State of California
**DEPARTMENT OF TRANSPORTATION**

Business, Transportation and Housing Agency

# M e m o r a n d u m

**To:** CHAIR AND MEMBERS
CALIFORNIA TRANSPORTATION COMMISSION

**Date:** June 27-28, 2012

**Reference No.:** 3.8
Information Item

**From:** NORMA ORTEGA
Chief Financial Officer

**Prepared by:** William D. Bronte
Division Chief
Rail

**Subject:** **FY 2011-12 THIRD QUARTER INTERCITY RAIL OPERATIONS REPORT**

## SUMMARY:

This is the Third Quarter Intercity Rail Operations Report for Fiscal Year (FY) 2011-12, January through March 2012, as requested by the California Transportation Commission (Commission). The report contains information for each route on ridership, on-time performance and financial results. These results are also compared to the same period for the prior year and to the performance goals. This data allows the performance of the routes to be easily compared.

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 Caltrans.

Starting with FY 2009-10, the operating contract between Amtrak and the State and continuing through FY 2011-12, expenses have been calculated based on a predetermined fixed dollar amount (with the exception of fuel and host railroad expenses) rather than actual monthly expenses as recorded in Amtrak's accounting system. This form of contract limits the State's exposure to uncertainty. Expenses are calculated in the same manner in the contract between the CCJPA and Amtrak.

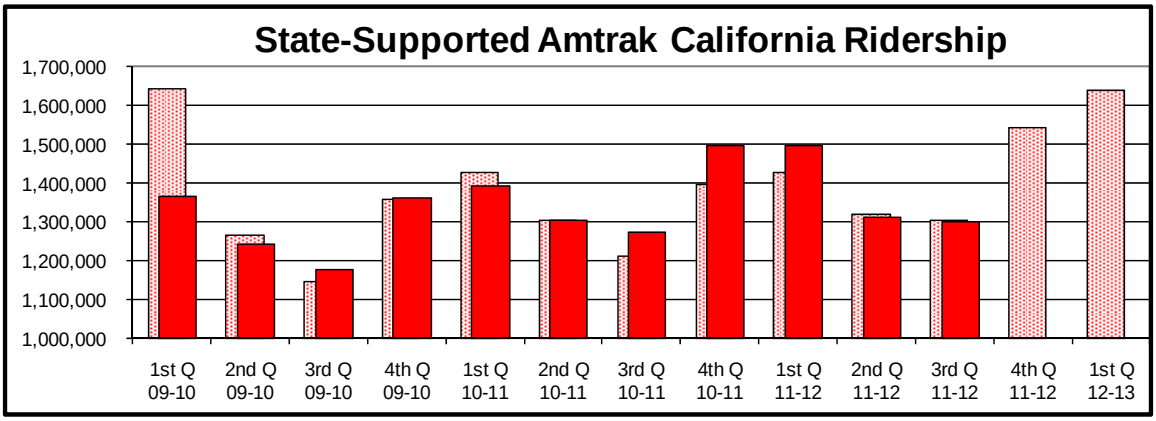
The route financial performance goals (revenues, expenses and farebox ratio) in this report are a projection based on the operating contract for each route. Beginning in FY 2011-12, the actual results that are reported in the quarterly report include: actual revenue, fixed price expenses, and three expenses that are billed as actual expenses. These are fuel cost, railroad performance payments and host railroad access fees. The farebox ratio shown is a ratio of the actual revenue to billed expenses, which include both fixed price and the three categories of actual expenses.

This is not a traditional farebox ratio of actual revenues to actual expenses.

**Third Quarter Results**

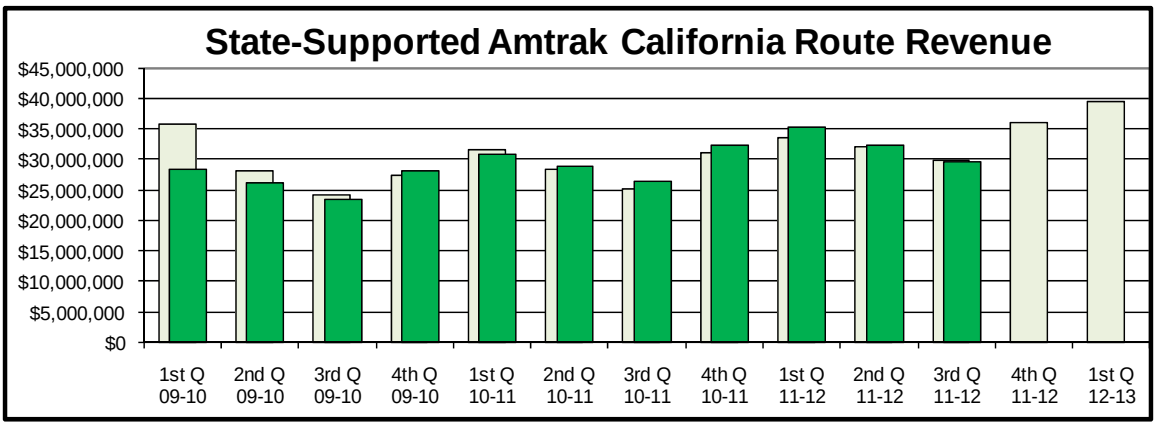
Third quarter results for the *San Joaquin Route* and *Capitol Corridor* were notable, with ridership and revenues higher than the same quarter the previous year, with each month setting ridership and revenue records. Revenue records were set on the *Pacific Surfliner* in all months of this quarter and March ridership was above the prior year.

Total ridership during the third quarter (January-March 2012) on the three routes was 2.1 percent above the comparable quarter in FY 2010-11, but 0.3 percent below the combined performance goal. The *San Joaquin Route* recorded monthly ridership records for each month of the quarter, continuing a string of 19 record-setting months that began in October 2010. The *Capitol Corridor* also set all-time records for each month of the quarter, and has recorded 23 consecutive months of ridership increases over the prior year.




Combined on-time performance (OTP) for the second quarter was 86.1 percent, 3.3 percentage points below the same quarter in FY 2010-11, and 0.9 percentage points below the combined performance goal. OTP on the *San Joaquin Route* and *Capitol Corridor* were an impressive 89.0 percent and 93.8 percent respectively.

