

CAPITOL CORRIDOR

RIDE GUIDE & TRAVEL POLICIES



WELCOME TO THE CAPITOL CORRIDOR

The Capitol Corridor takes pride in delivering a customer-focused, superior-quality, intercity passenger rail service. We are dedicated to providing you with a rail travel experience that is comfortable, convenient and worry-free. This guide helps in our mission by outlining what you need to know about riding the train. More details are available at capitolcorridor.org.



capitolcorridor.org

1-877-9-RIDECC

(1-877-974-3322)

Welcome Aboard!

It is our pleasure to welcome you aboard Capitol Corridor, the nation's premier intercity passenger rail service. We hope this information will help create a positive train experience for you and your fellow passengers.

We'll Take You There

The Capitol Corridor provides direct train service to 16 stations along a 170-mile rail corridor between the Sierra Foothills, Sacramento, the Bay Area and Silicon Valley/San Jose. Dedicated bus routes extend the service to various communities in Northern California.

Parking at the Station

Parking availability varies from station to station and is typically managed by the local municipality. For specific station parking information, visit capitolcorridor.org.

Staffed and Unstaffed Stations

Capitol Corridor staffed stations have agents available to assist you with ticket purchases and questions. Restrooms and other amenities are available at most staffed stations. Unstaffed stations do not have agents or restrooms, but most have Quik-Trak ticketing kiosks.

Schedules

The Capitol Corridor operates daily trips between Sacramento, Oakland/San Francisco and San Jose. Train schedules are updated twice yearly: fall/winter and spring/summer. For the most current information, pick up a schedule at a Capitol Corridor station or visit capitolcorridor.org, where you may also check real-time train status.

TICKETS

Capitol Corridor trains generally do not require advance purchase, so it's easy to just buy a ticket and ride. Travel on selected bus routes, holiday travel, certain promotional offers and discount tickets may require advance purchase.

Types of Tickets

One-Way or Round-Trip

These tickets are good for one-way or round-trip travel between two stations. They can be purchased online, from a station agent, from a Quik-Trak ticketing kiosk or from a conductor on board the train (surcharge may apply).

Monthly Unlimited

Monthly tickets are sold at a discounted fare. They are valid during the calendar month in which they are issued and allow for unlimited rides between the stations listed on the ticket (or any stations in between). These tickets expire at the end of month. They can be purchased online, from a station agent or from a Quik-Trak ticketing kiosk. They cannot be purchased from a conductor on board the train.

Ten-Ride (45-Day)

Ten-Ride tickets are sold at a discounted fare. These tickets are valid for 10 one-way rides within a 45-day period between the stations listed on the ticket (or any stations in between). Ten-Ride tickets must be used during that 45-day period; any unused rides remaining at the end of that period are forfeited. Unused rides cannot be extended or credited toward another ticket. These tickets can be purchased online, from a station agent or from a Quik-Trak ticketing kiosk. They cannot be purchased from a conductor on board the train.

How to Buy Tickets

There are several ways to purchase Capitol Corridor train tickets. You must have a valid, government-issued photo ID to purchase tickets and to board Capitol Corridor trains and buses. For a quick and easy online tutorial, check out the *How to Buy a Ticket* video at capitolcorridor.org. Please note that Capitol Corridor tickets are not available for purchase via telephone.

Online at Amtrak.com

Most types of tickets can be purchased in advance online, with a major credit card. Visit capitolcorridor.org to book and purchase your tickets. You will receive a confirmation number that you can use to pick up your tickets from an agent at a staffed station or from a Quik-Trak ticketing kiosk. If you purchase your tickets at least 14 days in advance, they can be mailed to you at no additional charge. For tickets purchased within 14 days of travel, an additional fee may apply to have your tickets mailed.

Agents at Staffed Stations

All types of tickets can be purchased from agents at staffed stations. Hours of operation vary by station. Confirm station service hours at capitolcorridor.org.

Quik-Trak Self-Serve Ticketing Kiosk

All types of tickets can be purchased from Quik-Trak ticketing kiosks using a credit card or a debit card with a Visa or Mastercard logo. (Debit cards requiring the entry of a PIN are not accepted.) You can book, purchase and print your tickets all at once. You can also book and purchase your tickets in advance online, then print them out at a Quik-Trak kiosk when you arrive at the station. Bring your ticket purchase confirmation page with a bar code or your credit card and reservation number to print your tickets from a Quik-Trak kiosk.

