A	 11:41A	 12:41P	 3:41P	 5:41P	 6:41P	 8:41P	 10:41P
Irvine, CA	IRV		 7:01A	 8:01A	 9:01A	 11:01A		 12:01P	 1:01P	 4:01P	 6:01P	 9:01P	 11:01P
San Juan Capistrano, CA	SNC		 7:12A	 8:12A	 9:12A	 11:12A		 12:12P	 1:12P	 4:12P	 7:12P	 9:12P	 11:12P
San Clemente Pier, CA	SNP		 7:26A	 8:26A	 9:25A	 11:25A		 12:25P	 1:26P	 4:26P	 7:26P	 9:26P	 11:26P
Oceanside, CA	OSD		 8:05A	 9:05A	 10:08A	 12:08P	 1:08P	 2:05P	 5:05P	 7:05P	 8:05P	 10:02P	 12:05A
Solana Beach, CA	SOL		 8:20A	 9:20A	 10:23A	 12:23P	 1:23P	 2:20P	 5:20P	 7:20P	 8:20P	 10:20P	 12:20A
San Diego, CA													
• Old Town San Diego Amtrak Station	OLT	Arrive	 8:51A	 9:51A	 10:54A	 12:54P	 1:54P	 2:51P	 5:51P	 7:51P	 8:51P	 10:49P	 12:51A
• Downtown San Diego Amtrak Station 	SAN		 9:04A	 10:04A	 11:07A	 1:07P	 2:07P	 3:04P	 6:04P	 8:04P	 9:04P	 11:04P	 1:04A

 Pacific Surfliner train service

 Airport connection


 Thruway Bus and connecting services

 Thruway Bus stop

 Stops to receive and discharge passengers; train may leave before time shown

 Stops only to discharge passengers; bus may leave before time shown

IMPORTANT SERVICE NOTIFICATIONS

 **Baseball Season:** On 5/12, 5/13, 5/14, 6/9, 6/10, & 8/22 Train 595 will operate as 1595 and depart San Diego at approximately 10:01PM after San Diego Padres games versus Los Angeles Dodgers or Los Angeles Angels.
















































































**Del Mar Phase 5 Project:** The Del Mar Bluffs Phase 5 construction will cause periodic impacts to Pacific Surfliner operations. Please visit [PacificSurfliner.com/DelMar5](https://PacificSurfliner.com/DelMar5) for details.







