

Memorandum

To: CHAIR AND COMMISSIONERS
California Transportation Commission

Date: September 22-23, 2010

Reference No.: 3.12
Information Item

From: NORMA ORTEGA
Chief Financial Officer

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Subject: **FY 2009-10 FOURTH QUARTER INTERCITY RAIL OPERATIONS REPORT**

SUMMARY:

This is the Fourth Quarter Intercity Rail Operations Report for Fiscal Year (FY) 2009-10, April through June 2010, as requested by the California Transportation Commission (Commission). The report contains information for each route on ridership, on-time performance and revenue. These results are also compared to the same period for the prior year and to the Business Plan projections. This data allows the performance of the routes to be easily compared. In addition, as this is the fourth quarter of the FY, full-year FY 2009-10 results are compared to those from FY 2008-09.

California provides financial and administrative support for Amtrak intercity rail passenger service on three corridors within the State: the *Pacific Surfliner* Route between San Diego, Los Angeles, and San Luis Obispo; the *Capitol Corridor* between San Jose, Oakland, and the Sacramento region; and, the *San Joaquin* Route between Bakersfield and both Oakland and Sacramento. These routes are, respectively, the second, third, and fifth busiest routes in the entire national Amtrak system. The *Pacific Surfliner* and *San Joaquin* routes are administered by the California Department of Transportation (Department), while the third route is administered by a separate agency, the Capitol Corridor Joint Powers Authority (CCJPA), using funding provided by the Department.

There are some changes to the information provided in this report as a result of changes made in the 2009-10 (October 2009-September 2010) operating contract between Amtrak and the State. The new operating contract is based on a predetermined fixed dollar amount for expenses (with the exception of fuel and host railroad expenses) rather than actual monthly expenses as recorded in Amtrak's accounting system. Expenses were based on the 2008-09 budget level, plus four percent inflation. This form of contract limits the State's exposure to uncertainty. The contract between the CCJPA and Amtrak is also based on fixed expense contract.

Also in 2009-10, Amtrak has instituted a new accounting system, called Amtrak Performance Tracking (APT), effective October 1, 2009. This new system is in response to requirements under the Passenger Rail Investment and Improvement Act of 2008 (PRIIA) that Amtrak implement "a modern financial accounting and reporting system." The Department expects that it will receive more accurate, useful, and timely information under the new APT system.

Amtrak is continuing their transition to the new APT system, and statements detailing actual expenses by category are still in the process of being developed. Extensive computer programming is necessary before a detailed expense report by category can be available. Therefore data on actual total expenses, labor expenses and farebox ratio (revenues/expenses) is not available for the FY 2009-10 fourth quarter and full year. Caltrans is working with Amtrak to ensure that this information will be available for FY 2010-11.

Fourth Quarter Results

Total ridership during the fourth quarter (April-June 2010) on the three routes was 3.5 percent above the comparable quarter in 2008-09. The *San Joaquin Route* ridership exceeded expectations with a solid increase of 5.8 percent, including setting an all time ridership record for the month of April, and continues the steady ridership growth. The *Pacific Surfliner Route* was up 3.3 percent, and the *Capitol Corridor* also reported an increase of 2.6 percent. The combined ridership of all three routes exceeded the Business Plan projections by 0.3 percent. The ridership growth is particularly impressive given elevated unemployment rates in all three regions where the routes operate and a continuing drop in commuter rail ridership in Southern California.

Combined on-time performance (OTP) for the fourth quarter was 86.2 percent, 4.2 percentage points below the same quarter in 2008-09, however, it was 3.2 percentage points above the combined Business Plan projections.

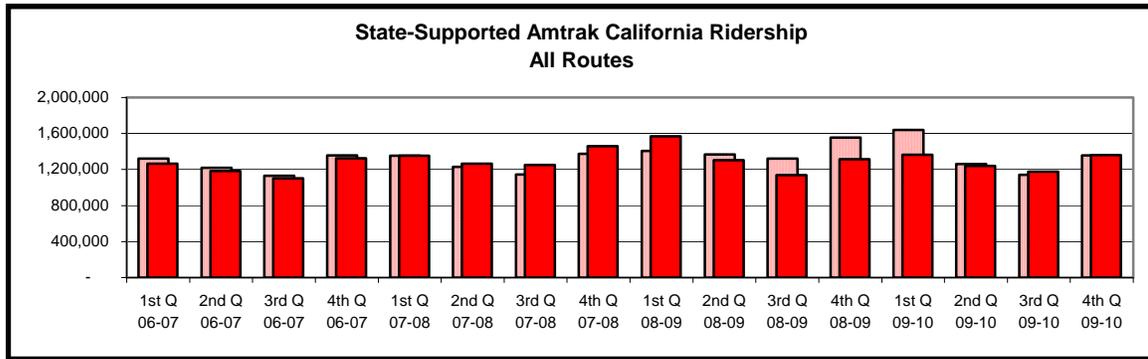
Overall revenue in the fourth quarter increased 10.5 percent compared with the same quarter in the previous year, and was 2.6 percent above the business plan projection.

Year End Results

Total ridership on all three routes in the 2009-10 State fiscal year declined by 3.4 percent from 2008-09, with ridership up 0.9 percent on the *San Joaquin*, down 3.1 percent on the *Pacific Surfliners*, and down 6.5 percent on the *Capitol Corridor*. Overall ridership was down in the first and second quarters 2009-10 as a result of the recession. The ridership decline is magnified when compared to record ridership in 2008-09, with decreases of 13.1 and 4.9 percent respectively in the first and second quarters. However, both the third and fourth quarters reported increases of 3.5 percent. Ridership was 4.8 percent below the Business Plan projections.

