

Memorandum

To: CHAIR AND COMMISSIONERS

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Information Item

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Chief Financial Officer

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Subject: **DRAFT FEDERAL FISCAL YEAR (FFY) 2006-07 BUSINESS PLAN FOR
THE PACIFIC SURFLINER INTERCITY RAIL ROUTE**

SUMMARY:

At the California Transportation Commission's (Commission) request, the Department of Transportation (Department) is presenting this Draft Federal Fiscal Year (FFY) 2006-07 Pacific Surfliner Business Plan (the Plan) to the Commission for review. The Plan reflects the Governor's FY 2006-07 Proposed Budget. The Plan includes Operating, Marketing, and Capital Action Plans, with key actions for FFY 2005-06 and 2006-07. The Plan also includes a discussion of performance goals and achievements for the Pacific Surfliner Route (Route). The Action Plans are attached.

BACKGROUND:

The Route had an extremely positive year in FFY 2004-05, with an increase in ridership and financial performance. Actual ridership of 2,520,444 was above the standard of 2,491,100 by 1.2 percent. Additionally, FFY 2004-05 ridership was the highest ever for the Route and 6.2 percent above the prior year. This is the third year of major ridership increases. FFY 2003-04 ridership was 7.6 percent above the prior year, and FFY2002-03 ridership was 27 percent above the prior year. The unprecedented ridership increase (with no increase in train frequencies) is primarily the result of the "Rail 2 Rail" Program, which allows ticket honoring between Amtrak and Metrolink or Coaster. The 57.1 farebox ratio nearly reached the standard of 57.3 and was 2.1 percent above the prior year standard ratio of 55.2 percent.

In the current year, FFY 2005-06, the ridership standard is projected to increase 7.3 percent to 2,673,000, and the farebox ratio standard is projected to be 59.1 percent. Actual results for year-to-date FFY 2005-06 (October 2005-March 2006) have been very positive, with ridership up 10 percent. In FFY 2006-07, the ridership standard projects a 5.0 percent increase, and the farebox ratio standard is projected to be 60.9 percent. These performance standards indicate steady ridership and financial stability in FFY 2005-06 and FFY 2006-07.

Attachment

PACIFIC SURFLINER ROUTE ACTION PLANS

OPERATING ACTION PLAN

System Connectivity

- Continue to expand and enhance the successful Rail 2 Rail Program in 2005-06 and 2006-07.
- Complete initial installation of “next-generation” joint Amtrak-Metrolink ticketing machines at all Pacific Surfliner stations in 2006-07.

Food Service

- Install new signage in café cars in the summer of 2006, and develop and implement marketing to increase awareness of food service.

On-time Performance

- Reach on-time performance goal of 80 percent in 2005-06 and 82 percent in 2006-07 as a result of completion of capital projects, and working with UP Railroad, BNSF Railway, and Amtrak to identify and implement measures to enhance schedule reliability.

Amtrak Bus Operations

- Conduct twice-yearly route and segment bus evaluations to determine cost recovery. As warranted, add, cut, or discontinue routes, or undertake special promotions or targeted marketing.

MARKETING ACTION PLAN

Advertising and Public Relations

- Conduct fall, winter, and spring promotions in 2005-06 and 2006-07 using a variety of media, as appropriate to the promotional themes, to assist in the goal of achieving or exceeding projected ridership gains of 7.3 percent in 2005-06 and 5.0 percent in 2006-07.
- Continue successful advertising partnerships and implement new partnerships in 2005-06 and 2006-07 with local organizations such as Suzuki Rock and Roll Marathon, Fiesta Broadway, Applebee’s Restaurants, Travel Made Simple Sweepstakes, and similar venues.
- Conduct public relations activities in 2005-06 and 2006-07 to recognize significant milestones on the Route and promote events highlighting special destinations.

Joint Marketing with Commuter Services

- Continue joint marketing of the “Rail 2 Rail” Program in 2005-06 and 2006-07 with Metrolink and Coaster.

Group Travel Program

- Continue promotion of the “Kids ‘N Trains” Program and conduct a survey of program users in 2005-06 to evaluate program structure and identify program refinements.
- Expand the college student travel discount program in the fall of 2006.

CAPITAL ACTION PLAN

Track and Signal Projects

- Construction on Santa Susanna Tunnel (Los Angeles/Ventura Counties) seismic upgrade to be completed in 2008.
- Continue construction on Los Angeles-Fullerton third main track project. Finish construction on La Mirada-Basta and Commerce-Pico Rivera segments in 2006-07.
- Construction on Lincoln Avenue double track project in Orange County to be completed in 2007.
- Complete construction of the CP Flores-CP O’Neil double track project in San Diego County in 2009.
- Continue work on Del Mar Bluffs stabilization in San Diego County.

Station Projects

- Complete construction of the Camarillo station and Santa Ana station pedestrian bridge in 2006.
- Deploy “next generation” ticket vending machines to begin initial phase of operation in 2006-07 at Amtrak and Metrolink stations, allowing through ticketing between Amtrak and Metrolink.

DRAFT

PACIFIC SURFLINER ROUTE FFY 2006–07 BUSINESS PLAN



State of California Department of Transportation

June 2006



ARNOLD SCHWARZENEGGER, Governor

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EXECUTIVE SUMMARY

CHAPTER I – INTRODUCTION

The Department’s vision for its intercity passenger rail program includes the following elements:

- Provide relief to highway and airway congestion.
- Provide a rail transportation alternative to other travel modes.
- Improve air quality, conserve fuel, and contribute to efficient and environmentally superior land use.

The Department is in the business of administering intercity passenger rail service. The State began financial support of the Route in 1976. The State and Amtrak share responsibilities for operating train service; Amtrak operates the trains and the State provides funding and oversight. Amtrak entirely supports 30 percent of the Route’s service, because it is considered Amtrak “basic system” service, while the State supports the remaining 70 percent of the Route.

The *Pacific Surfliner* Route extends 351 rail miles between San Luis Obispo and San Diego (222 miles north of Los Angeles and 129 miles south of Los Angeles) with 24 intermediate stops. The Route is now the busiest in the Amtrak national system outside of the Northeast Corridor. Since 1976, the Department and other agencies have committed almost \$1.3 billion to station, track and signal, and equipment projects, and maintenance facilities on the Route, including both completed and programmed projects.

Federal Fiscal Year (FFY) 2004-05 was an extremely positive year for the *Pacific Surfliners*. In FFY 2004-05, ridership of 2,520,444 was the highest ever for the Route, and 6.2 percent above FFY 2003-04 ridership. This is the third year of major ridership increases. FFY 2003-04 ridership was 7.6 percent above FFY 2002-03 and FFY 2002-03 ridership was 27 percent above the prior year. The unprecedented ridership increase (with no increase in train frequencies) is primarily the result of the Rail 2 Rail Program, which allows ticket honoring between Amtrak and Metrolink and Coaster commuter rail services. Cost efficiency, measured by the farebox return, was 57.1 percent.

The Route is poised for very positive ridership and financial results in the near-term, with ridership projected to increase by 7.3 percent in 2005-06 to 2,673,000 riders and 5 percent in 2006-07 to 2,807,000. Expenses are projected to increase at a slower rate than revenues. An additional roundtrip was added in November 2004 between Los Angeles and San Luis Obispo. The current service level of 11 roundtrips from San Diego to Los Angeles and five roundtrips from Los Angeles to Santa Barbara, with two roundtrips continuing to San Luis Obispo, offers many trip options for both business and leisure travelers.

CHAPTER II – PERFORMANCE STANDARDS AND RESULTS

This Business Plan includes performance standards for the current and budget year. The performance standards measure usage, cost efficiency and service quality. The performance standards are based on the short-range Operating, Marketing and Capital Action Plans laid out in the Business Plan.

A strong ridership increase in 2005-06 is projected at 7.3 percent with 2,673,000 riders, and 2006-07 ridership is projected to increase 5 percent with 2,807,000 riders. Revenue is projected to increase by 13.1 percent in 2005-06 and by 8.4 percent in 2006-07. Farebox ratio is projected to increase from 59.1 percent in 2005-06 to 60.9 percent in 2006-07. The on-time performance (OTP) standard is 80 percent in 2005-06 and 82 percent in 2006-07.

CHAPTER III - OPERATING AND MARKETING PLAN

This chapter includes a discussion of the operating and marketing program (summarized in the Operating and Marketing Action Plans below) designed to achieve the performance standards discussed above.

OPERATING ACTION PLAN

System Connectivity

- Continue to expand and enhance the successful Rail 2 Rail Program in 2005-06 and 2006-07.
- Complete initial installation of “next-generation” joint Amtrak-Metrolink ticketing machines at all Pacific Surfliner stations in 2006-07.

Food Service

- Install new signage in café cars in the summer of 2006, and develop and implement marketing to increase awareness of food service.

On-time Performance

- Reach on-time performance goal of 80 percent in 2005-06 and 82 percent in 2006-07 as a result of completion of capital projects, and working with Union Pacific Railroad, BNSF Railway, and Amtrak to identify and implement measures to enhance schedule reliability.

Amtrak Bus Operations

- Conduct twice-yearly route and segment bus evaluations to determine cost recovery. As warranted, add, cut, or discontinue routes, or undertake special promotions or targeted marketing.

MARKETING ACTION PLAN

Advertising and Public Relations

- Conduct fall, winter, and spring promotions in 2005-06 and 2006-07 using a variety of media, as appropriate to the promotional themes, to assist in the goal of achieving or exceeding projected ridership gains of 7.3 percent in 2005-06 and 5.0 percent in 2006-07.
- Continue successful advertising partnerships and implement new partnerships in 2005-06 and 2006-07 with local organizations such as Suzuki Rock and Roll Marathon, Fiesta Broadway, Applebee's Restaurants, Travel Made Simple Sweepstakes, and similar venues.
- Conduct public relations activities in 2005-06 and 2006-07 to recognize significant milestones on the Route and promote events highlighting special destinations.

Joint Marketing with Commuter Services

- Continue joint marketing of the Rail 2 Rail Program in 2005-06 and 2006-07 with Metrolink and Coaster.

Group Travel Program

- Continue promotion of the "Kids 'N Trains" Program and conduct a survey of program users in 2005-06 to evaluate program structure and identify program refinements.
- Expand the college student travel discount program in the fall of 2006.

CHAPTER IV – CAPITAL PLAN

This chapter includes a discussion of the capital program (summarized in the Capital Action Plan below) designed to reach the performance standards discussed above.

CAPITAL ACTION PLAN

Track and Signal Projects

- Construction on Santa Susanna Tunnel (Los Angeles/Ventura Counties) seismic upgrade to be completed in 2008.
- Continue construction on Los Angeles-Fullerton third main track project. Finish construction on La Mirada-Basta and Commerce-Pico Rivera segments in 2006-07.
- Construction on Lincoln Avenue double track project in Orange County to be completed in 2007.
- Complete construction of the CP Flores-CP O'Neil double track project in San Diego County in 2009.
- Continue work on Del Mar Bluffs stabilization in San Diego County.

Station Projects

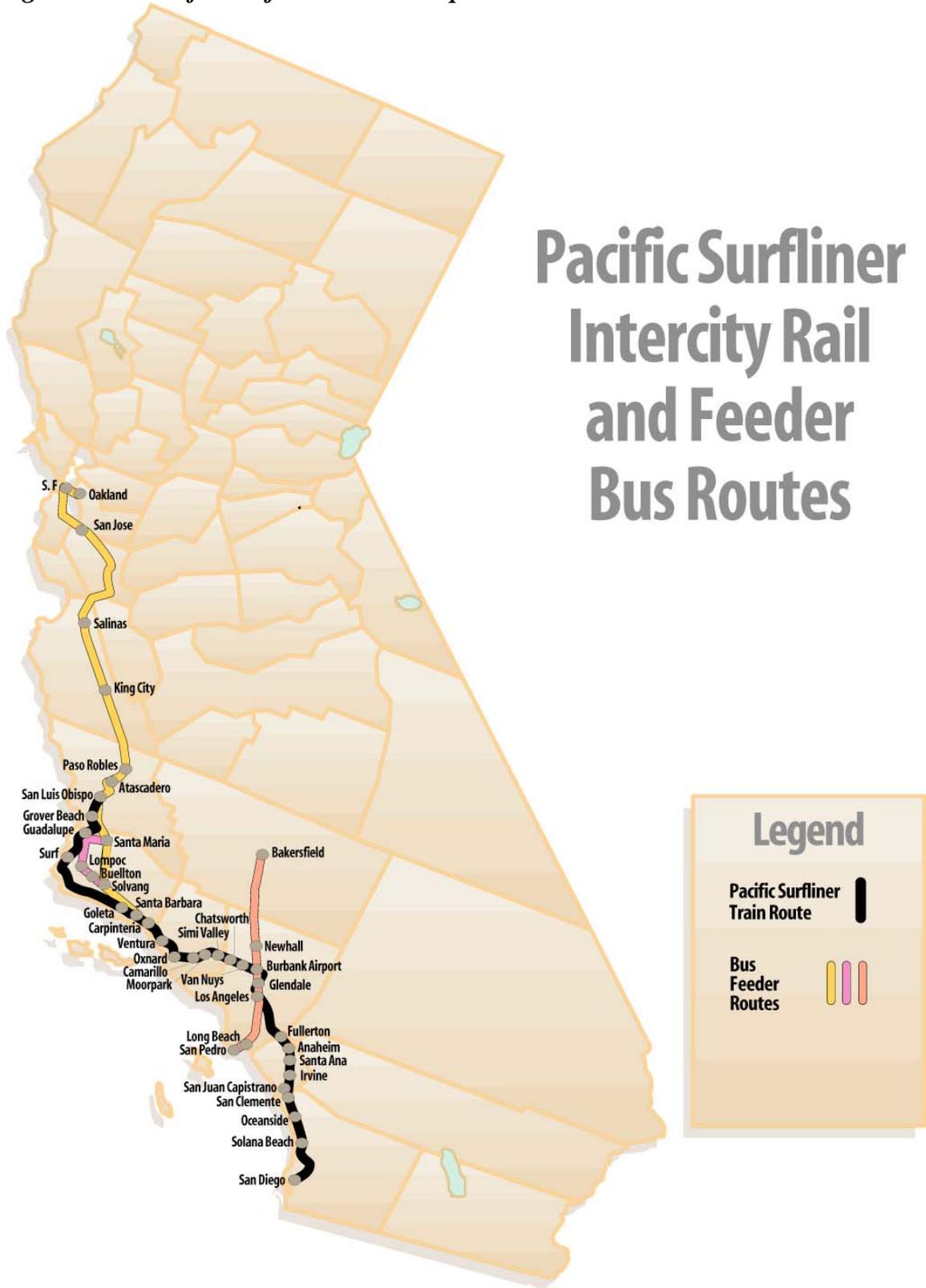
- Complete construction of the Camarillo station and Santa Ana station pedestrian bridge in 2006.
- Deploy “next generation” ticket vending machines to begin initial phase of operation in 2006-07 at Amtrak and Metrolink stations, allowing through ticketing between Amtrak and Metrolink.

APPENDIX – *PACIFIC SURFLINER* RAIL STATIONS AND CONNECTING SERVICES

This Appendix contains information on:

- *Pacific Surfliner* rail stations and transportation connections to the stations.
- Commuter and urban rail transportation services that connect to the *Pacific Surfliners*.
- Amtrak services that connect to the *Pacific Surfliners*.

Figure 1.1 - Pacific Surfliner Route Map



CHAPTER I INTRODUCTION

This *Pacific Surfliner* Route Business Plan (Plan) is for Federal Fiscal Year (FFY) 2006-07 (October 2006–September 2007). It was prepared by the Department of Transportation’s (Department) Division of Rail (Division). The Plan is supplemented by the *California State Rail Plan 2005-06 to 2015-2016* dated December 2005, that includes both a passenger and a freight element, and presents a longer-range ten-year plan for State-supported rail passenger services in California. The State Rail Plan provides both long-range capital and operating plans for the route. To supplement the Business Plan, an **Appendix** provides a geographical listing and description of the rail stations on the *San Joaquin* Route and other rail services that connect to the *San Joaquins*.

DEPARTMENT’S VISION AND GOALS FOR INTERCITY PASSENGER RAIL

The Department’s Intercity Rail Program Vision guides this 2006-07 *Pacific Surfliner* Business Plan. To achieve the vision for intercity rail in California, service must be frequent and reliable, and available for trips to major intercity destinations with travel times competitive with the auto. Capital projects to increase capacity will allow frequencies to be added. Projects to improve on-time performance, increase reliability and reduce running time, will attract riders and provide an efficient and cost-effective service. (The Department’s vision for intercity rail passenger service is discussed in more detail in the *California State Rail Plan 2005-06 to 2015-16*.) The vision includes the following elements:

- Provide relief to highway and airway congestion.
- Provide a rail transportation alternative to other travel modes.
- Improve air quality, conserve fuel, and contribute to efficient and environmentally superior land use.