NORTHBOUND // Daily


San Diego • San Luis Obispo • Oakland


Train Number ▶				761	765	769	573	777	579	581	785	587	591	595
Connecting Bus Number ▶				 4761	 4765	 4769				 4785				
San Diego, CA														
• Downtown San Diego Amtrak Station 	SAN	Depart		4:01A	6:01A	8:01A	10:01A	12:01P	1:01P	2:01P	4:01P	5:01P	7:01P	9:01P
• Old Town San Diego Amtrak Station	OLT			4:10A	6:10A	8:10A	10:10A	12:10P	1:10P	2:10P	4:10P	5:10P	7:10P	9:10P
Solana Beach, CA	SOL			4:40A	6:40A	8:40A	10:40A	12:40P	1:40P	2:40P	4:40P	5:40P	7:40P	9:40P
Oceanside, CA	OSD			4:57A	6:57A	8:57A	10:57A	12:57P	1:57P	2:57P	4:57P	5:57P	7:57P	9:57P
San Clemente Pier, CA	SNP									3:20P	5:20P	6:23P		
San Juan Capistrano, CA	SNC			5:34A	7:34A	9:34A	11:34A	1:34P	2:34P	3:37P	5:37P	6:36P	8:34P	10:34P
Irvine, CA	IRV			5:49A	7:49A	9:49A	11:49A	1:49P	2:49P	3:52P	5:52P	6:53P	8:49P	10:49P
Santa Ana, CA	SNA			6:01A	8:01A	10:01A	12:01P	2:01P	3:01P	4:04P	6:04P	7:06P	9:01P	11:01P
Anaheim, CA	ANA			6:10A	8:10A	10:10A	12:10P	2:10P	3:10P	4:13P	6:13P	7:17P	9:10P	11:10P
Fullerton, CA	FUL			6:18A	8:18A	10:18A	12:18P	2:18P	3:18P	4:21P	6:21P	7:25P	9:18P	11:18P
Los Angeles, CA 	LAX	Arrive		6:57A	8:57A	10:52A	12:57P	2:57P	3:57P	4:57P	6:57P	8:04P	9:57P	11:57P
		Depart		7:13A	9:13A	11:13A		3:13P			7:13P			
Glendale, CA	GDL			7:26A	9:26A	11:26A		3:26P			7:26P			
Burbank-Downtown, CA	BBK			7:33A				3:33P						
Hollywood Burbank Airport, CA 	BUR			7:39A	9:36A	11:36A		3:39P			7:36P			
Van Nuys, CA	VNC			7:47A	9:44A	11:44A		3:47P			7:44P			
Northridge, CA	NRG			7:55A				3:55P						
Chatsworth, CA	CWT			8:02A	9:59A	11:59A		4:01P			7:59P			
Simi Valley, CA	SIM			8:14A	10:11A	12:11P		4:13P			8:11P			
Moorpark, CA	MPK			8:27A	10:24A	12:23P		4:26P			8:25P			
Camarillo, CA	CML			8:41A	10:36A	12:36P		4:41P			8:47P			
Oxnard, CA	OXN			8:56A	10:54A	12:51P		4:52P			8:59P			
Ventura, CA	VEC			9:10A	11:08A	1:05P		5:06P			9:13P			
Carpinteria, CA	CPN			9:36A	11:34A	1:31P		5:28P			9:35P			
Santa Barbara, CA														
• Santa Barbara Amtrak Station	SBA	Arrive		9:55A	 11:50A	 1:49P		 5:46P			 9:59P			
		Depart		9:58A	 11:55A	 2:00P		5:49P			 10:05P			
• UCSB 	SBU				 12:10P	 2:15P					 10:20P			
Goleta, CA	GTA			10:11A	12:03P	2:02P		6:05P			10:12P			
Buellton, CA 	BUL				 12:45P	 2:45P					 10:50P			
Solvang, CA 	SLV				 12:55P	 2:50P					 10:55P			
Lompoc, CA	LPS			11:20A				7:22P						
Guadalupe-Santa Maria, CA	GUA			11:54A				7:56P						
Santa Maria, CA 	SAT				 1:25P	 3:30P					 11:35P			
Grover Beach, CA	GVB			12:09P	 1:45P	 3:55P		8:11P			 11:59P			
San Luis Obispo, CA														
• San Luis Obispo Amtrak Station	SLO	Arrive		12:39P				8:46P						
		Depart		 12:45P	 2:15P	 4:25P					 12:30A			
• Cal Poly 	SLP			 12:55P	 2:25P	 4:35P					 12:40A			
Paso Robles, CA 	PRB			 1:25P	 2:55P	 5:05P					 1:10A			
King City, CA 	KGC			 2:50P	 4:20P	 6:30P					 2:35A			
Salinas, CA 	SNS			 3:40P	 5:10P	 7:20P					 3:25A			
San Jose, CA 	SJC			 4:50P	 6:20P	 8:25P					 4:30A			
San Francisco, CA 	SFC			 6:00P	 7:30P	 9:40P					 5:45A			
Emeryville, CA 	EMY					 10:05P					 6:05A			
Oakland, CA 	OKJ	Arrive		 6:30P	 8:00P	 10:15P					 6:15A			

 Pacific Surfliner train service

 Airport connection


 Thruway Bus and connecting services

 Thruway Bus stop

 Stops to receive and discharge passengers; train may leave before time shown

 Stops only to discharge passengers; bus may leave before time shown

IMPORTANT SERVICE NOTIFICATIONS

 **Baseball Season:** On 5/12, 5/13, 5/14, 6/9, 6/10, & 8/22 Train 595 will operate as 1595 and depart San Diego at approximately 10:01PM after San Diego Padres games versus Los Angeles Dodgers or Los Angeles Angels.

**Del Mar Phase 5 Project:** The Del Mar Bluffs Phase 5 construction will cause periodic impacts to Pacific Surfliner operations. Please visit [PacificSurfliner.com/DelMar5](https://PacificSurfliner.com/DelMar5) for details.








