

8. ACTION PLAN AND PERFORMANCE STANDARDS

Pursuant to AB 1779, the Secretary of CalSTA submitted a set of uniform performance standards on June 30, 2014 for all state-supported intercity passenger rail corridors. These standards require the administrators and operators of these intercity services to control cost and improve efficiency. SJJPA adopted the CalSTA performance standards on September 27, 2014.

CalSTA identified three uniform performance standards measures to be used for the state-supported intercity passenger rail services: usage, cost efficiency, and service quality.

- **Usage** – measured by passenger miles and ridership.
- **Cost Efficiency** – measured by farebox recovery and total operating cost per passenger mile.
- **Service Quality** – measured by endpoint on-time performance, all-station on-time performance, and operator responsible delays per 10,000 train miles.

In support of the State's performance standards, SJJPA has developed measures to continuously monitor the financial, operational, and ridership performance, as well as outreach effectiveness of the San Joaquins. Additionally, SJJPA already has and will continue to develop strategies to maintain successful performance of the San Joaquins.

In addition to the CalSTA performance standards, SJJPA has focused on the environmental impact of the San Joaquins and its role in helping to create a more sustainable California. Increases in San Joaquins ridership benefit the environment by reducing air pollution and greenhouse gas emissions and help to encourage sustainable, transit-oriented development. It is estimated that in FY 2016, San Joaquins passengers (including those on Thruway buses) traveled over 240 million passenger miles, resulting in a significant net reduction in CO2 emissions.¹ Additionally, SJJPA is pursuing use of renewable diesel fuel in all locomotives and buses, which will further reduce emissions,

¹ Amtrak, 2017

along with the planned 8th Daily Round Trip (envisioned to run between Sacramento and Fresno) and other proposed service increases.

FY 2017/18 and 2018/19 Action Plan

For FY 2017/18 and FY 2018/19, SJJPA will continuously develop action plans with service criteria and objectives to increase ridership, control costs, improve quality, increase the benefits of the San Joaquins Corridor, and better integrate all corridor public transit systems with the San Joaquins (including dedicated Thruway bus services). Each action will be part of SJJPA's overall management of the San Joaquins as a transportation product in a highly competitive travel market. The following is a list of areas to be covered:

- Negotiate additional revisions to Amtrak operating agreement to improve performance reporting and decrease operating costs. Plan to reinvest these savings to improve service.
- Develop schedules and a service plan for implementing an 8th round-trip train in conjunction with UPRR, BNSF, Amtrak, and the State, and also work on improvements to the existing 7 round-trip schedule.
- Contribute to the ongoing Optimization Studies that examines ways to maximize deployment and scheduling efficiencies along the San Joaquins and Capitol Corridors that would allow for increased capacity for rail service and more efficient utilization of equipment. As part of this study, include planning for the integration of the Morning Express Service and the planned 8th Daily Round Trip as a mid-corridor start/end in Fresno.
- Develop and submit a Transit and Intercity Capital Program (TIRCP) application for the improvements needed for the 8th Daily Round Trip between Fresno and Sacramento.
- Develop SJJPA policy for service standards (service levels and extensions, new station stops, train running times, station design criteria, etc.).
- Continue SJJPA's Marketing and Outreach efforts.

- Develop FY 2018 Business Plan for FY 2018/19 and FY 2019/20.
- Assist CalSTA in the completion of its “Network Integration Strategic Service Plan for the California Passenger Rail Network.”
- Continue daily performance reporting.
- Work jointly with the CHSRA and Caltrans to develop viable strategies and solutions to support phased implementation of high-speed rail and to meet the needs of the San Joaquins and the stakeholder communities of the San Joaquins Corridor.
- Continue to coordinate with UPRR, BNSF, and Amtrak on schedule and train performance.
- Conduct market research to solicit feedback from passengers and potential riders to understand existing ridership markets and to identify emerging markets.
- Monitor and report on status of Business Plan commitments.
- Refine the consolidated Capital Improvement Program.
- Coordinate fares and service schedules with connecting transit systems.
- Continue to develop ridership and origin/destination data for Thruway buses that connect to the San Joaquins.
- Review and monitor Thruway bus performance.
- Evaluate measures to improve train and Thruway bus performance, including modifications to existing service routes.
- Explore an additional Thruway bus route to serve the travel market between the Southern San Joaquin Valley and Silicon Valley.
- Work with CalSTA and other partners to conduct a pilot program that could have SJJPA contract directly with a private bus operator with the goal of allowing non-Amtrak passengers to utilize excess seating capacity.
- Identify future infrastructure (track, signal, and bridge) and facility projects to support increased service levels and extensions and improve performance of service.
- Monitor and expand the programs with transit agencies to improve and promote connectivity between the trains and local transit services. Explore providing transfers for connecting transit systems to San Joaquins passengers.
- Pursue improved connectivity through partnerships with bike sharing, carsharing, ridesharing, ferry, and transportation network services, as well as increasing availability of car rental services where appropriate.
- Explore the possibility of installing electric car charging stations at stations.
- Increase bike parking and storage (i.e. lockers) capacity at stations, as well as ensuring enough bicycle racks are available on-board trains to meet demand.



- Explore onboard improvement programs, including the creation of a business class for the San Joaquins.
- Work with Amtrak to increase performance tracking through detailed monthly reports on ticketing (including e-Ticketing), delay, and food service.
- Work with UPRR, BNSF, Amtrak, and the State to continue ridership and revenue growth by improving reliability, adjusting the service plan, and/or implementing projects that add capacity and reduce travel times.
- Work with Amtrak to secure additional cost efficiencies to be reinvested in service enhancements.
- Complete planning for additional service to Sacramento in coordination with BNSF, UPRR, CHSRA, CalSTA, and the Central Valley Rail Working Group.
- Continue working with Amtrak, CCJPA, LOSSAN, and Caltrans on identifying additional standards for equipment reliability and availability, maintenance of minimum trainset capacity, service performance, and crew size.
- Work with Amtrak, CCJPA, Caltrans, UPRR, and BNSF on identifying variables that effect on-time performance.
- Coordinate with Caltrans and Amtrak to identify and implement equipment modifications to increase reliability, improve passenger amenities, and improve service.
- Coordinate with Caltrans and the Statewide Intercity Passenger Rail Working Group to identify rolling stock needed for increased service levels.
- Coordinate with the California Freight Advisory Committee and provide input on the California Freight Mobility Plan.
- Develop and work to establish a program to provide subsidies for residents of disadvantaged communities within the San Joaquins Corridor who cannot afford the regular fares.
- Work with Amtrak, BNSF, and UPRR to reduce run times between Bakersfield and the Bay Area to under 6 hours with the goal of avoiding the need for crew changes.
- Work with Amtrak, BNSF, the City of Antioch, and CalSTA to implement SJJPA's plan to improve the Antioch Amtrak Station by removing part of the structure to improve visibility and reduce loitering.
- Work with Amtrak, the City and County of Madera, and Madera County Transportation Commission to relocate the Amtrak Madera Station that would provide improved access over the existing Madera Amtrak Station.
- Establish Redding – Sacramento as an "Emerging Corridor" for an extension of the San Joaquins to be eligible for potential state capital funding for emerging corridors.
- Explore applying for and utilizing Strategic Growth Council (SGC) grants to improve San Joaquins stations located in disadvantaged communities.

