

6. PERFORMANCE STANDARDS AND ACTION PLAN

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. Additionally, SJJPA is pursuing use of renewable diesel fuel in all locomotives and buses, which will further reduce emissions, along with the planned 8th and 9th Daily Round-Trips and other proposed service increases.

FY 2018/19 and 2019/20 Action Plan

FY 2018/19 and FY 2019/20, 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 the Amtrak operating agreement to improve performance reporting and decrease operating costs. Plan to reinvest these savings to improve service.
- Deploy Morning Express Service to the Bay Area.
- Refine schedules and a service plans to accommodate the Morning Express Service to the Bay Area and for the planned 8th and 9th Daily Round-Trips in conjunction with UPRR, BNSF, Amtrak, and the State.
- Contribute to the ongoing fleet analysis being conducted by Caltrans, which is examining ways to maximize deployment and scheduling efficiencies along the San Joaquins and Capitol Corridors, allowing for increased capacity for rail service and more efficient utilization of equipment.
- Contribute to the Service Optimization Study, which is currently under development by CCJPA. The Study is an effort to identify solutions to optimize ridership and revenue and coordinate service transfers for the Northern California passenger rail system (including the Capitols, San Joaquins, ACE and Caltrain). SJJPA will work to ensure the Study include the integration of the Morning Express Service and the planned 8th and 9th Daily Round-Trips schedule, which was developed using a "pulse" scheduling approach.
- Develop SJJPA policy for service standards for extensions, new station stops, train running times, station design criteria, etc.

- Continue SJJPA's Marketing and Outreach efforts.
- Develop the FY 2019 SJJPA Business Plan Update for FY 2019/20 and FY 2020/21.
- Continue to participate in California's Network Integration Strategic Service Planning (NISSP) process.
- 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 the status of Business Plan commitments.
- Continue to refine SJJPA's Capital Improvement Program.
- Work to improve coordination of fares and service schedules with connecting transit systems.
- Evaluate measures to improve train and Thruway Bus performance, including modifications to existing service routes.
- Work with Amtrak to create a set of monthly data reports for the Thruway Bus network, including easy to understand origin/destination data, bus stop utilization, and route capacity.
- Work with Amtrak to generate origin/destinations data by regions rather than just station pairs for both train and Thruway Bus trips.
- Expand efforts to monitor Thruway Bus performance.
- Work to improve areas surrounding Thruway Bus stops.
- Conduct preliminary market analysis for an additional Thruway Bus route to serve the travel market between the Southern San Joaquin Valley and Silicon Valley.
- Explore new partnerships with public or private bus operators with the goal of allowing non-Amtrak passengers to utilize excess seating capacity on buses that connect with San Joaquins trains to save on operations costs.
- Conduct analysis on operational impacts and ridership potential of the Kern County stakeholder proposal for express train service between Bakersfield and Sacramento and bring forward to the SJJPA Board as an action item before the end of 2018 to determine whether or not to pursue this concept.
- 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.
- Implement a transit transfer program for San Joaquins passengers if funding permits.
- 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.
- Identify locations for electric car charging stations at San Joaquins stations.
- Increase bike parking and storage (i.e. lockers) capacity at stations, as well as ensuring enough bicycle racks are available onboard trains to meet demand.
- Explore implementing a business class section and/or "Quiet Car" on Morning Express Service trains.
- Work with Amtrak to increase performance tracking through detailed monthly reports on ticketing (including e-Ticketing), delays, and food service.

- Work with UPRR, BNSF, Amtrak, and State to grow ridership and revenue 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.
- Continue planning and environmental work related to 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 implementation of the California Freight Mobility Plan and the California Sustainable Freight Action 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 six 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 CHSRA, Amtrak, the City and County of Madera, and CalSTA to develop a relocated Amtrak Madera station that would provide a seamless connection between the San Joaquins and future high-speed rail service, as well as 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.
- Implement a “one-bucket” fare policy similar to Capitol Corridor and Pacific Surfliner and analyze the impacts of deployment on the San Joaquins compared to the current Amtrak revenue management system.
- Enact strategies to improve café car cost efficiency including suspension of café service on underperforming trains and/or utilization of lower cost cart service.