The Department has five Department-wide transportation goals: safety, mobility, delivery, flexibility, and stewardship. These goals relate to intercity passenger rail as follows:

- **SAFETY – Provide the safest transportation system in the nation for users and workers.**

The Division of Rail strives for an excellent safety record on its intercity passenger rail services. All capital and equipment projects and operational initiatives have a strong safety component. The Operation Lifesaver rail safety campaign’s goal is improved safety at rail crossings. The Division also administers the Federal Section 130 Crossing Improvement Program and the Section 190 State Grade

Separation Program to improve and construct rail/vehicle crossings for increased safety.

- **MOBILITY – Optimize transportation system throughput and provide dependable travel times.**

The Division strives to enhance throughput in two ways: first, capital projects and service improvements make the intercity passenger rail system more efficient; and second, intercity passenger rail travel improves the efficiency of the highway system by reducing highway travel. The Rail Program has OTP goals for its intercity passenger rail routes most capital projects and many operating initiatives are focused on improving on-time performance (OTP).

- **DELIVERY – Improve delivery of projects and services.**

The Division delivers excellent performance in its capital program. The State’s intercity rail capital program is by far the largest of any state-funded program in the nation. The Division works with railroads and local communities to accelerate project delivery through use of standardized plans and streamlined environmental clearances when appropriated.

- **FLEXIBILITY – Provide mobility choices through strategic partnerships.**

The Division focuses on the goal of flexibility, by developing the intercity passenger rail travel option as one of several mass transit options available to the traveling public and improving intercity rail connectivity to other transportation options.

- **STEWARDSHIP – Preserve and enhance California’s resources and investments.**

The Division preserves California’s investment in State-owned rail cars and locomotives. California has the largest fleet of State-owned rail equipment in the country.

THE BUSINESS STRUCTURE OF THE *PACIFIC SURFLINERS*

The Department works to implement the vision set forth above in administering *Pacific Surfliner* service. The State and Amtrak share responsibilities for operating train service. Amtrak operates the trains, and the Department is responsible for the oversight of the *Pacific Surfliner* service through its operating contract with Amtrak. The Department coordinates functions such as marketing, scheduling, and on-board services with Amtrak. New *Pacific Surfliner* equipment is used on the Route. Amtrak owns all the locomotives and 40 cars, while the State owns 10 cars. Amtrak maintains all of the equipment.

Since the beginning of State support in 1976, the State and Amtrak have shared operating costs. The State's portion has steadily increased over time as Amtrak has worked to become more self-sufficient. In FFY 2003-04, Amtrak started charging states based on "full recovery of costs." This means that the state is responsible to pay all variable costs, while Amtrak continues to cover fixed costs.

The cost and administrative structure of the *Pacific Surfliner* is complex because Amtrak has always considered a portion of the service "basic system" service. This means that the service is part of Amtrak's national system and operating costs are entirely Federally funded. To account for the basic system trains, prior to October 1995, certain trains were considered basic system and others were State-supported. Since that time, the State-supported portion of service has been determined on a percentage basis, presently 70 percent. This percentage was originally determined by calculating the percent of train miles for basic system and State-supported trains prior to October 1995. That percentage has been subsequently adjusted to reflect full State support of additional trains including the second San Luis Obispo round-trip added in November 2004.

Los Angeles–San Diego–San Luis Obispo Rail Corridor Agency (LOSSAN), formed in 1989, has over the years, acted in a variety of capacities. Currently, it acts as a planning and an advisory group for intercity rail in Southern California. In 2001, LOSSAN added the San Luis Obispo Council of Governments as a voting member of its Board and converted the Ventura County Transportation Commission, the Santa Barbara County Association of Governments, and the San Diego Association of Governments from ex-officio members to voting members. The members of the LOSSAN Technical Advisory Committee (TAC) are: the organizations mentioned above, the Department, BNSF Railway (BNSF), California Public Utilities Commission, Los Angeles County Metropolitan Transportation Authority, Amtrak, North San Diego County Transit District, Orange County Transportation Authority, San Diego Metropolitan Transit System, Southern California Association of Governments, Southern California Regional Rail Authority (Metrolink), and Union Pacific Railroad (UP).

Ridership on the route has continued to grow, and the *Pacific Surfliner* Route is the busiest route in the Amtrak national system outside of the Northeast Corridor. Ridership in FFY 2004-05 was just under 2.5 million. Since 1976, the Department and other agencies have committed over \$1.3 billion for station, track and signal, equipment projects, and maintenance facilities on the Route, including both completed and programmed projects.

Figure 1.1 is a map of the *Pacific Surfliner* Route and **Figure 1.2** is a map of all California State-supported intercity rail and feeder bus routes. **Figure 1.3** shows the current *Pacific Surfliner* Route train schedule.

BUSINESS OUTLOOK

On the operations side, FFY 2004-05 was an extremely positive year for the *Pacific Surfliners*. Ridership of 2,491,100 was the highest ever for the Route, and 6.2 percent above FFY 2003-04 ridership. This is the third year of major ridership increases. FFY 2003-04 ridership was 7.6 percent above FFY 2002-03 and FFY 2002-03 ridership was 27 percent above FFY 2001-02 ridership. These large ridership increases (with no increase in train frequencies) are primarily the result of the Rail 2 Rail Program that allows joint ticketing between Amtrak and Metrolink and Coaster commuter rail services.

Financial performance was also excellent. Cost efficiency, measured by the farebox return, was 57.3 percent. Farebox has not been at this high a level since 1995-96. OTP at 81 percent was solid. In summary, the *Pacific Surfliners* had an excellent year in 2004-05 for both ridership and financial performance.

An additional daily roundtrip was added on November 17, 2004 between Los Angeles and San Luis Obispo. This is the first new daily service since the eleventh San Diego-Los Angeles roundtrip was added in October 1998. This roundtrip was added with no net additional costs to the State.

The Route is poised for very positive ridership and financial results in the near-term. After many years of escalating costs, Amtrak has stabilized both the cost basis and actual costs. Ridership year-to-date (October 2005–April 2006) was up nine percent over the prior year, and record ridership was achieved in every month except December.

The current service level of 11 round trips from San Diego to Los Angeles offers many trip options for both business and leisure travelers. North of Los Angeles, the additional San Luis Obispo round trip added in November 2004, now brings the round trips to Santa Barbara to five and to San Luis Obispo to two. Amtrak and the Department working together continue to refine service options and marketing for the Route.

However, operations costs will most likely increase in the future. After holding operations costs stable for five years (2002-03-2006-07), Amtrak is anticipating general inflation of costs by three percent in 2007-08, with fuel costs increasing by 15 percent, and labor costs increasing by five percent. While planned ticket price increases and ridership should offset some of these costs, it is likely that State operations costs will increase in 2007-08. Additionally, Amtrak's Strategic Reform Initiatives and the Amtrak Board has stated that in FFY 2008, states will be required to transition to covering fully-allocated operations losses. Since the State is now paying only 70 percent of total operations losses on the *Pacific Surfliners*, the State in FFY 2008 will most likely be required to begin phase-in of paying 100 percent of loss.

On the capital side, the Route is also on stable ground in the short run. The Department has since 2000 completed a number of important capital projects. These projects include: significant track and signal improvements north of Los Angeles in San Luis Obispo, Ventura and Santa Barbara Counties that increased speeds and reliability and improved on-time performance; and some track and signal projects on the south end of the Route that improved reliability. Also, Amtrak completed new Los Angeles railcar service and inspection and locomotive maintenance facilities in Los Angeles, and introduced an entirely new fleet of *Pacific Surfliner* cars and locomotives. This fleet was supplemented by additional cars purchase by the Department.

For 2005-06 and 2006-07, the Department has adequate funds to be able to complete work on a number of important capital projects, including: portions of the Los Angeles-Fullerton triple track project; a number of track and signal projects in Los Angeles, Orange and San Diego Counties; the Camarillo station and Santa Ana Station pedestrian bridge; and ticket vending machines and Passenger Information Systems for Metrolink and Amtrak stations on the route.

The availability of capital funding for the Route in the long term is uncertain. In FFY 2005-06, Traffic Congestion Relief Program (TCRP) funding was again made available. Originally, a total of \$148.5 million in TCRP funds were specified for the *Pacific Surfliner* Route, of which \$106.9 million has now been allocated (\$95.3 million in 2005-06). The 2006 STIP includes \$17.8 million in new funding for the *Pacific Surfliner* Route as well as projects forwarded from the 2004 STIP. New STIP projects for the route are: security measures for the Los Angeles maintenance facilities, capitalized track maintenance, Solana Beach Parking, right-of-way acquisition funding for the grade separation at Rosecrans Avenue (which is part of the Los Angeles-Fullerton triple track project), and replacement of the Santa Margarita Bridge. In the long term, additional funding will have to be identified for key projects where design and environmental work has started, but full construction funding has not been identified, including the Los Angeles Union Station run-through tracks, portions of the Los Angeles-Fullerton triple track project, and the San Diego area Layover facility.

In the long term, the Highway Safety, Traffic Reduction, Air Quality, and Port Security Bond Act of 2006, subject to voter approval in November 2006, implements the Governor's Strategic Growth Plan, and includes funds for rail projects. Also, Amtrak, many members of Congress, and states with state-supported intercity passenger rail programs support a Federal/State matching grant program for rail capital projects, but legislation has not yet been passed.

CHAPTER II

PERFORMANCE STANDARDS AND RESULTS

PERFORMANCE STANDARDS

The *Pacific Surfliner* Route performance standards are included in **Figure 2.1**. The standards are categorized by usage, cost efficiency, and service quality.

- Usage is measured by ridership, the percent change in train passenger miles and train miles, and passenger miles per train mile.
- Cost Efficiency is measured by farebox ratio (operating revenues divided by operating costs), the percent change in total revenues and expenses, train revenue per train mile and train revenue per passenger mile (yield), train expenses per train mile, and train-only State costs per train mile and per passenger mile.
- Service Quality is measured by on-time performance and percent of available State-owned California equipment in service.

BASIS FOR ACHIEVEMENT OF PERFORMANCE STANDARDS

The performance standards for 2006-07 are based on the short-range Operating, Marketing, and Capital Action Plans laid out in Chapters III and IV of the Business Plan. The intercity rail passenger service vision (discussed in Chapter I) serves as the basis for the Operating, Marketing, and Capital Action Plans. Then the anticipated results of the Action Plans are analyzed to determine achievable standards for 2006-07.

In this *Pacific Surfliner* Business Plan, a strong ridership increase in 2005-06 is projected at 7.3 percent and in 2006-07 ridership is projected to increase 5 percent. Revenue is projected to increase by 13.1 percent in 2005-06 and by 8.4 percent in 2006-07. Expenses are projected to increase at a slower rate than revenues. The result is projected to be an increase in farebox ratio from 59.1 percent in 2005-06 to 60.9 percent in 2006-07. The ridership and revenue increase will be the result of operating and marketing actions. These actions will promote the service, increase service amenities, and control costs. Additionally, the actions in the Capital Action Plan also contribute to the achievement of the performance measures. Capital projects will improve on-time performance, increase reliability and reduce running time, attract riders, and provide an efficient and cost-effective service.

The key capital actions for 2005-06 through 2006-07 are:

- Continue Los Angeles-Fullerton third main track work, including complete construction of La Mirada-Basta and Commerce-Pico Rivera segments in mid 2006-07.
- Complete Lincoln Avenue double track in Orange County in 2007.
- Continue work on CP Flores-CP O’Neil double track in San Diego County.
- Continue work on Del Mar Bluffs stabilization projects in San Diego County.
- Complete Camarillo station improvements and Santa Ana station pedestrian bridge in 2006.
- Complete “next generation” ticket vending machines at Amtrak and Metrolink stations in 2006-07.

On the operating side, the key actions for 2005-06 and 2006-07 are:

- Continue expansion of the successful Rail 2 Rail program.
- Continue to improve connecting feeder bus system.
- Advertising, public relations and community outreach to boost ridership (including a fall, winter and spring promotion, evaluation of the group travel program for school groups, and additional advertising partnerships).

PERFORMANCE STANDARD ANALYSIS

The 2004-05 and 2005-06 standards are consistent with the Amtrak operating contract for those years. The 2006-07 standards are consistent with the Governor’s Proposed Budget, with State costs (for the *San Joaquins* and *Pacific Surfliners* combined) remaining at the same level as in 2002-03 through 2005-06.

The section in **Figure 2.1** titled “Operating Results” includes the base data from which the performance standards were derived (revenues, expenses, State costs, etc.). This section also provides the comparison of the standards to the actual data for FFY 2004-05. The funds for Amtrak service in the State budget are used for an annual operating contract period that coincides with the FFY. Thus, all data is shown on the basis of the October-September FFY.

All financial data for the *Pacific Surfliner* is based on only the State-supported portion of the route, which is now 70 percent (although the entire ridership is also displayed). See **Chapter I** of this report for an explanation of the Amtrak share and the State-supported share of the route.

Comparison of FFY 2004-05 Performance Standards and FFY 2004-05

Actual Results

Actual ridership of 2,520,444 in FFY 2004-05 was 1.2 percent above the standard. Ridership for the year was the highest ever for the route, and 6.4 percent above the prior year. This ridership increase is partly attributable to the start of the second Los Angeles–San Luis Obispo round-trip in November 2004, and the continued popularity of the Rail 2 Rail Program. This allows reciprocal ticket honoring between Metrolink or Coaster and Amtrak. The program was introduced in September 2002 with Metrolink and expanded to Coaster in April 2004. This program has been a breakthrough in the implementation of a truly “seamless” rail system in southern California. Today, over 30,000 trips are taken by Metrolink monthly ticket holders and 6,000 trips are taken by Coaster monthly ticket holders on Amtrak each month.

Cost efficiency, measured by the farebox return was 57.1 percent was slightly below the standard of 57.3 percent. This was the result of projected expenses outpacing projected revenues by a small amount. However, farebox was above the 2003-04 level of 55.2 percent, and also has not been at this high a level since 1995-96.

OTP at 73 percent was below the standard of 81 percent. Low OTP was the result of a number of factors, including track damage due to a derailment and storm-related damage. These facts are detailed in the OTP section of Chapter III.

FFY 2005-06 Performance Standards

The 2005-06 performance standards are based on the available year-to-date data for that year. They have been updated from those in the 2005-06 Business Plan based on the performance of the Route for the first part of the year. The performance standards show a 7.3 percent ridership, a 13.1 percent revenue, and a 9.7 percent expense increase from actual results in the prior year. Farebox return is projected to increase to 59.1 percent. OTP is projected at 83 percent. Overall, 2005-06 is projected to be a very positive year for the route, with highest ever ridership and the highest farebox return since 1994-95.

Actual results year-to-date FFY 2005-06 (October 2005–April 2006) have been very positive. Ridership was up nine percent and record ridership was achieved in every month but December.

Year-to-date revenue (October 2005–February 2006) has been up 20 percent over the prior year. This increase is a little misleading as severe winter storms in 2004 depressed revenue for those winter months. Also, in December 2005 there was a 5 percent fare increase, and another 5 percent increase is being implemented in June 2006. These fare increases combined with the positive actual revenue increase to date, lead to the projection of a 13.1 percent revenue increase for the year.

Year-to-date OTP (October 2005-April 2006) was 79 percent. OTP was lower than average in December and January due to winter storms. For the year, OTP should reach the performance standard of 80 percent.

FFY 2006-07 Performance Standards

The performance standards for this year are based on the 2006-07 Proposed Governor's Budget. The standards include a 5.0 percent ridership, an 8.4 percent revenue, and a 5.2 percent expense increase from projected results in the prior year. Farebox return is projected to increase to 60.9 percent. OTP is projected to increase to 82 percent.

The projections for this year show a continued positive performance for the route while also recognizing the likelihood that the dramatic ridership growth of the last few years will level off. Revenue growth is based on projected 5 percent fare increases in December 2006 and June 2007. (Amtrak and the Department will review operating results to determine if these fare increases are necessary.) The revenue growth will positively impact the farebox. OTP should continue to improve as important track projects (listed in the beginning of this chapter) are completed.

HISTORICAL PERFORMANCE PRIOR TO FFY 2003-04

Figure 2.2 shows ridership and financial performance data on an annual (State FY) basis from the start of State-supported service in 1973-74 through 2004-05. (Note that **Figure 2.1** is on the basis of a FFY, so the annual data on **Figures 2.1** and **2.2** is not the same.) **Figure 2.3** provides three graphs that show the route's historical ridership and financial trends. The two figures provide information on the historical basis for the performance measures discussed in this chapter.

