



Comments from Public Workshops On Draft Business Plan JANUARY 2011

As part of the public review process, the Capitol Corridor Joint Powers Authority (CCJPA) invited members of the public to attend the annual series of workshops to provide input into the CCJPA's draft Business Plan and comment on future plans for the Capitol Corridor (fares, schedules, stations). The following comments were collected from the nine workshops held in January 2011:

Monday, January 24, 2011: Train 542, Rear Coach Car, 4:30pm-7:30pm (Santa Clara - Sacramento)

Santa Clara - Great America Station to Oakland (5 attendees)		CCJPA Response
1	Provide location of train online and through cell phone application and permit code to be available to application developers	CCJPA will investigate making this available.
2	Better food plus microwave or toaster available for passengers	Comment noted about food options; however the CCJPA cannot provide self-service cooking devices due to safety concerns.
3	Provide top shelf liquor (i.e. Patron Tequila)	CCJPA will evaluate against current stock and sales data.
4	Advise eastbound passengers at EMY what platform will be used at BKY (so bikes can be moved to proper car)	CCJPA staff will check with Amtrak to see if conductors can make this announcement part of regular practice.
Richmond – Sacramento (8 attendees)		CCJPA Response
1	Re-evaluate bus seating from the Hyatt stop to Emeryville, bus is nearly full	CCJPA will examine the Route 99 schedules and routing and evaluate if there is a cost effective means to alleviate bus crowding.
2	Reduce Text Message signup length from 4 pages to 1	This is the standard process implemented by CCJPA's message delivery vendor.
3	Customers request the ability to know status of connecting motorcoach buses in San Francisco	CCJPA will work with Amtrak to study the feasibility of utilizing mobile GPS messaging units with fixed signs and pickup locations since the bus fleet status is not being captured.
4	Complaint regarding the cleanliness of the Richmond BART Station elevator	Comment noted – CCJPA has contacted BART about this condition.
5	Can Elk Grove transit agency provide an e-Tran bus serving Sacramento Station?	Customer was encouraged to contact e-Tran about their scheduling (CCJPA does have a transit transfer program with e-Tran).
6	Provide the Quik Trak machines in Emeryville to generate tickets from San Francisco – other stations for use by riders during layovers between the bus and the train	CCJPA will inform riders that when booking online they can purchase tickets to San Francisco at any Quik Trak machine at any station.
7	Provide a bus pick up stop at the temporary Trans Bay Terminal	CCJPA's Transportation Officer will investigate this as an option.

Tuesday, January 25, 2011: Train 538, Rear Coach Car, 4:10pm – 6:10pm (Santa Clara - Sacramento)

Santa Clara-Great America to Sacramento (8 attendees)		CCJPA Response
1	Store bikes closer together to allow more bikes	CCJPA will ask the newly formed Bicycle Working Group to consider this

		suggestion.
2	Advertise to dispel common misconceptions that CC trains are slowed by freight; get out message "we are reliable"	CCJPA Marketing has received this comment and will incorporate this message.
3	Allow transit transfers on Friday night to be used on Monday morning going back to train	CCJPA would be required to renegotiate each agreement with each transit operator; this option would violate the policies used when adopting the program
4	Free Public Parking is a huge benefit for attracting riders. Provide more parking	CCJPA will work with local station owners who control parking policy or expansion.
5	Provide a late night bus from San Francisco making all stops to Sacramento for people who stay in the city late for dinner or entertainment	CCJPA will consider this as long as operating budget is sufficient; presently this is not feasible.
6	P.A. in Surfliner Cars are too loud in California I cars, please correct; please remove the (ding dong) tone that precedes P.A. announcements from Surfliner Cars	Request noted; this may be resolved with a revised intercom protocol with On-Train Information System implementation.
7	Provide an application that riders can use for checking on late trains	(see response above for train 542, comment 1)
8	Quiet Cars: Can yellow text (LED) signs be programmed to read "Quiet Car"?	The yellow LED signs are typically used to indicate Train number and destinations. We use printed signs at the entrance of the Quiet Cars.
9	Provide Quiet Cars on all trains	Currently, CCJPA does not have enough cars to offer one Quiet Car on all trains.
10	Create Capitol Corridor flyer that instructs how to do beneficial exercises or stretching in your seat or provide a physical fitness car with equipment such as stationary bikes	Comment provided to CCJPA Marketing; no additional rail cars are available nor funds available to designate cars for exercise-only purposes.