Revenue results for the quarter were similarly impressive. Overall revenue in the third quarter increased 12.2 percent with record-high revenues achieved on all three routes in each month. Expenses increased 13.5 percent compared with the same quarter in the previous year, but were 1.4 percent lower than the performance goal. The result was that the combined farebox ratio dropped slightly by 0.6 percentage points but was 0.4 percentage points above the performance goal. Expenses on the *Pacific Surfliner* and *San Joaquin* routes are artificially high this quarter in comparison to the prior year because the monthly allocation formula of fixed expenses was changed in FY 2011-12. As a result, the comparison of both expenses and farebox ratio to the performance goal is a more accurate measure of the routes' performance, then a comparison to the prior year. The *Capitol Corridor* did not change the method of monthly allocation of expenses, so there is not a similar discrepancy on that Route.




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

The following table provides further detail on the combined ridership, revenue, expense, farebox ratio and on-time performance for the three State-supported routes for the third quarter FY 2011-12.

***State-Supported Amtrak California Services - 3rd Quarter 2011-12***
***All Routes***

| | ACTUAL RESULTS | | | | *PEFORMANCE GOALS* | | |
|---|---|---|---|---|---|---|---|
| | 3rd Qtr 11-12 | 3rd Qtr 10-11 | Difference | Percent Change | *3rd Qtr 11-12* | *Actual to Goals* | *Percent Difference* |
| Ridership | 1,300,235 | 1,273,858 | 26,377 | 2.1% | *1,304,324* | *(4,089)* | *-0.3%* |
| Revenue | $29,526,388 | $26,305,478 | $ 3,220,910 | 12.2% | *$ 29,735,094* | *$ (208,706)* | *-0.7%* |
| Expense | $55,530,885 | $48,908,700 | $ 6,622,185 | 13.5% | *$ 56,323,695* | *$ (792,810)* | *-1.4%* |
| Farebox Ratio | 53.2% | 53.8% | -0.6 PP | | *52.8%* | *0.4 PP* | |
| On-Time Performance | 86.1% | 89.4% | -3.3 PP | | *87.0%* | *-0.9 PP* | |

PP - Percentage Points

Route-specific graphs and tables are in are contained in the following sections.

**BACKGROUND:**

## *Pacific Surfliner Route*

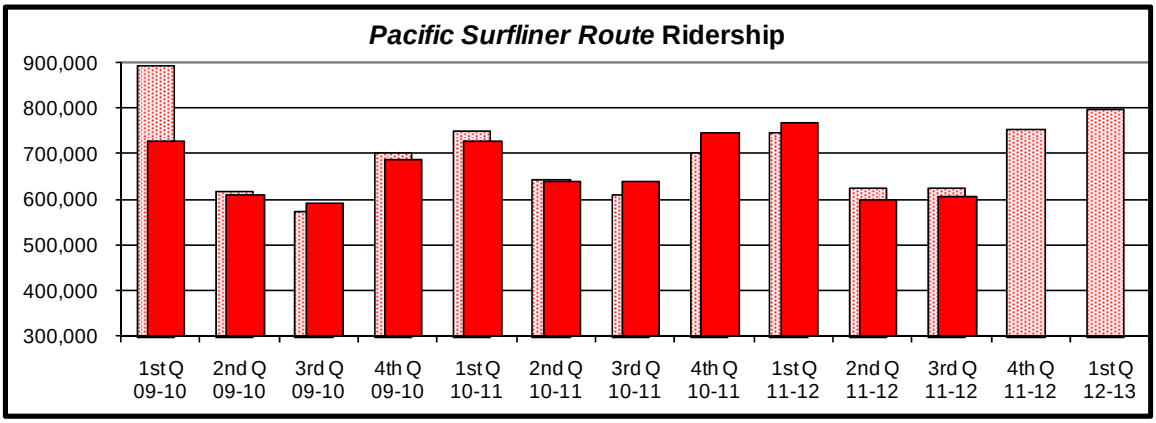
There are currently 11 weekday round-trips between Los Angeles and San Diego, four of which are through-trains between San Diego and Goleta (Santa Barbara), one of which continues north to and from San Luis Obispo. A second San Luis Obispo round-trip originates/terminates in Los Angeles, (with a connection southbound to San Diego) 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, expenses, farebox ratio, and on-time performance.

**Ridership** on the *Pacific Surfliner Route* declined 5.4 percent in the third quarter compared to the same quarter in the prior year, and fell short of the performance goal by 3.2 percent. While ridership was down in January and February, ridership in March was up 1.6 percent over the prior year.

There are two main reasons for this decline. First, track work, continued in January and February, and much of the track work was due to absolute windows of track closure declared by Union Pacific Railroad who performed heavy tie-replacement and other long-term maintenance work on the north end of the route. In January, almost every day of the month there was some track work that caused trains to have shortened routes and some trains were cancelled entirely. For example, 28 percent of the ridership loss in January can be attributed to extensive track work that occurred January 6-9. During February, there were track work disruptions for most days of the month.

Second, an increase in fares in September contributed to a small decrease in ridership and a significant increase in revenue. Amtrak projected ridership would decrease by about 3 percent and revenue would increase by 7 percent as a result of the pricing action. When key days of track work are excluded, ridership decreased consistent with the projection, yet revenue increased by 13.6 percent, which was 6.6 percentage points above the projection.



**On-time performance (OTP)** in the third quarter was 75.0 percent, 6.8 percentage points below the previous year's second quarter and 8.0 percentage points below the 83 percent performance goal.

For the quarter, between Los Angeles and San Diego, OTP was 76.6 percent. Between Los Angeles and San Luis Obispo, OTP was 62.9 percent. This compares to prior year third quarter OTP of 85.4 percent on service south of Los Angeles and 69.3 percent north of Los Angeles.