As can be seen from **Figure 2.2**, the *Pacific Surfliners* enjoyed strong ridership growth and impressive farebox return from the mid-1980s through the mid-1990s. Farebox peaked in 1988-89 at 108.5 percent and ridership reached 1.8 million in 1992-93.

The decline in ridership after 1992-93 was primarily the result of the introduction of Metrolink commuter rail service in the Los Angeles basin in October 1992 and Coaster commuter rail service in the San Diego area in 1995. Commuter rail service siphoned significant short-distance ridership from intercity rail service, even though total (commuter and intercity) rail ridership on the corridor increased dramatically. Additionally, in the years after commuter rail service was introduced, intercity rail ridership continued to decline even as additional service was added. Passenger-miles per train mile (PM/TM), a measure of the average number of passengers on a train over its entire route, declined steadily in the 1990s, and was at its lowest level in 1999-00.

In addition to being hurt by declining ridership, intercity rail financial performance was also negatively impacted by Amtrak's steady increase, starting in the early 1990s, in the type of costs (cost basis) and percent of operating loss that was charged to the State. Starting in 1990, with the introduction of the second Los Angeles-Santa Barbara train, Amtrak changed the cost basis for all new services, and started increasing the percentage of operating loss charged for existing services. Costs on new trains went from a short-term avoidable cost basis, to a long-term avoidable cost basis. Then in 1996, the cost basis changed again to a full cost basis for all trains, with the result being that billed expenses increased dramatically. Under this cost basis, the State pays all direct costs, with Amtrak covering all fixed costs. Between 1995-96 and 1996-97, billed expense increased by 65 percent even though service levels did not increase. (For further details, see Notes F2 and F3 in **Figure 2.2.**)

The farebox ratio, the ratio of revenue to expense, shows the effect the increased cost basis had on the Route's financial performance. Farebox ratio was near or over 100 percent for six consecutive years from 1987-88 through 1992-93. The farebox ratio declined to a low of 33.9 percent in 1997-98, but by 2004-05 climbed back to 55.4 percent. However, it is important to note that a comparison of farebox return over this period is very misleading because almost every year the cost basis was increased on some trains.

State operating costs since 2002-03 have stabilized and the financial outlook for operations through 2006-07 is very positive. Since 2002-03 *Pacific Surfliner* service has also seen a fairly dramatic ridership turnaround with the implementation of the Rail 2 Rail Program. Performance indicators in all three categories (usage, cost efficiency, and service quality) have improved. Combined State operating costs for the *San Joaquins* and *Pacific Surfliners* have remained steady for four years, from 2002-03 through 2005-06, and the 2006-07 Governor's Budget proposes another year of stable costs. State operating costs have never been constant for such a long period of time in the history of State-supported service. This situation is primarily the result of the change in cost basis in 2003-04, when Amtrak began charging the states on the basis of full recovery of direct costs.

A number of other factors have also contributed to the recent positive financial performance and outlook. The Department is carefully tracking Amtrak expenses to ensure all billings are appropriate. And Amtrak has been more effectively controlling expenses in recent years, with the addition of tighter management and cost-control measures.

Figure 2.1- Pacific Surfliner Route Performance Standards

PACIFIC SURFLINER ROUTE PERFORMANCE STANDARDS (State portion only except for Total Route Ridership)						
Federal Fiscal Year (FFY) Ω	FFY 2004-05			FFY 2005-06	FFY 2006-07	
PERFORMANCE STANDARD	T&B #	ACTUAL	STANDARD •	VARIANCE ACTUAL TO STANDARD	PERCENT CHANGE	CURRENT YEAR STANDARD Δ
NUMBER OF DAILY ROUND TRIPS (LA-SD)			11 ▼			11
USAGE						
Total Route Ridership	#	2,520,444	2,491,100	29,344	1.2%	2,673,000
Average Daily Ridership	#	6,905	6,825	80	1.2%	7,323
Route Ridership - State Portion	#	1,688,697	1,731,315	(42,617)	-2.5%	1,871,000
Percent Change in Route Ridership	#	--	6.2%	--	--	7.3%
Percent Change in Train Passenger Miles	#	--	6.3%	--	--	9.2%
Percent Change in Train Miles	#	--	9.0%	--	--	-1.2%
Passenger Miles per Train Mile (PM/TM)		126.7	125.8	0.9	0.7%	139.1
COST EFFICIENCY						
Farebox Ratio (Train and Bus Service)	#	57.1%	57.3%	-0.3%	--	59.1%
Percent Change in Total Revenue	#	--	10.2%	--	--	13.1%
Percent Change in Total Expenses	#	--	6.1%	--	--	9.7%
Train Revenue per Train Mile	\$	24.41	\$ 24.06	\$ 0.35	1.5%	\$ 26.83
Train Revenue per Passenger Mile (Yield)	\$	0.19	\$ 0.19	\$ 0.00	0.7%	\$ 0.19
Train Expenses per Train Mile	\$	43.96	\$ 42.56	\$ 1.40	3.3%	\$ 46.57
Train Only State Cost per Train Mile	\$	19.54	\$ 18.50	\$ 1.05	5.7%	\$ 19.74
Train Only State Cost Per Passenger Mile	\$	0.15	\$ 0.15	\$ 0.01	4.9%	\$ 0.14
SERVICE QUALITY						
On Time Performance		73%	81%	-8%	--	80%
Percent of California Equipment Available		91%	88%	3%	--	90%
OPERATING RESULTS (State Portion Only)						
TRAIN AND BUS	#					
Total Revenue	#	\$ 28,094,298	\$ 27,717,500	\$ 376,798	1.4%	\$ 31,347,000
Total Expenses	#	\$ 49,244,520	\$ 48,341,900	\$ 902,620	1.9%	\$ 53,042,000
Total State Operating Cost *	#	\$ 21,150,222	\$ 20,949,400	\$ 200,822	1.0%	\$ 21,945,000
TRAIN ONLY						
Train Only Revenue		\$ 26,412,392	\$ 26,549,300	\$ (136,908)	-0.5%	\$ 29,245,000
Train Only Expenses		\$ 47,555,502	\$ 46,960,700	\$ 594,802	1.3%	\$ 50,759,000
Train Only State Operating Cost		\$ 21,143,110	\$ 20,411,400	\$ 731,710	3.6%	\$ 21,515,000
Passenger Miles		137,092,954	138,791,000	(1,698,046)	-1.2%	151,579,000
Train Miles		1,081,892	1,103,490	(21,598)	-2.0%	1,090,000

- T&B includes train and bus results. All other elements are train only.
 * - Includes payments to Amtrak for minor capital projects not included in any other line item.
 Δ - Percent changes refer to the difference between the FFY 2005-06 Standard and the FFY 2004-05 Actual.
 • - FFY 2004-05 and 2005-06 standards based on Amtrak contracts for those years.
 ▼ - New Los Angeles-San Luis Obispo round trip added 11/17/04.
 \$ - FFY 2006-07 standard based on Proposed Governor's Budget
 Ω - \$ shown in current year \$, and are not inflated.
 NOTE 1 - Performance measures not calculated where no standard was developed.
 NOTE 2 - Percents of change not shown when measure itself is a percent.

Figure 2.2 - Pacific Surfliner Annual Operating Performance

PACIFIC SURFLINER Route											
Annual Operating Performance - State Fiscal Years											
State Fiscal Year	Notes	Ridership Data			Financial Data for Operations - State Supported Train and Bus Service Only*						
		All Trains		State Supported*	Revenue	Expense	Loss	State Cost	Amtrak Cost	Train Loss per PM	Farebox Ratio
		Ridership	PM/TM	Ridership							
			(F1)		(F2)		(F3)	(F4)	(F5)	(F6)	
1973-74	(S1)	381,844									
1974-75		356,630									
1975-76		376,900									
1976-77	(S2)	607,976	146	101,572	\$ 598,140	\$ 1,662,714	\$ 1,064,574	\$ 548,534		36.0%	
1977-78	(S3)	753,246	128	258,800	\$ 1,446,036	\$ 3,768,065	\$ 2,322,029	\$ 1,325,087		38.4%	
1978-79		967,316	163	415,865	\$ 2,203,403	\$ 4,333,602	\$ 2,130,199	\$ 1,178,667		50.8%	
1979-80		1,218,196	177	557,113	\$ 3,341,561	\$ 5,536,840	\$ 2,195,279	\$ 1,064,713		60.4%	
1980-81	(S4)	1,238,135	152	555,418	\$ 4,032,480	\$ 6,572,539	\$ 2,540,059	\$ 1,233,490		61.4%	
1981-82		1,167,718	144	533,093	\$ 4,097,254	\$ 6,607,395	\$ 2,510,141	\$ 1,217,418	6.3¢	62.0%	
1982-83		1,131,146	138	488,606	\$ 4,094,750	\$ 6,928,334	\$ 2,833,584	\$ 1,374,097	8.3¢	59.1%	
1983-84		1,221,256	143	524,857	\$ 4,842,400	\$ 6,337,083	\$ 1,494,683	\$ 1,462,450	4.1¢	76.4%	
1984-85		1,240,003	152	568,902	\$ 5,410,502	\$ 6,411,308	\$ 1,000,806	\$ 1,212,261	2.5¢	84.4%	
1985-86		1,394,320	167	597,025	\$ 5,658,915	\$ 6,424,634	\$ 765,719	\$ 1,097,966	1.8¢	88.1%	
1986-87		1,461,003	173	624,618	\$ 6,072,523	\$ 6,510,113	\$ 437,590	\$ 955,509	1.0¢	93.3%	
1987-88	(S5)	1,661,512	174	749,996	\$ 8,223,462	\$ 7,859,783	\$ (363,679)	\$ 1,145,330	(0.7¢)	104.6%	
1988-89		1,717,539	164	865,003	\$ 11,458,084	\$ 10,563,459	\$ (894,625)	\$ 794,159	(1.2¢)	108.5%	
1989-90		1,746,673	174	882,167	\$ 12,189,942	\$ 11,808,251	\$ (381,691)	\$ 988,847	(1.4¢)	103.2%	
1990-91	(S6)	1,791,781	159	946,988	\$ 13,306,307	\$ 13,364,150	\$ 57,843	\$ 1,170,448	(0.7¢)	99.6%	
1991-92		1,673,107	161	884,224	\$ 13,152,063	\$ 13,245,924	\$ 93,861	\$ 1,012,564	(0.5¢)	99.3%	
1992-93	(S7)	1,810,572	155	951,987	\$ 13,692,612	\$ 13,254,709	\$ (437,903)	\$ 958,857	(0.8¢)	103.3%	
1993-94	(S8)	1,699,882	133	876,766	\$ 12,725,094	\$ 14,017,591	\$ 1,292,497	\$ 1,525,074	\$ 727,987	0.9¢	90.8%
1994-95	(S9)	1,464,577	119	790,781	\$ 11,805,859	\$ 16,061,849	\$ 4,255,990	\$ 3,642,588	\$ 1,700,424	5.0¢	73.5%
1995-96	(S10)	1,480,674	125	912,905	\$ 13,553,553	\$ 23,983,026	\$ 10,429,473	\$ 11,107,071	\$ 863,230	11.4¢	56.5%
1996-97		1,617,641	134.7	1,035,290	\$ 14,804,355	\$ 39,563,546	\$ 24,759,191	\$ 16,189,103	\$ 10,020,544	24.5¢	37.4%
1997-98	(S11)	1,624,693	120.4	1,069,547	\$ 15,194,498	\$ 44,769,723	\$ 29,575,225	\$ 20,369,417	\$ 10,600,767	29.1¢	33.9%
1998-99	(S12)	1,563,275	101.9	1,047,394	\$ 16,401,625	\$ 40,391,845	\$ 23,990,220	\$ 22,078,192	\$ 4,014,071	25.3¢	40.6%
1999-00		1,567,318	99.3	1,050,103	\$ 17,883,725	\$ 37,497,489	\$ 19,613,764	\$ 20,806,672	\$ 1,381,986	19.8¢	47.7%
2000-01	(S13)	1,661,704	106.2	1,113,342	\$ 20,430,153	\$ 38,215,732	\$ 17,785,579	\$ 21,911,398	\$ 335,197	16.6¢	53.5%
2001-02	(S14)	1,742,768	108.3	1,167,655	\$ 20,922,453	\$ 39,374,190	\$ 18,451,737	\$ 21,976,183	\$ 502,080	16.6¢	53.1%
2002-03		2,030,491	114.1	1,360,429	\$ 22,247,564	\$ 42,331,531	\$ 20,083,967	\$ 23,901,407	\$ 472,848	16.7¢	52.6%
2003-04		2,307,010	126.9	1,545,697	\$ 24,559,183	\$ 45,300,782	\$ 20,741,599	\$ 21,719,288	\$ 94,883	16.0¢	54.2%
2004-05	(S15)	2,454,396	129.8	1,644,445	\$ 26,660,048	\$ 48,105,899	\$ 21,445,851	\$ 21,445,851		15.7¢	55.4%
TOTAL		45,131,302		24,120,588	\$ 331,008,544	\$ 560,802,106	\$ 229,793,562	\$ 225,402,641			

* Through September 1995, the State supported specific trains; Amtrak operated the remaining trains as basic system trains not receiving State funding. Between October 1995 and October 1997, the State supported 64 percent of the operation of all trains on the Pacific Surfliner Route; Amtrak supports 36 percent as basic system trains. Effective November 1997, State support increased to 67%. Effective December 2004, State support increased to 70%. State supports 100 percent of net cost of connecting buses; all data shown includes bus operations.

(S1) Three round trips between Los Angeles and San Diego (LA-SD) (not State-supported) through 8/30/76. (S8) Third State-supported LA-SB round trip added 2/1/94.

(S2) Fourth LA-SD round trip (first State-supported train) added 9/1/76; fifth LA-SD round trip (second State-supported train) added 4/24/77. (S9) Ninth LA-SD round trip (State-supported in one direction only) discontinued 5/15/95.

(S3) Sixth LA-SD round trip (third State-supported train) added 2/14/78. (S10) Los Angeles-San Luis Obispo round trip added 10/29/95, also represents fourth LA-SB round trip.

(S4) Seventh LA-SD round trip (not State-supported) added 10/26/80. (S11) Ninth LA-SD round trip restored and tenth LA-SD round trip added 10/26/97.

(S5) Eighth LA-SD round trip (fourth State-supported train) added 10/25/87; first State-supported round trip between Los Angeles and Santa Barbara (LA-SB) added 6/26/88. (S12) Eleventh LA-SD roundtrip added 10/25/98.

(S6) Second State-supported LA-SB round trip added 10/28/90. (S13) Twelfth LA-SD round trip on weekends only added on 5/21/01.

(S7) Ninth LA-SD round trip (not State-supported) added 10/25/92. (S14) Fifth LA-SB round trip on weekends only added on 5/25/02.

(S15) Second LA-SLO round trip added on 11/17/04.

(F1) Passenger-miles per train mile (PM/TM), a measure of the average load on a train over its entire route. Actual passenger-mile data was not provided by Amtrak prior to August 1981. PM/TM figures shown for All Trains are calculated by Amtrak and cover the Amtrak Fiscal Year (October through September).

(F2) Prior to October 1983, all trains billed on solely related cost basis. From October 1983 through September 1995, all Los Angeles- San Diego trains and the first Los Angeles-Santa Barbara train billed on short-term avoidable cost basis. The second and third Los Angeles- Santa Barbara trains billed on long-term avoidable cost basis. Between October 1995 and September 1996, all trains billed on long-term avoidable cost basis. Effective October 1996, all trains billed on Full Cost (Train, Route and System) Basis. Depreciation and interest (equipment capital cost) included in operating cost under solely-related basis but excluded and charged separately under short-term, long-term avoidable and full cost bases.