Tuesday, January 25, 2011: Train 544, Rear Coach Car, 6:00pm-7:30pm (Santa Clara - Martinez)

San Jose to Martinez (6 attendees)		CCJPA Response
1	Daily rider sees need for more train service between Oakland and San Jose	CCJPA agrees and is applying for funding for projects which would permit expansion.
2	The seats in the new (Surfliner) cars are too close, which is uncomfortable; there are too many seat rows in the new cars, thus reducing leg space	Reupholstery caused seats at the tables to be closer; CCJPA is working on a fix with Caltrans and Amtrak.
3	Trains need more space for bikes; the "bike storage record" for Train 544 is 19 bikes; Riders even store bikes in the lower-level bathroom in the last row and folding bikes in the luggage racks	Comment noted and being addressed through the Bicycle Working Group.
4	PIDS signs should display which platform trains are arriving on or departing from. Adding this information would be especially helpful at the San Jose/Diridon station	Agreed. The hurdle is connecting dispatching decisions to the PIDS system which is impractical at this time.
5	Capitol Corridor should allow more bikes on board, especially on Trains 523 and 544. Bike riders claim these are peak commute period trains for riders traveling between Oakland and San Jose	Comment noted and being addressed through the Bicycle Working Group.
6	Fremont Station is tricky for bike riders because the platform is so short only one car opens its doors; sometimes bikers have to access the train on the gravel instead of the platform	Comment noted. CCJPA has identified a capital project which extends the second platform at Fremont.
7	Capitol Corridor should sell fresh whole fruit in the Café	CCJPA is revisiting this food option with

	Car. To avoid spoilage, just buy what could be sold out in one day	Amtrak.
8	The conductors are great	Comment noted.
9	The curtains are nice	Comment noted.
10	Passengers on this train LOVE the Rider Appreciation events	Comment noted.
11	Often times the temperature in the cars are too cold, turn down the air conditioning	CCJPA and Caltrans are aware of the temperature issues; ongoing HVAC retrofits are designed to respond to this situation.

Tuesday, January 25, 2011: Train 545, Rear Coach Car, 5:00pm-5:40pm (Davis - Martinez)

Train 545 merged with train 547 due to prior incident (17 attendees)		CCJPA Response
1	No text message about 545 cancellation today due to prior grade crossing incident – this is when I need them	Human error at the operations center resulted in this failure.
2	Service has improved a lot	Comment noted.
3	Move the departure from 3:35 to 3:45 so a complete 8 hour day from the early train can be managed for State workers – adjustment should work also with the early trains	CCJPA will consider on next train schedule.
4	Make there be secure bicycle parking – my bike got stolen with a cut lock	CCJPA will consider this option with the Bicycle Working Group.
5	Make a PIDs application for smart cell phones	See comment 1, train 542.

Wednesday, January 26, 2011: Train 540, Rear Coach Car, 5:15pm - 6:45pm (Richmond - Sacramento)

Richmond to Sacramento (5 attendees)		CCJPA Response
1	Some LSA's in the Café Car hand out only one napkin, can they be more generous with their stock?	Comment noted – extra napkins are available in the café car.
2	Thank you for the curtains	Comment noted.
3	New drivers (Route 99 San Francisco to Emeryville) refuse or are intimidated to call ahead for bus hold; they do not listed to regular riders and they have missed train connections	CCJPA and Amtrak will conduct more regular refresher training sessions with the SF bus operator drivers.
4	Buy hedge fuel	Comment noted.
5	Can you restore the courtesy stop at 9 th and Market, the Hotel Whitcomb that you used to have?	This stop had to be closed per SF Muni and SF Dept of Transportation.