On Board the Train

On board, conductors can only sell one-way tickets. If you board at an unstaffed station, there is no surcharge to purchase your ticket on the train. If you board at a staffed station and purchase your ticket from a conductor on the train, a surcharge (50% of the one-way fare, up to a maximum of \$9) will be added to the standard one-way fare. This surcharge is not negotiable. Please note that your Amtrak.com confirmation page or an emailed itinerary is not a ticket. You must obtain a ticket before boarding the train, or the conductor will collect the fare even if you have already paid at Amtrak.com.

Conductors accept cash or credit cards (American Express, Discover, Mastercard or Visa) for the purchase of one-way tickets on board the train. Prepaid credit cards or debit cards requiring the entry of a PIN cannot be accepted for on-board ticket purchases.

Bus Tickets

You must have a ticket that includes the designated bus segment of the route as well as a segment of rail travel. If you are beginning your trip on a bus without a ticket in hand, you will be required to surrender your photo ID to the bus driver until you arrive at a staffed station. See the *Transit Connections* section for travel information.

Discounts and Promotions

You may be eligible for discount tickets. We offer a variety of discounts for seniors, children, disabled persons and members of select organizations. Get the latest information on discount tickets and our current promotions at capitolcorridor.org.

Frequent Business Travel

If you travel to work on the Capitol Corridor, you may be able to take advantage of employer-sponsored programs that save you money on public transit. Ask your employer for more details, or visit commutercheck.com or wageworks.com for more information.

Group Travel

Groups of 20 or more passengers traveling together are eligible for a group discount. Our Train Treks™ program, designed for school groups, also offers a discounted rate for travel. Advance reservations are required for all groups in order to receive the discounted fare. Please call 1-877-9-RIDECC (1-877-974-3322) or visit capitolcorridor.org/grouptravel for more information.

Show Your Ticket

Even if you are a frequent rider, hold a multi-ride ticket and are familiar with the conductor or bus driver, you must still present your ticket. Conductors and drivers are required to check your tickets—it is their job. If you are making connections between the train and bus, you must be ready to show your ticket for each segment of travel. Tickets are evidence of the paid fare and must be surrendered for inspection or cancellation by any conductor or authorized carrier representative.

Lost Ticket Policy

Please safeguard your tickets as you would cash. Amtrak and the Capitol Corridor Joint Powers Authority (CCJPA) are not liable for lost, stolen, misplaced or destroyed tickets. Tickets are required for travel—you cannot travel on lost tickets. If you lose your ticket you must buy a new one in order to ride the train.

Amtrak and Capitol Corridor must enforce this policy for security and revenue protection purposes. Thank you for your understanding and cooperation.

SAFETY & SECURITY

Security measures are for the benefit of our riders. We ask for your cooperation to keep everyone safe.

Trust Your Instincts

Please help keep our trains safe and secure for everyone by being watchful and observant. Please report any unmarked or unattended items or suspicious activity immediately to the station agent or train crew. Thanks for doing your part.

Passenger Identification

Capitol Corridor passengers 15 years and older must present valid photo identification when purchasing tickets, and must carry this ID with them on board the train and when riding buses. Valid photo IDs accepted for travel include:

- Government-issued photo driver's license
- Government-issued photo ID for non-drivers, or if ID does not carry a photo, it must identify the presenter by physical characteristics
- Passport
- Current university, college or high school photo ID

Security Matters

Conductors check everyone's government-issued photo ID and tickets. At the direction of the federal Transportation Security Administration (TSA), police officers conduct random passenger ticket and identification checks on board trains. Security policies also require that all carry-on baggage must be visibly tagged with your name and address.

PASSENGER CODE OF CONDUCT

The CCJPA recommends the following actions to ensure that all passengers enjoy a safe and comfortable ride. Thank you for your cooperation.

At the Station

- Avoid running. Always walk.
- Don't rush to the trains. We suggest you arrive 10 to 15 minutes early.
- Watch for moving vehicles on the station platform.
- Always stay behind the yellow line.
- Keep children close to you at all times.

Boarding and Exiting

- Watch your step when boarding and exiting the train.
- Never board or exit a moving train.
- Do not block the wheelchair ramp.
- Gather your belongings and prepare to exit as the train approaches your destination.
- If you need assistance, proceed to the lower level prior to arrival at the station stop.
- Generally, all exit doors on the station side of the train will open at each stop. In some cases, not all the doors will open; listen for announcements and instructions prior to arrival.
- Exit the train promptly once the train has stopped.