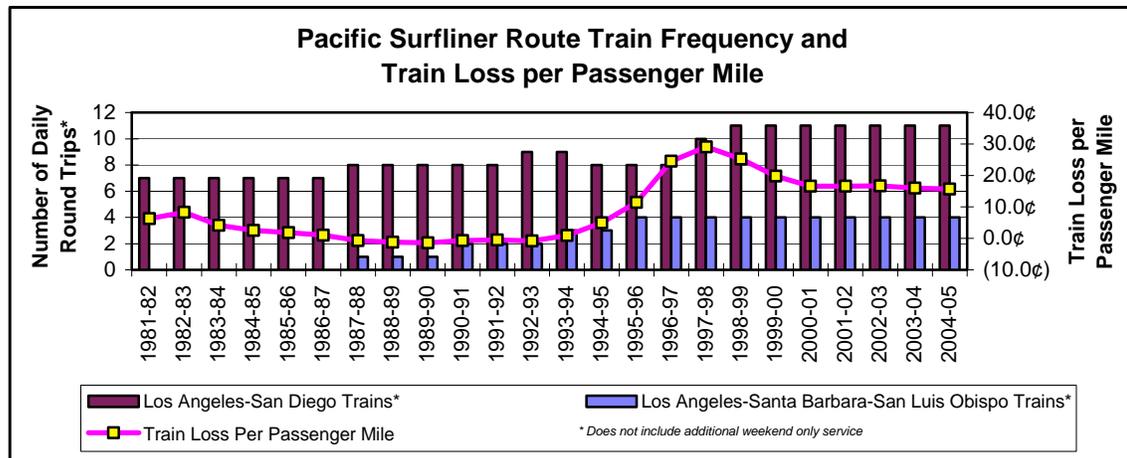
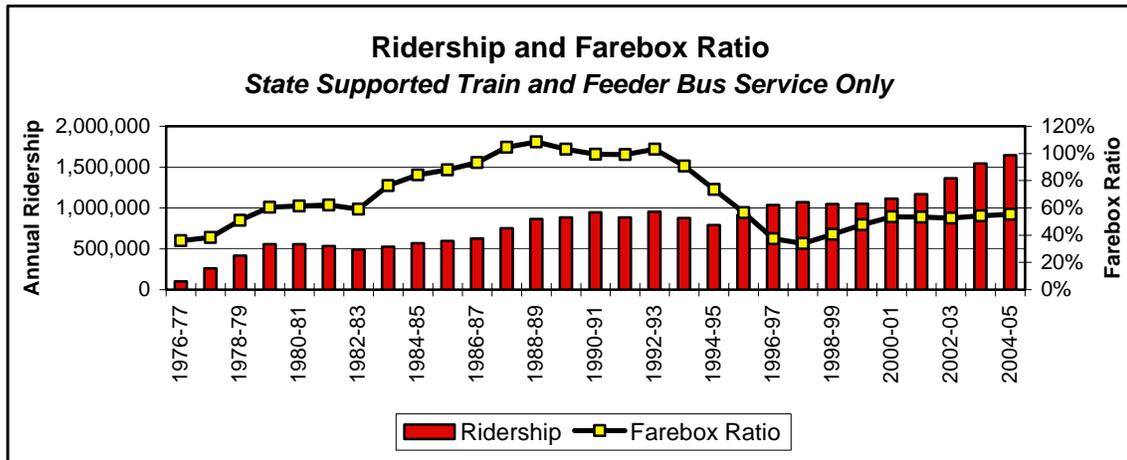
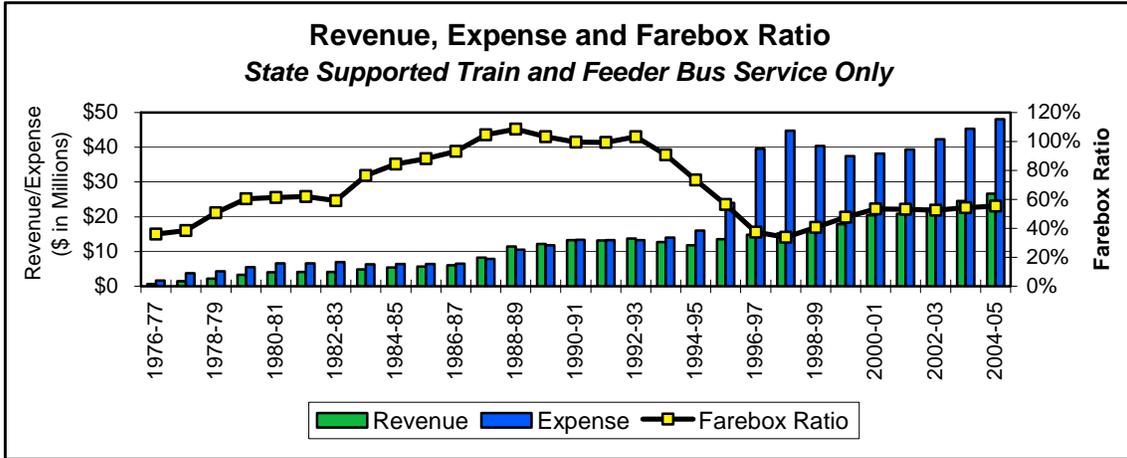
(F3) From October 1976 through September 1983, State cost was 48.5 percent of operating loss (including equipment costs). For third Los Angeles-Santa Barbara train, State cost was 100 percent of operating loss from February 1994 through September 1994, and 70 percent through September 1995. For all other trains, effective October 1983, through September 1995, State cost was 65 percent of operating loss plus 50 percent of depreciation and interest (equipment capital cost). Between October 1995 and September 1996, State cost was 100 percent of operating loss and 60 percent of equipment capital cost for the State supported 64 percent of train service on the route. Between October 1996 and September 1997, State cost was 55 percent of operating loss and 100 percent of equipment capital cost for the 64 percent State share. Effective October 1997, State is billed contractually specified percentages of most individual cost elements, plus a fixed amount for certain other cost elements. In November 1997, the State share increased to 67 percent of train service on the route to reflect additional State supported service. Also includes State payment of special payments to Amtrak for additional service and State payment for entire net cost of all connecting bus routes.

(F4) Beginning in State Fiscal Year 1993-94, Amtrak cost is based on billings submitted and reflects cost bases and Amtrak shares as stated in notes (F2) and (F3) above, but does not include the unbilled Amtrak share of fixed cost elements. Prior to FY 1993-94, data to calculate Amtrak cost is not available. Does not represent the difference between Loss and State Cost, as the latter includes bus expenses and equipment capital costs not included in Amtrak costs.

(F5) Train loss (deficit) per train passenger mile. Separate passenger-mile data for State-supported trains was not provided by Amtrak prior to August 1981. Connecting buses not included in loss per passenger mile data.

(F6) Farebox Ratio, the ratio of Revenue to Expense.

Figure 2.3 – Pacific Surfliner Route Financial Trends – SFY 1976-77 through 2004-05



Note: See the footnotes to Figure 2.2 and the section in Chapter II titled “Historical Performance Prior to FFY 2003-04” for explanation of how the changes to Amtrak’s cost basis reduced the farebox ratio.

CHAPTER III OPERATING AND MARKETING PLANS

OPERATIONS

OPERATING ACTION PLAN

System Connectivity

- Continue to expand and enhance the successful Rail 2 Rail Program in 2005-06 and 2006-07.
- Complete initial installation of “next-generation” joint Amtrak-Metrolink ticketing machines at all Pacific Surfliner stations in 2006-07.

Food Service

- Install new signage in café cars in the summer of 2006, and develop and implement marketing to increase awareness of food service.

On-time Performance

- Reach on-time performance goal of 80 percent in 2005-06 and 82 percent in 2006-07 as a result of completion of capital projects, and working with UP, BNSF, and Amtrak to identify and implement measures to enhance schedule reliability.

Amtrak Bus Operations

- Conduct twice-yearly route and segment bus evaluations to determine cost recovery. As warranted, add, cut, or discontinue routes, or undertake special promotions or targeted marketing.

Route Description

The *Pacific Surfliner* Route presently extends 351 rail miles between San Luis Obispo and San Diego (222 miles north of Los Angeles and 129 miles south of Los Angeles) with 24 intermediate stops (15 stops north of Los Angeles and 8 south of Los Angeles). Scheduled running time between Los Angeles and San Diego averages two hours 46 minutes. Overall average speed, including station dwell time, averages 47 mph. This segment includes more than 70 miles between Santa Ana and Sorrento where the maximum track speed is 90 mph, the only location on the State-supported routes where trains operate above 79 mph. Scheduled train running time between Los Angeles and Santa Barbara averages two hours 45 minutes, with an overall average speed varies of 37 mph. Scheduled running time between Santa Barbara and San Luis Obispo averages two hours, forty-three minutes, with an overall average speed of 44 mph.

Predominant right-of-way ownership north of Los Angeles is the UP who owns the 175 miles between San Luis Obispo and Moorpark (acquired from the Southern Pacific [SP] in 1996). To facilitate the implementation of commuter rail service, regional and local agencies in Ventura, Los Angeles, Orange, and San Diego counties purchased (from SP and the Atchison Topeka and Santa Fe [ATSF] Railroads) most segments of the rail line between Moorpark and San Diego. However, BNSF, successor company to ATSF, still owns 22 miles between Redondo Junction in Los Angeles and Fullerton.

Current Service Level

On November 17, 2004, a second round-trip from Los Angeles to San Luis Obispo was inaugurated. This round-trip doubles the level of service to San Luis Obispo. The new train provides an early morning northbound departure from Los Angeles that complements the early southbound departure from San Luis Obispo. The new train provides a midday arrival in San Luis Obispo and an early afternoon southbound departure to Los Angeles, thus giving travelers in San Luis Obispo and along the route more arrival and departure opportunities.

The northern segment of the second San Luis Obispo round trip is also an Amtrak/MetroLink shared service train operating as Amtrak train #799 and MetroLink train #103. This train stops at all MetroLink stations between Los Angeles and Oxnard and accepts all MetroLink and Amtrak fare media. (Under the existing Rail 2 Rail program, Amtrak had previously accepted only MetroLink monthly passes on Amtrak trains.) Amtrak train #768 performs the same function southbound, functioning also as MetroLink train #108. The new San Luis Obispo service was made possible by the replacement of two MetroLink only trains between Los Angeles and Chatsworth operating in the same time slots as the shared service trains. The shared service trains provide operating efficiencies for both railroad, efficient use of capacity in the corridor, and increased travel options for rail passengers in Southern California as well as a much-needed alternative for drivers using congested Highway US101.

The *Pacific Surfliner* Route now has 11 daily round-trips between San Diego and Los Angeles, with five round-trips extending north to Santa Barbara, and two of these trips extending further north to San Luis Obispo. A twelfth Friday through Sunday round-trip operates between San Diego and Los Angeles; this roundtrip addresses peak weekend demand for intercity service. The three round-trips that terminate in Santa Barbara have dedicated Amtrak Thruway bus connections to and from San Luis Obispo. The current *Pacific Surfliner* schedule as of April 24, 2006 is shown in **Figure 1.3**.

New Service

Based on strong ridership increases over the last few years, the Department plans to add a twelfth round-trip from San Diego to Los Angeles in 2007-08.

Pacific Surfliner Connectivity with Metrolink and Coaster

The Rail 2 Rail Program that was introduced on September 5, 2002, began an era of dramatically improved interconnectivity between intercity and commuter rail and increased mass transportation mobility in southern California. The ultimate goal of the Program is to coordinate schedules, ticketing and fares between Amtrak and Metrolink and Coaster.

The first phase of the Program allowed Metrolink and Amtrak, monthly ticket holders (for the Orange County and Ventura County lines) to have access to both system's trains within the geographical limits of their tickets. Also, all Amtrak and Metrolink fares have been equalized between Burbank Airport and Los Angeles Union Station, making it possible for any Metrolink or Amtrak ticket to be used on any train. Then, starting April 1, 2004, the Program was expanded to the Coaster, where Amtrak ticket holders and Coaster monthly ticket holders have access to both Amtrak and Coaster trains between Oceanside and San Diego. Fifteen stops are shared by Metrolink and Amtrak and three between the Coaster and Amtrak. See **Figure 3.1** for a map of the Rail 2 Rail system.

In addition, starting November 2004, several Amtrak trains stop at selected Metrolink stations, increasing travel opportunities for Amtrak riders. Amtrak trains #573 stop at Laguna Niguel/Mission Viejo and Norwalk/Santa Fe Springs, and train #578 stops at Orange.

This Program has been a breakthrough in the implementation of a truly “seamless” rail system in southern California. Today over 30,000 trips are taken by Metrolink monthly ticket holders and 6,000 trips are taken by Coaster monthly ticket holders on Amtrak trains each month. *Pacific Surfliner* ridership jumped 16 percent between SFY 2001-02 and SFY 2002-03, and 14 percent between SFY 2002-03 and SFY 2003-04, mostly due to the Rail 2 Rail Program. This is a major ridership increase for a long-established service, (32 percent increase between SFY 2001-02 and SFY 2003-04) with no increases in train frequencies.

The next step in coordination between Amtrak and Metrolink will involve through ticketing between the two operators. For example, a passenger could buy a ticket from a ticket machine for a trip that would start on an Amtrak train and end on a Metrolink train. The “next-generation” ticket vending machine system is being deployed. The initial phase of installation is scheduled for operation in 2006-07. (Both Amtrak and Metrolink now have separate ticket vending machines for their respective systems.)

Figure 3.1 – Rail 2 Rail System Map



Pacific Surfliner Intercity Passenger Rail System Connectivity

The Rail 2 Rail Program is the most comprehensive example of connectivity on the *Pacific Surfliner* system. In addition, the Department strives to make the *Pacific Surfliner* intercity passenger rail system as “seamless” as possible with excellent connectivity to many other transportation systems. First, within the Amtrak system, the route supports Amtrak Thruway bus service that supplements train service from Los Angeles to San Luis Obispo and now includes four round-trip buses to Oakland/San Francisco (three starts in Santa Barbara and one starts in San Luis Obispo). Also *Pacific Surfliner* passengers can connect to *San Joaquin* trains by using an Amtrak Thruway bus from Los Angeles to Bakersfield.

Once the passenger finishes a *Pacific Surfliner* train or bus trip, the Department works to assure that connections with commuter rail and urban transit services are convenient. *Pacific Surfliners* stop at stations with connections to: Los Angeles Metro Rail, San Diego Trolley, and Caltrain in San Jose (via Amtrak bus service) in addition to Metrolink and Coaster service discussed above. (See the **Appendix** for further detail on these systems.)

January 1, 2005, the *Pacific Surfliner* trains began offering free transit transfer passes to train passengers traveling on Surfliner trains to San Luis Obispo. The transfers are good on public transit agency buses providing service within the San Luis Obispo area. In January 2006, Santa Barbara Metropolitan Transit District also signed on for this program. The passes are free to the train passengers and provide a round trip to their final destination and back to the station for their return trip. The local agencies submit quarterly invoices to the Department for reimbursement of actual tickets collected by the transit agencies.

The *Pacific Surfliner* Route also connects to Amtrak’s California and national intercity rail passenger network. Many passengers use the *Pacific Surfliners* as part of a longer rail trip. Coordination of schedules with other services generates additional ridership and can improve overall efficiency. The *Pacific Surfliners* connect to the following corridor and long distance routes: *San Joaquin*, *Capitol Corridor*, *Coast Starlight*, *Southwest Chief* and *Sunset Limited*. (See the **Appendix** for further detail on these routes.)

In March 2006, the FlyAway bus service, operated by the Los Angeles Department of Airports, added a new route connecting Los Angeles Union Station with Los Angeles International Airport (LAX). Buses operate half-hourly during most of the day, and hourly in the middle of the night. This service provides a frequent, convenient, inexpensive and reliable connection for *Pacific Surfliner* passengers to LAX. Another FlyAway route has provided *San Joaquin* connections to or from LAX at the Van Nuys FlyAway terminal for many years.

Finally, the Department works to ensure that the trains are well connected to streets and highways through proper design of stations and signage. In Orange County, pathfinder signs on local streets and roads and highways that guide passengers to Amtrak and Metrolink stations were reinstalled in 2003. Other Southern California counties were also surveyed in 2003 to ensure that pathfinder signs were installed on State highways and local streets. In 2004-05, the Department began an inventory and replacement of Amtrak station pathfinder signs on city streets or adjacent to the state highways. This work will continue in the future as an ongoing sign maintenance project.

Passenger Information

Passenger information serves both a marketing and operational function. The Department is continually looking for new ways to inform customers and potential customers about: *Pacific Surfliner* service; transit, air and auto connections to *Pacific Surfliner* trains and buses; and locations served by *Pacific Surfliner* trains and buses. Passenger information devices include printed materials; signage and displays at stations, bus stops and on streets and highways, an Internet website, and telephone information. In the last few years, additional emphasis has been placed on providing information on the “total trip” including extensive information on destinations.

The *Pacific Surfliner* Route timetable provides the most essential passenger information. The timetable is updated with every schedule change and provides extensive passenger information including: train and connecting Amtrak bus schedules; train and bus station location information; listing of connecting transit services; and detailed information on Metrolink, Coaster, Los Angeles Metro Rail and San Diego Trolley connections.

Passenger information is provided at train stations and bus stops. The timetable is displayed on “Info Posts” at all train stations (on the platform) and bus stops (at the stop). Info Posts are updated with every schedule change. Staffed stations have informational displays with brochures on local attractions, transit services, etc. To improve passenger information at stations, electronic Passenger Information Systems were installed by the summer of 2005 at Amtrak and Metrolink stations along the Route. They will provide real-time audio and visual information on train arrivals and departures. This system will be especially helpful at unstaffed stations.

The LOSSAN Corridor Transit Connections Guide was completed in June 2004. It features, for every station, detailed information about services at and near the station, including transit and other transportation services. The guide was distributed to stations, placed on trains and mailed to interested parties.