Thursday, January 27, 2011: BART Boardroom, 344 20th St., Kaiser Center Mall, 3rd Fl. Oakland, 5:30pm-6:30pm

Oakland, 5:30pm-6:30pm [2 attendees]		CCJPA Response
1	BART Board Member Raburn: Commented on the great job Priscilla was doing in marketing the Capitol Corridor as ridership is trending upward	Comment noted.
2	Suggests the CCJPA install the new BikeLink lockers systemwide to offer bicyclists the new technology. BikeLink cards can be sold in the Café Cars	This concept can be incorporated into the bike-related options the Bicycle Working Group will address.
3	Are we planning to apply for Surface Transportation funding?	CCJPA will apply for all grant funding sources eligible for this service provided the criteria for any grant align with the strategic capital program.
4	Revisit legislation to increase bus service to Santa Cruz	Staff will review motor coach service restoration per SB 804.
5	More brochure racks at Martinez Station, "if there were more free-standing racks, Martinez Station could be an	Comment noted.

	example for other staffed stations”	
6	Send less “Message to Riders” to Martinez Station	Comment noted.
7	What is the status of the triple track trestle that CCJPA planned to build in the Alviso wetlands?	This project is not funded; it would first require exploratory scoping studies.
8	Are all the door upgrades complete?	No – not yet.
9	Luggage racks need to be retrofitted for more storage. (This suggestion was made to Bill Bronte and Cliff wanted to know whether or not Caltrans will follow through)	This is a Caltrans issue which CCJPA will forward.

Thursday, January 27, 2011: Train 536, Rear Coach Car, 4:00pm-5:00pm (Richmond - Davis)

Richmond to Davis (5 attendees)		CCJPA Response
1	Would CCJPA consider using Hercules as a North Coast Hub instead of Martinez?	CCJPA will evaluate connecting bus options as conditions change.
2	Automatic Ticket Vending (ATV) provides a great opportunity to introduce a new type of tariff for weekends: A single day pass for a single person and a family day pass for families	As Amtrak modifies its ticketing process through the use of technology, the CCJPA will look at more customizable fare options to drive ridership and revenue.

Thursday, January 27, 2011: Train 536, Rear Coach Car, 5:25pm – 6:30pm (Sacramento - Auburn)

Sacramento to Auburn (12 attendees)		CCJPA Response
1	Conductors are sometimes leaving the station too soon	Conductors are instructed to use synced cellular services to ensure that doors are not closed or the train leaves ahead of time.
2	Cleanliness on the trains for 529/536 could be improved	There is an overnight cleaning crew in Auburn whose effectiveness will be evaluated to ensure the trains are cleaned as required.
3	Statements of support for more trains to Auburn and an expressed willingness to support CCJPA grant applications to get more service	Comment noted.

Thursday, January 27, 2011: Train 547, Rear Coach Car, 5:55pm-6:40pm (Davis to Martinez)

Davis to Martinez (15 attendees)		CCJPA Response
1	Why does CCJPA have a 50% farebox recovery goal? Why not higher? Why not raise fares?	CCJPA’s 50% farebox recovery is a goal; however, the CCJPA is working to first implement technologies to reduce operating costs.
2	Will WiFi have good coverage between Richmond-Martinez which notoriously has poor cellular coverage?	Yes.
3	Appreciate clean restrooms	Comment noted.
4	Why is UP doing a great job dispatching trains?	Because UP can earn up to \$2.7 Million in incentives when it achieves high (90+%) On Time Performance (OTP) results.
5	Enjoy service alerts; can more details be provided?	CCJPA staff is considering more options as it works to roll out a second phase II of these alerts.
6	When will bike storage expansion plans be implemented?	Conducting workshops now, which will help determine what is needed at stations (bike lockers) and on trains (modifications to lower level of rail cars).

Friday, January 28, 2011: Train 543, Rear Coach Car, 3:50pm-4:35pm (Davis - Martinez)

<i>Davis to Martinez (60 attendees)</i>		<i>CCJPA Response</i>
1	While endpoint OTP may be good due to the amount of "pad/recovery" in schedule, passenger believes that intermediate station OTP is poor. What is being done?	With OTP continuously improving the intermediate station OTP is also improving; limited passenger complaints on this issue; however FRA/Amtrak are looking into metrics to measure intermediate station OTP.
2	Passenger noted that OTP is good	Comment noted.
3	Appreciate communications on any service delays	Comment noted.
4	If someone brings on electric-powered pedal bike, can it be charged while bike securement unit?	Staff will look into this request.