The primary reason that OTP remains below the goal is that there is inadequate capacity for all of the intercity, commuter and freight trains operating on the corridor. Between San Diego and Los Angeles, approximately 60 percent of the route is single track; between Los Angeles and San Luis Obispo, about 90 percent of the route is single track. Because of the density of traffic and the lack of additional track capacity, when one train's schedule is disrupted, it can result in a cascading series of delays for subsequent trains on the route. There are a number of capital projects to increase capacity in progress—notably the completion of triple track between Los Angeles to Fullerton—which will result in an improvement on overall OTP.

In order to improve OTP, the Department has been working with Amtrak to identify delays under Amtrak's control, particularly those related to equipment. In the fall of 2010, the Department formally asked Amtrak to develop a plan to address OTP. As a result, Amtrak has improved the technical training of new equipment maintenance employees, and is doing daily checks on all delay reports to determine the cause of each delay and developed an ongoing solution for repeated problems. Amtrak also implemented a "rider" program to increase Amtrak staff presence on trains with the goal of pinpointing and resolving problems related to OTP.

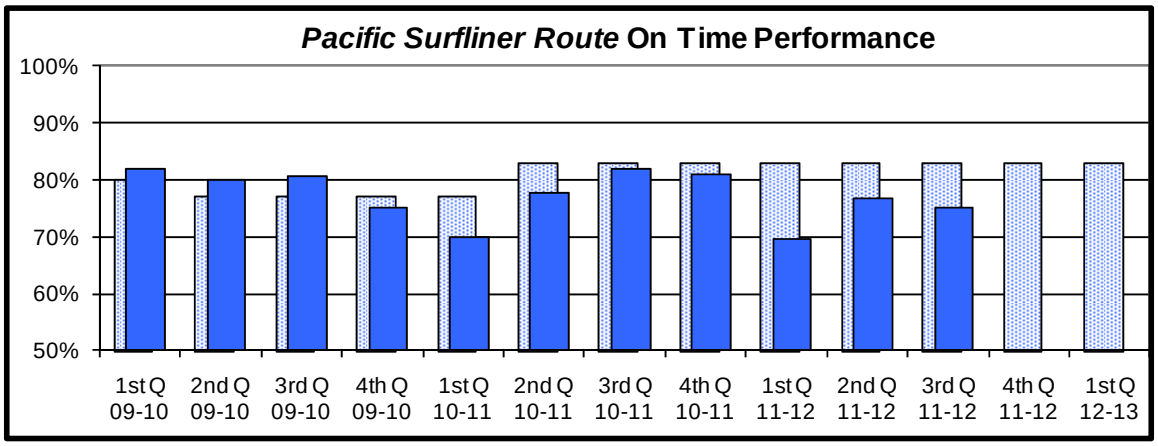
Amtrak also works with the dispatching railroads and the Amtrak mechanical and train crews to determine the cause of any delays and how to decrease the incidence of delays in the future. The Amtrak equipment mechanical group is focusing on troubleshooting to identify the root cause of equipment failures and develop procedures to correct the specific problems. Amtrak is working with train crews on the accurate recording of dwell times, and reducing dwell times at station stops. In the Spring of 2011, the Amtrak staff formed a committee to evaluate initial terminal delays to determine the cause and seek a reduction in such delays.

Amtrak has also instructed host railroads to provide dispatching priority to *Pacific Surfliner* trains over the long distance Amtrak *Coast Starlight*, and improved protocols for meeting intercity and commuter trains where possible.

The Department implemented a significant schedule change on January 9, 2012. The new schedule allowed for trains to run in similar slots seven-days-a-week and improved connectivity. Some of the drop in OTP during the first quarter may have been due to new meets between trains that were found to need adjustment after this initial schedule change.

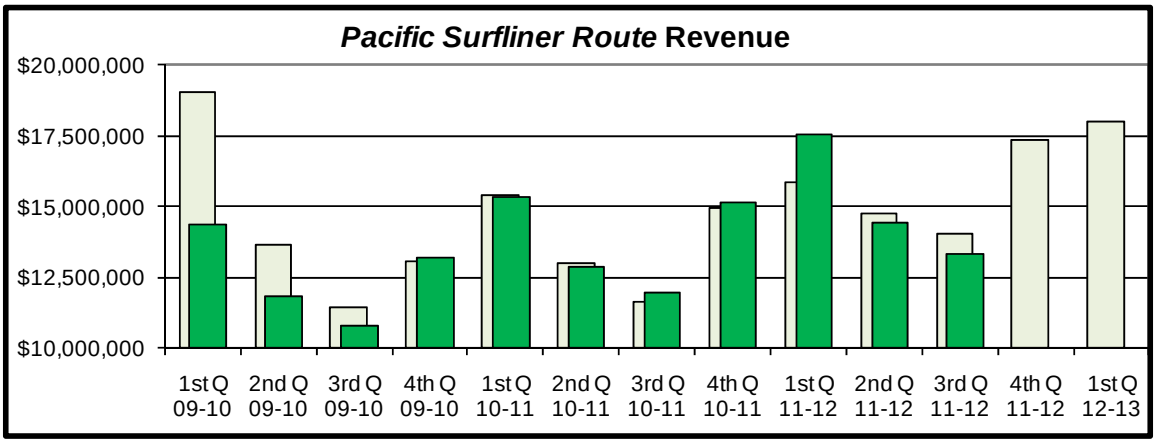
The Department held joint meetings with all the Corridor operators and examined the new schedule to adjust meets between opposing trains. The group developed a revised and improved schedule that was implemented April 2, 2012. The initial results are promising, with April OTP for the corridor at 83.1 percent, the highest OTP in 14 months. Amtrak also reports several days in April and May with 100 percent OTP

Amtrak and the Department held conference calls with Union Pacific and Metrolink early in 2012 to discuss dispatching protocols on the north end of the Corridor. These protocols were especially affecting OTP on Trains #784, #790 and #1790. The group agreed to changes in dispatching protocols. Initial reports for April and May for these trains also show an improvement in OTP.




**Farebox ratio** for the quarter was 53.1 percent, a decline of 4.1 percentage points over FY 2010-11. Revenue in the third quarter increased 10.9 percent compared to the same quarter in the previous year but was short of the performance goal by 5.5 percent. Expenses increased 19.3 percent over the prior year quarter, and were 1.5 percent below the performance goal**.** As mentioned above, expenses on the *Pacific Surfliner Route* were artificially high this quarter in comparison to the prior year because the monthly allocation formula of fixed expenses was changed in FY 2011-12. As a result, the comparison of both expenses and farebox ratio to the performance goal is a more accurate measure of the route's performance, then a comparison to the prior year. Expense and farebox ratio data for the full year will be able to be accurately compared to the prior year.