The Department provides an Internet Website page for California Amtrak services at amtrakcalifornia.com. The site has had over 1,000,000 hits since 2001. Goals of the website are to provide the user with the information necessary to take a train trip and also with extensive information on destinations. The site has exhaustive information on the *Pacific Surfliners*. One of its most useful features is a separate page for every *Pacific Surfliner* train and bus stop that includes information on the station; a map of the station and environs; a printable map; many internet links to local rail and bus transit agencies, places of interest; and local tourist organizations.

Recently updated and revised, the website loads quicker, and offers updated information on airport and local public transit, and new information on Kids 'N Trains and senior travel.

Food Service

Each *Pacific Surfliner* train has a “Sea View” cafe car, which offers snacks, drinks, and beer and wine. The cafe car has table seating available, or passengers can take food and drinks back to their own seat. The cafe car is staffed by Amtrak employees. Food is stocked in Los Angeles.

A point-of-sale (POS) system of inventory control for the food service program was introduced in 2002 and went fully operational in 2003. The system has been successful in tracking sales data and revenue for all Surfliner trains. A task force of on-board food service personnel analyzes sales data from the POS system to make adjustments to the menu.

The menu on the Surfliner trains will be changed in June 2006. The changes will be based on sales data obtained by the point-of-sale system. Monthly monitoring of food sales continues to drive the menu and changes are made twice a year.

New lighted directional signs will be installed in summer 2006 in the upper level seating area of the cafe cars to provide passengers with easy access to the food service counter. Other modifications to the cafe car were completed in spring 2004 to improve accessibility to the food service area.

During November 2005, seat back menu cards were printed and placed in each seat back pocket on all train cars to provide awareness of the food selections to passengers unfamiliar with amenities on the trains.

Fares

Riders on the *Pacific Surfliner* Route have many different fare options. Most riders use the one-way or round-trip ticket. The round-trip price is double the one-way ticket price. A peak level fare is used for the summer and holiday periods and a lower fare for the remainder of the year. Discounted multi-ride tickets are also available. Discounted tickets are also available to seniors, persons with disabilities, students, and children under 15 years. Amtrak also provides

discounted tickets to various groups including active duty military, members of the American Automobile Association, and anyone traveling in a large group.

In 2005-06 and 2006-07, the *Pacific Surfliner* will, as in other years, attempt to optimize both ridership and fare revenue as a result of its fare policies, adjusting fares up and down as the need arises and the market changes and as operating costs rise. Since 2002, Amtrak has required advance reservations during the Thanksgiving weekend on *Pacific Surfliner* trains in order to handle huge passenger loads in a more orderly and planned manner.

On-Time Performance

In 2004-05, OTP at 73 percent was below the standard of 81 percent. Low OTP was the result of a number of factors. A derailment in December in San Diego County destroyed over two miles of track and caused delays for three weeks causing December OTP to be 59.0 percent. OTP for January through March was 68 percent. It was affected by severe storms and storm damage, including a mudslide over the first weekend in January that closed the track and stopped all train service north of Los Angeles. On January 28, substitute bus service was implemented that operated until late in February until track repairs were made. Also in January, a localized mudslide in San Clemente closed the line for a few days, and only limited “bus bridge” service was provided.

2005-06 year-to-date OTP (October 2005- April 2006) was 79 percent. OTP for the period was negatively affected by severe winter storms in January and February that brought the OTP for those two months down to 76 percent. OTP improved by February, and for the year should reach the performance measure standard of 80 percent.

Completion of two projects on the north end of the route in 2005 (San Luis Obispo Centralized Traffic Control [CTC] Extension and Gaviota Siding Upgrade) improved dispatching and OTP. Key track projects are projected to be completed in 2006-07 that will improve reliability and OTP. Two segments of the Los Angeles-Fullerton Third Main Track project (Bandini to DT Junction and La Mirada to Basta) will be complete by June 2007. Also, the Lincoln Avenue Double Track project in Orange County is planned for completion in 2007 and will close a 1.8 mile gap in double-track territory, allowing for more efficient train meets and improved OTP.

Amtrak Bus Operations

Bus Summary

Buses are used to reach markets not served by rail service. The Amtrak buses provide guaranteed connections; if a train is late, the bus connection is guaranteed. The buses are required to have a high standard of comfort, including ample legroom and reclining seats.

In 2004-05, 96,752 passengers used *Pacific Surfliner* connecting buses for part of their trip. This is a 64 percent increase from 58,970 bus riders in 2003-04. The ridership growth is primarily the result of increased ridership on the portion of Route 17 between Paso Robles and San Francisco due to the fact that during the year, two additional round-trips were added, bringing the total number of San Francisco round-trips to three.

Government Code Section 14035.55 requires that Amtrak bus riders must use the train for part of their trip, thus Amtrak has specific ticketing policies to ensure bus access is not provided to non-train riders.

In April 2005, Greyhound discontinued service to many smaller communities in California, as part of a national strategy to emphasize service between metropolitan areas. As a result, the Department is evaluating alternatives that will provide service to areas that may have previously been served by Greyhound.

Bus Route Cost–Effectiveness – Bus routes are evaluated for their cost-effectiveness. Under Government Code Section 14035.2, the Department is required to do cost recovery analysis on bus routes, and restructure or discontinue routes if they do not meet standards. The Department developed written standards to implement the law, including twice-yearly route and segment evaluations. Cost recovery (or break-even) is defined (under the law) by subtracting bus route operations costs from bus route revenue plus the train revenue contributed from bus route passengers. Under this analysis, the bus system provides a net incremental gain to the trains. The Department continues to evaluate bus routes on this basis and restructure or eliminate routes as necessary. Also, certain stops may be added, relocated, or eliminated, and frequencies may be adjusted to reflect changing market conditions.

The following principles are used to maximize the effectiveness of the feeder buses:

- Make the transfer between bus and train as seamless as possible. Amtrak buses are waiting for train passengers upon arrival at the connecting point, and deliver the passengers to their destinations on time.
- Take advantage of regularly scheduled stops at high traffic generators, such as Anaheim (Disneyland), San Diego and San Clemente Pier.
- Continue stops at special events such as fairs and festivals. This not only generates revenue, but also increases public awareness of the service.

Bus Route Descriptions - Three Amtrak Thruway bus routes directly serve the *Pacific Surfliner* Route. These Routes are described below.

Route 4 supplements the *Pacific Surfliner's* five round-trips between Los Angeles and Santa Barbara. Bus service on this route is provided in order to fill schedule gaps. There is one southbound mid-day bus (Santa Barbara to Los Angeles) and one northbound evening bus (Los Angeles to Santa Barbara). The in-bound bus was rescheduled in November 2004, with the inauguration of the second Los Angeles-San Luis Obispo round trip, to better balance the daily schedule. It now provides express service from Santa Barbara, Oxnard and Van Nuys to Los Angeles. The evening outbound trip is the last schedule of the day along the *Pacific Surfliner* Route from Los Angeles to Santa Barbara, offering a later return than the last train. The bus provides discharge-only service to all *Pacific Surfliner* stops except Burbank Airport.

Route 17 between Santa Barbara and San Luis Obispo currently offers four daily round-trips, with three round-trips extending beyond San Luis Obispo to Paso Robles, Salinas, San Jose, San Francisco and Oakland. These buses connect at Santa Barbara with trains that terminate or originate at Goleta. The round trips that serve the Bay Area basically parallel the *Coast Starlight*, however operate at different times than the train in both directions, providing alternate schedules and back-up service when the Starlight is late for those making connections. The Surfliner Thruway bus combination also makes lower promotional fares available for budget-conscious passengers. This first San Francisco bus was added in December 2002. The second round trip was added in October 2005, while the third (operating as an overnight schedule) was added April 2006. All have shown consistently strong ridership.

Route 36 is a new route that began service on November 17, 2004 with the addition of the second daily Los Angeles-San Luis Obispo train (Trains 799 and 798). The route parallels Route 17, but is based out of San Luis Obispo instead of Santa Barbara. The one daily round trip makes the train connection at San Luis Obispo with stops at Paso Robles, King City, Salinas, San Jose, San Francisco and Oakland. In contrast to the Route 17 Bay Area bus described above, the Route 36 schedule operates ahead of the *Coast Starlight* in both directions. The Route 36 bus also connects with the *Capitol Corridor* in both directions at San Jose. Initial ridership for this new route has been very strong from the outset. A second round trip, connecting with Trains 775 and 774, is being considered for the Fall 2006 schedule change.

San Joaquin Bus Connections - Twelve connecting *San Joaquin* Thruway bus schedules also contribute to ridership on the *Pacific Surfliner*, connecting with trains at Los Angeles. These buses provide connections to Long Beach, San Pedro, Santa Clarita and Bakersfield, and provide additional service between Los Angeles and San Diego.

MARKETING

MARKETING ACTION PLAN

Advertising and Public Relations

- Conduct fall, winter, and spring promotions in 2005-06 and 2006-07 using a variety of media, as appropriate to the promotional themes, to assist in the goal of achieving or exceeding projected ridership gains of 7.3 percent in 2005-06 and 5.0 percent in 2006-07.
- Continue successful advertising partnerships and implement new partnerships in 2005-06 and 2006-07 with local organizations such as Suzuki Rock and Roll Marathon, Fiesta Broadway, Applebee's Restaurants, Travel Made Simple Sweepstakes, and similar venues.
- Conduct public relations activities in 2005-06 and 2006-07 to recognize significant milestones on the Route and promote events highlighting special destinations.

Joint Marketing with Commuter Services

- Continue joint marketing of the Rail 2 Rail Program in 2005-06 and 2006-07 with Metrolink and Coaster.

Group Travel Program

- Continue promotion of the "Kids 'N Trains" Program and conduct a survey of program users in 2005-06 to evaluate program structure and identify program refinements.
- Expand the college student travel discount program in the fall of 2006.

Marketing Funding

The Division's budget includes \$5 million in State FY 2005-06 for intercity rail marketing. This amount, unchanged in eleven years, is divided among the three intercity rail routes: *Pacific Surfliner*, *San Joaquin*, and *Capitol Corridor*. (The *Capitol Corridor* Joint Powers Authority [CCJPA] administers *Capitol Corridor* marketing funds.)

In 2005-06, \$3.8 million in State funds is budgeted for marketing expenditures on the *Pacific Surfliner* and *San Joaquin* Routes. The same amount is budgeted in the Proposed 2006-07 Governor's Budget. Typically, media advertising receives just under \$3.0 million of these funds, and the remainder is divided between rail safety, passenger information, and market research. The remaining \$1.2 million in marketing funds goes to the *Capitol Corridor*. Amtrak supplements the Department's annual budget with an additional contribution for media advertising, which in 2004-05 was \$1.2 million. Amtrak contributed \$400,000 of this to the

Pacific Surfliners. Amtrak plans similar expenditures in 2005-06 and 2006-07. Thus, the total annual marketing budget for the three corridors in 2005-06 is \$6.2 million.

Advertising and Public Relations

The Department and Amtrak combine resources to create a single advertising program for California services. In 2004-05, the Department renewed the two-year marketing contract using a competitive bid process. Glass-McClure Advertising of Sacramento was awarded the contract for \$4.9 million for the two-year period of 2004-05 and 2005-06. The Department and Amtrak direct Glass-McClure in the development of the joint marketing program. Contract services include strategic planning, media planning, production and creative services, media buys, public relations services, promotions and partnership development services.

The Department also spends about \$600,000 annually in non-contract advertising activities, such as special advertising in bus markets. A new RFP solicitation will be released in April 2006. The next 3-year contract should be in place by October 2006.

The vast majority of California travelers are not aware that intercity passenger rail service exists. Thus, the first goal of advertising is to make travelers aware of intercity passenger rail service as a travel option. The second goal is to spur travelers to chose that travel option. Therefore, advertising and public relations will assist in the achievement of ridership performance standards of a 7.3 percent ridership increase in 2005-06 and a 5 percent ridership increase in 2006-07.

The Department seeks to make every advertising dollar as cost-effective as possible by targeting the most productive markets. Thus, market research has been done to determine that the most productive target populations are families, the “mature market” (people over 50) and Hispanic persons. Market research is also done to determine the most effective message and media choice for the target population and specific campaign. While the Department most often uses radio, newspaper and outdoor advertising, other media including targeted direct mail, internet advertising, religious and minority press, traffic report sponsorships, and gasoline pump toppers have also been used strategically to accomplish certain campaign goals. Also, the Department continues to pursue advertising partnerships to stretch the marketing budget.

Advertising Plan – The advertising plan uses themes related to seasonal activity and is focused on the three target populations. A fall campaign was directed at the senior market and the Hispanic/general/families market using a combination of radio, TV, and online ads. The campaign continued the “Travel Made Simple” concept and promoted everyday low fares in place of specific discounts. A winter promotion in January and February 2006 featured the highly successful “lowest everyday fares” theme using, English and Spanish radio, TV, and online

advertising to reach seniors, general and Hispanic market segments. Spring and summer promotions will focus on family travel using English and Spanish radio, TV, outdoor billboards, and online ads to reach the traveling audience. Outdoor advertising will continue into the summer, most likely with a “Kids Ride Half Price” message as part of a “Everyday Low Fares” advertising theme that encourages families to ride Amtrak California to favorite destinations.

The 2006-07 advertising plan will also focus on the Department’s target populations using seasonal promotions. A fall, winter and spring campaign is planned that will use similar themes and advertising media as in 2005-06.

Advertising Partnerships - The Department also pursues a variety of partnerships in advertising. Efforts in this area have resulted in ongoing partnerships with Disneyland Resort, Sea World, and Universal Studios. The Department in 2005-06 and 2006-07 will explore similar opportunities with these and other venues, such as Suzuki Rock and Roll Marathon, Fiesta Broadway, Applebee’s Restaurants, and Travel Made Simple Sweepstakes. Additionally, national Amtrak campaigns will be used to augment or complement the advertising efforts in California markets.

Public Relations - The public relations plan works in conjunction with the advertising plan to improve ridership and revenue by offering promotional programs and special events, such as press conferences, station grand opening events, and service inauguration celebrations. This program is far more personal and hands-on than the advertising program, but is designed to work in conjunction with and support advertising efforts. The public relations program includes media relations; production of brochures and informational materials including the quarterly newsletter, “Making Tracks”; and design and development of displays for use at fairs, special events, and exhibits.

Public relations in 2005-06 included the five-year anniversary celebration of the Route’s name change from the *San Diegans* to the *Pacific Surfliners*. An event was held in Anaheim and brought together elected officials from along the route.

Public relations activities for 2006-07 will include:

- Celebrations recognizing significant milestones on the route, such as the anniversary of the Rail to Rail partnership and deployment of joint ticket machines along the *Pacific Surfliner*/Metrolink route.
- Local outreach to college campuses.
- Special partnership events involving destinations such as Hearst Castle, San Diego, and Santa Barbara.
- “Making Tracks” will continue to be printed quarterly each year and will be used to support offers in the market, highlight destinations, and promote special events accessible to train travelers.

Joint Marketing with Commuter Services

The Department will continue to market the highly successful Rail 2 Rail Program in a cooperative effort between Amtrak, Metrolink and Coaster. The organizations meet on a regular basis and develop marketing strategies and special promotions.

Once the Metrolink-Amtrak ticket vending machines are operating, the Department will pursue joint marketing of Amtrak's sightseer program in Southern California with Metrolink. Metrolink customers living along routes east of Los Angeles can combine Metrolink and Amtrak trains a single transaction for certain selected trips. In this program, costs to promote access to *Pacific Surfliner* destinations, such as Legoland and Sea World in markets served by Metrolink, would be shared. If these trips are advertised and otherwise innovatively marketed, both systems could benefit.

Community Outreach

The Community Outreach program is conducted in-house and customized for each group. The goal is to promote *Pacific Surfliner* ridership and explain rail programs and policies. In order to make each community feel a part of the corridor, the Department continues to:

- Conduct multi-media presentations for service clubs, chambers of commerce, schools and other interested groups to foster open communication between communities and the Department and stress the value of partnership. The Department delivered the presentation to seven service clubs and other interested groups in 2004-05, and will continue to offer the presentation to groups in 2005-06 and 2006-07.
- Include station agents in outreach efforts to establish a local tie to communities. Previous year efforts resulted in several references by station agents to interested local groups for presentations.
- Sponsor local events at low or no cost.
- Promote station pickup service by hotels and rental car companies.

Staff display booths at targeted group conventions and conferences.

Group Travel Program

Kids 'N Trains - The *Pacific Surfliner* youth field trip group program ("Kids 'N Trains") began its fourth full season in September 2005 and has exceeded 115,000 boardings for the life of the program. The Department continues to refine the program to make it more user-friendly and easier to assimilate into existing Amtrak reservation and operations systems. Program refinements have included expanded destination information on the Department's website. The "Kids 'N Trains" program was also promoted at a statewide educator's conference, and five school trips resulted with more than 225 passengers.