Full year 2009-10 combined OTP was 86.9 percent, up 0.3 percentage points from 2008-09. The revenue increased 0.9 percent in 2009-10, but was 8.1 percent below the business plans.

The following graph depicts the combined ridership results of the three State-supported rail corridors in California.



Notes: Solid Bars reflect actual data; Shaded Bars reflect Business Plan Projection.

The following table provides further detail on the combined ridership, revenue, and on-time performance for the three State-supported routes for the fourth quarter and the entire State Fiscal Year.

	ACTUAL RESULTS				BUSINESS PLAN PROJECTIONS		
	4th Qtr 09-10	4th Qtr 08-09	Difference	Percent Change	4th Qtr 09-10	Actual to BP Proj.	Percent Difference
Ridership	1,361,522	1,315,109	46,413	3.5%	1,357,235	4,287	0.3%
Revenue	\$ 28,049,725	\$ 25,375,478	\$ 2,674,247	10.5%	\$ 27,342,458	\$ 707,267	2.6%
Expense	(a)	\$ 50,519,112	(a)	(a)	\$ 51,750,035	(a)	(a)
Farebox Ratio	(a)	50.2%	(a)	(a)	52.8%	(a)	(a)
On-Time Performance	86.2%	90.4%	-4.2 PP		83.0%	3.2 PP	

PP - Percentage Points

(a) - Data not available this quarter due to Amtrak's conversion to the new APT accounting system.

	ACTUAL RESULTS				BUSINESS PLAN PROJECTIONS		
	SFY 09-10	SFY 08-09	Difference	Percent Change	SFY 09-10	Difference From Actual	Percent Difference
Ridership	5,144,179	5,326,696	(182,517)	-3.4%	5,401,953	(257,774)	-4.8%
Revenue	\$ 106,218,757	\$ 105,298,331	\$ 920,426	0.9%	\$ 115,573,097	\$ (9,354,340)	-8.1%
Expense	(a)	\$ 210,004,010	(a)	(a)	\$ 208,944,874	(a)	(a)
Farebox Ratio	(a)	50.1%	(a)	(a)	55.3%	(a)	(a)
On-Time Performance	86.9%	86.6%	0.3 PP		83.0%	3.9 PP	

PP - Percentage Points

(a) - Data not available due to Amtrak's conversion to the new APT accounting system.

Route-specific graphs and tables are in the sections for each route that follow.

BACKGROUND:

Pacific Surfliner Route

There are currently 11 weekday round-trips between Los Angeles and San Diego, four of which are through-trains between San Diego and Goleta (Santa Barbara), one of which continues north to and from San Luis Obispo. A second San Luis Obispo round-trip originates/terminates in Los Angeles, bringing the total level of service north of Los Angeles to five daily round-trips.

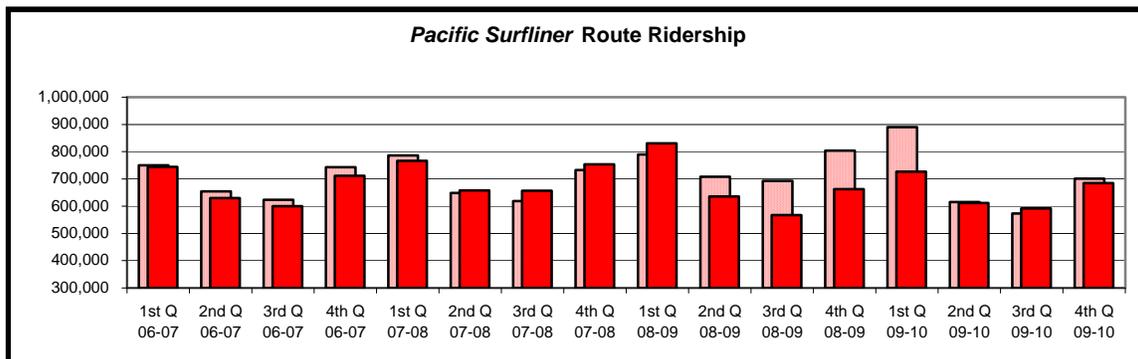
Tables at the end of this section provide data on ridership, revenue, and on-time performance.

Ridership on the *Pacific Surfliner* Route showed another quarter of promising results, up 3.3 percent in the fourth quarter from the same quarter in the prior year, but was below the Business Plan Projection by 2.3 percent.

In comparison, ridership on both Southern California commuter rail services continue to be impacted by the recession. Ridership on the Coaster commuter rail service, which runs over the same tracks as the *Pacific Surfliner* as far north as Oceanside, was down 2.5 percent in April-June 2010, as compared to April-June 2009. Similarly, ridership on the entire Metrolink system declined 3.7 percent over this period.

The *Pacific Surfliner Route* results during this quarter are especially impressive, because Southern California remains depressed due to the economic downturn. The combined unemployment rate for the six counties that are served by *Pacific Surfliner* service was 11.1 percent for April-June 2010, a 0.7 percentage point increase over the same quarter in previous year. However unemployment did decline 0.6 percentage points from January-March 2010.

For the entire FY, ridership on the Pacific Surfliners declined 3.1 percent from the prior year, and was 5.9 percent below the Business Plan projection. Mirroring the timing of the recession, ridership was down in the first and second quarters, but improved in the third and fourth quarters.



