

Amtrak Thruway Services

LOSSAN Joint Powers Board Meeting
Los Angeles, CA

May 21, 2012



Amtrak Thruway Services

1 in 22 national train riders

1 in 6 California train riders

What do these Amtrak passengers
experience every day?



Amtrak Thruway Services

Martinez Station



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An Amtrak
Intermodal Rail and Bus Trip



Amtrak Thruway Services

What's a Thruway?

- Amtrak's market name for an integrated bus and rail connection
- Offers Amtrak customers a WAY to travel THRU between cities on two different forms of transportation
- Provides customers convenient access to and from cities without Amtrak rail service
- It may add extra frequencies in a rail corridor
- Fills empty train seats with customers who would not normally ride without connecting transportation
- Highly developed by Caltrans to build corridor ridership



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Key Links in a National Transportation System

- It carried over 1.5 million people in FY11
- It is the fourth-busiest service on the Amtrak system, after the *Northeast, Pacific Surfliner and Capitol Corridors*
- Amtrak partners with states, agencies and private carriers to create a seamless, coordinated transportation network which brings customers to/from Amtrak trains
- In California, the Division of Rail Bus Coordinator is the primary source of initiatives and schedules



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CALIFORNIA — TRAIN AND THRUWAY SERVICE



Amtrak Thruway Services

A Snapshot

System-wide Amtrak Thruway Services

- 55 Carriers
- 85 Routes
- 700+ Schedules

Amtrak-Greyhound Partnership

- 15 Routes
- 40+ Daily Schedules

Amtrak California (Amtrak-branded)

- 14 Contractors
- 21 Routes
- 275 Daily Schedules (198 Actively Managed by Amtrak)



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Pacific Surfliner Connections – 5+% of Riders

Route 17: Santa Barbara–San Luis Obispo–Oakland (PSL)

- 11 Schedules
- 107,000 annual riders

Route 4: Los Angeles – Santa Barbara (PSL)

- 2 Schedules
- 9,000 annual riders

Route 39: Fullerton – Palm Springs - Coachella Valley (PSL)

- 4 Schedules
- 10,000 estimated annual riders (started 12/11)

Route 1: Los Angeles – Bakersfield (San Joaquin)

- 14 Schedules
- 212,000 annual riders (not included in PSL pct.)



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Amtrak California



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Thruway Concept

Features for Market Success

- One-stop shopping is critical
- The Amtrak brand has meaning
- Coordinated schedules and fares
- Easy ticketing (eTickets 2012)
- Guaranteed connections at Amtrak stations
- ADA accessible service
- 24/7 active system management (A hold policy, misconnection plan and communication)



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Thruway Concept

Amtrak markets and sells Thruway services through the same media as trains:

- www.Amtrak.com
- Amtrak Call Centers (800-USA-RAIL)
- “Julie” (voice response unit)
- Amtrak stations
- Travel agencies
- eTicketing (coming in late Summer 2012)

“The Aunt Martha Rule”

Is the service reliable? Can you confidently send your Aunt Martha on this trip?



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Bakersfield Station



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FY12 California Operations Plan

- Amtrak, Caltrans and the CCJPA jointly set schedules, specifications and service standards
- California standards for new buses:
 - Intercity coaches with restrooms
 - WiFi/110v plugs
 - 2-4 tables in seating groups
 - More legroom
 - Seatbelts
 - CARB Compliant diesel engines



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FY12 California Operations Plan

Caltrans and CCJPA contract with Amtrak to provide Thruway services

Amtrak Procurement contracts competitively

Amtrak contracts with charter operators, transit agencies or partners with independent intercity operators

Contractors/Carriers provide industry standard equipment, state/federal certification, maintenance, training, drivers and daily transportation

Amtrak Bus Operations is responsible for the delivery of service and contract compliance



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FY12 California Operations Plan

- 12 Amtrak staff manages state bus services 24/7
- Emphasize safety with vendors and their drivers
 - One Door Policy for loading and unloading
 - Safety briefings on the bus
 - Bus clerks support safe operations/compliance
- Customer Service Focus
 - Drivers trained on Amtrak procedures
 - Emphasis on OTP and ADA boarding
 - Standardized Amtrak procedures
 - Professional announcements on the bus
- Manage seat inventory for ridership growth



Amtrak Thruway Services

A well-connected system provides statewide mobility options



The health of bus and train routes are tied together

Quality service, close guaranteed connections, system marketing, one-stop sales source, mutually build ridership

**Thank you for riding
Amtrak Thruway Service!**



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