A survey of program users will be conducted at the end of the 2005-2006 season to identify any refinements needed for the program. An evaluation of the program's overall structure will also be conducted.

Student Travel Program – In the fall of 2005, the Department and Amtrak launched a trial college student discount program. The discount program provides a 20 percent discount to students who show a student card from selected colleges. Like most other discounts on Amtrak, a minimum three-day advance purchase and blackout days apply. In 2004, the Department had conducted market research that showed a strong market of potential student riders, and that students desire a simple and straightforward discount program. The program launched in 2005 was based on the results of the prior market research.

Students from Fresno City College, Fresno State University, the new University of California at Merced, and the California Polytechnic State University at San Luis Obispo are now eligible for the student discount. The program was widely promoted in the fall of 2005 with new student orientation materials, campus information booths, and in collaboration with university officials. Ridership from September 2005 to March 2006 yielded over 1,300 trips and generated more than \$32,000 in revenues statewide.

Starting early in 2007, an additional location under consideration for possible expansion of the trial is San Diego State University, which features the distinct marketing advantage of a San Diego Trolley station on campus with direct connections to the Amtrak depot. This easy transfer from *Pacific Surfliner* trains is similar to the Amtrak Thruway motorcoach connection directly onto Cal Poly-San Luis Obispo.

Rail Safety

The Department's rail safety campaign is designed to educate the public about the dangers of railroad tracks. The Department coordinates its rail safety activities with California Operation Lifesaver, the State affiliate of the national nonprofit organization whose major focus is encouraging safe behavior at railroad grade crossings, and discouraging, for safety reasons, trespassing on railroad property. The State organization is a coalition of railroads; Federal, state, and local agencies; and private businesses and individuals concerned about promoting safety. The Department is a member of the California Operation Lifesaver Board of Directors. Each year, it works with the Operation Lifesaver campaign on a combination of media advertising and public education events concentrated on certain geographically prioritized areas where accidents have happened. The annual budget for this effort is \$70,000 statewide.

In the FY 2005, the Department, with the assistance of the Federal Railroad Administration, used these funds to launch a new program of rail safety for middle and high schools in California. The program called "The A to Z Project" called on schools to help end train related tragedies that involve children. It included a

36-page booklet on train safety and a CD that includes two rail safety films. The booklet and CD were sent to middle and high schools for introduction into the Fall 2004 school curriculum. In FY 2006, Hayward, located in Northern California on the *Capitol Corridor*, was identified as a “hot spot” where several preventable trespassing incidents had occurred and a print and electronic media campaign was mounted to remind local residents of the need for safe behavior and to avoid trespassing. For the coming year, the Department’s contract advertising agency is developing a “Quick Response” media strategy that allows the safety message to appear in close time proximity to media reports of trespassing and grade crossing incidents wherever in the state they occur. In addition, we are developing “kits” in other languages that assist community groups to convey the safety message to all audiences.

In addition to the marketing efforts outlined above, the Department in conjunction with the California Public Utilities Commission oversees and administers safety-related capital improvement programs such as the Section 130 Federal Crossing Improvement Program and Section 190 State Grade Separation Program to improve and construct rail/vehicle crossings for increased safety.

Market Research

The Department contracts with Amtrak for market research services. With the Department’s participation, Amtrak contracts with various market research firms to determine: target markets, advertising themes for campaigns, and the effectiveness of campaigns and marketing tools.

To conduct successful marketing, the Department needs to understand the Amtrak California customer’s needs, desires and preferences. To obtain this knowledge, the Department performs and periodically updates on-board surveys rotated by season. These surveys also provide demographic information along with a picture of travel behavior. The Department also surveys non-users to determine why they do not use intercity rail services. The Department does random periodic non-user surveys of those who make three or more annual trips of 75 miles or more between cities served by the train or connecting buses.

Market research is also used to measure the effectiveness of marketing expenditures to ensure that marketing accomplishing its intended aims. Since most marketing dollars are spent on advertising, a large part of the research budget focuses on measuring advertising effectiveness. When new campaigns are contemplated, they are tested before audiences of train riders and non-riders. These audiences are asked their reactions to message and creative approach and subsequent ads are created with the results in mind. After a campaign runs, awareness and recall are measured to determine whether the aims of the ads were realized. Firms that are independent of the advertising agency conduct all advertising research.

The Department also contracts with Amtrak for the operation and development of the Rail Ridership/Revenue Forecasting Model. It is used by the Department and Amtrak to estimate the ridership and revenue impacts of major service changes, such as new services, route extensions or truncations, and frequency and fare changes.

CHAPTER IV CAPITAL PLAN

CAPITAL ACTION PLAN

Track and Signal Projects

- Construction on Santa Susanna Tunnel (Los Angeles/Ventura Counties) seismic upgrade to be completed in 2008.
- Continue construction on Los Angeles-Fullerton third main track project. Finish construction on La Mirada-Basta and Commerce-Pico Rivera segments in 2006-07.
- Construction on Lincoln Avenue double track project in Orange County to be completed in 2007.
- Complete construction of the CP Flores-CP O'Neil double track project in San Diego County in 2009.
- Continue work on Del Mar Bluffs stabilization in San Diego County.

Station Projects

- Complete construction of the Camarillo station and Santa Ana station pedestrian bridge in 2006.
- Deploy "next generation" ticket vending machines to begin initial phase of operation in 2006-07 at Amtrak and Metrolink stations, allowing through ticketing between Amtrak and Metrolink.

CAPITAL PLAN GOALS

This chapter focuses on current capital projects (excluding minor capital projects). For the *Pacific Surfliner* Route long-term capital program, see the *California State Rail Plan 2005-06 to 2015-16* (Rail Plan).

Completion of the capital projects in the short-term capital plan are necessary for the achievement of the performance measure standards as listed in **Figure 2.1**. The on-time performance standard (as listed in **Figure 2.1**) is 80 percent for 2005-06 and 82 percent for 2006-07. On the *Pacific Surfliner* Route, current track and signal projects focus on improving passing capabilities, reliability, rider quality, and on-time performance. Current station projects are primarily related to providing new joint Amtrak/Metrolink ticket vending machines.

Capital program development and implementation are based on the capital project priorities stated in the Rail Plan. These priorities are:

- Increase capacity on existing routes to allow increased frequencies and improved reliability as a result of better OTP.
- Reduce train running times to attract riders and to provide an efficient service, with travel times directly competitive with the automobile.
- Improve operational functioning and attractiveness of equipment, stations and facilities, including improved multimodal connectivity.
- Increase the farebox ratio to reach or exceed the Department's 50 percent standard. (Furtherance of the three above goals will result in improved cost-effectiveness through an increase in revenues and a reduction in costs, with the resulting increase in farebox ratio.)
- Improve the safety of State-supported intercity rail service, including grade crossing improvements and closures.

The running time goal for the *Pacific Surfliners* (in the 10 –Year Rail Plan) is 2:30 between San Diego and Los Angeles and 5:05 between Los Angeles and San Luis Obispo. Current running times average 2:45 between San Diego and Los Angeles and 5:25 between Los Angeles and San Luis Obispo. The Rail Plan projects the twelfth San Diego-Los Angeles roundtrip will be added in 2009-10, and the thirteenth in 2012-13. Additionally, a Los Angeles-San Luis Obispo roundtrip is to be added in 2013-14 that would be the sixth roundtrip to Santa Barbara and the third round trip to San Luis Obispo.

CAPITAL PLAN SUMMARY

Figure 4.1 is a summary of all capital investments on the corridor since the Department began participation in funding and administering the route in 1976. A total of approximately \$1.3 billion has been spent, allocated or programmed on the route on stations, track and signal, and equipment projects, and maintenance facilities since 1976. Note that these figures include some projects that have no direct State financial involvement.

This Business Plan focuses on the intercity passenger rail short-range capital program. Currently \$205.6 million in projects are underway and an additional \$143.8 million in projects are programmed. Thus, the short-range capital program (through 2008-09) includes \$349.4 million in projects. Projects that are underway are detailed in **Figure 4.2** and programmed projects are detailed in **Figure 4.3**. Together, **Figures 4.1, 4.2** and **4.3** give a complete picture of the capital projects and improvements on the corridor.

The allocation of Traffic Congestion Relief Program (TCRP) funds was suspended from December 2002 until July 2005. Originally, a total of \$148.5 million in TCRP funds were specified for the *Pacific Surfliner* Route, of which the

Commission has allocated \$106.9 million. The remaining \$41.6 million is reserved for projects in Los Angeles and San Diego Counties. Projects include additional funding for the fifth lead track at Los Angeles Union Station (\$2 million); track projects in San Diego County (\$38.6 million); and the San Diego area Layover Facility (\$3 million). Under the Commission's March 2006 allocation plan, these funds may be available for allocation in FY 2006-07. TCRP funding is included in **Figures 4.2** and **4.3**.

The new 2006 STIP was adopted by the Commission in April 2006. It programs \$17.8 million in new funding for *Pacific Surfliner* Route intercity passenger rail projects. Also, unallocated projects previously programmed in the 2004 STIP were carried forward in the 2006 STIP.

The Rail Plan shows the long-range ten-year capital plan. The unconstrained plan for the route (as shown on **Figure 2A** of the Rail Plan) has \$1,693.3 million in projects (\$515.0 million north of Los Angeles and \$1,178.3 million south of Los Angeles). Thus, it is clear that the funds contained in the 2006 STIP are not adequate to fund the longer-range intercity passenger rail capital plan. The long-range plan includes the assumption that a twelfth San Diego-Los Angeles roundtrip would be added in 2009-10, the thirteenth in 2012-13. Additionally, another Los Angeles-San Luis Obispo roundtrip is projected in 2013-14 that would be the sixth round trip to Santa Barbara and the third roundtrip to San Luis Obispo.

Some further explanation on **Figures 4.2** and **4.3** is provided here. **Figure 4.2** shows all projects that are currently underway. Projects are defined as being underway if State funds have been allocated by the California Transportation Commission, or if other fund sources (such as Amtrak, city or Federal funds) are under contract. **Figure 4.3** shows all projects that are programmed for funding, generally in the 2006 STIP. It is important to note that a single project will usually be funded from multiple funding sources and larger projects are often funded and completed in phases. Therefore, one project (particularly larger projects) could be listed on both **Figures 4.2** and **4.3** and also be included in the "Completed" column on **Figure 4.1**. As an example: the completed first phase of a project would be listed on **Figure 4.1**; allocated but unexpended funds for the second phase of the project would be listed on **Figure 4.2**; and programmed funds for later phases of the project would be listed on **Figure 4.3**. Thus, these figures show the completed, current and programmed activity for all projects.

Figure 4.1 – Summary of Capital Projects

PACIFIC SURFLINER ROUTE				
Intercity Rail Capital Projects				
<i>(Dollars in thousands)</i>				
Project Type	Completed (1976 - Present)	Underway	Programmed	Total
Track and Signal	\$677,082	\$175,010	\$95,680	\$947,772
Stations	\$207,875	\$30,592	\$42,583	\$281,050
Maintenance				
Facilities	\$50,740		\$5,565	\$56,305
Equipment	\$25,419			\$25,419
Total	\$961,116	\$205,602	\$143,828	\$1,310,546

Figure 4.2 – Detail of Capital Projects – Underway

PACIFIC SURFLINER ROUTE			
PROJECTS UNDERWAY			
(Dollars in thousands)			
Project Description	State Funds	Other Funds	Total
TRACK AND SIGNAL PROJECTS			
Ventura County Track Improvements			
Install rail, tie, and bridges		\$468	\$468
Ventura County Signal Improvements			
Install gates, lights and switches		\$478	\$478
Moorpark-Burbank Track & Signal Improvements			
Replace worn rail, renovate turnouts		\$1,492	\$1,492
Santa Susana Tunnel # 26 Upgrade			
Construct seismic upgrade to tunnel	\$9,500		\$9,500
Los Angeles County Track Improvements			
Replace Ties, turnouts, crossings, bridges, and rail		\$1,035	\$1,035
Los Angeles County Signal Improvements			
Install lights, fencing, and event/analyzer equipment		\$592	\$592
River Corridor Track and Signal Imps - North of LA			
Replace ties, rails and underground cables; upgrade standby power	\$109	\$1,104	\$1,213
Los Angeles Union Station Fifth Lead Track			
Design and construct fifth lead track into Union Station	\$7,189		\$7,189
Los Angeles Union Station Platform 2& 3 Rehabilitation			
Replace tactile tile surface adjacent to tracks		\$214	\$214
Los Angeles Storage Tracks			
Construct storage tracks		\$5,000	\$5,000
Trespasser Barriers			
Purchase and install concrete barriers		\$45	\$45
Track Signal and Infrastructure Upgrade			
Upgrade track, signal, and system infrastructure in Metrolink territory, (represents intercity passenger rail portion of total funding)		\$2,900	\$2,900
Los Angeles - Fullerton Third Main Track			
Environmental documentation and engineering for 14.1 miles of third main track, construction for portions of third track	\$89,753		\$89,753
Bandini to DT Junction - Third Main Track			
Construct 3 miles of third main track	\$5,700		\$5,700
La Mirada to Basta Third Track			
Construct 5.5 miles of third main track	\$22,000		\$22,000
Orange County Rail Repositioning			
Reposition worn rail on curves	\$479		\$479
Rail Grinding - Systemwide			
Grind rail to original profile and remove surface defects		\$380	\$380
Signal and Communication Program - Systemwide			
Upgrade signals		\$274	\$274
Lincoln Avenue Double Track			
Construct 1.8 miles of second main track between Almond Street (Orange) and 17th Street (Santa Ana); includes second bridge over Santiago Creek	\$16,449		\$16,449

Figure 4.2 – Detail of Capital Projects – Underway (continued)

PACIFIC SURFLINER ROUTE PROJECTS UNDERWAY (Dollars in thousands)			
Project Description	State Funds	Other Funds	Total
TRACK AND SIGNAL PROJECTS (cont)			
Environmental Document For Rail Corridor Upgrade between Los Angeles - Orange County - San Diego			
Prepare environmental impact report for corridor upgrade projects	\$2,498		\$2,498
CP Flores-CP O'Neil Double Track			
Design and environmental documentation for 1.8 miles of second main line track including CTC Signal System	\$7,400	\$500	\$7,900
Oceanside Double Track			
Design 1.2 mile of double track	\$500		\$500
Leucadia Boulevard Grade Separation			
Prepare project study report for grade separation		\$200	\$200
Encinitas Grade Separation Pedestrian Crossing			
Prepare environmental documentaion and permits request		\$1,248	\$1,248
Del Mar Bluffs Stabilization			
Stabilize bluff area subject to erosion	\$3,003		\$3,003
TOTAL TRACK AND SIGNAL PROJECTS	\$159,580	\$15,430	\$175,010
STATION PROJECTS			
Multiple Stations			
Ticket Vending Machines	\$124	\$10,425	\$10,549
Electronic Information System	\$863	\$682	\$1,545
Goleta			
Construct new bus turning circle, paving, landscaping, signage, ticket vending machine, and lighting	\$80	\$90	\$170
Santa Barbara			
Purchase historic rail car and renovate station		\$396	\$396
Oxnard			
Construct parking lots, and landscaping	\$1,081		\$1,081
Camarillo			
Construct station improvements and parking lot		\$8,161	\$8,161
Moorpark			
Replace tactile edge of platform	\$2	\$84	\$86
Simi Valley			
Replace tactile edge of platform	\$3	\$837	\$840
Los Angeles			
Various interior and exterior station renovation projects	\$189	\$1,179	\$1,368
Santa Ana			
Construct Pedestrian Bridge	\$5,500		\$5,500
Create 1000 foot mural of historic events	\$500		\$500
San Diego			
Purchase and install security system, 480 volt panels,	\$196	\$200	\$396
TOTAL STATION PROJECTS	\$8,538	\$22,054	\$30,592
TOTAL ALL PROJECTS UNDERWAY	\$168,118	\$37,484	\$205,602

Figure 4.3 – Detail of Capital Projects – Programmed

PACIFIC SURFLINER ROUTE PROJECTS PROGRAMMED			
(Dollars in thousands)			
Project Description	State Funds	Other Funds	Total
TRACK AND SIGNAL PROJECTS			
Capitalized Maintenance			
Track and signal upgrades	\$2,000		\$2,000
Moorpark-Simi Valley Rail Replacement			
Replace 7 miles of track	\$4,000		\$4,000
Track Signal and Infrastructure Upgrade			
Upgrade track, signal, and system infrastructure in Metrolink territory, (represents intercity passenger rail portion of total funding)		\$4,000	\$4,000
Los Angeles - Fullerton Triple Track			
Construct triple track	\$6,396	\$6,480	\$12,876
Los Angeles - Fullerton Triple Track (Rosecrans)			
Purchase right of way for grade separation	\$6,200		\$6,200
Signal & Communication System Upgrade-NCTD			
Signal and communication system analysis and upgrade	\$1,000		\$1,000
Santa Margarita Double Track Bridge			
Construct a concrete and steel double track bridge to replace a timber and steel single track bridge	\$40,200		\$40,200
Oceanside Double Track			
Construct 1.2 miles of double track	\$9,300		\$9,300
Encinitas Grade Separation Pedestrian Crossing			
Construct pedestrian grade separation	\$2,752		\$2,752
Del Mar Bluffs Stabilization			
Stabilize bluff area subject to erosion	\$4,597	\$4,000	\$8,597
San Dieguito River Bridge Design and Engineering			
Preliminary design and environmental for double track concrete bridge	\$855		\$855
Sorrento-Miramar Double Track			
Design second main track to increase speeds	\$3,900		\$3,900
TOTAL TRACK AND SIGNAL PROJECTS	\$81,200	\$14,480	\$95,680
STATION PROJECTS			
Goleta			
Construct new bus turning circle, paving, landscaping, signage, ticket vending machine and lighting	\$630		\$630
Fullerton			
Design and construct a parking structure with 700 spaces	\$25,200		\$25,200
Solana Beach			
Construct parking structure with Transit Oriented Development	\$6,000	\$10,753	\$16,753
TOTAL STATION PROJECTS	\$31,830	\$10,753	\$42,583
MAINTENANCE FACILITY PROJECTS			
Los Angeles			
Construct security measures at maintenance facilities	\$2,555		\$2,555
National City			
Construct a passenger train layover facility (portion of funding)	\$3,010		\$3,010
TOTAL MAINTENANCE FACILITY PROJECTS	\$5,565	\$0	\$5,565
TOTAL ALL PROJECTS PROGRAMMED	\$118,595	\$25,233	\$143,828

TRACK AND SIGNAL IMPROVEMENTS

Below are descriptions of the track and signal projects that were completed since 2000, and projects that are underway and programmed with a total cost of \$2 million or more. The projects are listed geographically from north to south.