Be Safe

- Use handrails for balance and support.
- Avoid standing in the vestibule or in between train cars when the train is in motion.
- Familiarize yourself with emergency exits and the passenger safety card.
- Keep all windows and doors closed, unless instructed to do otherwise by a uniformed crew member in an emergency.
- Do not leave children unattended or let them run in the aisles. Hold hands with small children while walking through the train.

Be a Courteous Rider

- Be mindful of our "One Ticket, One Seat" policy. Only occupy one seat per person. Please make seats available for other passengers.
- Your electronic devices (such as laptops, iPods, CD/MP3 players, electronic games, etc.) as well as all headphones or earphones must not emit any sound audible to others. This applies to passengers traveling in all cars.
- Store baggage and personal belongings in the overhead racks and designated storage areas, instead of on the seat next to you.
- No feet on seats, please! Resting shoes on the seat cushions often leaves dirt that is difficult to clean and is unpleasant for the next passenger. Cleaning seats is costly and takes up more of your fare dollars, so please keep your feet off the seats.
- No smoking on the train.
- If you're seated in the lower level, please give up your seat for mobility-impaired or elderly passengers.
- Refrain from engaging in loud and/or vulgar conversation with fellow passengers or on your mobile phone.

- Passengers traveling in designated "Quiet Cars" are asked to respect their fellow travelers. Details about Quiet Cars are included in the *Train Amenities* section of this guide.
- Dispose of trash and newspapers in the receptacles provided.

ON THE TRAIN

From departure to arrival, Capitol Corridor makes your trip convenient, comfortable and enjoyable.

Train Conductors

The train conductor is required to monitor all cars on the train and will occasionally pass through each car. If you need to immediately locate the train conductor, ask the food service attendant in the Café Car to make an announcement over the train intercom for assistance.

Emergency Exits

All side doors and designated windows on each train car are equipped with emergency exit releases. In the unlikely case of emergency, please follow the instructions provided on the signs or in the passenger safety card in the back of each seat.

Seating — One Ticket, One Seat

To maximize availability of seats for everyone, place your belongings in the overhead storage bin or luggage racks and keep the seats beside you clear. Tables are to be used for groups of three or more. Seating on the lower level is to be made available for our mobility-impaired guests.

Seat Checks

Upon verifying your ticket the conductor will place a seat check in the slot above your seat. A seat check is a rectangular piece of paper that gives conductors a quick indicator of the number of people in your party, your destination and that you have paid your fare. Please keep your seat check in the slot above your seat at all times; otherwise another passenger may think your seat is unoccupied, or the conductor may ask to prove you paid your fare. If you move seats, be sure to take your seat check with you.

Bikes on Board

Bicycles are welcome aboard the designated lower levels of Capitol Corridor trains. At the same time, we must allow for the safe passage of general foot traffic and accommodate our mobility-impaired passengers who are unable to walk up stairs and must be seated on the lower level.

Most Capitol Corridor coach cars have bicycle racks on the lower level of the car; spaces are available on a first-come first-serve basis. Please bring a bungee cord with you to secure your bike; and if the bike racks are full, please follow the train conductor's instructions on where to place and secure your bicycle. For tips on how to secure your bike visit capitolcorridor.org.

Bikes on Buses

Most connecting buses can accommodate bicycles. Bicycles must be stored underneath the bus in the luggage compartment, if space is available. Amtrak and the CCJPA assume no responsibility for your bike. Passengers must load and unload their own bikes.

Carry-on Luggage

For passenger safety and security, please be mindful of Amtrak's current policy for carry-on baggage. Keep seats open for other riders by storing your carry-on baggage in the overhead bins or under

the seat in front of you. Use a personal identification tag or obtain pre-printed Amtrak baggage identification tags at staffed stations or on board trains from a member of the train crew. The Capitol Corridor does not offer checked baggage service.

The following guidelines apply to baggage brought on board:

- Two-Piece Limit: Not included in this limit are personal items such as briefcases, purses, laptops, and infant paraphernalia such as strollers, diaper bags and car seats.
- Weight Limit: Each bag may weigh no more than 50 lbs.
- Size Limit: Each bag may not exceed 28" x 22" x 14."
- Tags: Each bag must have a visible tag with your name and address.

Disabled Access

Capitol Corridor is compliant with the standards set by the Americans with Disabilities Act (ADA), and all trains are accessible. See the conductor for assistance when boarding.

Wheelchair Weight & Size Limit

In compliance with the ADA, the wheelchair lift on the train will accommodate a standard wheelchair (30 inches wide), either manual or battery-powered. The combined weight of the wheelchair and the passenger cannot exceed 600 lbs. Unfortunately, we are not able to handle or transport any wheelchair that exceeds these limits.