On-time performance (OTP) in the fourth quarter was 75.1 percent, 10.3 percentage points below the fourth quarter of the previous year and 1.9 percentage points below the Business Plan projection of 77 percent. Between Los Angeles and San Luis Obispo, the service posted an OTP during the fourth quarter of 78.6 percent. Between Los Angeles and San Diego, the OTP was 73.7 percent. This compares with the same quarter last year with an OTP north of Los Angeles of 86.1 percent and 86.0 percent south of Los Angeles.

For the entire FY, OTP was 79.4 percent, a 1.4 percentage point decline over 2008-09, and 2.4 percentage points above the Business Plan projection. For the year, OTP north of Los Angeles declined slightly compared to the prior year, recording a 80.5 percent OTP in 2009-10, as compared to 78.1 percent in 2008-09. South of Los Angeles, OTP also suffered a slight decline from 81.9 percent to 78.9 percent.

In order to gain a better understanding of the reasons for the drop in OTP, Amtrak on “Minutes of Delay” reports were examined. Amtrak attributes every minute of delay to a specific reason and compiles a report on this information. OTP is a related, but different measure that tracks if a train arrives at specific end-points within specific minutes of the train schedule. While OTP and minutes of delay do not have a direct correlation, the “Minutes of Delay” reports provide the most specific information on the reasons for OTP levels.

There can be a certain level of minutes of delay, while a reasonable level of OTP at end-points is still maintained. For example, in the fourth quarter FY 2008-09, OTP was 85.4 percent and there were a total of 52,997 minutes of delay on the route. In the same period in FY 2009-10 there were 62,802 minutes of delay, or an additional 9,805 minutes of delay and OTP dropped to 75.1 percent. Sixty-two percent of these additional minutes of delay were attributable to four distinct categories: Passenger Train Interference (1,864 minutes), Slow Order Delays (1,533 minutes), Maintenance of Way (1,373 minutes), and Passenger Related -other than ADA (1,345 minutes). The first three categories are the responsibility of the host railroad, while the third is the responsibility of Amtrak.

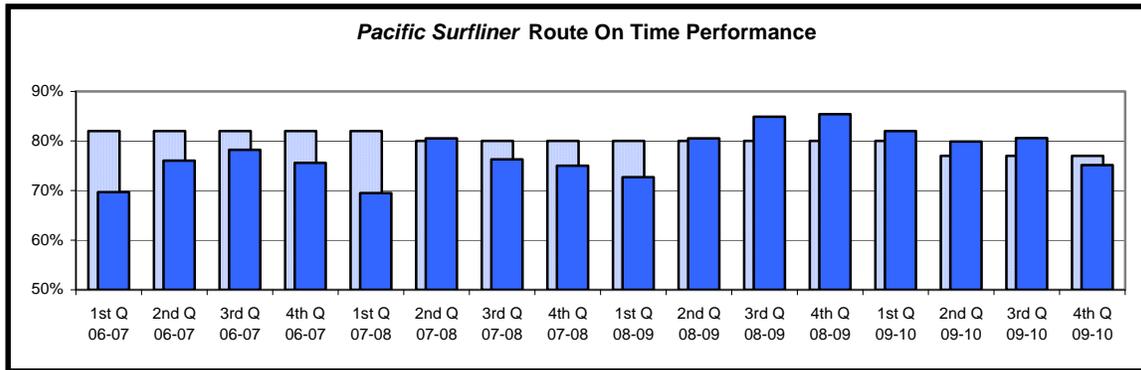
Passenger Train Interference is when an Amtrak passenger train interferes with another Amtrak passenger train. Pacific Surfliner trains could interfere with other Surfliner trains or with long distance Amtrak trains. Because there is so much single-track on this route, these types of delays can easily occur if any of the three types of trains on the route (freight, commuter or intercity) are only slightly off schedule.

Slow Order Delays are generally related to temporary and unscheduled situations that require an order to slow speed over a certain section of the track, but can also be related to capital projects.

Maintenance of Way Delays are generally related to scheduled delays such as track maintenance or capital project work.

Passenger Related Delays, according to Amtrak, are usually related to crowded train conditions or a large number of passengers at specific stops.

During this 4th quarter period there were a number of track and bridge reconstruction projects as well as extensive track maintenance. The increase in minutes of delay related to slow orders and maintenance of way is partly attributable to the increased capital and maintenance work. When this work is completed, the OTP should improve to previous levels or even higher.



Revenues for the fourth quarter increased 8.4 percent compared to the same quarter in the previous year but were 0.9 percent below the Business Plan projection. Revenue increased at a higher rate than ridership, which increased 3.3 percent, likely reflecting longer, higher priced trips.

For the FY, revenues declined slightly 0.3 percent, and as in the fourth quarter results, the increase in fares and the longer, higher priced trips used, the revenue decline was less than the ridership drop for the year of 3.1 percent. Revenues for the year did fall short of the Business Plan projection by 12.3 percent.

State-Supported Amtrak California Services - 4th Quarter 09-10							
Pacific Surfliner Route							
	ACTUAL RESULTS				BUSINESS PLAN PROJECTIONS		
	4th Qtr 09-10	4th Qtr 08-09	Difference	Percent Change	4th Qtr 09-10	Actual to BP Proj.	Percent Difference
Ridership	684,820	663,060	21,760	3.3%	700,759	(15,939)	-2.3%
Revenue	\$ 13,180,630	\$ 12,155,231	\$ 1,025,399	8.4%	\$ 13,065,464	\$ 115,166	0.9%
Expense	(a)	\$ 22,128,092	(a)	(a)	\$ 23,513,931	(a)	(a)
Farebox Ratio	(a)	54.9%	(a)	(a)	55.6%	(a)	(a)
OTP-Route	75.1%	85.4%	-10.3 PP		77.0%	-1.9 PP	
OTP-North	78.6%	86.1%	-7.5 PP				
OTP-South	73.7%	86.0%	-12.3 PP				

PP - Percentage Points

(a) - Data not available this quarter due to Amtrak's conversion to the new APT accounting system.