Ticket revenue set monthly records in all three months, and was strong as a result of a change in fare policy. In September 2011, peak-pricing was retained. In the past, after Labor Day, peak pricing was reduced. The retention of peak pricing is one of the initiatives Amtrak and Caltrans have taken to maximize revenue on the route in anticipation of the implementation of a new national cost allocation methodology mandated by federal statute in 2008.




| State-Supported Amtrak California Services - 3rd Quarter 2011-12<br>Pacific Surfliner Route | | | | | | | |
|---|---|---|---|---|---|---|---|
| | ACTUAL RESULTS | | | | PERFORMANCE GOALS | | |
| | 3rd Qtr 11-12 | 3rd Qtr 10-11 | Difference | Percent Change | *3rd Qtr 11-12* | *Actual to Goals* | *Percent Difference* |
| Ridership | 604,199 | 638,429 | (34,230) | -5.4% | *624,473* | *(20,274)* | *-3.2%* |
| Revenue | $ 13,302,414 | $ 11,999,447 | $ 1,302,967 | 10.9% | *$ 14,079,940* | *$ (777,526)* | *-5.5%* |
| Expense | $25,038,106 | $ 20,993,771 | $ 4,044,335 | 19.3% | *$ 25,422,561* | *$ (384,455)* | *-1.5%* |
| Farebox Ratio | 53.1% | 57.2% | -4.1 PP | | *55.4%* | *-2.3 PP* | |
| OTP-Route | 75.0% | 81.8% | -6.8 PP | | *83.0%* | *-8.0 PP* | |
| OTP-North | 62.9% | 69.3% | -6.4 PP | | | | |
| OTP-South | 76.6% | 85.4% | -8.8 PP | | | | |

PP - Percentage Points

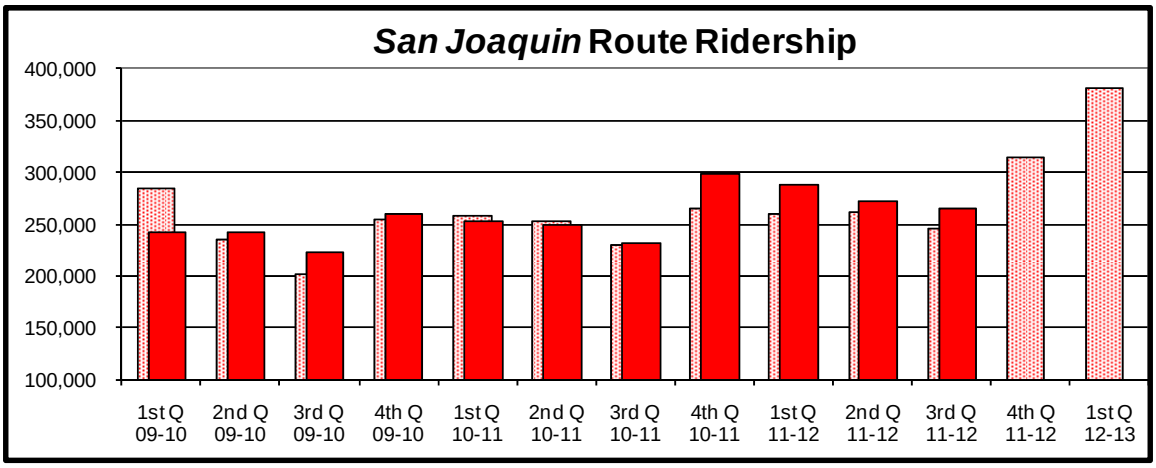
## *San Joaquin Route*

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.

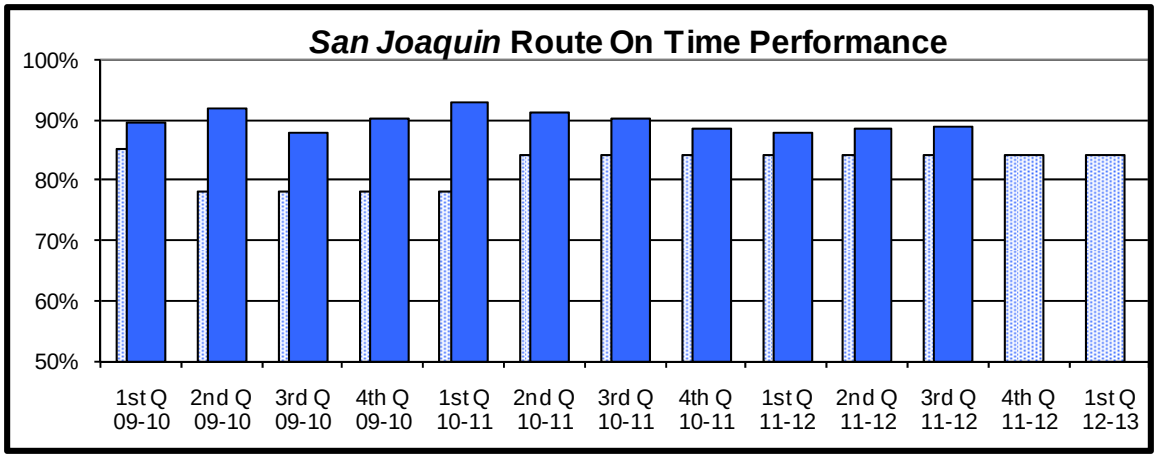
Tables at the end of this section provide data on ridership, revenue, expenses, farebox ratio, and on-time performance.

**Ridership** on the *San Joaquin Route* continued impressive growth by climbing 14.7 percent for the quarter, and was 7.6 percent above the performance goal. This is the tenth consecutive quarter that ridership has increased over the same quarter in the prior year. Ridership in each month set all time highs, and there are now 19 consecutive months of record ridership on the route.