PACIFIC SURFLINER THRUWAY BUS CONNECTIONS // Daily

ROUTE 39 // Fullerton • Palm Springs • Indio

EASTBOUND (read down)					WESTBOUND (read up)				
770 / 769	774 / 580 / 581	◀ Connecting Train Number ▶			572 / 573 / 777	784 / 785			
4968	4984	◀ Thruway Bus Number ▶			4967	4985			
⌚ 11:00A	⌚ 4:50P	Depart	Fullerton, CA	FUL	Arrive	⌚ 10:05A	⌚ 4:25P		
⌚ 11:50A	⌚ 5:45P		Riverside, CA (Amtrak/Metrolink)	RIV	↑	9:00A	⌚ 3:25P		
⌚ 12:30P	⌚ 6:25P		Cabazon, CA (Morongo Casino Hotel)	CBZ		⌚ 8:20A	⌚ 2:35P		
⌚ 1:00P ⌚ 1:10P	⌚ 6:55P	↓	Palm Springs, CA		↑	⌚ 7:50A	⌚ 2:10P		
	⌚ 7:00P		• Downtown	PSS			⌚ 2:00P		
	⌚ 7:30P		• Airport ✈	PSP		⌚ 7:45A			
	⌚ 7:40P		Palm Desert, CA (Palm Desert Town Center)	PDC		⌚ 7:15A			
	⌚ 7:50P	Arrive	La Quinta, CA (La Quinta Town Center)	LQT		⌚ 7:00A			
			Indio, CA (Hwy 111 at Monroe)	IDO	Depart	6:50A			

ROUTE 17 // Santa Barbara • San Luis Obispo • Oakland

NORTHBOUND <i>(read down)</i>							SOUTHBOUND <i>(read up)</i>												
761	765	769	785	◀ Connecting Train Number ▶			770	784	790	794									
4761	4765	4769	4785	◀ Thruway Bus Number ▶			4770	4784	4790	4794									
				Depart	Santa Barbara, CA	Arrive													
	⌚ 11:55A	⌚ 2:00P	⌚ 10:05P		• Santa Barbara Amtrak Station	SBA		⌚ 6:30A	⌚ 1:25P	⌚ 4:20P									
	12:10P	2:15P	10:20P		• UCSB	SBU		6:00A	12:40P	3:40P									
	12:45P	2:45P	10:50P		Buellton, CA – Transit Shelter WB 246	BUL		5:25A	12:00P	3:05P									
	12:55P	2:50P	10:55P		Solvang, CA (Solvang Park)	SLV		5:15A	11:50A	2:55P									
	1:25P	3:30P	11:35P		Santa Maria, CA (IHOP)	SAT		4:40A	11:15A	2:20P									
	1:45P	3:55P	11:59P		Grover Beach, CA	GVB		4:25A	10:55A	2:05P									
⌚ 12:45P	⌚ 2:15P	4:25P	12:30A		San Luis Obispo, CA			4:00A	10:35A	1:40P	3:50P								
			12:40A		• San Luis Obispo Amtrak Station	SLO						⌚ 3:45A	10:15A	1:25P	3:30P				
					• Cal Poly	SLP										3:15A	9:40A	12:55P	2:55P
			1:10A		Paso Robles, CA	PRB													
⌚ 2:50P	⌚ 4:20P	⌚ 6:30P	⌚ 2:35A		King City, CA (McDonald's)	KGC		12:45A	7:35A	10:25A	12:40P								
3:40P	5:10P	7:20P	3:25A	Salinas, CA	SNS	11:45P	6:20A	9:25A	⌚ 11:25A										
⌚ 4:50P	⌚ 6:20P	8:25P	4:30A	San Jose, CA	SJC	10:35P	5:15A	7:55A	10:10A										
⌚ 6:00P	⌚ 7:30P	⌚ 9:40P	⌚ 5:45A		San Francisco, CA	SFC		10:15P	4:55A	7:35A	9:50A								
		⌚ 10:05P	⌚ 6:05A		Emeryville, CA	EMY		10:35P	4:55A	7:35A	9:50A								
⌚ 6:30P	⌚ 8:00P	⌚ 10:15P	⌚ 6:15A	Arrive	Oakland, CA	OKJ	Depart	⌚ 10:00P	⌚ 4:45A	⌚ 7:20A	9:35A								

NOTE: All Pacific Surfliner Thruway Bus connections require advance reservations.