State-Supported Amtrak California Services - State Fiscal Year 2009-10							
Pacific Surfliner Route							
	ACTUAL RESULTS				BUSINESS PLAN PROJECTIONS		
	SFY 09-10	SFY 08-09	Difference	Percent Change	SFY 09-10	Difference From Actual	Percent Difference
Ridership	2,614,477	2,696,951	(82,474)	-3.1%	2,778,711	(164,234)	-5.9%
Revenue	\$ 50,221,324	\$ 50,376,497	\$ (155,173)	-0.3%	\$ 57,294,319	\$ (7,072,995)	-12.3%
Expense	(a)	\$ 88,877,899	(a)	(a)	\$ 94,611,433	(a)	(a)
Farebox Ratio	(a)	56.7%	(a)	(a)	60.6%	(a)	(a)
OTP-Route	79.4%	80.8%	-1.4 PP		77.0%	2.4 PP	
OTP-North	80.5%	78.1%	2.4 PP				
OTP-South	78.9%	81.9%	-2.9 PP				

PP - Percentage Points

(a) - Data not available due to Amtrak's conversion to the new APT accounting system.

San Joaquin Route

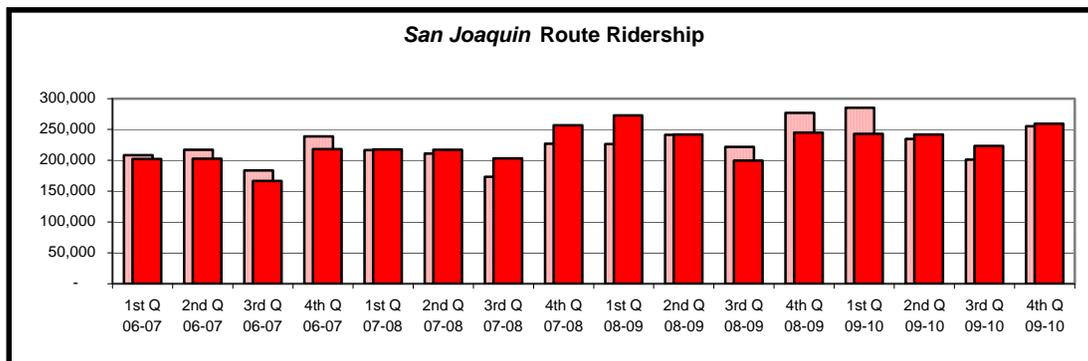
Six daily round-trips serve the *San Joaquin* Route, four operating between Oakland and Bakersfield and two between Sacramento and Bakersfield. All six round-trips have dedicated bus connections between Bakersfield and Los Angeles and other points throughout Southern California. On the north end, buses at Stockton connect Sacramento with Oakland trains and connect Oakland with Sacramento trains, thus providing six daily arrivals and departures for both northern terminals. Additional connecting buses provide feeder service to communities throughout the north end of the State.

Tables at the end of this section provide data on ridership, revenue, and on-time performance.

Ridership on the *San Joaquin* Route increased strongly by 5.8 percent for the quarter. An all-time ridership record was set for the month of April. The ridership for the quarter was 1.5 percent above the Business Plan projection.

This strong ridership is all the more impressive considering that the unemployment rate for the counties served by the *San Joaquin* Route remained elevated. The rate decreased to 12.8 percent for April-June 2010, down 1.0 percentage point from April-June 2009, and down 0.7 percentage point from January-March 2010.

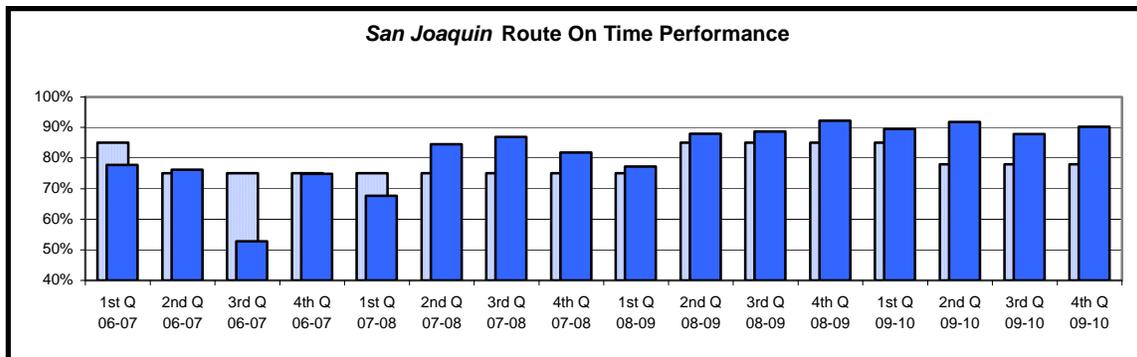
FY 2009-10 was an exceptional year for the *San Joaquin* Route, as it set the all time greatest ridership total on a State fiscal year basis, with 967,437 passengers, a 0.9 percent increase over 2008-09. During this year, each month from November 2009 through April 2010 set all time ridership records for those respective months.



