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# CAPITOL CORRIDOR

RIDE GUIDE & TRAVEL POLICIES

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TICKETS

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# WELCOME ABOARD THE CAPITOL CORRIDOR

It is our pleasure to welcome you aboard the Capitol Corridor, the nation's premier intercity passenger rail service. At the Capitol Corridor, we take pride in delivering customer-focused, superior-quality service, and we're dedicated to making your travel experience safe, comfortable, and convenient. This guide helps achieve our mission by outlining what you need to know about riding the train.

## WE'LL TAKE YOU THERE

The Capitol Corridor operates daily trips along a 170-mile corridor between the Sierra Foothills and Silicon Valley/San Jose, with service to 17 stations in Sacramento, Berkeley, Oakland, San Jose, and other communities. Dedicated bus routes extend our service to popular destinations throughout Northern California, including several convenient stops in downtown San Francisco, as well as connections to Lake Tahoe and Santa Barbara.



## SCHEDULES & TRAIN STATUS

Train schedules are typically updated twice yearly. For the most current information, pick up a schedule at a Capitol Corridor station, on a train, or by visiting our website, where you may also check real-time train status.

## STATIONS

Capitol Corridor has staffed and unstaffed stations. Staffed stations have agents available to personally assist you with ticket purchases and questions. Unstaffed stations do not have agents, but most have Quik-Trak ticketing kiosks. Restrooms, bike racks, and other amenities are available at many staffed stations. Our website contains detailed information about each station, including parking availability.



**TRAFFIC FREE**

## TICKETS

Capitol Corridor trains generally do not require advance purchase, so it's easy to just buy a ticket and ride. Travel on certain holidays, in conjunction with promotional offers, or on many bus routes (Emeryville to San Francisco excluded), may require an advance purchase, however.

Since Capitol Corridor trains are unreserved, passengers can use a rail ticket at any time, as long as it's within a year of the original travel date indicated on the ticket. Additional fare will be charged, however, if the alternate travel itinerary is more expensive.

### TYPES OF TICKETS

#### *One-Way or Round-Trip*

These tickets are good for one-way or round-trip travel between two stations.

#### *Monthly Unlimited*

Monthly tickets are sold at a discounted rate and allow for unlimited rides between the stations listed on the tickets, or any station in between. They are valid during and expire at the end of the calendar month in which they are issued. Monthly tickets are non-transferable and are only good for the person whose name appears on the ticket.

#### *Ten-Ride (45-Day)*

Ten-ride tickets are sold at a discounted fare and are valid for 10 one-way rides within a 45-day period between the stations listed on the ticket, or any station in between. Any tickets not used within the 45-day period are forfeited; they may not be extended or credited towards another ticket. Ten-ride tickets are non-transferable and are only good for the person whose name appears on the ticket.

### ***eTicketing for Convenience and Flexibility!***

*Tickets may be purchased online and are issued as electronic tickets, or eTickets. eTickets can be printed out from any computer, Quik-Trak machine, or by a station agent. If you have a smart phone, you can simply pull up the ticket and show it to the train conductor. eTickets do not have cash value, so if it's lost, it can simply be reprinted.*

## HOW TO BUY TICKETS

Ticket Type	Online	Station Ticket Agent*	Quik-Trak**	On Board***
One-way	X	X	X	X
Round-trip	X	X	X	X (only if going to an unstaffed station)
Monthly unlimited	X	X	X	
Ten-ride (45-day)	X	X	X	

\*Staffed stations only.

\*\*The Hayward and Oakland Coliseum stations do not have Quik-Trak kiosks.

\*\*\*Surcharge will be applied unless boarding station is unstaffed. Conductors accept payment with cash or most major credit cards.

## BUS TICKETS

If your trip involves a bus connection, your ticket will include the route's designated bus segment, as well as the rail segment. If you are beginning your trip on a bus without a ticket in hand or on your smart phone, you will be required to surrender your photo ID to the bus driver temporarily until you arrive at a staffed train station. See the [Transit Connections](#) section for more information.

Please note that unless you are traveling between Emeryville and San Francisco, most connecting bus routes require an advance reservation.

## DISCOUNTS AND PROMOTIONS

You may be eligible for discount tickets. Capitol Corridor offers a variety of everyday discounts for seniors (age 62+), children (ages 2-12), disabled persons, and members of select organizations. We also run seasonal and destination-specific fare promotions. You'll find information about fares, discounts, and current promotions on our website. Infants under the age of two ride free.

## COMMUTER BENEFITS

If you travel to work on the Capitol Corridor, you may be eligible to take advantage of employer-sponsored programs that save you money on public transit. Ask your employer's human resources or benefits office for details about what programs they offer.

## GROUP TRAVEL

Groups of 20 or more passengers travelling together are eligible for a group discount, and we have a program designed specifically for K-12 student and youth groups called Train Treks®. For all groups, advance reservations are required in order to receive the discounted fare. Please visit the Group Travel section of our website or call 1-877-9-RIDECC (1-877-974-3322) for more information.