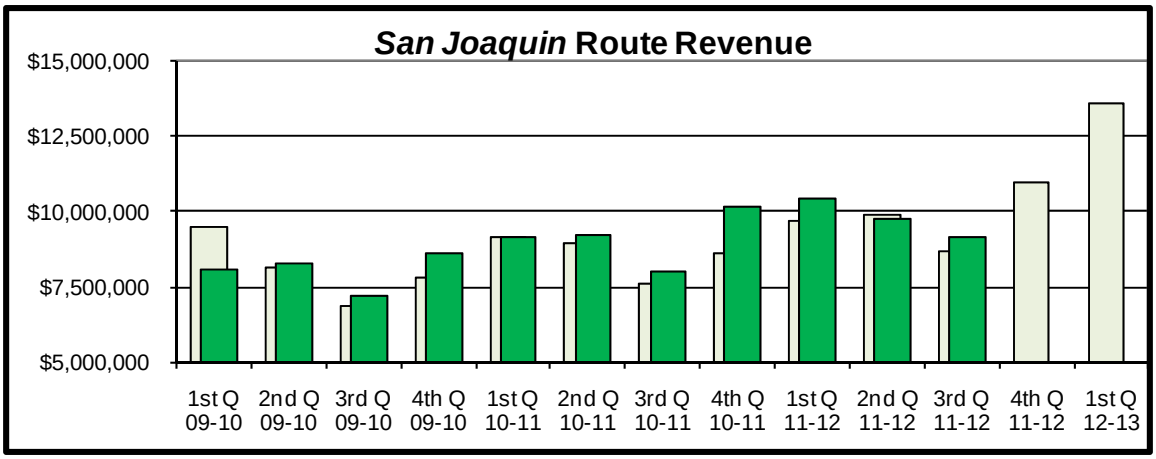
The *San Joaquin Route* is now consistently exceeding one million passengers on a 12-month basis. In FY 2010-11, there were 1,032,572 passengers. Calendar Year 2011 resulted in 1,088,954 passengers on the route. For the 12-month period ending March 31, 2012, a total of 1,123,025 passengers rode the *San Joaquin Route*. This record breaking ridership continues, as ridership in April 2012 was 3.4 percent over April 2011.



**On-time performance (OTP)** in the third quarter was 89.0 percent, a 1.2 percentage point decrease over the same quarter in FY 2010-11. It is, however, 5.0 percentage points above the performance goal of 84 percent. OTP has exceeded the performance goal for each of the last 18 quarters.




**Farebox ratio** was 51.7 percent in the third quarter FY 2011-12, 0.7 percentage points above the same quarter the prior year. Revenues for the third quarter increased 14.2 percent compared to the same quarter in the previous year, and were 5.5 percent above the performance goal. Expenses increased 12.6 percent from the prior year, and were 1.8 percent below the projected goal.
As mentioned above, expenses on the *San Joaquin Route* are artificially high this quarter in comparison to the prior year because the monthly allocation formula of fixed expenses was changed in FY 2011-12. As a result, the comparison of both expenses and farebox ratio to the performance goal is a more accurate measure of the routes performance, then a comparison to the prior year.



| ***State-Supported Amtrak California Services - 3rd Quarter 2011-12*** | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***San Joaquin Route*** | | | | | | | |
| | **ACTUAL RESULTS** | | | | ***PERFORMANCE GOALS*** | | |
| | 3rd Qtr 11-12 | 3rd Qtr 10-11 | Difference | Percent Change | *3rd Qtr 11-12* | *Actual to Goals* | *Percent Difference* |
| Ridership | 265,238 | 231,167 | 34,071 | 14.7% | *246,404* | *18,834* | *7.6%* |
| Revenue | $ 9,172,810 | $ 8,035,666 | $ 1,137,144 | 14.2% | *$ 8,696,896* | *$ 475,914* | *5.5%* |
| Expense | $17,734,137 | $15,748,500 | $ 1,985,637 | 12.6% | *$ 18,062,901* | *$ (328,764)* | *-1.8%* |
| Farebox Ratio | 51.7% | 51.0% | 0.7 PP | | *48.1%* | *3.6 PP* | |
| On-Time Performance | 89.0% | 90.2% | -1.2 PP | | *84.0%* | *5.0 PP* | |

PP - Percentage Points

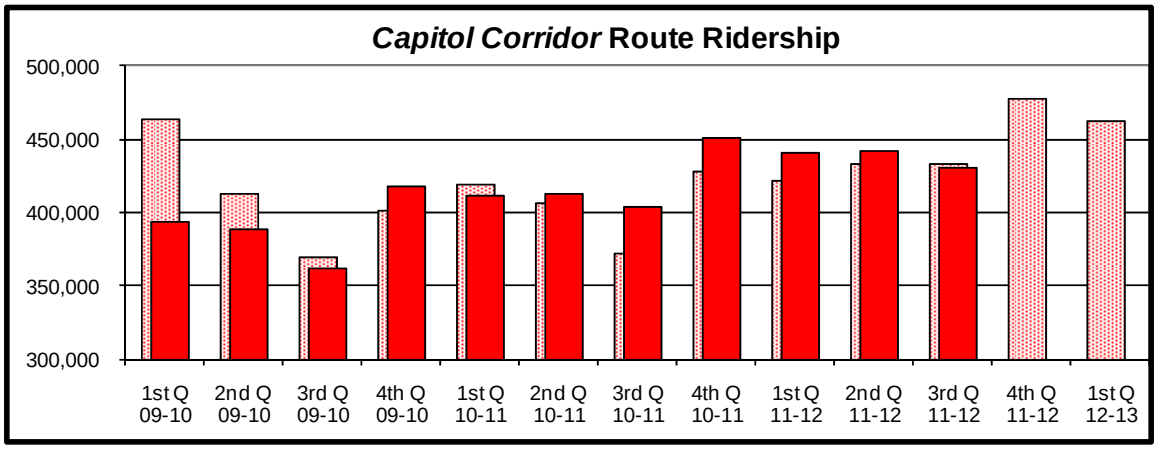
## *Capitol Corridor*

There are currently 16 weekday round-trips between Oakland and Sacramento. One of these trains extends beyond Sacramento to Auburn, and seven of the trains extend beyond Oakland to San Jose. On weekends, there are 11 round-trips between Oakland and Sacramento, with one extension to Auburn and seven round trips to San Jose.