For other Thruway Bus routes, go to [PacificSurfliner.com/Thruway](https://PacificSurfliner.com/Thruway)

Thruway Bus and connecting services

- ✈ Airport connection
- ⌚ Train connection
- ⌚ Stops only to discharge passengers; bus may leave before time shown
- ⌚ Rest stop

# PACIFIC SURFLINER TRAIN STATIONS

**San Luis Obispo Station**  
1011 Railroad Ave.  
San Luis Obispo, CA 93401  
*Staffed Station*

**Grover Beach Station**  
180 W. Grand Ave.  
Grover Beach, CA 93433  
*Unstaffed Station*

**Guadalupe Station**  
330 Guadalupe St.  
Guadalupe, CA 93434  
*Unstaffed Station*

**Lompoc-Surf Station**  
Ocean Ave. & Park Rd.  
Surf, CA 93437  
*Unstaffed Station*

**Goleta Station**  
25 S. La Patera Ln.  
Goleta, CA 93117  
*Unstaffed Station*

**Santa Barbara Station**  
209 State St.  
Santa Barbara, CA 93101  
*Staffed Station*

**Carpinteria Station**  
475 Linden Ave.  
Carpinteria, CA 93013  
*Unstaffed Station*

**Ventura Station**  
39 E. Harbor Blvd.  
Ventura, CA 93001  
*Unstaffed Station*

**Oxnard Station**  
201 E. Fourth St.  
Oxnard, CA 93030  
*Staffed Station*

**Camarillo Station**  
30 Lewis Rd.  
Camarillo, CA 93010  
*Unstaffed Station*

**Moorpark Station**  
300 High St.  
Moorpark, CA 93021  
*Unstaffed Station*

**Simi Valley Station**  
5050 Los Angeles Ave.  
Simi Valley, CA 93063  
*Unstaffed Station*

**Chatsworth Station**  
10040 Old Depot Plaza Rd.  
Chatsworth, CA 91311  
*Unstaffed Station*

**Northridge Station**  
8775 Wilbur Ave.  
Northridge, CA 91324  
*Unstaffed Station*

**Van Nuys Station**  
7724 Van Nuys Blvd.  
Van Nuys, CA 91405  
*Staffed Station*

**Burbank Airport Station**  
3750 Empire Ave.  
Burbank, CA 91505  
*Unstaffed Station*

**Burbank Downtown Station**  
201 N. Front St.  
Burbank, CA 91502  
*Unstaffed Station*

**Glendale Station**  
400 W. Cerritos Ave.  
Glendale, CA 91204  
*Unstaffed Station*

**Los Angeles Union Station**  
800 N. Alameda St.  
Los Angeles, CA 90012  
*Staffed Station*

**Fullerton Station**  
120 E. Santa Fe Ave.  
Fullerton, CA 92832  
*Staffed Station*

**Anaheim Station**  
2626 E. Katella Ave.  
Anaheim, CA 92806  
*Staffed Station*

**Santa Ana Station**  
1000 E. Santa Ana Blvd.  
Santa Ana, CA 92701  
*Staffed Station\**

**Irvine Station**  
15215 Barranca Pkwy.  
Irvine, CA 92618  
*Staffed Station\**

**San Juan Capistrano Station**  
26701 Verdugo St.  
San Juan Capistrano, CA 92675  
*Staffed Station\**

**San Clemente Pier Station**  
615 Avenida Victoria  
San Clemente, CA 92672  
*Unstaffed Station*

**Oceanside Station**  
235 S. Tremont St.  
Oceanside, CA 92054  
*Staffed Station*

**Solana Beach Station**  
105 Cedros Ave.  
Solana Beach, CA 92075  
*Staffed Station\**

**San Diego – Old Town Station**  
4005 Taylor St.  
San Diego, CA 92110  
*Unstaffed Station*

**San Diego – Santa Fe Depot**  
1050 Kettner Blvd.  
San Diego, CA 92101  
*Staffed Station*

*\* These station facilities are either temporarily closed or partially closed. However, trains continue to serve these stations.  
Please visit [PacificSurfliner.com/Advisory](https://www.PacificSurfliner.com/Advisory) for the latest updates.*

For more information about the Pacific Surfliner:



[PacificSurfliner.com](https://www.PacificSurfliner.com)



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