## SHOW YOUR TICKET

Even if you are a frequent rider, use a multi-ride ticket, or are familiar with the conductor, you must still present your ticket. Conductors and drivers are required to check your ticket – it is their job. If you are making a connection between the train and a 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 bus driver.



## LOST TICKETS

Monthly unlimited and 10-ride tickets, as well as most one-way and round-trip tickets, are issued as eTickets, regardless of how they are purchased. These tickets do not have cash value and may be reprinted or pulled up on a mobile device if lost.

Tickets for certain itineraries involving bus connections are still issued as paper-value tickets; they are like cash and must be safeguarded at all times. Conductors and bus drivers will collect your physical ticket in this situation, so if you lose it, they will not be able to look it up on their scanning device. Amtrak and Capitol Corridor are not liable for lost, stolen, misplaced, or destroyed tickets, and you must purchase a new ticket in order to travel.

## SAFETY AND SECURITY

Security measures are in place for the benefit of our riders. We ask for your cooperation in following rules and guidelines to ensure the safety of all passengers.

### **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 conductor, station agent, or train crew.

### **PASSENGER AGE RESTRICTIONS**

Children 12 years old and under are required to be accompanied by an adult who is at least 18 years old. Children who are 13, 14, or 15 may travel unaccompanied in accordance with Amtrak's Unaccompanied Minor Policy. This policy includes the conditions that travel must be between two staffed stations and may not include travel on connecting bus service. You can read the full policy at [www.amtrak.com](http://www.amtrak.com).

### **PASSENGER IDENTIFICATION**

Passengers 16 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 include a photo, it must identify the passenger by physical characteristics.
- Passport.
- Current university, college, or high school photo ID.

### **SECURITY MATTERS**

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





## ● PASSENGER CODE OF CONDUCT

The Capitol Corridor recommends the following tips to ensure that all passengers enjoy a safe and comfortable ride.

### **At the Station**

- Avoid running; always walk.
- Don't rush to the trains; we suggest you arrive at least 10-15 minutes early.
- If you need to park, buy tickets, or require assistance getting to the platform, we suggest you arrive at least half an hour in advance.
- Watch for moving vehicles on the station platform.
- Always wait behind the yellow area on station platforms until your train comes to a complete stop. Even if your train is not scheduled to arrive for a while, you should stay behind the yellow area as non-Capitol Corridor trains could be scheduled to pass through the station.
- Keep children close to you at all times.
- Do not smoke in the stations or on the platforms.

### **Boarding and Exiting the Train**

- Look for visual markers adjacent to the coach doors to assist boarding. A large orange triangle by the door indicates public access; cars with bicycle storage have a bike decal; and ADA accessible cars are marked with a wheelchair decal.
- Watch your step.
- Never board or exit a moving train.
- Do not block the wheelchair ramp.

- Generally, all exit doors on the station side of the train will open at each stop; however, in some cases, not all the doors will open. Pay attention to announcements prior to arrival, so you'll know if you need to move to another car to exit.
- Gather your belongings and prepare to exit as the train approaches your destination, not when the conductor announces that the train has arrived.
- If you need assistance, proceed to the lower level prior to the station stop.
- If you are boarding or exiting at the Sacramento Station, there are complimentary shuttles for individuals who may have difficulty walking the distance between the train platform and the station. Priority is given to passengers with mobility impairment. Shuttle pick-up locations are designated by signs on the platform and at the rear walkway of the station building. Under normal circumstances, the last shuttle departs the station 15 minutes prior to a train departure.

### **Be Safe**

- Use handrails for balance and support.
- Avoid standing in the vestibule or in between train cars when the train is moving.
- Familiarize yourself with emergency exits and the passenger safety card.
- Keep all windows and doors closed, unless instructed to do otherwise by a 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.

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## **BE MINDFUL OF OUR ONE TICKET, ONE SEAT POLICY BY OCCUPYING ONLY ONE SEAT.**

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### **Be Courteous**

- Be mindful of our One Ticket, One Seat policy by occupying only one seat.
- Store baggage and personal belongings in the overhead racks and designated storage areas, instead of on the seat next to you. If you do have a personal item on the seat next to you, please make the seat available for any boarding passengers.



- 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 also costly and takes up more of your fare dollars.
- If you're seated in the lower level, please surrender your seat to mobility-impaired or elderly passengers.
- No smoking on the train. This includes conventional cigarettes, e-cigarettes, pipes, and cigars.
- 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.
- Your electronic devices, as well as all headphones or earphones, must not emit any sound audible to others. This applies to passengers traveling in all cars, not just the Quiet Cars.
- Refrain from engaging in loud and/or offensive conversation with fellow passengers or on your mobile phone.
- Help keep our trains clean by disposing of trash and newspapers in the receptacles provided.
- Wear your shoes when moving about the train.