On-time performance (OTP) in the fourth quarter was 90.2 percent, a 2.0 percentage point decline over the same quarter in 2008-09, but above the Business Plan projection of 78 percent by 12.2 percentage points. OTP has exceeded the projections for each of the last eleven quarters. For the entire 2009-10 year, OTP was 89.8 percent, a 3.4 percentage point increase over the 2008-09, and 11.8 percent above the Business Plan Projection.

Continued positive OTP is due to BNSF altering its freight train scheduling and operation, and a reduction in freight traffic due to the slowdown in the national economy. In addition, two major

track projects that have positively affected OTP were completed in the last two years, the Calwa-Bowles double track project (7.7 miles) and the Escalon siding extension (2.0 miles).



Revenues for the fourth quarter increased 17.3 percent compared to the same quarter in the previous year and were 10.3 percent above the business plan projection, likely reflecting longer and higher priced trips, as the revenue increase was above the ridership increase of 5.8 percent for the quarter. For the FY, revenues were up 4.7 percent, although 0.6 percent below the business plan projection.

State-Supported Amtrak California Services - 4th Quarter 09-10							
San Joaquin Route							
	ACTUAL RESULTS				BUSINESS PLAN PROJECTIONS		
	4th Qtr 09-10	4th Qtr 08-09	Difference	Percent Change	4th Qtr 09-10	Actual to BP Proj.	Percent Difference
Ridership	259,274	245,040	14,234	5.8%	255,361	3,913	1.5%
Revenue	\$ 8,602,227	\$ 7,332,778	\$ 1,269,449	17.3%	\$ 7,796,197	\$ 806,030	10.3%
Expense	(a)	\$ 16,064,391	(a)	(a)	\$ 15,865,919	(a)	(a)
Farebox Ratio	(a)	45.6%	(a)	(a)	49.1%	(a)	(a)
On-Time Performance	90.2%	92.2%	-2.0 PP		78.0%	12.2 PP	

PP - Percentage Points

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State-Supported Amtrak California Services - State Fiscal Year 2009-10							
San Joaquin Route							
	ACTUAL RESULTS				BUSINESS PLAN PROJECTIONS		
	SFY 09-10	SFY 08-09	Difference	Percent Change	SFY 09-10	Difference From Actual	Percent Difference
Ridership	967,437	958,946	8,491	0.9%	976,286	(8,849)	-0.9%
Revenue	\$ 32,117,615	\$ 30,671,510	\$ 1,446,105	4.7%	\$ 32,304,864	\$ (187,249)	-0.6%
Expense	(a)	\$ 68,232,766	(a)	(a)	\$ 64,084,505	(a)	(a)
Farebox Ratio	(a)	45.0%	(a)	(a)	50.4%	(a)	(a)
On-Time Performance	89.8%	86.5%	3.4 PP		78.0%	11.8 PP	

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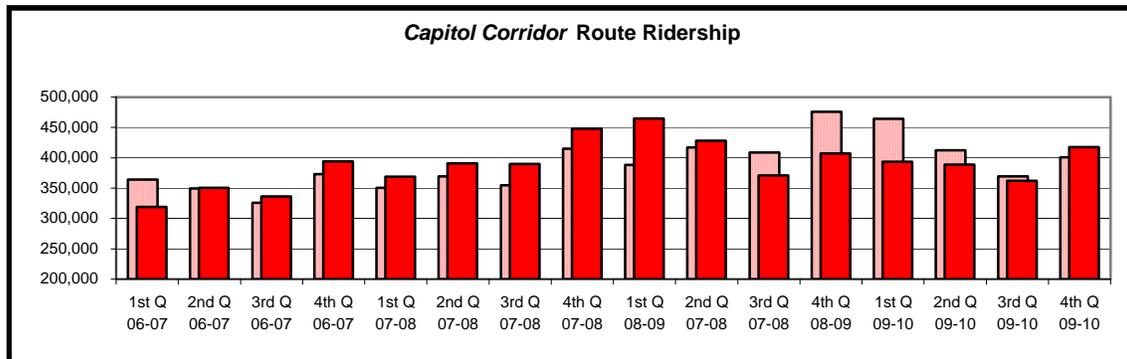
Capitol Corridor

There are currently 16 weekday round-trips between Oakland and Sacramento (one extending to/from Auburn) with seven extending through to/from San Jose. Weekend service consists of 11 round-trips between Sacramento-Oakland, seven with extended service to San Jose.

Tables at the end of this section provide data on ridership, revenue, on-time performance.

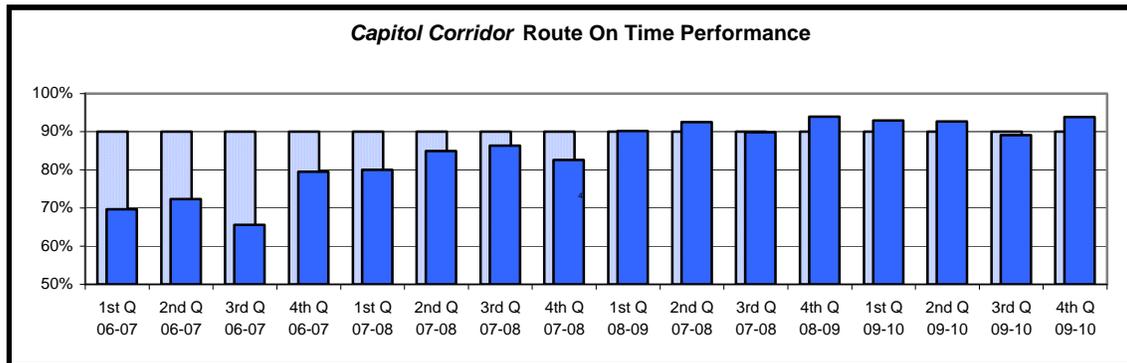
Ridership on the *Capitol Corridor* reversed the recent five-quarter ridership decline with an increase of 2.6 percent. The quarterly ridership was 4.1 percent above the Business Plan projection for the quarter. The ridership on the *Capitol Corridor* continues to be affected by the recession, although each month in this quarter out performed the prior year. Unemployment in the fourth quarter was 11.3 percent in the counties served by the corridor. Unemployment was up 0.6 percentage point from the same period in 2009, but declined 0.7 percentage point from January-March 2010. Additionally, the CCJPA reports that the continuing “Friday Furloughs” in which State government offices are closed three Fridays per month has reduced ridership by 3 to 5 percent. This State government furlough program ended at the end of June 2010.