The State does not own any rail tracks in the *Pacific Surfliner* corridor. Between San Luis Obispo and Moorpark, the right-of-way (ROW) is owned by UP. South of Moorpark to San Diego, the majority of the ROW is owned by public transportation entities. However, the State funds and oversees many track and signal projects that benefit the *Pacific Surfliner* trains.

Capitalized Maintenance – \$2 million for track and signal upgrades along the entire *Pacific Surfliner* Route.

San Luis Obispo CTC Extension – This \$4.9 million project to extend Centralized Traffic Control (CTC) from the north to the south end of the existing double track at San Luis Obispo, and install a new CTC control point, was completed in November 2005. This project facilitates on-time departures from the San Luis Obispo layover facility and the station.

Gaviota Siding Upgrade – This \$2.4 million project was completed in 2003. The siding was rehabilitated to allow the new CTC signal system and to increase speeds.

Gaviota – Ellwood Track Improvements – \$4.9 million was allocated for this project to install continuous welded rail, which was completed in spring 2005. The project improves ride quality and reduces travel time.

Ellwood-Seacliff Track and Signal Improvements – This \$12.7 million project was completed in 2002. The project replaced the old block signal system with 31 miles of CTC. A new 9,000-foot siding was constructed adjacent to the Goleta Layover facility, the existing Seacliff siding was rehabilitated and power switches were installed. The project created a long new siding at Ellwood to improve freight and passenger train movement and replaces the outdated block signal system with CTC.

Goleta-Moorpark Track and Signal Improvements – The Moorpark to Goleta track, siding and signal upgrade project was completed in 2001 at a cost of over \$30 million. The work included new continuous welded rail, cross ties, ballast, extension of existing sidings, construction of two new sidings, grade crossing improvements and new CTC signal system. This major improvement project has modernized the *Pacific Surfliner* Route from the Ventura/Los Angeles County line (Moorpark) to Goleta in Santa Barbara County.

Track Signal and Infrastructure Upgrade – \$2.9 million has been encumbered for this project to upgrade system infrastructure, including tracks, signal equipment, layover facilities, and signage in territory served by *Pacific Surfliner* and Metrolink trains. An additional \$4 million has been programmed for this project.

Moorpark-Simi Valley Rail Replacement – \$4.0 million is programmed for this project to replace rail on seven miles of track between Moorpark and Simi Valley. The project will improve safety and increase speeds.

Hasson Siding Extension – This project, completed in 2003, extended the current siding to 10,000 feet, creating the opportunity for running train meets. It improved OTP and schedule reliability.

Santa Susana Tunnel 26 – \$9,500,000 has been allocated for this project to upgrade the 7,369-foot tunnel, originally built in 1905, to withstand seismic activity. The tunnel is heavily used by intercity, commuter, and freight trains. A previous rehabilitation project on this tunnel, completed in 2000, included replacement of rail cross ties, ballast and installation of drainage improvements. This project permitted passenger train speeds to increase from the previous 10-25 mph to 40 mph. Construction should be completed in 2008.

Chatsworth Track and Station Improvements – This \$4.5 million project was completed in 2002. It added a second platform at the station, extended a siding, and added CTC. This project allows two passenger trains to stop at the station at the same time.

Los Angeles Union Station Fifth Lead Track – \$7.5 million has been allocated for the design, environmental work, and construction of a fifth lead track into Los Angeles Union Station. This project will increase track capacity and train mobility into and out of the station. The project is scheduled for completion December 2006.

Los Angeles Union Station Run-through Tracks – The project involves the construction of two run-through tracks from Los Angeles Union Station across US 101 to connect with BNSF mainline track along the Los Angeles River. The project would eliminate the need for trains to reverse direction to exit Union Station; trains could instead run-through on the extended tracks. This project significantly reduced delays and improved running times for both intercity and commuter rail trains.

This project received an initial allocation of \$12.1 million, of which \$3.8 million was expended for preliminary design and environmental clearance of the run-through tracks. The environmental clearance and preliminary design was completed in Spring 2006. However, construction of this project cannot be undertaken at this time as funding is not presently available to cover the

substantial construction cost. The balance of the initial project allocation was transferred to build the Los Angeles Union Station Fifth Lead Track.

Los Angeles Storage Tracks – This project provides \$5 million in funding to construct storage tracks for Metrolink Trains. This project will also increase capacity between Los Angeles Union Station and Taylor Yard for *Pacific Surfliner* trains. The work on this project began in March 2006 and is scheduled for completion in the Summer of 2008.

Commerce Track Improvements – \$3.7 million was expended to construct additional track to facilitate commuter, intercity and freight movements at the Commerce Metrolink station. Funding is split equally between the State and Amtrak. This project was completed in 2004.

Los Angeles-Fullerton Third Main Track –\$89.8 million has been allocated and an additional \$12.9 million programmed for this project. The funding is for environmental work, engineering and a portion of the construction cost of 14.1 miles of triple track between Los Angeles and Fullerton in Orange County including six grade separations. Design and environmental documentation was completed in 2004 on all 14.1 miles of the project. These funds also will permit construction to begin on certain buildable segments of this larger project. For example, the Valley View grade separation is the first fully funded project to be constructed. Additional funding is required to complete the construction of all 14.1 miles of triple track and the other grade separations. The two existing main rail lines in this area are heavily congested. Thus, the only way to increase passenger rail efficiency and on-time performance is to construct a third main track. Also, this BNSF owned line serves the freight needs of the Ports of Long Beach and Los Angeles, as well as Metrolink commuter rail. Therefore, this project will improve operating efficiency for intercity, and commuter rail passenger services, as well as rail freight service.

The following three projects were funded separately, and are components of the overall Los Angeles to Fullerton Third Main Track project:

- **Bandini to DT Junction–Third Main Track** – \$5.7 million to design and construct three miles of third main track at Bandini in Commerce, Montebello, and Pico Rivera. The project is planned for completion June 2007.
- **La Mirada to Basta–Third Main Track** – This \$22 million third main track construction project is underway. Construction of this 5.5 miles of third track is scheduled for completion in 2006-07.
- **Rosecrans/Marquardt Grade Separation** – This project provides \$6.2 million to acquire right of way for the planned construction of a grade separation project at Rosecrans and Marquardt Avenues.

Redondo Junction Flyover – Construction was completed in summer 2001 for the 40-mph flyover track at the Redondo Junction, as part of the overall improvement to the Alameda Corridor. This project improves the operations of the intercity trains and commuter trains on the *Pacific Surfliner* Route by separating them from all freight train movements to and from the Alameda Corridor.

Orange County Capital Renovation – This \$8.7 million project to rehabilitate track in Orange County to improve reliability and ride quality was completed in late 2004.

Lincoln Avenue Double Track – \$16.5 million has been allocated for this project that closes a major (1.8 mile) gap in Orange County double-track territory and creates improved opportunities for trains to pass each other. The environmental work has been completed. Construction started in 2005 and is to be completed in 2007.

Environmental Document for LOSSAN Corridor County Rail Upgrade – \$2.5 million has been allocated for this project to complete a Program Environmental Impact Report under CEQA, an Environmental Impact Statement under NEPA and a strategic corridor plan for rail upgrades on the corridor between Los Angeles and San Diego. The strategic plan was completed in 2003 and the EIR/EIS is anticipated to be completed in mid-2007.

San Onofre Siding Track Improvements – This \$5.8 million project to extend the existing San Onofre siding, created increased passing opportunities and improved schedule reliability. Construction was completed in 2004.

CP Flores-CP O’Neil Double Track – \$4.7 million has been allocated for this project to construct 1.8 miles of second main line track, including a CTC signal system. The project will improve reliability and passing capabilities. Construction started in 2005 and is planned for completion in 2009.

Santa Margarita Double Track Bridge – \$2.5 million has been allocated for this project to prepare environmental documentation and engineering to replace a timber and steel bridge with a concrete and steel double track bridge. Design started in 2002. An additional \$1 million has been programmed for design with \$39.2 million programmed for construction.

Oceanside Double Track – The project will extend the existing Oceanside siding to the south. \$500,000 thousand has been allocated for the project’s design, and \$9.3 million is programmed for the construction to facilitate train operation.

Encinitas Siding – This \$6.3 million project to design and construct a siding to increase reliability and reduce delays was completed in 2004.

Del Mar Bluffs Stabilization – In San Diego County, the design phase of the Del Mar Bluffs stabilization project is completed. Phase I construction for drainage improvements was completed in 2002-03. The \$5.0 million Phase II construction project will ensure the stability of the bluffs and prevent possible track outages due to slope failures. The *Pacific Surfliner* intercity trains, the Coaster commuter trains and BNSF freight trains currently use the track for their operations. An additional \$2 million in funding has been allocated for Phase II and \$4.6 million programmed for Phase III of this project. The additional funding will provide for the expansion of the project limits. Over half of Phase II construction is federally funded.

Sorrento–Miramar Double Track – \$4.4 million was allocated for project design for the Sorrento to Miramar double track project. However, preliminary design, environmental, and engineering work for the original design determined that it could not be built as originally planned. \$3.9 million of the \$26.7 construction funds have been reprogrammed for further design to determine a buildable segment. The remainder of these funds is being reprogrammed for construction projects that are ready to proceed: Santa Margarita Bridge, Del Mar Bluffs, and Signal Communications Upgrade.

Falsebay Passing Track – This project, completed in 2003, constructed approximately 3 miles of new passing track. It created the opportunity for running train meets, and improved schedule reliability.

NEW STATIONS AND STATION IMPROVEMENTS

Below are descriptions of station projects that were completed since 2000, and projects that are underway and programmed. Station projects are arranged in geographic order from north to south. Only projects with a total cost of \$2.0 million or greater are discussed.

The State, in most cases, does not own stations. The majority of stations are owned by cities, Amtrak, railroads, or private development companies. However, the State funds and oversees many station improvement projects.

Ticket Vending Machines – \$12.1 million is available for ticket vending machines and software to be purchased for all Amtrak and Metrolink stations on the *Pacific Surfliner* Route. The funding sources are: \$8.5 million from the Federal Congestion Mitigation and Air Quality Improvement Program (CMAQ), \$1.2 million from Amtrak, and the remainder from State and local agencies. The system will be deployed and is planned to be in the initial phase of operation in 2006-07. The system will permit ticket purchases of either or both commuter and intercity train tickets. For the first time passengers will be able to purchase through tickets for a combined Amtrak/Metrolink trip. This modernization will also improve cash handling operations and accounting.

Electronic Information Systems – 1.5 million has been encumbered to install electronic message signs at stations to inform Amtrak, Metrolink, and Coaster patrons of train arrival status, including late arriving trains. This will facilitate patrons' ability to make connections between Amtrak and Metrolink trains. The signs will be installed at all Amtrak and Metrolink stations along the *Pacific Surfliner* Route between San Luis Obispo and San Diego. It is anticipated that the signs will be installed and the system operational in 2007-08.

San Luis Obispo – This project was completed in 2001. An approximately 10,000 square-foot parcel of UP property near the historic station was purchased. Improved thruway and local bus facilities, as well as better access for bikes and pedestrians were completed. Parking facilities were also expanded.

Surf – The new intercity rail station, opened in 2000, at Surf Beach, near Lompoc is an unstaffed station and was a joint project between Santa Barbara County and the Department. The station serves the City of Lompoc and surrounding communities including Vandenberg Air Force Base. The station consists of a loading platform, three open-air shelters, benches, public telephone, restrooms, a parking lot with approximately 39 spaces and a bus-loading zone.

Camarillo – The Camarillo station improvement project is funded by \$8.5 million in local and federal funds and an additional \$1.6 million in State funds. The project includes design, construction, and ROW purchase for improvements to the station platform and the parking at the Camarillo rail station. The project also will include the installation of shelters, seating, lighting, public art works, and bike parking to serve *Pacific Surfliner* and Metrolink rail passengers. Construction began in late 2002 and scheduled for completion in 2006.

Fullerton – \$25.2 million is programmed to build a multi-level parking structure for the Fullerton Transportation Center. The increased parking will accommodate both intercity and commuter rail passengers. Design on this project is underway.

Santa Ana – \$5.5 million has been allocated to construct a pedestrian bridge over the main line to access the center platform. This improvement will greatly improve passenger safety and flexibility in loading trains. Design started in 2003. Construction is underway, scheduled to be completed in 2006.

Irvine – A new pedestrian bridge was completed in June 2001, which provides access to the second platform. The project included elevators, landscaping and architectural treatments.

Oceanside – \$10.4 million was used to build a 450-space parking structure. The structure benefits Amtrak, Metrolink and Coaster service. The project was completed in April 2006.

San Clemente – The Department and Amtrak, with the City of San Clemente’s concurrence, completed improvements in 2000 to the platform and provided ADA access for the station at the San Clemente Pier. Amtrak service then returned to the Pier station on a seasonal basis.

Solana Beach – \$16.8 million is programmed to construct a parking structure as part of a Transit Oriented Development project.

MAINTENANCE AND LAYOVER FACILITIES

Los Angeles Railcar Service and Inspection and Locomotive Maintenance Facility – This project completed in 2001, was funded by a combination of about \$24 million in Amtrak funds and \$7 million in State funds. The project is located in Amtrak’s existing Eighth Street Yard in Los Angeles. The new service and inspection facility allows most of the day-to-day maintenance functions to be performed without disassembling the train. The enclosed facility has pedestal tracks and other facilities to support inspection and maintenance activities for all of the *Pacific Surfliner* fleet, as well as the Amtrak long distance trains serving Los Angeles.

Additionally, on the same site a modernized locomotive maintenance facility was constructed. Also, the support yards on either side of the service and inspection facility were reconstructed, and a new modern car wash facility was constructed.

The 2006 STIP programs \$2.6 million to enhance security at the railcar service and inspection and the locomotive maintenance facilities.

San Diego Area Joint Use Layover Facility – The purpose of this project is to construct a layover facility at the southern terminus of the *Pacific Surfliner* line. This project will consist of site acquisition, design, and construction of a facility adjacent to the rail line to clean, service and perform light maintenance for *Pacific Surfliner* intercity trains and BNSF locomotives. The project also includes track and grade crossing improvements between the San Diego station and the new facility. The facility is planned for joint use where BNSF locomotives will use the facility for turn-around service.

Primary benefits of this project include more efficient equipment utilization, more frequent cleaning of cars, and the ability to immediately address needed repairs. Project design for the original site was completed in spring 2003, but this site is no longer available. The Department is planning to program \$3 million for environmental documentation and preliminary design work once a new site is selected in the San Diego area.