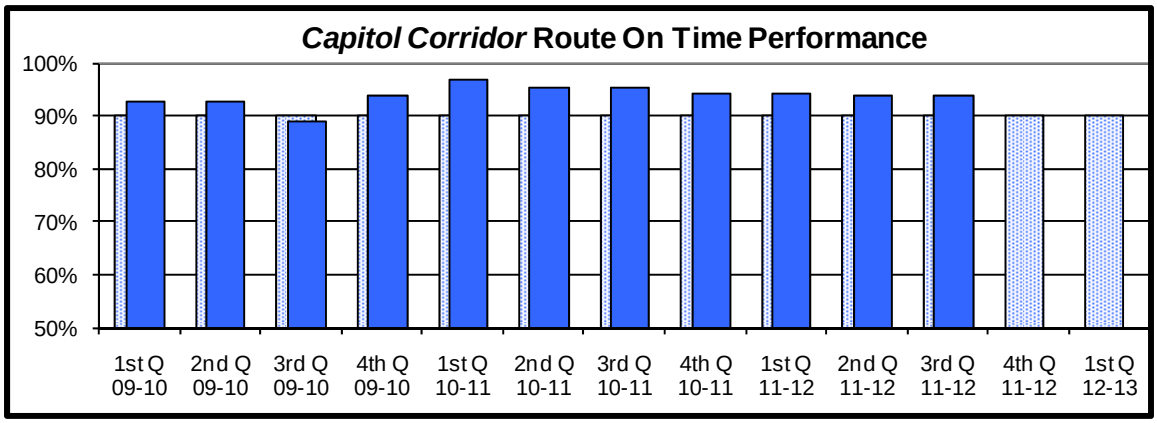
Tables at the end of this section provide data on ridership, revenue, expense, farebox ratio and on-time performance.

**Ridership** on the *Capitol Corridor* improved 6.6 percent over the same quarter the prior year, but was 0.6 percent below the performance goal for the quarter. Ridership on the *Capitol Corridor* for each of the past 23 months out-performed the same month in the prior year.

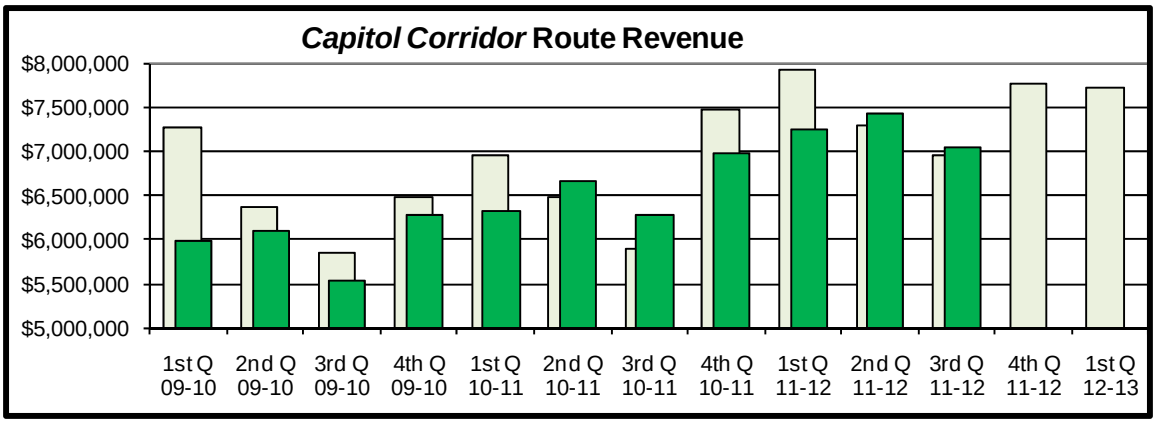
As reported in the last two quarterly reports, ridership on the *Capitol Corridor* set an annual record of 1,679,889 riders in FY 2010-11. Calendar Year 2011 set another new record of 1,727,202 passengers. And for the April 2011-March 2012 12-month period, a total of 1,763,738 passengers rode the *Capitol Corridor*. The record ridership continues, as ridership for April 2012 was 0.7 percent over April 2011.



**On-time performance (OTP)** remains excellent and recorded a third quarter OTP of 93.8 percent, and but was 1.6 percentage points below the comparable quarter the previous year. OTP has exceeded the *Capitol Corridor* performance goal of 90 percent in 13 of the last 15 quarters, including the last eight.




**Farebox Ratio**, for the third quarter was 55.3 percent, 3.8 percentage points above the same quarter the previous year and 1.1 percentage points above the performance goal. Revenues for the third quarter increased 12.5 percent compared to the same quarter in the previous year, and reached record highs each month. Expenses increased 4.9 percent.




***State-Supported Amtrak California Services - 3rd Quarter 2011-12***
***Capitol Corridor***

| | ACTUAL RESULTS | | | | *PERFORMANCE GOALS* | | |
|---|---|---|---|---|---|---|---|
| | 3rd Qtr 11-12 | 3rd Qtr 10-11 | Difference | Percent Change | *3rd Qtr 11-12* | *Actual to Goals* | *Percent Difference* |
| Ridership | 430,798 | 404,262 | 26,536 | 6.6% | *433,447* | *(2,649)* | *-0.6%* |
| Revenue | $ 7,051,164 | $ 6,270,365 | $ 780,799 | 12.5% | *$ 6,958,258* | *$ 92,906* | *1.3%* |
| Expense | $12,758,642 | $12,166,429 | $ 592,213 | 4.9% | *$ 12,838,233* | *$ (79,591)* | *-0.6%* |
| Farebox Ratio | 55.3% | 51.5% | 3.8 PP | | *54.2%* | *1.1 PP* | |
| On-Time Performance | 93.8% | 95.4% | -1.6 PP | | *90.0%* | *3.8 PP* | |

PP - Percentage Points

***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 (Rail Plan). The consent resolution states that Caltrans will report on a quarterly basis on its progress in meeting the goals in the Rail Plan that include two-year (through 2009-10), five-year (through 2012-13), seven-year (through 2014-15) and ten-year (through 2017-18) goals.