FY 2009-10 was a difficult year for *Capitol Corridor* ridership. As stated above, the recession as well as the State government three day per month furloughs resulted in a 6.5 percent decline in ridership over 2008-09, and ridership of 5.1 percent below the Business Plan projection.



On-time performance (OTP) remains very positive and recorded a 93.8 percent on time record for the quarter, only 0.1 percentage points below the comparable quarter the previous year. It exceeded the Capitol Corridor Business Plan goal of 90 percent. For the FY, OTP increased 0.5 percentage points to 92.1 percent, the best year yet recorded for the *Capitol Corridor*. This result is 2.1 percentage points better than the Business Plan projection.

The strong OTP continues as the result of the Union Pacific modifying their dispatching to limit freight train interference with the passenger trains, including operating some freight trains at night. Also, the reduced freight traffic as a result of the downturn of the economy is helping to keep OTP strong.



Revenues for the fourth quarter increased 6.4 percent compared to the same quarter in the previous year, but was 3.3 percent below the Business Plan projections. Revenues increased at a greater rate than the 2.6 percent ridership increase, mirroring the other two State-supported Amtrak routes. FY 2009-10 resulted in a 1.5 percent revenue decline and fell short of the Business Plan projection by 8.1 percent.

State-Supported Amtrak California Services - 4th Quarter 09-10							
Capitol Corridor							
	ACTUAL RESULTS				BUSINESS PLAN PROJECTIONS		
	4th Qtr 09-10	4th Qtr 08-09	Difference	Percent Change	4th Qtr 09-10	Actual to BP Proj.	Percent Difference
Ridership	417,428	407,009	10,419	2.6%	401,115	16,313	4.1%
Revenue	\$ 6,266,868	\$ 5,887,469	\$ 379,399	6.4%	\$ 6,480,797	\$ (213,929)	-3.3%
Expense	(a)	\$ 12,326,629	(a)	(a)	\$ 12,370,185	(a)	(a)
Farebox Ratio	(a)	47.8%	(a)	(a)	52.4%	(a)	(a)
On-Time Performance	93.8%	93.9%	-0.1 PP		90.0%	3.8 PP	

PP - Percentage Points

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State-Supported Amtrak California Services - State Fiscal Year 2009-10							
Capitol Corridor							
	ACTUAL RESULTS				BUSINESS PLAN PROJECTIONS		
	SFY 09-10	SFY 08-09	Difference	Percent Change	SFY 09-10	Difference From Actual	Percent Difference
Ridership	1,562,265	1,670,799	(108,534)	-6.5%	1,646,956	(84,691)	-5.1%
Revenue	\$ 23,879,818	\$ 24,250,324	\$ (370,506)	-1.5%	\$ 25,973,913	\$ (2,094,095)	-8.1%
Expense	(a)	\$ 52,893,345	(a)	(a)	\$ 50,248,936	(a)	(a)
Farebox Ratio	(a)	45.8%	(a)	(a)	51.7%	(a)	(a)
On-Time Performance	92.1%	91.6%	0.5 PP		90.0%	2.1 PP	

PP - Percentage Points

(a) - Data not available due to Amtrak's conversion to the new APT accounting system.

Progress Report on Implementation of State Rail Plan Goals

At its January 2008 meeting, the Commission provided advice and consent on the draft 2007-08 to 2017-18 California State Rail Plan. The consent resolution states that the Department will report to the Commission on its progress in meeting a number of goals in the State Rail Plan:

“WHEREAS, the Department has also agreed to report on its progress in implementing its State Rail Plan:

- By May 31, 2008 regarding limited express service between San Diego and Los Angeles;
- Semi-annually on investigating the provision of internet access on intercity rail trains;
- Semi-annually on working with SANDAG to identify a suitable place for a layover facility;
- Quarterly on meeting its short-term, intermediate-term, intermediate-to long-term, and long-term goals for its passenger rail element and freight rail element.”

FY 2008-09 was the first year of the 10-year planning period of the State Rail Plan. This is the eighth quarter that the Department will report on a quarterly basis on progress in meeting the State Rail Plan goals. Following are tables for each route that show the two year goals through 2009-2010 for each objective in the State Rail Plan and progress in meeting them. The shaded cells indicate when a 2009-2010 goal has been accomplished for an objective.

Included in these goals are the three items specifically listed in the Commission resolution: San Diego-Los Angeles express service, internet service, and a layover facility in San Diego. Previously, to report on the State Rail Plan goals, the Department prepared letters to the Commission in June 2008 on the subject of limited express service between San Diego and Los Angeles and on its investigations into the provision of wireless internet service on intercity trains. The CCJPA provided information to the Commission on the status of the Request for Proposal (RFP) for internet service on the *Capitol Corridor* by letter on April 30, 2009.