EQUIPMENT

The U.S. Taxpayers' Relief Act of 1997 provided an additional \$2.2 billion for Amtrak nationwide. This funding permitted Amtrak to commit approximately \$105 million for 40 new *Pacific Surfliner* passenger cars to serve this route. The eight trainsets of new Surfliner Cars were placed in service in 2001.

The new cars are based on the California Car design pioneered by the Department that allows faster loading and unloading, shorter dwell times at stations, and is handicap accessible. The new cars also feature improved reclining and reversible seats, more downstairs seating, an upstairs restroom, larger luggage racks, with fabrics and flooring designed for lower maintenance cost and better resistance to soiling.

In addition, Amtrak purchased and placed into service 14 new state-of-the-art model F59 locomotives on the *Pacific Surfliner* at a cost of \$30 million. Replacement of older equipment reduced equipment maintenance, breakdowns, and increased OTP.

The State was able to supplement the Amtrak order with over \$50 million in state funds from a variety of sources to buy additional cars for both Southern and Northern California. In Southern California, the State purchased 10 cars comprising two additional train sets, to complete the new *Pacific Surfliner* fleet, for a total of ten sets of equipment. Each set of equipment has five cars. The State has purchased three cab cars, two food service cars, two business class cars and three coach cars. All of the ten cars were delivered by 2002.

The ten new State-owned cars completed their three-year warranty period in 2005. After the warranty period the cars enter into Amtrak's preventative maintenance program with overhauls at four, six and eight years. The Department oversees this program.

APPENDIX

PACIFIC SURFLINER RAIL STATIONS AND CONNECTING SERVICES

This Appendix contains information on:

- *Pacific Surfliner* rail stations and transportation connections to the stations.
- Commuter and urban transportation services that connect to the *Pacific Surfliners*.
- Amtrak services that connect to the *Pacific Surfliners*.

PACIFIC SURFLINER RAIL STATIONS

Rail Stations are listed geographically from north to south. The station descriptions include a listing of the areas served by Amtrak Thruway bus connections to the rail stations, Amtrak routes and local transit serving the rail stations. Each listing shows the average daily passengers in FFY 2004-05. This data is for the *Pacific Surfliner* Route only, and does not include Metrolink, Coaster and Amtrak long distance train passengers.

San Luis Obispo - This staffed station is located at 1011 Railroad Avenue at Santa Rosa Street in downtown San Luis Obispo. The City in 2001 completed expansion of parking and construction of a multimodal facility. This station is currently the northern terminus of the *Pacific Surfliner* trains. The *Coast Starlight*, *Pacific Surfliner*, *San Joaquin* Thruway buses and local and regional transit also serve the station. San Luis Obispo averaged 135 passengers per day in FFY 2004-05.

Grover Beach – The station is located in the Five Cities area, south of San Luis Obispo, in Grover Beach. The unstaffed station is located at 150 Grand Avenue at Highway 1, and is served by *Pacific Surfliner* trains and *Pacific Surfliner* and *San Joaquin* Route Thruway buses as well as regional transit. The City of Grover Beach is planning an upgrade to the station including improved bus access. Grover Beach averaged 36 passengers per day in FFY 2004-05.

Guadalupe/Santa Maria – This unstaffed station is located in downtown Guadalupe on Highway 1 south of Fifth Street and is served by *Pacific Surfliner* trains and Thruway buses and by local transit. Guadalupe/Santa Maria averaged 18 passengers per day in FFY 2004-05.

Surf/Lompoc – An unstaffed station located west of Lompoc at the end of Highway 246, near Vandenberg Air Force, base opened in 2000. Surf/Lompoc averaged 14 passengers per day in FFY 2004-05.

Goleta – This unstaffed station and the adjacent train layover facility opened for service in 1998. The platform is located on the west side of La Patera Lane, north of Hollister, and south of Highway 101. Goleta is the new end point for all trains previously originating or terminating in Santa Barbara. Goleta averaged 180 passengers per day in FFY 2004-05. Local transit stops about one-half mile from the station.

Santa Barbara – The staffed historical Santa Barbara station is located on State Street near downtown Santa Barbara, two blocks from the beach. It is owned by the City and in 1999, a major restoration, including new passenger platforms, and parking improvements was completed. It also serves the *Coast Starlight* and connecting *Pacific Surfliner* and *San Joaquin* Thruway buses, and local transit. Santa Barbara averaged 545 passengers per day in FFY 2004-05.

Carpinteria – The unstaffed Carpinteria station is located on the south side of Linden Avenue at Fifth Street, within walking distance to the Carpinteria State Beach campground. It includes a 600-foot platform with lighting and a shelter, and uses a city-owned lot for parking. It is served daily by five *Pacific Surfliners* in each direction, one *Pacific Surfliner* Thruway bus round trip, *San Joaquin* Thruway buses and local transit. Carpinteria averaged 42 passengers per day in FFY 2004-05.

Ventura – This unstaffed station was constructed by the City of San Buenaventura and is located west of Highway 101 at Harbor Boulevard and Figueroa Street, adjacent to the County Fairground. It serves *Pacific Surfliner* trains, *San Joaquin* and *Pacific Surfliner* Thruway buses and local transit. Ventura averaged 97 passengers per day in FFY 2004-05.

Oxnard – The staffed Oxnard Amtrak station is located at 201 East Fourth Street. The *Coast Starlight*, *San Joaquin* and *Pacific Surfliner* Thruway buses also serve this station. In addition, it serves local transit, Greyhound, and Metrolink commuter rail. (See **Chapter IV – Capital Plan**, for station improvement details.) Oxnard averaged 155 passengers per day in FFY 2004-05.

Camarillo – This unstaffed station is next to the Ventura freeway (US 101) at 30 Lewis Road, also served by Metrolink trains and local transit. There is free parking and a passenger shelter. (See **Chapter IV – Capital Plan**, for additional station improvement details.) Camarillo averaged 58 passengers per day in FFY 2004-05.

Moorpark – This unstaffed station is located at 300 High Street. Passengers use parking facilities originally built for the Oxnard commuter service. Additional parking is also provided on the south side of the platform. Metrolink trains,

one daily *Pacific Surfliner* Thruway bus and local transit also serve the station. Moorpark averaged 24 passengers per day in FFY 2004-05.

Simi Valley – The Simi Valley station is located at 5000 Los Angeles Avenue near Stearns. The *Coast Starlight*, *Pacific Surfliner* and Metrolink trains, *San Joaquin* and *Pacific Surfliner* Thruway buses and local transit serve this unstaffed station. Simi Valley averaged 78 passengers per day in FFY 2004-05.

Chatsworth – The unstaffed Chatsworth station is at 12510 Devonshire Street. It is also served by *Pacific Surfliner* and *San Joaquin* Thruway buses, Metrolink commuter rail and local transit. A second platform was recently completed, allowing trains to load and unload passengers on either track. Chatsworth averaged 116 passengers per day in FFY 2004-05.

Van Nuys – The Van Nuys station is located at 7724 Van Nuys Boulevard. The depot is staffed and serves as a hub for Amtrak in the San Fernando Valley. The station serves *Pacific Surfliner* and Metrolink trains, as well as *Pacific Surfliner* and *San Joaquin* Thruway buses, and local transit. Van Nuys averaged 155 passengers per day in FFY 2004-05.

Burbank Airport – The unstaffed Burbank Airport station is the first station in the west to provide a direct link between intercity passenger rail and airport service. It is located within walking distance of the Burbank Airport main terminal (approximately 150 yards). Airport shuttle buses, local transit, *San Joaquin* Thruway buses and Metrolink trains also serve the station. Burbank Airport averaged 89 passengers per day in FFY 2004-05.

Glendale – The historic Glendale station is located at Cerritos and Railroad Avenues. Amtrak does not staff the station. The station is also served by the *Coast Starlight*, Metrolink commuter rail service and connecting *Pacific Surfliner* and *San Joaquin* Thruway buses. Greyhound and local transit buses also serve the facility. Glendale averaged 98 passengers per day in FFY 2004-05.

Los Angeles – The historic Los Angeles Union Station (LAUS) is located at 800 North Alameda Street in downtown Los Angeles and is privately owned by the Catellus Corporation. It is fully staffed and serves as Amtrak's western United States transcontinental hub. The *Pacific Surfliner*, Metrolink, the Red and Gold Lines (Metro Rail), various shuttle buses and local transit serve the station. Also, the *San Joaquin* Thruway buses utilize the station for their connections to Bakersfield. On March 15, 2006, Los Angeles Airport FlyAway express buses began frequent 24 hours/day service directly to Los Angeles International Airport from Union Station. Food service and checked baggage services are available at the station. Los Angeles averaged 3,057 passengers per day in FFY 2004-05.

Fullerton – Fullerton's historic station is staffed. It is located off of Highway 91 in downtown Fullerton and is owned by the City. It was recently listed in the national register of historic landmarks. It is a multimodal station that also serves

Metrolink, Amtrak's long distance train, the *Southwest Chief* and *San Joaquin* Thruway buses. Across the street, local transit service is available, including a bus connection to Disneyland. Food service and checked baggage services are also available. (See **Chapter IV – Capital Plan**, for station improvement details) Fullerton averaged 1,040 passengers per day in FFY 2004-05.

Anaheim – This staffed station is located within the Edison International Stadium parking lot on East Katella Avenue. It was established under the Caltrans intermodal facilities program and is owned by the City of Anaheim. The station is also served by Southern California's Metrolink commuter rail system and local transit. Passengers can now transfer to a waiting shuttle for a direct connection to Disneyland. Anaheim averaged 865 passengers per day in FFY 2002-03.

Santa Ana – This staffed station is located in the heart of Orange County at 1000 Santa Ana Boulevard and is owned by the City of Santa Ana. It is a multimodal station that also serves *San Joaquin* feeder buses, Greyhound, Tres Estrellas de Oro and Intercalifornias buses, Metrolink, and local transit. Food service and checked baggage services are also available at the station. (See **Chapter IV – Capital Plan**, for station improvement details.) Santa Ana averaged 472 passengers per day in FFY 2004-05.

Irvine – The Irvine station is located off the Alton Parkway exit from Interstate 5 in Orange County. This staffed station was developed under the intermodal facilities program and is owned by the City. It also serves Metrolink. Also, local transit and vanpools provide transportation to local offices. This station has addressed a critical parking problem by providing free valet parking to train passengers. Irvine averaged 1,545 passengers per day in FFY 2004-05.

San Juan Capistrano – The staffed San Juan Capistrano station is located off the Highway 74/Ortega Highway exit from Interstate 5 and is owned by Manna Station, Inc. This station also serves *San Joaquin* Thruway buses, Metrolink and local transit. Food service is also available at the station. San Juan Capistrano averaged 705 passengers per day in FFY 2004-05.

San Clemente – This unstaffed station is located at Avenida Victoria at the San Clemente Pier and is served seasonally by selected *Pacific Surfliner* trains and Metrolink beach trains. It is also served by local transit buses. San Clemente averaged 19 passengers per day in FFY 2004-05

Oceanside – The staffed Oceanside station is located at 235 South Tremont Avenue, off the Mission Avenue Downtown exit from Interstate 5 and is owned by San Diego County. It is also served by Coaster, Metrolink, *San Joaquin* feeder buses, Greyhound, and local transit. (See **Chapter IV – Capital Plan**, for station improvement details.) Oceanside averaged 823 passengers per day in FFY 2004-05.

Solana Beach – This staffed station replaced the Del Mar Station located approximately 2.6 track miles south of Solana Beach and is owned by North County Transit District. It is located at 105 Cedros Avenue. The station is served by *San Joaquin* Thruway buses, North County Transit District buses and the Coaster. Solana Beach averaged 1,096 passengers per day in FFY 2004-05.

Old Town – This unstaffed station is served by three weekend-only *Pacific Surfliners* in each direction. The last southbound *Pacific Surfliner* train (Train 596) also discharges passengers at Old Town to facilitate late night transit connections. The station is also served by Coaster, San Diego Trolley and local transit buses. Old Town averaged 50 passengers per day in FFY 2005-06.

San Diego – This staffed station, privately owned by the Catellus Corporation, is located at the corner of Broadway and Kettner in downtown San Diego. The station building, originally constructed in 1915 to serve the Panama-California Exposition held in San Diego that year, is now a nationally registered historical landmark. The station is also served by Coaster, *San Joaquin* Thruway buses, the San Diego Trolley, and San Diego Transit. San Diego averaged 2,297 passengers per day in FFY 2004-05.

COMMUTER AND URBAN RAIL TRANSPORTATION SERVICES THAT CONNECT TO THE *PACIFIC SURFLINERS*

Metrolink – Metrolink operates regional rail service on seven routes in the greater Los Angeles area. Six of these routes radiate from Los Angeles Union Station and connect with the Surfliners. The Metrolink Ventura County Line stops at all Amtrak stations on the line as well as other Metrolink-only stops. The Metrolink Antelope Valley line connects to the Surfliners at Glendale as well as Amtrak buses in Lancaster, Palmdale and Santa Clarita/Newhall. On the San Bernardino Line, *San Joaquin* Thruway buses stop at the San Bernardino and Claremont stations. On the Orange County Line, trains serve all Amtrak stops. On the Riverside Line, Thruway buses serve the Riverside station.

Beginning in 2002, Amtrak and Metrolink inaugurated the Rail 2 Rail Program, which has been very successful. Under this program, Metrolink monthly pass holders may ride any Amtrak train or bus on any day (including weekends) within the limits of their monthly pass. In addition, Amtrak ticket holders may ride any Metrolink train within the limits of their Amtrak ticket. Passengers may buy either an Amtrak or Metrolink ticket and use it on the first train that shows up.

Coaster – The Coaster Regional Rail service operating between Oceanside and San Diego connects to the *Pacific Surfliner* at Amtrak stations in Oceanside, Solana Beach, Old Town, and San Diego. The Department expanded the Rail 2 Rail Program to the Coaster in April 2004.

Los Angeles Metro Rail – The Red and Gold Lines stop at Los Angeles Union Station, providing connections with *Pacific Surfliner* trains and buses.

San Diego Trolley – The San Diego Trolley operates light rail service on two lines serving the San Diego Amtrak station, as well as Old Town.

Caltrain – The extension of Thruway Bus Route 17 to San Jose and San Francisco provides connections with Caltrain Peninsula train service at San Jose.

OTHER AMTRAK SERVICES THAT CONNECT TO THE *PACIFIC SURFLINERS*

The *Pacific Surfliner* Route is an element of Amtrak’s national intercity rail passenger network. Many passengers use the *Pacific Surfliners* as part of a longer rail trip. Coordination of schedules with other services generates additional ridership and can improve overall efficiency. The following routes/trains provide significant connecting ridership for the *Pacific Surfliners* and, in turn, depend on the *Pacific Surfliners* for a significant portion of their own ridership.

San Joaquin Route – The State began supporting Amtrak train service in the San Joaquin Valley in 1979, and in 1981 the route was extended into Los Angeles by means of dedicated Amtrak Thruway buses connecting with the trains in Bakersfield. There are now four *San Joaquin* train round-trips from Bakersfield to Oakland, and two round-trips from Bakersfield to Sacramento and an extensive network of connecting Thruway buses reaching as far north as Redding and Arcata/McKinleyville. Taken together, the *Pacific Surfliner* and *San Joaquin* Routes provide basic transportation throughout virtually the entire State, and coordination between the two corridors is vital to maintaining a single unified system. Accordingly, close schedule connections at Los Angeles between the *San Joaquin* connecting buses and *Pacific Surfliner* trains will continue to be provided whenever possible.

Capitol Corridor – Extension of Thruway Bus Route 17 to the Bay Area allows connections with the *Capitol Corridor* at San Jose.

Coast Starlight – This train provides service between Los Angeles-Oakland-Sacramento-Portland-Seattle, providing Amtrak’s basic service up and down the entire West Coast, linking Southern California with the San Francisco Bay Area, Sacramento, and the Pacific Northwest. The original Amtrak legislation in 1971 actually defined the *Coast Starlight* Route as extending from San Diego to Seattle, but the stub terminal at Los Angeles Union Station, and the lack of train turning facilities in San Diego, made through operation difficult.

Southwest Chief and Sunset Limited – These transcontinental trains are also part of Amtrak’s original basic system, and they connect with the *Pacific Surfliner* at Los Angeles. They link California with the Southwest, Midwest and Southeast regions of the country. The *Southwest Chief* via Albuquerque and Kansas City is the most direct route to Chicago. The *Sunset Limited* runs to San Antonio, Houston, and New Orleans. Prior to Hurricane Katrina in August 2005, the *Sunset Limited* operated beyond New Orleans to Orlando, FL. Extensive damage to the tracks east of New Orleans forced curtailment of this service until repairs can be completed. At San Antonio, the *Sunset Limited* exchanges through cars with the *Texas Eagle*, which runs north to Dallas, St. Louis and Chicago.