Animals

Only service animals are permitted on board trains. A service animal defined by the ADA is an animal that is individually trained to assist a person with disabilities. By ADA regulations, any animal accompanying a person to provide emotional support, security or comfort is not considered a service animal and therefore is not permitted on board Capitol Corridor trains. Conductors are entitled to ask what task or function your animal performs in order to accommodate travel.

Amtrak requires that you keep your service animal under your control at all times. Please note that if you lose control of your animal at any time or if your animal causes a significant disturbance, Amtrak policy gives the train crew discretion to remove the animal from the train and turn it over to local animal control officials.

TRAIN AMENITIES

Restrooms

On all coach cars, the lower level offers large restrooms that are wheelchair-accessible. Some coach cars also offer an upstairs restroom.

Food and Beverages

All Capitol Corridor trains offer food and beverage service in the Café Car. Look for the sign on the outside of the train car. You may bring your own food on board and consume it at your seat. However, only food purchased on board may be consumed in the Café Car. Personal food, beverages, medicine, baby bottles or food, etc. cannot be stored, warmed or cooled in the Café Car. Alcoholic beverages may be consumed on board only if purchased in the Café Car, and the attendant may check your ID to confirm you are of legal drinking age. Amtrak does not allow you to drink alcoholic beverages you've brought on board.

Electrical Outlets

Electrical outlets are available on both levels of the train. Computers and other electronic devices can be safely plugged into these surge-protected outlets.

Quiet Cars — Limited Availability

Capitol Corridor offers designated Quiet Cars on select weekday morning trains only. Ask your conductor or look for posted signs to determine where the official Quiet Car is located on the train. We designate a Quiet Car as an amenity to passengers, and it is subject to change and/or discontinuation.

Please respect your fellow travelers when traveling in a designated Quiet Car. If you choose to sit in a Quiet Car, refrain from conversation with other passengers, talking on your mobile phone and typing. Your electronic devices and headphones must not produce any sound audible to others. Please occupy only one seat and stow your belongings overhead or in the luggage bins.

TRANSIT CONNECTIONS

Connecting Bus Service

The Capitol Corridor operates dedicated bus service that connects outlying communities to the train system. In some cases buses are used in lieu of train service. Bus connections are always highlighted in our schedule to differentiate them from trains. All buses are equipped with roomy reclining seats, overhead reading lights and baggage storage space. With the exception of service to South Lake Tahoe, connecting bus travel must be made in conjunction with train travel.

If you are beginning your trip on the bus and do not have a ticket in hand, you must give your photo ID to the driver. Bus drivers cannot sell tickets (except for service to/from South Lake Tahoe). Upon arrival at your transfer station, the driver will escort you to a station agent to purchase a ticket for your full route, which must include a segment of rail travel. Your photo ID will be returned to you at this time. For more information, pick up a schedule at any station or visit our website at capitolcorridor.org.

Transit Transfer Program

The CCJPA partners with several transit agencies to provide convenient and free transfers from Capitol Corridor trains to local transit services. While riding the train, ask the conductor for up to two transit transfers, which entitle you to free connections on local transit lines. For more information on participating transit agencies, visit capitolcorridor.org.

Bay Area Rapid Transit (BART)

You can easily transfer to BART trains at the Richmond Intermodal and Oakland Coliseum stations. Take advantage of a 20% discount on BART tickets by purchasing them on board Capitol Corridor trains. \$10 BART tickets are available for \$8 in the Café Car (limit one per person). For more information about BART service, visit bart.gov.

Caltrain

Capitol Corridor passengers may transfer to the Caltrain line, which serves the Peninsula and Silicon Valley, at the San Jose Diridon station. Passengers may also transfer to Caltrain in San Francisco by taking the Emeryville-San Francisco connection to the Caltrain station bus stop. For more information about Caltrain service, visit caltrain.com.

HELP & INFORMATION

Lost and Found

Lost and found is located at the Sacramento station. Please call (916) 444-7907 and leave a message with a detailed description of the item you lost, along with the train you were riding or the station you visited.

Customer Service

For personalized assistance with Capitol Corridor tickets, schedules and other needs, visit an agent at one of our staffed stations or call 1-877-9-RIDECC (1-877-974-3322) TDD (510) 839-2220.

Comprehensive information about stations, schedules, ticket options and seasonal promotions is available online at capitolcorridor.org or by calling: 1-877-9-RIDECC (1-877-974-3322).



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