Pacific Surfliner Route Objectives		Two-Year (2009-10)	Progress
Improve On-Time Performance		77%	Exceeded goal all of 2008-09 and in first 3 quarters of 2009-10. Fourth quarter 2009-10 OTP was 75.1%.
Construct a San Diego Layover Facility - Work With San Diego Association of Governments (SANDAG) to Identify Suitable Location and Report to the CTC Semi-annually on Progress; Develop Funding Partnership for Local, State and Federal Funds and Inform CTC; and Develop a Schedule for Delivering the Facility		Identify suitable location and develop funding plan and delivery schedule	A field review with stakeholders identified a new site near Old Town in San Diego. Potentially half the needed acreage is in the City's domain. Stakeholders need to determine if enough additional land can be acquired. Some pre-construction funding is available but no construction funding has yet been identified.
		Develop funding partnership and inform CTC	
		Develop a schedule to deliver the Layover Facility	
Streamline Operations and Improve Passenger Amenities	Implement Automated Ticket Validation (ATV) and Internet ticket purchase	Implementation dependent on results of project in Northern California equipment fleet	The pilot program was initiated on Capitol Corridor in Spring 2009 and continued through March 2010. Full implementation of the Capitol Corridor program is expected in September/October 2010. If successful, program may be expanded to the Pacific Surfliners, but funding needs to be identified.
	Implement comprehensive wireless network for on-board, safety and equipment operations	Begin installation	Amtrak completed installation of WiFi equipment on all 10 Surfliner Business Class cars; problems with access and speed have been corrected. \$2.5 million in funding has been secured to install WiFi on the the entire Surfliner fleet, consistent with Amtrak national WiFi standards. The Surfliner and Capitol Corridor will likely be the first routes outside of the Northeast Corridor (NEC) to have a state-of-the-art wireless system. (Service does not include on-board safety and equipment operations.)
Improve Multimodal Connectivity	Cross-ticketing and coordinated Schedules With Metrolink and Coaster	Install "next generation" ticket vending machines for cross-agency ticketing	The "next generation" ticket vending machines have been installed and were fully operational in January 2009.
Reduce Travel Times	Implement Express Service between Los Angeles and San Diego	With Amtrak and other partners on routes study and implement as feasible	The State and Amtrak are planning a northbound limited stop express service. Ridership and financial projections have been completed. Next, operations issues will be resolved with ROW owners and users.
	San Diego to Los Angeles	Under 2.5 Hours Over 10-Year Period Achieve 2.5 hour travel time by 2017-18	Goal to reduce travel time to 2.5 hours requires completion of multiple capital projects. In January, \$3.1 million in Prop 1B funds was allocated for the San Onofre-Pulgarcas project. A segment of the the LA-Fullerton triple track received approval for ARRA funds; however issues between the railroads and the FRA have delayed completion of FRA contracts. Another segment faces a shortfall of \$12 million, and four of six required grade separation projects are unfunded. Prop 1B Santa Margarita Double Track Bridge project is in construction with completion expected in late 2011. DOR submitted FRA applications in August for projects to improve running times.
	Los Angeles to San Luis Obispo	Under 5.0 Hours Over 10-Year Period Achieve 5 hour travel time by 2017-18	Goal to reduce travel time to under 5 hours requires completion of multiple capital projects. Two siding extension projects that will improve running time are programmed in the STIP in Santa Barbara and Ventura counties starting in 2012-13. UP has commenced modeling for this project and anticipates completion in 3 - 6 months. Approximately \$1 million in ARRA grants for LA-San Luis Obispo were announced in January. Pre-construction for a new siding at Ortega received some funds, but extension at Seacliff and track rehab of 3 existing sidings in Santa Barbara Co. did not receive ARRA funding. DOR submitted FRA applications in August for PE and NEPA funding for Seacliff project.
Increase Annual Ridership		2,978,000	Ridership in 2009-10 was 2,614,777. Because of recession, did not reach goal.
Increase Annual Revenues (dollars in millions)		\$40.1	Revenue in FY 2009-10 was \$37.1M. Because of recession, did not reach goal.
Increase Farebox Ratio		62.5%	Farebox ratio in 2008-09 was 57.0%. Because of Amtrak accounting change, farebox ratio cannot be calculated for 2009-10.
Service Frequency (Total Trains)	Between San Diego and Los Angeles	11	This is the current frequency.
	Between Los Angeles and Goleta (Santa Barbara)	5	This is the current frequency.
	Between Goleta (Santa Barbara) and San Luis Obispo	2	This is the current frequency.
Expand Service	San Francisco to San Luis Obispo	0	This is the current frequency.