## ● 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, stay calm and follow the instructions provided by the train crew or outlined in the passenger safety card in the back of each seat.



## **SEATING — ONE TICKET, ONE SEAT**

To ensure seat availability for everyone, keep the seats around you clear by placing your belongings on the floor by your feet or in the overhead storage bin or luggage racks. Tables are to be used for groups of three or more. Seating on the lower level is prioritized 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 gives conductors a quick indicator that you've already paid your fare and provides information about your destination and the number of people in your party. 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 you to prove you paid your fare. If you move seats, be sure to take your seat check with you.

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## **ALL CAPITOL CORRIDOR TRAINS ACCOMMODATE AND WELCOME BICYCLES, BUT THEY MUST BE SAFELY STORED AND SECURED.**

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### **BIKES ON BOARD**

All Capitol Corridor trains accommodate and welcome bicycles, but they must be safely stored and secured in the designated lower levels of the train cars to allow for the safe passage of general foot traffic and to accommodate mobility-impaired passengers who are seated on the train's lower level. Bicycles must not block aisle ways.

Bicyclists should always walk their bicycle on station platforms and walkways and preferably board the train on one of the designated "bike cars", which have greater bike storage capacity than the other coach cars. All other coach cars have three bicycle racks on the lower level, with space available on a first-come, first-served basis.



**STAY CONNECTED!**



Bike cars are generally located at the end of the train opposite the locomotive and in the second position away from the locomotive. Look for the decals on the side of the cars indicating bike storage.

Please bring a bungee cord (if you forget, they are for sale in the Café Car), or other restraining device, to secure your bicycle. If the bike racks are full, please follow the train conductor's instructions on where to place and secure your bicycle.

Some trains will be crowded with bicycles, so if you can store your bicycle at a station or use a folding bike, we encourage that. For tips on how to secure your bike visit our website.

### **BIKES ON BUSES**

Most connecting buses can accommodate a limited number of bicycles on a first-come, first-served basis. Storage on most buses is underneath the motor coach in the luggage compartment, and some buses also have front-end bike racks. Amtrak and Capitol Corridor assume no responsibility for your bicycle. As on the train, passengers must load and unload their own bikes.

### **CARRY-ON LUGGAGE**

For passenger safety and security, please be mindful of Amtrak's 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. 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, strollers, diaper bags, car seats, and other baby paraphernalia.
- **Weight Limit:** Each bag may weigh no more than 50 lbs.
- **Size Limit:** Each bag may not exceed 28" x 22" x 14." Each bag must have a visible tag with your name and address.

## ACCESSIBILITY

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 (not to exceed 30" wide and 48" long), 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.

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## ONLY SERVICE ANIMALS ARE PERMITTED ON BOARD TRAINS.

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### ANIMALS

Only service animals that are trained to perform a specific task for the benefit of a person with a disability are permitted on board trains. Any animal accompanying you to provide emotional support, security, or comfort is not considered a service animal and is therefore not permitted on board Capitol Corridor trains. Conductors are entitled to ask what task or function your animal performs in order to accommodate travel. A service animal must sit under your seat or at your feet and is not allowed in the aisles or on seats.



We require that you keep your service animal under your control at all times. If you lose control of your animal at any time, or if your animal causes a significant disturbance or poses a danger to other passengers, the conductor is entitled to ask you to remove your animal from the train.

## ● TRAIN AMENITIES

### RESTROOMS

Large, wheelchair accessible restrooms are available on the lower level of all coach cars. Some cars also offer an upstairs restroom.

### FOOD & 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, you may not eat personal food in the Café

Car. Additionally, personal food items, 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 & OTHER AT-SEAT AMENITIES

Electrical outlets are available on both levels of the train. Computers and other electronic devices can be safely plugged into these surge-protected outlets. Each seat is also equipped with a fold-down tray, foot rests, and reading lights for added comfort and convenience.

### QUIET CARS *(Limited Availability)*

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

Please respect your fellow travelers when traveling in a 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.

## **WI-FI**

All cars in the fleet have complimentary Wi-Fi. Look for AmtrakConnect in your device's list of available hot spots. High-bandwidth activities are prevented and discouraged. In the event the Wi-Fi is not working, check your device setting and try reconnecting. If the issue persists, you may notify the conductor.

## **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, and some trips require an advance reservation.

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.





## **TRANSIT TRANSFER PROGRAM**

Capitol Corridor 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 all participating transit agencies, visit our website.

## **BAY AREA RAPID TRANSIT (BART)**

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

## **CALTRAIN**

You can connect 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 fares and service, visit [www.caltrain.com](http://www.caltrain.com).

## ● INFORMATION

### **LOST & 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: [www.capitolcorridor.org](http://www.capitolcorridor.org).



CAPITOL CORRIDOR  
JOINT POWERS AUTHORITY  
300 Lakeside Drive, 14th Floor East  
Oakland, CA 94612  
[www.capitolcorridor.org](http://www.capitolcorridor.org)