Caltrans has been reporting on the two-year goals since FY 2008-09. The initial period for the two-year goals was through Federal Fiscal Year (FFY) 2009-10. In FFY 2010-11, the goals were updated to reflect the five-year goals as follows. If a 2009-10 goal had not yet been met it continued to be reported. Additional five-year (through 2012-13) goals were also added. For FFY 2011-12, annual financial and performance goals were updated.

Following are tables for each route that show the goals for FFY 2011-12 (October 2011-September 2012) and the progress in meeting them.

| Pacific Surfliner Route Objectives | | FFY 2011-12 Goals | Progress |
|---|---|---|---|
| **Improve On-Time Performance** | | 83 percent | January-March 2012 OTP was 75.0 percent. Did not meet goal. |
| **Construct a San Diego Layover Facility - Work With San Diego Association of Governments (SANDAG) to Identify Suitable Location; Develop Funding Partnership for Local, State and Federal Funds; and Develop a Schedule for Delivering the Facility** | | Identify suitable location and develop funding plan, funding partnership and delivery schedule<br>Proceed with project consistent with 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 Redevelopment area, but is privately owned. 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. Amtrak has provided a preliminary Project Study Report/cost estimate. A meeting between the city of San Diego and the Department took place in January 2011. Future meetings will include BNSF and HSR. It is difficult to proceed with this project due to lack of funding. |
| **Streamline Operations and Improve Passenger Amenities** | Implement Automated Ticket Validation (ATV) and Internet ticket purchase | Work with Amtrak, who plans to implement e-ticketing by early 2012. | Amtrak is launching a national e-ticketing program. E-Ticketing was launched in late April 2012 on the San Joaquin Route and Capitol Corridor. The system will be subsequently installed on the Pacific Surfliner Route in July 2012. |
| | Implement comprehensive wireless network for on-board, safety and equipment operations | Begin installation of Wi-Fi equipment to be completed end of 2011. | Milestone achieved. A statewide WiFi launch for all three routes occurred in November 2011. Passenger response to WiFi has been very positive. |
| **Improve Multimodal Connectivity** | Cross-ticketing and coordinated Schedules With Metrolink and Coaster per LOSSAN integration | Continue to participate in LOSSAN integration | Department continues to participate in LOSSAN integration meetings and short-term and long-term operation analysis and implementation plans have been published. The first integrated schedule is now in place and has improved operations in the corridor. |
| **Reduce Travel Times** | Monitor integration of Express Service between Los Angeles and San Diego | Monitor success of service | The Express Service schedule departing San Diego at 7:00 am began on February 15, 2011. The one-year trial period for the train ended on February 14, 2012. Department and Amtrak is conducting an evaluation of the success of the service. |
| | 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:<br>The Los Angeles to Fullerton Triple Track Project is located on approximately 15 miles of BNSF right-of-way within the LOSSAN Corridor. Completion of the third main track will include; new main track; siding upgrades and extensions; upgrade of the railroad infrastructure, signal system upgrades, including Positive Train Control, and various civil structure modifications. The project is divided into eight segments of track construction and six grade separations. Seven of the track segments have been funded (Segment 7 received a Federal award in August, 2011). Segments 1-5 are complete. Segment 6 will go in service end of June 2012. Segment 7 construction began in April 2012. Segment 8 is unfunded. Two of the six grade separations are funded. Passons Grade Separation is under construction and contract has been awarded for the Valley View Grade Separation is due to go to construction by June 2012. Completion of the project will allow up to 34 Amtrak trains per day operating at 90 percent on-time performance.<br><br>The San Onofre-Pulgas Double Track Project Phase 1 will construct 4.2 miles of double track and complete the environmental and design phases covering both phases. Final design has begun and environmental permitting is in progress. Final design is expected to be completed by December 2012.<br><br>In October 2010, FRA approved five PE/NEPA projects for this segment that will improve running times when constructed. All of the five projects now have completed grant agreements and work is underway to complete the first task which is a detailed work plan. |
| | 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:<br>Two siding extension projects that will improve running time are programmed in the STIP for 2012-13 in Santa Barbara and Ventura Counties. UP has completed preliminary modeling, which is being evaluated by AECOM to ensure consistency with other models in use.<br><br>A corridor wide program level EIR/EIS for LOSSAN North is in progress and is necessary for the State to compete for Federal funds.<br><br>In October 2010, FRA approved four PE/NEPA projects for this segment that will improve running times when constructed. All of the four projects now have completed grant agreements and work is underway to complete the first task which is a detailed work plan. Two FRA grants will fund the completion of NEPA and PE for the Ortega and Seacliff sidings. The other two projects are Van Nuys and Raymar. |
| **Increase Annual Ridership** | | 2,790,000 | January-March 2012 ridership was 604,199, short of the quarterly goal by 3.2 percent. |
| **Increase Annual Revenues (dollars in millions)** | | $45.0 | January-March 2012 revenue was $13.3 million, short of the quarterly goal by 5.5 percent. |
| **Increase Farebox Ratio** | | 60.9 percent | January-March 2012 farebox ratio was 53.1 percent. |
| **Service Frequency (Total Weekday 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. |