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San Joaquin Route Objectives		Two-Year (2009-10)	Progress
Improve On-Time Performance		78%	Exceeded goal in all of 2008-09 and all of 2009-10. Fourth quarter 2009-10 OTP was 90.2%.
Streamline Operations and Improve Passenger Amenities	Study and Implement Premium Class Service	Complete study and implement service consistent with results	Implementation dependent upon availability of additional rail cars, at least 5 years away. Existing coaches cannot be converted to Premium Class use as San Joaquins are often at capacity during peak periods and group travel events.
	Negotiate a public-private partnership to implement comprehensive wireless network for customer internet access and operational applications	Implement in 2009-10 consistent with CCJPA study	Implementation of wireless service on the San Joaquins will follow successful implementation on the Capitol Corridor and identification of funding. The CCJPA released an RFP for installation in May, and a vendor is due for selection August 9, 2010 with installation to proceed on the Capitol Corridor in Fall 2010. Safety and operational applications are planned to follow in 2011, dependent upon receipt of additional funding support.
	Implement Automated Ticket Validation and Internet ticket purchase	Implement in 2009-10 on Northern California equipment fleet	The pilot program was initiated on Capitol Corridor in Spring 2009, and continued through March 2010. Full implementation of the Capitol Corridor program is expected in September/October 2010. If successful, program may be expanded to the San Joaquins, but funding needs to be identified.
	Implement Positive Train Control	Identify funding In 2008-09. Contingent on full funding BNSF will begin installation in 2009-10.	Funding has been identified. To meet the December 2012 deadline, the Department will request Prop 1A funding to fully fund the State's share in August for San Joaquin PTC projects.
	Study options to originate selected trains In Fresno	Implement service consistent with results of study	DOR is preparing a program level environmental impact statement (EIS) for the San Joaquin Route which evaluates originating trains in Fresno. Train schedules for ridership and capacity modeling were developed and the railroad is now performing capacity analysis.
Improve Multimodal Connectivity	Coordinate with Altamont Commuter Express (ACE), Capitol Corridor, and local transit systems	Increase connectivity consistent with results of coordination efforts	Caltrans is preparing new and renewing existing contract agreements with local transit agencies to maintain connectivity.
Reduce Travel Times	Oakland to Bakersfield	Under 6.0 Hours Over 10-Year Period	Projects to reduce travel time are progressing. Kings Park double track project to reduce travel times is 70% constructed and will be completed by the end of 2012. Signal work for the Emeryville Station and Track Improvements project and construction of the siding extension and signal work adjacent to the station were completed in June 2010.
	Sacramento to Bakersfield	Under 5.0 Hours Over 10-Year Period	Kings Park double track project will benefit Sacramento to Bakersfield service travel times. Kings Park track and signal construction is 70% constructed and will be completed end of 2012.
Increase Annual Ridership		903,000	Exceeded goal in 2009-10 with ridership of 967,437.
Increase Annual Revenues (dollars in millions)		\$30.6	Exceeded goal in 2009-10 with revenue of \$32.1M.
Increase Farebox Ratio		47.5%	2008-09 farebox ratio was 44.8%. Because of Amtrak accounting change, farebox ratio cannot be calculated for 2009-10.
Service Frequency (Total Trains)	Oakland and Bakersfield	4	This is the current frequency.
	Sacramento and Bakersfield	2	This is the current frequency.
	Oakland and Stockton	NA	NA
Expand Service	Study options to extend rail service from Bakersfield to Los Angeles	Implement service consistent with results of study review	Options are outlined in San Joaquin Route Strategic Plan which was finalized in March 2009. The study found no feasible options for conventional passenger rail.

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Capitol Corridor Route Objectives		Two-Year (2009-10)	Progress
Improve On-Time Performance		Maintain 90% throughout the ten-year period	Reached goal in all of 2008-09 and all but third quarter of 2009-10. Fourth quarter 2009-10 OTP was 93.8%.
Enhance Customer Satisfaction	Negotiate a public-private partnership to implement comprehensive wireless network for customer internet access and operational applications.	CCJPA in 2008-09 to negotiate partnership and implement in 2009-10	Implementation of a wireless network consistent with Amtrak national standards is expected in Fall 2010. An RFP for installation was released in May, and a vendor is due for selection August 9, 2010 with installation in Fall 2010. Safety and operational applications are planned to follow in 2011, dependent upon receipt of additional funding support.
	Implement Automated Ticket Validation System	CCJPA to develop RFP in 2008-09 and implement in 2009-10	The pilot program was initiated in Spring 2009, but was interrupted to introduce modifications to equipment, negotiate change orders, and increase the number of devices to be tested. The pilot was restarted in February and continued in March 2010. The number of handheld units will be increased gradually over the summer with full implementation expected in September/October 2010. On track to meet goal.
	Implement safety and security cameras on trains and at stations	CCJPA to implement in 2009-10	Station cameras: Camera installation at all stations is expected by fall/winter-2010, several months after the intended goal. An implementation plan to install cameras was completed in October 2009. Procurement is expected to take place in summer 2010. On Board cameras: PTC equipment specs are being reviewed with purchase expected by end of 2010. Cameras will be purchased and adapted to integrate with PTC.
	Implement Customer Relationship Management ticketing database system	CCJPA to develop RFP in 2009-10	Delayed due to lack of funding. This project builds upon the database ticketing features of the Automated Ticket Validation system. CCJPA developed an enhanced E-communication program to transmit messages to subscribers for launch in July 2010 that will complement any future CRM system. CCJPA is searching for partner agencies to help fund CRM.
Reduce Travel Times		Reduce by up to 12% over 10-Year Period	Projects to reduce travel time did not receive programmed State funding in prior years or have been delayed. Yolo Crossover project to relieve bottlenecks between Sacramento and Davis received ARRA funding. Many projects depend on receipt of new funding.
Increase Annual Ridership		1,634,000	Fell short of goal in 2009-10 with ridership of 1,562,265.
Increase Annual Revenues (dollars in millions)		\$23.6	Exceeded goal in 2008-09 with revenue of \$24.3M.
Increase Farebox Ratio		46.0%	Exceeded goal in 2008-09 with farebox ratio of 46.1%. Because of Amtrak accounting change, farebox ratio cannot be calculated for 2009-10.
Increase Service Frequency	Between Oakland and Sacramento	16	This is the current frequency.
	Between San Jose and Oakland	7	This is the current frequency.
	Between Sacramento and Roseville	1	This is the current frequency.
	Between Roseville and Auburn	1	This is the current frequency.