| San Joaquin Route Objectives | | FFY 2011-12 Goals | Progress |
|---|---|---|---|
| **Improve On-Time Performance** | | 84 percent | January-March 2012 OTP was 89.0 percent, and marks 18 consecutive quarters of exceeded goals. |
| **Streamline Operations and Improve Passenger Amenities** | Implement comprehensive wireless network for on-board, safety and equipment operations | Begin installation Wi-Fi equipment to be completed end of 2011. | Milestone achieved. A statewide WiFi launch for all three routes occurred in November 2011. Passenger response to WiFi has been very positive. |
| | Implement Automated Ticket Validation (ATV) and Internet ticket purchase | Work with Amtrak, who plans to implement e-ticketing by early 2012. | Amtrak is launching a national e-ticketing program. E-Ticketing was launched in late April 2012 on the San Joaquin Route and Capitol Corridor. The system will be subsequently installed on the Pacific Surfliner Route in July 2012. |
| | Implement Positive Train Control (PTC) | BNSF completing project. To be completed by December 2012. | There are four Positive Train Control (PTC) projects, two are funded by Prop 1A and two are proceeding under a Letter of No Prejudice(LONP) that will allow the locals to pay for their own project, with later reimbursement. The BNSF is currently working on PTC on the San Joaquin Corridor and the Pacific Surfliner Corridor between Los Angeles and Fullerton. Installation on both projects expected to be completed by December 2012, and implemented July 2013. |
| | Implement safety and security cameras on trains and at stations | Station and on-board cameras to be implemented by December 2011 | Station cameras and all 22 on-board cab-car cameras have been installed. Vendor for locomotive cameras has been selected; cameras will be installed as part of the scheduled locomotive overhaul. |
| **Improve Multimodal Connectivity** | Expand coordination with local transit connections and commuter rail operators | Increase connectivity consistent with results of coordination efforts | Department has improved the transit transfer program with new uniform transfer tickets and is expanding the number of transit providers in the program for both the San Joaquin and Pacific Surfliner corridors. |
| **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 was placed into service on March 18, 2011. |
| | Sacramento to Bakersfield | Under 5.0 Hours Over 10-Year Period | Kings Park double track project will benefit Sacramento to Bakersfield service travel times and was placed into service on March 18, 2011. |
| **Increase Annual Ridership** | | 1,204,000 | January-March 2012 ridership was 265,238, exceeding quarterly goal by 7.6 percent. |
| **Increase Annual Revenues (dollars in millions)** | | $43.1 | January-March 2012 revenue was $9.2 million, exceeding the quarterly goal by 5.5 percent. |
| **Increase Farebox Ratio** | | 57.6 percent | January-March 2012 farebox ratio was 51.7 percent. |
| **Service Frequency (Total Trains)** | Oakland and Bakersfield | 4 | This is the current frequency. |
| | Sacramento and Bakersfield | 2 | This is the current frequency. |

| Capitol Corridor Route Objectives | | FFY 2011-12 Goals | Progress |
|---|---|---|---|
| **Improve On-Time Performance** | | Maintain 90 percent throughout the ten-year period | January-March 2012 OTP was 93.8 percent. Exceeded goal in last eight quarters. |
| **Enhance Customer Satisfaction** | Implement comprehensive wireless network for on-board, safety and equipment operations | Begin installation Wi-Fi equipment to be completed end 2011. | Milestone achieved. A statewide WiFi launch for all three routes occurred in November 2011. Passenger response to WiFi has been very positive. |
| | Implement Automated Ticket Validation System and eTicketing | Full implementation expected in the summer of 2011 | Amtrak is launching a national e-ticketing program. E-Ticketing was launched in late April 2012 on the San Joaquin Route and Capitol Corridor. The system will be subsequently installed on the Pacific Surfliner Route in July 2012. |
| | Implement safety and security cameras on trains and at stations | Station and on-board cameras to be implemented by December 2011 | Station cameras and all 22 on-board cab-car cameras installation have been installed. Vendor for locomotive cameras has been selected; cameras will be installed as part of the scheduled locomotive overhaul. |
| **Reduce Travel Times** | | Reduce by up to 12 percent over 10-Year Period | Travel time was not reduced in FFY 2010-11 year-to-date and no reductions are planned for the remainder of the FFY or into 2012-13. |
| **Increase Annual Ridership** | | 1,806,000 | January-March 2012 ridership was 430,798, short of quarterly goal by 0.6 percent. |
| **Increase Annual Revenues (dollars in millions)** | | $29.7 | January-March 2012 revenue was $7.1 million, exceeding goal by 1.3 percent. |
| **Increase Farebox Ratio** | | 50.1 percent | January-March 2012 farebox ratio was 55.3 percent. |
| **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. |

# Caltrans Intercity Rail Program

## Third Quarter 2011-12 Rail Operations Report

*Caltrans Division of Rail*

# Pacific Surfliner Route Highlights

| Ridership | Revenue | Expenses | OTP | OTP LA-South | OTP LA-North |
|---|---|---|---|---|---|
| *Percent Change from Prior Year 3rd Quarter* | | | *Actual Results* | | |
| -5.4% | 10.9% | 19.3%* | 75.0% | 76.6% | 62.9% |

- Ridership and OTP were negatively impacted due to major track.
  - For example, almost 30% of January ridership loss attributed to track work January 6-9.
- Revenue up even with ridership decrease, primarily the result of a fare increase in September 2011.

* Expenses are artificially high because of a change in the allocation formula.

# San Joaquin Route Highlights

| Ridership | Revenue | Expenses | OTP |
|---|---|---|---|
| *Percent Change from Prior Year 3rd Quarter* | | | *Actual Results* |
| 14.7% | 14.2% | 12.6%* | 89.0% |

- Tenth consecutive quarter of increased ridership.
  - All time records set in for each month of this quarter.
  - 19 consecutive months of record ridership.
  - Ridership now consistently exceeds one million passengers per 12-month period.

* Expenses are artificially high because of a change in the allocation formula.

# Capitol Corridor Highlights

| Ridership | Revenue | Expenses | OTP |
|---|---|---|---|
| *Percent Change from Prior Year 3rd Quarter* | | | *Actual Results* |
| 6.6% | 12.5% | 4.9% | 93.8% |

- Ridership for each of the past 23 months outperformed the prior year's.
  - Record ridership for each month in the quarter.
- OTP was 93.8%, the eighth successive quarter with OTP over 90%.

# Fourth Quarter Statewide Preview

- Route highlights for April and May 2012:

| Route | Ridership | Revenue | OTP |
|---|---|---|---|
| Pacific Surfliner | -8.2% | +6.3% | 83.3% |
| San Joaquin | +3.4% | +4.8% | 90.2% |
| Capitol Corridor | +2.5% | +8.9% | 93.1% |

- San Joaquin Route and Capitol Corridor set ridership records for both April and May.
- All routes set revenue records for April and May.
- OTP exceeded performance goals on all routes.